



BROKEN HILL OPERATIONS PTY LTD

REGISTER OF COMPLAINTS - 2019

Date of Complaint	Reason for Complaint	Comment
December 2019	No complaints in December.	
November 2019 Event# 5328	Vibration	<ul style="list-style-type: none">• A complainant contacted the EPA about blast vibrations.• Blast data has been provided to the EPA.• An inspection of the residence was conducted.• A blast monitor will be installed at the property.
October 2019	No complaints in October	
19 September Event #5198	Dust	<ul style="list-style-type: none">• A complainant contacted the BHCC about dust generated by site activities. Works were halted for the day and the site sprayed with water.
18 September Event #5179	Dust	<ul style="list-style-type: none">• A complainant contacted the BHCC about activities continuing on site during high winds on 6 September. No specific activities were identified by the complainant.• Although there were high winds on the day, the highest average wind speed measured at the site weather station was 43.6 km/hr. At 50 km/hr BHOP is required to cease all dust generating activities in accordance with the site Air Quality Management Plan. When winds are under 50 km/hr, BHOP monitors its activities and utilises multiple water carts to control dust generation.
19 August Event #5167	Vibration	<ul style="list-style-type: none">• A complainant contacted the EPA about blast vibrations from 12/14 August• Blast data has been provided to EPA



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15 August Event #5074	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP about blast vibration from 14 August• BHOP staff visited the complainant• A blast monitor will be installed at residence when available
31 July 2019 Event #5024	Vibration	<ul style="list-style-type: none">• A complainant contacted the EPA about blast vibrations.• Blast data has been provided to the EPA.• An inspection of the residence was conducted.• A blast monitor will be installed at the property.
25 June 2019 Event #4899	Vibration	<ul style="list-style-type: none">• A complainant contacted the EPA about blast vibrations.• Blast data has been provided to the EPA.• An inspection of the residence was conducted.• A blast monitor has been installed at the property.
9 June 2019 Event #4868	Vibration	<ul style="list-style-type: none">• A complainant contacted the EPA about blast vibrations.• Blast data has been provided to the EPA.• Contact details were not provided.
6 June 2019 Event #4842	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP about blast vibration from 6 June. The Complainant had made a complaint to BHOP previously.• A blast monitor was installed at the residence and



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		has since been removed.
23 May 2019 Event #4792	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP about blast vibration from 23 May. The Complainant had made a complaint to BHOP previously.• A blast monitor was installed at the residence and has since been removed.• An independent blast vibration expert conducted a follow-up inspection of the residence with BHOP staff and the complainant.
16 May 2019 Event #4771	Vibration	<ul style="list-style-type: none">• A complainant contacted the EPA about blast vibrations.• Blast data has been provided to the EPA.• A blast monitor was installed at the residence and inspected by an independent blast vibration expert.• An inspection of the residence was conducted.• A structural inspection of the property will be conducted.
12 May 2019 Event #4751	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP about blast vibration from 12 May. The Complainant had made a complaint to BHOP previously.• A blast monitor was installed at the residence and has since been removed.
7 May 2019 Event #4748	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP about blast vibration from 7 May. The Complainant had made a complaint to BHOP previously.• A blast monitor was installed at the residence and has since been removed.



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April 2019	No complaints for April	
20 March 2019 Event # 4589	Vibration	<ul style="list-style-type: none">A complainant contacted BHOP about alleged damage to property due to previous blasting.A structural inspection of the property will be conducted.
14 March 2019 Event # 4590	Vibration	<ul style="list-style-type: none">A complainant contacted BHOP about alleged damage to property due to previous blasting.A structural inspection of the property will be conducted.A blast monitor has been installed at the property.
13 March 2019 Event # 4573	Vibration	<ul style="list-style-type: none">A complainant contacted BHOP about blast vibration from a blast on 13 March. The complainant had made a complaint to BHOP previously.A blast monitor was installed at the residence and has since been removed.
3 February 2019 Event # 4475	Vibration	<ul style="list-style-type: none">A complainant contacted BHOP about blast vibration from a blast on 3 February. The complainant had made a complaint to BHOP previously.A blast monitor was installed at the residence and inspected by an independent blast vibration expert.
9 January 2019 Event # 4491	Vibration	<ul style="list-style-type: none">A complainant contacted the EPA about blast vibration from a blast on 8 January. The complainant asked that BHOP contact them to discuss the issue.Blast reports were provided to the EPA upon request.



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		<ul style="list-style-type: none">The complainant was contacted regarding the complaint. No blast monitor installation or inspection of the premises was requested.
9 January 2019 Event # 4378	Vibration	<ul style="list-style-type: none">A complainant contacted the EPA about blast vibration from a blast on 8 January.Blast reports were provided to the EPA upon request.The complainant was contacted regarding the complaint.A blast monitor was already installed at the complainant's residence.An additional house inspection has been conducted and the blast results discussed with the complainant.
8 January 2019 Event # 4443	Vibration	<ul style="list-style-type: none">A complainant contacted BHOP about blast vibration from a blast on 8 January. The complainant had made a complaint to BHOP previously.The complainant was contacted regarding the complaint.An inspection of the residence for alleged damage from blast vibration had been conducted previously.A monitor has been installed at the residence.
6 January 2019 Event # 4441	Vibration	<ul style="list-style-type: none">A complainant contacted BHOP about blast vibration from the blast of 6 January and potential damage to the property.Blast reports were provided to the EPA upon request.The residence was inspected by BHOP staff on 7 January.



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		<ul style="list-style-type: none">• A monitor has been installed at the residence.
6 January 2019 Event # 4440	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP regarding blast vibration from the blast of 6 January and potential damage to the property.• The residence was inspected by BHOP staff on 17 January as the complainant was out of the town.• A blast monitor has been installed at the residence.
6 January 2019 Event # 4439	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP regarding blast vibration from the blast of 6 January and potential damage to the property.• The residence was inspected by BHOP staff on 7 January.• A blast monitor has been installed at the residence.
6 January 2019 Event # 4438	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP regarding blast vibration from the blast of 6 January and potential damage to the property.• The residence was inspected by BHOP staff on 7 January.• A blast monitor has been installed at the residence.