

Complaint Number	Date/Time Received	Nature of Complaint	Response
	Jan-23		There were no community complaints received in January 2023
Complaint Number	Date/Time Received	Nature of Complaint	Response
601	17/2/23, 9.59am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE, No noise issues were identified. This was also confirmed by the Environment and Community Superintendent, who was undertaking a Rehabilitation inspection at the time of the complaint. Meteorological conditions recorded at the A-PF2 were valid with a wind direction of 153° (SE) and a wind speed of 1.4m/s recorded. No noise alarms were triggered prior to the complaint at Site 2/3.
602	28/2/23, 8.00pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. The lighting plants on the 230 RL Central and 230 RL North dump were inspected by the OCE and found to be positioned correctly pointing towards the west away from Muswellbrook.
603	28/2/23, 10.44pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. The lighting plants on the 230 RL Central and 230 RL North dump were inspected by the OCE and found to be positioned correctly pointing towards the west away from Muswellbrook.
Complaint Number	Date/Time Received	Nature of Complaint	Response
604	1/03/23, 8.32pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. The lighting plants on the 230 RL Central and 230 RL North dump were inspected by the OCE and found to be positioned correctly pointing towards the west away from Muswellbrook.
605	2/3/23, 2.51pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan. All available watercarts were in operation during the shift. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift. No other dust complaints were received at the time of the complaint.
606	9/03/2023	Air Quality	Complaint received via the EPA from an anonymous caller. Relevant site details on the day of the complaint have been provided to the EPA. No further communication has been received from the EPA as of 31st March 2023.
Complaint Number	Date/Time Received	Nature of Complaint	Response
607	28/4/2023, 4.14pm	Air Quality	Complaint received via the EPA from an anonymous caller. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. At the time of the complaint (4:14pm) all available water carts were in operation, with air quality results well within compliance at A-PF2 (16µg/m3) and the Muswellbrook NW unit (17.9 µg/m3), the 1 hourly wind direction was 285 degrees northwest, with a wind speed of 1.8 m/s. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift.
Complaint Number	Date/Time Received	Nature of Complaint	Response
608	4/5/23, 2.00pm	Blast	Complaint received via Muswellbrook Shire Council. The complainant discussed a recent blast and dust plume that could be seen from Maitland Street, Muswellbrook. A blast was initiated in South Pit at 13.34pm. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 128 degrees SE with a 1 hourly rolling wind speed of 1.1 m/s. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 1.33 mm/s and 96.3 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. All post blast emissions dispersing within the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
609	9/05/2023	Noise	Complaint received via the EPA. The complainant discussed noise.
610	19/05/2023	Noise	Complaint received via the EPA. The complainant discussed noise.

611	22/5/23, 7.12pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. At the time of the complaint the lighting plants were inspected by the OCE and adjusted to be pointed more towards the west, away from Muswellbrook.
612		Blast	Complaint received via the EPA from an anonymous caller. Complainant discussed blast.
613	27/05/23, 11.12am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The OCE made the following checks and changes for noise management, ensured silent horns in use, dozers utilising first gear, RTD used on north 240 tip and trucks brought down to lower 190 south for noise minimisation. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 334° and a wind speed of 1.2m/s recorded. No noise alarms were triggered prior to the complaint
Complaint Number	Date/Time Received	Nature of Complaint	Response
614	14/6/23, 8.30pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise.
615	21/6/23, 11.59AM	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan.
616	30/6/23, 11.52pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise.
Complaint Number	Date/Time Received	Nature of Complaint	Response
617	10/7/23, 8.53pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No noise issues were identified and regular inspection were conducted throughout the night to monitor levels and minimise impacts from noise. Prior to the complaint no noise exceedances occurred at NB04 which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 317° and a wind speed of 2.6m/s recorded.
618	20/7/23, 11.40pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The OCE reviewed the CAT Tool and modified the operation by shutting down DZ2246. Regular inspections were conducted throughout the night to monitor levels and minimise impacts from noise. Prior to the complaint no noise alarms were received from NB04, which is the most representative of the complainant location. A wind direction of 78° and a wind speed of 0.8 m/s were recorded at A-PF2.
619	21/7/23, 12.19pm	Blast Vibration	Complaint received via the Community Hotline. Complainant discussed blast vibration from the Mount Pleasant Operation. The complainant lives approximately 3 km to the North East of Pit F. The land is subject to acquisition upon request, under the Mount Pleasant DA 92/97. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 193 degrees SW with a 1 hourly rolling wind speed of 1.3 m/s. The compliance monitor at Kayuga Road (the most representative of the private residence) recorded 2.49 mm/s and 114.1 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL.
620	21/7/23, 4.29pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan.
621	21/7/23, 4.46pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan.

