

Bass Point Quarry - Complaints Register



Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
2024						
23/03/2024	8:03:00 AM	Online	Transport - driver conduct	The complainant has observed on a regular basis trucks turning right from Buckleys Road onto Dunmore Road and crossing into the left lane, which is for vehicles driving north on Dunmore Road.	A memo has been issued to both Hanson and external (ex-bin) drivers reminding them to be cautious when turning from Buckleys Road onto Dunmore Road.	Quarry Manager Stephen Butcher emailed the complainant on 25/03/2024 to advise of the actions being undertaken in response to the complaint.
No complaints lodged during February 2024						
No complaints lodged during January 2024						
2023						
1/12/2023	3:16:00 PM	Relayed through NSW EPA	Blasting - excessive ground vibrations	The complainant resides in Shell Cove and contacted the EPA to advise of excessive noise and vibration from the blast event that occurred on 30 November 2023. The EPA requested that Hanson provide them with blast monitoring results for that blast event.	Hanson provided the requested blast monitoring results to the EPA on 04/12/2023. Blast monitoring results were compliant with the prevailing limits at both monitoring locations; results were so low at Monitoring Point A - Rangoon Avenue, that the monitor was not triggered. The monitoring results are in line with previous blasts in the same area.	NSW EPA responsible for contacting the complainant.
8/11/2023	11:58:00 PM	Phone (Stephen Butcher, via SMS)	Noise - quarry activities	The complainant resides in Shell Cove and wanted to report the "disturbing" machinery noise happening at the time. It is the same complainant as 01/08/2023.	Hanson commenced an investigation into possible sources of noise emissions from site. Routine operations were underway. No drilling was being conducted. There was low cloud cover at the time - as was the case for the complaint received on 01/08/2023 - which may have contributed to more noticeable noise emissions from site. The wind direction was north-east, which also may have contributed to more noticeable noise emissions from site. Quarterly noise monitoring will be completed in a few weeks; this will include monitoring at a location near the complainant's residence.	Quarry Manager Stephen Butcher responded to the complainant via SMS on 09/11/2023 to advise that the complaint would be investigated. Stephen sent a follow up SMS on 10/11/2023 to provide a progress update on the investigation.

To lodge a complaint, contact:

Bass Point Quarry Ph. (02) 4247 3955	Chelsea Flood ER Quarries Compliance Manager Ph. 0448 290 721 E. Chelsea.Flood@hanson.com.au	Stephen Butcher Quarry Manager Ph. 0417 252 300 E. Steve.Butcher@hanson.com.au	Hanson website - feedback form https://www.hanson.com.au/contact/contact-us/
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24 hour emergency contact/complaints
Ph. 1800 882 478

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30/10/2023	1:00:00 PM	Relayed through NSW EPA	Dust - quarry activities	<p>The complainant resides in Minnamurra and contacted the EPA to advise of "excessive dust emissions from the Bass Point Quarry" at approximately 1:00pm on 30/10/2023. The prevailing wind direction was north-east and the complainant advised that they often notice dust emissions from the Quarry when there is a strong north east wind.</p>	<p>The EPA contacted Hanson on 01/11/2023 requesting information about site activities, observed dust emissions and preventative actions, operational status of the watercart, and recent monitoring data. This information was provided to the EPA on 02/11/2023. In summation, at the time of the complaint:</p> <ul style="list-style-type: none"> - Routine operations were underway - Hanson was aware of challenging wind conditions and had regular dust suppression measures in place, including use of the regular (large) watercart - Site surveillance cameras did not suggest especially dusty conditions - Available data from the site air quality monitoring network does not suggest elevated dust levels - Regional air quality (as measured at Albion Park South) was 'good', although there was an uptick in PM₁₀ and slight reduction in visibility from approximately midday and into the afternoon. 	NSW EPA responsible for contacting the complainant.

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1/10/2023	12:45:00 PM	Relayed through NSW EPA	Dust - quarry activities	The complainant was in a boat offshore and contacted the EPA to advise of excessive dust emissions from site. They noted that the dust appeared to be originating from around the processing plant.	<p>The EPA contacted Hanson on 05/10/2024 requesting information about site activities, observed dust emissions and preventative actions, operational status of the watercart, and how upgrades on the screenhouse have progressed. In summation:</p> <ul style="list-style-type: none"> - No activities were being conducted on site at the time - Hanson were not aware of the dust emissions - The water cart was not operating at the time - Still waiting on some parts to arrive for the project to improve the reliability of the screenhouse dust collector. <p>Hanson advised that the following additional controls are being implemented:</p> <ul style="list-style-type: none"> - Replacement fixed plant butchers screens with solid doors - Roster workers for dust suppression duties when the site is not manned and weather conditions are unfavourable - Additional cleaning of the screenhouse 	NSW EPA responsible for contacting the complainant.
No complaints lodged during September 2023						

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Bass Point Quarry Ph. (02) 4247 3955 24 hour emergency contact/complaints Ph. 1800 882 478	Chelsea Flood ER Quarries Compliance Manager Ph. 0448 290 721 E. Chelsea.Flood@hanson.com.au	Stephen Butcher Quarry Manager Ph. 0417 252 300 E. Steve.Butcher@hanson.com.au	Hanson website - feedback form https://www.hanson.com.au/contact/contact-us/

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1/08/2023	10:55:00 PM	Online and via phone to Parramatta office	Noise - quarry activities	The complainant resides in Shell Cove and has noticed "excessive" machinery noise in the evenings (~10:30pm) and early in the mornings (~04:00 - 04:30am).	Investigated site operations and activities in the evenings and early mornings. The noise source is thought to be drilling activities at the north-west end of site at raised elevation on a ridgeline, and possibly also the stripping campaign preceding the drilling. The stripping campaign had already been completed by the time the complaint was received. Drilling upper benches in that location was limited to between 6:00am and 8:00pm until once-off independent noise monitoring was commissioned. The noise monitoring results indicated that noise emissions associated with the site were compliant with prevailing limits. The drill rig was audible on occasion, which may have been a noticeable change for the complainant. Drilling activities during the night-time are therefore under review. Note that to date, quarterly noise monitoring has been compliant with the prevailing limits.	Supervisor Chelsea Flood contacted the complainant via email on 02/08/2023, and then provided a follow-up email on 04/09/2023. The noise monitoring report was provided to the complainant via email on 09/11/2023.
No complaints lodged during July 2023						
No complaints lodged during June 2023						
No complaints lodged during May 2023						
No complaints lodged during April 2023						
No complaints lodged during March 2023						
No complaints lodged during February 2023						
No complaints lodged during January 2023						
2022						
9/12/2022	2:52:00 PM	Relayed through NSW EPA	Dust - quarry activities	Complainant resides ~600m from site and has noticed accumulation of dust on surfaces when there are southerly winds, for example 09/12/2022, 10/12/2022, 11/12/2022. Complainant believes that the source is the quarry due to its location; has not observed plumes of dust. EPA officer requested information about recent site operations and dust controls in place.	Investigated site operations and dust controls in place on those dates. The site was operational - to varying extents - and standard dust controls were in effect. Provided the requested information to NSW EPA.	NSW EPA responsible for contacting the complainant.
No complaints lodged during November 2022						
No complaints lodged during October 2022						

