

## Bass Point Quarry Complaints Register



| Month/ Year | Incident Date & Time | Mode of Complaint | Nature of Complaint      | Comments   | Action Taken   | Follow-up Contact with Complainant?  |
|-------------|----------------------|-------------------|--------------------------|--|--|--|
| <b>2019</b> |                      |                   |                          |  |  |  |
| Jun-2019    | 06.06.2019 - 13:34   | Phone             | Noise - trucks           | <p>The complainant called the main site office to enquire about the expected duration of the roadworks occurring on Bass Point Quarry Road. The complainant lives adjacent to where the traffic lights are located, and is disrupted during the night by the idling of trucks.</p> <p>The complainant also alleged that there is driver non-compliance along the road, including (i) use of exhaust brakes, (ii) speeding, (iii) "drag racing" by trespassers late at night. Supporting evidence regarding dates/times of driver non-compliance was not available.</p> | <p>The call was answered by Administration Assistant Melissa Doheny, and Melissa discussed all points of concern with the complainant. Melissa confirmed that the roadworks are due for completion by the end of June 2019, and that the road resurfacing should reduce road noise associated with laden truck dispatch. The lack of supporting evidence of alleged driver non-compliance means that it is difficult to gauge the frequency of these activities and necessary corrective actions. The complainant was encouraged to record this information in the future. Speed monitoring along Bass Point Quarry Road will be conducted upon completion of the roadworks. The adequacy of existing security measures will be reviewed. In addition, it is important to note that the noise barrier performance was reviewed as part of Project Approval Modification 2, and it was deemed adequate by an acoustical consultant.</p> | <p>The complainant's concerns were addressed by Administration Assistant Melissa Doheny upon the lodgement of the complaint. Quarry Manager Stephen Butcher attempted to contact the complainant via phone to further discuss the complaint and ensure that the complainant was satisfied with the explanations provided, but the call was not answered and the complainant did not call back.</p> |
| May-2019    | No complaints lodged |                   |                          |  |  |  |
|             | 18.04.2019 - 13:30   | Phone             | Dust - quarry activities | <p>The complainant called the main site office, as over the past few weeks they had noticed excessive dust allegedly coming from the site.</p>   | <p>Upon receipt of the message from Reception, Quarry Manager Stephen Butcher immediately arranged for the new plant (in the Project) to be shut down, as this was the suspected cause of the reported elevated dust levels. This was the suspected source because over the past several weeks, commissioning testing had been conducted in the new plant while the dust extraction was not fully operational. Stephen discussed this with the Project Manager and they agreed that the new plant would not be run until the dust extraction was fully operational.</p>  | <p>Quarry Manager Stephen Butcher called back the complainant approximately 10 minutes after the complaint had been lodged, to advise that the new plant had been shut down and would not be run until the dust extraction was fully operational.</p>  |

To lodge a complaint via phone, contact:

**Bass Point Quarry**  
Ph. (02) 4247 3955

**24 hour emergency contact/complaints**  
Ph. 1800 882 478

**Chelsea Flood**  
Compliance Officer  
Ph. 0448 290 721  
E. Chelsea.Flood@hanson.com.au

**Stephen Butcher**  
Quarry Manager  
Ph. 0417 252 300  
E. Steve.Butcher@hanson.com.au

Alternatively, lodge a written complaint at:

[www.hanson.com.au/contact/contact-us/](http://www.hanson.com.au/contact/contact-us/)

