

Complaint Number	Date/Time Received	Nature of Complaint	Response
429	1/10/2020, 1.19pm	Blasting	Complaint received direct call to the External Relations Manager's mobile phone. Discussed blasting at Mount Pleasant Operation. Pattern 13-16.3.BR1C was fired in Pit A at 1:09 pm, At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 266°(NW) with a hourly rolling wind speed of 7.1m/s. The B-VO2 Blast monitor (most representative of the residence) recorded vibration of 1.59 mm/s and overpressure of 104.6 dB. All vibration and overpressure monitors were well within the compliance limits.
430	1/10/2020, 7.55pm	Noise	Complaint received direct to the External Relations Manager's mobile phone. Discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was inspected, and no issues identified. A rubber tyred dozer (DZ2006) was being used on the Pit D RL 215 Dump. No mining was being undertaken in Pit E & F. Non-licensed Meteorological conditions were recorded at A-PF4 due to high wind speed of 3.8m/s and direction of 256°(NW). The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
431	4/10/2020, 1.23pm	Dust	Complaint received direct to the Environment Superintendent via Mobile Phone from the EPA. Discussed dust from the Mount Pleasant Operation. At the time of the complaint, the OCE undertook additional management measures including: <ul style="list-style-type: none"> - Completing an offsite inspection of the operation and spoke with the EPA officer regarding their concerns. - Communicated with the Excavator 5 operator to slow the loading process to reduce dust. - Directed a watercart to Excavator 5 to water the face of the dig area while loading. Air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded a PM10 24hr rolling average of 19 µg/m3 and a wind direction of 294.5 degrees northwest, well within compliance limits. No visual dust was seen leaving the operation.
432	9/10/2020, 1.34pm	Blasting	Complaint received direct to the Environment Superintendent via email from the EPA. Discussed impacts from blasting at Mount Pleasant Operation. Environmental Monitoring Review: Pattern 21-23.2. WN2C was fired in Pit BC at 1:33 pm. At the time of blasting the A-PF4 meteorological station recorded wind conditions with a 5-minute average wind speed of 5.2 m/s and wind direction of 248 degrees (WSW). The post blast emissions were observed to head in an Easterly direction and fully dispersing above the overburden dump. No post blast emissions left the EPL or DA boundary. The Queen St Portable monitor (the most representative of the complainant's location) recorded 0.22 mm/s for vibration and 104dB overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 dB.
433	9/10/2020, 8.57pm	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operation was modified. Meteorological conditions were valid at A-PF4 with a wind direction of 0.9m/s and direction of 333°(NW). The sound file from Site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
434	10/10/2020, 8.38pm	Lighting	Complaint received via the Community Hotline. Discussed lighting from the Mount Pleasant Operation. 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). An inspection by the OCE found that all lighting in Pit E & F were pointing North West away from the complainant's property.

435	22/10/2020, 7.54pm	Lighting	<p>Complaint received via SMS direct to the External Realties Manager's mobile phone. Discussed lighting from the Mount Pleasant Operation. 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 planting on the Pit E topsoil was found to be positioned incorrectly and was subsequently turned off. Glare from a lighting plant in Pit F was identified as possibly having an impact Kayuga Road, this lighting plant was adjusted to face in a more north westerly direction, away from the complainant's property.</p>
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