Environmental Monitoring Report

Complaint Register

Peppertree Quarry

October 2026

Date Published: 10th November 2026

The monitoring of complaints provided in this report is undertaken as per the requirements of Environment Protection Licence 13088 (EPL 13088 – Boral Peppertree Quarry)

This report provides recordings of pollution complaints for Peppertree Quarry for the period of January 2011 to October 2026.

Peppertree Quarry Information	
Premise Details	Boral – Peppertree Quarry
Address	843 Marulan South Road, Marulan
Licensee	Boral Resources (NSW) PTY LTD
EPL No.	13088
EPL Location	http://app.epa.nsw.gov.au/prpoeoapp/ViewPOEOLicence.aspx?DOCID=33060&SYSUID=1&LICID=13088

Complaints register for Boral Peppertree Quarry

Date of receiving last complaint 01/09/2026

Date	Complainant	Nature of complaint	Outcome of investigation
1st September 2026	Public	Peppertree control room received a complaint about trucks parking on Marulan South Road, particularly during school bus times. The concerns raised are that trucks are partially obstructing the roadway, forcing other vehicles onto the wrong side of the road to pass, blocking visibility for driveways, and that speeding by trucks on the road is still occurring.	Proper road behaviour and road safety requirements were communicated with truck drivers. Boral started monitoring the MS road during school bus times.
21st July 2026	Public	An email was received regarding overnight truck movements and associated noise on Marulan South Road. Concerns were also raised regarding the condition of the road, the impact of increased truck traffic on the road surface, road safety, and the status of planned road upgrade works.	Boral acknowledged the concerns raised and advised that efforts are underway to restore rail transport and reduce truck movements. The company confirmed its commitment to fully funding the Marulan South Road upgrade, implementing traffic management measures, and reinforcing driver behaviour requirements to minimise impacts on residents. Boral attempted to contact the complainant to discuss the concerns further. However, the complainant did not answer or return the calls at the time of reporting.
21st July 2026	Public	A text message was received regarding quarry noise. During follow-up discussions, the complainant reported hearing loud banging noises and truck movement noise.	PTQ control room operators were contacted immediately and reviewed site activities at the time of the complaint. No operations likely to have generated the reported noise were identified at PTQ. The complaint was subsequently referred to MSL personnel for review of operations occurring at the time to determine whether site activities may have contributed to the reported noise.
14th July 2026	Public	Text message was received regarding intermittent truck noise during the night of 13th July, with disturbances noted at approximately 12:30 am,	The complaint was reviewed, and truck movements associated with site operations were investigated. Drivers were reminded to minimise the use of

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		2:40 am, and 5:30 am. The complainant also reported later that day observing a large truck travelling towards the mine and using compression braking near the Hume Highway at approximately 5:35 pm.	compression braking and air brakes, particularly during night-time hours, to reduce noise impacts on nearby residents. Relevant transport contractors were informed of the complaint and instructed to reinforce noise management requirements with drivers.
30th May 2026	Public	A text message was received at 10:27 PM regarding noise.	PTQ operations were reviewed by the control room operators. No out of ordinary noise was noted. Operations at Limestone mine were also reviewed. The operations were normal. It is believed that weather conditions attributed to the noise. Weather forecasting in place with the sites to manage potential noise impacts to neighbours.
16th April 2026	Public	A text message was received at 8:45 PM regarding excessive noise.	PTQ operations were reviewed by the control room operators and found a roller in the pit making excessive noise. The machine was pulled out of the pit immediately stopping the noise.
11th November 2025	Public	A call was received at 10.40pm to the PTQ control room making a complaint of noisy operations. There was no unusual noise just that the operations sounded exceptionally loud and was making sleep impossible.	PTQ operations were reviewed with no abnormal operations occurring. STQ, TLO and Primary were all running. An email was sent to PTQ quarry manager and environment business partners with the details of the call. MSL operations were also reviewed with no abnormal operations occurring. It is believed that weather conditions attributed to the noise. Weather forecasting in place with the sites to manage potential noise impacts to neighbours.
26th & 27th May 2024	Public (Anonymous)	EPA officers advised of an anonymous dust complaint made to their information line regarding dust emissions at Peppertree on the 26th and 27th May 2024	The EPA were visiting Peppertree quarry and advised in discussion of an anonymous complaint regarding dust on the 26th & 27th May 2024. The complaint was general in nature.
11th August 2023	Public	Excessive use amount of noise coming from either Marulan South Limestone or Peppertree quarry over recent nights due to banging and	Operations at Peppertree were normal on 11/08/23 and weather conditions assessed showed that Winds during the night of 11/8 peaked at 9:30pm at 18km in an Easterly direction. Winds at

