

## Stratford Complaint Summary

Period: 12 Months to February 2021

Total No. of Complaints: 46 (30 noise, 3 air quality, 7 Blast Overpressure, 5 lighting, 1 Other)

Total No. of Complainants: 6

Date/Time of Complaint	Complainant Location	Method of Complaint	Nature of Complaint	Investigation/Outcome
10/03/2020 20:51hrs	Approx. 3.2km west of source	Community hotline.	Mine Noise	<p>Complaint: "Noise Complaint"</p> <ul style="list-style-type: none"> <li>Complainant stated that he could hear the mine 'droning noise' 'not the track slap'.</li> <li>Acting E&amp;C Supt. advised the CHPP was operating at the time with the loader on the ROM. No train loading activities were being undertaken.</li> <li>Acting E&amp;C Supt. advised that the SCPL Craven real time noise indicated compliance with the site criteria, no inversion and a gentle wind from the NE was recorded at the time.</li> <li>Acting E&amp;C Supt. advised SCPL are approved to undertake activities within the noise limits with recent noise survey results demonstrating compliance.</li> <li>Complainant stated the consultants always measure on a Wednesday.</li> <li>Acting E&amp;C Supt. advised she would review the timing and ensure these were being undertaken on different days of the week.</li> </ul>
20/03/2020 12:45hrs	Wenham Cox Rd	Direct to staff at Blast sentry point	Various	<p>Opportunistic complaint to Coal Supt. at blast sentry point. Acting E&amp;C Supt. Returned phone call to Complainant who advised she would call back, no call was received. A text message was received direct to Acting E&amp;C Supt. mobile with various complaints on the 24, 30/03 &amp; 1, 7/04. No further action taken.</p>
27/03/2020 14:55hrs	Approx. 6.5 km west of source	Direct to mobile.	blast	<p>Complaint: "Blast was more noticeable at residence around 12:45 and was wondering why that would be?"</p> <ul style="list-style-type: none"> <li>The complaint was made directly to the Acting E&amp;C Supt. mobile.</li> <li>Acting E&amp;C Supt. advised a blast had been fired earlier today 27/03/2020. Acting E&amp;C Supt. advised the overpressure and ground vibration results at the monitors were compliant, with none showing any higher than designed readings warranting any further investigation.</li> <li>Acting E&amp;C Supt. provided some detail around how we monitor and investigate blasting at SMC.</li> <li>The complainant asked about SMC timetable of blasting.</li> <li>Acting E&amp;C Supt. advised of the Stratford Blasting hotline and the notification distribution list available. The complainant was content to be added to the text message notification list for future blasting.</li> </ul>

28/04/2020 20:37hrs	Approx. 4Km west of the CHPP	Direct to AB email	Lighting	<p>Complaint: "I am alarmed &amp; disturbed at what appears to me to be the recent rapid increase in lights from the Southern end of your coal operations. Can you please help me understand the likely ongoing visual impact of lighting &amp; what steps the mine are taking to mitigate it for the adjoining community?"</p> <ul style="list-style-type: none"> <li>• The complaint was made directly to the Acting E&amp;C Supt. via email.</li> <li>• Acting E&amp;C Supt. contacted the OCE on site who conducted a lighting audit and boundary check and included in the daily OCE report" 5 lighting plants in the Stratford east area all facing towards working areas and not reflected out into environment. Audit of light direction and boundary check of lighting all satisfactory."</li> <li>• Acting E&amp;C Supt. returned a phone call to complainant advising a lighting audit had been undertaken by the Open Cut Examiner on site following receipt of complaint determining satisfactory lighting set up. • Acting E&amp;C Supt. inspected operational lighting and undertook external inspection including Crowthers Road on 30/04/20 between 6:30-8pm.</li> </ul>
1/05/2020 12:03hrs	Approx. 1.5km from blast	Direct text to AB mobile	Blast	<p>Complaint "blast shaking the house again"</p> <ul style="list-style-type: none"> <li>• The complaint as made direct to the Acting E&amp;C Sup. mobile via text</li> <li>• Acting E&amp;C Supt. contacted The Complainant 1/5/20 to discuss and advised the blast was compliant.</li> <li>• Acting E&amp;C Supt. offered to discuss any matters further with The Landowner.</li> <li>• The Complainant said she would talk to The Landowner and let AB know if he would like to.</li> </ul>
11/05/2020 11:42hrs	Not advised	EPA hotline	Mine Noise	<p>After hours call ref EPA109404. HEAVY MACHINERY AND VEHICLES revving constantly, without reprieve but at varying levels of acceleration or idling. Caller is reporting this from their fathers property. There is a constant issue. Response to EPA. Direct complaint also recieved.</p>
14/05/2020 7:30hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to AB mobile	Mine Noise	<p>Complaint "You need to get down there night time an listen to these machines 11pm put earmuff on from headaches an been woken to it again at 7 this morning. This is constant. I don't need call-back you need to fix this problem"</p> <ul style="list-style-type: none"> <li>• Acting E&amp;C Supt. returned Complainant text "Hi *Complainant*, I have recorded your complaint in our records. If you wish to contact the Stratford Complaints directly the number is 1300658239 Regards, Alarna"</li> <li>• SCPL OCE was closely auditing the Avon North noise and lighting. The digger and truck were not operating from 8:15pm-11pm on the night of the complaint due to a break down.</li> </ul>
14/05/2020 16:39hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to AB mobile	Lighting	<p>Complaint "It's *complainant* come down road heading into town around corner bam there the big light in eyes that's Road hazard"</p> <p>"Think you need to come have a look it across road on to the house across the paddock"</p> <ul style="list-style-type: none"> <li>• Acting E&amp;C Supt. contacted the OCE to audit the lighting. Lighting was glow only with no lighting plant positioned shining onto the road.</li> </ul>

