

Complaint Number	Date/Time Received	Nature of Complaint	Response
553	4/10/2021, 6.34am	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. Operational controls were implemented throughout the shift with the Pit E dump being maintained by a rubber tyred dozer. Meteorological conditions recorded at the A-PF4 were licensed. The measured wind speed was 0.3m/s with a wind direction of 137 degrees. No noise alarms were triggered during the shift at Site 2/3.
554	6/10/2021, 5.26am	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. Operational controls were implemented throughout the shift with the Pit E dumps both being maintained by a rubber tyred dozer on each dump. Meteorological conditions recorded at the A-PF4 were licensed. The measured wind speed was 2.1m/s with a wind direction of 287 degrees. No noise alarms were triggered during the shift at Site 2/3.
555	26/10/2021, 7.50am	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. An area of heated material was identified on the Pit D & E dump. Dozers were immediately tasked with covering the area with inert material. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
556	29/10/2021, 5.25am	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. Operational controls were implemented throughout the shift with one fleet redirected from the Pit E to an in-pit dump. A rubber tyred dozer was being used to maintain the Pit E until approximately 5:15am when the machine had a mechanical failure, and a dozer was used during the remainder of the shift. Meteorological conditions recorded at the A-PF4 were non licensed due to high winds >2m/s. The measured wind speed was 2.8 m/s with a wind direction of 288 degrees.
557	29/10/2021, 9.54pm	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 observed by the OCE. In response to the complaint, the mining fleet hauling to Pit F was relocated to the in-pit dump. Meteorological conditions measured at the A-PF4 were valid due to presence of D Class temperature inversion. Wind direction of 306° and wind speed 2.7m/s was recorded. No noise alarms were triggered prior to the complaint at Site 4.
558	30/10/2021, 5.41pm	Air Quality	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. The daily Jacobs Environmental Forecast is provided to the supervisor via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust throughout the day. At the time of the complaint these management measures included: inspecting the Pit for visible dust, slowing down haul circuits, all available water carts were in operation and hot seated throughout the shift. A very strong south easterly wind (8.3m/s) was recorded at APF2 at the time of the complaint. The air quality monitoring results were well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.