

Complaint #	Reported To	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow up (if req.)
PQV-COM-001	Chris Defreitas	18/01/2018	11:30:00 AM	Tyron Crofts	Email	Boundary	Tree on adjoining fence line. Blackberry spreading from quarry to his property	Chris went to the fence line and saw tree.	Environmental/Safety	Chris Defreitas	Checked fence line, new tree had fallen and was removed the same day.		1/02/2018	Blackberry spraying to be organised	Compliant		Closed		Emails attached to report
PQV-COM-002	Chris Defreitas/Jo Murray	22/01/2018	10:30:00 AM	Geoff Gilbert - ERK	Phone call	Quarry	Reverse beeper in use early in the morning	Nothing provided	Safety/Noise	Chris Defreitas/Jo Murray	Discussed machinery use during the day with Geoff - Geoff satisfied that the machine in question belongs to another business not PQV				Compliant		Closed	22/01/2018	Emails attached to report
PQV-COM-003	Chris Defreitas/Jo Murray	28/01/2018	11:12:00 AM	Leah Collins	Email	Quarry	Airborne dust due to North Wind	Nothing provided	Environmental	Chris Defreitas/Jo Murray	Increased watering and monitoring during the day. Explained situation to Leah and to Ian McLeod.		31/01/2018	Will need to continually monitor weather conditions and air on an increased basis.	Compliant		Closed	28/01/2018	Emails attached to report
PQV-COM-004	Chris Defreitas/Jo Murray	5/02/2018	8:42:00 AM	Leah Collins	Email	Boundary	Insufficient vegetated buffer along Southern Boundary - limited protection against the quarry	Nothing provided	Environmental	Chris Defreitas	Replied regarding tree planting early January		30/04/2018	To be tabled at next PQCEG Meeting and discussed with MP Shire. Tabled at meeting - ongoing discussion	Compliant		Closed	18/04/2019	emails attached to report
PQV-COM-005	Chris Defreitas	8/02/2018	11:39:00 AM	Ross Dummett	Email	Neighbourhood	Annoyed that a Somerville resident has taken it upon themselves to post signs around the neighbourhood protesting about the quarry (he is currently trying to sell his house)	Nothing provided. Jo has taken photo's of the signs.	Community	Chris Defreitas	Chris spoke with Ross. Will endeavour to find the disgruntled resident.		28/02/2018	Email sent to David Bergin regarding issue requesting that Council remove signs along Jones Road	Compliant		Closed	28/02/2018	Emails attached to report
PQV-COM-006	Chris Defreitas/Jo Murray	28/02/2018	9:06:00 AM	Leah Collins	Email	Quarry	Strong winds blowing from the quarry every which way including her house. Can see big gusts from her kitchen.	Nothing provided	Environmental	Chris Defreitas/Jo Murray	Increased watering as per all previous conversations		28/02/2018	Will need to continually monitor weather conditions and air on an increased basis.	Compliant		Closed	28/02/2018	Emails attached to report
PQV-COM-007	Chris Defreitas/Jo Murray	6/03/2018	2:36:00 PM	Leah Collins	Email	Quarry	Dust is billowing off of the quarry once again. Dust is getting everywhere. It is not being suppressed. The area over the quarry has a white film of dust. Dust is clearly visible. Wind from the South East. Not acceptable and if it is not blowing into our property then it is blowing on someone	Nothing provided	Environmental	Chris Defreitas/Jo Murray	Increased watering as per all previous conversations		6/03/2018	Will need to continually monitor weather conditions and air on an increased basis.	Compliant		Closed	6/03/2018	Emails attached to report
PQV-COM-008	Chris Defreitas	28/03/2018	5bc	Diane Anderson	Verbal	Jones Road	Overhanging trees on Jones Road makes vision hard	We are all aware of the overhanging trees and the apparatus on the nature strip- both obscure the view.	Traffic Management	Chris Defreitas	Email sent to MP Shire to organise tree pruning/maintenance		30/04/2018	Monitor communications between PQV/MP Shire/Diane to ensure that this complaint is actioned	Compliant		Closed		Emails attached to report
PQV-COM-009	Chris Defreitas	8/04/2018	1:06:00 PM	Leah Collins	Email	Quarry	Dust blowing from Quarry - cannot be seen in her own backyard	Nothing provided	Environmental	Chris Defreitas	Additional mulch was delivered to PQV which has been spread over the open area inside the southern bund		30/04/2018	Monitor dust issue. NOTE: the majority of the paddock now covered in grass	Compliant		Closed	30/06/2019	Emails attached to report
PQV-COM-010	Chris Defreitas	10/04/2018	11:54:00 AM	Cristy Marsh	Email	Pottery Road	Truck drivers speeding along Pottery Road the faster they travel the noisier it becomes. Notable increase in truck movements.	Nothing provided	Safety	Chris Defreitas/Jo Murray	Weightbridge to release with all drivers to watch their speeds along Pottery Road. Advised that all drivers are/ have been given Site Transport Rules which outlines what is expected of them from a company point of view. These rules are also sent to the carriage contractor. Given it's school holiday's also we have been talking with drivers to be aware of the fact that children are playing outside and riding bikes. Explained that we are currently supplying a local job with a fast turn around so that is adding to the truck activity		17/04/2018	Emailled Cristy a copy of the Site Transport Rules	Compliant		Closed	17/04/2018	Email attached including copy of Site Transport Rules
PQV-COM-011	Jo Murray and Neighbours	10/04/2018	12:22:00 PM	Chris Defreitas	Email	Quarry	Goats in quarry	Jo has photos of the goats in the quarry	Safety	Chris Defreitas/Jo Murray	Checked fence line for any holes		10/04/2018	Goats have disappeared for now	Compliant		Closed		Email attached
PQV-COM-012	Chris Defreitas	11/04/2018	3:32:00 PM	David Chalke	Email	Jones Road	Jones Road covered in clay/truck no tarp/road watered but not washed	Provided pictures of the watered down roads	Safety/Environmental	Chris Defreitas	Ensured David that all trucks leaving PQV are targeted as per the Transport Rules given to all drivers. Spoke to watercart operator to find that he had in fact sprayed Jones Road. Operator told to stop spraying at the asphalt section of Pottery Road in future			Continue to monitor all trucks leaving the quarry to ensure they are targeted.	Compliant		Closed	12/04/2018	Email Attached. Photos of Jones Road stored on hard drive in office.