20/05/2020 8:00hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to AB mobile	Mine Noise	Complaint "it now 11:34 I have 3 very tired and cranky children awake due to noise" "and start back up at 7 and wake them" <ul style="list-style-type: none"> <li>ECC returned complainants text message with a phone call at 9:02. ECC suggested to the complainant to contact the complaints line so the complaint can be actioned immediately.</li> <li>ECC informed complainant that compliance noise monitoring will be conducted before the end of the month. Complainant stated 'I went for a drive last night and the noise is drastically different between the our house and other places.' ECC informed complainant of the operations in the Avon N pit at the time of complaint.</li> </ul>
20/05/2020 9:44hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to AB mobile	Mine Noise	Complaint "This noise again tonight is unacceptable" <ul style="list-style-type: none"> <li>Weather conditions: Inversion. Light SW wind.</li> <li>ECC returned complainants text message with a call, no answer.</li> <li>Dozer on upper BRN dump restricted to first gear only to reduce noise. Discussion with OCE to continue to limit elevated dozer use when inversions present.</li> </ul>
21/05/2020 8:05hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	EPA hotline	Mine Noise	Description of Incident: After hours call EPA109601. calling to advise of coal mine site working from 18:30 to 19:00 started working again very loud noise - heavy machinery working continuously. Response provided to EPA. Direct complaint also received.
22/05/2020 7:35hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to AB mobile	Mine Noise	Complaint "keep the noise down" <ul style="list-style-type: none"> <li>Weather conditions: Moderate WSW wind.</li> <li>ECC called complainant at 8:18am with no answer, ECC returned complainants call at 11:58am. Complainant stated that "machinery noise, still going" "light is still on the road" "keep the noise down".</li> <li>SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP. Lighting plant have been audited and deemed satisfactory.</li> </ul>
26/05/2020 20:59hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to AB mobile	Mine Noise	Complaint "Machinery loud again tonight" <ul style="list-style-type: none"> <li>Weather conditions: SW wind.</li> <li>AB contacted OCE on evening shift. Dozer at RL 84 in Avon pit operating in first gear. Dozer at RL 103 in BRN dump well below surface ceasing work at 9:30 pm.</li> <li>Coal was being hauled from Avon pit after 9:30 pm. Stratford East had 2 dig units running 5 trucks and 2 dozers. Only 1 dig unit in operation from 4:30pm till 6:00pm.</li> <li>AB called complainant at 9:27am with no answer. Called at 11:42am to discuss the operation at the time of the complaint. Complainant stated "it roars through the house" "something has to be done" "I don't need a call back just log it or whatever you do". AB advised SCPL were available to discuss the matters further with The landowner. The complainant stated "You need to fix it" and hung up the call.</li> <li>SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>

