



Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine
2012 Complaints Register

| Method | Date/Time of Complaint | Nature of Complaint | Investigation | Action Taken / Follow-up |
|-------------------------------------|------------------------|---|---|--|
| Phone call to Environmental Manager | 9/01/2012 4:00pm | Complaint in relation to dust generation from Manilla Road as a consequence of haulage of gravel from Tarrawonga to Narrabri Coal. | Immediately following the complaint, the Environmental Manager contacted Narrabri Coal to confirm if it had a water cart operating on Manilla Road. Narrabri Coal advised that a water cart had been stationed on the road all day. The time of the complaint and details of the location of the complaint were provided to Narrabri Coal who advised they would cease haulage immediately and investigate the situation and revert with an appropriate response. Upon investigation it was confirmed that the water cart commenced operations on the road at 7am. The water cart operator is a sub-contractor servicing both Narrabri Coal and Narrabri Shire Council during gravel haulage. The water cart operator has a designated fill point located adjacent to the Tarrawonga mine entrance and on this basis, it is thought that the truck was on refill at the time the complainant travelled the road. The gravel truck operators were questioned in relation to the extent of dust being generated during haulage on this day, both indicating the dust lift off was minimal. Inspection of the road was undertaken the following week, with the water cart identified operating and the road generating minimal dust. | No further follow up required. Complainant was advised that the matter would be investigated and appropriate action taken. |
| Phone call to Environmental Manager | 14/01/2012 10:00am | Complaint in relation to dust generation from Manilla Road as a consequence of haulage of gravel from Tarrawonga to Narrabri Coal or to Narrabri Shire Council. | Immediately following the complaint, the Environmental Manager contacted the Tarrawonga Project Manager with an instruction to confirm that a water cart was stationed on Manilla Road. Narrabri Coal ceased haulage upon notification of the complaint. Confirmation was made that the water cart was operating and that truck operators considered the extent of dust generation acceptable. A shower of rain also occurred on Saturday morning which assisted in dust suppression. Inspection of the route was undertaken early the following week with the water cart identified as operating and the road well watered – minimal dust was observed during truck haulage. Discussions have been held with Project Manager in relation to redirecting gravel haulage down Goonbri Road rather than using the gravel section of Manilla Road. This would take the dust impacts further away from the residents in proximity to Manilla Road, with only one residence within proximity to Goonbri Road, at its western connection with the tar sealed Leard Forest Road. If this action is taken, the water cart will be removed from Manilla Road and stationed at Goonbri Road. | No further follow up required. Complainant was advised that the matter would be investigated and appropriate action taken. |