



## Community Complaints Summary

BHP Mt Arthur Community Response Line: 1800 882 044.

September 2018

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Date and time	From	Issue	Lodgement type	Investigation and response to caller
06/09/2018 13:55	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Investigation revealed mining operations had already ceased at the time. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller was advised of investigation and monitoring results.
07/09/2018 12:44	Denman Road	Blast Vibration	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
10/09/2018 17:56	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria.

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11/09/2018 9:40	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria.
11/09/2018 21:04	Racecourse Road/Sheppard Avenue	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken. Caller advised they were satisfied that the issue had been resolved
11/09/2018 21:04	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria.
12/09/2018 20:17	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria.
14/09/2018 22:12	Racecourse Road/Sheppard Avenue	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken. Caller advised they were satisfied that the issue had been resolved
14/09/2018 22:16	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria.

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19/09/2018 17:31	Racecourse Road/Sheppard Avenue	General Dust	Results at the nearest monitor indicated dust levels were elevated at the time
19/09/2018 19:33	Racecourse Road/Sheppard Avenue	General Dust	Results at the nearest monitor indicated dust levels were elevated at the time
19/09/2018 10:48	Denman Road	Other	As part of its blasting procedures, Mt Arthur Coal places reduced speed signs along a public road approximately one hour before the anticipated time of the blast event. These signs are put in place for the safety of both the general public and company personnel who are located along the roadway in preparation for a blast. Investigation revealed that speed limit signs were erected within the timeframe set out in Mt Arthur Coal's blasting procedures, which aim to ensure the safety of Mt Arthur Coal personnel and community members.

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