

Complaint Number	Date/Time Received	Nature of Complaint	Response
332	1/1/2020, 11.00am	Noise	Complaint received via the Community Hotline. The complainant discussed noise from the Mount Pleasant Operation. The complainant lives in Muswellbrook – 6km to the South East of Mount Pleasant Operation. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (2.2m/s and 124 degrees SE) measured licensed Met Conditions. The sound file, from realtime noise monitor MP 2/3 (the most representative of the receiver), recorded at the time of the complaint was reviewed. No mine noise was audible, Birds (Indian Myna), a Quadbike, vehicle traffic and a passing train could be heard in the distance.
333	14/1/2020, 12.05pm	Dust	Complaint received via the EPA. Discussed dust coming from the Mount Pleasant Operation. The A-PF2 meteorological station recorded the 1 hourly rolling average wind speed and direction was 1.8 m/s and 138 degrees SE. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 17 µg/m³, which is well below the compliance limit of 50µg/m³. A Dust Management slide was also presented at the daily production pre-start to reinforce the importance of dust management to each of the mining crews.
334	22/1/2020, 9.04pm	Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (2.1m/s and 301 degrees NW) measured non-licensed Met Conditions with wind speed greater than 2 m/s and Category F temperature inversion. The sound file, from realtime noise monitor MP 2/3 (the most representative of receiver 112), recorded at the time of the complaint was reviewed. Low frequency mine noise was audible, Intermittent Dozer Tracks could also be heard however there were no significant peaks in the sound file. Dogs barking and passing traffic was also audible.
Complaint Number	Date/ Time Received	Nature of Complaint	Response
335	7/2/2020, 6.44am	Other	Complaint received via the Community Hotline. Discussed a vehicle being driven in a dangerous manner on the Bengalla Link Road and Wybong Road. The owner of the vehicle was located and a conversation regarding his unacceptable behaviour was initiated by the Maintenance Manager and Project Manager.
336	9/2/2020, 11.14pm	Noise	Complaint received via the Community Hotline. No real time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (3.1m/s and 230 degrees) measured licensed Met Conditions. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Intermittent Low frequency mine noise (dozer tracks) was audible at the time of the complaint, there were no significant peaks in the sound file.
337	9/2/2020, 11.14pm	Other	Complaint received via the Community Hotline. Discussed a smell coming from the Mount Pleasant Operation. Carbonaceous waste is currently being managed to ensure adequate coverage is maintained on the eastern side of the overburden dump to minimise the self-heating risk to the final landform. As a result, a small quantity of carbonaceous waste is sometimes exposed to the open face on the western side of the dump, which caused some heating. As the pit floor dump is released in Pit D the older carbonaceous material will be covered on the advancing dump face.
338	10/2/2020, 1.30am	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station measured licensed Met Conditions. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Intermittent Low frequency mine noise (dozer tracks) was audible at the time of the complaint, there were no significant peaks in the sound file.
339	10/2/2020, 2.40am	Noise	Complaint received via the Community Hotline. 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, minimal mining activities were being undertaken due to ongoing wet weather, Bulk shaping was being undertaken in Pits D dump and topsoil stripping in Pit E. Upon receipt of the complaint, topsoil stripping operations were suspended at 2:42 am. No real time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station measured licensed Met Conditions. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Intermittent Low frequency mine noise (dozer tracks) was audible at the time of the complaint, there were no significant peaks in the sound file.

340	14/2/2020,	Noise	Complaint received via the EPA. Discussed noise coming from the Mount Pleasant Operation. At the time of the complaint, minimal mining activities were being undertaken due to ongoing wet weather. Topsoil stripping was underway in Pit E approximately 500m west of Collins Lane. Nightshift bulk shaping for rehabilitation was occurring further away, approximately 1.4km southwest, on Pit D. Upon receipt of the initial complaint the topsoil stripping dozers were instructed to restrict their speed - first gear only. The OCE suspended topsoil stripping operations at 2:42am. No real-time noise alarms triggered throughout the night. The sound file, from real-time noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Intermittent low frequency mine noise (dozer tracks) was audible at the time of the complaint, there were no significant peaks in the sound file.
341	14/2/2020,	Other	Complaint received via the EPA. Discussed a smell coming from the Mount Pleasant Operation. Carbonaceous waste is currently being managed to ensure adequate coverage is maintained on the eastern side of the overburden dump to minimise the self-heating risk to the final landform. As a result, a small quantity of carbonaceous waste is sometimes exposed to the open face on the western side of the dump, which caused some heating. As the pit floor dump is released in Pit D the older carbonaceous material will be covered on the advancing dump face.
342	18/2/2020, 10.00pm	Lighting	Complaint received via the Community Hotline. Discussed the impact of lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook). The OCE believed that due to the setup & orientation that the lighting plant was positioned to minimise lighting impacts on Muswellbrook. After the complaint was received the lighting plant was immediately turned off.
343	25/2/2020, 5.38pm	Air Quality	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. At the time of the complaint APF4 monitor showed a slight NW breeze (1.3m/s, 315°), while air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded good air quality with a PM10 1hr rolling average of 14 µg/m ³ .
344	26/2/2020, 3.56am	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (F-class, 2.4m/s and 280 degrees) measured non-licensed Met Conditions. The sound file recorded at the time of the complaint, from real-time noise monitor MP 2/3 (the most representative of receiver 112), was reviewed. Intermittent low frequency mine noise was audible during this time, with no significant peaks within the sound file.
345	26/2/2020, 3.58am	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (F-class, 2.4m/s and 280 degrees) measured non-licensed Met Conditions. The sound file recorded at the time of the complaint, from real-time noise monitor MP 2/3 (the most representative of receiver 112), was reviewed. Intermittent low frequency mine noise was audible during this time, with no significant peaks within the sound file.
346	26/2/2020, 5.30pm	Lighting	Complaint received via the Community Hotline. Discussed the impact of lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Upon receiving the complaint, the operation was inspected and a lighting plant was identified to be pointing in a SE direction. The lighting plant was immediately turned off by the OCE.
347	27/2/2020, 9.51pm	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated non-licensed Met conditions (G-class, 1.4m/s, 307°). The sound file recorded at the time of the complaint, from monitor MP 2/3 (the most representative of receiver 80a, 79), was reviewed. Continuous low frequency mine noise was audible during this time, with no significant peaks within the sound file.

