

Complaint Number	Date/Time Received	Nature of Complaint	Response
448	1/1/2021, 9.33pm	Lightinig	Complaint received via SMS to the External Relations Managers mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
449	2/1/2021, 9.02pm	Lighting	Complaint received via SMS to the External Relations Manager's mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
450	3/1/2021, 1.45am	Lighting	Complaint received via SMS to the External Relations Managers mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
451	14/1/2021, 1.55am	Lighting	Complaint received via SMS to the External Relations Managers mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
452	15/1/2021, 1.37am	Lighting	Complaint received via SMS to the External Relations Managers mobile phone. The complainant 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. Night shift operations were concentrated on the Pit E RL195 dump, all lighting plants were positioned correctly away from the residence pointing towards the south west.
453	15/1/2021, 10.20am	Other	Complaint received via the Community Hotline. The complainant discussed the use of two way radios by employees/contractors from the Mount Pleasant Operation. The complainant was unable to give specific times, dates, compnaies or names mentioned, however, felt that that users worked at the Mount Pleasant Operation. Action taken included Tool Box meetings held by all employees and contractors at the Mount Pleasant Operation regarding correct channels and use of two way radios.
454	16/1/2021, 8.24pm	Noise	Complaint received via SMS to the External Relations Managers mobile phone. Complainant discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken. Non – licensed meteorological conditions were measured at APF4 due to high winds with a wind speed of 3.6m/s and direction of 278°(WNW). The sound file from site 5 (the most representative of the receiver) was reviewed. Distant low frequency mine noise, insect, birds was audible. No noise alarms were received prior to the complaint.
455	16/1/2021, 8.12pm	Dust	Complaint received via phone call and SMS to the External Relations Managers mobile phone. Complainant discussed dust from the Mount Pleasant Operation. At the time of the complaint, management measures included an inspection of Pit E &F for visible dust. No dust was observed and all haul roads were well watered. All available water carts were in operation. Air quality monitoring results at the time of the complaint from APF2 recorded a 24hr rolling average of 39 µg/m3, which is well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.

456	19/1/2021, 2.16pm	Dust	Complaint received via the Community Hotline. The complainant discussed dust from the Mount Pleasant Operation. An inspection of Pit E & F for visible dust was conducted by the OCE. Cumulative dust was observed from the strong SE winds (8.3m/s), and all haul roads were well watered. All available water carts were in operation. The operation was also modified with the Pit E overburden fleet relocated to a lower in pit dump. Air quality results at the time of the complaint from APF2 recorded a 24hr rolling average of 22 µg/m3, which is well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
457	25/1/2021, 8.45am	Dust	Complaint received via the EPA and communicated to the MACH Energy Mount Pleasant Operation Environment Superintendent at approximately 10.24am. At the time of the complaint (8:45am) all available water carts were in operation, with air quality results well within compliance at A-PF2 (23µg/m3) and the Muswellbrook NW unit (23.6 µg/m3), the 1 hourly wind direction was 275 degrees north west, with a wind speed of 1.9 m/s . At the time the complaint was received (10:24am) an inspection of the operation for visual dust was undertaken by the OCE and an offsite inspection was undertaken by the Environment and Community Officer. Haul trucks were slowed and watercarts directed to excavator dig areas, and the ROM road. Air quality results at the time the complaint was received (10:24am) were well within compliance with a 24hr rolling average of (23µg/m3) recorded at A-PF2 and (23.6 µg/m3) at the Muswellbrook NW Unit. 1 hourly average wind direction of 267 degrees north west was recorded at A-PF2 and 25.7 degrees north east at the Muswellbrook NW unit.
458	25/1/2021, 8.45am	Other	Complaint received via the EPA and communicated to the MACH Energy Mount Pleasant Operation Environment Superintendent at approximately 10.24am. Upon receiving the complaint, a review of the pit cameras was undertaken by the Environment and Community Officer, where it was identified that some emissions were coming from a small pocket of heated material within the Pit A in-pit dump area. The production team have been progressing towards the heated material to cover it. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
459	26/1/2021, 9.47pm	Lighting	Complaint received via the Community Hotline, SMS to the External Relations Managers mobile phone and email to info@machenergy.com.au. The complainant discussed lighting from 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). Upon receiving the complaint, the operation was inspected by the OCE. All lighting plants were positioned correctly away from Muswellbrook pointing towards the south west. The OCE also made further adjustments to the Pit E lights pointing them directly west.
460	27/1/2021, 8.51pm	Lighting	Complaint received via SMS to the External Relations Managers Mobile Phone and via the Community Hotline. The complainants discussed lighting from 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). Upon receiving the complaint, the operation was inspected by the OCE. All lighting plants were positioned correctly away from the complainant residence with the Pit E RL195 lights pointing directly to the North.
Complaint Number	Date/Time Received	Nature of Complaint	Response
461	11/2/2021, 11.18pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Night shift operations consisted of overburden dumping on Pit D & E Dump only. Rubber tyred dozers were maintaining the active dumps. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 0.9m/s and direction of 26°. No noise alarms were triggered during this time at Site 2/3.
462	18/02/2021, 9.00am	Lighting	Complaint received from the EPA, received by EPA on 26th January 2021 and communicated to MACH Energy MPO on 18th February 2021. In relation to the 26th January at 9.47pm, 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). Upon receiving the complaint, the operation was inspected by the OCE. All lighting plants were positioned correctly away from Muswellbrook pointing towards the south west. The OCE also made further adjustments to the Pit E lights pointing them directly west.