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No complaints lodged during September 2022						
No complaints lodged during August 2022						
6/07/2022	7:18:00 PM	Online	Blasting - excessive ground vibrations	Complainant concerned about the vibration from the blast event on 06/07/2022 and the potential impacts on houses in Shell Cove. The complainant sought clarification about what Hanson is doing to prevent impacts on houses in Shell Cove.	Blast monitoring results had already been reviewed and there was an exceedance in airblast overpressure (noise) rather than ground vibration. Hanson had already commenced the process of notifying DPE and EPA, as required under Project Approval and EPL. Incident investigation process had also already commenced.	Quarry Manager Stephen Butcher contacted the complainant via phone on 07/07/2022 and left a message but did not receive a reply. Stephen then emailed the complainant on 08/07/2022 to provide some information about the blast activities at the Bass Point Quarry and the blast event on 06/07/2022.
6/07/2022	2:55:00 PM	Relayed through Shellharbour City Council Officer	Blasting - excessive ground vibrations	Complainant contacted Shellharbour City Council. The complainant observed that the blast on 06/07/2022 seemed larger than usual, the vibration felt like an earth tremor. Complainant details, including approximate location, were not disclosed.	Blast monitoring results had already been reviewed and there was an exceedance in airblast overpressure (noise) rather than ground vibration. Hanson had already commenced the process of notifying DPE and EPA, as required under Project Approval and EPL. Incident investigation process had also already commenced. Council did not request further information or follow-up.	Council responsible for contacting the complainant.
3/06/2022	4:13:00 PM	Relayed through NSW DPE	Visual amenity	Complainant contacted the NSW DPE regarding earthworks at the southern end of Bass Point Quarry.	The works are lawful stripping, drill and blast activities within the approved extraction limit. The Department informally requested information from Hanson on 06/06/2022. This information was provided on 10/06/2022.	NSW DPE responsible for contacting the complainant.
No complaints lodged during May 2022						
No complaints lodged during April 2022						

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23/03/2022	11:15:00 AM	Relayed through NSW EPA	Blasting - excessive ground vibrations	Complainant contacted the NSW EPA alleging that they have experienced noise and vibrations from blasting at the Bass Point Quarry several times per week for several months. NSW EPA requested Hanson provide blast monitoring results for the past 4 blast events.	Blast monitoring results for 2022 were provided to NSW EPA. For the most part, blasts have been conducted once per week during 2022. Only 1 blast was conducted during the month of January 2022. Two blasts were conducted during the week ending 13/02/2022 due to a blast misfire incident. Two blasts were conducted during the week ending 13/03/2022 due to a necessary (weather-induced) rescheduling. Compliance with prevailing airblast overpressure and ground vibration limits has been ongoing. Blast frequency is well below the limit identified in the Project Approval, which permits one blast per day Monday to Friday (excluding Public Holidays).	NSW EPA responsible for contacting the complainant.
17/02/2022	1:59:00 PM	Relayed through Shellharbour City Council Officer	Transport - driver conduct	Truck travelling northbound along Dunmore Road, turning onto Shellharbour Road, using exhaust brakes at 05:00am in the mornings. No specific dates or description to identify vehicle(s) involved.	The vehicle may be associated with the Bass Point Quarry, Boral Dunmore, or the nearby Shell Heights residential development. Signage is already in place on Bass Point Quarry Road advising drivers to limit exhaust brake use in residential areas. Requested Council install similar signage along Dunmore Road - denied. Hanson drivers toolboxed and reminded that they must limit exhaust brake usage in residential areas (unless required for safety reasons). Memo issued to communicate the same information to ex-bin drivers.	Council responsible for contacting the complainant.
No complaints lodged during January 2022						

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Stephen Butcher
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2021						
6/12/2021	10:32:00 AM	Phone	Blasting - excessive ground vibrations	Complainant concerned that blasting activities have caused structural damage to their home in Shell Cove.	Hanson commissioned an independent property investigation as per the requirements of the Project Approval. Inspection completed 24/01/2022 determined the crack is typical of a brick growth crack with a slight foundation movement. Crack estimated to be at least 4 years old, depending on amount of weathering the surface receives. Not considered related to blasting activities.	Compliance Officer Chelsea Flood received an email from the complainant on 07.12.2021 and responded via email on the same date. Contacted the complainant on 22.12.2021 to advise that the inspection will be completed in January 2022 due to the holiday period.
3/11/2021	5:49:00 PM	Email and relayed through NSW EPA	Dust - blasting	Complainant concerned about the noise, vibration, and dust from the production blast on 03.11.2021. The complainant was located in Minnamurra at the time. The complaint was communicated to Hanson via the CCC member for the Minnamurra community, and then the complainant contacted Hanson directly on 05.11.2021. The NSW EPA contacted Hanson on 09.11.2021, it appears to be in relation to the same complaint.	Blast monitoring results were investigated and were compliant with the stipulated limits. The blast monitoring results were provided the NSW EPA on 09.11.2021 upon request. Weather and wind conditions were investigated; NE 24/26km/h, therefore could be related to the complainant's experience of the blast at Minnamurra which is SW from the site. A water fogging machine will soon arrive on site, and will be trialled as a dust suppressant for the next scheduled blast.	Compliance Officer Chelsea Flood responded to the complainant's email on 09.11.2021. Hanson are in regular contact with the CCC regarding site activities, including blasting, and improvements being trialled. The NSW EPA are also responsible for contacting the complainant.
8/10/2021	5:00:00 PM	Online	Noise - trucks	Complainant witnessed a truck on Dunmore Road using engine brakes. The complainant stated that engine brake use is a recurring issue, including at night.	The vehicle description provided by the complainant was adequate for Hanson to identify the truck and the company to which it belongs. The contractor company have been advised of the concerns and will discuss them with their drivers. Signage is already in place on Bass Point Quarry Road advising drivers to limit exhaust brake use in residential areas. Hanson will contact Council to request signage be installed along Dunmore Road. Though Hanson drivers do not appear to be part of the issue, they will be toolboxed and reminded that they must limit exhaust brake usage in residential areas (unless required for safety reasons).	Assistant Supply Chain Manager James Forrest contacted the complainant via phone on 11.10.2021 and advised of the action taken by Hanson. James advised the complainant to make contact for future instances so that Hanson can identify the person responsible and address it accordingly. The complainant was satisfied with Hanson's response.

