



**CANYON COAL MINE  
ENVIRONMENTAL  
MANAGEMENT SYSTEM**

Document Owner: General Manager

Last Revision Date: 05/2018

Date Printed: 18/05/2018

**WHC\_PLN\_CAN\_ROAD NOISE MANAGEMENT PLAN**

# CANYON COAL MINE ROAD NOISE MANAGEMENT PLAN

<b>Edition</b>	<b>Rev.</b>	<b>Comments</b>	<b>Author</b>	<b>Authorised By</b>	<b>Date</b>
1	0	Initial Document	Emily Clements	Nigel Wood	May 2018



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**ACRONYMS USED THROUGHOUT THIS DOCUMENT**

- AR - Annual Review (incorporates former Annual Environmental Management Report)
- DA - Development Application



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### 1 INTRODUCTION

The Whitehaven Coal Mine (now known as Canyon Coal Mine) is located within the Narrabri Shire, approximately 30 km north-west of Gunnedah and 15 km east of Boggabri in the Gunnedah coalfields of NSW. The mine is approved under DA 8-1-2005, as modified (a copy of which is available on the Whitehaven website).

The mine commenced operations in 2000 and ceased mining in 2009 following exhaustion of the resource. The site has undergone extensive rehabilitation and the majority of surface infrastructure, including all coal handling and processing infrastructure, has been removed.

This Road Noise Management Plan has been prepared in accordance with Schedule 3 Condition 34 of DA 8-1-2005, as modified.



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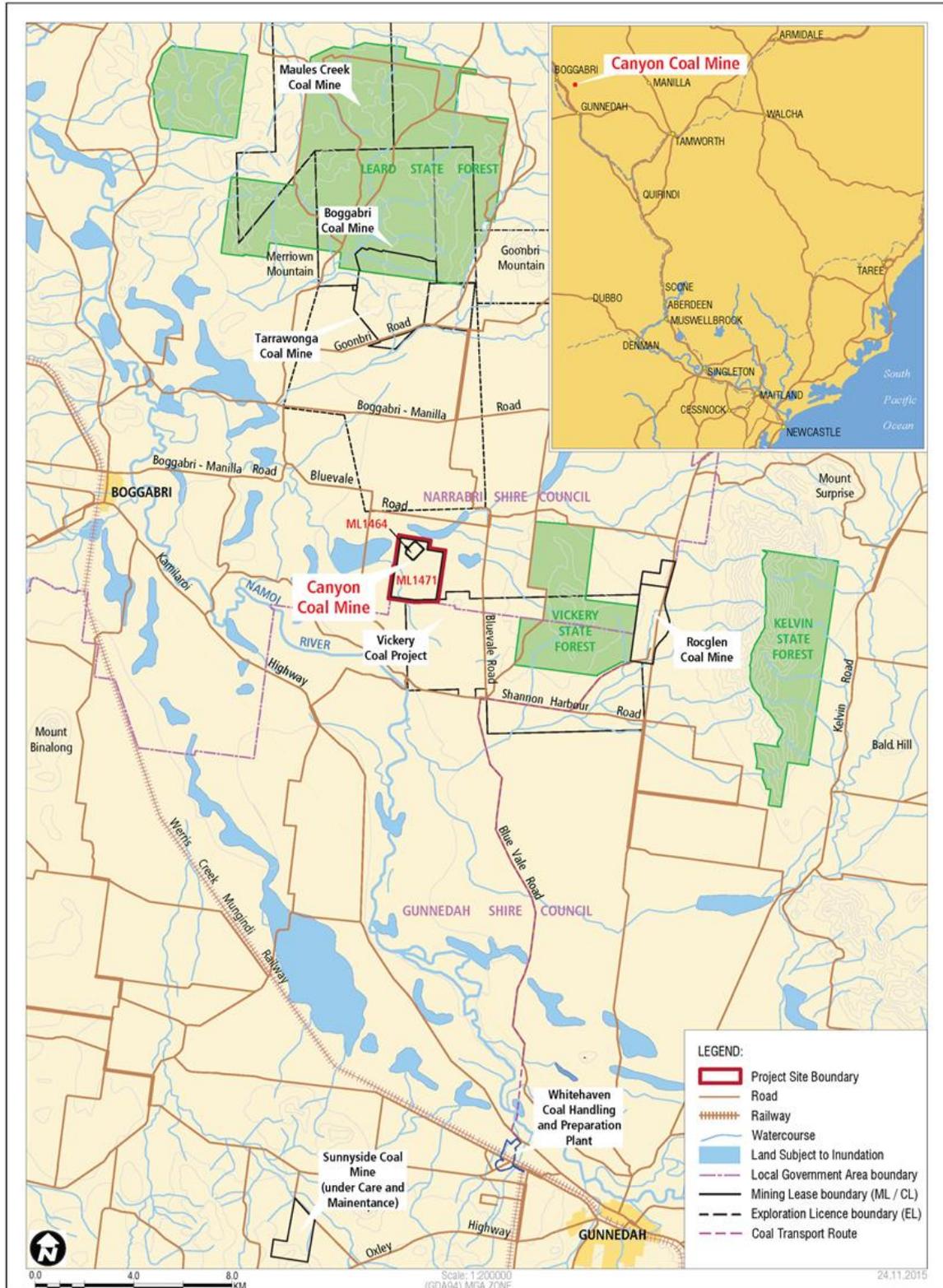


Figure 1 - Canyon Coal Mine Location



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### 2 RELEVANT CONDITIONS

Schedule 3, Condition 34 of DA 8-1-2005 states that:

*Within 6 months of this consent, the Applicant shall review (and implement any approved changes to) the Road Noise Management Plan for traffic associated with the development, in consultation with NSC and GSC, and to the satisfaction of the Secretary.*

### 3 MONITORING

There are no applicable monitoring criteria set out for Canyon within the relevant approvals. Due to the site now being in closure, no monitoring of traffic noise is undertaken.

### 4 COMPLAINT MANAGEMENT PROCEDURE

The following complaints management protocol will be followed:

- A publicly advertised telephone complaints line is in place to receive complaints.
- Each complaint received will be recorded on a Complaints Register, which will include the following details:
  - The date and time of complaint;
  - Any personal details the complainant wishes to provide or if no such details are provided a note to that effect;
  - The nature of the incident that led to the complaint;
  - The action taken by WHC in relation to the complaint, including any follow-up contact with the complainant;
  - If no action was taken by WHC, the reason why no action was taken.
- The Environmental Officer will be responsible for ensuring that an initial response is provided within 24 hours of receipt of a complaint.
- Additional measures will be undertaken as required to address the complaint. This may include visiting the complainant, or inviting the complainant to the mine site.
- Once the identified measures are undertaken, the Environmental Officer will sign off on the relevant complaint within the Complaints Register.
- A copy of the Complaints Registers will be kept by WHC and made available to the complainant (on request). An annual summary of complaints received will be provided in the Annual Review.



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**5 DOCUMENT REVIEW AND REPORTING**

This document will be reviewed in accordance with the requirements of Schedule 5 Condition 12 of DA 8-1-2005, as modified.