



# BROKEN HILL OPERATIONS PTY LTD

## REGISTER OF COMPLAINTS - 2018

Date of Complaint	Reason for Complaint	Comment
31 December 2018	Vibration	<ul style="list-style-type: none"><li>A complainant contacted BHOP about blast vibration from an unspecified mine site blasts potentially causing damage to the front verandah and requested a monitor be placed at the residence.</li><li>The residence was inspected by BHOP staff on Thursday 3 January 2019.</li><li>A blast monitor was installed at the residence on Friday 4 January 2019.</li></ul>
16 December 2018	Vibration	<ul style="list-style-type: none"><li>A complainant contacted the EPA about blast vibration from an unspecified mine site blasts potentially causing damage to the ceiling of a room and cracking in retaining walls and requested a blast monitor be placed at the residence.</li><li>Blast reports were provided to the EPA upon request which showed there were no exceedences of blast limits at any monitor.</li><li>The residence was inspected by BHOP staff on Wednesday 19 December.</li><li>A blast monitor was installed at the residence on Friday 21 December.</li></ul>
9 November 2018	Dust Emissions	<ul style="list-style-type: none"><li>A complainant contacted the EPA regarding dust emissions from the Main Vent. Video provided by the complainant was likely taken following a blast.</li><li>BHOP staff and EPA officers observed the Main Vent following a blast on 19 November.</li><li>Additional inspections and scheduled emissions testing will be conducted in December.</li></ul>



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		<ul style="list-style-type: none"><li>Quarterly emissions testing results are reported in the Monthly Monitoring Reports provided on the Rasp Mine website and have been complaint with approval and EPL limits.</li></ul>
22 October 2018	Dust and Surface Mining	<ul style="list-style-type: none"><li>A complainant contacted EPA regarding potential for material at the base of the Slag Heap on Federation Way to cause dust, and alleged that mining activities were being conducted on Slag Heap on Federation Way. The EPA notified BHOP of the complaint on 22 October 2018.</li><li>BHOP staff inspected both locations on 22 October, took photos, and sent them to the EPA to confirm no dust was being generated and no mining activity was occurring on the Slag Heap.</li><li>An EPA officer inspected the sites with BHOP staff on 25 October. The visit confirmed no dust was being generated from the base of the Slag Heap and no mining activities were being conducted on the Slag Heap.</li><li>At the request of the EPA, BHOP applied dust suppressant to the base of the Slag Heap on 2 November 2018 to prevent the generation of dust.</li></ul>
13 September 2018	Vibration	<ul style="list-style-type: none"><li>A complainant contacted the EPA about blast vibration from an unspecified mine site.</li><li>Blast reports were provided to the EPA upon request which showed there were no exceedences of blast limits at any monitor.</li><li>An attempt has been made to contact the complainant without a response or return call.</li></ul>
10 September 2018	Vibration	<ul style="list-style-type: none"><li>A complainant contacted BHOP regarding blast vibration at their premises and potential damage.</li><li>The residence was inspected by BHOP staff on 11</li></ul>



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		<p>September.</p> <ul style="list-style-type: none"><li>A blast monitor was installed at the residence on Monday 5 November.</li></ul>
August 2018	No complaints for August	
26 July 2018	Smoke from site	<ul style="list-style-type: none"><li>A complainant contacted BHOP to complain of smoke emanating from site during an Emergency Response Team training exercise where a car was set alight and extinguished.</li><li>Authorities were notified prior to the exercise taking place.</li></ul>
17 July 2018	Vibration	<ul style="list-style-type: none"><li>A complainant (who has reported previously) contacted the EPA regarding blasts potentially causing damage to the front verandah and requested a monitor be placed at the residence.</li><li>A blast monitor was installed at the residence on 27 July 2018. The monitor was removed on 13 September due to difficulty in communicating with the base server to upload monitoring data.</li><li>Another blast monitor has been installed at the residence.</li></ul>
17 July 2018	Vibration	<ul style="list-style-type: none"><li>A complainant called to inform BHOP of effects of the previous night's blast.</li><li>No further action requested.</li></ul>
3 July 2018	Vibration	<ul style="list-style-type: none"><li>A complainant contacted the EPA as they were concerned the blasting is causing damage to their house.</li><li>Residence visited by BHOP staff on 4 July.</li><li>No further action was required by the complainant.</li></ul>



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		<ul style="list-style-type: none"><li>Blast monitoring data was provided upon request to the EPA on 3 July.</li></ul>
3 July 2018	Vibration	<ul style="list-style-type: none"><li>A complainant contacted the EPA regarding the blast of 28 July 2018 at 6:45pm and others that have been felt at the residence. No location or contact details were provided.</li><li>Blast monitoring data was provided upon request to the EPA on 3 July.</li></ul>
3 July 2018	Vibration	<ul style="list-style-type: none"><li>A complainant contacted the EPA with concerns that blasting was causing damage to their house.</li><li>The residence was visited by BHOP staff on 4 July.</li><li>A Blast monitor was installed at the premises on 20 July.</li><li>Blast monitoring data was provided upon request to the EPA on 3 July.</li></ul>
6 June 2018	Mining of Slag Heap	<ul style="list-style-type: none"><li>BHCC received a complaint of mining on the Slag Dump beneath the Miner's Memorial and the potential release of hazardous materials in the process.</li><li>A report with supporting photographs was provided to the BHCC on 8 June showing that no mining activity has been conducted on the Slag Heap.</li></ul>
23 May 2018	Vibration	<ul style="list-style-type: none"><li>A complaint was made via the BHOP complaints line and BHOP notified the EPA.</li><li>The complainant reported damage had occurred to the property through years of exposure to blast vibration.</li><li>BHOP staff visited the complainant on 24 May.</li></ul>



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		<ul style="list-style-type: none"><li>A blast monitor was installed at the residence from 14 June to 24 July.</li></ul>
27 April 2018	Vibration	<ul style="list-style-type: none"><li>A complaint was made via the BHOP complaints line and BHOP notified the EPA.</li><li>The complainant from Williams St reported damage to the property as a result of blast vibration on 27 April at 7:00pm.</li><li>The residence is 1.5Km from the nearest blast monitor which recorded a peak blast vibration of 0.92mm/sec for this event which is below licence limits.</li><li>This was discussed with the resident.</li></ul>
March 2018	No complaints for March	
February 2018	No Complaints for February	
23 January 2018	Dust Complaint	<ul style="list-style-type: none"><li>A complaint by phone was made to the Senior Environmental Officer directly.</li><li>The complainant called regarding dust generation at the construction site for the Concrete Batch Plant.</li><li>The dust was caused by the tipping of waste rock to form the noise bund.</li><li>The incident was investigated and corrective actions put in place to ensure that waste rock was wetted prior to loading on to truck.</li></ul>
8 January 2018	Noise Complaint	<ul style="list-style-type: none"><li>A complaint by phone was made to the Senior Environmental Officer directly.</li><li>The complainant called regarding excessive noise due to a beeping reverse alarm coming from the construction site for the Concrete Batch Plant.</li></ul>



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		<ul style="list-style-type: none"><li>The incident was investigated and corrective actions put in place to ensure that all vehicles were fitted with a squawker type reverse alarm.</li></ul>