

Complaint Number	Date/Time Received	Nature of Complaint	Response
479	5/4/2021, 3.35am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. An inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Night shift operation consisted of one Excavator operating in Pit D with in pit overburden dumping, and utilizing a rubber tyre dozer. Excavators were operating in Pit E with overburden dumping occurring and one dump dozer in operation. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 0.7m/s and a direction of 41°. 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.
480	7/4/2021, 8.12pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these managements measures include positioning lighting plants towards the north and west (away from Muswellbrook ). The operation was also inspected by the OCE who drove down Collins Lane and Kayuga Road. The lighting plants on the Pit E RL 195 dump were point to the NW, occasionally lights from the rubber tyre dozer could be seen.
481	9/4/2021, 2.07am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations area regularly monitored and altered to minimise the impacts from noise. Night shift operations consisted of two excavators operating in Pit E, one truck, grader and rubber tyre dozer were working in Pit F. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 2.6m/s and a wind direction of 303° north west. The sound file from site 5, taken from 2:05am to 02:10am (the most representative of the receiver) was reviewed. Low frequency mine noise was barely audible. No noise alarms were triggered during the shift at Site 5.
482	9/4/2021, 9.17pm	Noise	Complint received via the Community Hotline. The complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Night shift operations included excavators operating in Pit E and Pit D, with two dozers operating on the Pit E. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE and one dozer was parked up. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 2.8 m/s and wind direction of 331° north west. The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible including intermittent dozer tracking and reverse quackers. No noise alarms were triggered during the sift at Site 5
483	9/4/2021,	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. Night shift operations included excavators operating in Pit E and Pit D, with two dozers operating. 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 2.9 m/s with a wind direction of 325° north west. 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 at Site 2/3. Low frequency mine noise was audible.
484	10/4/2021, 10.25am	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. Day shift operations included excavators operating in Pit E and in Pit D, with one dozer and two rubber tyre dozers operating in Pit E. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Meteorological conditions were non-licensed due to high wind 3.6 m/s, wind direction was 300° north west. The sound file from Site 5 (the most representative of the receiver) was reviewed. High winds, monitor feedback, birds, traffic, plane and low frequency mine noise were audible. No noise alarms were triggered during the shift at Site 5.

485	10/4/2021, 11.51am	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the OCE 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. At the time of the complaint, these management measures included: inspecting the Pit for visible dust, slowing down haul circuits, all available water carts were in operation and hot seated throughout the shift. The rehabilitation dozer undertaking bulk shaping was brought back in pit. Air quality results at the time of the complaint from the Muswellbrook NW unit recorded a 24hr rolling average of 24.4µg/m3 and a wind direction of 341.8° north west. Air quality results from A-P2 recorded a 24hr rolling average of 23µg/m3 and wind direction of 290° north west. These results are well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
486	11/4/2021, 11.03am	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the OCE 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. At the time of the complaint, these management measures included: suspending haul circuits to allow water carts to catch up, 3 large and 1 small water carts were in operation and hot seated throughout the shift. Air quality results at the time of the complaint from the Muswellbrook NW unit recorded a 24hr rolling average of 19.9 µg/m3 and a wind direction of 276.6° north west. Air quality results from A-PF2 recorded a 24hr rolling average of 20.3 µg/m3 and a wind direction of 252.2° south west. These results are well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
487	11/4/2021, 4.53pm	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. Day shift operations included; excavators operating in Pit E and one rubber tyre dozer operating on the Pit E dump. One dozer was operating on the Pit F dump. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Meteorological conditions at the time of the complaint were non-licensed due to very high wind of 6.6m/s, wind direction was 246° south west. The sound file from site 5 (the most representative of the receiver) was reviewed. High winds, monitor feedback, birds and low frequency mine noise including dozer tracking were audible. No noise alarms were triggered during the shift at Site 5.
488	11/4/2021, 3.34pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation on the 7th April, however, was only reporting the incident on the 11th April. The daily Jacobs Environmental forecast is provided to the OCE 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. On the 7th of April these management measures included: all available water carts in operation, water carts were hot seated and haul circuit slowed. Air quality results for the 7th of April from the Muswellbrook NW unit recording a 24 rolling average of 10.3 µg/m3 and a wind direction of 150.2 ° south east (blowing away from muswellbrook). These results did not vary throughout the day shift. These results are well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
489	11/4/2021, 8.47pm	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. Night shift operations included; excavators operating in Pit E, and in Pit D. Dozers were operating on the Pit E and Pit F dump. Meteorological conditions were valid for the majority of the night with an approximate wind speed of 2m/s and wind direction 306°north west. There were periods of non-licensable conditions from approximately 2:45am to 6:15am on the 13th. No noise alarms were triggered at site 5 (the most representative of the receiver) during the shift at Site 5.
490	13/4/2021, 8.13am	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. Night shift operations included; excavators operating in Pit E, and Pit D. Dozers were operating on the Pit F RL 195 dump and Pit E 215 dump. Meteorological conditions were valid for the majority of the night with an approximate wind speed of 2m/s and wind direction 306°north west. There were periods of non-licensable conditions from approximately 2:45am to 6:15am on the 13th. No noise alarms were triggered at site 5 (the most representative of the receiver) during the shift at Site 5.

491	13/4/2021, 8.13am	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the OCE via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day and night. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation dust. This management measures included inspecting the Pit for visible dust, slowing haul circuits, large water carts were in operation. Air quality results Muswellbrook NW recorded a 24hr rolling average of 17.6 µg/m <sup>3</sup> at midnight and a wind direction of 53.7° north east. Air quality results at A-PF2 recorded a 24hr rolling average of 19 µg/m <sup>3</sup> and a wind direction of 22.5° north east. These results are well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
492	14/4/2021, 9.28pm	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. Night shift operations on the 14th of April included; excavators operating in Pit E with a Rubber Tyre dozer operating on the Pit F dump. 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 2.6m/s and a wind direction of 317° northwest. The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
493	15/4/2021, 10.08pm	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. Night shift operations on the 15th of April included; excavators operating in Pit E and a rubber tyre dozer operation on the Pit F RL 195 dump. 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 1.7m/s and 333° north west. The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
494	27/4/2021, 7.13pm	Other	Complaint received via the Community Hotline. Complainant discussed odour when he was driving from Muswellbrook to Castlerock Road, however, he could not smell the odour at his home on Castlerock Road. Upon receiving the complaint, the operation was inspected by the OCE. No odour or heated material was found. When an area is identified and all operational, safety and geotechnical constraints are considered the heated material is controlled. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.