

Complaint Number	Date/ Time Received	Nature of Complaint	Response
352	13/03/2020, 9.15pm	Lighting	Complaint received to the Community Hotline. Discussed lighting impacting on the property. The mining operations are regularly inspected, with mining activities altered to minimise lighting impacts. These management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Mine machinery was undertaking dump maintenance activities between Pit C and Pit D. Upon receiving the complaint an inspection was undertaken by the OCE. As a result, the machinery was altered to ensure their pushing sequence faced a south-westerly direction (away from Muswellbrook).
353	15/03/2020, 12.23am	Noise	Complaint received to the Community Hotline. Discussed mine operation noise. Upon receiving the complaint the machinery was instructed to cease topsoil stripping for the remainder of the shift. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated licenced Met conditions (2.4m/s, 320°). The sound file recorded at the time of the complaint, from monitor MP 2/3 was reviewed. No mine noise was audible during this time.
354	22/03/2020, 4.07pm	Dust	Complaint received to the Community Hotline. Discussed dust from the Mount Pleasant Operation. A detailed inspection was carried out by the OCE. Photos taken during the inspection observed minimal visible dust. Further management measures were implemented to minimise the generation and movement of dust. At the time of the complaint APF4 monitor showed wind speed and direction of 3.3m/s, 294°. Air quality results from the AFP-2 PM10 24hr rolling average of 24 µg/m ³ .
355	22/03/2020, 5.58pm	Dust	Complaint received to the Community Hotline. Discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the Open Cut Examiner 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 were regularly inspected, with management measures implemented to minimise the generation and movement of dust. At the time of the complaint APF4 monitor showed wind speed and direction of 5.4m/s, 287°W. Air quality results from the AFP-2 recorded PM10 24hr rolling average of 26 µg/m ³ .