PQV-COM-013	Chris Defreitas	11/04/2018	3:32:00 PM	David Chalke	Email	Quarry	Noxious Weeds extensive coverage	Nothing provided	Environmental	Chris Defreitas/Jo Murray	Extensive weed spraying done 28/3/18 by Bayport Landscapers			Ensure weed spraying is regular - monitor via a register	Compliant		Closed	12/04/2018	Email Attached
PQV-COM-014	Chris Defreitas	20/04/2018	10:43:00 AM	Leah Collins	Email	Boundary	No trees have been planted since PQV received agreed list over 2 weeks ago	Agreed	Environmental	Chris Defreitas	Hired an Environmental Architect to design and map planting of trees along Southern Boundary.		31/05/2018	Monitor progress and communicate with neighbours concerned Trees planted 14th and 15th June by Bayport Landscapers	Compliant		Closed	15/06/2018	Email Attached
PQV-COM-015	Chris Defreitas	1/05/2018	8:12:00 AM	Kate Blake	Email	Outside Quarry	Truck noise and speed	Nothing provided	Noise/Safety	Chris Defreitas/Jo Murray	Continue to monitor from within the quarry. We have informed 2 trucks not to return to the quarry due to heavy/high exhaust noise. Trucks are only travelling at 25kmph on Pottery Road and 15kmph inside the quarry and therefore do not generate such raised volumes. Trucks on the road are governed by VicRoads.		2/05/2018		Compliant		Closed	2/05/2018	Email Attached
PQV-COM-016	Chris Defreitas	1/05/2018	8:14:00 AM	Alan Robinson	Email	Outside Quarry	Some trucks are not observing speed and noise restrictions.	Nothing provided. Email was forwarded from another resident, John Westbury, stating he followed a B Double (not permitted at PQV) and that also trucks are here at 5.15am when we open the gates at 7am	Safety/Noise	Chris Defreitas/Jo Murray	Drivers leaving PQV to be restrained in Site Transport Rules		31/05/2018	All drivers have been spoken to and reissued Site Transport Rules	Compliant		Closed	31/05/2018	Email Attached
PQV-COM-017	Chris Defreitas	3/05/2018	10:46:00 AM	Leah Collins	Email	Quarry	Loud crashing and truck/machinery noise since early morning. It shakes our house and is disturbing the peace of the area	Nothing provided	Noise	Chris Defreitas/Jo Murray	Explained that there have been no abnormal or unusual activities on site today		3/05/2018		Compliant		Closed	3/05/2018	Email Attached
PQV-COM-018	Chris Defreitas	3/05/2018	11:39:00 AM	Mind Abel	Email	Quarry	Noise level coming from the quarry in the past few days has been extremely unsettling and disruptive to my family and also out off by one of your truck and trailers yesterday afternoon - registration unreadable due to mud. Driver failed to give way causing her to brake heavily.	Nothing provided	Noise	Chris Defreitas/Jo Murray	Explained that there have been no abnormal or unusual activities on site today		3/05/2018		Compliant		Closed	3/05/2018	Email Attached
PQV-COM-019	Chris Defreitas	3/05/2018	11:39:00 AM	Mind Abel	Email	Quarry	Noise is intolerable. A clanging noise has been heard all morning.	Nothing provided	Noise	Chris Defreitas/Jo Murray	Could not follow up with any trucks due to the fact no time was provided or further detail of truck i.e. colour/markings etc.		3/05/2018		Compliant		Closed	3/05/2018	Email Attached
PQV-COM-020	Jo Murray	3/05/2018	12:15:00 PM	Diane Anderson	Email	Quarry	Noise is intolerable. A clanging noise has been heard all morning.	Nothing provided	Noise	Chris Defreitas/Jo Murray	I went outside and investigated all areas of the pit to ensure that there was nothing different being done on site. It was a busy day for truck loading but there was also a very strong northerly wind. I did also hear banging noises coming from the Webbs Lane direction but they were more like trucks than clanging.		3/05/2018		Compliant		Closed	4/05/2018	Email Attached
PQV-COM-021	Ian McLeod	23/05/2018	10:33:00 AM	Leah Collins	Email	Quarry	Loud noise this morning starting at 7.15am	Nothing provided	Noise	Chris Defreitas	Explained in email to Ian McLeod that we have been loading from the same stockpile for over 2 weeks. Geoff Gilbert was on site last week while we were doing exactly the same thing. Advised that we currently have 5000 tonnes currently monitoring the site		23/05/2018		Compliant		Closed	23/05/2018	Email Attached
PQV-COM-022	Ian McLeod	23/05/2018	2:40:00 PM	Diane Anderson	Email	Quarry	Loud noises with crashing and banging from the quarry	Nothing provided	Noise	Chris Defreitas	Email to Ian McLeod - We are endeavouring to deplete the stockpile at the top of the pit. And as discussed, Geoff has already observed us loading this last week. We have approximately 5000t to go to VicRoads which should be the end of this stockpile. As previously discussed also.		23/05/2018		Compliant		Closed	23/05/2018	Email Attached
PQV-COM-023	Jo Murray	26/05/2018	4:33:00 PM	David Chalke	Email	Jones Road	At 11.45am Saturday 26/5/2018 on Boes Rd, my attention was drawn to a tipper truck and trailer travelling north using its exhaust brake as came down the hill from Clifford Drive at what appeared to me to be high speed.	Photos of PQV Truck and Trailer (B1U1) provided	Safety	Chris Defreitas	Spoken to driver and asked him to be mindful of using common training. Trucks do not use this route when fully loaded.		26/05/2018		Compliant		Closed	26/05/2018	Email attached
PQV-COM-024	Chris Defreitas	28/05/2018	8:14:00 AM	Leah Collins	Email	Quarry	Security camera light has been intermittently turning on and off all evening and shining into their house	Nothing provided	Safety	Jo Murray	Contacted Stewie to reposition the light beam.			Monitor security camera	Compliant		Closed	29/05/2018	Email attached
PQV-COM-025	Jo Murray	28/05/2018	3:20:00 PM	Leah Collins	Email	Quarry	Beeper heard in quarry	Nothing provided	Safety/Noise	Chris Defreitas	Discussed site noise re beeper. Both neighbours Brett Shepherd and Karl had machinery movement earlier in the day.				Compliant		Closed	29/05/2018	Email attached
PQV-COM-026	Chris Defreitas	30/05/2018	3:58:00 PM	Digby Smyth	Email	Jones Road	I have had recent feedback from the community concerned about the legality of the signage and if it was compliant with VicRoads guidelines. I have had a look at the 60 km/h speed signs on Jones Road, yesterday and this morning. There is one sign behind a tree a couple of signs are bent over and as a general comment I think all of the speed signs should be size B rather than size A. Also when approaching the 60km/h speed zone from the south there is only one small sign 60 km/h sign rather than two, with one on each side of the road.	No evidence provided of community concern	Safety	Chris Defreitas	Forward complaint to Kirsti - newswonfika regarding the signs. Kirsti from Newfika to contact Digby.		30/06/2018	New signage to be in place along with new MGA once PQV Staff have attended external Traffic Management Training	Compliant		Closed	30/06/2019	Email attached
PQV-COM-027	Jo Murray	2/06/2018	4:59:00 PM	Leah Collins	Email	Quarry	Area of her back paddock appears to be poisoned causing plants to die	Nothing provided with first email. Chris and Daniel inspected boundary behind Leah's house and took photos	Environmental	Jo Murray	Monday area was inspected by Chris Defreitas, Daniel Perroni and Adrian Hoeking. Area identified and protocol taken.			Changes to be made to Weed Management to avoid a repeat occurrence	Compliant		Closed	6/06/2018	Email attached and photos on file

Complaint #	Reported To	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow up (if req.)
PQV-COM-028	Chris De Freitas	18/06/2018	12:56:00 PM	Kevin Paganoni	Phone Call	Jones Road	It has been reported that there is rock on the road (left of Pottery Road exit)	Nothing provided	Safety	Chris De Freitas	Jo and Chris drove up Jones Road and saw the alleged rock. Removed rock from road to reduce the danger. Photos taken		18/06/2018	Identified that works at a new property was responsible.	Compliant		Closed	18/06/2018	Photos on file
PQV-COM-029	Chris De Freitas	19/06/2018	5:06:00 PM	Laura Banks	Email	27 Highfield Way Tyabb	Part of back fence removed prior to Christmas when drain works were conducted. Fence has never been replaced. Consistent loud bangs and rumbles all day since Bam. Disturbing/disruptive and unpleasant	Nothing provided - Chris visited back of Laura's property to view missing fence	Safety	Chris De Freitas	Chris went and inspected the area where fence has been removed. This was part of the draining works but removed by council. Chris spoke to Ian McLeod regarding ongoing situation.		30/06/2018	Referred matter to David Bergin at Mornington Peninsula Shire for completion No response from David.	Compliant		Closed	30/06/2018	
PQV-COM-030	Chris De Freitas	25/06/2018	3:35:00 PM	Leah Collins	Email	Quarry		Nothing provided	Safety	Chris De Freitas			30/06/2018	Ongoing	Compliant		Closed		Email attached.
