

Date	Nature of Complaint / Incident	Complaint / Incident	Action Taken
12/02/2021	Complaint - Noise	Resident of Macquarie Shores Home Village (MSHV) emailed a complaint to the Delta Coal Environmental Compliance Coordinator (ECC) on the 12th February 2021, indicating "exceptionally loud vibrating and thumping noise suddenly came back from 3:27am 12/2/2021".	There were no notable changes in Delta Coal operations or plant during the complaint period. The complaint was acknowledged to the complainant. The complainant was provided with a graphical representation of the data captured by the directional noise logger installed at Macquarie Shores Home Village, from which analysis indicated that Manning Colliery (MC) was operating within consented noise limits during the complaint period. Attended noise monitoring was undertaken on the evening of the 12/2/2021 during similar meteorological and operational conditions.
26/02/2021	Complaint - Noise	Resident of MSHV emailed through a complaint to the ECC on the 26th February 2021, indicating "at 6:30am the noise level was just unbearable. We could hear vibrating thumb and clan noises emitting from overland conveyor presumably the YE1 whilst transporting coal to your sister company VPPS".	<p>An e-mail response was provided to the complainant on the 26th February 2021 which detailed the following:</p> <ul style="list-style-type: none"> * Review of noise logger data provided, results indicate compliance (significantly under consented levels); * The YE1 conveyor was unlikely to be the source of noise at MSHV based upon a review of attended noise monitoring results conducted over the last 12 months and discussions with our noise consultant, having not previously identified the YE1/YE2 system as a source of industrial noise at MSHV; * The drift belt was initiated at 6:30am, this was likely the cause of noise observed at MSHV from MC, it was noted that MC cannot feasibly commit to being inaudible at all times at MSHV; * The complainant was provided with a summary of noise reduction works undertaken at MC within the 2020 period.
05/03/2021	Complaint - Noise	Resident of MSHV emailed a complaint to the Delta Coal ECC on the 5th March 2020, describing "loud vibrating thumb and clang noises have been waking us up". The complainant requested a graphical analysis be provided from the Delta Coal directional noise logger installed at MSHV.	The complaint was acknowledged to the complainant following receipt of the complaint. On the 22nd March a formal response was provided to the complainant detailing the operations of MC during the complaint period and the results of the directional noise logger. It was noted that during the specified complaint period coal was being transported from underground via the MC drift belt and Coal Handling and Preparation Plant, however the MSHV directional logger all pass and low pass data was significantly below the consented MC noise limits, indicating that the site was likely operating in compliance with consented noise limits.
21/03/2021	Incident - Volumetric Discharge Exceedance	Exceedance of volumetric discharge limit at LDP1. A total of 4,134 kL was discharged exceeding the EPL 191 limit of 4,000 kL.	Condition L3.2 of EPL 191 stipulates that " <i>Exceedance of the volume limit for Point 1 (LDP1) is permitted only if the discharge from Point 1 occurs solely as a result of rainfall at the premises exceeding 10mm during the 24 hours immediately prior to the commencement of discharge</i> ". Mine dewatering at MC had ceased on the 18/03/2021, with the exceedance occurring on the 21/03/2021. The exceedance was reported to the EPA, DPIE and Resources Regulator even though being considered permitted under EPL 191.

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24/03/2021	Complaint - Noise	Resident of MSHV emailed a complaint to the Delta Coal ECC on the 24th March 2021 describing "loud thumping and vibrating noise".	The complaint was acknowledged and provided with a graphical representation of the directional data logger for the complaint period. The directional logger data indicated that the low-frequency noise sourcing from the direction of MC was around 30 dB(A), based on this data it was considered likely that the site was operating within consented noise limits.
25/03/2021	Complaint - Noise	The DPIE contacted the Delta Coal ECC on the 25th of March regarding a noise complaint received from a resident of Macquarie Shores Home Village for the period of 12:00am to 9:00am and requested to review the data from the directional noise logger, noting it is not a tool to measure compliance however can be used for indicative purposes.	A response was provided to the DPIE on the 1st April 2021 which outlined the following: * Attended noise monitoring was undertaken at MSHV on the 25th March 2021 at 2:00am and noted the site was compliant with consented noise levels; * Directional noise monitoring recorded similar levels to attended noise monitoring, indicating compliance with consented noise limits for MC
18/04/2021	Complaint - Noise	Resident of MSHV emailed a complaint to the Delta Coal ECC on the 19th April 2021, describing a load roaring low-bass frequency loader noise running intermittently	Response provided to the complainant on the 22/04/2021 detailing that loader operations had been occurring within the timeframe stipulated within the complaint. It was noted that the use of a loader on Manning Colliery's coal stockpile can be imperative to site operations. Attended monitoring was undertaken at MSHV on the 20/04/2020 from midnight and did not identify exceedances of noise limits.