348	27/2/2020, 10.09pm	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated non-licensed Met conditions G-class (1.5m/s, 332°). The sound file recorded at the time of the complaint, from real-time noise monitor MP 2/3 (the most representative of receiver 112), was reviewed. Continuous low frequency mine noise was audible during this time.
349	28/02/2020, 6.33pm	Air Quality	Complaint received via SMS to the External Relations Manager. Discussed dust from the Mount Pleasant Operation. At the time of the complaint APF4 monitor showed wind speed and direction of 5.1m/s, 120° (SE). Air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded good air quality with a PM10 1hr rolling average of 41.9 µg/m ³ .
350	28/02/2020, 8.09pm	Lighting	Complaint received via SMS to the External Relations Manager. Discussed the impact of lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, with mining activities altered to minimise lighting impacts. These management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Upon receiving the complaint an inspection was undertaken by the OCE. The OCE traveled to the northern side of Pit E & F and observed that no lighting plants were pointing to the East. The Pit D Lighting plants were facing to the north. No further actions required.
351	28/02/2020, 11.04pm	Lighting	Complaint received via SMS to the External Relations Manager. Discussed the impact of lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, with mining activities altered to minimise lighting impacts. These management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Upon receiving the complaint an inspection was undertaken by the OCE. The OCE traveled to the northern side of Pit E & F and observed that no lighting plants were pointing to the East. The Pit D Lighting plants were facing to the north. No further actions required.
Complaint Number	Date/ Time Received	Nature of Complaint	Response
352	13/03/2020, 9.15pm	Lighting	Complaint received to the Community Hotline. Discussed lighting impacting on the property. The mining operations are regularly inspected, with mining activities altered to minimise lighting impacts. These management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Mine machinery was undertaking dump maintenance activities between Pit C and Pit D. Upon receiving the complaint an inspection was undertaken by the OCE. As a result, the machinery was altered to ensure their pushing sequence faced a south-westerly direction (away from Muswellbrook).
353	15/03/2020, 12.23am	Noise	Complaint received to the Community Hotline. Discussed mine operation noise. Upon receiving the complaint the machinery was instructed to cease topsoil stripping for the remainder of the shift. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated licensed Met conditions (2.4m/s, 320°). The sound file recorded at the time of the complaint, from monitor MP 2/3 was reviewed. No mine noise was audible during this time.
354	22/03/2020, 4.07pm	Dust	Complaint received to the Community Hotline. Discussed dust from the Mount Pleasant Operation. A detailed inspection was carried out by the OCE. Photos taken during the inspection observed minimal visible dust. Further management measures were implemented to minimise the generation and movement of dust. At the time of the complaint APF4 monitor showed wind speed and direction of 3.3m/s, 294°. Air quality results from the AFP-2 PM10 24hr rolling average of 24 µg/m ³ .
355	22/03/2020, 5.58pm	Dust	Complaint received to the Community Hotline. Discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the Open Cut Examiner via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. The Mining operations were regularly inspected, with management measures implemented to minimise the generation and movement of dust. At the time of the complaint APF4 monitor showed wind speed and direction of 5.4m/s, 287°W. Air quality results from the AFP-2 recorded PM10 24hr rolling average of 26 µg/m ³ .
Complaint Number	Date/ Time Received	Nature of Complaint	Response

356	3/04/2020, 3.22am	Noise	Complaint received to the Community Hotline. Discussed mine operation noise. At the time of the complaint, minimal mining activities were being undertaken due to wet weather, with 11.9 mm of rainfall recorded on the 2nd April at the AFP4 monitoring site. Meteorological conditions recorded at A-PF4 measured licenced Met conditions (1.9m/s, 258°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. There was no low frequency mine noise or reversing alarms identified. No real-time noise alarms were received during the shift.
357	3/04/2020, 3.22am	Lighting	Complaint received via the Community Hotline. Discussed lighting impacts on the property. The mining operations are regularly inspected, with mining activities altered to minimise lighting impacts. These management measures include positioning lighting plants towards the west or north (away from Muswellbrook). At the time of the complaint, minimal mining activities were being undertaken due to wet weather, with 11.9 mm of rainfall recorded on the 2nd April at the AFP4 monitoring site.
358	5/04/2020, 2.21am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the noise complaint, an inspection of the operation was undertaken by the OCE. Meteorological conditions recorded at A-PF4 measured licenced Met conditions (2.5m/s 351°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Low frequency mine noise, dogs barking and cows were audible in the sound file. No real-time noise alarms were received during the shift.
359	5/04/2020, 2.37am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the noise complaint, an inspection of the operation was undertaken by the OCE. Meteorological conditions recorded at A-PF4 measured licenced Met conditions (2.5m/s 351°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Low frequency mine noise, dogs barking and cows were audible in the sound file. No real-time noise alarms were received during the shift.
360	5/04/2020, 10.20pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Meteorological conditions recorded at A-PF4 measured licenced Met conditions (2.9m/s 274°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Low frequency mine noise, dogs barking and cows were audible in the sound file. No real-time noise alarms were received during the shift.
361	6/04/2020, 2.26am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Meteorological conditions recorded at A-PF4 measured non-licensed Met conditions due to F-class temperature inversion and high wind > 2m/s (2.6m/s, 310°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Low frequency mine noise, dumping activities, trucks, dozer tracks and cows are audible in the sound file. No noise alarms were triggered during the shift.
362	6/04/2020, 2.26am	Lighting	Complaint received via the Community Hotline. Discussed lighting impacts on the property. The mining operations are regularly inspected, with mining activities altered to minimise lighting impacts. These management measures include positioning lighting plants towards the west or north (away from Muswellbrook). At the time of the complaint, operational activities included dump maintenance on the Pit E dump and pit B dump. No bulk-shaping was conducted during the shift. Upon receipt of the complaint, an inspection of the operation was undertaken by the OCE from Kyuga Road, looking back towards the operation. All lights were observed to be pointing towards NW (away from Muswellbrook).
363	6/04/2020, 2.47am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Meteorological conditions recorded at A-PF4 measured non-licensed Met conditions due to F-class temperature inversion and high wind > 2m/s (2.6m/s, 310°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Low frequency mine noise, dumping activities, trucks, dozer tracks and cows are audible in the sound file. No noise alarms were triggered during the shift.

