



Stratford Complaint Summary

Period: 12 Months to May 2025

Total No. of Complaints: 5 (5 noise, 0 air quality, 0 Blast Overpressure, 0 lighting, 0 Other)

Total No. of Complainants: 4

Date/Time of Complaint	Complainant Location	Method of Complaint	Nature of Complaint	Investigation/Outcome
22/05/2024 14:00	Approx. 3.8km north of source	Complaints line	Noise	<ul style="list-style-type: none">Complainant called the Stratford Coal Hotline at 2:00 PM on the 22/05/2024.The Community Liason Advisor (CLA) returned the call at 3:57 PM on 22/05/2024. Complainant stated that there has been consistent loud humming noise over the last few days and they couldn't sleep due to the noise at night, and it continued into the day. CLA explained the recent change in operations at site and machinery now working at higher elevations.Weather conditions: Light wind conditions from the south at the time of the complaint. Inversion present from 5:30 PM 19/5/2024 to 9:45 AM on the 20/5/2024.Comments from Mining Superintendent: EX06 has been working in the Roseville West Pit area, double benching. Dozers in 1st gear after 10pm. limiting noise with hornless systems in trucks and reverse quackers.Update 29/5/2024: Higher bunding is being left in areas, where possible, to help with noise mitigation measurers.CLA contacted complainant to confirm times/dates of the noise complaint.Complainant stated they were fairly certain that the noise was on Sunday night/ Monday morning, but could have been Monday night/ Tuesday morning. CLA informed complainant there was a strong inversion present from 5:30 PM on Sunday 19/5/2024 till around 9:45 AM on Monday 20/5/2024. Complainant was informed of the hours of operation at SMC and that no operations were undertaken on the Sunday night. Complainant was pleased with the update and said it may well have been one of the surrounding farmers on the Sunday night.
25/06/2024 12:00	Approx. 2.5km west of source	In person	Noise	<ul style="list-style-type: none">Complainant contacted SMC Environment & Community Superintendent (ECS) at 11:55AM 25/6/2024.The Complainant stated the excavator noise coming the general direction of the mine was a lot louder than it had been previously and was very intrusive. The complainant highlighted that the noise was bad on the evening of 20/6/2024 and the morning of 24/6/2024.ECS explained the recent changes to the operations on site and explained the current and short term work plan involving Roseville West and BRN rehandle works.The complainant continued that the noise was continuous loud noises that sounded like rocks being picked up by the excavator bucket followed by a loud noise that sounded like rocks hitting the floor of a haul truck body. The complainant also noted that the recent changes to the operational areas would explain the changes in noise levels received at their residence.ECS stated that the SMC will continue to manage noise on site and mitigate potential noise levels when possible. ECS also stated that complaints are most effective at the time of the noise impact as changes and mitigations can be made to the operation.
14/08/2024 16:30	Unknown	Via EPA	Noise	<ul style="list-style-type: none">EPA A/ Unit Head, Jarrod Grimson contacted SMC Environment & Community Superintendent (ECS) via phone at 04:30PM 14/8/2024.Mr Grimson explained that the EPA had received a complaint from an anonymous complainant regarding noise generation at SMC via the EPA Environment Report Line. Mr Grimson detailed the complaint as a 'screeching and whirling' noise coming from the operation from 9:00pm on 13/8/2024 until 9:00am 14/8/2024, the complainants location was described as 'to the North of the operation'.ECS explained that the operation had not received any complaints or comments from the community regarding the reported noise impact and committed to investigating the complaint. ECS informed Mr Grimson of the sites 24/7 complaints line and the ability for complainants to remain anonymous, however anonymous complaints are difficult to adequately address due to the lack of location detail. ECS also highlighted the SMC real time noise management system and predictive tools to manage noise on site.Mr Grimson stated that the EPA would be in touch via email to request further information from SMC.Mining Superintendent and on shift OCE investigated potential noise sources of 'screeching and whirling'.Noise mitigation measures were implemented by the Mining Superintendent and OCE where practical.
29/11/2024 12:30hrs	2.4km South of potential noise source	Direct to ECS mobile	Noise	<ul style="list-style-type: none">Complainant called the complaints line at 12:08PM. SMC Environment & Community Superintendent (ECS) returned their call at 12:30PM.Complainant stated that over the past few weeks there has been a constant low frequency hum coming from the operation at a much higher level than previously experienced, the complainant added that the noise was not consistent with earthmoving machines. The complainant stated that there was a strong vibrational factor to the noise and was much worse last night than the previous two weeks.ECS noted that based on the description of the noise it appeared that the noise source would likely be a pump or generator and committed to investigating.OCE and Mining Supt, agreed that the noise source is likely the Legra pump and agreed to modify operational times over the weekend to shut the pump off after 5:30PM, installation of physical noise bunds surrounding the pump were constructed on 2/12/24 to allow 24 hour pumping.