

### 2017 Complaints Register

YTD	#	Complaint Date/Time	Issue	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	542	12/1/2017	Dust	Phone to EO	Complainant left a voice mail message on the EO phone advising they had viewed dust lifting off operations.	Due to service provider complications, the voice mail was not received until after the potential event. Dust levels were reviewed as was video images during the shift. Operations were undertaken with ongoing cycling of water cart usage as normal.	EO advised the complainant of the operational processes in place to manage the dust lift off in the area.
2	543	25/1/2017	Noise	Phone to EO	Complainant advised that they could hear mining machinery through the night.	EO called the Noise Control Officer (NCO) at 9.46pm NCO indicated real-time noise levels were in compliance. EO called OCE 9.48pm, confirmed all operations within pit. Shutdown southern dam pump and ROM dozer as a precautionary measure.	Follow up call to complainant 26/1/2017. Voice mail left to advise measure taken to address.
3	544	27/1/2017	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	WCC blast 011 fired at 1.07pm on the 27 <sup>th</sup> January. Monitoring results were within compliance limits at all locations.	EO advised blast was in compliance.
4	545	30/1/2017	Dust	Phone to EO	Complainant spoke to the EO on the phone about other matters and advised he wished to make an additional complaint about dust.	EO advised that normal dust suppression techniques were in place and review of data and further visual monitoring would be undertaken as required.	None required.
5	546	6/2/2017	Blast	Email to EO	Complainant advised they felt the blast at their residence.	WCC blast 015 fired at 1.02pm on the 6 February. Monitoring results were under compliance limits at all locations.	EO responded via email confirming blast was within limits and providing a copy of the blast data.
6	547	24/2/2017	Dust	Phone to EO	Complainant advised they had viewed increased dust levels around the WCC pit.	EO discussed with operational team. Multiple areas of operations were shutdown prior to receiving complaint. Further areas shutdown post complain. Increased water cart circuits to problematic areas.	EO advised the complainant of the operational processes in place to manage the dust lift off on site.
7	548	1/3/2017	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	WCC blast 024 fired at 1.29pm on the 1 <sup>st</sup> March. Monitoring results were within compliance limits at all locations.	EO advised blast was in compliance and emailed a copy of the results to the complainant.
8	549	17/4/2017	Odour	Voice mail on complaints line	Complainant advised they could detect an odour of burning coal and suspected it to be coming from WCC.	The underground workings at WCC do spontaneously combust from time to time. No obvious nuisance emissions could be detected upon review.	EO made several follow up phone calls to discuss further with the complainant. The complainant did not answer or respond.
9	550	18/5/2017	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	WCC blast 064 fired at 1.08pm on the 18 May. Monitoring results were within compliance limits at all locations.	EO advised blast was in compliance.
10	551	9/6/2017	Odour	Phone call from EPA	Complainant advised the EPA they could detect an odour of burning coal at their property.	WCC undertook an investigation into odour emissions and provided an Event Report to the EPA.	The EPA reviewed the investigation findings and provided feed back to the complainant.
11	552	30/6/2017	Odour / Dust	Phone to EO	Complainant advised they could detect an odour of burning coal at their property. They noted dust over the project area.	EO advised the measures in place to manage odour and dust impacts, describing the findings of the recent odour investigation provided to the EPA.	Complainant was content with EO response.

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12	553	3/7/2017	Odour / Dust	Phone to EO	Complainant advised they could detect an odour of burning coal at their property. They noted dust over the project area.	EO advised the measures in place to manage odour and dust impacts. EO raised dust concerns with OCE, ensuring additional water cart cycles in dust prone operations. EO visited the complainant's property, no odour was evident by EO or complainant upon inspection.	None required.
13	554	7/7/2017	Odour	Phone to EO	Complainant advised they could detect an odour of burning coal at their property early in the morning however had cleared prior to making the complaint.	EO advised the measures in place to manage odour.	Complainant was content with EO response.
14	555	14/8/017	Blast	Email to EO	Complainant advised they could feel the ground shake. Complainant also noted the dust caused can be detrimental for asthmatics. Complainant requested results of blast.	EO disclosed the results of the blast, noting vibration and overpressure were within compliance limits.	None required.
15	556	15/8/2017	Dust / Odour	Phone call from EPA	EO returned call to EPA and discussed complaint.	WCC had water carts operational with targeted cycles, and EX551 shut down as precautionary measures adage	EPA was content with procedures in place.
16	557	20/8/2017	Noise	Phone to EO	EO received voice mail stating noise levels were bad.	EO returned called to complainant and left a voice message requesting further details. Complainant did not return EO's call.	None required.
17	558	21/8/2017	Noise	Phone call from EPA	EO received phone call from EPA to discuss previous noise complaint. Complainant had advised EPA noise of concern were operations from 7-8 am on 20.8.17.	EO explained to EPA the communication trail, with no forthcoming return call from complainant. EO advised EPA that since communications could not be established, no operational changes were made. EO identified a temperature inversion at the times EPA identified, which potentially amplified noise, concurrent with a Southerly wind.	EPA advised no further comment or action was necessary.
18	559	28/8/2017	Blast	Phone to WCC	Complainant advised they felt the blast vibration at their residence.	EO explained the details of the blast and that all monitors indicated the blast was within compliance limits.	Complainant was content with EO response.
19	560	13/9/2017	Blast / Dust	Phone to EO	Complainant advised there was dust from the blast.	EO explained the details of the blast and compliance with blasting limits. EO discussed the dust levels of the blast and more generally the dust levels from blasts undertaken at natural surface level.	Complainant was content with the response.
20	561	21/9/2017	Blast	Phone to EO	Complainant advised they felt the blast vibration at their residence.	EO explained the details of the blast and that all monitors indicated the blast was within compliance limits.	Complainant was content with the response.



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21	562	5/12/2017	Odour	Phone to EO	Complainant advised they could detect a smell of burning coal.	EO provided a detailed verbal response on the current mining operations and odour / spon com management practices currently in place. EO offered to provide a site tour and further discuss management practices.	Complainant was content with EO response.
22	563	12/12/2017	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO confirmed a blast had taken place at 2.30pm and all monitoring data was within compliance limits.	EO advised blast was within compliance limits and emailed a copy of the results to the complainant.
23	564	12/12/2017	Blast	Phone to EO	Complainant advised they felt the blast at their residence.	EO confirmed a blast had taken place at 2.30pm and all monitoring data was within compliance limits.	Complainant was content with EO response.
24	565	21/12/2017	Odour	Phone to EO	Complainant advised they could detect an odour at their residence	EO provided a detailed verbal response on the current mining operations and odour / spon com management practices currently in place.	Complainant was content with EO response.