PQV-COM-031	Ian McLeod	29/06/2018	8:39:00 AM	Chris De Freitas	Email	Fytogreen, 3 Webbs Lane Somerville	Excessive noise due to heavy lifting and moving structures	Nothing provided	Safety	Chris De Freitas	Chris emailed ERR to advise of noise outside of quarry in case there were any further concerns		29/06/2018	Nil	Compliant		Closed	29/06/2018	Email on file
PQV-COM-032	Chris De Freitas	29/06/2018	10:22:00 AM	Mindy Abel	Email	Quarry	Intolerable noise from quarry.	Nothing provided - no specific time advised	Safety	Chris De Freitas	Emailed Mindy to advise of previous email.		29/06/2018	Identified that excessive noise had been heard at Fytogreen, Webbs Lane	Compliant		Closed	29/06/2018	Email on file
PQV-COM-033	Jo Murray	5/07/2018	1:30:00 PM	Diane Anderson	Email	Quarry	Quarry personnel at the southern boundary taking down trees with a chainsaw	After initial email - photo's were sent to Jo	Environmental	Jo Murray	Jo rang Diane and explained that the operator is removing existing on ground debris left from the recent landscaping and planting of trees along the southern boundary. Some items were too large just to scoop with the FEL bucket so they had to be cut.		5/07/2018	Nil	Compliant		Closed	5/07/2018	Email on file
PQV-COM-034	Ian McLeod	18/07/2018	1:11:00 PM	Jo Murray	Email	Brett Shephard Excavations, Pottery Road Somerville	Heavy equipment/machinery being loaded onto a float causing excessive noise	Nothing provided	Noise	Jo Murray	Jo emailed ERR to advise of noise outside of quarry in case there are any further complaints		18/07/2018	Nil	Compliant		Closed	18/07/2018	Email attached.
PQV-COM-035	Chris De Freitas	30/07/2018	11:23:00 AM	Bob Charles	Phone call	Chares Residence, Webbs Lane Somerville	20 metre section of the pipe through their property has lifted and is sitting at almost ground level	Chris, Jo and Chris Torossi went to see the pipe after being contacted	Safety/Environmental	Chris De Freitas	Chris Torossi, Chris De Freitas and Jo Murray went to inspect pipe. Agreed to monitor the pipe section during the winter months and will re-evaluate in Feb		31/12/2018	Re-visit property to re-evaluate pipe. Action to be decided during next visit - no further action required as no further correspondence received from Bob	Compliant		Closed	31/12/2018	Email on file
PQV-COM-036	Hayden Marsh	2/08/2018	9:24:00 AM	Chris De Freitas	Phone call	Pottery Road	Advised Hayden that a driver pulled over on Pottery Road outside his property. This action caused indentations on the grass	Jo took photo's of the action occurred.	Environmental	Jo Murray	Filled indentations with soil and sprinkled with grass seed and fertilizer.		2/08/2018	Chris rang Hayden to discuss situation once rectified. Hayden was happy with the outcome.	Compliant		Closed	2/08/2018	
PQV-COM-037	Ian McLeod	9/08/2018	8:29:00 AM	Mindy Abel	Email	Quarry	Unacceptable amount of crashing and banging coming from the quarry which is disturbing her animals and family	Nothing provided	Noise	Chris De Freitas	Evaluated what machine actions were occurring. The excavator may have made the noise when trying to close the bucket.		9/08/2018	Geoff Gilbert and Gerard Lynch visited site after complaints received and witness site activity	Compliant		Closed	9/08/2018	Email attached.
PQV-COM-038	Ian McLeod	9/08/2018	Unknown	Unknown	Verbal	Quarry	Noise	Nothing provided	Noise	Chris De Freitas	Nil due to time delay. PQV only advised about complaint on 03/08/18 when ERR inspectors were on site. Discussed that PQV are unable to take action as we were not contacted directly at the time of the		9/08/2018		Compliant		Closed	9/08/2018	No follow up documents - only verbal discussions with ERR
PQV-COM-039	Chris De Freitas/Jo Murray	14/08/2018	8:38:00 AM	Diane Anderson	Email	Quarry	Noise - crashing and banging.	Nothing provided - no specific time advised	Noise	Chris De Freitas/Jo Murray	Evaluated machine actions and transport allocations		14/08/2018	Email to ERR and reply to Diane	Compliant		Closed	14/08/2018	Email attached.
PQV-COM-040	Chris De Freitas/Jo Murray	14/08/2018	9:00:00 AM	Leah Collins	Email	Quarry	Noise - crashing and banging. Living issues behind quarry being ignored	Nothing provided - no specific time advised	Noise	Chris De Freitas/Jo Murray	Evaluated machine actions and transport allocations.		14/08/2018	Email to ERR	Compliant		Closed	14/08/2018	Email attached.
PQV-COM-041	Chris De Freitas/Jo Murray	14/08/2018	10:17:00 AM	Mindy Abel	Email	Quarry	Noise - crashing and banging. Horses spooked/in danger of hurting themselves as they are racing around.	Nothing provided - no specific time advised	Noise	Chris De Freitas/Jo Murray	Evaluated machine actions and transport allocations.		14/08/2018	Email to ERR	Compliant		Closed	14/08/2018	Email attached.
PQV-COM-042	Chris De Freitas	23/08/2018	11:11:00 AM	Leah Collins	Email	Quarry	The same ongoing noise again this morning as it is most days from the quarry a loud continuous, rumbling and banging crashing noise followed by scraping that shakes the ground and house and the sound of machinery.	Nothing provided - no specific time advised	Noise	Chris De Freitas/Jo Murray	Evaluated machine actions and transport allocations.		23/08/2018	Email to ERR with truck and equipment movements	Compliant		Closed	23/08/2018	Email attached.
PQV-COM-043	Chris De Freitas	23/08/2018	6:43:00 PM	Leah Collins	Email	Quarry	There is a flood light that is shining strongly towards our property every night coming from near the office in the quarry	Upon returning to site there was a flood tube light at the office on.	Safety	Chris De Freitas	Chris attended site - light was identified as a flood tube light. Turned light off and advised neighbour		23/08/2018	Remind all office staff to keep light switched off unless required.	Compliant		Closed	23/08/2018	Email attached.
PQV-COM-044	Chris De Freitas	21/09/2018	6:55:00 AM	Unsure - Council	Verbal	Somerville Football Ground	Trucks parking at Somerville Football Ground prior to the quarry opening.	Nothing provided	Safety	Chris De Freitas	Contacted Kingston Plant Hire and advised that trucks are not to be parked at the football oval and provided other options to pass on to the drivers		28/09/2018	Hazard ID raised. Chris/Jo to drive past oval prior to quarry opening to ensure drivers are obeying instruction. Any driver caught parking there will be banned from the quarry.	Compliant		Closed	28/09/2018	Email attached.
PQV-COM-045	Chris De Freitas	21/09/2018	10:45:00 AM	David Chalke	Email	Jones Road	As I approached Pottery Rd a large earth moving truck and trailer turned left (north) into Jones Rd, coincidentally across the centre line and into oncoming traffic, accompanied by a great cloud of dust which swept right across the road covering the property opposite the entrance to Pottery Road.	Nothing provided	Safety	Chris De Freitas	Continue to water down Pottery Road but we are unable to water down the asphalt.		21/09/2018		Compliant		Closed	21/09/2018	Email attached.
PQV-COM-046	Chris De Freitas	28/09/2018	8:40:00 AM	Emma Gasper	Email	Jones Road	A very near miss between Emma and a truck leaving Pottery Road at approximately 8:40am this morning. This driver DID NOT STOP at Pottery Road and just continued onto Jones Road. Emma had to look up her brakes in order to not hit him and had her 2 year old daughter in the car. She flashed my lights and I then received the middle finger from the driver.	Nothing provided	Safety	Chris De Freitas	Kingston Plant Hire contacted and the driver was contacted by them. Kingston were advised that the driver was now banned from the site. Kingston rang the company that subcontracted to them and advised owner of the situation. Driver apologised for his actions and was very remorseful.		28/09/2018	Drivers to be reminded of the Site Transport Rules which includes the use of Pottery Road. ALL DRIVERS NOT OBEYING INSTRUCTIONS WILL BE BANNED FROM QUARRY	Compliant	PQV-INC-0027	Closed	29/09/2018	Email attached. Copy of incident report attached
PQV-COM-047	Chris De Freitas	11/10/2018	12:33:00 PM	Tyron Crofts	Email	Jones Road	Trucks have dropped debris rocks and gravel-on Jones Rd/Pottery Rd intersection today - photos attached. Totally unacceptable to him as a driver and a cyclist. Worried about children and crossing in the area with passing traffic and vehicles turning rocks into dangerous airborne material. Expectation to be sorted	Nothing provided. Jo took photos of debris on road when she attended after complaint	Safety	Chris De Freitas	Jo Murray went up to the intersection to remove the rocks. A 40mm and 80mm rock were removed. Ian McLeod, 80mm rock contacted and advised.		11/10/2018	Remind drivers that they need to check their dual wheels as part of their prestart and if they have travelled anywhere with large rubble.	Compliant		Closed	11/10/2018	Email attached.