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7/10/2021	1:57:00 PM	Phone and relayed through NSW EPA	Dust - quarry activities	Complainant contacted the emergency hotline regarding alleged dust emissions from 13:30 on 07.10.2021, coming from the visible green shed (fixed plant). The complainant also noted that this dust has been visible intermittently over the past 6 months. The complainant indicated that they would contact the NSW EPA. The NSW EPA contacted Hanson regarding a complaint of the same nature, and stated that the complainant indicated they had contacted Hanson directly. The NSW EPA requested recent dust monitoring results from the dust deposition gauges and real-time monitor on site.	A wind change on 07.10.2021 and evident increase in visible dust on site prompted immediate additional dust controls, including shutting down the fixed processing plant and load and haul activities. The water cart was already operational and continued to undertake dust suppression activities. Recent dust monitoring results were investigated and provided to the NSW EPA. Dust deposition gauge results were compliant with the prevailing limits. Hanson are investigating multiple additional dust suppression measures to holistically improve dust control on site.	Quarry Manager Stephen Butcher attempted to contact the complainant via phone on 15.10.2021. Stephen was later able to contact the complainant and had a productive discussion about dust management on site.
7/09/2021	11:42:00 AM	Relayed through NSW EPA	Blasting - excessive ground vibrations	Complainant contacted the NSW EPA regarding the blast event on 02.09.2021. The NSW EPA contacted Compliance Officer Chelsea Flood via phone on 07.09.2021. The complainant was located in Shell Cove and perceived the blast to be 'big'.	Blast results were investigated and were compliant with the stipulated limits. Blast monitoring results were provided to the NSW EPA on 07.09.2021 by Compliance Officer Chelsea Flood. NSW EPA also requested monitoring results for the previous two blasts - this information had already been uploaded to the Bass Point Quarry website.	EPA responsible for contacting the complainant.

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2/09/2021	4:00:00 PM	Relayed through Shellharbour City Council Officer	Transport - driver conduct	Shellharbour City Council advised that they received a complaint about trucks parking along Dunmore Road (which is not a designated parking area/truck stop). The complainant stated that truck engines are left idling (nuisance noise), and drivers swear and publicly urinate. The complainant had provided several photos, including one which alleged a Hanson vehicle was involved.	Hanson were able to determine that the photographed truck is not part of the Hanson fleet and the driver therefore does not work for Hanson. The trailer used to be owned by Hanson but was sold. Upon sale, the removal of the coloured Hanson sticker left a residual 'logo' due to slowed oxidation of the aluminium underneath the sticker. It cannot be determined whether the truck had accessed (or was intending to access) the Bass Point Quarry. It is important to note that Hanson provide amenities for company and non-company drivers who access the Bass Point Quarry. Hanson tipper drivers have previously been toolboxed on expected conduct, including that Dunmore Road should not be used as a truck stop, and this message was reiterated following the complaint.	Shellharbour City Council responsible for contacting the complainant.
24/08/2021	-	Relayed through Shellharbour City Council Officer	Transport - driver conduct	Shellharbour City Council advised that they have received several complaints about trucks turning right from Buckley's Road not giving way to traffic on Dunmore Road.	The complaints were communicated in a general way, such that there were not specific incidents or vehicles mentioned. Hanson Management discussed the issue with Hanson truck drivers and advised them to take additional care at this intersection, as was requested by Council. Ultimately, resolution of the issue will rely on Council amending the intersection design.	Shellharbour City Council responsible for contacting the complainants.
16/08/2021	4:00:00 PM	Relayed through NSW EPA	Dust - quarry activities	Complainant contacted the NSW EPA regarding alleged visible dust being emitted from site due to the strong westerly winds at approx. 4:00pm. The NSW EPA contacted Compliance Officer Chelsea Flood via phone and email on 18.08.2021.	Upon the westerly change Hanson attempted to deploy a second water cart for dust suppression activities. However, the second water cart broke down and could not be used. Standard dust control measures were in place. The Primary processing plant was not operating at the time, and therefore the associated load and haul activities were also not occurring at the time. This information was provided to the NSW EPA via email on 19.08.2021.	NSW EPA responsible for contacting the complainant.

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16/08/2021	4:00:00 PM	Relayed through NSW EPA	Dust - quarry activities	Complainant contacted the NSW EPA regarding alleged visible dust being emitted from site due to the strong westerly winds at approx. 4:00pm. A brown slick on the water, emanating from the quarry, was also reported. The NSW EPA contacted Compliance Officer Chelsea Flood via phone and email on 18.08.2021.	Upon the westerly change Hanson attempted to deploy a second water cart for dust suppression activities. However, the second water cart broke down and could not be used. Standard dust control measures were in place. The Primary processing plant was not operating at the time, and therefore the associated load and haul activities were also not occurring at the time. This information was provided to the NSW EPA via email on 19.08.2021.	NSW EPA responsible for contacting the complainant.
19/07/2021	2:32:00 PM	Relayed through NSW EPA	Blasting - excessive ground vibrations	Complainant contacted the NSW EPA regarding the blast event on 14.07.2021. The NSW EPA contacted Compliance Officer Chelsea Flood via email on 19.07.2021. The complainant was located in Minnamurra and perceived the blast to be 'large'.	Blast results were investigated and were compliant with the stipulated limits. Blast monitoring results were provided to the NSW EPA on 20.07.2021 by Compliance Officer Chelsea Flood.	EPA responsible for contacting the complainant.
15/07/2021	-	Relayed through NSW EPA	Blasting - excessive ground vibrations	Complainant contacted the NSW EPA regarding the blast event on 14.07.2021. The NSW EPA then contacted Quarry Manager Stephen Butcher via phone. The complainant was located in Minnamurra.	Stephen Butcher provided blast monitoring results, which were compliant with stipulated limits, to the NSW EPA Officer.	EPA responsible for contacting the complainant.

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8/07/2021	10:08:00 AM	Relayed through NSW EPA	Other - mud on public road	A NSW EPA Officer called Quarry Manager Stephen Butcher to advise that they had received a complaint from the public about mud being tracked from Bass Point Quarry Road onto the roundabout (Buckley's Road).	Quarry Manager Stephen Butcher immediately arranged for a street-sweeper to clean up the roundabout, the street-sweeper arrived at approximately 11:30am the same day. The street sweeper was already on a schedule to clean that area twice per week, and last cleaned that area the previous day (07.07.2021). The source is the shoulder lane on Bass Point Quarry Road, some drivers had been using the shoulder lane to go around a road degradation, and consequently tracked mud onto Bass Point Quarry Road. Access to the shoulder lane was immediately blocked off. Workers were reminded how to safely navigate the road degradation until it is rectified. Engineering works had already been scheduled for late July to investigate the root cause of the road degradation so that it may be addressed and not reoccur in the future.	NSW EPA responsible for contacting the complainant.
18/06/2021	4:30:00 PM	Relayed through Department of Planning	Other - visual amenity	A DPIE Officer called Quarry Manager Stephen Butcher to advise that DPIE had received a complaint about visual amenity, specifically, lighting on site visible from residences to the south (Minnamurra).	The Department requested information about the safety requirements for site lighting, and about what action Hanson had taken to minimise lighting impacts. Hanson provided the requested information. No further action required at this stage.	DPIE responsible for contacting the complainant.
18/06/2021	4:30:00 PM	Relayed through Department of Planning	Blasting - excessive ground vibrations	A DPIE Officer called Quarry Manager Stephen Butcher to advise that DPIE had received a complaint about blasting. The complainant alleged that there are considerable blasting impacts at their residence (Minnamurra).	The Department has not requested any action or additional information from Hanson. No further action required at this stage.	DPIE responsible for contacting the complainant.
13/05/2021	10:34:00 AM	Facebook	Transport - driver conduct	Complainant concerned that non-Hanson truck and dog (could not identify company) turning right from Buckley's Road onto Dunmore Road and not giving way to oncoming traffic.	As the truck company could not be identified, the driver also could not be identified. No further action required at this stage.	Transport Manager Aggregates James Forrest spoke with the complainant about their concerns.