|          |                    |                                   |  |  |   |  |
|----------|--------------------|-----------------------------------|--|--|---|--|
| Apr-2019 | 16.04.2019 - 11:28 | Online                            | Transport - driver conduct             | <p>The complainant was highly concerned about truck driver conduct in the vicinity of the Links Golf Club roundabout (i.e. entry/exit to Bass Point Quarry Road). They noted that on the day of the complaint they had been involved in a near miss at the roundabout with a B-double truck, and that they had been verbally abused by the driver involved. In addition, the complainant alleges that it is common for truck drivers to enter/exit Bass Point Quarry Road travelling much faster than the 50 km/h speed limit.</p>   | <p>The truck involved in the reported near-miss incident was noted as being a B-double - no Hanson trucks that access site have this configuration, so it was concluded that it was likely not a Hanson truck/driver. The registration was not noted, so the driver could not be identified on this occasion. Visibility/line of sight at the roundabout was raised with Shellharbour City Council earlier in the year, and investigation is ongoing. Site traffic compliance monitoring procedures are being improved with the imminent procurement of a radar speed gun, and alternate monitoring/compliance solutions (with stronger disciplinary action) are being investigated, as the incidents are occurring on a public road.</p>                                 | <p>The complaint was forwarded to Transport Supervisor Robert Menon, who called the complainant and left a message but was not contacted in response. Robert eventually was successful in contacting the complainant, and asserted that Hanson are taking the incident seriously and will be improving current traffic monitoring and compliance activities.</p>   |
|          | 10.04.2019 - 15:10 | Phone (main site office, and EPA) | Blasting - excessive ground vibrations | <p>The complainant called the main site phone number twice in quick succession, and selected the option for their call to be forwarded to the main site office on both occasions. The administrative assistant finished work at 2.00pm, so neither of the phonecalls were answered. The complainant left an irate voice message about the vibrations from the blast that had just occurred, and did not include any personal details. This message was received the following day on 11/04/2019, when the administrative assistant began their next shift. Hanson were also contacted by the EPA on 11/04/2019, as the complainant had relayed their concerns to the EPA. The EPA noted that the complainant was making an observation/enquiry rather than a formal complaint.</p> | <p>Blast monitoring results indicated that all parameters were within the licensed conditions, and hence compliant. The Department of Planning and Environment (DPE) also conducted monitoring of the blast on 10/04/2019, and found that all parameters were within the licensed conditions and hence compliant. Hanson provided the blast monitoring results to the EPA at their request, and advised that further results could be sourced from the DPE. Approximately one week prior to the complaint, Hanson had finalised the internal phone line, whereby callers can select the most appropriate option and their call will be forwarded accordingly. The complainant's call would have been answered if they selected a different option (e.g. weighbridge).</p> | <p>As the complainant did not disclose any personal details - and due to the irate nature of the complaint - Hanson did not attempt to make any follow-up contact with the complainant. The EPA confirmed that they were in contact with the complainant, and that they had advised the complainant that all blast monitoring results can be accessed on the Bass Point Quarry website.</p>  |
| Mar-2019 | 20.03.2019 - 08:15 | Online                            | Noise barriers - trees overhanging     | <p>The complainant lives adjacent to Bass Point Quarry Road; there are multiple she-oak trees that overhang the noise barrier at the boundary of their property, and the trees are causing damage to their house and shed guttering. The resident wants these overhanging trees to be removed.</p>   | <p>Compliance Officer Chelsea Flood contacted SCC on 23.03.2019 to raise the issue on behalf of the complainant. Chelsea met with a Shellharbour City Council (SCC) officer on 26.03.2019 for further discussion, and it was confirmed that SCC are responsible for handling and resolving this complaint.</p>  | <p>Quarry Manager Stephen Butcher contacted the complainant via phone on 21.03.2019 to discuss their concerns. Stephen advised that Hanson would make contact with Shellharbour City Council (SCC) to begin negotiating the trimming/removal of trees near their residence. Stephen later contacted the complainant on 26.03.2019 to advise that Hanson had been in contact with SCC, and that SCC will be handling the complaint.</p> |

|          |                    |                                |                            |  |   |  |
|----------|--------------------|--------------------------------|----------------------------|--|---|--|
| Feb-2019 | 13.02.2019 - 08:30 | Phone (Hanson Complaints line) | Transport - driver conduct | The complainant is concerned about the risk that trucks exiting the quarry (via Bass Point Quarry Road, at the roundabout) pose to Shell Cove residents. The complainant's wife was reportedly involved in a near-hit on the morning of the complaint. The complainant stated that sub-contractor and ex-bin drivers often pose a risk to residents at the roundabout where the incident occurred. | The complainant noted the licence plate of the truck involved. Investigation determined that it was not a Hanson truck. Regardless, Hanson are investigating solutions to this safety concern in consultation with Shellharbour City Council. | Transport Supervisor Robert Menon contacted the complainant via phone on the day of the incident, and reassured them that Hanson are (i) aware of the safety risk, and (ii) actively investigating a solution to this safety concern.  |
| Jan-2019 | 10.01.2019 - 07:02 | Online                         | Noise - quarry activities  | Resident heard rock hammers in operation at 6.00am, stating that the noise was coming from the Bass Point Quarry.  | Investigation of records indicates that rock breakers were being used from 06.00am in the Western Pit, at RL18 south. Wind direction SSW (16.2km/h) at 06.00am.   | Quarry Manager Stephen Butcher contacted the complainant via phone in the morning of 10.01.2019 to discuss the issue. Stephen advised that our current Project Approval does not specify restrictions for activities other than blasting, however, in light of the complaint the quarry will commence rock hammering after 07.00am in the future. The complainant was satisfied with this outcome. |

