

Stratford Complaint Summary

Period: 12 Months to November 2021

Total No. of Complaints: 32 (24 noise, 1 air quality, 3 Blast Overpressure, 4 lighting, 0 Other)

Total No. of Complainants: 5

Date/Time of Complaint	Complainant Location	Method of Complaint	Nature of Complaint	Investigation/Outcome
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"> 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. Weather conditions: No inversion present at 4:48PM on the 12/11/2020. Consistent light N wind at the time referenced in complaint. 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. ECC reviewed noise monitoring audio files from Craven noise monitoring unit. Moderate truck noise noted, traffic noise also noted on noise file. SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.
19/11/2020 19:00hrs	Approx. 1.5km east 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"> 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. 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. The complainant declined to discuss issues with SCPL any further. <p>SCPL continue to implement management and mitigation measures for noise, dust, blasting and lighting.</p>
21/11/2020 23:20hrs	Approx. 1.5km east 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"> 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. SCPL advised they would continue to cooperate and provide further information as requested. <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"> ECC Returned complainants call at 10:10 as requested. Complainant explained that there had been loud revving noise with discernible gear change noise coming from the direction of the CHPP. 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. Weather conditions: No inversion present at 7:16AM on the 3/12/2020. Consistent light N wind at the time referenced in complaint. 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. ECC reviewed noise monitoring audio files from Craven noise monitoring unit. Low operational noise noted, source not identifiable. SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.

2/12/2020 21:30hrs	Approx. 1.5km east of operations, Bowens Road Stratford	Direct text to MP mobile	Noise	Complaint via text: "Noise is loud please keep it down thanks". <ul style="list-style-type: none"> • SCPL forwarded details of complaint to mining supervisor to ensure noise mitigation measures were being implemented. • SCPL provided a return text on 3/12/2020 to advise the complaint had been recorded and offered a follow-up call if required. • SCPL advised they would continue to cooperate and provide further information as requested. SCPL continue to implementing management and mitigation measures for noise.
10/12/2020 10:02hrs	Approx. 2.6km west of source	Community Hotline	Noise	Complaint: "noise - house is shut up but can still hear trucks revving" <ul style="list-style-type: none"> • ECC Returned complainants call at 09:40AM on 9/12/2020 as requested. • Complainant explained that there had been loud revving noise coming from the southern end of SCPL operation. • 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. • Weather conditions: Inversion present at 10:02PM on the 10/12/2020. Consistent still wind conditions at the time of complaint. • 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. • SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.
9/12/2020 9:58hrs	Approx. 3.2km west of the operation	Community Hotline	Noise	Complaint: "2nd call - Also called last night. Very loud machinery noise, and loud horns. Lights are also pointing at his house again." <ul style="list-style-type: none"> • ECC Returned complainants call at 9:20AM. Complainant did not answer. • 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. Weather conditions: No inversion present at 9:58PM on the 9/12/2020. Consistent light N wind conditions at the time of complaint. • 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. • Minor LF noise noted on noise recording. Cicadas and road noise dominant at Craven noise monitor
14/12/2020 6:38hrs	Approx. 2.6km west of source	Community Hotline	Noise	Complaint: "Noise for the last 1/2 hour to 40 minutes- Trucks" <ul style="list-style-type: none"> • Complainant did not request a call back. • Weather conditions: No inversion present at 6:38AM on the 14/12/2020. Light Westerly wind conditions at the time of complaint. • No truck noise noted on Real time monitoring unit at Craven. Traffic noise noted. • OCE Comments; Single service cart running at time of complaint. ROM Loader operational at time of complaint. • SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.
14/12/2020 23:06hrs	Approx. 2.6km west of source	Community Hotline	Noise	Complaint: "Noise .. machines ... sounds like a highway" <ul style="list-style-type: none"> • Complainant did not request a call back. • Weather conditions: Light Rain, No inversion present at 23:30PM on the 14/12/2020. Light SSW wind conditions at the time of complaint. • Minor truck noise noted on Real time monitoring unit at Craven. Environmental noise dominant on noise recording. • OCE Comments; Light rain at time of complaint. Trucks dumping at Stratford east waste emplacement area. • SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.
16/12/2020 21:50hrs	Approx. 3.2km west of the operation	Community Hotline	Noise and Lighting	Complaint: "Noise and Lighting" 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

