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# Rix's Creek Mine Complaints Register Year ending March 2024

Number	Date Received	Site	Nature of Complaint	Location	How received	Action taken and findings
April 2023						
1	08/04/2023	Rix's Creek North	Dust	Bridgman	Rix's Creek Community and Blasting Hotline	<p><b>Actions:</b> Open Cut Examiner (OCE) returned the Complainants call and explained that we had severely reduced operations due to the public holidays. Water carts in operation watering roads.</p> <p><b>Findings:</b> With constantly high Northwest winds, the water carts were focused on the active haul cycles that were in use. There was reduced operation and crew due to the Public Holidays.</p> <p>No further action required.</p>
2	09/04/2023	Rix's Creek North	Dust	Bridgman	Rix's Creek Community and Blasting Hotline	<p><b>Actions:</b> Open Cut Examiner (OCE) returned the Complainants call and explained that we had severely reduced operations due to the public holidays. Water carts in operation watering roads.</p> <p><b>Findings:</b> With constantly high Northwest winds, the water carts were focused on the active haul cycles that were in use. There was reduced operation and crew due to the Public Holidays.</p> <p>No further action required.</p>

## May 2023

3	03/05/2023	Rix's Creek North	Dust	Bridgman	Bloomfield Community and Blasting Hotline	<p><b>Actions:</b> Environment Superintendent (ES) returned the Complainants call and advised of actions that would be initiated.</p> <p><b>Findings:</b> Undertake review of dust management at Tailings Dam to find additional methods of dust suppression.</p> <p>No further actions required.</p>
4	15/5/2023	Rix's Creek North	Other	Bridgman	Email Notification	<p><b>Actions:</b> Environment Superintendent (ES) phoned complainant to discuss the 1080 dog-baiting program and provided a notification letter.</p> <p><b>Findings:</b> Undertake review on property agent mailing list to ensure that it is updated and reviewed accordingly.</p> <p>No further actions required.</p>
5	26/5/2023	Rix's Creek North	Dust	Bridgman	Rix's Creek Community and Blasting Hotline	<p><b>Actions:</b> Environment Superintendent (ES) phoned complainant to discuss the issue, relaying meteorological conditions have not been favourable with high NW winds.</p> <p><b>Findings:</b> ES found that water carts were in use on active haul cycles and upper dumps along with tailings dam spigots being utilised.</p> <p>No further actions required.</p>

6	26/5/2023	Rix's Creek North	Dust	Bridgman	Rix's Creek Community and Blasting Hotline	<p><b>Actions:</b> Environment Superintendent (ES) phoned complainant to discuss the issue, relaying meteorological conditions have not been favourable with high NW winds. Complainant said that he had contacted the EPA regarding his dust complaint.</p> <p><b>Findings:</b> ES found that water carts were in use on active haul cycles and upper dumps. Spigot lines were operational, watering down Tailings Dam 2. EPA asked for a request for information following dust complaint and Rix's Creek Mine provided response.</p> <p>No further actions required.</p>
June 2023						
7	04/6/2023	Rix's Creek South	Noise	Maison Dieu	OCE's Mobile	<p><b>Actions:</b> Open Cut Examiner (OCE) returned the Complainants phone call. OCE rang Environmental Noise Technician (ENT) to the area to monitor the noise at Complainants request.</p> <p><b>Findings:</b> ENT was monitoring in the area since 20:50 and throughout the night. All readings were within compliance levels.</p> <p>No further actions required.</p>
8	05/6/2023	Rix's Creek North	Noise	Camberwell	Email	<p><b>Actions:</b> Noise monitoring sheets from previous night checked, Environment Noise Technician (ENT) conducted recording at 12:33am at Camberwell, reading within compliance levels.</p> <p><b>Findings:</b> ENT conducted reading at Camberwell location at 12:33am and reading was within Compliance levels. No alarms were received from Sentinex monitoring system during the night. Environment Superintendent (ES) responded to Complainant via email.</p> <p>No further actions required.</p>

