

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
232	4/09/2019	6.18am	Skellatar Stock Route	Dust	Complaint received directly to the External Relations Manager's mobile phone via SMS. Discussed dust from the Mount Pleasant Operation. No dust alarms were recorded at the time of the complaint. At the time of the complaint, at 6 am the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 1.4 m/s and 22 degrees NE, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 6 am was 23 µg/m <sup>3</sup> , within the compliance limit of 50 µg/m <sup>3</sup> . The 24-hour rolling average for Muswellbrook NW Unit at 6 am was 21.1 µg/m <sup>3</sup> with an hourly average wind direction of 47.8 degrees NE, within the compliance limit of 44 µg/m <sup>3</sup> .
233	4/09/2019	2.10pm	EPA	Dust	Complaint received by the Environment Superintendent. Discussed air quality at the Mount Pleasant Operation. No real time air quality alarms were triggered on the 4th of September. At the time of the complaint at 2 pm, the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 6.4 m/s and 241 degrees SW, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 2 pm was 31 µg/m <sup>3</sup> , within the compliance limit of 50µg/m <sup>3</sup> . The 24-hour rolling average for Muswellbrook NW Unit at 2 pm was 30.8 µg/m <sup>3</sup> with an hourly average wind direction of 264.8 degrees W, within the compliance limit of 44 µg/m <sup>3</sup> .
234	4/09/2019	2.14pm	Queen Street	Dust	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. No real time air quality alarms were triggered on the 4th of September. At the time of the complaint at 2 pm, the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 6.4 m/s and 241 degrees SW, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 2 pm was 31 µg/m <sup>3</sup> , within the compliance limit of 50µg/m <sup>3</sup> . The 24-hour rolling average for Muswellbrook NW Unit at 2 pm was 30.8 µg/m <sup>3</sup> with an hourly average wind direction of 264.8 degrees W, within the compliance limit of 44 µg/m <sup>3</sup> .
235	4/09/2019	2.14pm	Kayuga Road	Other	Complaint received via the Community Hotline. Discussed vehicle traffic to and from Mount Pleasant Operation using Kayuga Bridge. All new staff to Mount Pleasant Operation are informed not to use the Kayuga Bridge during the onboarding induction. After receiving the complaint, the Project Manager reminded all Thiess personnel that there is no access to and from site via the single lane bridge on Kayuga Road/Aberdeen Street in Muswellbrook. Toolbox Talks also reinforced the message with all site contractors. Regular spot checks have been carried out at the bridge at both start and end of shift and over weekends.

236	4/09/2019	1.41pm	Flanders Ave	Dust	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. No real time air quality alarms were triggered on the 4th of September. At the time of the complaint at 1 pm, the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 6.7 m/s and 252 degrees W, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 1 pm was 30 $\mu\text{g}/\text{m}^3$ , within the compliance limit of 50 $\mu\text{g}/\text{m}^3$ . The 24-hour rolling average for Muswellbrook NW Unit at 1 pm was 26.7 $\mu\text{g}/\text{m}^3$ with an hourly average wind direction of 266.6 degrees W, within the compliance limit of 44 $\mu\text{g}/\text{m}^3$ .
237	6/09/2019	11.24am	Anon.	Dust	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. No dust alarms were recorded at the time of the complaint. At the time of the complaint, at 11 am the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 1.5 m/s and 340 degrees N, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 11 am was 27 $\mu\text{g}/\text{m}^3$ , within the compliance limit of 50 $\mu\text{g}/\text{m}^3$ . The 24-hour rolling average for Muswellbrook NW Unit at 11 am was 25.0 $\mu\text{g}/\text{m}^3$ with an hourly average wind direction of 7.9 degrees N, within the compliance limit of 44 $\mu\text{g}/\text{m}^3$ .
238	6/09/2019	12.06pm	Racecourse Road	Dust	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. No dust alarms were recorded at the time of the complaint. At the time of the complaint, at 12 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 5.9 m/s and 321 degrees NW, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 12 pm was 27 $\mu\text{g}/\text{m}^3$ , within the compliance limit of 50 $\mu\text{g}/\text{m}^3$ . The 24-hour rolling average for Muswellbrook NW Unit at 12 pm was 24.4 $\mu\text{g}/\text{m}^3$ with an hourly average wind direction of 355.0 degrees N, within the compliance limit of 44 $\mu\text{g}/\text{m}^3$ .
239	6/09/2019	1.11pm	Shepherd Ave	Dust	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. No dust alarms were recorded at the time of the complaint. At the time of the complaint, at 1 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 9.0 m/s and 310 degrees NW, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 1 pm was 27 $\mu\text{g}/\text{m}^3$ , within the compliance limit of 50 $\mu\text{g}/\text{m}^3$ . The 24-hour rolling average for Muswellbrook NW Unit at 1 pm was 25.2 $\mu\text{g}/\text{m}^3$ with an hourly average wind direction of 339.4 degrees N, within the compliance limit of 44 $\mu\text{g}/\text{m}^3$ .
240	14/09/2019	5.27pm	Hakea Dr	Dust	Complaint received direct to External Relations Manager's mobile phone via SMS. Discussed dust from Mount Pleasant Operation. No dust alarms were recorded at the time of the complaint. At the time of the complaint, at 5pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 2.2 m/s and 89 degrees E, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 5 pm was 44 $\mu\text{g}/\text{m}^3$ , within the compliance limit of 50 $\mu\text{g}/\text{m}^3$ . The 24-hour rolling average for Muswellbrook NW Unit at 5 pm was 35.2 $\mu\text{g}/\text{m}^3$ with an hourly average wind direction of 118.1 degrees SE, within the compliance limit of 44 $\mu\text{g}/\text{m}^3$ .