PQV-COM-048	Chris De Freitas	15/10/2018	7:11:00 AM	Diane Anderson	Email	Quarry	Noise - unacceptable at 7am	Nothing provided	Noise	Chris De Freitas	Chris replied to the noise complaint. No change to the truck route in the last 2 weeks. Grader to run over road to ensure that potholes are covered.		15/10/2018		Compliant		Closed	15/10/2018	Email attached.
PQV-COM-049	Chris De Freitas	31/10/2018	3:42:00 PM	Leah Collins	Message bank	Jones Road	Rock on intersection of Jones and Pottery Road	Nothing provided	Safety	Jo Murray	Jo went to intersection and there were no rocks visible		1/11/2018		Compliant		Closed	1/11/2018	Email and photo's attached
PQV-COM-050	Chris De Freitas	22/11/2018	7:31:00 AM	Diane Anderson	Text	Quarry	Reverse beepers heard. Questioned if there was machinery on site with beepers	Nothing provided	Safety/Noise	Chris De Freitas	Chris advised that a neighbour on Pottery Road had machines being loaded onto a		22/11/2018		Compliant		Closed	22/11/2018	Nil
PQV-COM-051	Chris De Freitas	6/12/2018	11:30:00 AM	Diane Anderson	Email	Quarry	Noisy beepers behind Diane's house (identified as reverse beepers)	Nothing provided	Safety/Noise	Chris De Freitas	There was a Pottery Road residence digging a pool. Contact Brett Shephard he had no machine movements.		7/12/2018		Compliant		Closed	7/12/2018	Email Attached.
PQV-COM-052	Chris De Freitas	12/03/2019	7:15:00 AM	Jo Murray	Verbal/written complaint with Chris	Safety	Watercart operator intentionally spray all PQV staff and drivers with sprays as they were stood near the shed discussing the loadout procedure for the morning.	Witnesses - Damian Kitowski; Mat O'Neil; Jamie Cross; Stuart Aldham; Darren Knight	Safety	Chris De Freitas	Chris advised of situation. Richard was made aware of incident by the operators own admissions and was told to pull his head in.		12/03/2019		Compliant		Closed	12/03/2019	
PQV-COM-053	Chris De Freitas	28/03/2019	3:41:00 PM	Leah Collins	Email	Quarry	the past 2 weeks the noise has increased dramatically and today is top of the list with scraping, rumbling and a sound which was like an loud explosion at 1535 today. I have no idea what goes on in there, but there is still noise issues that obviously affect us and our animals and today is quite unacceptable starting at 0730 a.m	Nothing provided	Noise	Jo Murray	Evaluated machine actions and transport allocations.		28/03/2019		Compliant		Closed	29/03/2019	Email Attached.
PQV-COM-054	Jo Murray	5/04/2019	11:46:00 AM	Diane Anderson	Email	Quarry	The noise is totally unbearable this morning. Do I have to remind you that you're in a Green Wedge Zone abutting a residential area. We should not have to tolerate this noise from 7:00 in the morning. All week it has barely stopped. From Monday when you were building the new road to whatever you're building today, the constant crashing and banging of trucks being loaded or the continuous clack clack noise of bulldozer treads that are so noisy they cause my house to vibrate and shake. Then the occasional burst of reversing beepers which I understood were not permitted to be used on trucks on your property... but does that ban not extend to all machinery?	Nothing provided	Noise	Jo Murray	Advised Diane that we were still mid construction of the new road. Give another reminder that none of our yellow equipment are fitted with reverse beepers - only squawkers		5/04/2019		Compliant		Closed	5/04/2019	Email Attached.
PQV-COM-055	Chris De Freitas	5/04/2019	11:52:00 AM	Graham Davidson (Pottery Road resident)	Verbal with watercart operator	Jones Road	Pottery road "sloppy" after watering (dust suppression)	Jo visually inspected Pottery Road which did appear water logged at the time.	Safety	Jo Murray	Requested that operator back off on the watering - after initial watering has been done just use sprays to maintain it		5/04/2019	Followed up with Graham to ensure he was happy with the outcome of the change in process.	Compliant		Closed	6/04/2019	
PQV-COM-056	Jo Murray	16/04/2019	12:46:00 PM	Leah Collins	Email	Quarry	Noise from quarry very disruptive - sounds like intermittent thunder plus scraping and rumbling penetrating the house	Nothing provided - no specific time advised	Noise	Jo Murray	Evaluated machine actions and transport allocations.		17/04/2019		Compliant		Closed	17/04/2019	Email Attached.

Complaint #	Reported To	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow up (if req.)	
POV-COM-057	Jo Murray	17/04/2019	1:36:00 PM	Diane Anderson	Email	Quarry	It appears that while Chris Defretas, the General Manager, is on leave things are out of control at the Somerville Quarry. The crashing, banging and clack clacking of the heavy machinery is intolerable! you know this is a residential area and a green wedge. It's school holidays and yet this noise still starts at daybreak and goes on all	Nothing provided - no specific time advised	Safety	Jo Murray	Evaluated machine actions and transport allocations.		17/04/2019			Compliant		Closed	17/04/2019	Email Attached.
POV-COM-058	Jo Murray	30/04/2019	7:55:00 AM	Diane Anderson	Email	Quarry	Excessive noise from the quarry yesterday and this morning - sounds like a city demolition site. (No complaint received 29/04/19)	Nothing provided - no specific time advised	Noise	Chris Defretas	Evaluated current machine actions and transport allocations No sales/road trucks 29/04/19. Sales took place 30/04/19 - 1 customer. Dozer working on main pit ramp. Movement of product internally.		30/04/2019	Email sent to ERR regarding matter	Compliant		Closed	30/04/2019	Email Attached.	