463	22/02/2021, 9.00am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Upon receipt of the complaint an inspection of the operation was undertaken by the Environment and Community Superintendent who was on the rehabilitation area at the time the complaint was received. No low-pitched noise or rumble could be heard. Meteorological conditions recorded at A-PF4 were valid, with a wind speed of 1.8m/s and direction of 350°. No noise alarms were triggered at the time of the complaint or prior to the complaint. The audio at Site 5 was also reviewed with no mine noise audible.
Complaint Number	Date/Time Received	Nature of Complaint	Response
464	4/3/2021, 3.15pm	Other	Complaint received from the EPA at 3.15pm on 4th March, 2021 to the Environment Superintendent. Upon receiving the complaint, a review of the Management activities regarding spontaneous combustion was reviewed by the Environment and Community Superintendent and Mining Manager. We have been actively managing a small region of heated material on the Pit B Dump over the past week. The area is continually being inspected and dozers tasked to cover the heated material. Management practices have been completed since the 26th February 2021. When an area is identified and all operational, safety and geotechnical constraints are considered the heated material is controlled. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
465	4/3/2021, 10.41pm	Noise	Complaint received via a SMS to the External Relations Managers mobile phone. Complainant discussed noise from the Mount Pleasant Operation. The night shift operations were reviewed, EX1235 (Liebherr 996) was operating in Pit E with the fleet hauling overburden to the Pit E RL195 Dump. All other overburden dumping operations occurred in pit. Licensed meteorological conditions were measured at APF4 with a wind speed of 2.9m/s and direction of 319°(WNN). The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were received prior to the complaint. The monthly attended compliance noise monitoring was also undertaken on the night of the 4th of March. No elevated noise levels were identified.
466	5/3/2021, 9.46pm	Lighting	Complaint received via SMS to the External Relations Managers mobile phone. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Upon receiving the complaint, the operation was inspected by the OCE. All lighting plants were positioned correctly away from the complainant residence with the Pit E RL195 lights pointing directly to the West.
467	7/3/2021, 5.58am	Lighting	Complaint received via the Community Hotline. The caller was anonymous and did not provide location details. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west and north (away from Muswellbrook). Upon receiving the complaint, the operation was inspected by the OCE. All lighting plants were positioned correctly away from Kayuga Rd.
468	8/3/2021, 1.38pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lightning impacts from the 7th March 2021, although the complaint was not received until 8th March, 2021. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook). All lighting plants were positioned correctly away from the complainant residence with the Pit E RL195 lights pointing directly to the West.
469	8/3/2021, 1.38pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the Open Cut Examiner via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation dust. At the time of the complaint a storm was approaching from the west with wind gusts up to 12m/s recorded at APF4. Dust generation was observed across the region as the storm front approached the site. Mining operations were immediately shutdown in response to the high winds. 15mm of rain was then recorded in the hour after the complaint was received.

470	8/3/2021, 9.27am	Other	Complaint received via the Community Hotline. Complainant discussed spontaneous combustion. Upon receiving the complaint, a review of the pit cameras was undertaken by the Environment and Community Officer, where it was identified that some emissions were coming from a small pocket of heated material within the Pit A in-pit dump area. The production team have been progressing towards the heated material to cover it. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
471	8/03/2021, 11.55am	Other	Complaint received via DPIE regarding spontaneous combustion and communicated to the MACH Energy Mount Pleasant Operation Environment Superintendent at approximately 11.55am. The complainant was anonymous. Upon receiving the complaint, a review of the pit cameras was undertaken by the Environment and Community Officer, where it was identified that some emissions were coming from a small pocket of heated material within the Pit A in-pit dump area. The production team have been progressing towards the heated material to cover it. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
472	24/3/2021, 8.03pm	Lighting	Complaint received via the Community Hotline. The complainant discussed 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 or north (away from Muswellbrook). All lighting plants were found to be positioned correctly away from the complainant residence with the Pit E RL215 lights pointing directly to the North. The operation was also inspected by the MACH Energy Environmental Superintendent (Operations) who drove along Kayuga Road and Wiltons Lane – No issues with lighting placement was identified.
473	26/3/2021, 2.59am	Noise	Complaint received via the Community Hotline. Complainant discussed noise. Meteorological conditions recorded at A-PF2 were valid at the time complaint, with a wind speed of 1 m/s and direction of 21° B Class stability. The sound file from site 2/3 (the most representative of the receiver) was reviewed. Distant Intermittent low frequency mine noise could be heard along with passing traffic. No noise alarms were triggered during the shift at Site 2/3.
474	27/3/2021, 9.55am	Noise	Complaint received via the Community Hotline, Complainant discussed noise from the Mount Pleasant Operation between 0200 and 0400 on the 27/3/21. However, the complaint was not received until 0955 on the 27/3/21. Upon receipt of the complaint nightshift operations were reviewed, A rubber tyred dozer (DZ2006) was in use on the Pit E RL215 Dump with the OCE conducting offsite inspections throughout the shift. Meteorological conditions recorded at A-PF2 were valid throughout most of the night with periods of non-licensed met conditions. The sound file from site 2/3 (the most representative of the receiver) was reviewed. distant low frequency mine noise could be heard. No noise alarms were triggered during the shift at Site 2/3.
475	28/3/2021, 10.06am	Noise	Complaint received via the Community Hotline, Complainant discussed noise from the Mount Pleasant Operation between 2200 on the 27/3/21 and 0200 on the 28/3/21. However, the complaint was not received until 1006 on the 28/3/21. The EPA contacted MACH Energy on Tuesday 29/3/21 at 1548 in relation to a recent noise complaint received. Operational noise management measures and controls implemented at the MPO were discussed and, no further action will be taken by the Agency regarding this complaint. Upon receipt of the complaint nightshift operations were reviewed, A rubber tyred dozer (DZ2006) was in use on the Pit E RL215 Dump with the OCE conducting offsite inspections throughout the shift. No noise issues were identified. Meteorological conditions recorded at A-PF2 were valid throughout most of the night with periods of non-licensed met conditions complaint, The sound file from site 2/3 (the most representative of the receiver) was reviewed. distant low frequency mine noise could be heard. No noise alarms were triggered during the shift at Site 2/3.
476	30/3/2021, 2.14pm	Blast	Complaint received via the Community Hotline. Complainant discussed vibration from a blast at Mount Pleasant Operation. Pattern 38.2.WN2C & 36.1.WN2C was initiated together in Pit E at 2:02pm. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 161 degrees SE with a 1 hourly rolling wind speed of 2.3 m/s. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 0.98 mm/s and 98.4 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL.