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"> Complainant did not request a call back. Weather conditions: Persistent rain/12/2020. Light N wind conditions at the time of complaint. Operations had ceased at 6:30pm due to wet weather. ROM loader and CHPP ceased operations at approx. 8pm. The stockpile dozer and train loading was completed at 8:22pm. MP sent text message to complainant to seek further information on complaint. Complainant returned call at 12:30pm 22/12. <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. 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.</p> <p>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"> ECC returned complainants call as requested at 13:18. Complainant did not answer and a message was left on complainants message service. 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
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"> ECC Returned complainants call at 09:00AM on 24/12/2020 as requested. <p>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 been 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.</p> <ul style="list-style-type: none"> Weather conditions: Light SSW wind conditions at the time of complaint. Inversion present from 21:15 on the 23/12/2020 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. Comments from CHPP: CHPP and ROM loader operated during night shift on 23/12/2020. No stockpile dozer operational. <p>SCPL to investigate noise monitoring at the complainants residence.</p>
8/01/2021 12:42hrs	Approx. 1.5km east of operations, 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"> SCPL forwarded details of complaint to drill and blast engineer. Blast results at Clarke monitor: PPV 0.45mm/s MIC Peak 111.6dB(L) SCPL provided a return text on 8/12/2020 to advise the complaint had been recorded and the blast was compliant. SCPL advised they would continue to cooperate and provide further information as requested.
10/01/2021 20:36hrs	Approx. 1.5km east of operations, 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"> 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. SCPL advised they would continue to cooperate and provide further information as requested.

12/01/2021 9:00hrs	Approx. 1.5km east of operations, 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"> • SCPL forwarded details of complaint to the Mining Supervisor. E&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. • SCPL provided a return message to the complainant to state the complaint had been received. • Reply from complainant at 9:30pm stated: "Just more rubbish you need to have more consideration shaking people home noise dust light on road causing hazard". • SCPL advised they would continue to implement appropriate mitigation measures for noise, dust and lighting. SCPL will cooperate and provide further information as requested. <p>SCPL continue to implement management and mitigation measures for noise.</p>
24/03/2021 21:32hrs	Approx. 1.5km east of operations, Bowens Road Stratford	Direct text to MP mobile	Noise	<p>Complaint via text: "Keep the noise down, people do need to sleep".</p> <ul style="list-style-type: none"> • SCPL forwarded details of complaint to Mining Supervisor to ensure noise mitigation measures were being implemented. • SCPL provided a return text on 24/03/2021 to advise the complaint had been recorded and offered a follow-up call if required. • SCPL advised they would continue to cooperate and provide further information as requested. • SCPL also recieved a call from DPIE on 25/03/21 stating they had received the same complaint. No further information requested at this stage. <p>SCPL continue to implement management and mitigation measures for noise.</p>