POV-COM-059	Chris Defretas/Jo Murray	5/05/2019	6:28:00 PM	David Chalke	Email	Jones Road	Someone has removed the speed signs at Crofters Hill Way along Jones Road overnight and laid them down in the gutter along the road	Photo's provided by David Chalke	Safety	Jo Murray	Signs were located and reinstalled with minimal delay.		6/05/2019	2 x POV to undergo Traffic Management Training to ensure that we can immediately rectify any signage issues.	Compliant		Closed	6/05/2019	Email attached from David Chalke including photos provided	
POV-COM-060	Jo Murray	6/05/2019	12:27:00 PM	Unknown	Message bank	Unknown	Driver of JADWH was driving in a manner that was a danger to everyone on the road, tailgating, weaving and speeding	Nothing provided	Safety	Jo Murray	Referred complaint to Drew Neal - General Operations Manager Broy		6/05/2019	Byreport to follow up.	Compliant		Closed	6/05/2019	Email attached	
POV-COM-061	Chris Defretas/Jo Murray	7/06/2019	11:11:00 AM	Rita Hobbey	Phone Call	Pottery Road	Pot Holes in road for the last 1-2 weeks on unmade section near Jones Road - very noisy when trucks are running	We all drive along Pottery Road so we are aware of the road condition	Safety	Jo Murray	Chris rang Rita - explaining that it has been too wet to grade Pottery Road and that we have been monitoring the situation. Advised that we will attempt to fix the pot holes as soon as possible.		14/06/2019	Pottery Road graded on 08/06/19	Compliant		Closed	8/06/2019	Email attached	
POV-COM-062	Chris Defretas	14/06/2019	9:38:00 AM	Leah Collins	Text	Quarry	Persistent beeping noise coming from the quarry since early this morning. It's quite invasive and happening on a daily basis	Nothing provided - no specific time advised	Safety	Jo Murray	After receiving the complaint via text message Chris checked the quarry. Company owned machines on at the quarry are not fitted with reverse beepers and there has been minimal machine usage due		14/06/2019	Was noted that there was a steel delivery next door at Karls and Brett Shepard Excavations was doing some machine flooding today.	Compliant		Closed	15/06/2019	Email sent to ERR - email attached	
POV-COM-063	Chris Defretas	27/06/2019	2:50:00 PM	Diane Anderson	Email	Quarry	Could you please do something about the crashing banging and reverse beepers from the quarry this afternoon. It's totally spoiling a lovely afternoon. Noise started behind Erntas and James house and then moved behind Diane's and Mindi's.	Nothing provided - no specific time advised	Safety/Noise	Chris Defretas	Chris drove around quarry - no obviously identifiable noise. Operating the dump truck and digger - neither have reverse beepers. Repairs being made to another machine in the workshop. Roller door closed to reduce noise just in case. Chris asked Diane what time the noise was as if it was around 12 - 2pm there was a bit of work being done on Pottery Road and also some works on Webba Lane. At 3:20pm mechanics had finished works and all staff		28/06/2019	Email to Gerard and Geoff asking them to review the complaint	Compliant		Closed	28/06/2019	2	
POV-COM-064	Chris Defretas	26/07/2019	4:04:00 PM	Leah Collins	Email	Quarry	Loud noise of earth world scraping and banging and beeping - been going on all afternoon - and during week days	Nothing provided	Noise	Chris Defretas	Advised that we loaded out all day - closing at 2:30pm. After receiving the complaint there was still noise in the area		26/07/2019	Chris emailed lead	Compliant		Closed	26/07/2019	Email sent to ERR - email attached	
POV-COM-065	Chris Defretas	2/08/2019	12:31:00 PM	Leah Collins	Email	Quarry	Vehicles travelling along the track on southern boundary are observed to be driving quite quickly.	Nothing provided	Safety	Chris Defretas	Jo spoke with the landscapers regarding speeding around the quarry. They admitted having a bit of speed up to ensure that they did not get bogged along the access track.		2/08/2019	Chris was advised that they landscapers have been communicated to regarding the situation.	Compliant		Closed	2/08/2019	Email attached	
POV-COM-066	Chris Defretas	2/08/2019	12:31:00 PM	Leah Collins	Email	Quarry	Water is sitting behind the north east corner of our property which can't drain. If it gets any worse, it will flow into bar	Nothing provided	Safety	Chris Defretas	Chris advised Leah that we will inspect area and come up with a solution to the water flooding in the area.		30/08/2019	Jo has taken photographs of area in concern. To be reviewed with Byreport Landscaping department - track repaired.	Compliant		Closed	5/10/2019		
POV-COM-067	Chris Defretas	6/08/2019	12:31:00 PM	Diane Anderson	Text	Quarry	What is the vibration noise coming from the quarry	Nothing provided	Noise	Chris Defretas	Chris replied to Diane. Advised that roller was currently being used and reassured and that the vibration needed to be run for a short length of time		6/08/2019	Ensure mechanics complete job asap	Compliant		Closed	6/08/2019	Nil as it was a text message	
POV-COM-068	Chris Defretas	22/01/2020	8:14:00 AM	Diane Anderson	Email	Quarry	Noise in quarry is unbearable - my house is vibrating with the noise	Nothing provided	Noise	Chris Defretas	Reviewed what operators were doing - some required internal road repairs had taken place but had finished		22/01/2020		Compliant		Closed	22/01/2020		
POV-COM-069	Chris Defretas	22/01/2020	6:30:00 AM	Leah Collins	Email	Quarry	Our whole house has been shaking since 0700 hours this morning	Nothing provided	Safety	Chris Defretas	Reviewed what operators were doing - some required internal road repairs had taken place but had finished		22/01/2020		Compliant		Closed	22/01/2020		
POV-COM-070	Chris Defretas	31/01/2020	10:20:00 AM	Diane Anderson	Text	Quarry	Load banging - concerned with what we are doing	Nothing provided	Noise	Chris Defretas	Banging would be sticky material being removed from the bucket with shovels - crashing possibly could be caused by us building a swale drain along the boundary and also fix break in the top padlock as requested by a neighbour from Webba Lane		31/01/2020		Compliant		Closed	31/01/2020		
POV-COM-071	Chris Defretas	24/02/2020	4:41:00 PM	David Chalke	Email	Jones Road	At 4:10pm was forced to brake hard from 60km per hour as a truck and trailer pulled out in front of him from Pottery Road. Truck #14650	Nothing provided	Safety	Jo Murray	Rang Andrew Jeffrey from ResourceCo advising of incident. Jo spoke with driver in the morning.		25/02/2020		Compliant		Closed	25/02/2020		
POV-COM-072	Jo Murray	28/02/2020	1:00:00 PM	Graham Davidson (Pottery Road resident)	Verbally	Pottery Road	State of the road - due to rains and truck movements road was sloppy.	Visually stood with Graham addressing the complaint	Safety	Jo Murray	Discussed that we will put this matter to the council - view to use different topping material or even suggest asphaltting the road completely.		27/03/2020	Matter brought to the Mornington Shire Council - request denied. Original material to be used and regraded.	Compliant		Closed	27/03/2020		
POV-COM-073	Chris Defretas	15/03/2020	7:11:00 AM	Diane Anderson	Email	Quarry	Is there any explanation for the increase in noise on your site from last Tuesday until lunchtime Friday?	Nil Provided	Noise	Chris Defretas	We have been working on the upper layers the last four weeks, and we have been using a dozer to push the material for the last four weeks. We normally don't use a dozer however due to the amount of rain we have had it is the safest method for us to extract the clay. We followed the same practise yesterday, from 8am-12pm which you didn't mention. As just said we have been using this now for four weeks so I could only guess that last week being the only week we have had strong northerly winds would have helped the noise travel. We have made every effort to mitigate noise.		16/03/2020		Compliant		Closed	16/03/2020	Email attached	
POV-COM-074	Chris Defretas	17/03/2020	11:09:00 AM	Leah Collins	Email	Quarry	The noise coming from the Byreport Peninsula quarry is obviously loud and intrusive with a new sound of crushing. I was woken yet again at 7a.m. this morning by big noise which is still ongoing. What is this noise and what recent changes have occurred on site to produce this noise? Geoff Gilbert when was the last time an onsite check was done as to what work is taking place? How is noise being monitored and documented other than the public complaint log that lists our personal details of complaint? What is going to be done to lessen the impact of noise on the surrounding residential neighbourhood. How many years have we been asking and documenting and complaining about the impact of noise to our daily life? The ongoing noise and now this new addition of noise needs some respectful attention to complaints that continue to be acknowledged without a solution. We know there is noise, but are you going to ever do anything to fix this or lessen impact? There is still a huge impact of noise invasion of health and wellbeing by daily noise that vibrates through our homes and surrounds.	Nil Provided	Noise	Chris Defretas	As per Diane's similar email on the weekend, and the same response as that email, we have been using a dozer to win the clay over the last 4 weeks. This has been a constant and daily practise other than extreme rain events and days were we have been closed. We have had to use dozer to win the clay for safety purposes due to the sodden ground as a result of the heavy rainfalls we have had this whole year thus far. The dozer will be in operation until Saturday morning then will be off hired. As per the previous email received Saturday, this week has seen the first strong northerly winds of the year, which does carry noise further to the south. Since Saturday's complaint we have issued another sound wall to help mitigate the noise levels.		17/03/2020	I have shuffled works around site today to try another tactic. So I am hoping this strategy works.	Compliant		Closed	20/03/2020	Email attached	
POV-COM-075	Chris Defretas	18/03/2020	3:23:00 AM	Diane Anderson	Email	Quarry	Chris, this is ridiculous this is the second week of intolerable noise. We haven't had anything like this for the last couple of months, please move the machine that's making all that noise back down into the hole.	Nil Provided	Noise	Chris Defretas	We have been working on the upper layers the last four weeks, and we have been using a dozer to push the material for the last four weeks. We normally don't use a dozer however due to the amount of rain we have had it is the safest method for us to extract the clay. We followed the same practise yesterday, from 8am-12pm which you didn't mention. As just said we have been using this now for four weeks so I could only guess that last week being the only week we have had strong northerly winds would have helped the noise travel. We have made every effort to mitigate noise.		18/03/2020		Compliant		Closed	18/03/2020	Email attached	

Complaint #	Reported To	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow Up (if req.)
