

**Namoi Mining Pty Ltd - Sunnyside Coal Mine**  
**2010 Complaints Register**

<b>Method</b>	<b>Date/Time of Complaint</b>	<b>Nature of Complaint</b>	<b>Investigation</b>	<b>Action Taken / Follow-up</b>
GSC representative on CCC on behalf of an undisclosed complainant	9/06/2010 (at CCC meeting)	Complainant concerned about Toll trucks cornering too quickly at the Coochooboonah Lane/Oxley Highway intersection resulting in the trucks not remaining within the dedicated acceleration lane.	Matter referred to Toll HSE Compliance Officer who advised that the matter would be raised at next round of toolbox talks and Whitehaven would be advised when toolbox talks were completed.	Toll toolbox talk records provided to Whitehaven.
Via a community representative on the Sunnyside CCC	8/09/2010 (at CCC meeting)	Complainant concerned about ongoing noise from the mine site, particularly at night with the extended operating hours.	Environmental Manager advised the CCC that he would contact the complainants directly. Environmental Manager and Community Liaison Officer met with complainants on 13 <sup>th</sup> September 2010 to discuss their concerns. At the time of their complaint it was identified that haul trucks to the ROM pad were most likely the noise source. As a means of addressing their concern the option of a private agreement in relation to noise levels was discussed. The complainants advised they would take some time to consider that proposal.	Follow up discussion pending.
Phone call to Sunnyside Project Manager	22/12/2010 2:34pm	Complaint in relation to truck noise from coal haulage from Sunnyside, particularly a maroon Kenworth with excessive use of exhaust brakes, and failing to stop/give way. Complainant lives on BlackJack Road and hears the trucks as they approach and turn into BlackJack Road from the Highway.	Project Manager advised complainant he would discuss the matter with the contract truck driver. Environmental Manager requested the Toll Project Manager address the matter with the contractor and ensure drivers obey road rules, particularly in terms of stopping and giving way as required, as well as limiting the use of exhaust braking, especially in proximity to residences. The Project Manager also spoke to the driver in question and reiterated the requirement to obey road rules and limit use of exhaust brakes.	No follow up required.