

Complaint Number	Date/Time Received	Nature of Complaint	Response
617	10/7/23, 8.53pm	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No noise issues were identified and regular inspection were conducted throughout the night to monitor levels and minimise impacts from noise. Prior to the complaint no noise exceedances occurred at NB04 which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 317° and a wind speed of 2.6m/s recorded.
618	20/7/23, 11.40pm	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 reviewed the CAT Tool and modified the operation by shutting down DZ2246. Regular inspections were conducted throughout the night to monitor levels and minimise impacts from noise. Prior to the complaint no noise alarms were received from NB04, which is the most representative of the complainant location. A wind direction of 78° and a wind speed of 0.8 m/s were recorded at A-PF2.
619	21/7/23, 12.19pm	Blast Vibration	Complaint received via the Community Hotline. Complainant discussed blast vibration from the Mount Pleasant Operation. Pattern 44.3.BR2C was initiated in North Pit at 12.15pm. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 193 degrees SW with a 1 hourly rolling wind speed of 1.3 m/s. The compliance monitor at Kayuga Road (the most representative of the private residence) recorded 2.49 mm/s and 114.1 DBL for vibration and overpressure All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL.
620	21/7/23, 4.29pm	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 Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 11.2 µg/m3 and a wind direction of 316°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 31.7 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 18 µg/m3 and a wind direction of 280°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. All available watercarts were in operation during the shift. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift. A review of the Mount Pleasant Pit Cameras was also undertaken with minimal dust observed. A small amount of Spon Com was present in the active mining areas. Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust throughout the day.
621	21/7/23, 4.46pm	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 Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 11.2 µg/m3 and a wind direction of 316°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 31.7 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 18 µg/m3 and a wind direction of 280°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. All available watercarts were in operation during the shift. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift. A review of the Mount Pleasant Pit Cameras was also undertaken with minimal dust observed. A small amount of Spon Com was present in the active mining areas. Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust throughout the day.

622	21/7/23, 4.48pm	Dust	<p>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 Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 11.2 µg/m3 and a wind direction of 316°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 31.7 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 18 µg/m3 and a wind direction of 280°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. All available watercarts were in operation during the shift. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift. A review of the Mount Pleasant Pit Cameras was also undertaken with minimal dust observed. A small amount of Spon Com was present in the active mining areas. Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust throughout the day.</p>
623	23/7/23, 10.23pm	Noise	<p>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 modified operations to move south and in pit to reduce noise and regular inspection were conducted throughout the night to monitor levels and minimise impacts from noise.</p> <p>Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 191° and a wind speed of 0.8m/s recorded.</p>
624	25/7/23, 9.57pm	Noise	<p>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 modified operations to move south and in pit to reduce noise and regular inspection were conducted throughout the night to monitor levels and minimise impacts from noise.</p> <p>Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 191° and a wind speed of 0.8m/s recorded.</p>
625	30/7/23, 11.52am	Noise	<p>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 ensured dozers were utilising first gear and modified operations to reduce noise. Regular inspection were conducted throughout the night to monitor levels and minimise impacts from noise. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.</p>