

Complaint Number	Date/ Time Received	Nature of Complaint	Response
381	7/05/2020, 8.18pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. No night shift bulk shaping occurred during the shift. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 2.6m/s and direction of 305°. The sound file from site 2/3 was reviewed. Cattle, insects and passing traffic could be heard. No noise alarms were triggered during the shift.
382	9/05/2020, 7.59pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. At the time of the complaint shift change was occurring and minimal activity was being undertaken in the hour prior to the complaint. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.3m/s and direction of 345°. The sound file from site 2/3 was reviewed. Low frequency mine noise could be heard. No noise alarms were triggered during this time.
383	10/05/2020, 10.50pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No night shift bulk shaping occurred during the shift. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 0.4m/s and direction of 250°. The sound file from site 2/3 was reviewed. Low frequency mine noise could be heard. No noise alarms were triggered during this time.
384	10/05/2020, 2.48am	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No night shift bulk shaping occurred during the shift. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.7m/s and direction of 28°. The sound file from site 2/3 was reviewed. Low frequency mine noise could be heard. No noise alarms were triggered during this time.
385	11/05/2020, 10.57pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No night shift bulk shaping occurred during the shift. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.7m/s and direction of 28°. The sound file from site 2/3 was reviewed. Low frequency mine noise could be heard. No noise alarms were triggered during this time.
386	12/05/2020, 7.38pm	Lighting	Complaint received directly to the External Relations Managers mobile phone via SMS. Discussed lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impact. It was identified that a lighting plant on the Pit D dump was pointing towards the East. The lighting plant was immediately repositioned to point away from Muswellbrook. The positioning of lighting plants will continue to be reinforced with the production crews by the mining manager.
387	13/05/2020, 4.46pm	Dust	Complaint received via 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, and management measures were implemented to minimise the generation dust. Air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded a PM10 24hr rolling average of 29 µg/m3, and a 1hr rolling average wind direction 79° at 1.5m/s.
388	14/05/2020, 10.53am	Noise	Complaint received directly to the External Relations Managers mobile phone. The complainant also rang the Community Hotline. Discussed mine operation noise. Meteorological conditions recorded at A-PF4 were valid throughout the shift, with a wind speed of 2.2m/s and direction of 294°. The sound file from site 2/3 was reviewed. Intermittent dozer tracks and low frequency mine noise could be heard. No noise alarms were triggered during the shift.

389	15/05/2020, 1.17pm	Dust	Complaint received via the Community Hotline. Discussed dust from a blast at Mount Pleasant. On the 15th May 2020 at 1:05 pm pattern 14-42.2BR2A was fired in Pit E. At the time of the blast the meteorological conditions taken at the A-PF4 meteorological station were a 1 hourly rolling wind speed average of 3.8 m/s and a 1 hourly rolling wind direction of 116° (ESE). As a result, all post blast emissions fully dispersed in a north westerly direction with the plume travelling away from the complainant's address. No post blast emissions left the DA or EPL Boundary.
390	21/05/2020, 1.34am	Odour	Complaint received via the Community Hotline. Discussed odour from the Mount Pleasant Operation. Upon receiving the complaint, an inspection of the operation was carried out by the OCE. During the inspection no visual emissions were observed. A boundary inspection was also undertaken to try and locate the source of the odour. No gas smell was detected. The External Relations Manager also conducted an inspection of the Collins Lane area at 2:30 am and at 5:30 am. No gas smell was found. At the time of the complaint the meteorological conditions taken at A-PF4 recorded a one hourly wind speed average of 2.3m/s and a wind direction of 328°.
391	31/05/2020, 11.48pm	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 2.5m/s and direction of 310°. The sound file from site 2/3 was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift.