

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.