622	21/7/23, 4.48pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan.
623	23/7/23, 10.23pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE.
624	25/7/23, 9.57pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE.
Complaint Number	Complaint Number	Complaint Number	Complaint Number
625	9/8/23, 3.15pm	Dust	Complaint received via the EPA. The complainant discussed dust from the Mount Pleasant Operation. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 29.8 µg/m3 and a wind direction of 192.4°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 24.6 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 19 µg/m3 and a wind direction of 178°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. At 3.03pm pattern 14.5.PF2A was initiated in south pit. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 140 degrees SE with a 1 hourly rolling wind speed of 0.9 m/s. No post blast emissions left the EPL or DA boundary. All available watercarts were in operation during the shift. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift.
626	12/8/23, 12.00am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The complainant resides approximately 3 km to the Northeast of Pit F. The land is subject to acquisition upon request, under the Mount Pleasant DA 92/97. Immediate actions upon receipt of the complaint included an inspection of the operation by the OCE. The OCE reported that there were <u>no mining activities in the north pit</u> and observed minimal noise. Regular inspection were conducted throughout the night to monitor levels and minimise impacts from noise.
627	20/8/23, 5.52pm	Dust	Complaint received via the Community Hotline. The complainant who resides in Aberdeen discussed dust from the Mount Pleasant Operation. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan. Immediate Actions at the time of the complaint saw air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 14.7 µg/m3 and a wind direction of 353°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 13.0 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 11 µg/m3 and a wind direction of 264°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. There was no dust observed to be leaving the sites DA boundary. All available watercarts were in operation during the shift. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift.
628	20/8/23, 9.13pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The complainant resides approximately 3 km to the North East of Pit F. The land is subject to acquisition upon request, under the Mount Pleasant DA 92/97. Immediate actions taken upon receipt of the complaint included an inspection of the operation undertaken by the OCE. Operations were modified by moving trucks and dozer off the RL 210 north dump and relocating trucks from the RL 240 central dump therefore closing all outer pit dumps. Regular inspections were conducted throughout the night to monitor levels and minimise impacts from noise. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 102° and a wind speed of 1.4m/s recorded.

629	28/08/23, 11.28pm	Noise	<p>Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The complainant resides approximately 3 km to the North East of Pit F. The land is subject to acquisition upon request, under the Mount Pleasant DA 92/97. Immediate actions taken at the time of the complaint stated that <u>the pit was not operational due to a planned shutdown</u>. The shift OCE conducted an inspection and reported minimal noise with grader 1417 working in south pit and dump truck 2623 using the in pit south dump. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 72° and a wind speed of 0.1m/s recorded.</p>
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630	30/08/23, 4.49pm	Blast Vibration	Complaint received via the Community Hotline. Complainant discussed blast vibration from the Mount Pleasant Operation. The complainant lives approximately 3 km to the North East of Pit F. The land is subject to acquisition upon request, under the Mount Pleasant DA 92/97. Immediate actions included the following. Pattern 40.4.BR2C was initiated in North Pit at 15.05pm. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 227 degrees SW with a 1 hourly rolling wind speed of 4.2 m/s. The compliance monitor at Kayuga Road (the most representative of the private residence) recorded 2.55 mm/s and 104.6 dBL for vibration and overpressure All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL.
Complaint Number	Date/Time Received	Nature of Complaint	Response
631	01/09/23, 4:23pm	Odour	Complaint received via the EPA. Complainant discussed smoke generated from a spontaneous combustion from the Mount Pleasant Operation. Due to a planned shutdown there was minimal operations the morning of the complaint. However dayshift operations commenced at 7am and the shift OCE conducted his pit inspection and noted spontaneous combustion in north pit. The OCE directed dozer 2274 to the area and from 8.20am until 10.30am the spontaneous combustion was managed by covering the heated material from the above dump. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
632	04/09/23, 11:49am	Odour	Complaint received via the Community Hotline. Complainant discussed the odour generated from a spontaneous combustion from the Mount Pleasant Operation. Upon receipt of the complaint at 12.15pm an inspection of the operation was undertaken by the environmental team and the shift OCE. The environmental team reviewed pit camera's and conducted a perimeter odour observation via all public roads (Wybong, Kayuga and Castlerock) surrounding MPO and no odour or visual smoke was observed. The shift OCE conducted an internal pit review and found minimal spontaneous combustion and odour. Heated coal was actively being managed by feeding directly to the CHPP to further assist in the management of spontaneous combustion. At the time of the complaint air quality results from the A-PF2 monitor recorded a wind speed of 0.9m/s and a south east wind direction of 173°. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
633	07/09/23 1:15pm	Odour	Complaint received via the EPA. Complainant discussed odour generated from a spontaneous combustion from the Mount Pleasant Operation.
634	09/09/23 11:09pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the shift OCE conducted an inspection of the pit and reported minimal mining noise from north pit with the site noise monitor levels sitting below 22db. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 24° and a wind speed of 0.8m/s recorded.
635	14/09/2023, 11:44pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the shift OCE conducted an inspection of the pit and reported minimal mining noise from north pit with equipment noise noted as a very minimal track snap and silent horn being used. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 27° and a wind speed of 1.7m/s recorded.
636	15/09/2023, 11:44pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the shift OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. The OCE reviewed and monitored noise levels in the CAT Tool and ensured silent horns and reverse quacker alarms were being used. Regular inspections were conducted throughout the night to monitor levels and minimise impacts from noise. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 27° and a wind speed of 1.4 m/s recorded.