241	21/09/2019	12.04pm	Kayuga Road	Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No noise alarms were recorded at the time of the complaint. At the time of the complaint at 12 noon, the 1-hourly wind speed and direction at APF-4 was 3.3 m/s and 327 degrees North.
242	22/09/2019	5.04am	Collins Lane	Noise	Complaint received via teh Community Hotline. Discussed mine operation noise. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still conditions due to a 1 hour average wind speed of 0.6 m/s and wind direction of 249 degrees NW. The sound file, from realtime noise monitor MP 2/3 (the most representative of receiver 112), recorded at the time of the complaint was reviewed. A passing train and bird calls were audible at the time of the complaint - No mine noise was audible. No alarms were triggered.
243	23/09/2019	9.30pm	EPA	Noise	Complaint received via direct conact with the Environment Superintendent. Discussed mine operation noise. No noise alarms were triggered and noise was being managed using a risk-based approach in-accordance with the Noise Management Plan.
244	24/09/2019	9.18pm	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (2.0m/s and 307 degrees NW) measured very still conditions with a temperature inversion measured intermittently prior to complaint being received. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, however, there were no significant peaks in the sound file.
245	24/09/2019	1.59am	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine oepration noise. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (2.1m/s and 332 degrees NW) measured non-licensed Met Conditions due to F Class stability and wind speed greater then 2 m/s .The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, however, there were no significant peaks in the sound file. No alarms were triggered.
246	25/09/2019	3.18am	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (2.5m/s and 316 degrees NW) measured non-licensed Met Conditions due to F Class stability and wind speed greater than 2 m/s. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.

247	28/09/2019	10.23am	Shepherd Ave	Dust & Gas smell	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. Seven Green dust alarms were recorded throughout the day. At the time of the complaint, 10:23am the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 5.7 m/s and 242 degrees W, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 10:23 am was 37 $\mu\text{g}/\text{m}^3$ , within the compliance limit of 50 $\mu\text{g}/\text{m}^3$ . The 24-hour rolling average for Muswellbrook NW Unit at 11am was 38.4 $\mu\text{g}/\text{m}^3$ with an hourly average wind direction of 269.9 degrees NW, within the compliance limit of 44 $\mu\text{g}/\text{m}^3$ . At the time of the complaint the operations were reviewed by the Open Cut Examiner. No gas smell was identified. No blasting was undertaken on the 28th of September and there is no Spontaneous Combustion currently within the Operation. At the time of the complaint the 1 hourly rolling average wind speed and direction taken at the A-PF2 meteorological station was 7m/s and 249 degrees south west.
248	28/09/2019	12.33pm	Shepherd Ave	Dust	Complaint received via teh Community Hotline. Discussed dust from the Mount Pleasant Operation. Seven Green dust alarms were recorded throughout the day. At the time of the complaint, 12:33pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 6.0 m/s and 260 degrees W, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 12:33 am was 39 $\mu\text{g}/\text{m}^3$ , within the compliance limit of 50 $\mu\text{g}/\text{m}^3$ . The 24-hour rolling average for Muswellbrook NW Unit at 12:33pm was 39.5 $\mu\text{g}/\text{m}^3$ with an hourly average wind direction of 289.5 degrees NW, within the compliance limit of 44 $\mu\text{g}/\text{m}^3$ .