PQV-COM-076	Chris Defreitas	18/03/2020	3:43:00 AM	Emma Rogers	Email	Quarry		Nil Provided	Safety	Chris Defreitas	We have been working on the upper layers the last four weeks, and we have been using a dozer to push the material for the last four weeks. We normally don't use a dozer however due to the amount of rain we have had it is the safest method for us to extract the clay. We followed the same practise yesterday, from 8am-12pm which you didn't mention. As just said we have been using this now for four weeks so I could only guess that last week being the only week we have had strong northerly winds would have helped the noise travel. We have made every effort to mitigate noise.		18/03/2020		Compliant		Closed	18/03/2020	Email attached
PQV-COM-077	Jo Murray	20/03/2020	7:58:00 AM	Megan Carol	Email	Jones Road	6.30am this morning they were woken by trucks barreling along Jones Road	Nil Provided	Safety	Jo Murray	All cartage companies/contractors are aware of site requirements (refer PQV-HSEG-06-2003 Annual Drivers Induction)		20/03/2020		Compliant		closed	20/03/2020	Email attached
PQV-COM-078	Chris Defreitas	27/03/2020	4:02:00 PM	Leah Collins	Email	Quarry - Southern Boundary	The noise is absolutely ongoing and penetrating. This just goes on and on. Please do something to lessen the impact on your neighbours it is too much. The noise has not changed since my complaint last week. Have you changed location where your row slagging? The noise is very hard to put up with all day long 5.5 days a	Nil Provided	Noise	Jo Murray	A large majority of the trucks being loaded have been loaded from the bottom of the main pit. There have been trucks loading on the top pad this afternoon from 2:30PM. We have moved load points, we have loaded behind stockpiles (loading from the northern side) to try to mitigate the noise as much as possible.		27/03/2020		Compliant		Closed	27/03/2020	
PQV-COM-079	Chris Defreitas	16/06/2020	8:40:00 AM	Diane Anderson	Email	Quarry - Southern Boundary	Loud noises from neighbour today...	Nil Provided	Noise	Jo Murray	Advised Diane that we had sent an email to EIR yesterday regarding noise that we have also heard... response: the crashing and banging at around 7:00 am all last week and again at 7:45 this morning is not coming from your property? is that correct?		18/06/2020		Compliant		Closed	18/06/2020	Email attached
PQV-COM-080	Chris Defreitas	16/06/2020	12:04:00 PM	Leah Collins	Email	Quarry - Southern Boundary	The ongoing noise from the quarry has not changed and has actually increased. The noise sounds directly behind our property and comes from the north. There are various sounds some loud vibrating screaming Joud bangs and loud sound of flattening or removing earth. All are not just little sounds they are intrusive from within the home. When trucks are empty the sound of trucks tailgates banging and travelling in and out of the quarry is loud and begins at 7 am. We have this day in and day out and years later this continues. I don't bother complaining most of the time as complaints are replied to with excuses and no action.	Nil Provided	Noise	Jo Murray	Advised Leah that we had sent an email to EIR yesterday regarding noise that we have also heard		18/06/2020		Compliant		Closed	18/06/2020	Email attached
PQV-COM-081	Chris Defreitas	13/08/2020	6:30:00 AM	Graham Davidson	SMS	Pottery Road	Trucks travelling along Pottery Road before quarry opening hours	PQV were aware that there were trucks on Pottery Road prior to opening hours	Safety	Chris Defreitas	Jo was trying to contact truck drivers while on Jones Road but was unable to - trucks committed to Pottery Road with no way of turning around once on Pottery Road. Trucks were brought into quarry, parked and engines cut.		13/08/2020	Chris rang Lantrek.	Compliant		Closed	13/08/2020	
PQV-COM-082	Jo Murray	13/08/2020	6:50:00 AM	Graham Davidson	In Person	Pottery Road	Unimpressed with trucks travelling along Pottery Road from 6:30 onwards - woke up his kids. Graham was very angry and verbally abusive towards me and the drivers.	PQV were aware that there were trucks on Pottery Road prior to opening hours	Safety	Jo Murray	As the trucks were given misleading information from the cartage company and with no way of turning around on Pottery Road trucks were brought into quarry, parked up and told to turn engines off.		13/08/2020	Email sent to EIR regarding matter. Chris Defreitas contacted Lantrek regarding matter.	Compliant		Closed	13/08/2020	Email sent to EIR - email attached
PQV-COM-083	Chris Defreitas	13/08/2020	6:50:00 AM	Jo Murray	In Person	Pottery Road	Graham was very angry and verbally abusive towards me and the drivers. I tried to calm him down but it was to no avail. He eventually left site.	Video evidence	Safety	Chris Defreitas	Jo remained calm. Requested video footage		15/08/2020		Compliant		Closed	15/08/2020	Jo received a phone call from Graham apologizing for his actions.
PQV-COM-084	Chris Defreitas	14/06/2020	8:00:00 AM	Diane Anderson	Email	Quarry	This is just astounding, the noise from the quarry this morning is incredible there's been continual crashing and banging from 7:00 am. What on earth are you doing in there this week??  The last three days have been intolerable, we should not have to put up with this on the Mornington Peninsula you do not belong in this green zone residential area.  Please please do something to reduce the noise which is causing me so much stress I cannot live with this continuous noise.  Yesterday morning when I drove into Somerville along Jones Road for a doctor's appointment the road was covered in spilled clay. When I went back in the afternoon for my test results there was a truck spraying water all along Jones Road turning the whole road into a huge dangerous slippery mess.  Something needs to be done before there's a major accident on Jones Road caused by your trucks driving on the wrong side of the road when leaving Pottery Road and spilling the continuous slumping and crashing from 7am unacceptable. It's vibrating through our house. At no point have we been offered an explanation I might ask.	Nil Provided	Noise	Chris Defreitas	Monitor where machines are being operated and where trucks are being loaded. Normal activity noted		14/08/2020		Compliant		Closed	14/08/2020	Email attached
PQV-COM-085	Chris Defreitas	14/08/2020	9:13:00 AM	Emma Rogers	Email	Quarry		Nil Provided	Noise	Chris Defreitas	Monitor where machines are being operated and where trucks are being loaded. Normal activity noted		14/08/2020		Compliant		Closed	14/08/2020	Email attached
PQV-COM-086	Chris Defreitas	14/08/2020	9:54:00 AM	Megan Jinks	Email	Quarry	I want to know why the trucks are commencing at 6am along Jones road? I was of the belief that this was not permitted before 7am. The noise caused by these rattles through our home and wakes our children.  I also wish to raise your failings regarding the state of Jones Road and the top end of Soderland Place. No construction site is allowed to leave the road in this state, and certainly not allowed to rectify it by washing it into our court (Soderland) so why is it that your road cleaner only attends as a "knee Jerk" reaction to complaints? Surely if you value remaining operational you would pro-actively check the conditions and rectify adequately!	Nil Provided	Safety/Environmental	Chris Defreitas	Explained that we get the street sweeper as required - generally due to wet weather. Other works along Jones Road are nothing to do with us so we are unable to comment.		14/08/2020		Compliant		Closed	14/08/2020	
PQV-COM-087	Chris Defreitas	14/08/2020	11:39:00 AM	Kate Blake	Email	Quarry		Nil Provided	Noise	Chris Defreitas	Monitor where machines are being operated and where trucks are being loaded. Normal activity noted		14/08/2020		Compliant		Closed	14/08/2020	Email attached
PQV-COM-088	Chris Defreitas	14/08/2020	12:28:00 PM	Leah Collins	Email	Quarry	The noise is ongoing and was so loud this morning at 12:00 a.m. our dogs were looking at the quarry and barking from our backstep. It truly is stressful trying to live with this constant loud banging, scraping rattling rolling sound. The constant loud banging is the worse. Chris in the past describes this as banging clay off the digger blade. Great for us living here!! This is nothing new and silence from us at times from neighbours is only due to frustration from inaction from all parties and being labelled as whingers with this NEVER being resolved and told it is acceptable. It is not. Please lodge this as a complaint of noise today.	Nil Provided	Noise	Chris Defreitas	Monitor where machines are being operated and where trucks are being loaded. Normal activity noted		14/08/2020		Compliant		Closed	14/08/2020	Leah's email attached

Complaint #	Reported To	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow Up (if req.)