364	6/04/2020, 2.47am	Lighting	Complaint received via the Community Hotline. Discussed lighting impacts on the property. The mining operations are regularly inspected, with mining activities altered to minimise lighting impacts. These management measures include positioning lighting plants towards the west or north (away from Muswellbrook). At the time of the complaint, operational activities included dump maintenance on the Pit E dump and pit B dump. No bulk-shaping was conducted during the shift. Upon receipt of the complaint, an inspection of the operation was undertaken by the OCE from Kyuga Road, looking back towards the operation. All lights were observed to be pointing towards NW (away from Muswellbrook).
365	11/04/2020, 8.26am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high wind (4.3m/s, 299°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Minimal low frequency mine noise, birds chirping, and an aircraft were observed. No reverse beepers were audible. No real-time noise alarms were received during the shift.
366	11/04/2020, 9.10pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high wind (5.7m/s, 276°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Low frequency mine noise was audible in the sound file. No real-time noise alarms were received during the shift.
367	11/04/2020, 9.27pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Meteorological conditions recorded at APF4 measured non-licensed due to very high wind (5.6m/s, 274°) at the time of the complaint. The sound files, from realtime noise monitor MP 2/3 and site 4 recorded at the time of the complaint were reviewed. Low frequency mine noise, engines, crickets and wind were audible in the sound files. No real-time noise alarms were received during the shift.
368	12/04/2020, 1.20am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint, an inspection of the operation was undertaken by the OCE. The inspection identified a rubber tyre dozer being used for dumping activities on pit E dump, to minimise noise impacts. A review of sound monitors via the CAT tool confirmed the operation was within compliance, with no further actions required. Meteorological conditions recorded at A-PF4 measured licenced Met conditions (1.8m/s 221°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Low frequency mine noise was audible in the sound file. No real-time noise alarms were received during the shift.
369	12/04/2020, 3.30am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint, an inspection of the operation was undertaken by the OCE. The inspection identified a rubber tyre dozer being used for dumping activities on pit E dump, to minimise noise impacts. A review of sound monitors via the CAT tool confirmed the operation was within compliance, with no further actions required. Meteorological conditions recorded at A-PF4 measured licenced Met conditions (1.1m/s 49°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Low frequency mine noise was audible in the sound file. No real-time noise alarms were received during the shift.
370	14/04/2020, 2.45am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. At the time of the complaint, topsoil stripping was being undertaken in pit E dump. Upon receipt of the complaint, an inspection of the operation was undertaken by the OCE. Ceased topsoil stripping for the remainder of the shift. Meteorological conditions recorded at A-PF4 measured licenced Met conditions (2m/s 314°) at the time of the complaint. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Low frequency mine noise was audible in the sound file. No real-time noise alarms were received during the shift.