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		clanging at midnight and having impact on the resident's sleep.	Midnight measured at 11km/hr in a Easterly direction. Chris acknowledged the text message; Therese from Limestone did a site investigation and tour around the limestone property and Longpoint road.
28th May 2022	Public	Squealing metal/an unoiled rotating implement sound coming from the quarries	Operations and weather conditions assessed for the period of time leading up to and after the notification. Peppertree operations were as normal, no in-pit operations at the time. Issue was forwarded to MSL for further investigation.
17th December 2021	EPA	Dust through trees towards Marulan south road	Operations at the quarry were limited at the time due to maintenance activities. Visual inspection and camera footage was assessed.
19th August 2021	Public	Significant noise from the quarries. Very loud on that particular evening.	Noise monitoring undertaken at premises during quarterly monitoring. No noise issues identified. Have asked to be contacted when issue arises so source and weather conditions can be identified.
22nd March 2021	Public x 2	Consistent blowing of train horns	It was identified that work was occurring on the rail line, outside of the quarry, with spotters in place for the safety of the workers. This required the trains on the line to blow their horns to identify they were accessing the workspace. The contractors undertaking the work were advised that should this work occur again, the neighbours should be notified.
14th January 2021	Public x 2	Dust haze coming around the house	Contact was made by 2 residents to the quarry re a "dust haze". Residents were to the north and west of the site. Wind direction was from the southeast. Operations at the quarry were normal with no dust emissions. On further investigation, there was a general haze across the region due to the wind patterns from the coast.

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4th, 6th and 18th October 2020	Public	Train horns blowing for a long time early in the morning	It was identified that trains are blowing the horns when approaching the rail crossings at Peppertree and Marulan South Road. It is a WHS requirement by Pacific National. Pacific National were advised of the issue and have advised the drivers to minimise the amount of time they activate the horns. Alternatives were considered however, this is most likely flashing lights with associated bells, which would increase the noise.
23rd June 2020	Public	Broken water pipe identified following a blast	Monitor in place at the boundary of this residence showed no exceedances of criteria associated with the blast. Additional monitoring and changes to the blasting pattern and size are being investigated.
9th March 2020	Public	loud horns from the trains being heard over the past week at all hours	Operation of the train when loading does not require horns to be blown. Train operators advised of the issue and use of horns has ceased unless necessary
March 2020	Public	Concern raised about feeling and hearing blasts from the quarry.	Monitor in place at the boundary of this residence shows no triggers and no exceedances of criteria. Additional monitoring and changes to the blasting pattern and size are being investigated.
24th September 2019	EPA	Complaint received from Tallong resident regarding general dust in the air from operations and trains from Quarries. Complaint was about quarries in general	EPA conducted a site inspection to review train loading operations in particular how materials are managed for dust. Approximately 3% water added to each wagon of product.
2nd July 2019	Public	loud noise at 5am waking up residents. Lots of clanging of metal on metal	Primary in pit crusher had commenced operation at 5am. A temperature inversion was identified as occurring at the time with a light wind in the direction of the residence. Weatherzone forecast for the potential of noise at this residence to be used to manage operations during these times.