26/03/2021 15:45hrs	Approx. 1.5km east of operations, Bowens Road Stratford	Via DPIE	Noise and Blasting road closures	<p>Complaint received via DPIE. Complaint stated:</p> <ul style="list-style-type: none"> •Noise from the mine on Wednesday and Thursday nights, around 8:30 – 9:30pm. - Comments provided by the shift supervisor: Normal operations, digger fleet in Avon North, digger fleet in Stratford East, working at higher elevation due to water in pit. Standard noise mitigation measures implemented as per Noise Management Plan. •Thursday 25 March (last night) complainant heard horns at about 10:30pm - Comments provided by for Mining Superintendent: • SMC uses a hornless communication system on all the dig units. Horns are not used on the excavators. Horns are only used by haul trucks when leaving the go lines at the start of shift or after shift break in accordance with safety requirements. Evening shift starts at 2:30pm and the shift break ends at 9:00pm. Horns are generally not used in other areas or at other times. •Blast carried out today at 12:47pm, which complainant wasn't expecting. There were signs on the road, but the road wasn't closed. - SCPL has reviewed drone footage which shows portions of Wenham Cox Road adjacent to the blast immediately prior to and after the blast and there are no public vehicles present. •Could you include Complainant on your blast notification register. - Complainant added to SMS notifications list.
21/04/2021 10:48hrs	Approx. 1.5km east of operations, Bowens Road Stratford	Direct text to MP mobile	Noise	<p>Complaint via text: "The noise last night was ridiculous, keep it down".</p> <ul style="list-style-type: none"> • SCPL forwarded details of complaint to Mining Supervisor to ensure noise mitigation measures were being implemented. • Observations from Wenham Cox Rd indicated mine noise was audible although not dominant. Attended noise monitoring was undertaken on 21/04/2021, all results compliant. • SCPL advised they would continue to implement appropriate mitigation measures for noise. SCPL will cooperate and provide further information as requested.
26/04/2021 22:02hrs	Approx. 3.2km west of the operation	Community Hotline	Noise	<p>Complaint: "Noise"</p> <ul style="list-style-type: none"> • ECC returned complainants call at 10:13AM as requested. Complainant stated that 'CHPP noise had increased dramatically over the past week'. The Complainant explained the noise as the plant really revving and operating at a much louder noise than usual. The Complainant added that there was intermittent machine noise and he did not hear any noise that he believed was a dozer. • ECC advised they would continue to implement appropriate mitigation measures for noise. <p>Weather conditions: Strong inversion present at 10:02PM on the 26/4/2021. Consistent very light W wind conditions at the time of complaint.</p> <ul style="list-style-type: none"> • CHPP Superintendents comments: Plant operating from 06:30am 26/4/2021 until 12:20AM 27/4/2021. ROM loader and small excavator operating at the time of complaint. No unusual operations at CHPP. • Low level LF noise noted on noise recording. Cicadas and other insect noise dominant at Craven noise monitor.

