

Complaint Number	Date/Time Received	Nature of Complaint	Response
527	5/08/2021	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. The daily Jacobs Environmental Forecast is provided to the supervisor via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust throughout the day. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average of 10.2 µg/m ³ and a wind direction of 274.5°. The 24hr average recorded at the Muswellbrook NW monitor was 8.3 µg/m ³ . Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 3 µg/m ³ and a wind direction of 271°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
528	6/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was modified in response to the complaint. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 303° was also recorded. The sound file from Site 2 (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.
529	7/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was modified in response to the complaint. All dumping was occurring in pit at the time of the complaint. Meteorological conditions recorded at the A-PF2 were non-licensed due to G-class inversion and a wind direction of 9° was also recorded. The sound file from Site 2 (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.
530	7/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was modified in response to the complaint. All dumping was occurring in pit at the time of the complaint. Meteorological conditions recorded at the A-PF2 were non-licensed due to G-class inversion and a wind direction of 25° at 1.8m/s was also recorded. The sound file from Site 2 (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.
531	7/08/2021	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from lighting. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE
532	7/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No excessive noise was observed by the OCE. Meteorological conditions recorded at the A-PF2 were non-licensed due to very high winds 6.2m/s and a wind direction of 273° was also recorded. The sound file from Site 2 (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.
533	13/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Operational controls were implemented. The Excavator operators were also instructed to minimise drop height. Meteorological conditions recorded at the A-PF4 were not valid due to G Class Temperature inversion a wind direction of 333° was recorded. The sound file from Site 4 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 4.

534	15/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The proactive noise management was being undertaken throughout the nightshift with the Pit E RL215 dump being maintained with a rubber tyred dozer. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 309° was also recorded. The sound file from Site 2 (the most representative of the receiver) was reviewed. Intermittent Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
535	15/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The proactive noise management was being undertaken throughout the nightshift with Pit E RL215 dump being maintained with a rubber tyred dozer and overburden being hauling and dumped in pit. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 309° was also recorded. The sound file from Site 2 (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.
536	15/08/2021	Odour	Complaint received via the Community Hotline. Complainant discussed odour from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from odour. 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 odour. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No areas of concern identified with the overburden fleet dumping in pit during day shift. Meteorological conditions recorded at the A-PF2 were non-licensed due to high winds >2m/s (5.2 m/s) a wind direction of 260° was also recorded. No noise alarms were triggered during the shift at Site 2/3.
537	15/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No areas of concern identified with the overburden fleet dumping in pit during day shift. Meteorological conditions recorded at the A-PF2 were non-licensed due to high winds >2m/s (5.2 m/s) a wind direction of 260° was also recorded. No noise alarms were triggered during the shift at Site 2/3.
538	15/08/2021	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to maximise the management of heated material. In the Pit B RL165 Dump/ low wall batter continued, with capping material hauled from EX1401 through the dayshift. DZ1665 was tasked with pushing additional material down the dump face. The coverage of the heated material was completed at 15:00hrs. No Heated material identified in Pit C, D, E, F dumps.
539	15/08/2021	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to maximise the management of heated material. In the Pit B RL165 Dump/ low wall batter continued, with capping material hauled from EX1401 through the dayshift. DZ1665 was tasked with pushing additional material down the dump face. The coverage of the heated material was completed at 15:00hrs. No Heated material identified in Pit C, D, E, F dumps.
540	15/08/2021	Dust	Complaint received via the EPA. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to maximise the management of dust. 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 implemented to minimise the generation and movement of dust. At the time of the complaint, these management measures included prioritising water carts to the ROM pad, frequently trafficked haul roads and working areas, utilizing RST dust suppressant on exposed areas including drill patterns, the OCE inspected the pit for visible dust, ensured all available water carts were operating. No dust alarms were received throughout the shift and no dust complaints were received. Good Air quality was recorded at the Muswellbrook NW monitoring approximately 2km to the east of the Mount Pleasant Operation