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30/04/2021	12:14:00 PM	Phone	Blasting - excessive ground vibrations	Complainant from 10/12/2020 reconsidered and would like to proceed with an independent property inspection due to perceived damage associated with blasting activities. Complainant then followed up with email correspondence.	Commenced the independent property investigation process by requesting complainant approve the appointment of the proposed property investigator (an engineer).	Compliance Officer Chelsea Flood responded to the complainant's email on 04/05/2021 to propose an independent property inspector for complainant's consideration. After multiple attempts to confirm whether the complainant was satisfied with the proposed inspector, the complainant advised that they no longer wish to proceed with a property inspection at this stage.
14/04/2021	-	Facebook	Transport - driver conduct	Complainant concerned that Hanson drivers turning right from Buckley's Road onto Dunmore Road and not giving way to oncoming traffic.	In this instance the driver could not be identified as there was not enough information to identify the truck. No further action at this stage.	Transport Manager Aggregates James Forrest spoke with the complainant about their concerns.
12/03/2021	3:28:00 PM	Online	Blasting - excessive ground vibrations	Complainant resides in Shell Cove and is concerned that structural damage may have occurred to their home after the blast event that morning.	Blast results were investigated and were within stipulated limits. Trials to reduce environmental impacts of blasting are ongoing.	Quarry Manager Stephen Butcher contacted the complainant via email on the same date the complaint was received. Stephen provided an explanation about blast monitoring and the results obtained for the blast event on 12.03.2021. Stephen offered for Hanson to commission an independent property investigation.
12/03/2021	11:10:00 AM	Email	Blasting - excessive ground vibrations	Complainant resides in Minnamurra and noted that the blast event that had just occurred was strong. The complainant indicated that they will contact the EPA.	Blast results were investigated and were within stipulated limits. Trials to reduce environmental impacts of blasting are ongoing.	Compliance Officer Chelsea Flood responded to the complainant's email on the same date that it was received.
15/02/2021	-	Phone (EPA Environment Line)	Blasting - excessive ground vibrations	Complainant contacted the NSW EPA regarding the blast event on 12.02.2021.	Stephen Butcher provided blast monitoring results, which were compliant with stipulated limits, to the NSW EPA Officer. The EPA Officer requested a status update about ongoing improvements to blasting practices. Stephen discussed ongoing improvements to blasting practices, including trialling of smaller diameter blast holes to reduce Maximum Instantaneous Charge (MIC).	EPA responsible for contacting the complainant.

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Bass Point Quarry - Complaints Register



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12/02/2021	8:12:00 AM	Online	Blasting - excessive ground vibrations	Complainant resides in Shell Cove and is concerned that recent blasts have become increasingly powerful, particularly the blast on 12.02.2021. The complainant is also concerned about potential structural damage to their residence.	Blast results were investigated and were within the stipulated limits. The blast location and orientation would be conducive to experiencing more noticeable (albeit compliant) ground vibration in Shell Cove on 12.02.2021.	Quarry Manager Stephen Butcher responded to the complainant via email on the date that the complaint was received. Stephen provided background information and monitoring results to the complainant, and offered to commission an independent structural inspection. The complainant indicated that they appreciate the information and do not wish to proceed with a property investigation.
No complaints lodged during January 2021						

To lodge a complaint, contact:			
Bass Point Quarry Ph. (02) 4247 3955	Chelsea Flood ER Quarries Compliance Manager Ph. 0448 290 721 E. Chelsea.Flood@hanson.com.au	Stephen Butcher Quarry Manager Ph. 0417 252 300 E. Steve.Butcher@hanson.com.au	Hanson website - feedback form https://www.hanson.com.au/contact/contact-us/
24 hour emergency contact/complaints Ph. 1800 882 478			

Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
2020						
16/12/2020	11:19:00 AM	Email	Blasting - excessive ground vibrations	Complainant emailed Compliance Officer Chelsea Flood to express concerns that the blast events on 16.12.2020 and 09.12.2020 were larger than usual. The complainant stated that they also contacted the NSW EPA to express their concerns.	Blast results were investigated and were within the stipulated limits. Blast monitoring results for 16.12.2020 were already provided to the NSW EPA on 16.12.2020 when addressing a separate complaint (the complaint received 10.12.2020). Hanson advised the local EPA officer that they may receive a complaint, and that they should contact Hanson if any further information is required.	Compliance Officer Chelsea Flood responded to the complainant's email approximately 30 minutes after it was received, advising that the complaint had been noted and blast monitoring results would be provided ASAP. Blast monitoring results were provided to the complainant at 14:36 on the same date. The complainant indicated that they expected monitoring results to be compliant, but that this is effectively not aligned with community expectations about blasting impacts.
10/12/2020	4:35:00 PM	Phone	Blasting - excessive ground vibrations	Complainant called Compliance Officer Chelsea Flood and left a message expressing their concern that blasting activities may be affecting the structural integrity of their home. The complainant noted that over the last few weeks, especially Wednesday 09.12.2020, blasts seem to be "more violent". The complainant noted that they also contacted the NSW EPA to express their concerns.	Blast results were investigated and were within the stipulated limits. On 15.12.2020 the local EPA officer requested blast monitoring results for blast events on 09.12.2020 and 02.12.2020. Blast monitoring results for the calendar year of 2020 were provided to the EPA on 16.12.2020, as there would be no further blast events in 2020.	Compliance Officer Chelsea Flood called the complainant on 11.12.2020. There was general discussion about blasting activities on site, monitoring requirements, and regulatory approvals (Project Approval and Environment Protection Licence). The complainant advised that they would consider the conversation and make contact again in the future if they are still concerned.
6/12/2020	7:09:00 PM	Email	Dust - quarry activities	Complainant was concerned about observed dust reportedly being emitted from the Quarry, blowing over onto Bass Point Reserve (Maloney's Bay).	Investigation of wind direction and speed determined that wind conditions could have caused dust to travel in the direction described by the complainant (approx. West, gusts of up to 50 km/h). There were limited personnel on site at the time and the plant was not operating, as it was a Sunday afternoon. In the short term, personnel will now be rostered to work on Sundays to operate 2 watercarts, should weather forecast indicate there is a risk of dust emission. Longer-term measures, including chemical dust suppressants and water misting/fogging machines, are also being investigated.	Quarry Manager Stephen Butcher sent an email response to the complainant on 07.12.2020 advising of the additional control measures to be implemented.