9/06/2020 19:02hrs	Approx. 3.2km west of the operation	Community Hotline	Mine Noise	<p>Complaint: "Noise"</p> <ul style="list-style-type: none"> <li>• AB returned a call at 19:51.</li> <li>• Complainant advised the noise 'sounds like blasting shaking the house' 'loud banging' 'started at 1pm seems to of dropped off about 7pm, can just hear engine roaring now' 'can see lights over the hill and flashing blue and red lights'</li> <li>• AB Contacted OCE on evening shift. Lighting and noise audit undertaken during shift with levels found satisfactory.</li> <li>• The Real Time Noise(RTN) monitoring shows compliance with noise criteria at the Craven unit. Minor truck noise and instances of loud banging (likely the first bucket into trucks) audible in audio data. Advice provided to Operations to review excavator bucket height</li> <li>• AB call back the complainant at 12:55pm no answer, called at 16:50pm.</li> <li>• AB advised RTN monitoring indicated compliance however during review of the audio banging could be heard. SCPL are going to review truck loading and heights of the buckets.</li> </ul>
29/06/2020 5:45hrs	Approx. 3.2km west of the operation	Community Hotline	Mine Noise	<p>Complaint: "the noise is excessive tonight - also lights really broaching his private space - blue lights on a gantry and another shining through his window".</p> <ul style="list-style-type: none"> <li>• Weather conditions: Medium inversion. Light NW wind.</li> <li>• AB contacted the OCE to audit the lighting and noise. OCE went out to Upper Avon Rd reported a faint glow on the Stratford East Dump- adjusted tilt of the lighting plant to remove the glow. Minimal noise observed. • OCE report/email saved on the server.</li> <li>• AB contacted CHPP - operating at the time with loader on the ROM. No train. No dozer.</li> <li>• ECC reviewed Stratford Noise Monitoring audio files with dozer and truck noise audible. Real time noise and MET monitoring shows SCPL to be within noise criteria.</li> <li>• AB contacted Complainant discussed the current operations and RTN review. Discussed lighting hierarchy, mentioned improvements conducted recently with timers installed on wash down bay.</li> </ul>
29/06/2020 10:30hrs	Approx. 2.6km west of source	Community Hotline	Mine Noise	<p>Complaint: "Noise Last Night". (received 30/6/2020, 11:38AM)</p> <ul style="list-style-type: none"> <li>• Weather conditions: Strong inversion. Moderate NW wind.</li> <li>• ECC Returned complainants call as requested. Complainant stated that 'truck noise was more noticeable than usual last night at 10:30PM'. ECC outlined operation and MET conditions to the complainant.</li> <li>• ECC reviewed Stratford Noise Monitoring audio files and truck noise was noted on the recording with ambient noise identified as being the dominant source.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant during periods of strong inversions.</li> </ul>
6/07/2020 19:00hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to AB mobile	Mine Noise	<p>Complaint "Noise Woke me this morning and they're loud now. I don't need to listen to it into the night. thanks"</p> <ul style="list-style-type: none"> <li>• Weather conditions: Moderate W wind, strong inversion.</li> <li>• Dozers in first gear on the expose areas in the Avon pit BRN dump and also in the Stratford east area.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>