**2018**

|          |                      |       |                           |   |   |  |
|----------|----------------------|-------|---------------------------|---|---|--|
| Dec-2018 | 12.12.2018 - 07:14   | Email | Noise - quarry activities | Resident heard rock hammers in operation through most of the night (10.00pm until 07.00am) - with some improvement between 03.00am and 04.00am. The resident stated that it is the loudest and most consistent noise that they have heard from the plant. Resident wanted to advise the quarry of the noticeable noise as they feel that it has the potential to draw complaints from nearby residents. | Investigation of records suggests that the source of the noise was likely drilling, which occurred throughout the night shift on 11.02.2018 in the north-western side of the Western Pit (RL32) in preparation for the blast that occurred on 12.02.2018 (the day the complaint was lodged). It is believed that the wind direction (southerly) and wind speed (22km/hr) carried the drilling noise towards the affected residence. Independent operator-attended noise monitoring was conducted at the affected residence in March 2019, and indicated that there was not substantial noise attributable to the quarry site. | Quarry Manager Stephen Butcher contacted the complainant via email to advise that an investigation would be conducted. Independent operator-attended noise monitoring was completed at the residence in March 2019. Chelsea Flood provided the complainant with a copy of the final report. The complainant was satisfied with this outcome. |
| Nov-2018 | 22.11.2018 - 12:43   | Phone | Noise - trucks            | Excessive truck noise early in the morning (from 03.00am) heard from a nearby residence.  | Investigated truck movement data - actual truck numbers did not indicate a change in the frequency of use. Numbers indicated a 'normal' day of operations with no additional noise to be expected.  | Quarry Manager Stephen Butcher returned the complainants' call at 14.07pm on the day of the complaint - no answer. Left a message, but did not hear back from the complainant.   |
| Oct-2018 | No complaints lodged |       |                           |   |   |  |
| Sep-2018 | No complaints lodged |       |                           |   |   |  |
| Aug-2018 | No complaints lodged |       |                           |   |   |  |
| Jul-2018 | No complaints lodged |       |                           |   |   |  |
| Jun-2018 | No complaints lodged |       |                           |   |   |  |
| May-2018 | No complaints lodged |       |                           |   |   |  |
| Apr-2018 | 05.04.2018 - 15:55   | Phone | Noise - trucks            | Trucks are using exhaust brakes (during the day and night) on Quarry Haul Road.   | Was able to isolate the truck on this occasion. The truck was a fuel delivery tanker. The Quarry Manager spoke to the driver on the same day (05.04.18) and reinforced Hanson's expected driving behaviours. Memo issued to all users of Quarry Haul Road on the 13.04.18 outlining expected behaviours and consequences of non-compliance.   | Not recorded   |
| Mar-2018 | No complaints lodged |       |                           |   |   |  |
| Feb-2018 | No complaints lodged |       |                           |   |   |  |
| Jan-2018 | No complaints lodged |       |                           |   |   |  |

