

Complaint Number	Date/Time Received	Nature of Complaint	Response
570	6/5/22, 8.26am	Other	Complaint received directly to the External Relations Manager's mobile phone. Complainant discussed spontaneous combustion from the Mount Pleasant Operation. Upon receiving the complaint, the operation was inspected by the OCE and mining manager. An area of heated material was identified and measures put in place to rectify as soon as possible.
571	11/5/22, 3.05pm	EPA	Complaint received via the EPA to the Environment Superintendent. Discussed Spontaneous Combustion. The complaint was from complainant 570 on 6th May 2022, however, it did not reach MACH Energy until the 11th May 2022.
572	15/5/22, 9.22pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No excessive noise was found during the inspection. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 1.3m/s and wind direction was 0°. The sound file from Site 4 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 4.
573	17/5/22, 8.59pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Operations were modified in response to the complaint with dozer operators instructed to use first gear only. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 2.3m/s and wind direction was 320°. The sound file from Site 4 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 4.
574	28/5/22, 5.53pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Operations were modified in response to the complaint with excavator operators instructed to reduce drop heights. The shift was impacted by Wet Weather with operations not recommencing until 5pm. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 2.5 m/s and wind direction was 336°. The sound file from Site 4 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered prior to the complaint at Site 4.
575	28/5/22, 9.37pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE.
576	29/5/22, 6.16am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE.
577	29/5/22, 9.02pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE.
578	30/5/22, 9.46am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No excessive noise was found during the inspection. Meteorological conditions recorded at the A-PF2 were valid with a wind speed of 1.7 m/s and wind direction was 330°. The sound file from Site 2 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered prior to the complaint at Site 4.