

| Complaint Number | Date/Time Received | Nature of Complaint | Response |
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| | Jan-22 | | There were no Community Complaints received in January 2022. |
| Complaint Number | Date/Time Received | Nature of Complaint | Response |
| | Feb-22 | | There were no Community Complaints received in February 2022. |
| Complaint Number | Date/Time Received | Nature of Complaint | Response |
| 566 | 20/3/22, 6.17am | 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 measured at the A-PF4 were valid. Wind direction of 21° and wind speed 0.2m/s was recorded. No noise alarms were triggered prior to the complaint at Site 4. |
| 567 | 20/3/22, 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. No excessive noise was observed by the OCE. Meteorological conditions measured at the A-PF4 were valid. Wind direction of 153° and wind speed 2.2m/s was recorded. |
| Complaint Number | Date/Time Received | Nature of Complaint | Response |
| 568 | 2/4/22, 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. Operations were modified in response to the complaint with the dozer operator instructed to use first gear only. Haul Trucks were also instructed to reduce/limit speed on the dump. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 2.3m/s and wind direction was 310°. 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. |
| 569 | 4/4/22, 9.07pm | 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 found during the inspection. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 2.8m/s and wind direction was 279°. 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. |
| Complaint Number | Date/Time Received | Nature of Complaint | Response |
| 570 | 6/5/22, 8.26am | 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 and mining manager. An area of heated material was identified and measures put in place to rectify as soon as possible. |
| 571 | 11/5/22, 3.05pm | Other | Complaint received via the EPA to the Environment Superintendent. Discussed Spontaneous Combustion. The complaint was from complainant 570 on 6th May 2022, however, it did not reach MACH Energy until the 11th May 2022. |
| 572 | 15/5/22, 9.22pm | 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 found during the inspection. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 1.3m/s and wind direction was 0°. 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. |

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| 573 | 17/5/22, 8.59pm | 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. Operations were modified in response to the complaint with dozer operators instructed to use first gear only. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 2.3m/s and wind direction was 320°. 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. |
| 574 | 28/5/22, 5.53pm | 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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. Operations were modified in response to the complaint with excavator operators instructed to reduce drop heights. The shift was impacted by Wet Weather with operations not recommencing until 5pm. Meteorological conditions recorded at the A-PF4 were valid with a wind speed of 2.5 m/s and wind direction was 336°. 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. |
| 575 | 28/5/22, 9.37pm | 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. |
| 576 | 29/5/22, 6.16am | 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. |
| 577 | 29/5/22, 9.02pm | 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. |
| 578 | 30/5/22, 9.46am | 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 found during the inspection. Meteorological conditions recorded at the A-PF2 were valid with a wind speed of 1.7 m/s and wind direction was 330°. 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 prior to the complaint at Site 4. |
| Complaint Number | Date/Time Received | Nature of Complaint | Response |
| 579 | 24/6/22, 2.47pm | Blasting | Complaint received via the Community Hotline. Complainant discussed blasting from the Mount Pleasant Operation. Blast 44.3.WN2E was initiated in Pit F at 12:11 pm on the 24th June 2022. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 0.67 mm/s and 109.9 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. |
| Complaint Number | Date/Time Received | Nature of Complaint | Response |
| 580 | 15/7/22, | Other | Complaint received via the EPA to the environment superintendent. Upon receiving the complaint the operation was inspected by the OCE and Mining Manager. No spontaneous combustion was identified at the time of the complaint on the 15th July. The Thiess Environment and Community Superintendent undertook a review of the Mining CCTV to identify any areas of heated material. None was identified on the 15th of July at the time of the complaint. A further review of the operation was conducted of CCTV footage from the 14th of July. A very small amount of spon com was identified in the Northern Pit at RL140. This location is approximately 2km to the north of Wybong Rd. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principle Hazard Management Plan. The Mining Services Contractor is committed to minimising the impacts of the development and modifying operations on site to ensure compliance with relevant conditions of the DA 92/97 and EPL 20850. |
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| 581 | 3/8/22, 9.27am | Noise | Complaint received directly to External Relations Managers mobile phone. Related to machinery noise from the area of the Fines Emplacement Facility. Upon receipt of the complaint, an inspection to the south west of construction work at the Fines Emplacement Area was undertaken by the MACH Energy Project Lead. No areas of concern were identified and there was no notable changes in work areas or activities throughout the day shift. A machinery and inventory audit was undertaken regarding "quackers" vs reversing beepers with nil identified to be in use on the project. The complainant lives on noise affected land to the west of the Mount Pleasant Operation Mining Lease, and approximately 1.7km to the south west of the Fines Emplacement Area. The property is subject to acquisition upon request under the Mount Pleasant DA 92/97, and is listed as receiver 47 in Table 8 of the Noise Management Plan (MACH Energy, 2021). Meteorological conditions recorded at the A-PF2 weather station over the period of the complaint were considered "non-licensed" due to high winds >2m/s (8.5 m/s average). A generally southerly wind direction over the period of complaint (110 - 210°) was also recorded. No noise alarms were triggered during the shift in relation to the Fines Emplacement Dam Project. MACH Energy is committed to minimising the noise impacts of the development and modifying operations on site to ensure compliance with relevant conditions of the DA 92/97 and EPL 20850. |
| 582 | 18/8/22, 1.11am | 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. Operations were modified with the truck fleet relocated from the dump in Pit E. The operation continued to be inspected for the rest of the shift with minimal rock in body or dump noise audible. Meteorological conditions recorded at the A-PF4 were non-licensed due to high wind (3.9m/s) and wind direction was 306°. 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. |
| 583 | 19/8/22, 10.43pm | 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 found during the inspection. In response to the complaint the North Pit Dump was relocated to a lowest available RL. Excavator operators were also instructed to reduce their drop heights. The operation was also reviewed to ensure that silent horns and quackers were being used by the operating HME. |
| 584 | 20/8/22, 10.58PM | 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 Meteorological conditions were valid at the time of the complaint. The measured wind speed was 1.7 m/s with a wind direction of 340 degrees recorded at APF4. 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. |
| 585 | 24/8/22, 1.23pm | Blasting | Complaint received via the Community Hotline. Complainant discussed blasting from the Mount Pleasant Operation. Blast pattern 13.4.VA1E & 22.3.ED1G were both initiated at 13:14 pm on the 24th of August 2022. The compliance monitor B-VO2 monitor (the most representative of the private residence) recorded 1.53 mm/s and 104.3 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. |
| Complaint Number | Date/Time Received | Nature of Complaint | Response |
| 586 | 12/9/22, 10.35pm | 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 and number of actions were also undertaken these included; Instructed operator to use first gear on dozer, instructed operators to reduce/ limit haul truck speed, Excavator operators instructed to reduce drop height, Ensured silent horns and reverse quacker alarms are being used and reviewed and monitored noise levels in the CAT Tool. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 1.1 m/s with a wind direction of 318 degrees recorded at APF4. 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. |