| 2017     |                      |  |                              |  |  |   |
|----------|----------------------|--|------------------------------|--|--|---|
| Dec-2017 | 20.12.2017 - 14:00   | Relayed through Environment Protection Authority | Dust - blasting              | Complainant from 16/10/17 had contacted EPA. The complainant believed that dust from the blast had harmed Marine life.                                 | EPA requested information in relation to blast of the 16/10/17. This information was provided. The blast was not exceptional - all blast parameters were reviewed, and were within the licensed conditions. North-east wind conditions carried dust toward Minnamurra. | EPA responsible for contacting the complainant.   |
| Nov-2017 | No complaints lodged |  |                              |  |  |   |
| Oct-2017 | 15.10.2017 - 08:30   | Phone  | Dust - roads                 | Trucks using the temporary quarry exit road were reportedly generating excessive dust.   | Temporary exit road closed and trucks diverted back onto bitumen road.   | Quarry manager Stephen Butcher contacted complainant. Complainant expressed satisfaction with action.                   |
|          | 16.10.2017 - 13:07   | Email  | Dust - blasting              | Blast was not exceptional. North-east wind conditions blew dust toward Minnamurra.   | The blast was not exceptional - all blast parameters were reviewed, and were within the licensed conditions. North-east wind conditions carried dust toward Minnamurra.  | Quarry manager Stephen Butcher contacted the complainant.   |
| Sep-2017 | No complaints lodged |  |                              |  |  |   |
| Aug-2017 | No complaints lodged |  |                              |  |  |   |
| Jul-2017 | 06.07.2017 - 11:00   | Relayed through Department of Planning           | Transport - number of trucks | Nearby resident believed that the number of trucks using Quarry Haul Road at night had increased.  | Investigated truck movement data - actual truck numbers did not indicate a change in the frequency of use. This data was also provided to the Department of Planning.  | Department of Planning responsible for contacting the complainant.  |
| Jun-2017 | 12.05.2017 - 14:00   | Relayed through Department of Planning           | Noise - quarry activities    | Resident in Barque Avenue, Shell Cove has been disturbed by noise at night. The resident believes that the noise is coming from the Bass Point Quarry. | Operator Attended Noise Monitoring instigated.   | Liaised with the complainant.   |
| May-2017 | No complaints lodged |  |                              |  |  |   |
| Apr-2017 | No complaints lodged |  |                              |  |  |   |
| Mar-2017 | No complaints lodged |  |                              |  |  |   |
| Feb-2017 | No complaints lodged |  |                              |  |  |   |
| Jan-2017 | No complaints lodged |  |                              |  |  |   |
| 2016     |                      |  |                              |  |  |   |
| Dec-2016 | No complaints lodged |  |                              |  |  |   |
| Nov-2016 | No complaints lodged |  |                              |  |  |   |
| Oct-2016 | No complaints lodged |  |                              |  |  |   |
| Sep-2016 | No complaints lodged |  |                              |  |  |   |
| Aug-2016 | 29.08.2016 - 9:00    | Phone  | Noise - trucks               | Resident who lives adjacent to Quarry Haul Road has been disturbed by trucks using exhaust brakes.   | Speed humps along Quarry Haul Road are to be removed, to negate the need to use exhaust brakes.  | Quarry Manager Stephen Butcher spoke with complainant.  |
| Jul-2016 | No complaints lodged |  |                              |  |  |   |
| Jun-2016 | 29.06.2016 - N/A     | Relayed through Environment Protection Authority | Dust - quarry activities     | A member of public contacted the EPA about visible dust being emitted from the stockpile conveyor.   | Water sprays on the conveyors were checked.  | Quarry Manager Stephen Butcher reported back to EPA with actions taken. EPA responsible for contacting the complainant. |
| May-2016 | No complaints lodged |  |                              |  |  |   |
| Apr-2016 | No complaints lodged |  |                              |  |  |   |

