

Boral Asphalt Alstonville

Road and surfacing solutions for the Northern Rivers and North Coast

July 2018

On 27 January this year, our Alstonville Asphalt plant marked 40 years of contributing to the community through the provision of quality road building and general surfacing materials. We now present this update for the community about what's been happening at the site since then.

Your call on our performance

Our Alstonville plant operates from **6am to 6pm Monday to Saturday**, however has the ability to operate across a **24 hour window** for up to **60 days** each year under certain conditions.

Once we become aware a customer will need us to use 'outside' hours for production, we publish the dates we expect to work under the **After Hours Production** tab of our Alstonville website – www.boral.com.au/alstonville.

We started this in 2016 after feedback from local residents. Publishing these details allows those around us to factor our production into their plans, and alerts everyone the site is operational if they notice anything at 'unusual' times.

Following a revision of our **complaints protocol** for the site, we've also arranged a dedicated **mobile number** for use if our activities create inconvenience at **any** time.

The number is **0427 601 118**. It is attended on a 24 hour basis, allowing any feedback received to be acted upon swiftly.

You are still also able to offer comments via the site's direct number during regular business hours – **6628 0725**. For those who prefer email, contact us at feedback@boral.com.au.



Boral Asphalt Alstonville
24 hour feedback
0427 601 118



Your feedback helps!

We're sometimes asked by neighbours about what happens when we receive a complaint on our Alstonville site's activities.

All feedback and complaints about **any** Boral site are recorded in our **Safety Information Management System (SIMS)**.

SIMS acts as our data warehouse for everything to do with workplace health and safety, as well as environmental management and compliance.

Once feedback has been given, the site's personnel enter the relevant information into SIMS. If further action is needed, SIMS notifies the responsible employees. The action remains outstanding within SIMS until it has been checked off and verified as completed.

Regular meetings and conversations are held about outstanding SIMS items, and sites are accountable for their prompt closure.

We also require that outcomes, or regular updates where matters are more complex, are given to the person who provided the feedback.



SIMS information is essential to the continuous improvement of our businesses. Community feedback is a rich information source from which planning for such improvement can be done.

That's why we constantly encourage your feedback about how we're doing through our communications. Whether it's an issue which can be fixed immediately, or something needing a degree of work to solve, without your input, we can't meet our objective of operating with minimal influence on those around us.



Why do we work at night?

Boral operates **seven** permanent facilities which make asphalt across NSW and the ACT. Several operate **24 hours a day**, while nearly all can produce material overnight to fill orders.

Like most businesses, when we produce is driven by our customers. We can't make asphalt ahead of time as it is a **perishable** product.

Once made, asphalt has to be kept between **150 or 180 degrees Celsius** until placed at the required location. The need for this temperature includes while the material is being transported.

As a result, asphalt has a limited 'shelf life'. It can therefore only be made just ahead of when it's needed.

Our major customers include contractors working on behalf of State Government agencies, such as the **NSW Roads and Maritime Services (RMS)**, and **local Councils**.



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With ongoing improvements in technology and work practices over the years, our customers have shifted more and more toward works at **night time**. The main driver for this is to avoid creating **traffic congestion** during the day.

The result? Asphalt production also has to occur at night to keep works supplied. The end benefit for all is the roads we travel each and every day.



Bringing down the noise

As we operate the Alstonville site at night for a portion of each year, we're very conscious of improving our practices to minimise the risk of our activities affecting those around us.

Noise associated with our operations is one area on which we've particularly focussed during the past 12 months. The plant has been given a number of physical improvements to assist with decreasing the general level of noise.

These have included the construction of a **covering** over the plant's **dryer**, in which the aggregates needed for asphalt making are subjected to streams of heat. The cover affords the added advantage of retaining more heat within the process.

An **insulation 'jacket'** has been fitted around the plant's **bitumen pump** to muffle associated noise, while the **bin** holding our 20 millimetre aggregate stocks has been **lined** to stifle noise from rocks hitting metal when loading.

