

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

Date/time Received	Nature of Complaint	Source	Investigation and Response
1/3/2026 5.29am	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed concerns regarding lighting on the dump facing into Muswellbrook. Investigation undertaken, one lighting plant adjusted.
6/03/2026 2.08pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed, mine just fired a shot generated alot of dust. Investigation, undertaken, blast monitors representee of the complainants location where reviewed and within approval limits. The dust generated dispersed within the site boundary. Complainant contacted and outcome discussed.
6/3/2026 2.23pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed, mine just fired a shot generated alot of dust. Investigation, undertaken, blast monitors representee of the complainants location where reviewed and within approval limits. The dust generated dispersed within the site boundary. Complainant contacted and outcome discussed.
9/03/2026 10.03pm	Noise	Direct to Environmental Team	Complaint received direct to the Environmental Team. Complainant stated that they can hear a digger horn and wanted to know why the silent horn was not been used. The OCE was notified and an inspection was initiated. Operators were reminded to use silent horns at all times. The OCE continued to monitor pit activities and noise monitors 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.
12/3/2026 7.28am	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust near the north eastern side of the mine. An investigation was undertaken and air quality results from real-time monitors were assessed and below the compliance limits.
12/03/2026 2.34pm	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust from the operations. An investigation was undertaken and air quality results from real-time monitors were assessed and within the compliance limits described in the Air Quality and Greenhouse Gas Management Plan.
12/3/2026 4.59pm	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust from the projects. An Investigation was undertaken and air quality results from real-time monitors were assessed and within the compliance limits described in the Air Quality and Greenhouse Gas Management Plan.
15/3/2026 6.17am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud banging noises. An investigation was undertaken by the OCE which could not determine any loud banging noises. 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.
19/03/2026 9.50am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed jackhammering noise from projects area. An investigation was undertaken by Environment Manager confirmed that rock breaking activities were being undertaken. Discussed with complainant works would only need to be undertaken for a few more weeks due to rock encountered during construction activities. Complainant is located on noise affected land with aquisition rights as identified in SSD10418 and DA92/27.