



# COMPLAINTS REGISTER

July 2016 – July 2020

DUNMORE QUARRY

Date	Time	Reason	Description of Complaint	Action Taken
20/09/2016	1:47pm	Blasting	Community enquiry forwarded from the EPA to Boral. The enquiry related to a member of the public feeling a blast.	A copy of the blast event monitoring report was provided to the EPA. (EPA responded acknowledging the report indicated compliance with EPL conditions).
24/07/19	1:15pm	Visual/Dust	<p>The EPA received an Environment Line Report regarding a cloud of visible dust over the Boral quarry at Dunmore at around 1:00pm on Wednesday (details below).</p> <p>Caller stated that today they observed a large plume of dust from the Dunmore quarry. They stated that the plume appeared to be coming from the crusher and conveyor system at the quarry. He stated that he believes that dust is an issue from this site and that not enough is being done to ensure that it is managed. The caller advised that he had noticed the dust at approximately 13:15pm.</p>	<p>A review of plant maintenance checklists from the previous days indicated that a fitting supporting a dust spray located near the primary crusher boot bin was observed to be damaged, and as a result the sprays were not being directed effectively during the night shift of Tuesday 23rd July. This was reported and a replacement part ordered the next morning, fitted the next day. All other sprays at transfer points and conveyors were working as normal.</p> <p>The site undertakes the practice of 'wetting the shot' as an additional dust control for the material entering the primary crusher. This involves watering down the blasted material in the quarry pit immediately prior to loading in haul trucks and feeding in to the jaw crusher to ensure that the material entering the jaw was moist and dust generation is minimised.</p> <p>Due to this practice it is not likely that the damaged fitting would have resulted in excessive dust generation.</p> <p>Dust and PM10 results for July were well</p>

				within consent limits which indicates no dust was transported off-site.
26/12/2019	16:19	Truck Parking	<p>Email from Bicycle User Group.</p> <p>Trucks have again been seen parked under the freeway bridge on Tabbitta Road in the bicycle lane. We fully understand and support the opportunity taken by drivers to park in the shade under the bridge and hope Boral will support the need to remark the road to provide parking under the bridge as there is space for both cyclists and trucks.</p>	Boral is fully supportive of the need to remark the road. In the interim, drivers, customers and subcontractors were instructed not to park on bicycle tracks and lanes under the bridge to the quarry.
24/3/2020	10:51	Material Tracking	<p>Email from Danny Benedetti Senior Network Safety Officer from Transport for NSW regarding loose stone located on the Princes Hwy North Bound, on the road shoulder, between Tabbitta Road to Shellharbour Road. "I understand Dunmore Quarry management arrange contractors to sweep this section, twice a week on Tuesday and Friday. Would you kindly confirm that this maintenance work is still being undertaken, and if so, would it be necessary to increase the sweeps along this section to three times a week?"</p>	<p>Boral can confirm that street sweeping is being undertaken twice weekly along northbound shoulder and daily on Tabbitta Rd itself.</p> <p>RMS maintenance had occurred the week prior. Drainage channels and nearby vegetation was cleared along the shoulder causing material to be tracked across the road.</p> <p>Current arrangements will continue twice weekly and the area will be monitored to ensure controls are working effectively.</p>

\*Note: All complaints, with associated corrective actions and responsibilities, need to be entered into the Boral Safety Information Management System (SIMS).