11/05/2021 22:16hrs	Approx. 2.6km west of source	Community Hotline	Noise	<p>Complaint: Noise "Trucks, dozers etc"</p> <ul style="list-style-type: none"> ECC returned complainants call at 03:20PM as requested. Complainant did not accept the phone call. A phone message was left on the complainants mobile phone. Weather conditions: Strong inversion (4°C/100m) present at the time of complaint. Consistent very light (1m/s) W wind conditions at the time of complaint. OCE Superintendents comments: Dozers operating on dumps - Limit noise with hornless systems in trucks/reverse quackers. Operations in Stratford east operating at RL130. ROM loader operating at the time of complaint. No unusual operations at CHPP. Low level LF noise noted on noise recording. Cicadas and other insect noise dominant at the Deards Lane noise monitor.
11/05/2021 22:36hrs	Approx. 3.2km west of the operation	Community Hotline	Noise	<p>Complaint: "Excessive noise from machinery and trucks"</p> <ul style="list-style-type: none"> ECC returned complainants call at 03:25PM. Complainant stated that the noise produced by SCPL was excessive during the evening of 11/5/2021. The Complainant outlined a noise described as 'intermittent loader noise with the cutting in and out of what he believed was a hydraulic fan. The complainant also noted that truck noise was more noticeable that it had been in the previous few months with prominent gear change noise. ECC advised the complainant of operations at SCPL at the time of complaint and SCPL would continue to implement appropriate mitigation measures for noise. Weather conditions: Weather conditions: Strong inversion (4°C/100m) present at the time of complaint. Consistent very light (1m/s) W wind conditions at the time of complaint. OCE Superintendents comments: Dozers operating on dumps - Limit noise with hornless systems in trucks/reverse quackers. Operations in Stratford east operating at RL130. ROM loader operating at the time of complaint. No unusual operations at CHPP. Low level LF noise noted on noise recordings. Cicadas and other insect noise dominant at Craven and Deards Lane noise monitors.
21/05/2021	Approx. 3.2km west of the operation	Community Hotline	Blast	<p>Complaint: "Giant cloud of dust just came over their place from mine"</p> <ul style="list-style-type: none"> ECC returned complainants call at 13:08. Complainant did not answer. 22km/h SSW (197°) wind at time of complaint. Complainants residence approx. 4km West of blast location and approx. 3.2kms from active mining area. Blasting activities at Stratford East pit undertaken at 12:44. ECC reviewed blast recording, dust observed to travel NNE and remained on the Mining Lease. No other dust observed by ECC or reported to be leaving Stratford mining operations at the time of complaint.
22/05/2021	Approx. 6.5 km west of source	Email	Lighting	<p>Complaint: I can't find where to register a complaint in order to get a call from you. So, in brief:</p> <ol style="list-style-type: none"> My complaint is about lighting again. It seems (to me) that there are sets of new very bright white lights pointing towards our properties on the sth end. This addition has grown the combined effect of the other lights - all pointing our way. Also, a glow towards the sth end is now very visible. Will that increase? I read in the Feb minutes that you said "changes were made to the lighting plant configurations to reduce lighting impacts". Whilst no details were noted, from my property I am at a loss to see any such improvements. In fact, as above, I see a deterioration with more lights. Am I missing something? Could you pls advise how these changes have been a benefit to us? I am concerned that the extension towards the Sth will mean a greater lighting impact for us. Can you pls address this concern and what we can expect, eg any more new lights? Did you consider having any new lights pointing east, ie away from where people live? A mining friend recently say the lights and commented "they aren't trying hard enough" in positioning lighting to mitigate the impact on the local community. I am concerned that there are now 6 pages of formal complaints on the register for the past 12 mths. This seems big & growing. <ul style="list-style-type: none"> Afternoon shift OCE identified the lighting plant of concern to be a LED lighting plant on the Stratford East NAF dump. The light was repositioned to face north and tilted downwards. ECC provided a call back to the complainant to provide a summary of changes made in response to the complaint, Complainant did not answer. Complainant returned ECCs call. The complainant expressed that the lights had become more intrusive at the southern end of Stratford operations and reiterated the points listed in his emailed complaint. ECC explained that the source of the specific light in question was situated on the Stratford East waste dump and was rectified in response to complainants complaint. The complainant noted that the light had been rectified. ECC continued to explain that mitigations that were referenced in February CCC Minutes referred to management of non-fixed lighting plants, in particular directional placing and the exclusion of Stratford east and BRN lighting plants being restricted from facing toward sensitive receivers.

