



Centennial Coal

Springvale

As required under Schedule 6, Condition 15 of Springvale Mine's Consent (SSD_5594) a complaints register must be updated on a monthly basis. The monthly EPL Monitoring Report uploaded on the Centennial Coal website also includes a community complaints section. This register will be updated monthly as triggered by a complaint to form a log. The following lists community complaints received since the Consent grant date.

Date	Complaint/Enquiry	Method	Description	Investigation/Cause	Springvale Response
28/09/2015	Complaint	Phone	A complaint was made to the colliery regarding a vehicle entering the highway from the mine access road at 5:30am on the 28/9. It is unknown whether the vehicle has come from the colliery.	Failure to abide by road rules and failure to abide by road signage.	Springvale apologised to the complainant and explained such behaviour was not condoned and should be reported to authorities. The mine committed to logging the incident as a complaint although it is a public road and it was not known whether the vehicle has come from the colliery. A toolbox talk was issued to the workforce in relation to road safety.
23/10/2016	Complaint	Phone	Resident called Springvale Coal Services (SCS) Control Room to lodge a noise complaint regarding the empty haul trucks travelling from SCS to Springvale Mine.	Springvale Mine is temporarily hauling ROM coal to Springvale Coal Services (SCS) via the Castlereagh Highway. The complaint was regarding the speed and noise (tail gates not secured properly) of the returning empty trucks travelling along the Highway to Springvale Mine.	Centennial representative contacted complainant on 23/10. The following actions were implemented: <ul style="list-style-type: none"> • Minimise truck movements and truck speed leaving SCS to 80kmph. • Check tailgates on trucks are fastened. • Limit truck movements to weekdays where possible. • Notify complainant if weekend hauling is planned. Complainant was advised of actions to be implemented. 1/11 – Agreed to cease truck movements on weekends.
24/02/2017	Complaint	Phone	A complaint was received in relation to noise generated from the haulage of coal along the	Springvale Mine is temporarily hauling ROM coal to Springvale Coal Services (SCS) via the	The following actions had been implemented for the duration of hauling: <ul style="list-style-type: none"> • Minimise truck movements and truck speed leaving SCS.

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			<p>Castlereagh Highway at Blackman's Flat. The complainant stated that:</p> <ul style="list-style-type: none"> • The haulage of coal should be undertaken via the existing conveyor infrastructure and additional private haul road links should be constructed if this activity is to continue; • The trucks with trailers are the noisiest on the return journey along Blackman's Flat due to increased noise generated from the uneven road surface; • The haulage of coal along public roads results in more regular truck movements and therefore has an increased noise and amenity impact. 	Castlereagh Highway.	<ul style="list-style-type: none"> • Check tailgates on trucks are fastened. • Truck movements only to occur on weekdays. <p>Complainant acknowledged actions being taken by Springvale to reduce impacts.</p> <p>Hauling is being undertaken in accordance with Springvale SSD_5594.</p>
14/05/2017	Complaint	Email	Springvale received an email from the EPA advising that they had received a complaint to the Environment Line regarding noise potentially associated with pit-top activities at Springvale.	Likely cause of noise is Springvale stockpile dozer/s. Analysis of noise monitor (situated at Springvale pit-top) showed that there were elevated noise levels from the stockpile dozer on	CHP Supervisor was notified of the noise complaint received and subsequently spoke with dozer operators regarding the complaint and control measures to be adhered to while operating. A subsequent Toolbox Talk was issued to the dozer operators. The focus of the discussion and Toolbox Talk was proactive management and reducing

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			<p>Relevant components from the complaint made to EPA are below.</p> <p>“The caller has been woken at around 6am for three out of the past four Sundays by noise from the Springvale Colliery. The caller indicates that they believe that the noise is associated with machinery known as the coal pusher. The caller resides about 2km away. The caller notes that this work has often been done at other times of the day and night which are not a big problem, but that early on a Sunday morning is quite disturbing. The caller suggests that if the work could commence from 8am it would significantly reduce the impact on their household”.</p>	<p>the identified Sunday mornings.</p> <p>Weather conditions during these times also indicated a potential inversion which would have exacerbated any noise levels.</p>	<p>noise in the morning when noise enhancing conditions may be occurring.</p> <p>Noise management of the stockpile dozer remains ongoing.</p>
04/06/2017	Complaint	Phone	<p>Springvale received a phone call from the EPA advising that they had received a complaint regarding noise potentially associated with pit-top activities at Springvale.</p> <p>Relevant components from the complaint made to EPA are below.</p>	<p>Likely noise source is stockpile dozer/s.</p> <p>Weather conditions during these times also indicated a potential inversion which would have exacerbated any noise levels.</p>	<p>The dozer has been inspected by Westrac technicians and a guard removed that is thought to be increasing the noise levels while it is operating.</p> <p>Further investigation and management of the stockpile dozer is ongoing.</p>

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			<p>“Dozer operation was audible at Skelly Road at 6am on a Sunday morning. Noise levels were fine the previous couple of weekends but were once again obtrusive at 6am Sunday 4 June 2016”.</p>		
29/07/2017	Complaint	Email	<p>Springvale received an email from the EPA advising that they had received a complaint to the Environment Line. Details of complaint made to EPA are below:</p> <p>“Machinery noise coming from mining equipment at Centennial Coal Springvale. The noise lasted 2 hours on 28/07/2017 from 23.30”.</p>	<p>Likely cause of machinery noise is stockpile dozer/s.</p> <p>Analysis of weather conditions indicated still conditions between 23:30 - 01:30 - wind velocity recorded 0m/s. Atmospheric conditions indicated potential inversion during preceding and during the complaint time.</p> <p>Weather conditions and current stockpile dozer operations both likely factors in noise levels causing complaint.</p>	<p>Springvale has already undertaken the following actions in relation to noise management:</p> <ul style="list-style-type: none"> • Toolbox Talk issued to dozer operators. • Dozers inspected by Westrac technicians. • Guard on dozer, thought to be exacerbating noise levels, removed. • Re-commissioning of real time monitor. <p>Springvale are investigating further opportunities to manage/mitigate noise.</p> <p>Additional actions underway include:</p> <ul style="list-style-type: none"> • Additional noise monitoring to correlate noise sources and assess potential for managing noise sources at high risk times. • Investigation of noise attenuation engineering solutions for dozers.
11/05/2018	Complaint	Email	<p>Complaint received from resident stating that their complaints are not being recorded at the Springvale Community Consultative Committee (CCC).</p>	<p>Following a review of the Community Complaints Register it is confirmed that all complaints received in relation to Springvale are registered in the Springvale Community Complaints Register.</p> <p>On review of the Springvale CCC presentations, it is</p>	<p>Springvale will continue to record complaints in the Community Complaints Register and report any complaints received to the CCC.</p>

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				found that one complaint (received 23/10/2016) was not recorded in the CCC presentation. All other complaints had been recorded in CCC presentations.	