|             |                      |   |  |  |   |  |
|-------------|----------------------|---|--|--|---|--|
| Mar-2016    | No complaints lodged |   |  |  |   |  |
| Feb-2016    | No complaints lodged |   |  |  |   |  |
| Jan-2016    | No complaints lodged |   |  |  |   |  |
| <b>2015</b> |                      |   |  |  |   |  |
| Dec-2015    | No complaints lodged |   |  |  |   |  |
| Nov-2015    | No complaints lodged |   |  |  |   |  |
| Oct-2015    | No complaints lodged |   |  |  |   |  |
| Sep-2015    | 28.09.2015 - 11:30   | Relayed through Shellharbour City Council Officer | Dust - quarry activities               | Complaint received from local resident that a dust cloud was hanging over the quarry.                          | Checked records for Monday 28.09.2015 with a SCC Officer present. Found no evidence of system failure that may cause dust problem.  | Shellharbour City Council responsible for contacting the complainant.  |
| Aug-2015    | 20.08.2015 - 12:30   | Phone   | Blasting - excessive ground vibrations | Nearby resident believes that blasting is causing structural damage (cracks in the wall) of their house.       | Blast monitoring was conducted at the house on the 1st and 16th September. All results were under the license limit. An independent structural inspection was conducted on 15th October.  | Phoned the complainant on 20.08.2015 and 26.08.2015 but there was no answer. Liaised with the complainant to complete the required blast monitoring and independent structural inspection. |
| Jul-2015    | No complaints lodged |   |  |  |   |  |
| Jun-2015    | No complaints lodged |   |  |  |   |  |
| May-2015    | No complaints lodged |   |  |  |   |  |
| Apr-2015    | No complaints lodged |   |  |  |   |  |
| Mar-2015    | No complaints lodged |   |  |  |   |  |
| Feb-2015    | No complaints lodged |   |  |  |   |  |
| Jan-2015    | No complaints lodged |   |  |  |   |  |
| <b>2014</b> |                      |   |  |  |   |  |
| Dec-2014    | 18.12.2014 - 13:00   | Relayed through Environment Protection Authority  | Blasting - excessive ground vibrations | Local resident complained about excessive ground vibration in area south of the quarry.                        | Blast monitoring results reviewed - all blast results were under the licensed limits. Monitoring conducted at complainant residence.  | Report back to EPA. Complainant consulted.   |
| Nov-2014    | No complaints lodged |   |  |  |   |  |
| Oct-2014    | 02.10.2014 - 23:30   | Phone (Hanson Complaints line)                    | Noise - trucks                         | Local Resident complained about the noise generated by truck engine brakes.                                    | Signage is in place to instruct all truck drivers entering the quarry that they are not to use engine brakes (unless required for safety reasons). All drivers are inducted into site and made aware of the traffic rules. Council laws also forbid the use of engine brakes in built up areas. | Not recorded   |
|             | 03.10.2014 - 16:00   | Relayed through Environment Protection Authority  | Dust - quarry activities               | EPA were contacted by a member of the public who was concerned about the amount of dust emitted from the site. | Water sprays & solenoids checked for operation.   | Report back to EPA.  |
| Sep-2014    | 03.09.2014 - 13:15   | Relayed through Environment Protection Authority  | Blasting - excessive ground vibrations | Local resident complained about excessive vibration during blast.  | Blast monitoring results reviewed - all blast results were under the licensed limits.   | Volunteered to monitor at residence to gain further understanding.   |
| Aug-2014    | No complaints lodged |   |  |  |   |  |

|          |                      |  |                |  |   |  |
|----------|----------------------|--|----------------|--|---|--|
| Jul-2014 | 16.07.2014 - 14:30   | Relayed through Environment Protection Authority | Noise - trucks | Local resident complained about reverse alarms at night. Lack of shipping products.  | Report to EPA on status of shipping. Investigate reverse alarms. Fitted less intrusive reverse alarms on quarry machinery.  | Report back to EPA.  |
| Jun-2014 | 06.06.2014 - 06:30   | Phone  | Noise - trucks | Complaint received from local resident, who claimed that trucks have been using exhaust brakes along Quarry Haul Road, near the speed hump at Killalea Bridge. | Draft revisions for the Transport Management Plan were completed. This included a full review of the road, including speed humps, speed limits, and additional signage. | The complainant was advised about the content of the (drafted revisions to the) Transport Management Plan. |
| May-2014 | No complaints lodged |  |                |  |   |  |
| Apr-2014 | No complaints lodged |  |                |  |   |  |
| Mar-2014 | No complaints lodged |  |                |  |   |  |
| Feb-2014 | No complaints lodged |  |                |  |   |  |
| Jan-2014 | No complaints lodged |  |                |  |   |  |

*The format of this complaints register was updated in January 2019 to better capture data relating to complaints. Any gaps in this register prior to January 2019 are due to this change in format.*