

**NARRABRI MINE 2016 COMPLAINTS REGISTER**

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow Up
1	Phone call to Complaints Hotline	6/01/2016 1:41pm	Noise	ES investigated possible noise sources near complainant's property but found nothing out of the ordinary that would explain additional noise over the last few days.	ES contacted complainant on 7 January 2016 at 11:38am to discuss the complaint. The Complainant agreed to allow attended noise monitoring to be undertaken.
2	Phone call to Gunnedah Office	30/01/2016 12:51pm	Noise	Investigation shows slight westerly breeze, i.e. heading towards the complainants residence and high humidity (~90%) on Friday night, which are adverse weather conditions for noise propagation. CHPP was fully operational with trains being loaded throughout the night.	GME advised that the best contact was to ring mobile. ES contacted complainant on 1 February 2016. Complaint was made Saturday morning but related to dozer noise on the Friday night. Complainant agreed to noise monitoring to determine levels.
3	Phone call to Site	17/02/2016 11:55am	Noise, Dust	Complaint related to dust/noise over previous week.	ES noted that the past week had been hot and windy. ES advised the SCOS and ESOM of the complaint. SCOS had addressed dust with the operators and they had been instructed to take action as required. ES communicated to the complainant that new noise monitoring equipment will be in place by the end of April.



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4	Phone call to site	4/03/2016 12:29pm	Dust	Video footage was reviewed and the dust was found to be from a 'whirly wind' passing over the ROM pad. Dozers were operating in the area but ceased during the wind event.	ES contacted the complainant and explained the event leading to the dust.
5	Phone call to site	10/03/2016 11:45am	Dust	Dust visible from dozers on the product pad but considered minor.	ES notified ESOM and SCOS of the complaint. SCOS contacted the CHPP CRO and the gantry sprays were activated where the dozers were working.
6	Phone call to Complaint Hotline	22/04/2016 6:25am	Noise	At the time of the complaint the CHPP was running with two dozers on the ROM stockpile. Inversions conditions were present between 1-3 am but not at the time of the complaint with a breeze of 2 m/s coming from the SE.	TSS contacted complainant on 22 April 2016. Complainant noted it has been noisy for a while and that a tree screen needed to be replanted / watered. ES contacted complainant about the timing of the new noise management measures to be installed.
7	Phone call to site	25/05/2016 1:50pm	Dust	Dozer was running on the ROM pad and recovering coal from close to the floor of the ROM pad creating intermittent dust.	ES notified SCOS and ESOM. SCOS contacted CHPP CRO and directed them to modify operations to avoid this area.
8	Phone call to site then GMCRP	8/06/2016 10:30pm	Noise	Noise from conveyors and loaders.	GMCRP advised the mine is the best contact. Complainant advised it is always noisy but that monitoring has/is occurring.



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9	Phone call to site	9/06/2016 10:30am	Noise	Noise last night. Review of temperature inversion data confirmed inversion conditions were present.	ES explained to complainant that the inversions enhance noise and under these conditions, the mine noise criteria do not apply.
10	Phone call to site	17/06/2016 11:50am	Dust	Windy conditions were present at the time. CHPP was stopped for short periods.	ES advised CHPP to monitor conditions and take necessary dust management action.
11	Phone call to site	27/07/2016 12:40pm	Dust	ES and ESOM reviewed CCTV footage with minimal dust visible.	ES informed the CHPP of the complaint and requested that sprays were activated on the gantry/stockpiles to limit dust lift off.
12	Phone call to site	4/08/2016 1:26pm	Dust	Wind speeds at the time were 7.8m/s.	During the call the tripper was moved by CHPP personnel to utilise the chutes and then the CHPP stop producing coal. ES emailed CHPP personnel to inform them of the complaint and to ensure the dust TARP is followed.
13	Phone call to site	18/08/2016 11:04am	Dust	Following the complaint dust was not observed at the bypass.	ES reviewed footage and dozer tracking to stockpile had generated some dust. ES informed CHPP personnel of the complaint. CHPP Supervisor advised that when dust was noticed all sprays were checked and those that were not on were activated.