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Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
27/11/2020	11:15:00 AM	Phone	Blasting - excessive ground vibrations	The complainant was concerned about the noise that they had just heard and wanted to know whether it came from the quarry. The complainant was aggressive towards the Administration Assistant who answered their call and advised that they would be contacting the NSW EPA.	An investigation of blast records for the blast event on 27.11.2020 was undertaken. Monitoring results were compliant with the stipulated limits. Hanson asked the EPA whether they had received any complaints - the EPA confirmed that no complaints about the blast event on 27.11.2020 had been received.	Follow-up contact with the complainant was not possible, as the complainant refused to provide information/contact details.
21/10/2020	10:24:00 AM	Email	Blasting - excessive ground vibrations	The complainant has concerns about being able to regularly hear and feel blasts from their residence in Minnamurra. The complainant noted that the blast on 02.10.2020 was especially noticeable.	An investigation of blast records for the blast event on 02.10.2020 was undertaken. Monitoring results were compliant with the stipulated limits.	Quarry Manager Stephen Butcher responded to the complainant via email the same day. Stephen provided the complainant with blast monitoring results for the blast event on 02.10.2020.
9/09/2020	1:20:00 PM	Email	Blasting - excessive ground vibrations	A previous complainant from 2015 contacted Quarry Manager Stephen Butcher via email. The complainant stated that further damage has occurred at their property more recently, which cannot be explained. The complainant requested information about whether there is evidence of blasting activities at the Bass Point Quarry causing damage to property recently in Shell Cove.	The complainant's questions were answered, and Hanson offered to commission an independent property investigation as is required under the Project Approval.	Compliance Officer Chelsea Flood responded to the complainant's email on 10.09.2020 to answer the complainant's questions, and to offer to commission an independent property investigation.
11/08/2020	10:55:00 AM	Phone	Pollution - water	An EPA Officer called Compliance Officer Chelsea Flood to advise that they had received a complaint about the June 2020 Environment Protection Licence (EPL 2193) variation. The complainant is concerned about the new licence condition regarding wet weather discharge/emergency overflow from licenced discharge points. Specifically, that there is not a definition for when the emergency overflow discharge is to be used, rather than the usual discharge to waters. The EPA Officer requested that Hanson provide information about water storage capacity on site, and advised that they wish to commence another licence variation in the future.	Compliance Officer Chelsea Flood provided the requested information to the EPA Officer via email on 12.08.2020. Chelsea also advised that Hanson have not utilised the wet weather discharge/emergency overflow discharge since the licence variation was finalised. Site water management practices meant that water storage capacity has been sufficient to accommodate recent heavy rainfall events without necessitating emergency overflow discharge.	EPA responsible for contacting the complainant.

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Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
9/07/2020	1:07:00 PM	Phone	Blasting - other	Complainant called Compliance Officer Chelsea Flood to lodge a complaint about blasting procedures. The exclusion zone for the blast on the day of the complaint included a section of a walking track within the Reflections Killalea Reserve, and the complainant was prevented by the sentry (Chelsea) from walking in this area during the blast. The complainant questioned whether Hanson have authority to restrict public access on public land. The complainant also voiced concerns about the existing notification process, stating that publication of a blasting schedule is inadequate and Hanson should contact residents directly e.g. via email.	As the complainant voiced concerns to Compliance Officer Chelsea Flood in the lead up to and after the blast, Chelsea had already contacted the manager of Reflections Killalea Reserve via email prior to receipt of the complaint. Hanson have permission to deploy sentries as required, but asked whether Reflections would like any additional controls in place to communicate to pedestrians when the walking track will be affected by blasting activities. Reflections confirmed that Hanson should arrange instructional signage with a short forecast and Hanson contact details, so that patrons can plan ahead and avoid impacts on their recreational activities.	Chelsea emailed the complainant on 09/07/2020 to confirm receipt of the complaint, and advised that an update will be provided once Hanson have liaised with Reflections Killalea Reserve. Chelsea again emailed the complainant on 23/07/2020 to advise that Hanson will be working with Reflections Killalea Reserve to commission informational signage that includes a forecast for when the Killalea walking track will be closed due to blasting activity. The complainant replied on 23.07.2020 and advised that they were satisfied with the outcome.
3/07/2020	11:20:00 AM	Email	Blasting - excessive ground vibrations	A Shellharbour City Council Officer contacted Compliance Officer Chelsea Flood about community concerns regarding blasting activity on 02.07.2020, including concerns which were voiced on Facebook. The officer requested information about blasting activity during the week.	Hanson Bass Point Quarry had not conducted blasting activities on 02.07.2020, so the source of the ground vibration on 02.07.2020 was independent of the site. No action was required.	Compliance Officer Chelsea Flood responded to Shellharbour City Council's email on 03.07.2020 to confirm that no blasting activities had occurred on the date in question, and that blasting activities during the week (on 29.06.2020 and 03.07.2020 only) had been in accordance with regulatory approvals. Council advised that the prompt response was appreciated and no further information was required.
1/07/2020	11:12:00 AM	Phone	Pollution - water	Complainant called Compliance Officer Chelsea Flood to raise concerns about allegedly polluted water that appeared to be discharging from site into the ocean at approximately 10am on 27.06.2020. The complainant collected a water sample and had the Chlorine level tested at a non-accredited location.	The location described by the complainant was located by Hanson; it was suspected to be licenced discharge point DP1. Standard testing for water discharge samples does not include chlorine, but nonetheless, the next available sample was analysed by a NATA-accredited facility for total chlorine. The results were less than the limit of reporting, i.e. smaller than what the laboratory is permitted to report.	The complainant was contacted by Compliance Officer Chelsea Flood via phone just over 2 hours after the initial complaint was received, to discuss the suspected location (DP1) and the conditions and monitoring requirements for water discharge from site. A photo of DP1 was then sent to the complainant via SMS, and the complainant confirmed that it was the location they encountered. The complainant indicated that they were satisfied with the outcome.

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Chelsea Flood
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Stephen Butcher
Quarry Manager
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Hanson website - feedback form

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Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
29/06/2020	7:03:00 PM	Email	Blasting - excessive ground vibrations	Complainant emailed Compliance Officer Chelsea Flood to express concerns that regular blasting on site was causing structural damage to their residence. The complainant requested information about blasting activities over the last 3 years.	Compliance Officer Chelsea Flood responded to the complainant's email on 30.06.2020. Chelsea provided the requested information. The complainant confirmed that they would like to proceed with a property inspection, so Hanson commissioned the inspection. The inspection determined that the observed damage was attributable to poor building practices, rather than blasting activities at the Bass Point Quarry.	Compliance Officer Chelsea Flood responded to the complainant's email on 30.06.2020. Chelsea provided the requested information. The complainant replied on 22.07.2020 and confirmed that they would like to proceed with a property inspection, so Chelsea contacted the civil engineering business and advised the complainant via email on 24.07.2020.
29/06/2020	11:17:00 AM	Phone	Blasting - excessive ground vibrations	Complainant called Compliance Officer Chelsea Flood to raise concerns about the apparent increase in blast ground vibration that has been happening over time, and perceived damage to their property. The complainant also expressed concerns about dust associated with general quarry activities (not blasting), particularly during strong southerly wind conditions when dust is allegedly emitted from site.	The complaint was escalated to Quarry Manager Stephen Butcher. The subsequent blast on 03.07.2020 was designed differently, to test a potential means of reducing environmental effects (i.e. ground vibration and airblast overpressure). The monitoring results were an improvement from the blast on 29.06.2020 but further tests will be required to determine whether the different blast design is a satisfactory solution.	The complainant was contacted via phone on 01.07.2020 to discuss actions implemented. The complainant expressed gratitude that their complaint had been taken seriously and that Hanson had taken action and followed up to advise of the action taken.
No complaints lodged during May 2020						
16/04/2020	12:30:00 PM	Phone	Blasting - excessive ground vibrations	Complainant from 31.03.2020 called to allege structural damage has been sustained at their property since the last 2 blasts on site.	Hanson investigated the blast results and found that they were compliant with the limits stipulated in the Project Approval and Environment Protection Licence. Hanson commissioned an independent property inspection, as is required under the Project Approval. The property inspection found that observed damage was attributable to poor building practices and the materials upon which the property is built, rather than blasting activities at the Bass Point Quarry.	Compliance Office Chelsea Flood addressed the complaint over the phone. The complainant stated that they have photographs of the alleged damage, which Chelsea encouraged the complainant to provide via email. An email was received at 18:39 the same day, and Chelsea responded to the email the next day 17.04.2020 with further information about how to proceed. There has then been ongoing communication about the inspection process.
9/04/2020	11:10:00 AM	Phone	Blasting - excessive ground vibrations	Complainant from 31.03.2020 called to re-state the concerns. The complainant was prompted to make contact again after the blast event that occurred on 09.04.2020.	Hanson investigated the blast results and found they were compliant with the limits stipulated in the Project Approval and Environment Protection Licence.	Compliance Officer Chelsea Flood addressed the complaint over the phone, and then immediately followed up with an email.

