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Rix's Creek Mine Complaints Register Year Ending March 2025

Number	Date Received	Site	Nature of Complaint	Location	How received	Action taken and findings
April 2024						
1	09/04/2024	Rix's Creek North	Noise	Bridgman	Rix's Creek Community and Blasting Hotline	<p>Actions: Environment Superintendent (ES) identified the noise as pump 23. Opportunities for sound attenuation are being investigated.</p> <p>Findings: Pump 23 has been identified and subsequent sound attenuation is scheduled.</p>
May 2024						
2	20/05/2024	Rix's Creek Mine	Light	Long Point	Rix's Creek Community and Blasting Hotline	<p>Actions: OCE (Open Cut Examiner) shut down all lighting plants in the area and repositioned them on day shift.</p> <p>Findings: Ensure lighting plants are facing towards operations and continue to conduct lighting assessments. To be raised with operations manager.</p>

3	31/05/2024	Rix's Creek Mine	Light	Maison Dieu	Rix's Creek Community and Blasting Hotline	<p>Actions: A lighting assessment was undertaken, which identified the lighting plant allowing the unit to be repositioned.</p> <p>Findings: Ensure lighting plants are facing towards operations and continue to conduct lighting assessments. To be raised with operations manager.</p>
June 2024						
4	4/06/2024	Rix's Creek Mine	Noise	Bridgeman	EPA Email (Anonymous)	<p>Actions: Environment Superintendent (ES) provided a response to NSW EPA providing Environmental Noise Technician (ENT) readings and monthly compliance noise testing which also occurred at the same date.</p> <p>Findings: ES found that both ENT and monthly compliance noise testing was below compliance limits. Awaiting response from EPA.</p>
July 2024						
5	17/07/2024	Rix's Creek Mine	Noise	Bridgeman	Rix's Creek Community and Blasting Hotline	<p>Actions: Environment Superintendent (ES) called complainant and provided additional information on noise management.</p> <p>Findings: Informed complainant that we were operating below our approved noise levels and provided information to contact Rix's Creek Mine using the community hotline.</p>
6	22/07/2024	Rix's Creek Mine	Other	Rix's Creek lane	Phone	<p>Actions: Environment Superintendent (ES) called complainant regarding excessive speed on access roads.</p> <p>Findings: Communicate to site employees and contractors to obey speed limits when leaving site.</p>

August 2024						
7	28/08/2024	Rix's Creek Mine	Dust	Bridgman	Rix's Creek Community and Blasting Hotline	<p>Actions: Environment Superintendent (ES) called complainant providing an overview of dust control measures that had been implemented throughout the day to mitigate the impacts caused by adverse meteorological conditions.</p> <p>Findings Evaporative fans, watercarts, spigot lines and reduced operations were all utilised to mitigate dust creation.</p>
September 2024						
8	2/09/2024	Rix's Creek Mine	Dust	Bridgman	Rix's Creek Community and Blasting Hotline	<p>Actions: Environment Superintendent (ES) responded explaining the dust mitigation methods being utilized on site. ES also provided an overview of meteorological conditions contributing to poor regional air shed.</p> <p>Findings Evaporative fans, watercarts, spigot lines and reduced operations were all utilised to mitigate dust creation.</p>
9	25/09/2024	Rix's Creek Mine	Blast	Camberwell	Email	<p>Actions: Environment Superintendent (ES) responded to complainant providing data regarding the blast demonstrating that it was within all compliance criteria</p> <p>Findings Conducted internal review to determine opportunities for process improvement</p>
10	25/09/2024	Rix's Creek Mine	Blast	New England Highway	Email	<p>Actions: Environment Superintendent (ES) responded to complainant providing data regarding the blast demonstrating that it was within all compliance criteria</p> <p>Findings Conducted internal review to determine opportunities for process improvement</p>

October 2024						
November 2024						
December 2024						
11	17/12/2024	Rix's Creek Mine	Dust	Unknown	Rix's Creek Community and Blasting Hotline	<p>Actions: Environment Superintendent (ES) returned call and left a message with contact details complainant did not reply. Dust control measures had been implemented throughout the day to mitigate the impacts caused by adverse meteorological conditions.</p> <p>Findings: Evaporative fans, watercarts, spigot lines and reduced operations where all utilised to mitigate dust creation.</p>
January 2025						
February 2025						
March 2025						

YEM 2025 Complaints Summary

	<i>Blast</i>	<i>Noise</i>	<i>Dust</i>	<i>Water</i>	<i>Lights</i>	<i>Odour</i>	<i>Other</i>
Summary	2	3	3	0	2	0	1
YEM 2025 Total Complaints	11						

Data updated 2/04/2025.