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| 587 | 25/9/22, 7.46pm | Lighting | Complaint received via the External Relations Manager's mobile phone and the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. The operation was also inspected by the OCE who identified the lighting plant on the 220 RL dump in the north pit needed adjusting. The lighting plant was repositioned to point further to the west. |
| 588 | 25/9/22, 9.37pm | 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 operations were altered with trucks relocated from the North Dump RL220 to the Central RL220 dump. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.9 m/s with a wind direction of 318 degrees recorded at APF4. 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. |
| 589 | 26/9/22, 10.11pm | 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 operations were altered with trucks relocated from the North Dump RL220 to the Central RL220 dump. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.2 m/s with a wind direction of 324 degrees recorded at APF4. 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. |
| 590 | 26/9/22, 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. The operations were altered with trucks relocated from the North Dump RL220 to the Central RL220 dump. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.2 m/s with a wind direction of 324 degrees recorded at APF4. 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. |
| 591 | 28/9/22, 9.11pm | 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 operations were altered with North Dump RL220 shutdown and Dozer parked. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.8 m/s with a wind direction of 345 degrees recorded at APF4. 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. |
| Complaint Number | Date/Time Received | Nature of Complaint | Response |
| 592 | 15/10/22, 12.26am | 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. The operations were altered with North Dump RL220 fleet split with half sent to an in pit dump. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 0.7 m/s with a wind direction of 313 degrees recorded at APF4. 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. |
| 593 | 26/10/22, 3.01pm | 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 excavator operators were reminded to use the silent horns and no excavator horns were audible at the time of the inspection. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 252° and a wind speed of 0.8m/s recorded. No noise alarms were triggered prior to the complaint at Site 2/3. |

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| 594 | 28/10/22, 9.47pm | 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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. The operations were altered with North Dump sent to a lower RL. The Meteorological conditions were not valid at the time of the complaint due to high wind. The measured wind speed was 3.4 m/s with a wind direction of 330 degrees recorded at APF4. 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. |
| 595 | 31/10/22, 10.47pm | 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. Upon receipt of the complaint an inspection of the operation was undertaken by the OCE. All haul truck operations were below RL160. The Meteorological conditions was non licensed at the time of the complaint due to high wind. The measured wind speed was 8.9 m/s with a wind direction of 328 degrees recorded at APF4. 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. |
| Complaint Number | Date/Time Received | Nature of Complaint | Response |
| 596 | 15/11/22, 3.57am | 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 operations were altered with dozers restricted to first gear to minimise noise. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.5 m/s with a wind direction of 319 degrees recorded at APF4. 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. |
| 597 | 15/11/22, 10.01pm | 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 operations were altered with dozers restricted to first gear to minimise noise. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.3 m/s with a wind direction of 11 degrees recorded at APF4. 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. |
| 598 | 15/11/22, 11.12pm | 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 operations were altered with dozers restricted to first gear to minimise noise. Two excavators were also parked up for crib to see if the noise is reduced. The Meteorological conditions were valid at the time of the complaint. The measured wind speed was 2.3 m/s with a wind direction of 0 degrees recorded at APF4. 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. |
| 599 | 22/11/22, 8.31pm | 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. It was identified that there was fault with the silent horn on EX8336 an improvement plan has been completed on this machine with horn fault repaired on nightshift the 23rd of November. Meteorological conditions recorded at the A-PF2 were not valid due to high winds with a recorded wind direction of 262° and a wind speed of 4.4m/s recorded. No noise alarms were triggered prior to the complaint at Site 2/3. |
| 600 | 26/11/22, 9.00am | Dust | Complaint received via the Department of Planning & Environment. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. Upon receipt of the complaint Meteorological conditions were found to be valid at the time of the complaint. The predominant wind direction was 149 degrees from a south easterly direction, the wind speed at the time was 1.4 meters per second. Therefore, the Mount Pleasant Operation was unlikely to be the main contributor as there are two other operations in two locations directly east of the complainants property. |
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| | Dec, 2022 | | There were no Community Complaints received in December 2022 |
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