

Wollar Solar Farm
Complaints Register: Updated 30 September 2024



| ID | Method of Contact | Complaint Date | Complaint Time | Nature of Complaint | Team Member Receiving Complaint | Details of Complaint | Action taken by Wollar Solar Developments | Is Complaint considered closed | Sign off for closure |
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| WSF-95 | Phone | 17/4/2024 | 4.44pm | Traffic | Elizabeth Picker | Resident concern of driving behaviour related to subcontractor employee buses travelling through Wollar township. | The importance of road safety is an ongoing focus for the WSF project team, with ongoing initiatives and strategies being implemented to encourage safe driving for all workers on site. In response to this complaint, the project team has conducted a series of pre-start talks with the contractor teams to highlight traffic and road safety when travelling to and from Wollar Solar Farm, including reiterating this to all individuals who drive the shuttle buses that transport workers to nearby towns, and also reminded contractors about the importance of driving to the conditions on local roads, and to ensure that suitable main thoroughfares are utilised to reduce the impact on residents in Wollar village. WSF also contacted local police to ask for their assistance in monitoring traffic in the local area. Resident was encouraged to share further information regarding any dangerous driving in the community so that further action can be taken. | YES | SM |
| WSF-94 | Phone | 6/3/2024 | 7:42am | Traffic | Elizabeth Picker | Resident concerned about dangerous driver | The project team has enforced the following; conducted a series of pre-start | YES | SM |

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| | | | | | | behaviour and community safety. | talks with the contractor teams this week to highlight traffic and road safety when travelling to and from Wollar Solar Farm, reminded workers and continued to actively encourage carpooling to reduce the number of vehicles travelling on local roads to and from Wollar Solar Farm, reminded contractors about the importance of driving to the prevailing conditions on local roads reinforced correct driving safety. WSF also contacted local police to ask for their assistance in monitoring traffic on Wollar Road. | | |
| WSF-92 | Web | 24/8/2023 | 3.50pm | Traffic | Elizabeth Picker | Resident concern of driving behaviour related to two freight trucks travelling towards Wollar Solar Farm which caused resident to slow down and move to the side of the road. | The project team promptly reported the concerns to the onsite management and logistics teams and our subcontractor and delivery suppliers were immediately notified. WSD takes concerns of public safety very seriously and are committed to enforcing controls to minimise these risks. The Contractor has reinforced the Traffic Management Plan and Drivers Code of Conduct with delivery driver companies. Both WSD and some Suppliers have commenced undertaking surveillance at random on roads around Wollar Solar Farm as an additional control to review driver behaviour. In addition, the daily 'prestart' meetings on site will include reinforcement to all site workers throughout the duration of the project on the importance of driving to the conditions of the road. | YES | SM |

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| WSF-86 | Phone | 24/3/2023 | 4:23 pm | Traffic | Elizabeth Picker | A near-miss traffic incident on Barigan Road was reported between a ute and livestock. A second vehicle then had to break suddenly to avoid colliding with the first stopped vehicle. The person reporting the incident indicated that all the required road side warning signs for the movement of cattle were in place. | Contractor notified. Complaint discussed in pre-start meeting and further warnings about looking out for signs and slowing down for livestock. The person making the complaint has been provided with project managers phone number and will communicate future livestock movements that may impact traffic, then the project manager will disseminate this information to workers on site. | YES | SM |
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