477	30/3/2021, 2.15pm	Blast	Complaint received via a phone call to the MPO Land and Property Officers mobile phone. The complainant was asked to ring the Community Hotline for future complaint calls. The complainant discussed blast fume from a recent blast at MPO. Pattern 38.2.WN2C & 36.1.WN2C was initiated together in Pit E at 2:02pm. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 161 degrees SE with a 1 hourly rolling wind speed of 2.3 m/s. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 0.98 mm/s and 98.4 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions travelled in a westerly direction (away from the complainant's residence), with all post blast emissions dispersing within the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
478	30/3/2021, 7.57pm	Lighting	Complaint received via SMS to the External Relations Managers mobile phone (the complainant has been requested on several occasions to ring the 24/7 Community Complaints Hotline). The complainant discussed 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 or north (away from Muswellbrook). The operation was also inspected by the MACH Energy Environmental Superintendent (Operations) who drove along Kayuga Road and Wiltons Lane. The lighting plant on the Pit E RL215 dumps was adjusted based on the observations from the OCE and the MACH Energy Environmental Superintendent.
Complaint Number	Date/Time Received	Nature of Complaint	Response
479	5/4/2021, 3.35am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. An inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from noise. Night shift operation consisted of one Excavator operating in Pit D with in pit overburden dumping, and utilizing a rubber tyre dozer. Excavators were operating in Pit E with overburden dumping occurring and one dump dozer in operation. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 0.7m/s and a direction of 41°. The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 5.
480	7/4/2021, 8.12pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these managements measures include positioning lighting plants towards the north and west (away from Muswellbrook). The operation was also inspected by the OCE who drove down Collins Lane and Kayuga Road. The lighting plants on the Pit E RL 195 dump were point to the NW, occasionally lights from the rubber tyre dozer could be seen.
481	9/4/2021, 2.07am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations area regularly monitored and altered to minimise the impacts from noise. Night shift operations consisted of two excavators operating in Pit E, one truck, grader and rubber tyre dozer were working in Pit F. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 2.6m/s and a wind direction of 303° north west. The sound file from site 5, taken from 2:05am to 02:10am (the most representative of the receiver) was reviewed. Low frequency mine noise was barely audible. No noise alarms were triggered during the shift at Site 5.
482	9/4/2021, 9.17pm	Noise	Complint received via the Community Hotline. The complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. Night shift operations included excavators operating in Pit E and Pit D, with two dozers operating on the Pit E. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE and one dozer was parked up. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 2.8 m/s and wind direction of 331° north west. The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible including intermittent dozer tracking and reverse quackers. No noise alarms were triggered during the sift at Site 5

