



Date	Complaint received from	Nature of complaint	Outcome of investigation
22 nd August 2011	EPA	Dust and noise from Boral operations	Dust and noise data provided to EPA to show levels of potential impact
4 th November 2011	Public	Dust during October 2011 and noise on 2 nd 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.
19 th March 2012	EPA	Dust and noise from Boral operations	Dust and noise data provided to EPA to show levels of potential impact
26 th 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
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
13 th June 2014	Public	Dust from train wagon	Application of water into the wagon was not operating correctly and insufficient water had



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			been applied. System was modified and monitored.
28 th June 2014	Public	Dust from train wagon	Material had been loaded above the wagon as a result of issues with automatic loading operations.
18 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
5 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
26 November 2015	EPA	Windblown dust from Peppertree quarry operations	<p>Forecast - high wind identified 24hours previously.</p> <p>3 Water tankers on site and commenced 6AM prior to winds.</p> <p>All water systems in operation.</p> <p>Mobile equipment operation limited to in pit on haul roads.</p> <p>Bush fire plume noted from a distance that looked like it was from the quarry.</p> <p>Believe Plume may have been seen and mistaken for dust from the quarry</p>
17 December 2015	public	Noise early in the morning – 6 to 8am	Identified loader operating on stockpile in plant area

Boral Peppertree Quarry

Complaints Register

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6 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
21 st 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.
30 th 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
11th October 2016	Public (reported as part of ongoing noise assessment program)	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
16 April 2017	Employee	Dust	All controls in place and operational
13 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 cold clear morning with a slight breeze in the direction of the resident. Noise monitoring was

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			subsequently conducted at the residence and showed compliance.
5 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.
31 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
6 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.
13 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



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			noted that when it is windy, the wagons can still be dusty. Investigations as to options are being conducted