PQV-COM-089	Chris Defreitas	18/08/2020	12:50:00 PM	Diane Anderson	Email	Quarry	Once again the noise is intolerable this morning with continuous crashing smashing and banging at 1:00 am from the Bayport quarry on my boundary.  Yes we complain regularly when the noise is excessive but nothing is ever accomplished apart from a note that our complaint is registered.  Surely when we have bouts of excessive noise there must be a protocol in place to reduce the noise.  Writing it down in the complaints book is no answer.	Nil Provided	Noise	Chris Defreitas	Chris advised that we have moved our loading point this afternoon as a trial to reduce the impact, being as the wind is strong from the north and carries sounds we are hoping this has a positive result.	18/08/2020	18/08/2020		Compliant		Closed	18/08/2020	Diane's email attached
PQV-COM-090	Chris Defreitas	18/08/2020	2:00:00 PM	Leah Collins	Email	Quarry	The noise is certainly disturbing even right now, a load grinding and then banging which is comparable to thunder. Neighbourhood dogs are barking at the noise. Have you moved the loading point now ? If so it has made no difference.	Nil Provided	Noise	Chris Defreitas	Chris asked if the sound was like steel on steel as a Pottery Road resident was using a crane to move steel around his site! Leah replied - No Chris it actually sounds like clay being dropped into trucks and then the bucket or blade banging clay off. Same sound as always. Continuous and penetrative.	18/08/2020	18/08/2020		Compliant		Closed	18/08/2020	Leah's email attached.
PQV-COM-091	Chris Defreitas	20/08/2020	1:56:00 PM	Leah Collins	Email	Quarry	I am inside my home and all I can hear are your trucks loading. I can hear trucks accelerating and the sound of them individually being filled then the bucket banged to be cleaned of clay. This is inside not outside my house. Guess how it sounds if I go outside!! The noise is ridiculous, intrusive and and unreasonable to listen to all day everyday. Minus Sunday.	Nil Provided	Noise	Chris Defreitas	Chris has advised that complaint will be lodged.  Has asked Leah to clarify (provide further information) regarding frequency and what she means by "accelerating"? Awaiting response.	21/08/2020	21/08/2020		Compliant		Closed	21/08/2020	Leah's email attached.
PQV-COM-092	Chris Defreitas/Jo Murray	29/08/2020	11:58:00 AM	Diane Anderson	Email	Quarry	Once again the peace of our neighbourhood is totally ruined today by the noise from the Somerville Bayport quarry.  The vibrating humming deafening noise that shaking my house is making life unbearable here.	Nil Provided	Noise	Chris Defreitas	Jo spoke with operators to see what activity was taking place on Saturday morning. We were finalising construction of a new road	31/08/2020	31/08/2020		Compliant		Closed	31/08/2020	Diane's email attached
PQV-COM-093	Chris Defreitas	1/09/2020	12:22:00 PM	Emma Rogers	Email	Quarry	This is intolerable on Saturday morning in a  The constant thudding/banging goes through our entire house, regardless of what changes you have made during the last few weeks it's exactly the same. Constant and loud.  This definitely needs follow up, it's definitely not ok!  Perhaps as residents we need to take recordings as an example of what we are hearing, so we can get an explanation as to exactly what it is.	Nil Provided	Noise	Chris Defreitas		1/09/2020	1/09/2020		Compliant		Closed	1/09/2020	Emma's email attached
PQV-COM-094	Chris Defreitas	1/09/2020	1:55:00 PM	Diane Anderson	Email	Quarry	It's been exactly the same for me this morning but as I had no response from you re the noise last week I'm wondering if you even glance at my e-mails let alone record a complaint.  Chris I understood you were supposed to be loading down in the quarry, why is all of the crashing and banging on the surface on our boundary??	Nil Provided	Noise	Chris Defreitas	Chris replied with location of current loading point	1/09/2020	1/09/2020		Compliant		Closed	1/09/2020	Diane's email attached
PQV-COM-095	Chris Defreitas	1/09/2020		Leah Collins	Email	Quarry - Southern Boundary	The noise is still the same loud banging over and over and over. Same noise as always that is complained about. I can hear the bucket banging in which you describe as clearing clay off. I am sitting here in my living room listening to this loud banging since first thing this morning, this penetrates the inside of my home. Think how it sounds outside! As far as I am concerned this is a public health issue having this loud banging day in and out. Would drive anyone crazy. This is wrong on	Nil Provided	Noise	Chris Defreitas	We have brought in a small excavator for the purpose of cleaning out the loader buckets to reduce the banging, we have also moved loading points to further reduce the direction of sound.	2/09/2020	2/09/2020		Compliant		Closed	2/09/2020	
PQV-COM-096	Chris Defreitas	12/10/2020	2:21:00 PM	Leah Collins	Email	Quarry	The loud noise continues on and on. Today there is an extra sound of clods to hard ground that shrieks as it scrapes. Then the loud banging in each and every load.  What are you doing with these noise complaints other than nothing?  Please lodge this as a noise complaint.	Nil Provided	Noise	Chris Defreitas	We have lodged the complaint regarding the noise yesterday. Loading of damp clay is quite difficult and not easy, and due to the vast rainfalls we have received lately the material has no chance to dry. We were loading below ground level yesterday, as the site and pit is all below surface level. The increased northerly wind is likely to make sound travel further. The scraping noise you commented on was the grader doing works on Pottery rd as requested by a resident who lives on Pottery rd.	12/10/2020	12/10/2020		Compliant		Closed	12/10/2020	
PQV-COM-097	Chris Defreitas	12/10/2020	3:09:00 PM	Diane Anderson	Email	Quarry	The first lovely sunny day in a while, a chance to get out in the garden and all we can hear all day is smashing and crashing from the quarry.  Could you please load and clean these trucks and equipment down in the pit as agreed.	Nil Provided	Noise	Chris Defreitas	We have lodged the complaint regarding the noise yesterday. Loading of damp clay is quite difficult and not easy, and due to the vast rainfalls we have received lately the material has no chance to dry. We were loading below ground level yesterday, as the site and pit is all below surface level. The increased northerly wind is likely to make sound travel further. The scraping noise you commented on was the grader doing works on Pottery rd as requested by a resident who lives on Pottery rd.	12/10/2020	12/10/2020		Compliant		Closed	12/10/2020	
PQV-COM-098	Chris Defreitas	14/10/2020	9:43:00 AM	Leah Collins	Email	Quarry	Once again the loud banging penetrates the inside of our house. It is 2 to 3 loud bangs for every load that you do. How many loads do you do per day now? Each load times 2 to 3 load bangs from 7 a.m. onwards. Very disturbing.	Nil Provided	Noise	Chris Defreitas	With the description of the 2-3 bangs Jo and I have narrowed down the source and the actual machine, with this we made a change to the operational machine in question. We believe this made a significant change during the afternoon once fitted to the machine. So hoping that this measure will reduce the metal on metal noise ongoing. We have	14/10/2020	14/10/2020		Compliant		Closed	14/10/2020	
PQV-COM-099	Chris Defreitas	15/02/2021	3:34:00 PM	Leah Collins	Email	Quarry	Why are you raising the height of the track that runs along the back of our property? If the plans that were shown to us, this track is to be a 1% percent fall from our property to the track, to allow for water flow along all southern boundary fences.  I am also surprised that neighbours have not been notified that your extending the quarry to Dig elsewhere, as this changes the noise, dust and intrusion. I realise that this is not a requirement, but being we are suppose to have meetings and have been referred to by Bayport Peninsula Quarries as your neighbours, it would be the thing to do from the previous history.	Nil Provided	Safety	Chris Defreitas	The access track is being repaired from the wet weather we have been experiencing throughout the year this year and last. The track is not finished we have placed top up material over the pot holes and washouts, these will be further lowered and then filled back towards the quarry under the pipe to allow for excess water to flow back inside the bund. We will level the track so it will be as it was prior to the repairs. In regard to the extension of extraction in the rear corner we have always planned to extract at some point this year, however this was expediated to accommodate a landfill capping that needed a very specific clay in which was not available elsewhere. We were informed on Thursday, so apologies for the lack of notice here, as it was very unexpected to have this request for urgent supply. We have employed another staff member as a full time water truck operator to accommodate for the extra ones used to	15/02/2021	15/02/2021		Compliant		Closed	15/02/2021	

Complaint #	Reported To	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow up (if req.)
