

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
117	1/03/2019	12.01pm	Humphries Street	Blasting	<p>Complaint received via the Community Hotline. Discussed blasting noise. The complainant lives on Humphries Street, Muswellbrook approximately 2.5km east of the consent boundary. Pattern 31-33.2.RL_West was fired in Pit D at 1:21pm. At the time of blasting A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 139 degrees south east with a 1 hourly rolling wind speed average of 1.3m/s. Blast emissions produced no fume. All post blast emissions dispersed within the MPO's consent boundary to the North-West away from Muswellbrook. All vibration, over pressure and dust levels were well within compliance limits.</p> <p>The Mining Services Contractor is committed to minimise the air quality impacts of the development to ensure compliance with relevant conditions of the DA92/97 and EPL 20850.</p>
118	1/03/2019	6.53pm	Unknown	Dust	<p>Complaint received via the Community Hotline. Discussed excessive dust when travelling west from Muswellbrook. The dust has been visible from Black Hill every afternoon. The pre-start meetings highlighted the need to proactively manage dust and minimise dust where possible. The daily dust risk forecast is provided to the Open Cut Examiner (OCE) via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. The Mining operations are regularly inspected and mining activities altered to minimise the generation and movement of dust, these management measures included: prioritising water carts to frequently trafficked roads and working areas, making operational changes to dust generating activities including the shutdown of activities. The Mining Services Contractor Environmental &amp; Community Superintendent contacted the OCE to discuss dust just prior to the complaint. It was discussed that a strong southerly wind blowing and conditions were difficult to manage. The operators had been instructed to slow and one excavator was down due to dust. All water-carts were in operation. At the time of the complaint mining activities were undertaken in both Pit A and Pit D. 3 water carts were in operation. The 1 hourly wind direction was approximately 8m/s at 7pm with a 1 hourly rolling wind direction approximately 124 degrees south east. 24 hour rolling average dust levels recorded at 7pm were as follows: AP-F4 14ug/m3, A-PF5 19ug/m3, A-PF2 21ug/m3 and the Muswellbrook NW Unit 25.7ug/m3. This levels were well with the compliance limits of 50ug/m3 at A-PF4, A-PF5 and A-PF2 and 44ug/m3 at the Muswellbrook NW Unit. The Mining Services Contractor is committed to ensuring all feasible measures within its own control are undertaken to minimise dust emissions. This is committed to minimising the air quality impacts of the development to ensure compliance with relevant conditions of the DA92/97 and EPL 20850.</p>

119	11/03/2019	3.09am	121	Noise	Complaint received via the Community Hotline. Discussed excessive mine noise. MET Conditions at 3:00am were as follows: NW wind with a 1 hourly rolling average of 297 degrees and wind speed of 1.2 m/s. A slight temperature inversion of 0.3 degrees was present. The sound file from realtime noise monitor MP 2/3 (the most representative of the receiver 112) recorded at the time of the complainant was reviewed. Low frequency mine noise was audible at the time of the complaint however there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
120	17/03/2019	9.02pm	79 & 80a	Noise	Complaint received via the Community Hotline. Discussed excessive mine noise. Operations were reviewed at the time the complaint was received by the OCE. Dozers operating on the Pit D dump were directed to use 1st gear only to minimise track noise. Approximately 1 hour later at 9:45pm 2 dozers operating on the west side of the Pit D dump topsoil stripping area were shutdown and 3 dozers topsoil stripping in Pit D were directed to use 1st gear only to minimise track noise. No real time noise alarms were triggered at sites 2/3 and site 4 at the time of the complaint or after the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still conditions with a 1 hourly average wind speed of 0.5 m/s and wind direction of 68 degrees NE. The Mining Services Contractor is committed to minimising the noise impacts of the development and modifying operations on site to ensure compliance with relevant conditions of the DA92/97 and EPL 20850.
121	17/03/2019	9.08pm	112	Noise	Complaint received via the Community Hotline. Discussed excess mine noise. There is no condition under the development consent DA 92/97 or the EPL 20850 stating that operations cannot take place on the eastern side of the operation at night. Operations were reviewed at the time the complaint was received by the OCE. Dozers operating on the Pit D dump were directed to use 1st gear only to minimise track noise. Approximately 1 hour later at 9:45pm 2 dozers operating on the west side of the Pit D dump topsoil stripping area were shutdown and 3 dozers topsoil stripping in Pit D were directed to use 1st gear only to minimise track noise. No real time noise alarms were triggered at sites 2/3 and site 4 at the time of the complaint or after the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still conditions with a 1 hourly average wind speed of 0.9 m/s and wind direction of 260 degrees NW. The Mining Services Contractor is committed to minimising the noise impacts of the development and modifying operations on site to ensure compliance with relevant conditions of the DA92/97 and EPL 20850.

122	17/03/2019	9.13pm	121	Noise	Complaint received via the Community Hotline. Discussed excessive mine noise. Operations were reviewed at the time the complaint was received by the OCE. At 9:45pm 2 dozers operating on the west side of the Pit D dump topsoil stripping area were shutdown and 3 dozers topsoil stripping in Pit D were directed to use 1st gear only to minimise track noise. No real time noise alarms were triggered at sites 2/3 and site 4 at the time of the complaint or after the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still conditions with a 1 hourly average wind speed of 0.5 m/s and wind direction of 68 degrees NE. The Mining Services Contractor is committed to minimising the noise impacts of the development and modifying operations on site to ensure compliance with relevant conditions of the DA92/97 and EPL 20850.
123	24/03/2019	10.22pm	121	Noise	Complaint received via the Community Hotline. Discussed excessive mine noise. Operations were reviewed. One dozer was undertaking operations out the front of the Pit D dump. The OCE directed the dozer operator to use 1st gear only and undertook an inspection of the work area. No abnormal mine noise was heard. The sound file from the time of the complaint was reviewed. Low frequency mine noise was audible however within compliance limits. No real time noise alarms were triggered at sites 2/3 and site 4 at the time of the complaint or after the complaint. Wind conditions taken from the A-PF4 meteorological station at 10 pm has a 1 hourly rolling average wind speed of 2.6 m/s and wind direction of 10 degrees north east. A slight temperature inversion of 0.3 degrees was present. The Mining Services Contractor is committed to minimising the noise impacts of the development and modifying operations on site to ensure compliance with relevant conditions of the DA 92/97 and EPL 20850.
124	25/03/2019	8.37am	Wybong Road	Other	Complaint received via the Community Hotline. Discussed a ute departing Mount Pleasant covering the callers vehicle in mud. The External Relations Manager immediately contacted site personal and contractors to ensure vehicle washing stations were in use prior to vehicles leaving site. The issue was also discussed at Tool Boxing meetings throughout the week.
125	25/03/2019	9.32pm	79 & 80a	Noise	Complaint received via the Community Hotline. Discussed excessive mine noise. Operations were reviewed at the time the complaint was received by the OCE. There was one dozer undertaking bulk shaping activities on the Pit A dump and this dozer was re-tasked to reduce the noise impact. Mine noise was audible on the sound file recorded prior to the complaint however was within compliance limits. No real time noise alarms were triggered at sites 2/3 and site 4 at the time of the complaint or after the complaint. Wind conditions taken from the A-PF4 meteorological station had a 1 hourly average wind speed of 3.1 m/s and wind direction of 324 degrees north west. A slight temperature inversion of 0.4 degrees was present. The Mining Services Contractor is committed to minimising the noise impacts of the development and modifying operations on site to ensure compliance with relevant conditions of the DA 92/97 and EPL 20850.