371	16/04/2020, 4.38pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. Mining activities in the week leading up to the 16th of April 2020 were reviewed. OCEs regularly reviewed and altered mining activities to manage noise and maintain compliance. All graders and loaders are wheeled and do not travel on tracks. Meteorological conditions from the 10th of April to and including the 16th of April recorded between the period of 7:00 am to 9:00 am were reviewed. Licenced meteorological conditions were recorded during this time period each day except for the 11th of April on which non-licenceable conditions were recorded from 7:00 am to 9:00 am. Sound files from taken from the closet noise monitor (NBO2, Site 2/3), located approximately 3.5 km from the complainant's location were reviewed during the period from the 10th to the 16th of April. Low frequency mine noise, and other external noise sources including birds was audible on the sound files. No real time noise alarms were received from monitor NBO2 from the 10th to the 16th of April.
372	17/04/2020, 4.40am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. At the time of the complaint, the A-PF4 meteorological station measured licenced meteorological conditions with an average wind speed of 2.5m/s and a wind direction of 233°. The sound file from real time noise monitor NBO2 (site 2/3), was not available at the time of the complaint. The sound file from real time noise monitor NBO4 (site 4) the next closet monitor to the complainant was reviewed. Low frequency mine noise and road traffic was audible. No real-time noise alarms were received.
373	18/04/2020, 9.34pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. Mining activities at the time of the complaint included topsoil stripping. Upon receipt of the complaint an inspection was carried out by the OCE. Meteorological conditions at the time of the complaint were valid with a wind speed of 2.5m/s and wind direction of 285°. Sound files at the time of the complaint from Site 2/3, were reviewed. Low frequency mine noise was audible at the time of the complaint. No noise alarms were received during this time
374	18/04/2020, 10.27pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. Mining activities at the time of the complaint included topsoil stripping. Upon receipt of the complaint an inspection was carried out by the OCE. Meteorological conditions at the time of the complaint were valid with a wind speed of 2.5m/s and wind direction of 279°. Sound files at the time of the complaint from Site 2/3, were reviewed. Low frequency mine noise, machinery and reverse quackers were audible at the time of the complaint. No noise alarms were received during this time
375	18/04/2020, 10.27pm	Lighting	Complaint received via the Community Hotline. Discussed lighting impacts on the property. Mining operations are regularly monitored and altered to minimise lighting impacts. Mining activities at the time of the complaint included topsoil stripping and dump maintenance activities. Upon receipt of the complaint, an inspection was undertaken by the OCE. During the inspection lighting plants were observed to be facing NW in pit E, and SW in pit B (away from Muswellbrook). No further actions were required.
376	22/04/2020, 8.34pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. Mining activities around the time of the complaint were reviewed. An investigation was undertaken by the OCE. Meteorological conditions at the time of the complaint were valid, with a wind speed of 2.5m/s and direction of 315°. The sound file from site 2/3 was reviewed. Low frequency mine noise and trucks were audible. No noise alarms were triggered during this time.
377	23/04/2020, 8.45pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. As a result of the inspection, the OCE adapted operations to minimise noise impacts by moving mining equipment to a lower area in Pit D and Pit E. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.9m/s and direction of 316°. The sound file from site 2/3 was reviewed. Low frequency mine noise, machine engines, train horn and traffic were audible. No noise alarms were triggered during this time.

378	24/04/2020, 10.35am	Smoke	Complaint received via the EPA to the Environment Superintendent. Heated material within the in-pit dump system of Pit A is being managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan. This material has been capped with inert material and the area is continuously monitored. Upon receiving the complaint at approximately 10.35 AM, an inspection of the operation was carried out by the Mining Superintendent. During the inspection no visual emissions were observed being emitted from the heated material. At the time of the complaint the meteorological conditions taken at A-PF2 recorded a one hourly wind speed average of 3.4m/s and a wind direction of 314°.
379	25/04/2020	Dust	Complaint received via the EPA to the Environment Superintendent. The daily Jacobs Environmental forecast is provided to the Open Cut Examiner via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. On the day of the complaint, mining activities were carried out on dumps A, B, E and D, with in-pit dumping occurring on dumps A and D. Bulk pushing was being undertaken on the rehabilitation area. The mining operations were regularly inspected, and management measures implemented to minimise the generation and movement of dust. On the day of the complaint, air quality levels were well within compliance limits. No air quality alarms were triggered and no shutdown conditions were triggered from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network.
380	26/04/2020, 4.24pm	Dust	Complaint received via the Community Hotline. Discussed dust. The daily Jacobs Environmental forecast is provided to the Open Cut Examiner via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation and movement of dust. Air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded a PM10 24hr rolling average of 29 µg/m ³ , and a 1hr rolling average wind direction 287° at 3.9m/s.
Complaint Number	Date/ Time Received	Nature of Complaint	Response
381	7/05/2020, 8.18pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. No night shift bulk shaping occurred during the shift. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 2.6m/s and direction of 305°. The sound file from site 2/3 was reviewed. Cattle, insects and passing traffic could be heard. No noise alarms were triggered during the shift.
382	9/05/2020, 7.59pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. At the time of the complaint shift change was occurring and minimal activity was being undertaken in the hour prior to the complaint. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.3m/s and direction of 345°. The sound file from site 2/3 was reviewed. Low frequency mine noise could be heard. No noise alarms were triggered during this time.
383	10/05/2020, 10.50pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No night shift bulk shaping occurred during the shift. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 0.4m/s and direction of 250°. The sound file from site 2/3 was reviewed. Low frequency mine noise could be heard. No noise alarms were triggered during this time.
384	10/05/2020, 2.48am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No nightshift bulk shaping occurred during the shift. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.7m/s and direction of 28°. The sound file from site 2/3 was reviewed. Low frequency mine noise could be heard. No noise alarms were triggered during this time.
385	11/05/2020, 10.57pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No nightshift bulk shaping occurred during the shift. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.7m/s and direction of 28°. The sound file from site 2/3 was reviewed. Low frequency mine noise could be heard. No noise alarms were triggered during this time.

