

Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2023 Complaints Register

| Date of Complaint | Time of Complaint | Date of Incident | Time of Incident | Location | Type of Complaint | Mode of Contact | Nature of Complaint | Action Taken |
|-------------------|-------------------|------------------|------------------|-----------------|-------------------|--|---|---|
| 19-Jan-23 | 10:30:00 AM | 18-Jan-23 | 4:00 PM | Other | HAULAGE | Environmental Hotline - Environmental Superintendent responded | Damage to car (headlight) from coal falling off a truck & dog hauling coal. | Truck had a red tarp and was travelling north. Photo sent through of damaged headlight. Quote received for repairs - agreed that MCC would pay for repair. Incident will be noted in TBT to Haulage Operators with a reminder to check their vehicles after loading and tipping for hang-up. |
| 03-Mar-23 | 9:39:00 AM | 03-Mar-23 | 9:39 AM | McCully's Gap | ODOUR | Environmental Hotline & direct call to MCC Office - Ops Manager responded | Reported being able to smell burning coal | Caller was interested in information relating to mine cessation and commencement of rehabilitation. Ops Manager explained spray had been moved previous day which may have contributed to odour. Will continue to infuse areas showing signs of heating and areas will be capped as part of rehabilitation. |
| 06-Mar-23 | 1:36:00 PM | 06-Mar-23 | 1:36 PM | Woodlands Ridge | ODOUR | Environmental Hotline - Environmental Superintendent (ES) responded | Caller wanted to know how much longer the smell from the mine would continue. | No mining activities. Spon com management activities, including infusion sprays currently in place. ES discussed current status of operations plus rehabilitation activities still to be undertaken. Complainant was appreciative of the feedback. |
| 06-Apr-23 | 9:16:00 AM | 06-Apr-23 | 9:16 AM | Woodlands Ridge | ODOUR | Direct call to MCC Office | Spon com odour | No activities at time of complaint. Wind direction indicates wind was not blowing from MCC towards complainant's house at the time of the complaint. Source of odour is most likely from somewhere else. |
| 15-Dec-23 | 1:12:00 PM | 15-Dec-23 | 9:45 AM | Muswellbrook | BLAST | Environmental Hotline - Thiess Environment & Community Superintendent responded. | Massive shake in the house | Blast 2 in Zone 2 at 9:45am. The complainant commented there was a massive shake in the house. Results were within criteria. Blast design and performance will be reviewed for Blast 3. |