

Complaint Number	Date/Time Received	Nature of Complaint	Response
659	8/06/2024 10:42PM	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. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
660	12/06/2024 12:18AM	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. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
661	13/06/2024 3:06PM	Blast	Complaint received via the Community Hotline. Complainant discussed blast fume from the Mount Pleasant Operation. The complainant resides approximately 3 km to the Northeast of Mount Pleasant Operation. At the time of the blast the fume rating post blast at the 500m personnel blast exclusion zone was zero and post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
662	16/06/2024 3:24AM	Lighting	Complaint received directly to the External Relations Manager. Complainant discussed lights from Mount Pleasant Operation. At the time of the complaint the OCE inspected the operation to determine the light source. To mitigate any impacts from lighting the OCE shut down northern lights for the remainder of the shift.
663	16/06/2024 6:44PM	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. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
664	16/06/2024 11:31PM	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. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
665	17/06/2024 11:22AM	Blast	Complaint received via the EPA. Complainant discussed blasting activities at Mount Pleasant Operation. The EPA requested information regarding the blast that occurred on the 13th of June. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 212 degrees SW with a 1 hourly rolling wind speed of 0.6 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.61 mm/s and 103.1 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 0 and post blast emissions were seen to disperse within the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
667	17/06/2024 11:22AM	Blast	Complaint received via the EPA. Complainant discussed blasting activities at Mount Pleasant Operation. The EPA requested information regarding a blast that occurred on the 13th of June. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 212 degrees SW with a 1 hourly rolling wind speed of 0.6 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.61 mm/s and 103.1 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 0 and post blast emissions were seen to disperse within the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
668	17/06/2024 11:27PM	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. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
669	20/06/2024 10:12AM	Blast	Complaint received via the Community Hotline. Complainant discussed blast fume from the Mount Pleasant Operation. The complainant resides approximately 3 km to the Northeast of Mount Pleasant Operation. At the time of the blast the fume rating post blast at the 500m personnel blast exclusion zone was zero and post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.

670	21/06/2024 10:59PM	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. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
671	26/06/2024 3:07PM	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. At the time of the complaint the shift OCE had identified an area of heated material. At the time of the complaint air quality results the one-hourly average PM10 recorded at the Muswellbrook NW monitor was 19µg/m3 with a wind direction of 260°. Air quality results from the A-PF4 monitor recorded a one-hourly average PM10 of 8.0 µg/m3 and a wind direction of 51° and a 24hr rolling PM10 average of 18µg/m3 and a wind direction of 51°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
672	26/06/2024 3:07PM	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. At the time of the complaint the shift OCE had identified an area of heated material. At the time of the complaint air quality results the one-hourly average PM10 recorded at the Muswellbrook NW monitor was 19µg/m3 with a wind direction of 260°. Air quality results from the A-PF4 monitor recorded a one-hourly average PM10 of 8.0 µg/m3 and a wind direction of 51° and a 24hr rolling PM10 average of 18µg/m3 and a wind direction of 51°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
673	26/06/2024 3:19PM	Blast	Complaint received via the EPA. The complainant stated a blast occurred around 10am on 20 June 2024. At the time of the blast the fume rating post blast at the 500m personnel blast exclusion zone was zero and post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
674	27/06/2024 9:25PM	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. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. The OCE positioned themselves on the North LV road which is the pit extent closest to the complainant. The OCE provided a noise recording which observed minimal mining noise. Prior to the complaint no noise alarms or exceedances were received from any of the nearby noise monitors and NB04, which is the best representative of complainant location also had no alarms or exceedances. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 58° and a wind speed of 1.8 m/s recorded.
675	28/06/2024 3:37PM	Blast	Complaint received via the EPA. Complainant discussed a blast that occurred on the 28th of May, "The community reporter stated they observed: An orange plume from Mount Pleasant mine after a blast at approximately 1:45 pm on 28 May 2024" When the complaint was received the Environmental Officer reviewed events on the day of the 28th of May. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 201 degrees SW with a 1 hourly rolling wind speed of 1.2 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.42 mm/s and 93.8 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 0 and post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.