386	12/05/2020, 7.38pm	Lighting	Complaint received directly to the External Relations Managers mobile phone via SMS. Discussed lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impact. It was identified that a lighting plant on the Pit D dump was pointing towards the East. The lighting plant was immediately repositioned to point away from Muswellbrook. The positioning of lighting plants will continue to be reinforced with the production crews by the mining manager.
387	13/05/2020, 4.46pm	Dust	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the Open Cut Examiner via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. The mining operations were regularly inspected, and management measures were implemented to minimise the generation dust. Air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded a PM10 24hr rolling average of 29 µg/m ³ , and a 1hr rolling average wind direction 79° at 1.5m/s.
388	14/05/2020, 10.53am	Noise	Complaint received directly to the External Relations Managers mobile phone. The complainant also rang the Community Hotline. Discussed mine operation noise. Meteorological conditions recorded at A-PF4 were valid throughout the shift, with a wind speed of 2.2m/s and direction of 294°. The sound file from site 2/3 was reviewed. Intermittent dozer tracks and low frequency mine noise could be heard. No noise alarms were triggered during the shift.
389	15/05/2020, 1.17pm	Dust	Complaint received via the Community Hotline. Discussed dust from a blast at Mount Pleasant. On the 15th May 2020 at 1:05 pm pattern 14-42.2BR2A was fired in Pit E. At the time of the blast the meteorological conditions taken at the A-PF4 meteorological station were a 1 hourly rolling wind speed average of 3.8 m/s and a 1 hourly rolling wind direction of 116° (ESE). As a result, all post blast emissions fully dispersed in a north westerly direction with the plume travelling away from the complainant's address. No post blast emissions left the DA or EPL Boundary.
390	21/05/2020, 1.34am	Odour	Complaint received via the Community Hotline. Discussed odour from the Mount Pleasant Operation. Upon receiving the complaint, an inspection of the operation was carried out by the OCE. During the inspection no visual emissions were observed. A boundary inspection was also undertaken to try and locate the source of the odour. No gas smell was detected. The External Relations Manager also conducted an inspection of the Collins Lane area at 2:30 am and at 5:30 am. No gas smell was found. At the time of the complaint the meteorological conditions taken at A-PF4 recorded a one hourly wind speed average of 2.3m/s and a wind direction of 328°.
391	31/05/2020, 11.48pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 2.5m/s and direction of 310°. The sound file from site 2/3 was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift.
Complaint Number	Date/ Time Received	Nature of Complaint	Response
392	1/06/2020, 9.44pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 2.3m/s and direction of 302°. The sound file from site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift.
393	2/06/2020, 9.10pm	Noise	Complaint received direct t the External Relations Manager's mobile phone via SMS. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high winds, with a wind speed of 5.1m/s and direction of 302°. The sound file from site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible including intermittent dozer tracks. A train and dogs barking could also be heard. No noise alarms were triggered during the shift.

394	2/06/2020, 9.13pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high winds, with a wind speed of 3.9m/s and direction of 302°. The sound file from site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible including intermittent dozer tracks. A passing train and dogs barking could also be heard. No noise alarms were triggered during the shift.
395	4/06/2020,10.30am	Smoke	Complaint received via the EPA to the Environment Superintendent. Upon receiving the complaint, review of the pit cameras was undertaken by the Environment & Community Superintendent. No spontaneous combustion was observed in the Pit A Dump closest to Wybong Rd at the time of the complaint. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan. MACH Energy and its Mining Services Contractor are committed to ensuring all feasible measures within its own control are undertaken to ensure compliance with relevant conditions of the DA 92/97 and EPL 20850.
396	5/6/2020, 5.26pm	Dust	Complaint received via the Community Hotline. Discussed dust from a blast at Mount Pleasant. A review of the pit camera footage was also undertaken by the Environment & Community Superintendent. No visible dust could be observed leaving the operation at the time of the complaint or the half hour prior to the complaint. Air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded a PM10 24hr rolling average of 12 µg/m3, and 1hr rolling average wind direction 22.6° at 1.25m/s.
397	6/6/2020,	Dust	Complaint received via the EPA to the Environment Superintendent. Upon receiving the complaint, The EPA contacted MACH Energy on Tuesday 9-Jun-20 at 10:27 and provided the following information "Heavy dust pollution coming from Coal Mine. Approx 200-300m down form callers home. Digger currently on site, strong westerly breeze blowing thick dust particles all through air. Caller stated it is so extreme he can taste it. Also said he can barely see past his headlights when driving."
398	15/6/2020, 5.00pm	Blast Fume	Complaint received directly to the External Relations Manger's mobile phone via SMS. Discussed blast fume. A blast was fired on 15 June at 16:40 in Pit E. Post firing, a visible fume plume was emitted from the blast. The plume was very slow moving within the immediate blast area and to the limits of the 500m personnel exclusion zone – wind speed was 1.5 m/s with a direction of 320° (NW). The fume was classified as level 3 at 500m from the blast location and as a Level 2 as the emission dissipated towards the site boundary in a south easterly direction. The event was considered reportable to both the Environmental Protection Authority (EPA) and Department of Planning and Environment (DPIE) as the emission was likely to have left the site boundary.
399	15/06/2020, 5.04pm	Blast Fume	Complaint received directly to the External Relations Manger's mobile phone via SMS. Discussed blast fume. A blast was fired on 15 June at 16:40 in Pit E. Post firing, a visible fume plume was emitted from the blast. The plume was very slow moving within the immediate blast area and to the limits of the 500m personnel exclusion zone – wind speed was 1.5 m/s with a direction of 320° (NW). The fume was classified as level 3 at 500m from the blast location and as a Level 2 as the emission dissipated towards the site boundary in a south easterly direction. The event was considered reportable to both the Environmental Protection Authority (EPA) and Department of Planning and Environment (DPIE) as the emission was likely to have left the site boundary.
400	15/06/2020, 5.25pm	Blast Fume	Complaint received directly to the External Relations Manger's mobile phone via SMS. Discussed blast fume. A blast was fired on 15 June at 16:40 in Pit E. Post firing, a visible fume plume was emitted from the blast. The plume was very slow moving within the immediate blast area and to the limits of the 500m personnel exclusion zone – wind speed was 1.5 m/s with a direction of 320° (NW). The fume was classified as level 3 at 500m from the blast location and as a Level 2 as the emission dissipated towards the site boundary in a south easterly direction. The event was considered reportable to both the Environmental Protection Authority (EPA) and Department of Planning and Environment (DPIE) as the emission was likely to have left the site boundary.

