

Complaint Number	Date/Time Received	Nature of Complaint	Response
676	9/07/2024 9:35AM	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. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. No excessive noise was found and all proactive noise management controls in place as per the Noise management Plan. Prior to the complaint no noise alarms were received from any of the nearby noise monitors and NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF4 were non licensed due to high winds with a recorded wind direction of 328° and a wind speed of 3.3 m/s recorded.
677	10/07/2024 7:40AM	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. At the time of the complaint the shift OCE had identified an area of heated material. On the day of the complaint the highest air quality results for the one-hourly average PM10 recorded at the Muswellbrook NW monitor were 23.1µg/m3 with a wind direction of 203°. The highest air quality results from the A-PF4 24hr rolling PM10 average was 16 µg/m3. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
678	13/07/2024 10:33PM	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. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. No excessive noise was found and all proactive noise management controls in place as per the Noise management Plan. Prior to the complaint no noise alarms were received from any of the nearby noise monitors and NB04, which is the best representative of complainant location.
679	17/07/2024 9:57PM	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. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. No excessive noise was found and all proactive noise management controls in place as per the Noise Management Plan. Prior to the complaint no noise alarms were received from any of the nearby noise monitors and NB04, which is the best representative of complainant location.
680	19/07/2024 9:52AM	Blast Vibration	Complaint received via the EPA. Complainant discussed vibrations felt at their property on the morning of 12 July 2024. Patterns 13.6.VA1E_S2 & 22.4.WN2C_Redrill were initiated together in South Pit at 9.08am. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 27 degrees NE with a 1 hourly rolling wind speed of 1.4 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.68 mm/s and 101.9 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL.
681	23/07/2024 8:18PM	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. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. Prior to the complaint no noise alarms or exceedances were received from NB04, which is the best representative of complainant location.
682	25/07/2024 9:19PM	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. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. They found all monitors to be within compliance limits. Prior to the complaint no noise alarms or exceedances were received from any of the nearby noise monitors or at NB04, which is the best representative of complainant location.
683	28/07/2024 8:43PM	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. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. The OCE reported minimal mining noise and all levels to be within compliance at the time of the complaint. Prior to the complaint no noise alarms or exceedances were received from any of the nearby noise monitors or at NB04, which is the best representative of complainant location.
684	29/07/2024 10:59PM	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. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. Prior to the complaint no noise alarms or exceedances were received from any of the nearby noise monitors or at NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF4 were valid with a wind direction of 195° and a wind speed of 1.1m/s recorded.