483	9/4/2021,	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. Night shift operations included excavators operating in Pit E and Pit D, with two dozers operating. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 2.9 m/s with a wind direction of 325° north west. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3. Low frequency mine noise was audible.
484	10/4/2021, 10.25am	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. Day shift operations included excavators operating in Pit E and in Pit D, with one dozer and two rubber tyre dozers operating in Pit E. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Meteorological conditions were non-licensed due to high wind 3.6 m/s, wind direction was 300° north west. The sound file from Site 5 (the most representative of the receiver) was reviewed. High winds, monitor feedback, birds, traffic, plane and low frequency mine noise were audible. No noise alarms were triggered during the shift at Site 5.
485	10/4/2021, 11.51am	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the OCE via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation dust. 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. The rehabilitation dozer undertaking bulk shaping was brought back in pit. Air quality results at the time of the complaint from the Muswellbrook NW unit recorded a 24hr rolling average of 24.4µg/m3 and a wind direction of 341.8° north west. Air quality results from A-P2 recorded a 24hr rolling average of 23µg/m3 and wind direction of 290° north west. These results are well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
486	11/4/2021, 11.03am	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the OCE via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation dust. At the time of the complaint, these management measures included: suspending haul circuits to allow water carts to catch up, 3 large and 1 small water carts were in operation and hot seated throughout the shift. Air quality results at the time of the complaint from the Muswellbrook NW unit recorded a 24hr rolling average of 19.9 µg/m3 and a wind direction of 276.6° north west. Air quality results from A-PF2 recorded a 24hr rolling average of 20.3 µg/m3 and a wind direction of 252.2° south west. These results are well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
487	11/4/2021, 4.53pm	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. Day shift operations included; excavators operating in Pit E and one rubber tyre dozer operating on the Pit E dump. One dozer was operating on the Pit F dump. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Meteorological conditions at the time of the complaint were non-licensed due to very high wind of 6.6m/s, wind direction was 246° south west. The sound file from site 5 (the most representative of the receiver) was reviewed. High winds, monitor feedback, birds and low frequency mine noise including dozer tracking were audible. No noise alarms were triggered during the shift at Site 5.

488	11/4/2021, 3.34pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation on the 7th April, however, was only reporting the incident on the 11th April. The daily Jacobs Environmental forecast is provided to the OCE via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation dust. On the 7th of April these management measures included: all available water carts in operation, water carts were hot seated and haul circuit slowed. Air quality results for the 7th of April from the Muswellbrook NW unit recording a 24 rolling average of 10.3 µg/m3 and a wind direction of 150.2 ° south east (blowing away from muswellbrook). These results did not vary throughout the day shift. These results are well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
489	11/4/2021, 8.47pm	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. Night shift operations included; excavators operating in Pit E, and in Pit D. Dozers were operating on the Pit E and Pit F dump. Meteorological conditions were valid for the majority of the night with an approximate wind speed of 2m/s and wind direction 306°north west. There were periods of non-licensable conditions from approximately 2:45am to 6:15am on the 13th. No noise alarms were triggered at site 5 (the most representative of the receiver) during the shift at Site 5.
490	13/4/2021, 8.13am	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. Night shift operations included; excavators operating in Pit E, and Pit D. Dozers were operating on the Pit F RL 195 dump and Pit E 215 dump. Meteorological conditions were valid for the majority of the night with an approximate wind speed of 2m/s and wind direction 306°north west. There were periods of non-licensable conditions from approximately 2:45am to 6:15am on the 13th. No noise alarms were triggered at site 5 (the most representative of the receiver) during the shift at Site 5.
491	13/4/2021, 8.13am	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental forecast is provided to the OCE via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day and night. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation dust. This management measures included inspecting the Pit for visible dust, slowing haul circuits, large water carts were in operation. Air quality results Muswellbrook NW recorded a 24hr rolling average of 17.6 µg/m3 at midnight and a wind direction of 53.7° north east. Air quality results at A-PF2 recorded a 24hr rolling average of 19 µg/m3 and a wind direction of 22.5° north east. These results are well within the compliance limit as described in the Mount Pleasant Air Quality Management Plan.
492	14/4/2021, 9.28pm	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. Night shift operations on the 14th of April included; excavators operating in Pit E with a Rubber Tyre dozer operating on the Pit F dump. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 2.6m/s and a wind direction of 317° northwest. The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
493	15/4/2021, 10.08pm	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. Night shift operations on the 15th of April included; excavators operating in Pit E and a rubber tyre dozer operation on the Pit F RL 195 dump. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Meteorological conditions recorded at A-PF4 were valid with a wind speed of 1.7m/s and 333° north west. The sound file from site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.

