

# Rix's Creek Mine

## Complaints Register

### 2019

Number	Date Received	Site	Nature of Complaint	Location	How received	Action taken and findings
JANUARY						
1	15/01/2019	RCN	Blast	New England Highway	Rix's Hotline	<b>Action Taken:</b> Blast results reviewed <b>Findings:</b> All blast results found to be below compliance levels.
2	18/01/2019	RCN	Dust	Camberwell Village	Rix's Hotline	<b>Action Taken:</b> External site assessment conducted by Rix's Creek Personnel from the Camberwell Village and the New England Highway. TEOM and UHAQMN data was reviewed and found to show 'good' air quality. A report was prepared and provided to the complainant. Operational changes made RCN: 2 x drills shut down and increased water cart focus at active dig face. <b>Findings:</b> Very hot conditions and low wind speed causing a dusty and hazy environment across the Valley. Rix's Creek not found to be producing excessive visible dust.
3	18/01/2019	RCS	Noise	Rix's Creek	Direct to Mine	<b>Action Taken:</b> Communication to all shifts to ensure awareness of the access restrictions in place for use of the Turkey's Nest water fill point. Additionally, safety cones used to barricade the Turkey's Nest Fill Point from 6:30pm – 6:20am. <b>Findings:</b> Effective communication
FEBRUARY						
No complaints received						
MARCH						

4	04/03/2019	RCN	Blast	New England Highway	Rix's Hotline	<b>Action Taken:</b> Blast results reviewed <b>Findings:</b> All blast results found to be below compliance levels.
APRIL						
5	18/04/2019	RCN	Dust	Wattle Ponds	Rix's Hotline	<b>Action Taken:</b> Dust inspection conducted by OCE's with watercarts already in the area watering active haul roads. <b>Findings:</b> Inspection post complaint identified no excessive dust from operations.
MAY						
No complaints received						
JUNE						
6	20/06/2019	RCN	Noise	Camberwell Village	Rix's Hotline	<b>Action Taken:</b> SentineX Repository remote noise monitoring data reviewed. <b>Findings:</b> Mine noise levels determined to be below compliance levels.
7	20/06/2019	RCN	Noise	Camberwell Village	Rix's Hotline	<b>Action Taken:</b> SentineX Repository remote noise monitoring data reviewed. <b>Findings:</b> Mine noise levels determined to be below compliance levels.
JULY						
No complaints received						
AUGUST						
8	18/08/2019	RCS	Noise	Maison Dieu	Direct to Mine	<b>Action Taken:</b> TARP activated. Rix's Creek Compliance Personnel conducted attended noise monitoring nearby complainants residence. <b>Findings:</b> Rix's Creek Mine noise found to be minimal and well below approved operational compliance levels. It was noted that a large and brief storm event was developing at time of complaint, potentially causing anomaly meteorological/ inversion conditions.

