

Complaint Number	Date/Time Received	Nature of Complaint	Response
464	4/3/2021, 3.15pm	Other	Complaint received from the EPA at 3.15pm on 4th March, 2021 to the Environment Superintendent. Upon receiving the complaint, a review of the Management activities regarding spontaneous combustion was reviewed by the Environment and Community Superintendent and Mining Manager. We have been actively managing a small region of heated material on the Pit B Dump over the past week. The area is continually being inspected and dozers tasked to cover the heated material. Management practices have been completed since the 26th February 2021. When an area is identified and all operational, safety and geotechnical constraints are considered the heated material is controlled. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
465	4/3/2021, 10.41pm	Noise	Complaint received via a SMS to the External Relations Managers mobile phone. Complainant discussed noise from the Mount Pleasant Operation. The night shift operations were reviewed, EX1235 (Liebherr 996) was operating in Pit E with the fleet hauling overburden to the Pit E RL195 Dump. All other overburden dumping operations occurred in pit. Licensed meteorological conditions were measured at APF4 with a wind speed of 2.9m/s and direction of 319°(WNW). The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were received prior to the complaint. The monthly attended compliance noise monitoring was also undertaken on the night of the 4th of March. No elevated noise levels were identified.
466	5/3/2021, 9.46pm	Lighting	Complaint received via SMS to the External Relations Managers mobile phone. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Upon receiving the complaint, the operation was inspected by the OCE. All lighting plants were positioned correctly away from the complainant residence with the Pit E RL195 lights pointing directly to the West.
467	7/3/2021, 5.58am	Lighting	Complaint received via the Community Hotline. The caller was anonymous and did not provide location details. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west and north (away from Muswellbrook). Upon receiving the complaint, the operation was inspected by the OCE. All lighting plants were positioned correctly away from Kayuga Rd.
468	8/3/2021, 1.38pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting impacts from the 7th March 2021, although the complaint was not received until 8th March, 2021. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook). All lighting plants were positioned correctly away from the complainant residence with the Pit E RL195 lights pointing directly to the West.
469	8/3/2021, 1.38pm	Dust	Complaint received via the Community Hotline. Complainant 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, and management measures were implemented to minimise the generation dust. At the time of the complaint a storm was approaching from the west with wind gusts up to 12m/s recorded at APF4. Dust generation was observed across the region as the storm front approached the site. Mining operations were immediately shutdown in response to the high winds. 15mm of rain was then recorded in the hour after the complaint was received.
470	8/3/2021, 9.27am	Other	Complaint received via the Community Hotline. Complainant discussed spontaneous combustion. Upon receiving the complaint, a review of the pit cameras was undertaken by the Environment and Community Officer, where it was identified that some emissions were coming from a small pocket of heated material within the Pit A in-pit dump area. The production team have been progressing towards the heated material to cover it. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.

471	8/03/2021, 11.55am	Other	Complaint received via DPIE regarding spontaneous combustion and communicated to the MACH Energy Mount Pleasant Operation Environment Superintendent at approximately 11.55am. The complainant was anonymous. Upon receiving the complaint, a review of the pit cameras was undertaken by the Environment and Community Officer, where it was identified that some emissions were coming from a small pocket of heated material within the Pit A in-pit dump area. The production team have been progressing towards the heated material to cover it. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
472	24/3/2021, 8.03pm	Lighting	Complaint received via the Community Hotline. The complainant discussed lighting. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook). All lighting plants were found to be positioned correctly away from the complainant residence with the Pit E RL215 lights pointing directly to the North. The operation was also inspected by the MACH Energy Environmental Superintendent (Operations) who drove along Kayuga Road and Wiltons Lane – No issues with lighting placement was identified.
473	26/3/2021, 2.59am	Noise	Complaint received via the Community Hotline. Complainant discussed noise. Meteorological conditions recorded at A-PF2 were valid at the time complaint, with a wind speed of 1 m/s and direction of 21° B Class stability. The sound file from site 2/3 (the most representative of the receiver) was reviewed. Distant Intermittent low frequency mine noise could be heard along with passing traffic. No noise alarms were triggered during the shift at Site 2/3.
474	27/3/2021, 9.55am	Noise	Complaint received via the Community Hotline, Complainant discussed noise from the Mount Pleasant Operation between 0200 and 0400 on the 27/3/21. However, the complaint was not received until 0955 on the 27/3/21. Upon receipt of the complaint nightshift operations were reviewed, A rubber tyred dozer (DZ2006) was in use on the Pit E RL215 Dump with the OCE conducting offsite inspections throughout the shift. Meteorological conditions recorded at A-PF2 were valid throughout most of the night with periods of non-licensed met conditions. The sound file from site 2/3 (the most representative of the receiver) was reviewed. distant low frequency mine noise could be heard. No noise alarms were triggered during the shift at Site 2/3.
475	28/3/2021, 10.06am	Noise	Complaint received via the Community Hotline, Complainant discussed noise from the Mount Pleasant Operation between 2200 on the 27/3/21 and 0200 on the 28/3/21. However, the complaint was not received until 1006 on the 28/3/21. The EPA contacted MACH Energy on Tuesday 29/3/21 at 1548 in relation to a recent noise complaint received. Operational noise management measures and controls implemented at the MPO were discussed and, no further action will be taken by the Agency regarding this complaint. Upon receipt of the complaint nightshift operations were reviewed, A rubber tyred dozer (DZ2006) was in use on the Pit E RL215 Dump with the OCE conducting offsite inspections throughout the shift. No noise issues were identified. Meteorological conditions recorded at A-PF2 were valid throughout most of the night with periods of non-licensed met conditions complaint, The sound file from site 2/3 (the most representative of the receiver) was reviewed. distant low frequency mine noise could be heard. No noise alarms were triggered during the shift at Site 2/3.
476	30/3/2021, 2.14pm	Blast	Complaint received via the Community Hotline. Complainant discussed vibration from a blast at Mount Pleasant Operation. Pattern 38.2.WN2C & 36.1.WN2C was initiated together in Pit E at 2:02pm. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 161 degrees SE with a 1 hourly rolling wind speed of 2.3 m/s. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 0.98 mm/s and 98.4 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL.
477	30/3/2021, 2.15pm	Blast	Complaint received via a phone call to the MPO Land and Property Officers mobile phone. The complainant was asked to ring the Community Hotline for future complaint calls. The complainant discussed blast fume from a recent blast at MPO. Pattern 38.2.WN2C & 36.1.WN2C was initiated together in Pit E at 2:02pm. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 161 degrees SE with a 1 hourly rolling wind speed of 2.3 m/s. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 0.98 mm/s and 98.4 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions travelled in a westerly direction (away from the complainant's residence), with all post blast emissions dispersing within the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.

478	30/3/2021, 7.57pm	Lighting	<p>Complaint received via SMS to the External Relations Managers mobile phone (the complainant has been requested on several occasions to ring the 24/7 Community Complaints Hotline). The complainant discussed lighting. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook). The operation was also inspected by the MACH Energy Environmental Superintendent (Operations) who drove along Kayuga Road and Wiltons Lane. The lighting plant on the Pit E RL215 dumps was adjusted based on the observations from the OCE and the MACH Energy Environmental Superintendent.</p>
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