20/04/2021	Incident - Oil and Grease Exceedance	Exceedance of EPL 191 oil and grease limits (10 mg/L). Oil and grease concentration of 34 mg/L identified in Manning Colliery LDP 1 weekly sampling.	At the time of sampling no hydrocarbon slicks, sheens or odours were observed within sampled discharge or on the Manning Colliery ponds. Further petroleum hydrocarbon analysis indicated a non-petroleum source, notably the analysis classifies anything dissolvable by hexane as oil and grease, including natural fatty acids and lipids. Consideration was given to potential on site sources, with the most likely source being a long-wall emulsion fluid that comprises a fatty acid and water mixture. Following investigations underground workers did identify some leaks and spills had occurred underground which could have potentially been transported to Manning Colliery within mined coal material. The incident was reported to the NSW EPA and DPIE and actions to prevent the exceedance include increased frequency in emulsion fluid usage (i.e. uncharacteristic usage may indicate a leak or spill) and improved turn-around time of sample analysis from laboratories to 2 day turn-around times to improve Delta Coals ability to respond in a timely manner to such incidents.

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23/04/2021	Complaint - Noise	Resident of MSHV acknowledged Delta Coals previous response and made a complaint for the morning of 23/04/2021, from 1:15am. Noise was described as "low bass loader engine buzzing and thumping noise".	Both complaints were acknowledged immediately to the complainant and a formal response was provided on the 26/04/2021. It was noted that the loader was generally operational during the complaint periods. Direction noise monitoring data did not indicate any likely exceedances of noise criteria. It was noted that the unattended directional noise monitor is utilised to indicate the sites noise emissions however is not a tool of compliance monitoring.
26/04/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint against Manning Colliery for 26/04/21 for the period of midnight, 2:10am and 4:00am.	
17/05/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint for the time frame of 14/05/2021 - 17/05/2021 against Manning colliery citing loud thumping, clanging and roaring noises.	The complaint was acknowledged immediately and a letter response was provided to the complainant on the 24/05/2021. The letter detailed directional noise logger results and site operations in respect to the noises observed for the complaints period. It was noted that directional data and recent attended monitoring did not indicate Manning Colliery was in exceedance of it's consented noise limits during routine site operations.
20/05/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint for the time frame of 20/05/2021 against Manning colliery citing thumping and vibrating noises, additionally noting nearby turbine noise was also particularly loud.	The complaint was acknowledged on the 20/05/2021 and the complaint timeframe was included on in the letter response provided on the 24/05/2021.
21/05/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint for the time frame of 21/05/2021 against Manning colliery citing thumping noise.	The complaint was acknowledged on the 20/05/2021 and the complaint timeframe was included on in the letter response provided on the 24/05/2021.
28/05/2021	Complaint - Noise	Resident of MSHV text messaged Delta Coal ECC and noted excessive noise during the hours of 12am to 7am, requesting the data form the Directional Logger be provided.	The residents message was logged and a response provided immediately provided 800 Hz filtered noise levels from the direction of Manning Colliery as 37.5 dB(A) and 38.5 dB(A) (LAeq 15 minute) being the peaks in complaint period. The complainant requested that evidence of attended monitoring being undertaken in the complaint period to measure compliance, the complainant was referred to the 12/02/2021 and noted a formal response would be provided within 7 days.
01/06/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint requesting a review of noise early around 5:50 am on 1st June 2021.	The complaint was acknowledged immediately and a formal response was provided on the 7th June 2021, detailing operations at the time of the complaint and available noise logger data. A review of available data did not indicate a likelihood of the site exceeding noise criteria

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08/06/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint requesting a review of Manning Colliery operations and logger data for 5:40am	The complaint was acknowledged and the complainant was notified that the colliery was not in operation the evening or morning due to a fire on the YE1 overland conveyor on 06/06/2021 which at that time was still unavailable. No loader operations were observed reviewing CCTV data. the complainant was provided with directional noise logger data for the period also. It was considered the complainant was likely hearing nearby industrial noise unrelated to Manning Colliery. The complainant responded but did not acknowledge that MC was not operational.
