

Narrabri Coal Operations Pty Ltd
2011 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Environmental Manager	9/03/2011 4:25pm	Dual cab utility pulled out from Greylands Road onto the Kamilaroi Highway in front of school bus, causing the bus driver to brake hard to avoid collision. The bus also had another vehicle in close proximity which had to brake to avoid colliding with the rear of the bus. The bus was transporting school children home at the time. No other specific details could be provided on the vehicle responsible.	The incident was reported to the General Manager, Technical Services, and the Group Geologist, with the suggestion that a toolbox talk be held with contractors on road safety and responsibility of contractors to operate in a safe manner, abiding by all road rules. As there has been no confirmation of a vehicle number or reference, direct action against the offending driver was not possible.	The complainant was advised on the 11 th March of the actions taken.
Phone call to site, returned by Environmental Officer	10/08/2011 1:55pm	Number of issues which included: concerns related to dust from coal stockpiles and coal conveyors (CHPP and product conveyor commissioned for first time on this day, ran for approx. 4 hours), concerns relating to noise (able to hear conversations as site personnel park adjacent to site, alarms onsite), visual amenity (has a view of CHPP/product gantry above tree line and lights in car park), and concerns relating to traffic (vehicles onsite performing u-turns in front of other road users and litter along the roadside).	Complaint relayed to Technical Services Manager, Surface Operations Manager and General Manager. Organised for meeting with Complainant the next day (11 th August) to discuss issues/concerns in more detail. Meeting attended by Environmental Officer and Technical Services manager. Investigations in to complaint resulted in identifying a need to upgrade the dust suppression on the product coal conveyors and coal stockpiles. Narrabri Mine acknowledged that aspects of the CHPP can be seen from the residence. Complaint relating to traffic was identified as not an isolated incident.	Mobile noise monitor moved to complainant's residence. Safety briefs to be issued to remind personnel to use caution when driving too, from and around the site as well as to remember to turn off the amber light and remove flags. Additional sign to remind drivers to turn off flashing light to be added to ventilation shaft access road. Narrabri Mine to undertake tree planting between the complainant's residence and the site. Met with complainant on 16 th September 2011 to discuss outcomes and proposed actions.
Two phone calls to complaints line on Sunday (same complainant), returned by Environmental Officer on Monday	25/09/2011 4:15pm and 4:22pm	Complaints relating to dust generated from the CHPP area. Very high winds on Sunday afternoon, complainant noted wind speeds of up to 90km/hr.	Complaint relayed to Technical Services Manager and Commercial Manager. Phone call returned at 8:00am on Monday. The CHPP has shut off points when wind speeds reach a certain point, as happened on 25 September. In the extremely high winds the dust suppression (still in the process of being upgraded) proved to be inadequate. Water carts were operating onsite on the internal road network.	Advised complainant that the CHPP will not operate until dust suppression upgrade is completed.
Phone call to complaints line	25/10/2011 12:30pm	Coal dust impacting on property causing concerns around dust on residence roof, on car and inside home.	Matter discussed with the complainant and offer made to establish dust gauge at property to identify composition of dust. Complainant did not want a monitor on the basis that it may detract purchasers from buying the property which was going to	No further follow up action required.

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			<p>auction on the 27/10/2011. Environmental Officer visited the property on 26th October to understand extent of impact. Narrabri Coal subsequently entered into contract to purchase the property after the auction on 27/10/2011.</p>	
<p>Phone calls to Whitehaven Field Officer and ALS. Field Officer advised Environmental Officer.</p>	<p>15/12/2011 ~9:30am</p>	<p>ALS accessing dust gauge on his property without liaising with them and leaving gates open whilst on the property.</p>	<p>Environmental Officer contacted ALS and then the complainant to discuss the issues. The complainant advised that there was no requirement to be contacted prior to accessing the property but they expected a courtesy conversation whilst ALS is onsite. He was also concerned that gates were being left open when stock were in the paddocks and it was agreed that all gates would be closed immediately rather than just when leaving the property.</p> <p>ALS were advised of these requirements via email communication on the 15/12/2011.</p>	<p>No further follow up action required.</p>