21/07/2020	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to AB mobile	Mine Noise, dust lighting	<p>Complaint "Last night the noise was too much. The dust is quite thick. The lights are still on the road which is quite the hazard. And I think it's about time you service your dozers. Don't need it again tonight thank you very much."</p> <ul style="list-style-type: none"> <li>• Weather conditions: Strong inversion. Light wind during the night operations- inconsistent direction.</li> <li>• AB Returned complainants call.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant during periods of strong inversions.</li> </ul>
29/07/2020	Approx. 2.6km west of source	Community Hotline	Mine Noise	<p>Complaint "has been woken by trucks from 5:00AM onwards, she is a shift worker so doesn't get to sleep until late"</p> <p>Weather conditions: Strong inversion. Light SSW wind during the complaint period.</p> <p>Call returned to complainant.</p>
17/08/2020	Approx. 4Km west of the CHPP	Email	Blasting and general enquiries	<p>The Complainant contacted SCPL to discuss general matters including lighting, mining activities and blasting.</p> <ul style="list-style-type: none"> <li>• MP returned call to The Complainant on 17/08/20. MP provided an update on contact methods for community members including direct contact details, updates on exploration lease status and mining activities, updates on previous lighting queries.</li> </ul> <p>Complaint: The Complainant advised a neighbour had noticed elevated noise from a blast on 07/08/20 and would like this recorded as a complaint.</p> <ul style="list-style-type: none"> <li>• Blast on 7/8/20 didn't trigger monitoring at Isaac or Ex-judge, in direction of complainant. Advice on complaint provided to D&amp;B Engineer.</li> </ul> <p>MP advised he would follow-up progress on changes to ROM pad lighting and white light on waste emplacement.</p> <ul style="list-style-type: none"> <li>• CHPP Supt. Confirmed adjusts to ROM pad lighting had been completed although the proposed louvre is no longer available. Additionally, CHPP lights are turned off when not required.</li> <li>• MP inspected light emissions from Crowthers Rd at 7pm and observed direct light from lighting plant on Stratford East NAF dump. MP phoned OCE (Mick Bird) who immediately adjusted the orientation of the plant and reduce glare to the west.</li> </ul>
18/08/2020	Approx. 3.2km west of the operation	Community Hotline	Lighting	<p>Complaint: "Light Pollution, all she sees is light not darkness"</p> <ul style="list-style-type: none"> <li>• MP attended Upper Avon Rd at 7pm to observe lighting and noise emissions. No direct line of sight of lighting was possible from the road. The outlook may be different from the location of the dwelling. MP noted noise emissions were also low the time of observation.</li> <li>• MP returned call to Complainant on 19/08/20 and discussed lighting and noise concerns. The complainant advised the light emissions had noticeable increased and noise has also been bad on several night. MP provided an update on current mining activities. MP also advised recent discussions with neighbours regarding lighting and changes which had been made at the CHPP and Stratford East. MP advised the noise emissions would have increased due to mining in Stratford East, however noise monitoring will continue to be undertaken to identify and adverse impacts.</li> <li>• MP provided feedback to OCEs regarding setup of lighting plants and noise emissions from Stratford East. Information also provided to CHPP Supt.</li> </ul> <p>MP advised he would follow-up with another visit to Upper Avon Rd to inspect lighting emissions from closer to the dwelling.</p> <ul style="list-style-type: none"> <li>• Advice provided to OCE and CHPP regarding lighting and noise impacts and mitigation.</li> </ul>
18/08/2020	Approx. 3.2km west of the operation	Community Hotline	Noise	<p>Complaint: "Noise complaint - low drone noise and machinery"</p> <ul style="list-style-type: none"> <li>• Response included above.</li> </ul>

4/09/2020 12:46hrs	Approx. 1.5km from blast location, Bowens Road Stratford	Direct text to mobile	Blast	<p>Complaint: "Blasting dust everywhere that's a no no big time"</p> <ul style="list-style-type: none"> <li>• MP returned a text message to advise the complaint would be follow-up. No call back required as requested previously.</li> <li>• E&amp;C Coordinator reviewed blast video. Dust was observed to stay within ML and blast exclusion zone. Minor levels of dust migrated north of the blast location and dissipated within 4.5 mins.</li> </ul>
16/09/2020 18:30hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to mobile	Noise	<p>Complaint: "Noise rattling through house at 11 last night, do not want a repeat again tonight."</p> <ul style="list-style-type: none"> <li>• MP returned a text message to advise the complaint would be follow-up. No call back required as requested previously.</li> <li>• Weather conditions: No inversion present at 11:00PM on the 15/9/2020. Consistent light N wind at the time referenced in complaint.</li> <li>• OCE Comments; Dozers in first gear on the expose areas in the Avon pit BRN dump and also in the Stratford east area.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>
22/09/2020 21:49hrs	Approx. 3km west of the operation	Complaints line	Noise	<p>Complaint: "noise like a freight train, and lighting"</p> <ul style="list-style-type: none"> <li>• ECC attempted call back, no answer.</li> <li>• Weather conditions: Strong inversion present at 9:49PM on the 22/9/2020. Consistent very light SE wind at the time referenced in complaint.</li> <li>• OCE Comments;</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>
2/10/2020 12:40 hrs	Approx. 1.5km from blast location, Bowens Road Stratford	Direct text to TK mobile	Blast	<p>Complaint via text: "Not informing when blasting again dust everywhere and that was a bit close to road and you didn't block bit dangerous."</p> <p>No call back required as requested by Complainant previously. Blast notifications for Complainant residence ceased as requested by Complainant.</p> <p>Notes from Senior Mining Engineer:</p> <ul style="list-style-type: none"> <li>• Blast was minimum 700m from Wenham Cox Road – road closure not mandatory</li> <li>• Dust plume very thin, did not leave immediate area of blast</li> <li>• Blast fired at 12:30:18PM against a scheduled blast time of 12:30PM – coincided with Blasting Hotline and community blasting notifications sent by E&amp;C Coordinator</li> <li>• Filmed from 3 locations 1) Drone; 2) Handheld camera at Clarke; 3) DBS in pit camera all footage displays compliance with relevant requirements</li> </ul>
7/10/2020 21:45hrs	Approx. 4Km west of the CHPP	Email	Lighting	<p>Complaint: "lighting tonight is very extensive"</p> <ul style="list-style-type: none"> <li>• MP returned call to The Complainant on 08/10/20.</li> <li>• The Complainant explained he had noticed a beam of light from the Stratford East area shining from south to north. The Complainant advised there was no light shining directly towards them although the light seemed to have changed from previous nights.</li> <li>• MP advised he would follow-up with OCE and confirm positioning of lighting plants.</li> <li>• OCE advised lighting plant locations had not changed. OCE confirmed lighting plants angled towards east and north and below horizontal. OCE advised beam of light was possibly from PAF Cell light and would inspect on following night.</li> <li>• No call back to The Complainant required.</li> </ul> <p>Confirmed lighting plants are angled below horizontal and away from receivers to the west.</p>