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Bass Point Quarry - Complaints Register

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7/04/2020	7:58:00 AM	Email (Shellharbour City Council)	Blasting - excessive ground vibrations	Complainant contacted Council as they are concerned that blasting activities on site may be causing long-term structural damage to their residence. Complainant also noted that it would be good if monitoring is conducted in the area.	Hanson investigated the blast results for the 2019 calendar year and 2020 to date and found that they were compliant with the limits stipulated in the Project Approval and Environment Protection Licence. The concerns were escalated to the Hanson blast supervisor and the blasting contractor responsible for blast design and blasting activities.	Quarry Manager Stephen Butcher and Compliance Officer Chelsea Flood contacted the complainant via phone at 10:45am on 07.04.2020 to discuss their concerns. Chelsea sent a follow-up email on 08.04.2020 to provide further information about blasting activities and the controls that are in place. The complainant indicated that they were satisfied with the responses provided by Hanson.
31/03/2020	2:36:00 PM	Phone	Blasting - excessive ground vibrations	Complainant called to discuss blasting activities conducted on site. The complainant recently moved to Shell Cove and was concerned about the close proximity of the Quarry to the nearest residences. The complainant is concerned about whether blasting may cause property damage. They also stated that the blast event on 27.03.2020 seemed stronger than usual, causing distress to his family, and also noted that there was another strong blast approximately 3 weeks earlier.	Hanson investigated the blast results and found that they were compliant with the limits stipulated in the Project Approval and Environment Protection Licence. The concerns were escalated to the Hanson blast supervisor and the blasting contractor responsible for blast design and blasting activities.	Compliance Officer Chelsea Flood addressed concerns over the phone, and then immediately followed up with an email to pass on contact details. Chelsea sent another email the following day to provide further information about blasting activities on site, and the various controls that are in place.
30/03/2020	9:30:00 PM	Phone	Other - rocks on public road	Complainant called to notify that there had been gravel spilled at the roundabout where Dunmore Road meets Shellharbour Road, and also at the roundabout on Shellharbour Road near the entrance to the Freeway (Princes Highway)	The Hanson shift supervisor immediately investigated the reported spillages. He noted that the spillages were minor, but nonetheless, contacted the company contracted to do street sweeping on site. The street sweeper was not available immediately, but was dispatched the following day at 06:00.	Quarry Manager Stephen Butcher called the complainant on 01.04.2020 to advise of the actions undertaken to remedy the issue. The complainant appreciated the swift response and was satisfied with the outcome.

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Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
27/03/2020	8:25:00 AM	Online	Blasting - excessive ground vibrations	Complainant is concerned that cracking in their house over the past 12 months is caused by - or at least, exacerbated by - blasting activities at the site. The complainant observed that the blast on 27.03.2020 seemed more powerful than usual, and was concerned about whether any monitoring is undertaken.	Hanson investigated the blast results and found that they were compliant with the limits stipulated in the Project Approval and Environment Protection Licence. Nonetheless, Hanson offered to commission a property inspection by a qualified independent consultant, as is required under the Project Approval. The complainant declined the property inspection. The complaint was escalated to the Hanson blast supervisor and the blasting contractor responsible for blast design and blasting activities.	Quarry Manager Stephen Butcher contacted the complainant via phone on 27.03.2020 to discuss their concerns, and sent a follow-up email.
13/03/2020	-	Email (via CCC)	Blasting - excessive ground vibrations	The complainant noted that the blast on 13.03.2020 was the loudest blast they have ever experienced.	Hanson investigated the blast results and found that they were within the limits stipulated in the Project Approval and Environment Protection Licence. In addition, the blast was actually the smallest blast on site in the last 5 years.	As the complaint was relayed through a member of the Community Consultative Committee, the complaint was discussed at the CCC meeting held on 07.04.2020. Compliance Officer Chelsea Flood also provided a follow-up email to the CCC member involved, to assist them in conveying information to the complainant.
2/03/2020	2:00:00 PM	Phone (NSW EPA)	Dust - quarry activities	A NSW EPA officer contacted Hanson to advise that a complaint had been received via phone, alleging that excessive dust was being emitted from the quarry due to the strong southerly wind change.	Hanson conducted an investigation and provided a written report to the NSW EPA. Hanson confirmed that they acted in accordance with the approved Trigger Action Response Plan (TARP) but would also work to improve the TARP. Workers will be trained in the revised TARP when it becomes available. Further investigation will be conducted into measures to reduce windblown dust during strong southerly wind changes (i.e. southerly busters). The Air Quality Management Plan will be revised by a consultant to ensure that best management practices are implemented in the future.	NSW EPA responsible for contacting the complainant.

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26/02/2020	11:21:00 AM	Email (Shellharbour City Council)	Other - visual amenity	A Shellharbour City Council Officer contacted Hanson about a community complaint. The complainant was concerned about the impact of new lighting on site, which was visible from their residence. The complainant consented to being contacted by Hanson.	Concerns about the visual amenity of new lighting installed in the carpark had already been escalated through the Community Consultative Committee a few days prior to the complaint. The light was turned off on 27.02.2020 and was not turned on again until all light fittings had been angled to face downwards. No complaints were received after this adjustment to the light fittings.	Quarry Manager Stephen Butcher contacted the complainant by phone on 27.02.2020 to discuss the action taken by Hanson. The complainant indicated that they were satisfied with the outcome.
1/02/2020	1:28:00 AM	Online	Noise - trucks	Complainant stated that defects on Bass Point Quarry Road mean that truck noise is significant during the early hours of the morning. There is a bumpy section of the road that is noisy, especially for empty trucks.	Road survey completed by Quarry Manager Stephen Butcher and Compliance Officer Chelsea Flood on 04.02.2020, followed by noise observations from near the complainant's residence. The damaged section of road was identified and a repairs project will be commissioned as soon as possible.	Complainant was contacted by an administration officer via phone on 01.02.2020 in response to their complaint. Quarry Manager Stephen Butcher contacted the complainant via phone on 04.02.2020 to confirm that damaged sections of road will be identified and repaired.
10/01/2020	12:45:00 PM	Email	Transport - driver conduct	Complainant alleged poor Hanson truck driver conduct on a public road, northbound from Kiama towards the Shell Cove off-ramp. The complainant noted down the trailer number.	Transport confirmed that it was a Hanson truck involved in the incident. The driver was interviewed and acknowledged that they displayed poor judgement on that occasion. The driver was disciplined accordingly.	Quarry Manager Stephen Butcher contacted the complainant via email on 04.02.2020 to discuss the action taken by Hanson. The complainant indicated that they were satisfied with the outcome.

