



BROKEN HILL OPERATIONS PTY LTD

REGISTER OF COMPLAINTS - 2021

Date of Complaint	Reason for Complaint	Comment
January 2021	No complaints in January.	
February 2021	Vibration	<ul style="list-style-type: none">• A complainant contacted BHO about blast vibration from 26 February.• The Complainant had made a complaint to BHOP previously.• Blast monitors were previously installed at the residence and have since been removed.• The complainant was contacted by a BHOP staff member.• Vibration levels measured at nearby blast monitors were below licence limits.
March 2021	No complaints in March.	
April 2021	No complaints in April.	
May 2021	No complaints in May.	
June 2021	Surface Mining	<ul style="list-style-type: none">• A complainant contacted the EPA in June with concerns that surface mining was taking place at Rasp Mine.• The EPA forwarded the query to BHO on 17 June.• On 18 June, BHO responded to the query with a letter confirming there were no surface mining activities, or any other activities contrary to project approval conditions, taking place at Rasp Mine.• During the period in question BHO was



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		completing construction of the Blackwoods TSF2 embankments and crushing and screening waste rock in BHP Pit in accordance with PA 07_0018 MOD4 and MOD7.
July 2021	Vibration	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about blast vibration from 14 July. The complainant details were not provided to CBH by the EPA.• Blast vibration levels measured at compliance monitors were below licence limits.• Blast vibration data was provided to the NSW EPA.• No follow-up contact with the complainant was requested.
August 2021	No complaints in August.	
September 2021	Vibration	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about blast vibration from 23 September. The complainants details were provided to CBH by the EPA.• A blast monitor is installed at the complainants 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.
	Vibration	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about blast vibration from 12 August, and 20 and 23 September. The complainants details were provided to CBH by the EPA.• Vibration levels measured at nearby compliance monitors on the dates provided were below



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		<p>licence limits.</p> <ul style="list-style-type: none">• A blast monitor was previously installed at the complainants residence and vibration levels recorded 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.
October 2021	No complaints in October.	
November 2021	No complaints in November.	
December 2021	Water	<ul style="list-style-type: none">• A complainant contacted the NSW EPA about water use with regards to site surface dust suppression and hours of water cart operation.• BHOP is reviewing site practices in line with consent conditions and is preparing a response for the NSW EPA.