14/10/2020 21:30 hrs	Approx. 1.5km from location, Bowens Road Stratford	Direct text to MP mobile	Dust	<p>Complaint via text: "the dust is bad fix this problem"</p> <p>No call back required as requested by Complainant previously.</p> <ul style="list-style-type: none"> <li>• Stratford and Craven TEOM Showing low PM10 12.47 and 12.25 respectively</li> <li>• Light ENE wind at time of complaint (4.2km/h), away from complainant</li> <li>• Water Cart watering grading floors, ramps and tipheads in the Avon and Stratford circuits.</li> <li>• Trucks tipping at Old Main Pit, Stratford East and Turkeys nest. No dust issues noted at dump locations.</li> </ul>
15/10/2020 21:30hrs	Approx. 1.5km from location, Bowens Road Stratford	Direct text to MP mobile	Dust	<p>Complaint via text: "its me again the dust really bad again tonight. you should take a drive down Wenham cox road and have a look for yourself."</p> <p>No call back required as requested by Complainant previously.</p> <ul style="list-style-type: none"> <li>• Stratford and Craven TEOM Showing low PM10 12.47 and 7.26 respectively</li> <li>• Light NNW wind at time of complaint (6.4km/h)</li> <li>• Water Cart watering grading floors, ramps and tip heads in the Avon and Stratford circuits.</li> <li>• Trucks tipping at Stratford East and Turkeys nest. No dust issues noted at dump locations.</li> </ul>
8/10/2020 12:30hrs	Approx. 2.5km west of source (2.5kms from blast)	Direct to mobile.	Blast	<p>Complaint: "Blast from Stratford mine caused the windows on the house to shake. Blast was larger than others previously from Avon North."</p> <ul style="list-style-type: none"> <li>• The complaint was made directly to the E&amp;C Supt. mobile. Call returned on 19/11/20</li> <li>• MP advised a blast had been fired at 12:39pm on 08/10/2020. MP provided blast monitoring results (0.29mm/s, 97.1dB(L)@ Ex-judge). Similar levels to previous blasts.</li> <li>• MP advised the measures which are undertaken in blast design to reduce the offsite impacts as much as practicable and information is conveyed to the drill and blast engineer.</li> </ul>
12/11/2020 16:48hrs	Approx. 3.2km west of the operation	Community Hotline	Noise	<p>Complaint: "Noise from heavy machinery"</p> <ul style="list-style-type: none"> <li>• ECC returned complainants call at 8:20am on 13/11/2020, Complainants wife answered the call. The complainants wife explained that the noise coming from the mine was a roaring machine noise which they hadn't previously heard. The complainants wife was unable to diagnose the machine type the noise may have been coming from. Complainants wife referred ECC to call her husband. ECC called the complainant at 8:25am, complainant did not answer.</li> <li>• Weather conditions: No inversion present at 4:48PM on the 12/11/2020. Consistent light N wind at the time referenced in complaint.</li> <li>• OCE Comments; Dozers in first gear on the expose areas in the Avon pit BRN dump and also in the Stratford east area. EX006 on higher exposed area of Stratford East.</li> <li>• ECC reviewed noise monitoring audio files from Craven noise monitoring unit. Moderate truck noise noted, traffic noise also noted on noise file.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>