494	27/4/2021, 7.13pm	Other	Complaint received via the Community Hotline. Complainant discussed odour when he was driving from Muswellbrook to Castlerock Road, however, he could not smell the odour at his home on Castlerock Road. Upon receiving the complaint, the operation was inspected by the OCE. No odour or heated material was found. When an area is identified and all operational, safety and geotechnical constraints are considered the heated material is controlled. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
Complaint Number	Complaint Number	Complaint Number	Complaint Number
495	10/5/2021, 10.14pm	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. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 2.3 m/s and a wind direction of 306° north west. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise, intermittent dozer tracking and reverse quackers were audible. In additional rail and road traffic noise was also audible. No noise alarms were triggered during the shift at Site 2/3.
496	14/5/2021, 5.14am	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. The OCE changed the dumping location to the Pit D RL190 dump in response to the complaint. Meteorological conditions recorded at the A-PF4 were non- licensed due to high winds of 3.5 m/s and a wind direction of 262°and F Class inversion. 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 during the shift at Site 2.
497	14/5/2021, 8.52pm	Odour	Complaint received via the Community Hotline. Complainant discussed odour from the Mount Pleasant Operation. Meteorological conditions recorded at the A-PF2 were non- licensed due to high winds of 3.8 m/s and a wind direction of 248°and E Class inversion. A large area prescribed burn was undertaken by a near neighbour on Wybong Rd on the evening of the 14th May. This may have been cause of the odour experienced by the complainant.
498	14/5/2021, 8.52pm	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. The OCE changed the dumping location to the Pit D RL190 dump in response to the complaint. Meteorological conditions recorded at the A-PF2 were non- licensed due to high winds of 3.8 m/s and a wind direction of 248°and E Class inversion. 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 during the shift at Site 2.
499	14/5/2021, 9.21pm	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. The OCE changed the dumping location to the Pit D RL190 dump in response to the complaint. Meteorological conditions recorded at the A-PF2 were non- licensed due to high winds of 3.8 m/s and a wind direction of 248°and E Class inversion. 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 during the shift at Site 2.
500	15/5/2021, 12.54pm	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 dumping was being undertaken on Pit E &F Dump. Operational controls were also implemented with Dozers instructed to use first gear only. Meteorological conditions recorded at the A-PF2 were valid with a wind speed of 2.2 m/s and a wind direction of 331°. 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 during the shift at Site 2.

501	15/5/2021, 10.15pm	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 dumping was being undertaken on Pit E & F Dump. Operational controls were also implemented with Dozers instructed to use first gear only. Meteorological conditions recorded at the A-PF2 were valid with a wind speed of 2.2 m/s and a wind direction of 331°. 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 during the shift at Site 2.
502	16/5/2021, 11.34pm	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 dumping was being undertaken on Pit E & F Dump. Operational controls were also implemented with Dozers instructed to use first gear only. Meteorological conditions recorded at the A-PF2 were valid with a wind speed of 2.2 m/s and a wind direction of 331°. 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 during the shift at Site 2.
503	26/5/2021, 3.10pm	Blasting	Complaint received via the Community Hotline. Complainant discussed blast fume from the Mount Pleasant Operation. The complainant lives on Burgundy Street, Muswellbrook, 5km to the East of the Mining Operation. Pattern 27.1.WN2C & 27.2.WN2C was initiated together in Pit D at 3:08 pm. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 259 degrees WSW with a 1 hourly rolling wind speed of 5.6 m/s. The blasts fume rating was zero with all post blast emissions travelled in a North Eastern direction and dispersed within the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
504	29/5/2021, 10.20am	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. The complainant lives near Blairmore lane in the Aberdeen area – Approximately 5 km to the North East of Pit F. Meteorological conditions recorded at the A-PF4 were licensed with a wind speed of 1.3 m/s and a wind direction of 30°. The sound file from Site 4 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered prior to the complaint at Site 4.
505	29/5/2021, 5.33pm	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 issues were identified. Meteorological conditions recorded at the A-PF4 were non- licensed due to high winds with a wind speed of 3.7 m/s and a wind direction of 154°. The sound file from Site 4 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered prior to the complaint at Site 4.
506	29/5/2021, 9.32pm	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 issues were identified. Meteorological conditions recorded at the A-PF4 were licensed with a wind speed of 0.7 m/s and a wind direction of 160°. The sound file from Site 4 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 4.
Complaint Number	Date/Time Received	Nature of Complaint	Response
507	4/6/2021, 11.36pm	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. No mining was undertaken in Pit F. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 1.4 m/s and a wind direction of 96°. 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.

508	8/6/2021, 5.22am	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. Operational controls were also implemented. Meteorological conditions recorded at the A-PF4 were no valid with a wind speed of 2.8 m/s, wind direction of 280° and a F- Class Temperature inversion present. The sound file from Site 2/3 (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.
509	8/6/2021, 4.26pm	Noise	Complaint received via the EPA. Complainant discussed general disturbance from the Mount Pleasant Operation, no specific incident or time mentioned. Requested EPA to organise a meeting with relevant Government Ministers, EPA and Mount Pleasant Operation. Complainant was informed that this was not the role of the EPA.
510	16/6/2021, 3.56pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. The daily Jacobs Environmental Forecast is provided to the OCE 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 air quality results from the Muswellbrook NW monitor recorded a 24hr rolling PM10 average of 11 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 17 µg/m3 and a wind direction of 183°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
511	17/6/2021, 4.36am	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 with the dozers relocated to less exposed areas. Meteorological conditions recorded at the A-PF4 were non licensed due to high wind speed of 3.9 m/s, wind direction of 280° and a D- Class Temperature inversion present. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
512	17/6/2021, 11.19pm	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. The OCE relocated the Pit D fleet to a less exposed location for the remainder of the shift. Meteorological conditions recorded at the A-PF2 were non-licensed with a wind speed of 2.0 m/s and F Class inversion and a wind direction of 315°. 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 during the shift at Site 2.
513	18/6/2021, 1.08am	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. 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. In response to a previous complaint the OCE relocated the Pit D fleet to a less exposed location on the RL215 dump for the remainder of the shift. Further operational changes were made in response to the second complaint with the dumping undertaken on the western limit of the RL215 and a Rubber Tyred Dozer was in use to maintain the dump. Meteorological conditions recorded at the A-PF2 were non-licensed with a wind speed of 5.5 m/s and D Class inversion and a wind direction of 277°. 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 during the shift at Site 2.
514	24/6/2021, 3.23pm	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. 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. Two large water carts were in operation throughout the day. The Pit D overburden fleet was moved in pit to minimise dust generation. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average of 32.1 µg/m3 and a wind direction of 294.5°. The 24hr average recorded at the Muswellbrook NW monitor was 8.3 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 9 µg/m3 and a wind direction of 271°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.