28/06/2021	Approx. 1.5km east of operations, Bowens Road Stratford	Direct text to MP mobile	Lighting	<p>Complaint via text: "I've asked a number of times to keep the big lights off Bowens Rd, its a hazard and dangerous, go and check as it dazzles you".</p> <ul style="list-style-type: none"> • SCPL forwarded details of complaint to Shift Supervisor to ensure light mitigation measures were being implemented. • BRN lighting plant was situated below surface RL. Day shift supervisor moved lighting plant lower into the pit to minimise any potential external glow. • SCPL provided a return text on 29/6/2021 to advise the complaint had been recorded and offered a follow-up call if required. • An inspection was undertaken along Wenham Cox Rd and Bowens Rd during the evening and confirmed no direct lighting plants were visible facing towards the road.
7/07/2021	Approx. 1.5km east of operations, Bowens Road Stratford	Direct text to MP mobile	Noise	<p>Complaint via text: "The noise tonight is completely unacceptable. These complaints need to be taken seriously".</p> <ul style="list-style-type: none"> • SCPL forwarded details of complaint to Mining Supervisor to review operations and ensure noise mitigation measures were being implemented. • SCPL provided a return text on 07/07/2021 to advise the complaint had been recorded and offered a follow-up call if required. • SCPL advised they would continue to implement appropriate mitigation measures for noise. SCPL will cooperate and provide further information as requested.
12/08/2021 8:34hrs	Approx. 4Km west of the CHPP	Direct text to TK mobile	Lighting	<p>Complaint via text: "A question - why does it seem the lights at electrical substation opposite Upper Avon Rd & Bucketts Way intersection are always on at night? Am I right? It struck me that they could be movement sensitive or similar. They certainly add to the full glare. Also, what proportion of rail loading is done at night when the full light orchestra is performing?".</p> <ul style="list-style-type: none"> • SCPL inspected electrical switch yard and switched off the lights in question. • SCPL provided a return call ECC informed the complainant that the lights at the substation were accidentally left on by a electrical contractor and were now switched off. ECC informed the complainant that the lights at the CHPP were required to be on while the CHPP is operating and that the lights are required to safely operate at night.
12/10/2021	22:21hrs	Community Hotline	Noise	<p>Complaint description: "Noise and lights - can't sleep".</p> <ul style="list-style-type: none"> • Acting ECS called complainant back at 2:42pm 14/10/21. • Complainant wanted to discuss compensation due to noise impacts. • Acting ECS advised that the request would be escalated.
18/10/2021	21:42hrs	Community Hotline	Noise	<p>Complaint description: "Trucks are very loud tonight, there is a heavy drumming".</p> <ul style="list-style-type: none"> • ECS called complainant back at 8:30am 19/10/21. Complainant had poor reception and advised would call back later. • Complainant returned call at 3pm. • Items discussed included development consent conditions and mitigation and compensation rights, noise assessment in the EIS, noise monitoring requirements and reporting of exceedances, current status of the operations and noise mitigation measures. • ECS suggested any concerns of elevated noise emissions should continue to be reported to SCPL to allow for a timely response to be implemented. • Complainant advised no further information was required at this stage.
21/10/2021	22:00hrs	Community Hotline	Noise	<p>Complaint description: "Noise (shift worker calling) droning of the machine"</p> <ul style="list-style-type: none"> • ECC called complainant back at 12:30PM 22/10/21. Complainant stated the noise originating from the SCPL CHPP had increased dramatically in the last week. Complainant explained that the most noticeable noise was best described as a 'reverberation' from what sounded like a conveyor or similar. The complainant also noted Dozer track slap and truck engine noise. • ECC advised the complainant of operations at SCPL at the time of complaint and SCPL would continue to implement appropriate mitigation measures for noise. • Weather conditions: Weather conditions: Strong inversion (4.1°C/100m) present at the time of complaint. Consistent very light (1.8m/s) SW wind conditions at the time of complaint. • Low level LF noise noted on noise recordings. Minor truck engine noise noted on monitor.
26/10/2021	19:16hrs	Community Hotline	Noise	<p>Complaint: "Why are the noise monitors out when you are not doing major work???"</p> <ul style="list-style-type: none"> • ECC returned complainants call at 9:31AM. • Complainant stated that he thought it was unusual that the mine had arranged the noise monitoring personel to complete monitoring when there was no operations at the mine. • ECC informed the complainant that there was operations as per the previous nights at the mine, including CHPP washing, train unloading and loading, 3 excavators servicing 3 haul truck fleets, 2 pit dozers and 2 dump dozers.

26/10/2021	22:61hrs	Community Hotline	Noise	<p>Complaint description: "Machine noise - loaders"</p> <ul style="list-style-type: none"> • ECC called complainant back at 9:41am, Complainant did not answer. • Monthly routine monitoring was completed on the evening of the complaint. Monitoring results adjacent to the complainants residence (compliance limit 35dBA) at 7:24pm had an Leq reading of 29dBA and 10:52pm with an Leq reading of 28dBA. • ECC called complainant at 10:14am. Complainant stated that the ongoing noise of the mine, specifically the loader is impacting the complainants sleep quality. • ECC explained that there was attended noise monitoring being conducted shortly after the complaint and noise levels were below the compliance limit. • ECC advised they would continue to implement appropriate mitigation measures for noise at the CHPP and broader mine site. ECC informed the complainant of the projected mine life at SCPL and what the short term mining activities looked like at SCPL. • Weather conditions: Weather conditions: no temperature inversion present at the time of complaint. Consistent very light (1.5m/s) SW wind conditions at the time of complaint.
------------	----------	-------------------	-------	--