19/11/2020 19:00hrs	Approx. 1.5km west of operations, Bowens Road Stratford	Direct text to MP mobile	Various issues - noise, dust, blasting, contacts	<p>Complaint via text: Numerous complaints via text message direct to SCPL. Issues relate to noise, dust, blasting, lighting. The complainant requested the contact details to call Yancoal head office</p> <ul style="list-style-type: none"> <li>• SCPL advised community complaints are managed at a site level. SCPL offered to engage with the complainant to resolve issues. The complainant declined and asked for head office contact.</li> <li>• SCPL inform the measures which continue to be implemented to mitigate impacts. SCPL advised the complainant they could request an independent review from DPIE if they are unsatisfied with SCPLs response.</li> <li>• The complainant declined to discuss issues with SCPL any further.</li> </ul> <p>SCPL continue to implement management and mitigation measures for noise, dust, blasting and lighting.</p>
21/11/2020 23:20hrs	Approx. 1.5km west of operations, Bowens Road Stratford	Email to Yancoal Head office	Various issues - noise, dust, blasting, contacts	<p>The Complaint emailed the Yancoal head office regarding ongoing concerns relating to noise, dust, blasting and lighting. The Complainant indicated they were not satisfied with the response from SCPL and their concerns were being ignored.</p> <ul style="list-style-type: none"> <li>• SCPL provided a return email on 30/11/2020. The email included information on the measures which have been implemented by SCPL to minimise the impacts of noise, dust, blasting and lighting. The email advised the Complainant if they were still unsatisfied with SCPL's response, there is a process in the Development Consent to request an independent review from the DPIE.</li> <li>• SCPL advised they would continue to cooperate and provide further information as requested.</li> </ul> <p>SCPL continue to implement management and mitigation measures for noise, dust, blasting and lighting.</p>
3/12/2020 7:16hrs	Approx. 2.6km west of source	Community Hotline	Noise	<p>Complaint: "Incredibly noisy, sounds like trucks coming through the wall, I'm a shift worker"</p> <ul style="list-style-type: none"> <li>• ECC Returned complainants call at 10:10 as requested.</li> <li>• Complainant explained that there had been loud revving noise with discernible gear change noise coming from the direction of the CHPP.</li> <li>• ECC explained that the noise she was hearing was most likely to be originating from Stratford East and explained the current noise mitigation measures undertaken by Stratford coal. ECC informed the Complainant of current attended noise monitoring requirements and prompted the complainant to review the reports on the Stratford Coal website.</li> <li>• Weather conditions: No inversion present at 7:16AM on the 3/12/2020. Consistent light N wind at the time referenced in complaint.</li> <li>• OCE Comments; Dozers in first gear on the exposed areas in the Avon pit BRN dump and also in the Stratford east area, Coal being Hauled to ROM from Stratford East Likely source.</li> <li>• ECC reviewed noise monitoring audio files from Craven noise monitoring unit. Low operational noise noted, source not identifiable.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>



2/12/2020 21:30hrs	Approx. 1.5km west of operations, Bowens Road Stratford	Direct text to MP mobile	Noise	<p>Complaint via text: "Noise is loud please keep it down thanks".</p> <ul style="list-style-type: none"> <li>• SCPL forwarded details of complaint to mining supervisor to ensure noise mitigation measures were being implemented.</li> <li>• SCPL provided a return text on 3/12/2020 to advise the complaint had been recorded and offered a follow-up call if required.</li> <li>• SCPL advised they would continue to cooperate and provide further information as requested.</li> </ul> <p>SCPL continue to implementing management and mitigation measures for noise.</p>
10/12/2020 10:02hrs	Approx. 2.6km west of source	Community Hotline	Noise	<p>Complaint: "noise - house is shut up but can still hear trucks revving"</p> <ul style="list-style-type: none"> <li>• ECC Returned complainants call at 09:40AM on 9/12/2020 as requested.</li> <li>• Complainant explained that there had been loud revving noise coming from the southern end of SCPL operation.</li> <li>• ECC and complainant discussed the inversion present and operations at the time of complaint. The complainant added that the operation is often audible but in this instance far exceeded the norm. Complainant also stated the noise of concern was aggressive intermittent revving.</li> <li>• Weather conditions: Inversion present at 10:02PM on the 10/12/2020. Consistent still wind conditions at the time of complaint.</li> <li>• OCE Comments; Dozers in first gear on the exposed areas in the Avon pit BRN dump and also in the Stratford East area. Waste material being dumped in the Stratford East Waste emplacement area. Rom Loader operational during night shift. Operational noise noted, source likely truck or loader engine noise.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>
9/12/2020 9:58hrs	Approx. 3.2km west of the operation	Community Hotline	Noise	<p>Complaint: "2nd call - Also called last night. Very loud machinery noise, and loud horns. Lights are also pointing at his house again."</p> <ul style="list-style-type: none"> <li>• ECC Returned complainants call at 9:20AM. Complainant did not answer.</li> <li>• ECC returned complainants call at 10:22AM. Complainant stated that the machinery noise had increased over the last 2 nights. The Complainant explained the noise as an revving noise that sounded different to the normal noise coming from the mine. The complainant also noted that the horn noise mentioned in the complaint was happening at around 10:00PM and sounded as if the horn operator was using the horn to signal someone. During the phone call the complainant raised an intrusive light that has reappeared in the Stratford east area. ECC committed to investigating the machine noise, horn noise and intrusive lighting.</li> <li>• Weather conditions: No inversion present at 9:58PM on the 9/12/2020. Consistent light N wind conditions at the time of complaint.</li> <li>• OCE Comments; Dozers in first gear on the exposed areas in the Avon pit BRN dump and also in the Stratford East area. Waste material being dumped in the lower sections of Stratford east waste emplacement and in pit dumping at Stratford East. Rom Loader operational during night shift, OCE noted loud operational coming from the ROM loader.</li> <li>• Minor LF noise noted on noise recording. Cicadas and road noise dominant at Craven noise monitor</li> </ul>

