

Complaint Number	Date/Time Received	Nature of Complaint	Response
448	1/1/2021, 9.33pm	Lightinig	Complaint received via SMS to the External Relations Managers mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
449	2/1/2021, 9.02pm	Lighting	Complaint received via SMS to the External Relations Manager's mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
450	3/1/2021, 1.45am	Lighting	Complaint received via SMS to the External Relations Managers mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
451	14/1/2021, 1.55am	Lighting	Complaint received via SMS to the External Relations Managers mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
452	15/1/2021, 1.37am	Lighting	Complaint received via SMS to the External Relations Managers mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
453	15/1/2021, 10.20am	Other	Complaint received via the Community Hotline. The complainant discussed the use of two way radios by employees/contractors from the Mount Pleasant Operation. The complainant was unable to give specific times, dates, compnaies or names mentioned, however, felt that that users worked at the Mount Pleasant Operation. Action taken included Tool Box meetings held by all employees and contractors at the Mount Pleasant Operation regarding correct channels and use of two way radios.
454	16/1/2021, 8.24pm	Noise	Complaint received via SMS to the External Relations Managers mobile phone. Complainant discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken. Non – licensed meteorological conditions were measured at APF4 due to high winds with a wind speed of 3.6m/s and direction of 278°(WNW). The sound file from site 5 (the most representative of the receiver) was reviewed. Distant low frequency mine noise, insect, birds was audible. No noise alarms were received prior to the complaint.
455	16/1/2021, 8.12pm	Dust	Complaint received via phone call and SMS to the External Relations Managers mobile phone. Complainant discussed dust from the Mount Pleasant Operation. At the time of the complaint, management measures included an inspection of Pit E & F for visible dust. No dust was observed and all haul roads were well watered. All available water carts were in operation. Air quality monitoring results at the time of the complaint from APF2 recorded a 24hr rolling average of 39 µg/m3, which is well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.

456	19/1/2021, 2.16pm	Dust	Complaint received via the Community Hotline. The complainant discussed dust from the Mount Pleasant Operation. An inspection of Pit E & F for visible dust was conducted by the OCE. Cumulative dust was observed from the strong SE winds (8.3m/s), and all haul roads were well watered. All available water carts were in operation. The operation was also modified with the Pit E overburden fleet relocated to a lower in pit dump. Air quality results at the time of the complaint from APF2 recorded a 24hr rolling average of 22 µg/m <sup>3</sup> , which is well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
457	25/1/2021, 8.45am	Dust	Complaint received via the EPA and communicated to the MACH Energy Mount Pleasant Operation Environment Superintendent at approximately 10.24am. At the time of the complaint (8:45am) all available water carts were in operation, with air quality results well within compliance at A-PF2 (23µg/m <sup>3</sup> ) and the Muswellbrook NW unit (23.6 µg/m <sup>3</sup> ), the 1 hourly wind direction was 275 degrees north west, with a wind speed of 1.9 m/s . At the time the complaint was received (10:24am) an inspection of the operation for visual dust was undertaken by the OCE and an offsite inspection was undertaken by the Environment and Community Officer. Haul trucks were slowed and watercarts directed to excavator dig areas, and the ROM road. Air quality results at the time the complaint was received (10:24am) were well within compliance with a 24hr rolling average of (23µg/m <sup>3</sup> ) recorded at A-PF2 and (23.6 µg/m <sup>3</sup> ) at the Muswellbrook NW Unit. 1 hourly average wind direction of 267 degrees north west was recorded at A-PF2 and 25.7 degrees north east at the Muswellbrook NW unit.
458	25/1/2021, 8.45am	Other	Complaint received via the EPA and communicated to the MACH Energy Mount Pleasant Operation Environment Superintendent at approximately 10.24am. Upon receiving the complaint, a review of the pit cameras was undertaken by the Environment and Community Officer, where it was identified that some emissions were coming from a small pocket of heated material within the Pit A in-pit dump area. The production team have been progressing towards the heated material to cover it. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
459	26/1/2021, 9.47pm	Lighting	Complaint received via the Community Hotline, SMS to the External Relations Managers mobile phone and email to info@machenergy.com.au. The complainant discussed lighting from 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). Upon receiving the complaint, the operation was inspected by the OCE. All lighting plants were positioned correctly away from Muswellbrook pointing towards the south west. The OCE also made further adjustments to the Pit E lights pointing them directly west.
460	27/1/2021, 8.51pm	Lighting	Complaint received via SMS to the External Relations Managers Mobile Phone and via the Community Hotline. The complainants discussed lighting from 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). Upon receiving the complaint, the operation was inspected by the OCE. All lighting plants were positioned correctly away from the complainant residence with the Pit E RL195 lights pointing directly to the North.