401	16/06/2020, 9.07pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. The MACH Energy External Relations Manager conducted an inspection of the area at 9.17pm, reversing quackers, general mine noise and a loud squeaking noise could be heard. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to F class temperature inversion, with a wind speed of 2.7m/s and direction of 328°. The sound file from site 2/3 was reviewed. Low frequency mine noise was audible including intermittent dozer tracks and birds could be heard. No noise alarms were triggered during the shift.
402	16/06/2020, 9.50pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to F class temperature inversion, with a wind speed of 2.3m/s and direction of 306°. The sound file from Site 4 and Site 5 was reviewed. Mine noise was inaudible. No noise alarms were triggered during the shift.
403	18/06/2020, 1.07pm	Blasting	Complaint received directly to the External Relations Manager's mobile phone. Discussed vibration felt by a recent blast at Mount Pleasant Operation. Environmental Monitoring Review: 20-21.1.BR2C was initiated in Pit B at 1:05 pm on the 18th June. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 hourly rolling wind speed of 5.2 m/s and wind direction of 107 degrees ESE. The blast monitor B-VO2 recorded 0.94mm/s and 99.7 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.
404	23/06/2020,	Dust	Complaint received via the EPA to the Environment Superintendent. The Mining operations are regularly inspected, and mining activities altered to minimise the generation and movement of dust, these management measures included: prioritising water carts to frequently trafficked roads and working areas, making operational changes to dust generating activities including the shutdown of activities. The 1 hourly wind direction recorded at 3pm for A-PF4 was 278 degrees NW with a 1 hourly average wind speed of 6.2 m/s. The 1 hourly average PM10 recorded at 3pm by the UHAQMN Muswellbrook NW Unit was 14.1 µg/m³. A 24hr Rolling average of 8 µg/m³ was recorded at A-PF2. No dust alarms were received during the shift.
405	29/06/2020, 2.23am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high winds, with a wind speed of 2.0 m/s and direction of 297° and F Class temperature inversion was also present. The sound file from site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible including intermittent dozer tracks. No noise alarms were triggered during the shift.
Complaint Number	Date/ Time Received	Nature of Complaint	Response
406	2/07/2020, 8.01pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to F class temperature inversion, with a wind speed of 2.8m/s and direction of 316°. The sound file from Site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift.
407	4/07/2020, 8.12am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high winds, with a wind speed of 3.6 m/s and direction of 260°. The sound file from site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible, a passing train and traffic was highly audible. No noise alarms were triggered during the shift at Site 2/3.

408	4/07/2020, 5.50pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high winds, with a wind speed of 4.7 m/s and direction of 291°. The sound file from Site 5 was reviewed as a noise alarm was received at 4:30 pm. Low frequency mine noise was audible, Birds (corellas) and wind was highly audible. No mining related noise alarms were triggered during the shift.
409	5/07/2020, 5.48pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high winds, with a wind speed of 3.8 m/s and direction of 341° and F Class temperature inversion was also present.
410	8/07/2020, 4.08pm	Other	Complaint received via the Community Hotline. Discussed vehicles in general being driven in a dangerous manner when departing the Mount Pleasant Operation. All employees and contractors were addressed regarding driving behaviour at various Toolbox and site communications meetings.
411	10/07/2020, 12.41am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.9 m/s and direction of 278°. The sound file from site 5 (the most representative of the receiver) was reviewed. Low level background mine noise was audible. No noise alarms were triggered at the time of the complaint or prior to the complaint.
412	10/07/2020, 7.38pm	Lighting	The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). It was identified that a lighting plant set up at the north eastern end of Pit E to illuminate a dozer down for maintenance was oriented in an easterly direction towards Muswellbrook. The lighting plant was immediately re-positioned to point away from Muswellbrook. The OCE addressed the positioning of lighting plants with the maintenance crew and the positioning of lighting plants will continue to be reinforced with the maintenance crews by the maintenance manager.
413	11/07/2020, 5.05pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were licensable at the time of the complaint with a wind speed of 2.5m/s and a wind direction of 246 degrees south west. The sound file from Site 5 taken at the time of the complaint was reviewed. Low frequency mine noise including; dozer tracking and reverse quackers was audible. No noise alarms were triggered.
414	14/07/2020, 6.38pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were licensable at the time of the complaint with a wind speed of 2.5m/s and a wind direction of 246 degrees south west. The sound file from Site 5 taken at the time of the complaint was reviewed. Low frequency mine noise including; dozer tracking and reverse quackers was audible. No noise alarms were triggered.
415	20/07/2020, 2.00am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 2.0 m/s and direction of 321° The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 5.
416	23/07/2020, 1.16pm	Blasting	Complaint received via the Community Hotline. Discussed blasting vibration. Pattern 27-29.2.BR1C & 32-34.2.WN1E was fired together in Pit D at 13:09. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 112 degrees (SE) with a wind speed of 0.3 m/s. All vibration and overpressure monitors were well within the compliance limits.