14/12/2020 6:38hrs	Approx. 2.6km west of source	Community Hotline	Noise	<p>Complaint: "Noise for the last 1/2 hour to 40 minutes- Trucks"</p> <ul style="list-style-type: none"> <li>• Complainant did not request a call back.</li> <li>• Weather conditions: No inversion present at 6:38AM on the 14/12/2020. Light Westerly wind conditions at the time of complaint.</li> <li>• No truck noise noted on Real time monitoring unit at Craven. Traffic noise noted.</li> <li>• OCE Comments; Single service cart running at time of complaint. ROM Loader operational at time of complaint.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>
14/12/2020 23:06hrs	Approx. 2.6km west of source	Community Hotline	Noise	<p>Complaint: "Noise .. machines ... sounds like a highway"</p> <ul style="list-style-type: none"> <li>• Complainant did not request a call back.</li> <li>• Weather conditions: Light Rain, No inversion present at 23:30PM on the 14/12/2020. Light SSW wind conditions at the time of complaint.</li> <li>• Minor truck noise noted on Real time monitoring unit at Craven. Environmental noise dominant on noise recording.</li> <li>• OCE Comments; Light rain at time of complaint. Trucks dumping at Stratford east waste emplacement area.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>
16/12/2020 21:50hrs	Approx. 3.2km west of the operation	Community Hotline	Noise and Lighting	<p>Complaint: "Noise and Lighting"</p> <p>Comments from OCE: I went for a drive up the upper Avon Rd at 10.15pm and stopped at various spots along the road to check for noise and light, there was no noise to speak of and the only light was from the wash plant. There are 3 white lights that are stair lights leading up to the southern gantry that can be seen from a few spots on the rd but I would not call it intrusive light. All the Stratford East pit lights are at low level and are pointing to the east and north</p>
21/12/2020 21:55hrs	Approx. 2.6km west of source	Community Hotline	Noise	<p>Complaint: "Loud noise, sounds like a highway coming through the house"</p> <ul style="list-style-type: none"> <li>• Complainant did not request a call back.</li> <li>• Weather conditions: Persistent rain/12/2020. Light N wind conditions at the time of complaint.</li> <li>• Operations had ceased at 6:30pm due to wet weather.</li> <li>• ROM loader and CHPP ceased operations at approx. 8pm. The stockpile dozer and train loading was completed at 8:22pm.</li> <li>• MP sent text message to complainant to seek further information on complaint. Complainant returned call at 12:30pm 22/12.</li> </ul> <p>Complainant stated the noise definitely sound like trucks revving (stop/start) and it was very loud between 9:30pm and 11pm. MP stated there were no operations at Stratford Mine at this time and would try to identify what the noise source may be coming from.</p> <p>The complainant also advise they have been getting loud noise in the early morning from 5:45am. MP stated the operations start between 6:30am and 7am.</p> <p>The complainant suggested mine personnel could visit the location when noise is audible. MP suggested this would be possible and advised of current noise monitoring undertaken. SCPL to continue investigating potential source of noise. SCPL to attend location of noise impacts if request from resident is received.</p>