541	15/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The OCE instructed excavator operators to minimise drop height and be cautious with loading practices to reduce noise. A rubber tyred dozer was also in use to maintain the Pit F RL205 dump. Meteorological conditions recorded at the A-PF2 were non-licensed due to very high winds 3.5m/s and a wind direction of 267° was also recorded. The sound file from Site 2 (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.
542	16/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Operational controls were implemented with EX5 in Pit F loading soft material. A rubber tyred dozer was operating on the Pit E RL195 dump. Meteorological conditions recorded at the A-PF4 were not valid due to high winds and E Class Temperature inversion a wind direction of 300° was recorded. The sound file from Site 4 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 4.
543	16/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Operational controls were implemented with EX5 in Pit F loading soft material. A rubber tyred dozer operating was operating on the Pit F RL195 dump. 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.
544	17/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No excessive noise was observed by the OCE. Operational controls were implemented throughout the shift with the Pit F RL185 dump being maintained by a rubber tyred dozer. Meteorological conditions recorded at the A-PF2 were non-licensed due to very high winds 4 m/s and a wind direction of 284° was also recorded. The sound file from Site 2 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
545	17/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Operational controls were implemented throughout the shift with the Pit F RL185 dump being maintained by a rubber tyred dozer. Meteorological conditions recorded at the A-PF2 were non licensed due to an F Class temperature inversion present throughout most of the night shift and high winds above 2m/s, wind direction was 349 degrees. 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.
546	19/08/2021	Blasting	Complaint received via the Community Hotline. Complainant discussed blasting from the Mount Pleasant Operation. Pattern 46.2.WN2C was initiated in Pit F at 12:59pm on the 19th August. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 181 degrees SE with a 1 hourly rolling wind speed of 1.7 m/s. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 0.58 mm/s and 99.5 dBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL.

547	19/08/2021	Blasting	Complaint received via the Community Hotline. Complainant discussed blasting from the Mount Pleasant Operation. Pattern 46.2.WN2C was initiated in Pit F at 12:59pm on the 19th August. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 181 degrees SE with a 1 hourly rolling wind speed of 1.7 m/s. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 0.58 mm/s and 99.5 dB for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions were observed to disperse within the DA and EPL boundary.
548	20/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No excessive noise was observed by the OCE. Operational controls were implemented throughout the shift with the Pit F RL185 dump being maintained by a rubber tyred dozer. Haul Truck operators were also instructed to reduce engine revs when dumping. Meteorological conditions recorded at the A-PF2 were non-licensed due to a G –Class temperature inversion wind speed was 1.9 m/s and a wind direction of 34°. The sound file from Site 2 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
549	20/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No excessive noise was observed by the OCE. Operational controls were implemented throughout the shift with the Pit F RL185 dump being maintained by a rubber tyred dozer. Haul Truck operators were also instructed to reduce engine revs when dumping. Meteorological conditions recorded at the A-PF2 were not valid due to a G Class Temperature inversion a wind direction of 32° was recorded. The sound file from Site 4 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 4.
550	21/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No excessive noise was observed by the OCE. Operational controls were implemented throughout the shift with the Pit F RL185 dump being maintained by a rubber tyred dozer. Haul Truck operators were also instructed to reduce engine revs when dumping. Meteorological conditions recorded at the A-PF4 were non-licensed due to high wind speed of 3.4 m/s and a wind direction of 282°. The sound file from Site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
551	26/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No excessive noise was observed by the OCE. Operational controls were implemented throughout the shift. The monthly attended compliance monitoring was undertaken during the nightshift. No exceedances were identified in the Kayuga village area. Meteorological conditions recorded at the A-PF4 were not valid due to a G Class Temperature inversion and winds >2m/s. The wind direction was 330°. The sound file from Site 4 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 4.
552	29/08/2021	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No excessive noise was observed by the OCE. Operational controls were implemented throughout the shift. The dozer conducting drill prep in Pit F was relocated to assist in minimising noise from the operation. Meteorological conditions recorded at the A-PF4 were not valid due to a G Class Temperature inversion a wind direction of 325° was recorded. The sound file from Site 4 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered prior to the complaint at Site 4.