

Complaint Number	Date/Time Received	Nature of Complaint	Response
436	4/11/2020, 8.50pm	Noise	Complaint received via SMS to the External Relations Managers mobile phone. Upon receipt of the complaint an inspection of the operation was undertaken. No overburden dumping or mining operations were being undertaken in E&F pit during the shift. Meteorological conditions were valid at A-PF4 with a wind direction of 0.6m/s and direction of 288°(WNW). The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
437	5/11/2020, 1.22pm	Blast	Complaint received via Community Hotline. Discussed a blast at Mount Pleasant Operation. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
438	5/11/2020, 1.25pm	Blast	Complaint received via direct call to the External Relations Manager's mobile phone. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
439	5/11/2020, 1.27pm	Blast	Complaint received via direct call to the External Relations Manager's mobile phone. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
440	5/11/2020, 1.32pm	Blast	Complaint received via Community Hotline. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
441	5/11/2020, 1.45pm	Blast	Complaint received via the Community Hotline. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
442	5/11/2020, 2.00pm	Blast	Complaint received via Community Hotline on 13th November 2020 regarding the blast that took place on 5th November, 2020. Pattern 30-33.2.WN1E was fired in Pit D at 1:14 pm, At the time of blasting the A-PF4 meteorological station recorded a wind direction of 241°(WSW) with a 5 minute wind speed of 5.8 m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 3.00 mm/s and overpressure of 111.6 dB. All vibration and overpressure monitors were well within the compliance limits.
443	16/11/2020, 8.57pm	Noise	Complaint received via the Community Hotline. The complainant lives in Muswellbrook, approximately 5km to the South East of the Mount Pleasant Operation. Immediate Actions: Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was inspected, and no issues identified. No mining was being undertaken in Pit E&F. Licensed Meteorological conditions were recorded at A-PF4 with a wind speed of 0.9m/s and direction of 139°(SE). The sound file from site 2/3 (the most representative of the receiver) was reviewed. Insects, flying foxes and distance low frequency mine noise was audible at the time of the complaint.
444	23/11/2020, 5.00am	Lighting	Complaint received via the Community Hotline from an anonymous complainant regarding 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 (away from Muswellbrook). On receiving the complaint, the operation was inspected by the OCE. A lighting plant on the Pit E dump was found to be positioned in a northern direction, which could impact drivers on Kayuga Rd that are travelling south. The lighting plant was adjusted to face in a more westerly direction – away from the road. The lighting plant positioning constraints (Muswellbrook to the East and Kayuga Rd to the North) was recommunicated to the production crews.

445	26/11/2020, 5.19pm	Other	Anonymous complaint received via the Community Hotline. Discussed vehicles in general being driven on Wybong Road. All employees and contractors were addressed regarding driving behaviour at various Toolbox and site communications meetings.
-----	--------------------	-------	--