515	26/06/2021, 4.13am	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. The pit E overburden fleet was relocated to a lower in pit dump. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 336° was recorded. 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 during the shift at Site 2/3.
516	26/6/2021, 5.10am	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 with the pit E overburden fleet relocated to a lower in pit dump in response to a complaint from a near neighbour earlier in the shift at 4:13am. Meteorological conditions recorded at the A-PF2 were non licensed due to high wind >2m/, wind direction of 0° and a E- Class Temperature inversion present. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
517	27/6/2021, 1.37am	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. In response to the complaint the OCE relocated the Pit D fleet to a in pit dump for the remainder of the shift. Excavators operators were also instructed to lower their first bucket load to further assist in managing noise. Meteorological conditions recorded at the A-PF2 were non-licensed due to high winds (3.9 m/s) and a D Class inversion - wind direction was 230°. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
Complaint Number	Date/Time Received	Nature of Complaint	Response
518	4/07/2021	Odour	Complaint received via the Community Hotline. Complainant discussed odour from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from odour. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. It was identified that a small amount of heated material is present in Pit D – This area is actively being managed with capping material. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 246° was also recorded.
519	4/07/2021	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. The Pit F RL195 overburden fleet was relocated to a lower in pit dump. It was also identified that a small amount of heated material is present in Pit D – This area is actively being managed with capping material. Heated material within the active working areas are managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 246° was also recorded. 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 during the shift at Site 2/3.
520	5/07/2021	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 with the Pit F RL195 overburden fleet relocated to a lower in pit dump. Meteorological conditions recorded at the A-PF4 were not valid due to high winds and E Class Temperature inversion a wind direction of 316° was recorded. 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.

521	7/07/2021	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 RL215 dump being maintained by a rubber tyred dozer. Meteorological conditions recorded at the A-PF2 were non licensed due to an E- Class & F-Class temperature inversion present throughout most of the night shift. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
522	10/07/2021	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 Drills relocated into the bottom of F Pit before midnight. All overburden dumping occurred in pit. Meteorological conditions recorded at the A-PF2 were non licensed due to an E- Class & F-Class temperature inversion present throughout most of the night shift. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
523	11/07/2021	Odour	Complaint received via the Community Hotline. Complainant discussed odour from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from odour. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. A small amount of heated material was identified on the in pit dump in areas of Pit A, D & E . When an area is identified and all operational, safety and geotechnical constraints are considered the heated material is controlled by capping with inert material. Capping was undertaken throughout the day shift on Sunday. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan.
524	23/07/2021	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. Rubber tyred dozer DZ2006 was operating on the Pit F RL195 Dump. No out of pit dumping was being undertaken in Pit A, B, C, D or E at the time of the complaint. No noise alarms were received from the Site 2/3 Realtime noise monitor, prior to the noise complaint. No dozers were working in the exposed areas at the front of the operation. Weather conditions taken from the A-PF2 meteorological station indicated still wind conditions with a 5 minute average wind speed of 0.8 m/s and wind direction of 323 degrees. Category D temperature inversion was also present meteorological conditions were therefore licensed. No other complaints were received for the rest of the shift. The sound file from realtime noise monitor 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was barely audible at the time of the complaint. Train noise was very audible.
525	24/07/2021	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 out of pit dumping was being undertaken at the time of the complaint. All overburden was being hauled to the in-pit RL166 Dump in Pit D. Weather conditions taken from the A-PF2 meteorological station indicated non licensed met conditions due to strong winds 5.3m/s and wind direction of 336 degrees. No other complaints were received for the rest of the shift. No noise alarms were received from the Site 2/3 Realtime noise monitor, prior to the noise complaint. The sound file from realtime noise monitor 2/3 (the most representative of the receiver) was reviewed. Mine noise was inaudible due to high winds.

526	31/07/2021	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. 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 F RL195 dump being maintained by a rubber tyred dozer. Meteorological conditions recorded at the A-PF2 were non licensed due to an G Class temperature inversion present throughout most of the night shift, wind direction was 344 degrees. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
Complaint Number	Date/Time Received	Nature of Complaint	Response
527	5/08/2021	Dust	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 air quality results from the Muswellbrook NW monitor recorded a one-hourly average of 10.2 µg/m ³ and a wind direction of 274.5°. The 24hr average recorded at the Muswellbrook NW monitor was 8.3 µg/m ³ . Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 3 µg/m ³ and a wind direction of 271°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
528	6/08/2021	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. The operation was modified in response to the complaint. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 303° was also recorded. 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 during the shift at Site 2/3.
529	7/08/2021	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. The operation was modified in response to the complaint. All dumping was occurring in pit at the time of the complaint. Meteorological conditions recorded at the A-PF2 were non-licensed due to G-class inversion and a wind direction of 9° was also recorded. 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 during the shift at Site 2/3.
530	7/08/2021	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. The operation was modified in response to the complaint. All dumping was occurring in pit at the time of the complaint. Meteorological conditions recorded at the A-PF2 were non-licensed due to G-class inversion and a wind direction of 25° at 1.8m/s was also recorded. 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 during the shift at Site 2/3.
531	7/08/2021	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from lighting. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE
532	7/08/2021	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. Meteorological conditions recorded at the A-PF2 were non-licensed due to very high winds 6.2m/s and a wind direction of 273° was also recorded. 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 during the shift at Site 2/3.