417	24/07/2020,1.22am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 was non-licensed with a wind speed of 1.9 m/s and a F-Class temperature inversion wind direction was 296° The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 5.
418	27/07/2020, 8.21am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Amber noise alarms at Site 5 were triggered prior to the complaint, however meteorological conditions recorded at A-PF4 indicated non-licensable conditions due to high wind speed, with a wind speed of 3.6m/s and direction of 274°. The sound file from Site 5 (the most representative of the receiver) was reviewed at the time the amber alarm received prior to the complaint, 7:22am and at the time of the complaint, 8:21am. The external relations manager travelled to the area of the complaint to monitor and also contact the complainant with feedback. High winds, monitor feedback (popping), birds and intermittent low frequency mine noise, were audible at 7:22am at Site 5. High winds, birds and low frequency mine noise were audible at Site 5 at 8:21am.
Complaint Number	Date/ Time Received	Nature of Complaint	Response
419	5/08/2020, 3.44pm	Odour	Complaint received via the Community Hotline. Discussed odour from the Mount Pleasant Operation. Upon receiving the complaint, an inspection of the operation was carried out by the OCE and a review of the pit cameras was undertaken by the Thiess Environment & Community Superintendent and an offsite inspection was undertaken by the Thiess Environment & Community Officer, where it was identified that smoke was coming from the Pit E RL185 dump. At 5:30pm DZ1665 began the task of covering the heated material. The capping task was completed at 6:20pm. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
420	6/08/2020, 3.46pm	Blasting	Complaint received via the Community Hotline. Discussed blasting from at the Mount Pleasant Operation. On the 5th August 2020, Patterns 23-25.2.BR2C.2_17-18.3.BR2C were initiated together in Pit B & C at 15:44. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 322 degrees NW with a hourly rolling wind speed of 1.3m/s. All vibration and overpressure monitors were well within the compliance limits.
Complaint Number	Date/Time Received	Nature of Complaint	Response
421	9/9/2020, 1.08pm	Blasting	Complaint received via the Community Hotline. Discussed blasting vibration. Pattern 36.2.VA was fired in Pit E at 1:00 pm, At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 141 degrees SE with a hourly rolling wind speed of 4.2m/s. The Castle Rock Rd Blast monitor (most representative of the residence) recorded vibration of 1.3 mm/s and Overpressure of 106.8dB. All vibration and overpressure monitors were well within the compliance limits. All vibration and overpressure monitors were well within the compliance limits.
422	9/9/2020, 1.12pm	Blasting	Complaint received via the Community Hotline. Discussed blasting vibration. Pattern 36.2.VA was fired in Pit E at 1:00 pm, At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 141 degrees SE with a hourly rolling wind speed of 4.2m/s. The Castle Rock Rd Blast monitor (most representative of the residence) recorded vibration of 1.3 mm/s and Overpressure of 106.8dB. All vibration and overpressure monitors were well within the compliance limits. All vibration and overpressure monitors were well within the compliance limits.
423	17/9/2020,1.11pm	Blast/Dust	Complaint received via SMS to the External Relations Manager's mobile phone. Discussed dust from blast at Mount Pleasant Operation. Pattern 24-25.1. WN2C & 28.2.BR2C was fired in Pit B & D at 1:07 pm. At the time of blasting the A-PF2 meteorological station recorded light wind conditions with a 5-minute average wind speed of 3.3 m/s and wind direction of 292 degrees W-NW. The post blast emissions were observed to head in an E-SE direction and fully dispersing above the overburden dump. No post blast emissions left the EPL or DA boundary.
424	17/9/2020, 1.20pm	Blast/Dust	Complaint received via SMS to the External Relations Manager's mobile phone. Discussed dust from blast at Mount Pleasant Operation. Pattern 24-25.1. WN2C & 28.2.BR2C was fired in Pit B & D at 1:07 pm. At the time of blasting the A-PF2 meteorological station recorded light wind conditions with a 5-minute average wind speed of 3.3 m/s and wind direction of 292 degrees W-NW. The post blast emissions were observed to head in an E-SE direction and fully dispersing above the overburden dump. No post blast emissions left the EPL or DA boundary.

425	19/9/2020, 8.00pm	Lighting	Complaint received via the Community Hotline. Discussed impacts on Kayuga Road from lighting at Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). An inspection by the OCE found that all lighting in Pit E & F were pointing away from Kayuga Rd. Additional adjustment were made for the lights pointing to the north by angling them down further.
426	20/9/2020, 7.57pm	Lighting	Complaint received via the Community Hotline. Discussed impacts on Kayuga Road from lighting at Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). An inspection by the OCE found that all lighting in Pit E & F were pointing away from Kayuga Rd. Additional adjustment were made for the lights pointing to the north by angling them down further.
427	20/9/2020, 1.38am	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was inspected, and no issues identified. A rubber tyred dozer was being used on the Pit A RL 205 Dump. Meteorological conditions recorded at A-PF4 indicated licensed conditions with a wind speed of 0.9m/s and direction of 136°(SE).
428	20/9/2020, 2.15am	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was inspected, and no issues identified. A rubber tyred dozer was being used on the Pit A RL 205 Dump. Meteorological conditions recorded at A-PF4 indicated licensed conditions with a wind speed of 0.9m/s and direction of 194°(SSW).
Complaint Number	Date/Time Received	Nature of Complaint	Response
429	1/10/2020, 1.19pm	Blasting	Complaint received direct call to the External Relations Manager's mobile phone. Discussed blasting at Mount Pleasant Operation. Pattern 13-16.3.BR1C was fired in Pit A at 1:09 pm, At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 266°(NW) with a hourly rolling wind speed of 7.1m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 1.59 mm/s and overpressure of 104.6 dB. All vibration and overpressure monitors were well within the compliance limits.
430	1/10/2020, 7.55pm	Noise	Complaint received direct to the External Relations Manager's mobile phone. Discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was inspected, and no issues identified. A rubber tyred dozer (DZ2006) was being used on the Pit D RL 215 Dump. No mining was being undertaken in Pit E & F. Non-licensed Meteorological conditions were recorded at A-PF4 due to high wind speed of 3.8m/s and direction of 256°(NW). The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
431	4/10/2020, 1.23pm	Dust	Complaint received direct to the Environment Superintendent via Mobile Phone from the EPA. Discussed dust from the Mount Pleasant Operation. At the time of the complaint, the OCE undertook additional management measures including: <ul style="list-style-type: none"> - Completing an offsite inspection of the operation and spoke with the EPA officer regarding their concerns. - Communicated with the Excavator 5 operator to slow the loading process to reduce dust. - Directed a watercart to Excavator 5 to water the face of the dig area while loading. Air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded a PM10 24hr rolling average of 19 µg/m3 and a wind direction of 294.5 degrees northwest, well within compliance limits. No visual dust was seen leaving the operation.

