

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
94	2/12/2018	4.38pm	Queen Street	Dust	Complaint received by the Hotline. Discussed "dust is covering my property and the children are unable to go outside." At the time of the complaint the A-PF4 meteorological station recorded a strong NW wind (266 degrees) with 10 minute wind speed of 10.5 m/s and temperature of 34.2 degrees. The wind speed peaked at approximately 15 m/s during the shift at 2:50 pm. Numerous dust alarms were received throughout the day. All watercarts were operating throughout the shift and operations were suspended for approximately 30 hrs due to high wind gusts, hot temperatures and visible dust.

95 5/12/2018 4.53pm

N/A

Dust

Complaint received by the Hotline. Discussed "dust generation." The External Relations Manager made a number of attempts to contact the Complainant however, calls were unsuccessful. At the time of the complaint the A-PF4 meteorological station recorded a strong SE wind of 125 degrees with a 10-minute average wind speed of 7.1m/s. No dust alarms were received on the 5th of December and all dust levels were with compliance limits of 50 $\mu\text{g}/\text{m}^3$ and 44 $\mu\text{g}/\text{m}^3$. Mining operations were regularly inspected throughout the shift with mining activities altered to minimise the generation and movement of dust, these management measures included:

- prioritising five water carts to frequently trafficked roads and working areas and;
- making operational changes to dust generating activities (suspending topsoiling operations).

96 25/12/2018 11.50am

121

Noise

Complaint received via the Hotline. Discussed noise coming from the Mount Pleasant Operation. "There is too much truck noise, why are you working at Christmas, don't you have a day off." The External Relations Manager responded to the caller and attempted to explain, but before she could continue the Complainant went on to say "that's because you are owned by Muslims and they don't care about Christmas. You lot are ruining Christmas and taking down Australia and its traditions. I am not happy, I whinging." The Complainant then ended the call. At the time the complaint was received, mining operations in Pit D were reviewed. At the time of the complaint there were two D11 dozers undertaking topsoil stripping activities on the southern side of SD3. On receiving the complaint this activity was ceased at approximately 12:30pm. The met conditions at the time of the complaint consisted of a north westerly wind with a 10 average wind direction of 276° and wind speed of 0.3 m/s. No noise alarms were received.

97 25/12/2018 12.30pm 79 Noise

Complaint received direct to External Relations Managers mobile phone. Discussed "can you please arrange to have the noise emitting from Mount Pleasant shut down today, it is Christmas Day." At the time the complaint was received, mining operations in Pit D and Pit A were reviewed. At the time of the complaint there were two D11 dozers undertaking topsoil stripping activities on the southern side of SD3 in Pit D and one drill was in operation in Pit A. On receiving the complaint dozer activity was ceased. The met conditions at the time of the complaint consisted of a south westerly wind with a 10 average wind direction of 204° and wind speed of 0.5 m/s. No noise alarms were received.

98 29/12/2018 5.17am Racecourse Road Noise

Complaint received to the Hotline. Discussed a bad humming noise. The caller did not request a call back and any further action to be taken. Investigations into the complaint found that the noise was similar to an operating coal handling preparation plant. Mount Pleasant Operation does not have a coal handling preparation plant in operation at this point in time.