533	13/08/2021	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. The Excavator operators were also instructed to minimise drop height. Meteorological conditions recorded at the A-PF4 were not valid due to G Class Temperature inversion a wind direction of 333° was recorded. 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.
534	15/08/2021	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. The proactive noise management was being undertaken throughout the nightshift with the Pit E RL215 dump being maintained with a rubber tyred dozer. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 309° was also recorded. The sound file from Site 2 (the most representative of the receiver) was reviewed. Intermittent Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
535	15/08/2021	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. The proactive noise management was being undertaken throughout the nightshift with Pit E RL215 dump being maintained with a rubber tyred dozer and overburden being hauling and dumped in pit. Meteorological conditions recorded at the A-PF2 were non-licensed due to F-class inversion and high winds >2m/s a wind direction of 309° was also recorded. 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 during the shift at Site 2/3.
536	15/08/2021	Odour	Complaint received via the Community Hotline. Complainant discussed odour from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from odour. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Mining operations are regularly monitored and altered to minimise the impacts from odour. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. No areas of concern identified with the overburden fleet dumping in pit during day shift. Meteorological conditions recorded at the A-PF2 were non-licensed due to high winds >2m/s (5.2 m/s) a wind direction of 260° was also recorded. No noise alarms were triggered during the shift at Site 2/3.
537	15/08/2021	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 areas of concern identified with the overburden fleet dumping in pit during day shift. Meteorological conditions recorded at the A-PF2 were non-licensed due to high winds >2m/s (5.2 m/s) a wind direction of 260° was also recorded. No noise alarms were triggered during the shift at Site 2/3.
538	15/08/2021	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to maximise the management of heated material. In the Pit B RL165 Dump/ low wall batter continued, with capping material hauled from EX1401 through the dayshift. DZ1665 was tasked with pushing additional material down the dump face. The coverage of the heated material was completed at 15:00hrs. No Heated material identified in Pit C, D, E, F dumps.
539	15/08/2021	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to maximise the management of heated material. In the Pit B RL165 Dump/ low wall batter continued, with capping material hauled from EX1401 through the dayshift. DZ1665 was tasked with pushing additional material down the dump face. The coverage of the heated material was completed at 15:00hrs. No Heated material identified in Pit C, D, E, F dumps.

540	15/08/2021	Dust	Complaint received via the EPA. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to maximise the management of dust. The daily Jacobs Environmental forecast is provided to the OCE via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. The mining operations were regularly inspected, and management measures implemented to minimise the generation and movement of dust. At the time of the complaint, these management measures included prioritising water carts to the ROM pad, frequently trafficked haul roads and working areas, utilizing RST dust suppressant on exposed areas including drill patterns, the OCE inspected the pit for visible dust, ensured all available water carts were operating. No dust alarms were received throughout the shift and no dust complaints were received. Good Air quality was recorded at the Muswellbrook NW monitoring approximately 2km to the east of the Mount Pleasant Operation
541	15/08/2021	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. The OCE instructed excavator operators to minimise drop height and be cautious with loading practices to reduce noise. A rubber tyred dozer was also in use to maintain the Pit F RL205 dump. Meteorological conditions recorded at the A-PF2 were non-licensed due to very high winds 3.5m/s and a wind direction of 267° was also recorded. 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 during the shift at Site 2/3.
542	16/08/2021	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 with EX5 in Pit F loading soft material. A rubber tyred dozer was operating on the Pit E RL195 dump. Meteorological conditions recorded at the A-PF4 were not valid due to high winds and E Class Temperature inversion a wind direction of 300° was recorded. 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.
543	16/08/2021	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 with EX5 in Pit F loading soft material. A rubber tyred dozer operating was operating on the Pit F RL195 dump. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
544	17/08/2021	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. Operational controls were implemented throughout the shift with the Pit F RL185 dump being maintained by a rubber tyred dozer. Meteorological conditions recorded at the A-PF2 were non-licensed due to very high winds 4 m/s and a wind direction of 284° was also recorded. The sound file from Site 2 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
545	17/08/2021	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 F RL185 dump being maintained by a rubber tyred dozer. Meteorological conditions recorded at the A-PF2 were non licensed due to an F Class temperature inversion present throughout most of the night shift and high winds above 2m/s, wind direction was 349 degrees. The sound file from Site 2/3 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.