July 2023						
9	06/07/2023	Rix's Creek South	Blast	Maison Dieu	Phone	<p><b>Actions:</b> Environment Superintendent (ES) phoned Complainant to discuss the blast. ES explained that all appropriate precautions were taken and weather conditions were favourable.</p> <p><b>Findings:</b> ES explained the blasting process and conducted a review with the Blast team. Review found that the blast was within all compliance requirements.</p> <p>No further actions required.</p>
10	10/07/2023	Rix's Creek South	Other	Rixs Creek	Text	<p><b>Actions:</b> Environment Manager (EM) returned Complainants text advising that RCM had received approval to transport coal using road trucks via Rix's Creek South access road.</p> <p><b>Findings:</b> EM explained that truck movements were limited to daylight hours and 10 trucks per day, with a Code of Conduct, which requires reduced braking and obeying speed limits.</p> <p>No further action required.</p>

11	25/07/2023	Rix's Creek	Other	New England Highway	Phone	<p><b>Actions:</b> EO (Environmental officer) phoned complainant discussing the event.</p> <p><b>Findings:</b> Internal investigation undertaken, resulting in increased mentoring of operators in correct procedures.</p> <p>No further action required.</p>
12	26/07/2023	Rix's Creek South	Noise	Maison Dieu	OCE's Mobile	<p><b>Actions:</b> Open Cut Examiner (OCE) notified Environmental Compliance Technician (ECT) to undertake monitoring at the complainants location.</p> <p><b>Findings:</b> ECT found that all readings taken were within compliance limits.</p> <p>No further action required.</p>
August 2023						
September 2023						
13	20/09/2023	Rix's Creek	Dust	Gowrie	Email	<p><b>Actions:</b> ES (Environmental superintendent) had a meeting with the complainant explaining their rights and the Rix's Creek air quality management system. ES shared Dusttrak data from the time of the complaint which was within compliance levels.</p> <p><b>Findings:</b> ES Found that dust levels were within compliance limits.</p> <p>No further action required.</p>

October 2023						
14	8/10/2023	Rix's Creek	Noise	Maison Dieu	OCE's Mobile	<p><b>Actions:</b> OCE (Open Cut Examiner) phoned Environment Noise Technician (ENT) and requested that they conduct noise readings immediately.</p> <p><b>Findings:</b> ENT conducted two readings that were within limits. ENT continued to monitor with in the area till end of shift. No further action required.</p>
15	30/10/2023	Rix's Creek	Blast	Wattle Ponds	Rix's Creek Community and Blasting Hotline	<p><b>Actions:</b> Environmental Superintendent (ES) returned complainants call. ES provided blast results from the closest monitor explaining vibration and air blast overpressure.</p> <p><b>Findings:</b> ES reviewed the blast with the blast supervisor and the shot was within compliance. No further action required.</p>
November 2023						
December 2023						
16	15/12/2023	Rix's Creek	Dust	Camberwell	Email	<p><b>Actions:</b> Environmental Superintendent (ES) provided email to complainant.</p> <p><b>Findings:</b> ES reviewed Air quality data finding that all levels were within compliance. No further action required.</p>
January 2024						

February 2024						
17	18/02/2024	Rix's Creek	Light	Wattle Ponds	Phone	<p><b>Actions:</b> Environmental Manager (EM) received an SMS regarding lighting. EM contacted RCM Open Cut Examiner (OCE) resulting in a lighting plant's location being altered Environmental Superintendent (ES) provided email to complainant.</p> <p><b>Findings:</b> Light identified on visible dump, lighting location was altered. Communicate with OCE the importance of lighting plant locations. No further action required.</p>
March 2024						
18	7/03/2024	Rix's Creek	Noise	Long Point	Phone	<p><b>Actions:</b> Environmental Noise Technician (ENT) Notified RCS-OCE about the complaint. ENT returned a phone call to the complainant and left a message</p> <p><b>Findings:</b> ENT continued monitoring in the area and found that all readings were within compliance limits.</p>

## YEM 2024 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>	2	5	7	0	1	0	3
<b>YEM 2024 Total Complaints</b>	18						

Data updated 1/04/2024.

