

Complaint Number	Date/Time Received	Nature of Complaint	Response
507	4/6/2021, 11.36pm	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. No mining was undertaken in Pit F. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 1.4 m/s and a wind direction of 96°. The sound file from Site 4 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 4.
508	8/6/2021, 5.22am	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. Operational controls were also implemented. Meteorological conditions recorded at the A-PF4 were no valid with a wind speed of 2.8 m/s, wind direction of 280° and a F- Class Temperature inversion present. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 4.
509	8/6/2021, 4.26pm	Noise	Complaint received via the EPA. Complainant discussed general disturbance from the Mount Pleasant Operation, no specific incident or time mentioned. Requested EPA to organise a meeting with relevant Government Ministers, EPA and Mount Pleasant Operation. Complainant was informed that this was not the role of the EPA.
510	16/6/2021, 3.56pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental Forecast is provided to the OCE via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust throughout the day. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a 24hr rolling PM10 average of 11µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 17 µg/m3 and a wind direction of 183°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
511	17/6/2021, 4.36am	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. Operational controls were implemented with the dozers relocated to less exposed areas. Meteorological conditions recorded at the A-PF4 were non licensed due to high wind speed of 3.9 m/s, wind direction of 280° and a D- Class Temperature inversion present. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
512	17/6/2021, 11.19pm	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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The OCE relocated the Pit D fleet to a less exposed location for the remainder of the shift. Meteorological conditions recorded at the A-PF2 were non-licensed with a wind speed of 2.0 m/s and F Class inversion and a wind direction of 315°. The sound file from Site 2 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2.
513	18/6/2021, 1.08am	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. 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. In response to a previous complaint the OCE relocated the Pit D fleet to a less exposed location on the RL215 dump for the remainder of the shift. Further operational changes were made in response to the second complaint with the dumping undertaken on the western limit of the RL215 and a Rubber Tyred Dozer was in use to maintain the dump. Meteorological conditions recorded at the A-PF2 were non-licensed with a wind speed of 5.5 m/s and D Class inversion and a wind direction of 277°. The sound file from Site 2 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2.

514	24/6/2021, 3.23pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental Forecast is provided to the supervisor via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust throughout the day. Two large water carts were in operation throughout the day. The Pit D overburden fleet was moved in pit to minimise dust generation. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average of 32.1 µg/m ³ and a wind direction of 294.5°. The 24hr average recorded at the Muswellbrook NW monitor was 8.3 µg/m ³ . Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 9 µg/m ³ and a wind direction of 271°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
515	26/06/2021, 4.13am	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 pit E overburden fleet was relocated to a lower in pit dump. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 336° was recorded. The sound file from Site 2 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
516	26/6/2021, 5.10am	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. Operational controls were implemented with the pit E overburden fleet relocated to a lower in pit dump in response to a complaint from a near neighbour earlier in the shift at 4:13am. Meteorological conditions recorded at the A-PF2 were non licensed due to high wind >2m/, wind direction of 0° and a E- Class Temperature inversion present. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
517	27/6/2021, 1.37am	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. In response to the complaint the OCE relocated the Pit D fleet to a in pit dump for the remainder of the shift. Excavators operators were also instructed to lower their first bucket load to further assist in managing noise. Meteorological conditions recorded at the A-PF2 were non-licensed due to high winds (3.9 m/s) and a D Class inversion - wind direction was 230°. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.