

### NARRABRI MINE 2019 COMPLAINTS REGISTER

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow Up
1	Phone call to Site	10/01/2019 14:18pm	Dust	Complainant stated dust over the last couple of weeks has been bad especially, from the ROM pad. No specific date/time given.	ES reminded CHPP personnel to be mindful of the dust TARP and to utilise the sprays as required.
2	Phone call to site	25/01/2019 16:21pm	Dust	Complainant stated that it was dusty now and over the past week and seems to be getting worst. ES inspected stockpiles at the time with no dust visible.	ES reminded CHPP personnel to be mindful of the dust TARP and to utilise the sprays as required.
3	Phone call to site	30/03/2019 15:31	Not specified	NA	NA
4	Phone call to site	30/03/2019 21:48	Noise	Complainant referred to hearing noise from fans	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
5	Phone call to site	31/03/2019 08:33	Noise	Complainant referred to hearing noise from fans	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
6	Phone call to site	31/03/2019 21:51	Noise	Complainant referred to hearing noise from fans	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow Up
7	Phone call to site	01/04/2019 15:45	Air quality	Complainant stated that smoke was billowing from site and was concerned about breathing it in	Inspection of the mine was undertaken for which there was no smoke visible. Offer was made to attend the property to see where the smoke was coming from, which was declined by the complainant.
8	Phone call to site	04/04/2019 01:31	Noise	Complainant referred to noise 'billowing' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
9	Phone call to site	26/04/2019 08:53	Noise	Complainant stated they could hear noise from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
10	Phone call to site	28/04/2019 12:11	Noise and odour	Complainant stated they could hear noise from two locations on there was a rotten smell coming from the mine.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken.  An odour investigation was undertaken for several dates which has not identified any sources of odour.
11	Phone call to site	29/04/2019 02:43	Noise	Complainant stated they could hear noise coming through their house, sounded like a fan, and could also hear a dozer at times.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.

ES – Environmental Superintendent

SCOS – Surface Coal Operations Superintendent

CHPP – Coal Handling and Preparation Plant

TSS – Technical Services Superintendent

CSC – Civil Services Coordinator

GME – Group Manager – Environment

ESOM – Engineering & Surface Operations Manager

CRO – Control Room Operator

GMCPR – Group Manager – Community Relations & Property

TARP – Trigger Action Response Plan