## SEPTEMBER

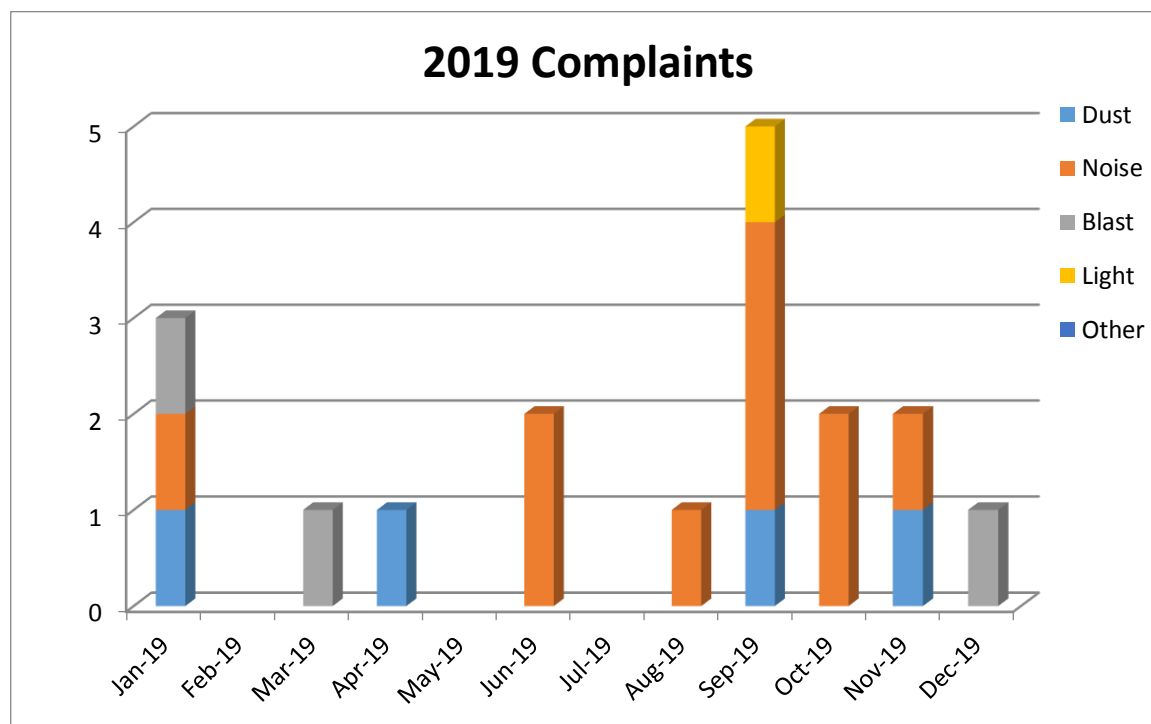
9	2/09/2019	RCS	Noise	Maison Dieu	Rix's Hotline	<p><b>Action Taken:</b> TARP Activated. Attended noise monitoring was conducted nearby the complainant's residence as per TARP. Monitoring personnel informed RCS OCE of the monitoring results and changes were made to the operation as necessary – equipment shut down. Follow up attended noise monitoring proved that the operational changes made were effective and operational compliance was achieved.</p> <p><b>Findings:</b> During this night Rix's Creek Mine Noise TARP was activated and changes were made to the operation as necessary. Changes made to the operation included reducing truck speed, dozers locking in low gear, excavators lowering first pass, stopping mining operations.</p> <p>Rix's Creek Mine was made operational changes during the night of this complaint to maintain compliance with approved operational noise limits.</p>
10	20/09/2019	RCS	Noise	Maison Dieu	Direct to Mine	<p><b>Action Taken:</b> TARP Activated. Attended noise monitoring was conducted nearby the complainant's residence as per TARP. Monitoring personnel informed RCS OCE of the monitoring results and changes were made to the operation as necessary – equipment shut down. Follow up attended noise monitoring proved that the operational changes made were effective and operational compliance was maintained.</p> <p><b>Findings:</b> Attended noise monitoring confirmed that the complainants concerns about elevated mine noise were justified. Action taken proved effective in ensuring mine noise levels remained below operational compliance levels.</p>
11	24/09/2019	RCS	Lighting	Wattle Ponds	Direct to Mine	<p><b>Action Taken:</b> RCS and RCN OCE's were notified of the complaint. Rix's Creek Compliance Technician (RP) drove into the vicinity of the complainant's residence and identified the light. RP was able to assist the OCE's in determining which light was causing the issue. On this occasion it was revealed to be a RCS CHPP light. This light was turned off. Follow up action included electricians adjusting the light the following day (25/09/2019) to prevent reoccurrence.</p> <p><b>Findings:</b> From his off-site vantage point the Rix's Creek Compliance Technician was able to assist the OCE's in determining which operational light was causing the disturbance at the complainants</p>

