

NARRABRI MINE 2018 COMPLAINTS REGISTER

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow Up
1	Phone call to Complaints Hotline	1/04/2018 6:14am	Noise	Audio reviewed and dozer noise audible but no alarm triggered on the properties' noise monitor.	ES rang complainant and explained no noise alarm was triggered but dozer noise was audible. ES reminded CHPP personnel to be mindful of the noise TARP as the cooler weather approaches.
2	Phone call to Complaints Hotline	30/06/2018 1:14am	Noise	No alarms were triggered on the property's noise monitor at the time of the complaint and inversion conditions present. ES reminded CHPP personnel to implement the noise TARP as required.	ES rang complainant and explained no alarm was triggered and inversion conditions were present at the time.
3	Phone call to Complaints Hotline	5/07/2018 2:03am	Noise	Alarms were triggered on the noise unit located at the property at the time of the complaint and actions taken by the CHPP include limiting dozer reverse speeds and monitoring the audio as per the TARP. Inversion conditions were also present at the time of the complaint.	ES rang complainant and explained that an alarm was triggered and action taken but there were also inversion conditions present at the time.
4	Phone call to Whitehaven Gunnedah	10/09/2018 11:09am	Noise, odour, property values, Offset Area consultation	Complainant explained lack of consultation for offset areas, noise issues, gas smell and property value decline. ES explained the mine's position.	ES to arrange for noise monitoring to be undertaken at the residence.
5	Email from the NSW EPA	11/09/2018 3:12pm	Noise	The NSW EPA requested information be provided by 19 th September 2018 which the mine provided.	The mine will undertake attended noise monitoring at the residence.
6	Phone call to Site	5/12/2018 4:20pm	Dust	ES notified the CHPP Supervisor who advised that after an inspection the tripper was shutdown to rectify an issue with some sprays around the time of the complaint.	Sprays were fixed with no issues after that.

ES – Environmental Superintendent

GME – Group Manager – Environment

SCOS – Surface Coal Operations Superintendent

CHPP – Coal Handling and Preparation Plant

TSS – Technical Services Superintendent

CSC – Civil Services Coordinator

TARP – Trigger Action Response Plan

ESOM – Engineering & Surface Operations Manager

CRO – Control Room Operator

GMCRC – Group Manager – Community Relations & Property

PG – Project Geologist

NSW EPA – NSW Environment Protection Authority