11/06/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint requesting a review of Manning Colliery operations and logger data for 7:00am	The complaint was acknowledged on receipt (24/6 submitted by complainant) and the complainant was informed that: <ul style="list-style-type: none"> - Manning Colliery was operational during the period of complaint - at 7:00am the low-pass directional LAEQ noise level was close to 25 dB(A) and Manning Colliery has a noise contribution limit of 40 dB(A) LAEQ at MSHV. - All pass directional noise was 35.5 dB(A). - between midnight and 7:00am on 11/6/2021 the low pass directional peaked at 34 dB(A). - Available data indicated the site was compliant with noise limits.
12/06/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint requesting a review of Manning Colliery operations and logger data for 5:35am	The complaint was acknowledged on 28/6 receipt (24/6 submission by the complainant) and the complainant was informed that: <ul style="list-style-type: none"> - Manning Colliery was operational during the period of complaint - at ~5:35am the low-pass directional LAEQ noise level was 25.5 dB(A) and Manning Colliery has a noise contribution limit of 40 dB(A) LAEQ at MSHV. - All pass directional noise was 28 dB(A). - Between midnight and 7:00am on 12/6/2021 the low pass directional peaked at 29.5 dB(A). - Available data indicated the site was compliant with noise limits.
13/06/2021	Incident - Technical Exceedance of Depositional Dust limits	DDG003 exceeded the maximum increase in depositional dust for a monthly reading (2 g/m ² /month).	The DPIE, NSW EPA and Resources Regulator were notified of the exceedance. It was noted the gauge was subject to contamination by extraneous material unrelated to site operations. Laboratory analysis identified that approximately 40% of the gauge content was sand and another 40% was Polysaccharide Slime (biological). The Exceedance and contamination of the gauge was noted by DPIE with no further comments or actions being taken.
17/06/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint requesting a review of Manning Colliery operations and logger data for 3:55am	The complaint was acknowledged on 28/6 (complainant submitted 24/6) and the complainant was informed that: <ul style="list-style-type: none"> - Manning Colliery was operational during the period of complaint - at ~3:55am the low-pass directional LAEQ noise level was 22.4 dB(A) and Manning Colliery has a noise contribution limit of 40 dB(A) LAEQ at MSHV. - All pass directional noise was 25.1 dB(A). - Available data indicated the site was compliant with noise limits.

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24/06/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint requesting a review of Manning Colliery operations and logger data for 5:10am	<p>The complaint was acknowledged on 28/6 (complainant submitted 24/6) and the complainant was informed that:</p> <ul style="list-style-type: none"> - Manning Colliery was operational during the period of complaint - Wind directions at the time were considered not to enhance MC noise - at ~5:10am the low-pass directional LAEQ noise level was 0.1 dB(A) and Manning Colliery has a noise contribution limit of 40 dB(A) LAEQ at MSHV. - All pass directional noise was 23.2 dB(A). - Available data indicated the site was compliant with noise limits.
26/06/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint requesting a review of Manning Colliery operations and logger data for 5:15am	<p>The complaint was acknowledged on 28/6 (complainant submitted 28/6) and the complainant was informed that:</p> <ul style="list-style-type: none"> - Manning Colliery was operational during the period of complaint - at ~5:15am the low-pass directional LAEQ noise level was 33.6 dB(A) and Manning Colliery has a noise contribution limit of 40 dB(A) LAEQ at MSHV. - All pass directional noise was 35.1 dB(A). - Available data indicated the site was compliant with noise limits.
27/06/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint requesting a review of Manning Colliery operations and logger data for 3:11am	<p>The complaint was acknowledged on 28/6 (complainant submitted 28/6) and the complainant was informed that:</p> <ul style="list-style-type: none"> - Manning Colliery was operational during the period of complaint - at ~3:11am the low-pass directional LAEQ noise level was 26.1 dB(A) and Manning Colliery has a noise contribution limit of 40 dB(A) LAEQ at MSHV. - All pass directional noise was 36.6 dB(A). - Available data indicated the site was compliant with noise limits.
28/06/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint requesting a review of Manning Colliery operations and logger data for 4:52am	<p>The complaint was acknowledged on 28/6 (complainant submitted 28/6) and the complainant was informed that:</p> <ul style="list-style-type: none"> - Manning Colliery was operational during the period of complaint - at ~4:52am the low-pass directional LAEQ noise level was 28.8 dB(A) and Manning Colliery has a noise contribution limit of 40 dB(A) LAEQ at MSHV. - All pass directional noise was 33.1 dB(A). - Available data indicated the site was compliant with noise limits.