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Bass Point Quarry - Complaints Register

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2019						
4/12/2019	11:30:00 AM	Phone (head office)	Blasting - excessive ground vibrations	Complainant is located in Shellharbour Village and observed that all buildings shook and the blast seemed larger than usual.	Blast results were investigated and were within the stipulated limits.	Quarry Manager Stephen Butcher was provided with details of the complaint via email on 04.12.2019, but did not read the email until 09.12.2019. Stephen contacted the complainant via phone on 09.12.2019 to advise that the blast results were compliant, and to discuss their concerns. The complainant advised that they were satisfied and no further action is required.
12/11/2019	9:45:00 AM	Email	Dust - quarry activities	Complainant has a view of Killalea and Bass Point from their residence and have noticed increasing dust at their residence of late. Complainant is concerned about air and also visual pollution (i.e. landscape mound).	Quarry Manager Stephen Butcher responded via email to explain the works being undertaken at the southern edge of the site, and that he will contact the complainant if a dust monitoring program is implemented in the complainant's area.	Quarry Manager Stephen Butcher sent an email response to the complainant on the same day that the complaint was received. The complainant responded via email on 26.11.2019 indicating that they were not satisfied with the response.
12/11/2019	11:27:00 AM	Email from DPIE	Other - visual amenity	A representative from the Department of Planning, Industry and Environment contacted Hanson as they had received an enquiry about the construction of the southern landscape mound. The DPIE queried the location and height of the mound.	Email responses were provided to answer the queries of the DPIE.	N/A
12/11/2019	8:50:00 AM	Email from SCC	Other - visual amenity	A representative from Shellharbour City Council contacted Quarry Manager Stephen Butcher and Compliance Officer Chelsea Flood because SCC have received numerous concerns about the landscape mound being constructed at the southern side of the site. Shellharbour City Council requested additional information about the works so that they may address the concerns.	Hanson were already aware of community concerns about the landscape mound, and had already published a newsletter on the company website to provide further information.	SCC was provided with a copy of the newsletter about the mound construction on 01.11.2019.
7/11/2019	6:42:00 PM	Online	Noise - quarry activities	The complainant reported that they have recently been disturbed at night by the sound of reversing alarms. The complainant suggested that reversing alarms be replaced with 'quackers', which are less obtrusive.	Quarry Manager Stephen Butcher arranged an audit of quarry machinery, which identified a single machine with the old-style reversing beeper. This will be replaced with a quacker as soon as possible. All other equipment is fitted with quackers. Stephen also requested that Transport conduct an audit of their road transport fleet.	Quarry Manager Stephen Butcher responded to the complainant via email at 14:00pm the following day (08.11.2019) to advise of the action items that arose from the complaint. The complainant advised that they are satisfied with this response.

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28/10/2019	5:47:00 PM	Phone (main site office)	Other - rocks on public road	Complainant called the main site office and left a message regarding an aggregate spillage along Dunmore Road and Shellharbour Road (towards Princes Highway). The complainant is a regular cyclist along that route and was concerned that the spilled aggregate is a hazard for cyclists.	Supervisor Michael Rixon encountered the spillage when leaving site, and immediately advised Supervisor Jason Blair via phone at 14:50pm. Jason immediately investigated. Jason called Shellharbour City Council at approximately 15:01pm to instigate a clean-up. The truck involved in the incident was not a Hanson truck, so the company involved was contacted. The incident also triggered a review of the site emergency plan.	Quarry Manager Stephen Butcher called the complainant the following day (29.10.2019) at approximately 10:25am. Steve explained that Hanson recognised that the aggregate spillage as a hazard, and that SCC were contacted immediately to initiate the clean-up. The complainant seemed satisfied with this response.
28/10/2019	12:55:00 PM	Phone (main site office)	Dust - quarry activities	Complainant called the main site office and spoke to Compliance Officer Chelsea Flood. The complainant stated that dust was being emitted from the Site over the past hour and had entered their house.	Quarry Manager Stephen Butcher and Compliance Officer Chelsea Flood did an immediate site audit of dust and did not find any alarming sources of dust (i.e. sources that could travel off site). They also drove around in the vicinity - from Killalea to Minnamurra and back - to identify any visible dust sources. It did not appear that dust was being emitted from site. Further, wind direction at the time of the complaint was SE/SSE - this would not carry dust towards the residence. Nonetheless, Stephen arranged for the water cart to access the Ridge Road route more frequently to aid dust suppression, as this is an elevated route and local dust associated with traffic/hauling is therefore quite visible (although would not necessarily travel offsite).	Quarry Manager Stephen Butcher and Compliance Officer Chelsea Flood called the complainant at 14:46 the same day to advise that the site had been audited and that they had driven around in the vicinity to see whether there was visible dust being emitted from site. The complainant noted that they wanted to raise their concerns, rather than lodge a complaint per se. The complainant also observed that dust had not been evident over the past few months (aside from the hour prior to the complaint lodgement).

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Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
23/10/2019	-	Phone (Stephen Butcher, and the EPA Environment Line)	Dust - blasting Dust - quarry activities	The complainant has lodged complaints: - With the EPA, on behalf of the complainant who lodged the other complaint on 23.10.2019, regarding dust emission from the blast event on 23.10.2019 - Directly with Stephen Butcher, regarding earthworks on the southern boundary of the Site and associated dust emission The complainant alleges that dust from both sources travels down to Minnamurra.	<u>Blasting</u> Investigation of blast results - the results were within the permitted limits. The results were provided to the EPA on 24.10.2019, along with the video of the blast event recorded by Hanson. Prior to the receipt of this complaint, Hanson were already working with the blasting contractor to develop innovative dust suppression solutions as part of a continuous improvement project; this project is ongoing. <u>Bund construction</u> A newsletter was prepared in consultation with Frasers, who have been completing the works. The newsletter is available on the website.	Quarry Manager Stephen Butcher copied the complainant into the email referenced below (sent on 24.10.2019). The complainant was provided a copy of the newsletter directly via email.
23/10/2019	5:13:00 PM	Email	Dust - blasting	The complainant alleges that a substantial amount of dust was emitted from site after the blast.	Investigation of blast results - the results were within the permitted limits. The results were provided to the EPA on 24.10.2019, along with the video of the blast event recorded by Hanson. Prior to the receipt of this complaint, Hanson were already working with the blasting contractor to develop innovative dust suppression solutions as part of a continuous improvement project; this project is ongoing.	Quarry Manager Stephen Butcher acknowledged receipt of the email within 1 hour, and advised that a more detailed response would be provided on 24.10.2019. Stephen provided a more detailed written response via email on 24.10.2019.
10/09/2019	8:00:00 AM	Email	Transport - driver conduct	A follow-up about a previous complaint (16.04.2019) was received. The complainant alleges ongoing poor driver conduct - aggressive driving, speeding, cutting people off etc. - by a truck entering Bass Point Quarry. The complainant noted down the registration. The truck is not part of the Hanson fleet - it is an ex-bin company.	The complaint has been escalated to be followed up with (i) the haulage company itself; (ii) the customer that uses the haulage company.	The complainant was advised that the vehicle involved is not part of the Hanson fleet. In addition, because the incident occurred on a public road, the complainant advised that they will lodge a police report.
No complaints lodged during August 2019						