22/12/2020 22:24hrs	Approx. 3.2km west of the operation	Community Hotline	Lighting	<p>Complaint: "lights are all on but no work seems to be happening"</p> <ul style="list-style-type: none"> <li>ECC returned complainants call as requested at 13:18. Complainant did not answer and a message was left on complainants message service.</li> <li>Comments from OCE: all trucks running to the lower NAF or PAF dumps RL150/wind from the south south west/Lighting face down and to the south</li> </ul>
23/12/2020 22:22hrs	Approx. 2.6km west of source	Community Hotline	Noise	<p>Complaint: "Noise Complaint - same noise as previous when you said the mine was not operational and it was unbelievably loud"</p> <ul style="list-style-type: none"> <li>ECC Returned complainants call at 09:00AM on 24/12/2020 as requested. Complainant stated that the noise has been consistent for the previous 2 weeks and has been a notable 'ramp up' in noise. Complainant outlined the period from 21:30 to 23:00 had been exceptionally loud. ECC explained that there had be significantly different operations at SCPL to the date of the most recent complaint from the complainant on the 21/12/2020. ECC explained details of the inversion that was present. Complainant requested further noise monitoring to be conducted at the complainants residence. ECC committed to investigating options to implement noise monitoring.</li> <li>Weather conditions: Light SSW wind conditions at the time of complaint. Inversion present from 21:15 on the 23/12/2020</li> <li>Comments from OCE: Drove to front gate and sub-station to check for noise- a pit hum but not loud or intrusive. Checked all Dozers in First gear-Yes- checked if digger were using hornless systems-yes. all compliant. EX002 working at RL 170 on the hill- Lighting was directed down/Dump lighting also directed down.</li> <li>Comments from CHPP: CHPP and ROM loader operated during night shift on 23/12/2020. No stockpile dozer operational. SCPL to investigate noise monitoring at the complainants residence.</li> </ul>
8/01/2021 12:42hrs	Approx. 1.5km from location, Bowens Road Stratford	Direct text to MP mobile	Blast vibration	<p>Complaint via text: "You just shock the house we have two more witnesses enough is enough".</p> <ul style="list-style-type: none"> <li>SCPL forwarded details of complaint to drill and blast engineer.</li> <li>Blast results at Clarke monitor: PPV 0.45mm/s MIC Peak 111.6dB(L)</li> <li>SCPL provided a return text on 8/12/2020 to advise the complaint had been recorded and the blast was compliant.</li> <li>SCPL advised they would continue to cooperate and provide further information as requested.</li> </ul>
10/01/2021 20:36hrs	Approx. 1.5km from location, Bowens Road Stratford	Email to Yancoal Head office	Blast vibration	<p>The Complainant emailed the Yancoal head office regarding ongoing concerns: <i>"I'm writing in regards to a complaint that was made on the 8/1/2021, blasting shaking our home. This is not the first time and nothing is changing or being taken seriously. I would like to be contacted ASAP about all these issues. These are serious issues that are being ignored, no one should have to live with the noise, dust and having their home shaken. This is very disgraceful and needs to be addressed immediately."</i></p> <ul style="list-style-type: none"> <li>SCPL provided a return email on 11/01/2021. The email reiterated the response and information provided on 8/01/2021 regarding blasting. The email advised the Complainant if they were still unsatisfied with SCPL's response, there is a process in the Development Consent to request an independent review from the DPIE.</li> <li>SCPL advised they would continue to cooperate and provide further information as requested.</li> </ul>

12/01/2021 9:00hrs	Approx. 1.5km from location, Bowens Road Stratford	Direct text to MP mobile	Air Quality and Lighting	<p>Complaint via text: "Last night and today dust bad keep it under control". Followed by "Get the light off Bowens rd. I have ask number time to keep it off the road its a hazard".</p> <ul style="list-style-type: none"> <li>• SCPL forwarded details of complaint to the Mining Supervisor. E&amp;C Supt inspected Wenham Cox Rd/Bowens Rd immediately after complaint. There was no evidence of visible dust or direct lighting from the public road.</li> <li>• SCPL provided a return message to the complainant to state the complaint had been received.</li> <li>• Reply from complainant at 9:30pm stated: "Just more rubbish yous need to have more consideration shaking people home noise dust light on road causing hazard".</li> <li>• SCPL advised they would continue to implement appropriate mitigation measures for noise, dust and lighting. SCPL will cooperate and provide further information as requested.</li> </ul>
--------------------	--	--------------------------	--------------------------	--