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30/07/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on the 30/07/2021 requesting a review of Manning Colliery operations and data logger noting loud vibrating and thumping noises between the hours of 12:00am and 7:00am.	<p>The complaint was acknowledged on the 30/07/2021. A response was provided to the complainant outlining that:</p> <ul style="list-style-type: none"> - The coal handling plant and Overland Conveyor were operational during the complaint period, however the loader was not. - The directional noise logger at MSHV indicated a peak low frequency LAEQ (15 min) of 38dB(A) at 3:45am. - The directional noise logger at MSHV indicated a peak LAEQ (15 min) of 38dB(A) at 12:45am and 3:45am. - Met data indicated that meteorological conditions were likely to be noise enhancing hence why MC was more audible than in other meteorological condition. - Attended noise monitoring undertaken on the 27th of July 2021 during equivalent site operations did not identify exceedance of Manning Colliery's consented noise limits (Project Approval 06_0311 as modified). - Available data did not indicate a probable exceedance of Manning Colliery's noise limits at MSHV.
31/07/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on the 30/07/2021 requesting a review of Manning Colliery operations and data logger noting loud vibrating and thumping noises between the hours of 12:00am and 7:00am.	<p>The complaint was acknowledged on the 30/07/2021. A response was provided to the complainant outlining that:</p> <ul style="list-style-type: none"> - The coal handling plant and Overland Conveyor were operational during the complaint period, however the loader was not. - The directional noise logger at MSHV indicated a peak low frequency LAEQ (15 min) of 38dB(A) at 3:45am. - The directional noise logger at MSHV indicated a peak LAEQ (15 min) of 38dB(A) at 12:45am and 3:45am. - Met data indicated that meteorological conditions were likely to be noise enhancing hence why MC was more audible than in other meteorological condition. - Attended noise monitoring undertaken on the 27th of July 2021 during equivalent site operations did not identify exceedance of Manning Colliery's consented noise limits (Project Approval 06_0311 as modified). - Available data did not indicate a probable exceedance of Manning Colliery's noise limits at MSHV.
30/08/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on the 30/08/2021 citing a continuous thumping noise.	<p>The complaint was acknowledged on the 30/08/2021 and an investigation was undertaken by Delta Coal into the potential sources of noise and noise emissions from the site. Outcomes of the investigation were provided to DPIE and the complainant on 09/09/2021. Outcomes of the investigation were:</p> <ul style="list-style-type: none"> - A review of the noise logger data (provided to the complainant) indicated that it was unlikely Manning Colliery was exceeding its consented noise limits; and - Attended monitoring undertaken at MSHV at 3am, 4am, 5am and 6am indicated that while during some of the measurements the coal handling plant at Manning Colliery were audible, they were not in exceedance of consented noise limits on the 30th of August 2021.
01/09/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on the 01/09/2021 regarding noise experienced at 4:45am	<p>The complaint was acknowledged on the 01/09/2021 and an investigation was undertaken by Delta Coal into the potential sources of noise and noise emissions from the site. Outcomes of the investigation were provided to DPIE and the complainant on 09/09/2021. Outcomes of the investigation were:</p> <ul style="list-style-type: none"> - A review of the noise logger data (provided to the complainant) indicated that it was unlikely Manning Colliery was exceeding its consented noise limits.

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20/09/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on the 20/09/2021 regarding noise experienced at 2:20am and 6:30a, (20/09/2021)	A response was provided to the complainant and DPIE-Compliance on the 20th September 2021. The response detailed site operations, which was noted to be usual coal handling activities at 2:20am however no site operations at 6:30am. Noting the mine loader was not operational during the complaint period. Analysis was undertaken of the directional noise logger located at Macquarie Shores Home Village. The recorded noise levels by the directional noise logger indicated that it would have been unlikely that Manning Colliery was exceeding specified noise limits within its Project Approval (MP06_0311). The loudest measurement was taken at approximately 2:00am and was approximately 33.5 dB(A) (LAEQ 15 minute)
23/09/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on the 23/09/2021 regarding noise experienced at 12:05am and 2:10AM - 2:30AM.	A response was provided to the complainant and DPIE-Compliance on the 5th October 2021. The response detailed site operations and results from the directional noise logger as well as results taken from attended monitoring at 3:00am - all available monitoring data indicated that Manning Colliery was operating within compliance limits. Noise peaks from the logger during the complaint period indicated a peak of 34dB(A) LAEQ15min.
24/09/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on the 24/09/2021 regarding low-frequency thumping noises during the night.	A response was provided to the complainant and DPIE-Compliance on the 27th September 2021. The response detailed site operations and results from the directional noise logger - all available monitoring data indicated that Manning Colliery was operating within compliance limits. Noise peaks identified by the logger during the complaint period was approximately 14dB(A) LAEQ 15 min.