546	19/08/2021	Blasting	Complaint received via the Community Hotline. Complainant discussed blasting from the Mount Pleasant Operation. Pattern 46.2.WN2C was initiated in Pit F at 12:59pm on the 19th August. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 181 degrees SE with a 1 hourly rolling wind speed of 1.7 m/s. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 0.58 mm/s and 99.5 dBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL.
547	19/08/2021	Blasting	Complaint received via the Community Hotline. Complainant discussed blasting from the Mount Pleasant Operation. Pattern 46.2.WN2C was initiated in Pit F at 12:59pm on the 19th August. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 181 degrees SE with a 1 hourly rolling wind speed of 1.7 m/s. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 0.58 mm/s and 99.5 dBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions were observed to disperse within the DA and EPL boundary.
548	20/08/2021	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. Operational controls were implemented throughout the shift with the Pit F RL185 dump being maintained by a rubber tyred dozer. Haul Truck operators were also instructed to reduce engine revs when dumping. Meteorological conditions recorded at the A-PF2 were non-licensed due to a G –Class temperature inversion wind speed was 1.9 m/s and a wind direction of 34°. The sound file from Site 2 (the most representative of the receiver) was reviewed. Distant Low frequency mine noise was audible. No noise alarms were triggered during the shift at Site 2/3.
549	20/08/2021	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. Operational controls were implemented throughout the shift with the Pit F RL185 dump being maintained by a rubber tyred dozer. Haul Truck operators were also instructed to reduce engine revs when dumping. Meteorological conditions recorded at the A-PF2 were not valid due to a G Class Temperature inversion a wind direction of 32° was recorded. 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.
550	21/08/2021	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. Operational controls were implemented throughout the shift with the Pit F RL185 dump being maintained by a rubber tyred dozer. Haul Truck operators were also instructed to reduce engine revs when dumping. Meteorological conditions recorded at the A-PF4 were non-licensed due to high wind speed of 3.4 m/s and a wind direction of 282°. The sound file from Site 5 (the most representative of the receiver) was reviewed. Low frequency mine noise was audible.
551	26/08/2021	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. Operational controls were implemented throughout the shift. The monthly attended compliance monitoring was undertaken during the nightshift. No exceedances were identified in the Kayuga village area. Meteorological conditions recorded at the A-PF4 were not valid due to a G Class Temperature inversion and winds >2m/s. The wind direction was 330°. 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.

552	29/08/2021	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. Operational controls were implemented throughout the shift. The dozer conducting drill prep in Pit F was relocated to assist in minimising noise from the operation. Meteorological conditions recorded at the A-PF4 were not valid due to a G Class Temperature inversion a wind direction of 325° was recorded. 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.
Complaint Number	Date/Time Received	Nature of Complaint	Response
	September, 2021		There were no Community Complaints received in September 2021.
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.
Complaint Number	Complaint Number	Complaint Number	Complaint Number
559	15/11/2021, 10.17pm	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. DZ 2246 was relocated back into the Pit from the Pit E. The overburden fleet in Pit D was running in to the in pit dump. Meteorological conditions recorded at the A-PF2 were non-licensed due to high winds >2m/s (3.4 m/s) a wind direction of 234° was also recorded. No noise alarms were triggered prior to the complaint at Site 2/3.
560	16/11/2021, 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 DZ 2246 relocated back into the Pit from the Pit E RL225 dump to the RL195. The overburden fleet in Pit D was running in to the in pit dump. Meteorological conditions recorded at the A-PF2 were valid. The measured wind speed was 1.6 m/s with a wind direction of 11 degrees. No noise alarms were triggered at the time of the complaint at Site 2/3.
Complaint Number	Date/Time Received	Nature of Complaint	Response
561	10/12/2021, 4.48am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from a pump located near their property. The pump in question (Sedimentary Dam 4) was installed following a one in ten year rain event. A noise barrier structure was installed immediately. The complainant lives on noise affected land on Kayuga Road. The land is subject to acquisition upon request, under the Mount Pleasant DA 92/97.
562	10/12/2021, 7.22am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from a pump located near their property. The pump in question (Sedimentary Dam 4) was installed following a one in ten year rain event. A noise barrier structure was installed immediately. The complainant lives on noise affected land on Kayuga Road. The land is subject to acquisition upon request, under the Mount Pleasant DA 92/97.
563	14/12/2021, 3.06am	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 a dozer relocated back into the Pit from the Pit F dump. The dump dozers were also restricted to 1st gear only and haul truck operators were instructed to minimise revs while lifting trays to dump. The Meteorological conditions were non-licensed due high winds. The measured wind speed was 3.2 m/s with a wind direction of 153 degrees recorded at APF4. No noise alarms were triggered at the time of the complaint.
564	14/12/2021, 6.19am	Other	Complaint received via the Community Hotline. Complainant discussed poor television reception. MACH Energy confirmed with the resident that they are currently investigation the issue with a communications specialist.
565	15/12/2021, 4.49am	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. The dump dozers were restricted to 1st gear only and haul truck operators were instructed to minimise revs while lifting trays to dump. The Meteorological conditions were non -licensed due to a G-Class inversion. The measured wind speed was 1.7 m/s with a wind direction of 0 degrees recorded at APF2. No noise alarms were triggered at the time of the complaint.