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14	Phone call to Complaint Hotline	18/08/2016 10:24pm	Noise	ES reviewed inversion tower data, noise unit audio and CHPP activity. No inversion present according to tower data, noise high on unit but no alarms as majority was traffic noise. 2 dozers operating on ROM and 1 on product with the CHPP running. Attended monitoring was being undertaken at the time as well at the residence with mine noise audible but not excessive. Report not yet available.	ES rang complainant back @ 9:35am on 19/08/2016 and explained that attended monitoring undertaken at the time with no major issues identified.
15	Phone call to Complaints Hotline	29/08/2016 11:30pm	Noise	Wind 2.1m/s, inversion 4.8°C/100m, 2 dozers on ROM stockpile	ES contacted and explained the inversion conditions. Further information to be provided to complainant.
16	Phone call to Complaints Hotline	30/08/2016 3:53am	Noise	Wind 3.2m/s, Inversion 2 °C/100m, 1 dozer on ROM and 1 dozer on thermal stockpiles	ES contacted and explained the inversion conditions. Further information to be provided to complainant.
17	Phone call to Complaints Hotline	30/08/2016 10:27pm	Noise	Wind was calm, inversion of 6.8°C/100m, 2 dozers on ROM and 2 dozers on thermal stockpiles	ES contacted and explained the inversion conditions. Further information to be provided to complainant.
18	Phone call to Complaints Hotline	6/09/2016 5:00am	Noise	Wind >3m/s and inversion present. Train being loaded with 1 dozer on ROM and 1 on thermal stockpiles.	ES contacted complainant and stated that while noise was audible on noise trailer no alarms were triggered. ES then explained the alarm trigger level.



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19	Phone call to Complaints Hotline	13/09/2016 4:46am	Noise	Wind speed 1.7m/s and inversion present. Train being loaded with 2 dozers on ROM and 2 on thermal stockpiles.	ES attempted to contact complainant to explain inversion conditions present.
20	Phone call to Complaints Hotline	21/10/2016 8:00am	Noise	Wind speed 2.5m/s and no inversions present. 1 dozer on ROM stockpile and 1 on thermal stockpile.	ES contacted complainant and explained inversion's hang around for a little while in the mornings and at the time of the call the wind was coming from the north, i.e. towards the complainant's house.
21	Phone call to Complaints Hotline	27/10/2016 5:37am	Noise	Inversion conditions present at the time of the complaint. Train being loaded with 1 dozer on ROM and 2 on thermal stockpiles.	ES contacted complainant and explained inversion conditions present at the time.
22	Phone call to site	16/11/2016 10:07am	Dust	Some dust being generated with no sprays activated at the time.	ES advised CHPP of complaint and to follow TARP.
23	Phone call to Complaints Hotline	19/11/2016 9:11am	Dust Odour	Complaint related to dust from stockpiles in general with no specific date/time.	ES contacted complainant who related the smell to Muswellbrook and was concerned about dust on his roof. ES explained the stockpile spray system and previous testing of the complainants roof found it was mostly mould. No recent occurrences of spontaneous combustion have occurred onsite that would contribute a sulphur smell to the Baan Baa area.



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24	Phone call to Complaints Hotline	13/12/2016 7:38am	Dust	N/A	Complainant stated that there is coal dust on his roof and he can smell the coal/mine when there is a northerly. Complainant stated that he is going to send a letter to Kevin Humphries requesting an independent sample be collected from his roof.
25	Phone call to site	16/12/2016 2:43pm	Dust	Tripper moved while talking with complainant. Wind speed 9m/s.	CHPP Supervisor advised: plant had been using dust chutes but stopped when feed went off; moved back over chutes when feed returned. CHPP Supervisor also advised that there was no coal leaving the stockpile area, dust was minimal, all the sprays were applied throughout the CHPP/Bypass apart from those directly under the skyline conveyor and the CHPP had also been using the stockpile sprays.

ES – Environmental Superintendent

SCOS – Surface Coal Operations Superintendent

CHPP – Coal Handling and Preparation Plant

TSS – Technical Services Superintendent

GME – Group Manager – Environment

ESOM – Engineering & Surface Operations Manager

CRO – Control Room Operator

GMCRP – Group Manager – Community Relations & Property