04/10/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on the 4/10/2021 regarding noise heard from 1:58am. The resident noted a thumping noise with strong impact coming from Manning Colliery.	A response was provided to the complainant on the 5th October 2021, directional noise logger graphs were provided to the resident and the DPIE-Compliance. Available data indicated the logger was operational, calibrated and did not indicate a potential exceedance of the Manning Colliery Project Approval noise limits.
05/10/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on the 5/10/2021 regarding noise at 3:36am and 5:25am. The complainant noted a thumping noise that was loud and vibrating.	A response was provided to the complainant on the 5th October 2021, directional noise logger graphs were provided to the resident and the DPIE-Compliance. Available data indicated the logger was operational, calibrated and did not indicate a potential exceedance of the Manning Colliery Project Approval noise limits.
19/10/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on 19/10/2021. The complainant noted that the noise was loud at 5:05am and was thumping, clanging and strong impact and vibrating noise through the residents window. The resident noted the noise source to be Manning Colliery.	A response was provided to the complainant on the 19th October 2021, directional noise logger graphs were provided to the resident and the DPIE-Compliance. Available data indicated the logger was operational, calibrated and did not indicate a potential exceedance of the Manning Colliery Project Approval noise limits. at the complaint time a noise peak of 37.8 dB(A) LAeq 15 min was recorded. The limit for Manning Colliery noise contribution at the monitoring location is 40 dB(A).

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15/11/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on 15/11/2021. Noted that some days noise had been good/tolerable however from 4:28am on 15/11 the thumping noise came back.	Each complaint was immediately acknowledged to the complainant on the day of submission (15/11 and 16/11). Following notification of the complaints Delta Coal's Chief Executive Officer and Technical Services Manager met with the complainant the following week to discuss the impact of Manning Colliery's noise emissions, Delta Coal committed to investigating and when reasonable and feasible, implementing proven noise mitigation measures. Investigations into the mitigation of noise sourcing from the site were commenced immediately and commitment was made to the complainant to continue to liaise regarding findings of the investigations and potential noise mitigation measures.
16/11/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on 16/11/2021. Noted that thumping and clanging noises were audible between 10:52pm (15/11) and 2:15am (16/11).	
24/11/2021	Incident - Oil and Grease Exceedance	Exceedance of EPL 191 oil and grease limits (10 mg/L). Oil and grease concentration of 22 mg/L identified in Manning Colliery LDP 1 weekly sampling.	The exact cause of the exceedance was unable to be identified, however considering laboratory analytical results and field observations, it is considered that the elevated results were not from a petrogenic source. In consideration of significant pollen collection on the surface of Pond B, it is considered plausible that lipids and other organic fats/acids were dissolved in the HEM analysis which contributed to total oil and grease concentrations. It is noted that the initial result of 22 mg/L was not repeatable utilising a duplicate oil and grease sample (reporting 7 mg/L), indicating the source at the site to be heterogenous. A sample collected on the 19/11/2021 indicated that oil and grease was no longer detectable. No impacts were identified from the oil and grease exceedance at the discharge point or further downstream. The exceedance was reported to the NSW EPA, NSW DPIE and NSW Resources Regulator.
08/12/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on 08/12/2021. Noted that thumping noises where audible throughout the night.	Delta Coal reviewed site operations, noise logger data and listened to hourly noise logger records in a review of the complaint period and potential noise emissions from Manning Colliery. The investigation concluded Manning Colliery, while operational during the complaint period, was not exceeding consented noise limits. Delta Coal environmental management team is meeting with the complainant in January following complaints made during December, to discuss the complaints and expectations of the complainant.
20/12/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on 20/12/2021. Noted that thumping noises where particularly audible at 4:20am.	Delta Coal reviewed site operations, noise logger data and listened to hourly noise logger recordings in a review of the complaint period and potential noise emissions from Manning Colliery. The investigation concluded Manning Colliery, while operational during the complaint period, was not exceeding consented noise limits. Delta Coal environmental management team is meeting with the complainant in January following complaints made during December, to discuss the complaints and expectations of the complainant.
30/12/2021	Complaint - Noise	Resident of MSHV lodged a noise complaint on 30/12/2021. Noted that thumping noises where particularly audible at 6:28am.	Delta Coal reviewed site operations, noise logger data and listened to hourly noise logger records in a review of the complaint period and potential noise emissions from Manning Colliery. The investigation concluded that Manning Colliery Coal Handling Plant and Drift Belt were not operational, and the site was not generating or transporting product coal. A review of the hourly noise recording indicating the presence of industrial noise however was considered to be unrelated to Manning Colliery due to the lack of operations and registered directional noise.