

Complaint Number	Date/ Time Received	Nature of Complaint	Response
406	2/07/2020, 8.01pm	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to F class temperature inversion, with a wind speed of 2.8m/s and direction of 316°. 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.
407	4/07/2020, 8.12am	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high winds, with a wind speed of 3.6 m/s and direction of 260°. The sound file from site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible, a passing train and traffic was highly audible. No noise alarms were triggered during the shift at Site 2/3.
408	4/07/2020, 5.50pm	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high winds, with a wind speed of 4.7 m/s and direction of 291°. The sound file from Site 5 was reviewed as a noise alarm was received at 4:30 pm. Low frequency mine noise was audible, Birds (corellas) and wind was highly audible. No mining related noise alarms were triggered during the shift.
409	5/07/2020, 5.48pm	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were non-licensed due to high winds, with a wind speed of 3.8 m/s and direction of 341° and F Class temperature inversion was also present.
410	8/07/2020, 4.08pm	Other	Complaint received via the Community Hotline. Discussed vehicles in general being driven in a dangerous manner when departing the Mount Pleasant Operation. All employees and contractors were addressed regarding driving behaviour at various Toolbox and site communications meetings.
411	10/07/2020, 12.41am	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.9 m/s and direction of 278°. The sound file from site 5 (the most representative of the receiver) was reviewed. Low level background mine noise was audible. No noise alarms were triggered at the time of the complaint or prior to the complaint.
412	10/07/2020, 7.38pm	Lighting	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). It was identified that a lighting plant set up at the north eastern end of Pit E to illuminate a dozer down for maintenance was oriented in an easterly direction towards Muswellbrook. The lighting plant was immediately re-positioned to point away from Muswellbrook. The OCE addressed the positioning of lighting plants with the maintenance crew and the positioning of lighting plants will continue to be reinforced with the maintenance crews by the maintenance manager.
413	11/07/2020, 5.05pm	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were licensable at the time of the complaint with a wind speed of 2.5m/s and a wind direction of 246 degrees south west. The sound file from Site 5 taken at the time of the complaint was reviewed. Low frequency mine noise including; dozer tracking and reverse quackers was audible. No noise alarms were triggered.
414	14/07/2020, 6.38pm	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were licensable at the time of the complaint with a wind speed of 2.5m/s and a wind direction of 246 degrees south west. The sound file from Site 5 taken at the time of the complaint was reviewed. Low frequency mine noise including; dozer tracking and reverse quackers was audible. No noise alarms were triggered.

415	20/07/2020, 2.00am	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 2.0 m/s and direction of 321° 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.
416	23/07/2020, 1.16pm	Blasting	Complaint received via the Community Hotline. Discussed blasting vibration. Pattern 27-29.2.BR1C & 32-34.2.WN1E was fired together in Pit D at 13:09. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 112 degrees (SE) with a wind speed of 0.3 m/s. All vibration and overpressure monitors were well within the compliance limits.
417	24/07/2020,1.22am	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Meteorological conditions recorded at A-PF4 was non-licensed with a wind speed of 1.9 m/s and a F-Class temperature inversion wind direction was 296° 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.
418	27/07/2020, 8.21am	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. Mining operations are regularly monitored and altered to minimise the impacts from noise. Amber noise alarms at Site 5 were triggered prior to the complaint, however meteorological conditions recorded at A-PF4 indicated non-licensable conditions due to high wind speed, with a wind speed of 3.6m/s and direction of 274°. The sound file from Site 5 (the most representative of the receiver) was reviewed at the time the amber alarm received prior to the complaint, 7:22am and at the time of the complaint, 8:21am. The external relations manager travelled to the area of the complaint to monitor and also contact the complainant with feedback. High winds, monitor feedback (popping), birds and intermittent low frequency mine noise, were audible at 7:22am at Site 5. High winds, birds and low frequency mine noise were audible at Site 5 at 8:21am.