

NARRABRI MINE 2020 COMPLAINTS REGISTER

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow Up
1	Phone call to Site	27/01/2020 04:42	Noise	Complainant stated plant was making excessive noise.	<p>Reviewed Sentinex noise trailer data (SX117): LF dBA <35 for 1 hour either side of complaint.</p> <p>Reduction in operations around time of complaint in preparation for planned power outage at 5:30am. CHPP shut down at 3:10am with only 1 x dozer on ROM. No drill rigs operating, and only 1 x MEU. Main Fans operational and likely source of noise.</p> <p>ES phoned back 28/01 and spoke with complainant. Explained reduced operations and ongoing main fan noise abatement investigations. Advised that next scheduled compliance noise monitoring is being scheduled for completion by end of March.</p>
2	Phone call to site	20/02/2020 09:00	Noise	Complainant stated plant was noisy.	<p>ES spoke with complainant, and asked for description of noise but complainant would not elaborate.</p> <p>Reviewed Sentinex noise trailer data (SX117): LF dBA 33.9 at time of complaint. Listened to noise trailer recordings and appears to be a low frequency constant drone, no dozer track clatter audible. Likely main vent fan. Noise abatement investigations into main vent fan noise are ongoing.</p>
3	Phone call to site	14/07/2020 09:17	Noise	Complainant stated noise from the mine was 'pretty loud'.	<p>Reviewed operations. Contacted complainant, advised that potential noise source is drill-rig working night-shift. Night-time drilling activities ceased 14/07/20. Called complainant back and advised of action taken.</p>

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4	Phone call to site	17/07/2020 22:23	Noise	Complainant stated noise levels from the mine have been loud over past several days.	<p>Mine has a private agreement in place with the complainant to generate higher noise levels.</p> <p>Reviewed operations. Contacted complainant on Monday 20/07/2020 and advised that potential noise source may have been drill-rig working night-shift. Night-time drilling activities ceased 14/07/20. Attended monitoring is scheduled for the next week.</p>
5	Phone call to site	19/07/2020 23:11	Noise	Complainant stated noise levels are not acceptable	<p>Mine has a private agreement in place with the complainant to generate higher noise levels.</p> <p>Reviewed operations. Contacted complainant on Monday 20/07/2020 and advised that potential noise source may have been drill-rig working night-shift. Night-time drilling activities ceased 14/07/20. Attended monitoring is scheduled for the next week</p>

ES – Environmental Superintendent
 CHPP – Coal Handling and Preparation Plant
 MEU- Mobile Extraction Unit (gas drainage)
 TARP – Trigger Action Response Plan