637	19/09/2023, 1:25pm	Blast Vibration, Dust	Complaint received via the Community Hotline. Complainant discussed the Blast at the Mount Pleasant Operation. Pattern 12.5.VA1E was initiated in South Pit on the 19th of September at 1.10pm. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 286 degrees NW with a 1 hourly rolling wind speed of 5.9 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.87mm/s and 109.5 DBL for vibration and overpressure. All vibration and overpressure monitors were within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 0. Post blast emissions travelled in a SE direction with blast dust observed to disperse close to the site boundary.
Complaint Number	Date/Time Received	Nature of Complaint	Response
638	15/10/2023 9:53pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. At the time of the complaint the shift OCE inspected the operation to determine the light source. The OCE discovered that a lighting plant had been turned inadvertently and was impacting surrounding neighbours. The OCE immediately rectified this issue and added communication into pre-starts regarding the correct positioning of lighting plants to minimise impact on the operations surrounding neighbours.
639	21/10/2023 12:53am	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. At the time of the complaint multiple lighting plant locations were inspected by the OCE to determine the light source. The responsible lighting plant was turned off and was later moved further into the pit and adjusted to shine away from surrounding neighbours.
640	23/10/2023 9:58pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. At the time of the complaint multiple lighting plant locations were inspected by the OCE to determine the light source. The responsible lighting plant was turned off and was later moved further into the pit and adjusted to shine away from surrounding neighbours.
Complaint Number	Date/Time Received	Nature of Complaint	Response
641	8/11/2023, 9.46pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. At the time of the complaint the OCE inspected the operation to determine the light source. The OCE located an orange lighting plant on the southern dump at 250 RL that had been turned inadvertently towards the Northwest. The OCE immediately rectified this issue.

Complaint Number	Date/Time Received	Nature of Complaint	Response
642	4/12/2023 3:35pm	Dust	<p>Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The shift OCE was notified and undertook an inspection. There was no dust observed to be leaving the sites DA boundary. The shift OCE advised that an excavator in north pit had encountered some heated material and changes to the operation were made by having the excavator relocated. All available watercarts were in operation during the shift. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 15.1 µg/m3 and a wind direction of 151°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 16.2 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 4 µg/m3 and a wind direction of 143°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift.</p>
643	5/12/2023 3:00pm	Dust	<p>Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 13.0 µg/m3 and a wind direction of 34.1°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 24.2 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 6 µg/m3 and a wind direction of 22°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. Upon receipt of the complaint an onsite inspection of the operation was undertaken by the OCE and an offsite inspection was conducted by the MACH environmental superintendent. There was no dust observed to be leaving the sites DA boundary, all available watercarts were in operation during the shift and minimal dust observed from operations, as a preventative the Daracon crusher was shut down for the day. The offsite inspection to the complainants location resulted in no dust observed from the operation. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift.</p>