



BROKEN HILL OPERATIONS PTY LTD

REGISTER OF COMPLAINTS - 2022

Date of Complaint	Reason for Complaint	Comment
January 2022 INX Event 7692	Vibration	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about blast vibration from 11 January. The complainant's details were provided to CBH by the EPA.• A blast monitor is installed at the complainant's residence and vibration levels measured at this monitor and nearby compliance monitors were below licence limits.• The blast vibration data for the blast was provided to the NSW EPA.• BHOP have contacted the complainant to discuss the details of the blast.
February 2022	No complaints	
March 2022 INX Event 7765	Sediment	<ul style="list-style-type: none">• BHOP was contacted on 25 March by the EPA in regards to complaint made about sediment on the road near the Ryan St Dam.• BHOP arranged for a street sweeper to service the area on multiple occasions following this.• No details of the complainant were provided to BHOP.
April 2022 INX Event 7797	Drilling/Noise	<ul style="list-style-type: none">• On the morning of the 9 April drilling contractors working for BHOP were approached by a resident in regards to noise generated by drilling activities.• BHOP staff contacted the resident and agreed to amend drilling times in certain periods.



BROKEN HILL OPERATIONS PTY LTD

Date of Complaint	Reason for Complaint	Comment
May 2022 INX Event 7869	Vibration	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about blast vibration from 17, 18 and 24 May. BHOP did not conduct a blast on 18 May.• The complainant's details were provided to BHOP by the EPA.• A blast monitor is installed at the complainant's residence and vibration levels measured at this monitor and nearby compliance monitors were well below licence limits.• The blast vibration data for the blast was provided to the NSW EPA.
June 2022	No complaints	
July 2022 INX Event 4899	Vibration	<ul style="list-style-type: none">• A complainant contacted BHOP about numerous blasts dating back to January 2021, with a request for blast data for each blast.• A blast monitor has previously been installed at the complainant's residence.• Blast results at compliance monitors on the dates identified were within licence limits.• BHOP is collating blast data to report back to the complainant.
August 2022	No complaints	
September 2022	No complaints	



ABN 58 054 920 893

BROKEN HILL OPERATIONS PTY LTD

Date of Complaint	Reason for Complaint	Comment
October 2022	No complaints	
November 2022	No complaints	
December 2022 INX Event 8519	Vibration	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about blast vibration from 10 December. The complainant's details were provided to CBH by the EPA.• A blast monitor is installed at the complainant's residence and vibration levels measured at this monitor and nearby compliance monitors were below licence limits.• The blast vibration data for the blast was provided to the NSW EPA.