

GLENCORE

ULAN COAL MINES LIMITED ACN 000 189 248

Summary of complaints received from 1 January 2023 to current

Date, time & method of complaint	Nature of complaint	Action taken, including follow-up
01/05/2023 12.03pm Email	Landholder complaint reporting that the installation of access tracks was not consistent with the agreed Land Access Agreement.	ECM acknowledged receipt of the complaint, requesting photographic documentation and will continue working through a response for the complainant.
04/05/2023 11.16am EPA	The EPA reported to ECM that a complaint had been received via the Environment Line on 01/05/2023 regarding excessive noise associated with exploration works on a neighbouring property.	ECM acknowledged receipt of the complaint with the EPA, commenced an investigation and compilation of data requested by the EPA.
04/07/2023 08.40am Email	Complaint from local resident reporting that a mine light vehicle was driving too fast for conditions.	ECC phoned the complainant to confirm the details of the incident and determine who was driving the vehicle. A review of mine vehicle activity was undertaken, contractors interviewed, and community awareness procedures reiterated. The complainant was contacted and advised of the investigation outcomes.
06/07/2023 12.57pm Email	Landholder complaint reporting that a mine light vehicle used their driveway to conduct a three-point-turn.	ECC acknowledged receipt of the complaint and commenced an investigation. A meeting was conducted with relevant personnel and community awareness procedures reiterated. The complainant was contacted and advised of the investigation outcomes.

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09/08/2023 13.34pm SMS/Text	Landholder complaint reporting noise from Bungaba exploration.	ECC acknowledged receipt of the complaint and commenced investigation. Noise monitoring was conducted near the residence with all measurements in compliance. The landholder was contacted and advised that monitoring work has been undertaken and results provided.
07/09/2023 19.34pm Email	Landholder reported potential water loss from domestic dam. Requested investigation.	ECC acknowledged receipt of the complaint and commenced investigation. Data was collated from applicable groundwater monitors for analysis and independent investigation commissioned. A meeting is arranged to discuss findings with the landholder.
08/11/2023 09.56am EPA	The EPA reported to ECM that a complaint had been received on 03/11/2023 about noise, vibration and dust associated with exploration works on a neighbouring property	ECM acknowledged receipt of the complaint with the EPA and commenced an investigation. Results from the investigation were provided to the EPA for response to the complainant.