432	9/10/2020, 1.34pm	Blasting	Complaint received direct to the Environment Superintendent via email from the EPA. Discussed impacts from blasting at Mount Pleasant Operation. Environmental Monitoring Review: Pattern 21-23.2. WN2C was fired in Pit BC at 1:33 pm. At the time of blasting the A-PF4 meteorological station recorded wind conditions with a 5-minute average wind speed of 5.2 m/s and wind direction of 248 degrees (WSW). The post blast emissions were observed to head in an Easterly direction and fully dispersing above the overburden dump. No post blast emissions left the EPL or DA boundary. The Queen St Portable monitor (the most representative of the complainant's location) recorded 0.22 mm/s for vibration and 104dB overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 dB.
433	9/10/2020, 8.57pm	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was modified. Meteorological conditions were valid at A-PF4 with a wind direction of 0.9m/s and direction of 333°(NW). The sound file from Site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
434	10/10/2020, 8.38pm	Lighting	Complaint received via the Community Hotline. Discussed lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). An inspection by the OCE found that all lighting in Pit E & F were pointing North West away from the complainant's property.
435	22/10/2020, 7.54pm	Lighting	Complaint received via SMS direct to the External Realties Manager's mobile phone. Discussed lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). On receiving the complaint, the operation was inspected by the OCE. A lighting planting on the Pit E topsoil was found to be positioned incorrectly and was subsequently turned off. Glare from a lighting plant in Pit F was identified as possibly having an impact Kayuga Road, this lighting plant was adjusted to face in a more north westerly direction, away from the complainant's property.
Complaint Number	Date/Time Received	Nature of Complaint	Response
436	4/11/2020, 8.50pm	Noise	Complaint received via SMS to the External Relations Managers mobile phone. Upon receipt of the complaint an inspection of the operation was undertaken. No overburden dumping or mining operations were being undertaken in E&F pit during the shift. Meteorological conditions were valid at A-PF4 with a wind direction of 0.6m/s and direction of 288°(WNW). The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
437	5/11/2020, 1.22pm	Blast	Complaint received via Community Hotline. Discussed a blast at Mount Pleasant Operation. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm. At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
438	5/11/2020, 1.25pm	Blast	Complaint received via direct call to the External Relations Manager's mobile phone. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm. At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
439	5/11/2020, 1.27pm	Blast	Complaint received via direct call to the External Relations Manager's mobile phone. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm. At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.

440	5/11/2020, 1.32pm	Blast	Complaint received via Community Hotline. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
441	5/11/2020, 1.45pm	Blast	Complaint received via the Community Hotline. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
442	5/11/2020, 2.00pm	Blast	Complaint received via Community Hotline on 13th November 2020 regarding the blast that took place on 5th November, 2020. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
443	16/11/2020, 8.57pm	Noise	Complaint received via the Community Hotline. The complainant lives in Muswellbrook, approximately 5km to the South East of the Mount Pleasant Operation. Immediate Actions: Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was inspected, and no issues identified. No mining was being undertaken in Pit E&F. Licensed Meteorological conditions were recorded at A-PF4 with a wind speed of 0.9m/s and direction of 139°(SE). The sound file from site 2/3 (the most representative of the receiver) was reviewed. Insects, flying foxes and distance low frequency mine noise was audible at the time of the complaint.
444	23/11/2020, 5.00am	Lighting	Complaint received via the Community Hotline from an anonymous complainant regarding lighting. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). On receiving the complaint, the operation was inspected by the OCE. A lighting plant on the Pit E dump was found to be positioned in a northern direction, which could impact drivers on Kayuga Rd that are travelling south. The lighting plant was adjusted to face in a more westerly direction – away from the road. The lighting plant positioning constraints (Muswellbrook to the East and Kayuga Rd to the North) was recomunicated to the production crews.
445	26/11/2020, 5.19pm	Other	Anonymous complaint received via the Community Hotline. Discussed vehicles in general being driven on Wybong Road. All employees and contractors were addressed regarding driving behaviour at various Toolbox and site communications meetings.
Complaint Number	Date/Time Received	Nature of Complaint	Response
446	9/12/2020, 2.02pm	Dust	Complaint received via the Community Hotline regarding dust from a recent blast at the Mount Pleasant Operation. Pattern 38.2.BR2C was fired in Pit E at 1:01 pm. At the time of blasting the A-PF4 meteorological station recorded light wind conditions with a 5-minute average wind speed of 1.6 m/s and wind direction of 198 degrees (SW). The post blast emissions were observed to head in a Westerly direction (away from Muswellbrook) and fully dispersing within the Pit. No post blast emissions left the EPL or DA boundary.
447	23/12/2020,	Blast	Complaint received via direct SMS to the External Relations Managers mobile phone. Pattern 31.2.WN2C was fired in Pit D at 1:50 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 142°(SE) with a 5-minute wind speed of 3.8 m/s. The B-VO2 compliance blast monitor (most representative of the residence) recorded vibration of 0.76 mm/s and overpressure of 109.4 dB. All vibration and overpressure compliance monitors were well within the compliance limits.