

### NARRABRI MINE 2017 COMPLAINTS REGISTER

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow Up
1	Phone call to site	24/01/2017 10:34am	Dust	Dust coming from the ROM tripper. ES investigated with no dust visible at the time.	ES notified the CHPP and CRO. CRO noted deputy had been requested to inspect belt sprays earlier in the day and CHPP advised that stockpile sprays had been used in rotation during the morning.
2	Phone call to site	7/02/2017 12:55pm	Dust	Dust coming from product pad. ES investigated and dust visible at the time from dozer operations.	ES notified ESOM and CHPP. Dozer requested to stop until dust could be managed using stockpile/gantry sprays.
3	Phone call to site	11/04/2017 2:00pm	Dust	Dust coming from the product stockpile.	ES notified the CHPP CRO and Supervisor. Dozers swapped to minimise dust and sprays activated. ES contacted the complainant and explained the actions taken.
4	Phone call to Complaints Hotline	17/04/17 7:35 am	Noise	A train was being loaded with three bulldozers on product stockpile.	ES contacted complainant on 19/04/17 to follow up on source of noise.
5	Phone call to site	3/05/2017 9:00 am	Lights	Flashing lights on vehicles not turned off when leaving site.	ES contacted CSC to inform contractor of complaint and to remind them of the requirement to turn off flashing lights when leaving site.
6	Phone call to site	15/05/2017 4:13 pm	Dust	Dust appeared not to be going beyond the stockpile.	CHPP Supervisor advised at 4:47pm that additional sprays were activated on the conveyors following discussions with operators and the tripper moved to the fixed dust chutes.

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7	Phone call to Complaints Hotline	18/05/2017 3:58 am	Noise	Complaint received after the event. Alarm noise likely conveyor start-up alarms which start 30 seconds prior to belt starting. No noise alarms at the time of the complaint due to wind being >3m/s. No inversions present.	ES attempted contact with complainants on 18th, 19th and 22nd May with no success.
8	Phone call to site	23/05/2017 3:39 pm	Noise	Inversion present at the times noted by the complainant.	ES advised complainant of the inversion conditions.
9	Phone call to site	16/06/2017 1:06pm	Lights	Flashing lights on vehicles not turned off when leaving site.	ES contacted CSC and PG to remind their work parties to turn off flashing lights when leaving site.
10	Phone call to site	26/09/2017 3:17pm	Dust	Dust from the coal processing area earlier today but also the week before. Also stated that coal dust is settling on his computer at his house.	ES notified the CHPP Supervisor and ESOM/SCOS. ES reminded CHPP personnel to implement the dust TARP.
11	Phone call to site	17/11/2017 2:25pm	Dust, Noise, Lights, Rubbish	No specific date/time for noise/dust issues.	Additional trees provided for visual screen. Rubbish will be collected.
12	Phone call to site	12/12/2017 9:56am	Dust	Dust from dozers on ROM pad	ES observed dozers and directed the CHPP Supervisor to activate sprays.

ES – Environmental Superintendent

SCOS – Surface Coal Operations Superintendent

CHPP – Coal Handling and Preparation Plant

TSS – Technical Services Superintendent

CSC – Civil Services Coordinator

GME – Group Manager – Environment

ESOM – Engineering & Surface Operations Manager

CRO – Control Room Operator

GMCRP – Group Manager – Community Relations & Property

PG – Project Geologist