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25th February 2019	Public	train travelling through Bundanoon with white dust coming from the wagons under windy conditions	Train movements identified that the Marulan South train was travelling through Bundanoon at the time. It was noted that the train was treated with dust suppression products. It has been noted that when it is windy, the wagons can still be dusty. Investigations as to options are being conducted
13th June 2018	Public	train travelling through Bundanoon with white dust covering people at the station coming from the wagons under windy conditions	Train movements identified Marulan South train was travelling through Bundanoon at the time. It was noted that the train was treated with dust suppression products. It has been noted that when it is windy, the wagons can still be dusty. Investigations as to options are being conducted
6th June 2018	Public	query as to whether blasting was occurring as the house just shook	Blasting had occurred at around the time of the call. Blast was located higher in the pit than usual and associated with overburden rock. The wind was blowing in the direction of the residence. Air over pressure measured at the nearest monitor was 108.8 and vibration 1.15 both below criteria.
31st May 2018	Public	query as to whether we were blasting as the house just shook	No blasting had occurred at either Boral site, however other quarries in the area had blasted at this time
5th October 2017	Public	poor truck driver behaviour on Marulan south road. – 2 incidents	Discussion held with other users of Marulan South Road (public road) and drivers reminded of required behaviour on this road. One delivery driver could be identified associated with one of the incidents and was spoken to personally regarding his behaviour. Speed warning signs installed by Council on the road for a period of time at Boral's request.
13th June 2017	Public	Noise at residence	A loader was found to be working on the surge stockpile pushing rock into the conveyor. This was a short-term problem and had ceased not long after the complaint was received. Temperature inversion in place with a

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			cold clear morning with a slight breeze in the direction of the resident. Noise monitoring was subsequently conducted at the residence and showed compliance.
16th April 2017	Employee	Dust	All controls in place and operational
11th October 2016	Public	Query as to whether the site had been blasting as house shook	No blasting had been conducted at the Boral quarries and all operations were normal
30th September 2016	Public	Query as to whether the site had been blasting as house shook	No blasting had been conducted at the Boral quarries and all operations were normal
21st January 2016	EPA	General concern from public that the quarry was ramping up of operations overnight and no water being used for dust suppression.	out of pit operations occur at night however this is not a change but rather due to the need for maintenance and supply of rock during the day light hours. Dust suppression is in place and used at night as well as day.
6th January 2016	Public	noise between 9pm - 10pm audible at the residence	Investigation showed that an excavator was being used to load feeders at crushing / screening plant due to maintenance works being undertaken on the normal system. Use of the excavator was finalised in the next 24 hours
26th November 2015	EPA	Windblown dust from Peppertree quarry operations	Forecast - high wind identified 24hours previously. 3 Water tankers on site and commenced 6AM prior to winds. All water systems in operation. Mobile equipment operation limited to in pit on haul roads. Bush fire plume noted from a distance that looked like it was from the quarry. Believe Plume may have been seen and mistaken for dust from the quarry
17th December 2015	Public	Noise early in the morning – 6 to 8am	Identified loader operating on stockpile in plant area
5th December 2014	Public	Noise coming from the quarry particularly late in the evening	Noise monitoring undertaken at premises during quarterly monitoring. No noise issues identified. Have asked to be contacted when issue arises so source and weather conditions can be identified

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18th November 2014	Anonymous to EPA	Concern over dust while working in the quarry	Dust management reviewed and discussion held with staff as to any concerns
28th June 2014	Public	Dust from train wagon	Material had been loaded above the wagon as a result of issues with automatic loading operations.
13th June 2014	Public	Dust from train wagon	Application of water into the wagon was not operating correctly and insufficient water had been applied. System was modified and monitored.
December 2013	Public	Low frequency noise	Noise monitoring undertaken on 2 occasions over 2014 and 2015 to identify possible noise source but without success. No exceedances identified at the time of monitoring
26th March 2012	EPA/Public	Dust on car	Sample taken from the vehicle however there was insufficient volume to analyse. Wind direction at the time of the fallout was westerly. Not Peppertree
19th March 2012	EPA	Dust and noise from Boral operations	Dust and noise data provided to EPA to show levels of potential impact
4th November 2011	Public	Dust during October 2011 and noise on 2nd November	Air monitoring data provided to the resident. There was a higher than usual level of dust in October predominantly due to westerly winds. Source of the dust not determined but due to the location of Peppertree to the residence the source was not likely to be Peppertree operations. Noise was found to be associated with a reversing beeper. No reversing alarms were on site at the time.
22nd August 2011	EPA	Dust and noise from Boral operations	Dust and noise data provided to EPA to show levels of potential impact