						residence and moreover ensuring that corrective action was taken to resolve the issue as soon as practical.
12	30/09/2019	RCN	Noise, Dust	Camberwell Village	Rix's Hotline	<p><b>Action Taken:</b> Sentinex Real-time noise monitoring data at Camberwell village monitor was reviewed as well as upstream / downstream Air Quality Data for Camberwell and Singleton NW UHAQMN monitoring stations. No follow up contact possible as complainant did not provide contact details.</p> <p><b>Findings:</b> No Sentinex noise alarms received in the 24hrs prior to time complaint received.</p> <p>No Air Quality alarms received in the 24hrs prior to time complaint received.</p>
OCTOBER						
13	16/10/2019	RCS	Noise	Gowrie	Direct to Mine	<p><b>Action Taken:</b> As requested by Complainant, Environment Manager sent an email to the complainant to confirm the complaint had been received.</p> <p>The previous nights attended mine noise monitoring and noise forecast models were reviewed.</p> <p>Complaint was communicated to Rix's Creek shift supervisors.</p> <p><b>Findings:</b> No mine noise issues identified during the night of 15th-16th October 2019.</p>
14	30/10/2019	RCS	Noise	Gowrie	Direct to Mine	<p><b>Action Taken:</b> Environment Manager contacted the Open Cut Examiner (OCE) to notify him of the noise complaint from the Maison Dieu area and confirm what equipment was currently operating at the West Pit operations. The OCE noted that the 5500 Excavator was operational, however the 6060 Excavator was not operational. Environmental Advisor completed additional attended noise monitoring at Llanrian Drive and Maison Dieu area from 8:15am to 9am with the Env. Manager in attendance.</p> <p>Rix's Creek operational mining noise was identifiable from the residence however mine noise levels were below compliance levels and therefore Rix's Creek Mine was operating within its noise criteria limits.</p> <p><b>Findings:</b> Based on the attended monitoring and the noise assessment conducted after the complaint was received, Rix's Creek Mine was operating within its noise criteria limits at the time of the complaint. Noise contribution occurred from other Mining, Industrial and Highway traffic sources. No operational changes were made at the time of the complaint as operations were in accordance with the noise criteria.</p>
NOVEMBER						

15	01/11/2019	RCS	Noise	Gowrie	EPA	<p><b>Action Taken:</b> Environmental Advisor wrote letter (8th Nov 2019) to the NSW EPA Officer. Outlined the actions taken by Rix's Creek Environment personnel and operations staff, Meteorological data, Noise modelling, outlining noise monitoring conducted when original complaint was received on 30/11/2019. Copies of above mentioned data was supplied as appendix to the letter.</p> <p><b>Findings:</b> Based on the attended monitoring and the noise assessment conducted after the complaint was received, Rix's Creek Mine was operating within its noise criteria limits at the time of the complaint. Noise contribution occurred from other Mining, Industrial and Highway traffic sources. No operational changes were made at the time of the complaint as operations were in accordance with the noise criteria. No further action required.</p>
16	26/11/2019	RCS	Dust	Maison Dieu Rd	Direct to Mine	<p><b>Action Taken:</b> Environmental Officer attended residence and noted mine lights on. Spoke to OCE and was informed no dumping was taking place at the raised dump level that evening. From previous night's noise monitoring report, noise monitoring was conducted along Maison Dieu Rd with noise being below noise limits.</p> <p><b>Findings:</b> As per the dust complaint, Rix's Creek was not operating in that area of the pit at the time so dust/noise was not considered an issue on this particular evening. As to noise from the previous evening. Attended Noise monitoring was undertaken at Maison Dieu Rd with all readings under limits. No further action required as operational noise was below noise limits.</p>
DECEMBER						
17	21/12/2019	RCN	Blast	Bridgman Rd	Direct to Mine	<p><b>Action Taken:</b> Complainant was informed that the blast results were within compliance. Complainant was taken through the blast results, Rix's Creek use of ENVMET model and our blast considerations. The complainant has been supplied with the Bloomfield Complaints phone number, and the EPA number for any possible future occurrence.</p> <p><b>Findings:</b> All result were within the range of compliance. Rix's Creek to review the blast and its results. No further action to be taken.</p>

## 2019 Complaints Summary

	<i>Blast</i>	<i>Noise</i>	<i>Dust</i>	<i>Water</i>	<i>Lights</i>	<i>Odour</i>	<i>Other</i>
<b>Summary</b>	3	10	4	0	1	0	0
<b>2019 Total Complaints</b>	18						



Data updated: 24/12//2019