To lodge a complaint, contact:			
Bass Point Quarry Ph. (02) 4247 3955	Chelsea Flood ER Quarries Compliance Manager Ph. 0448 290 721 E. Chelsea.Flood@hanson.com.au	Stephen Butcher Quarry Manager Ph. 0417 252 300 E. Steve.Butcher@hanson.com.au	Hanson website - feedback form https://www.hanson.com.au/contact/contact-us/
24 hour emergency contact/complaints Ph. 1800 882 478			

Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
25/07/2019	11:10:00 PM	Phone (emergency line)	Noise - quarry activities	The complainant is a nearby resident and called the emergency contact line to complain about recent noise. The complainant has heard noise that they previously had not heard before, which is preventing them from sleeping. The complainant also noted that "excessive light" is being emitted from the site.	Quarry Manager Stephen Butcher was advised of the complaint via an email from the Regional Risk Manager, which he read the next day (26.07.2019). The source of the noise was suspected to be a worn bearing in the air separator, which is located in the new plant. The issue was raised with the Maintenance team so that the bearing would be replaced. In addition, employees were advised that until the bearing has been replaced, the air separator must not be operated. Hanson believe that they are not in breach of the lighting requirements stipulated in the Project Approval.	Quarry Manager Stephen Butcher called the complainant the following day (26.07.2019) but the call was not answered and there was not a message bank. The complainant did not call back.
6/06/2019	1:34:00 PM	Phone	Noise - trucks	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. 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.	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.	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.
No complaints lodged during May 2019						

To lodge a complaint, contact:			
Bass Point Quarry Ph. (02) 4247 3955	Chelsea Flood ER Quarries Compliance Manager Ph. 0448 290 721	Stephen Butcher Quarry Manager Ph. 0417 252 300	Hanson website - feedback form https://www.hanson.com.au/contact/contact-us/
24 hour emergency contact/complaints Ph. 1800 882 478	E. Chelsea.Flood@hanson.com.au	E. Steve.Butcher@hanson.com.au	

Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
18/04/2019 - 13:30		Phone	Dust - quarry activities	The complainant called the main site office, as over the past few weeks they had noticed excessive dust allegedly coming from the site.	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.	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.
16/04/2019	11:28:00 AM	Online	Transport - driver conduct	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.	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.	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.

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Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
10/04/2019	3:10:00 PM	Phone (main site office, and EPA)	Blasting - excessive ground vibrations	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 phone calls 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.	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.	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.
20/03/2019	8:15:00 AM	Online	Noise barriers - trees overhanging	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.	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.	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.
13/02/2019	8:30:00 AM	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.

To lodge a complaint, contact:			
Bass Point Quarry Ph. (02) 4247 3955 24 hour emergency contact/complaints Ph. 1800 882 478	Chelsea Flood ER Quarries Compliance Manager Ph. 0448 290 721 E. Chelsea.Flood@hanson.com.au	Stephen Butcher Quarry Manager Ph. 0417 252 300 E. Steve.Butcher@hanson.com.au	Hanson website - feedback form https://www.hanson.com.au/contact/contact-us/

Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
10/01/2019	7:02:00 AM	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 time restrictions for quarrying 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.

<p>To lodge a complaint, contact:</p> <p>Bass Point Quarry Ph. (02) 4247 3955</p> <p>24 hour emergency contact/complaints Ph. 1800 882 478</p>	<p>Chelsea Flood ER Quarries Compliance Manager Ph. 0448 290 721 E. Chelsea.Flood@hanson.com.au</p>	<p>Stephen Butcher Quarry Manager Ph. 0417 252 300 E. Steve.Butcher@hanson.com.au</p>	<p>Hanson website - feedback form https://www.hanson.com.au/contact/contact-us/</p>
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Bass Point Quarry - Complaints Register



Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
2018						
12/12/2018	7:14:00 AM	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.
22/11/2018	12:43:00 PM	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.
No complaints lodged during October 2018						
No complaints lodged during September 2018						
No complaints lodged during August 2018						
No complaints lodged during July 2018						
No complaints lodged during June 2018						
No complaints lodged during May 2018						
5/04/2018	3:55:00 PM	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
No complaints lodged during March 2018						
No complaints lodged during February 2018						
No complaints lodged during January 2018						

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Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
2017						
20/12/2017	2:00:00 PM	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.
No complaints lodged during November 2017						
15/10/2017	8:30:00 AM	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	1:07:00 PM	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.
No complaints lodged during September 2017						
No complaints lodged during August 2017						
6/07/2017	11:00:00 AM	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.
12/05/2017	2:00:00 PM	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.
No complaints lodged during April 2017						
No complaints lodged during March 2017						
No complaints lodged during February 2017						
No complaints lodged during January 2017						
2016						
No complaints lodged during December 2016						
No complaints lodged during November 2016						
No complaints lodged during October 2016						
No complaints lodged during September 2016						
29/08/2016	9:00:00 AM	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.
No complaints lodged during July 2016						

To lodge a complaint, contact:

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24 hour emergency contact/complaints
Ph. 1800 882 478

Bass Point Quarry - Complaints Register



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29/06/2016	-	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.
No complaints lodged during May 2016						
No complaints lodged during April 2016						
No complaints lodged during March 2016						
No complaints lodged during February 2016						
No complaints lodged during January 2016						
2015						
No complaints lodged during December 2015						
No complaints lodged during November 2015						
No complaints lodged during October 2015						
28/09/2015	11:30:00 AM	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.
20/08/2015	12:30:00 PM	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.
No complaints lodged during July 2015						
No complaints lodged during June 2015						
No complaints lodged during May 2015						
No complaints lodged during April 2015						
No complaints lodged during March 2015						
No complaints lodged during February 2015						
No complaints lodged during January 2015						

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Bass Point Quarry - Complaints Register

Complaint Date	Complaint Time	Mode of Complaint	Nature of Complaint	Comments	Action Taken	Follow-up Contact with Complainant?
2014						
18/12/2014	1:00:00 PM	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.
No complaints lodged during November 2014						
2/10/2014	11:30:00 PM	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
3/10/2014	4:00:00 PM	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.
3/09/2014	1:15:00 PM	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.
No complaints lodged during August 2014						
16/07/2014	2:30:00 PM	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.
6/06/2014	6:30:00 AM	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.
No complaints lodged during May 2014						
No complaints lodged during April 2014						
No complaints lodged during March 2014						
No complaints lodged during February 2014						
No complaints lodged during January 2014						

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.

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