

**Mount Pleasant Operation  
Monthly Complaint Record  
July 2026**

| Date/time Received | Nature of Complaint | Source                       | Investigation and Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------|---------------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10/07/2026 12:38pm | Blast               | Direct to Environmental Team | Complaint received directly to the environmental team. Complainant stated that there were toxic blast fumes going over their home. An investigation was undertaken and all blast monitors were within there compliance limits. A small amount of fume generated from the blast was rated a 3B and dispersed within the site boundary. Complainant contacted and outcome discussed.                                                                                                                                                                                                                 |
| 12/07/2026 9:53pm  | Noise               | Community Hotline            | Complaint received via the Community Hotline. Complainant discussed a loud continuous rumbling noise. An investigation was undertaken by the OCE which determined that no loud rumbling or banging noises could be heard. All noise monitors were under green TARP level conditions. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.            |
| 13/07/2026 4:27pm  | Blast               | Direct to environmental team | Blast fume complaint from the 10/07/2026 received directly to the environmental team when discussing a prior complaint. An investigation was undertaken and all blast monitors were within there compliance limits. A small amount of fume generated from the blast was rated a 3B and dispersed within the site boundary. Complainant contacted and outcome discussed.                                                                                                                                                                                                                            |
| 13/07/2026 11:06pm | Noise               | Community Hotline            | Complaint received via the Community Hotline. Complainant discussed loud rumbling noises for the last few hours. An investigation was undertaken by the OCE which involved operational changes such as excavator operators reducing bucket drop height and shutting down a digger in the North. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27. |

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| 14/07/2026 9:27pm  | Noise | Community Hotline | <p>Complaint received via the Community Hotline.</p> <p>Complainant discussed loud rumbling and banging noises. An investigation was undertaken by the OCE which determined that no loud rumbling or banging noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers.</p> <p>Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p>                     |
| 22/07/2026 8:53pm  | Noise | Community Hotline | <p>Complaint received via the Community Hotline.</p> <p>Complainant discussed loud banging and crashing noises. An investigation was undertaken by the OCE which determined that no loud crashing or banging noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers.</p> <p>Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p>                     |
| 22/07/2026 10:33pm | Noise | Community Hotline | <p>Complaint received via the Community Hotline.</p> <p>Complainant discussed loud continuous banging and crashing noises. An investigation was undertaken by the OCE which involved operational changes such as shutting down a digger in the North Pit. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p>      |
| 25/07/2026 3:22am  | Noise | Community Hotline | <p>Complaint received via the Community Hotline.</p> <p>Complainant discussed loud rumbling, crashing and banging noises. An investigation was undertaken by the OCE which involved operational changes such as diggers touching loads and using silent horns. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p> |
| 25/07/2026 11:31pm | Noise | Community Hotline | <p>Complaint received via the Community Hotline.</p> <p>Complainant discussed loud rumbling and banging noises. An investigation was undertaken by the OCE which found all monitors not to be exceeding noise criteria. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p>                                        |

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| 28/07/2026 08:52pm | Noise | Community Hotline | <p>Complaint received via the Community Hotline. Complainant discussed loud rumbling and crashing noises. An investigation was undertaken by the OCE which determined that no loud crashing noises could be heard. Operational changes were made such as road repairs to stop tray vibrations and trucks were instructed to slow down. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p>                     |
| 28/07/2026 10:18pm | Noise | Community Hotline | <p>Complaint received via the Community Hotline. Complainant discussed loud rumbling, banging and crashing noises. An investigation was undertaken by the OCE which determined that no loud banging or crashing noises could be heard. Operational changes were made such as road repairs to stop tray vibrations and trucks were instructed to slow down. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p> |
| 29/07/2026 3:03pm  | Blast | Community Hotline | <p>Complaint received via the Community Hotline. Complainant discussed a blast in the pit that shook the house. An investigation was undertaken which determined that all blast monitors were within approval limits. The dust generated from the blast dispersed within the site boundary.</p>                                                                                                                                                                                                                                                                                                                                                                   |
| 29/07/2026 3:03pm  | Blast | Community Hotline | <p>Complaint received via the Community Hotline. Complainant discussed a blast in the pit that shook the windows of the house. An investigation was undertaken which determined that all blast monitors were within approval limits. The dust generated from the blast dispersed within the site boundary.</p>                                                                                                                                                                                                                                                                                                                                                    |
| 29/07/2026 10:58pm | Noise | Community Hotline | <p>Complaint received via the Community Hotline. Complainant discussed loud continual rumbling. Operational changes were made such as shutting down a dozer in the North. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.</p>                                                                                                                                                                                  |