

BHP Mt Arthur Coal
Community Complaints Summary
Community Response Line #1800 882 044
Period: December 21



| Date | Time | From | Issue | Lodgement type | Investigation and response to caller |
|-------------|-------------|-----------------------------------|-----------------|-------------------------|--|
| 17/12/21 | 6:56pm | New England Highway, Muswellbrook | Blast Vibration | Community Response Line | Investigation revealed MAC didn't blast at the time. The impact was due to magnitude 3 earthquake as recorded by Geoscience Australia. |
| 23/12/21 | 2:03pm | Muswellbrook Shire Council | Other | Community Response Line | Investigation revealed, MAC South (Thiess) vehicles use the LV wash bay facility at MAC North or manual cleaning of vehicles as required. As a result of complaint, Thiess reminded teams of the requirement to ensure any vehicles leaving site to be adequately cleaned. |