POV-COM-100	Chris DeFreitas	24/02/2021	6:01:00 PM	Leah Collins	Email	Quarry	Peninsula Quarries has now moved to a new area of excavation within the quarry perimeter. This area/location being quarried is right behind our acreage on the southern boundary. Previously, we had been advised by Peninsula Quarries and DED/JR (an McLeod) that the area behind us would be 'left and not quarried for at least 15 years' (obviously this has not happened and we get the usual surprise of no communication, before invasion. Could we acquaint ourselves with past conversations about noise and dust and the impact on surrounding neighbours? Trucks and machines can be seen and HEARD working from our backyard, demonstrating the closeness to which your machinery is operating. Previously in past discussions in 2018 Chris you described what you called an acoustic barrier that you were building to eliminate /diffuse quarry noise lessening noise impact to those living next to where you were quarrying. Is this new area also privy to an acoustic noise barrier, for the same reasons? Did this acoustic noise barrier eventuate for your previous excavation site being there was still such an impact to residents on the...	Nil Provided	Safety/Noise	Chris DeFreitas	Jo replied: In regard to the extension of extraction to the rear corner we have always planned to extract at some point this year, however this was expediated to accommodate a landfill capping order that needed a very specific day in which was not available elsewhere. We were informed on Thursday, so apologies for the lack of notice here, as it was unexpected to have this request for urgent supply. This project was expected to last for 16 days, however the client is hoping to be completed by Wednesday of next week for major works, and minor infill exports after this.  Moving forward the area will be worked and material quarried on a regular basis, but not to the levels as seen this week due to the expected urgency of the landfill site we are supplying. Initially, we had to utilise a dozer to start the clearing and moving overburden, which is a constant tumble. We have pulled this machine up today, and it has been removed from site. With regards to the sound wall, we did build a wall up between loading points and the southern boundary. Now that we are below ground...	24/02/2021	Discussed situation with Geoff Gilbert. EBR to come to site to conduct Noise and Dust Audits	Compliant		Closed	20/03/2021	Leah's Email attached	
POV-COM-101	Chris DeFreitas	4/03/2021	7:21:00 AM	Graham Davidson	SMS	Pottery Road	I am requesting you monitor the speed of all the trucks better from now on as this has become a serious and consistent complaint. I would also ask you to grade the road as the noise from the trucks is getting louder and unbearable.	Nil Provided	Safety	Chris DeFreitas	Chris and Jo to investigate ways to monitor truck speeds considering we are not the traffic police.  The road gets graded once a week and had already been planned for Tuesday of next week on receipt of road supplies from Hillview.	30/03/2021		Compliant		Closed	30/03/2021		
POV-COM-102	Chris DeFreitas	19/04/2021	2:01:00 PM	Diane Anderson	Email	Quarry - Southern Boundary	The noise coming from the quarry today is consistently loud. Whatever your doing its a loud clicking sound. Extremely irrelative in a sunny autumn day when you want to be enjoying things outside. But still get to listen when you come inside to get away from it.	Nil Provided	Noise	Jo Murray	We currently have two machines working above the pit. One is working on a registered burn site (which is a road wall) to try and expediate the burn safely so it's doesn't continue to linger on as it's already been smothered a few times with recent rains. The other is loading out on the newly exposed pad as we have done over the last month or so. With recent rain the material itself is extra sticky now and so the sounds louder whilst putting the product into the trucks.  We are currently in the midst of reworking the bund walls behind both the Pottery Road and Jones Roads residential properties. These works involve topping up the height as well as placing topsoil over existing bunded areas, (similar to the works done previously on the southern bund along Wellington Road (behind your house)).  With regards to the smell of fuel/petrol Chris and I are both unsure of the source as we have both travelled the boundary this afternoon and could not identify anything. We also had all operators in that area check their machines for any fuel leaks to ensure that there wasn't any diesel leakage.	20/04/2021	I have spoken with both the operators and they are doing their best to minimise the noise.	Compliant		Closed	20/04/2021	email attached	
POV-COM-103	Chris DeFreitas	30/04/2021	2:39:00 PM	Leah Collins	Email	Quarry - Southern Boundary	There is a loud continuous whirring noise that has been going all day, going along with all your banging and clanging over the fence. The loud continuous whirring is a new addition, that we haven't heard before and also the smell of fuel/petrol coming across into our property. Previous complaints have not altered or changed your noise impact.	Nil Provided	Noise	Chris DeFreitas	Accurate Group contacted and will be out on 23/08/2021 to remove tree safely.  Advised we would review. Explained that there has been works in area but limited loading.	4/05/2021	Monitor works in area	Compliant		Closed	4/05/2021	Email attached	
POV-COM-104	Jo Murray	6/08/2021	4:00:00 PM	Len Collins	Visit	Quarry - Southern Boundary	Pine tree on our property leaning on the row of pine trees in Collins prospect	Visual	Safety/Environmental	Jo Murray	Spoke to our drivers, where possible, regarding being mindful of Bungeover Road. Replied to Chrissy explaining the our MOA only covers Pottery and Jones Road but will endeavour to assist the community.	24/08/2021	Tree was removed on 23/08/2021	Compliant		Closed	24/08/2021	Email attached	
POV-COM-105	Jo Murray	14/08/2021	10:34:00 AM	Leah Collins	Email	Quarry - Southern Boundary	Noise - your machine has been very noisy with the constant banging every few minutes all day long clearing clay from the bucket and other loud bangs and rumbling	Nil Provided	Noise	Jo Murray	Spoke to Graham and Mornington Pen Shire. Organised sweeper to clean Jones Road. Road to be tacky	24/02/2022	Monitor and review works in area	Compliant		Closed	24/02/2022		
POV-COM-106	Jo Murray	14/08/2021	3:51:00 PM	Chrissy Welsh	Email	Bungeover Road	Noise Pollution - regularly on Bungeover Road trucks use engine brakes despite signage advising trucks not to use engine brakes	Nil provided	Noise	Jo Murray	Spoke to Mick Cantwell to organise that the road be wet down with water to suppress dust.	18/08/2021	Follow up with weighbridge to remind drivers	Compliant		Closed	18/08/2021	Email Attached	
POV-COM-107	Jo Murray	25/08/2021	8:00:00 AM	Graham Davidson	Person	Pottery and Jones Road	Intersection is full of clay/mud that is being carted onto Jones Road. It's dangerous and could cause an accident	Jo went and inspected Jones Road. Rain has caused weighbridge Roads and Pottery Road to be tacky	Safety/Environmental	Jo Murray	Spoke to Graham and Mornington Pen Shire. Organised sweeper to clean Jones Road. Road to be tacky	26/08/2021	Monitor road daily especially after rain. Use GOM Machinery Sweeper as required.	Compliant		Closed	26/08/2021		
POV-COM-108	Jo Murray/Chris DeFreitas	1/09/2021	7:14:00 AM	Graham Davidson	Text	Pottery Road	Pottery Road needs to be graded. Trucks are unbearably noisy.	Everyone has driven road and is aware of it.	Safety/Environmental	Jo Murray	Spoke to both Ryan and Stuart Athlam (four drivers). Stuart had a different series of events including	1/09/2021	Monitor road daily especially after rain. Ensure road is graded weekly as required.	Compliant		Closed	31/08/2021	Graham sent a thank you text.	
POV-COM-109	Chris DeFreitas	1/09/2021	11:58:00 AM	Paul Lewis	Email	Pottery Road	Have received reports regarding operating hours and truck movements over the last month.	Nil Provided	Noise	Chris DeFreitas	Chris provided Paul with an update	1/09/2021		Compliant		Closed	1/09/2021	email attached	
POV-COM-110	Jo Murray/Chris DeFreitas	1/09/2021	2:09:00 PM	Leah Collins	Email	Quarry Southern Boundary	The noise from the quarry is horrendous - inside and outside of the house. Constant banging, machines loading, grinding, pounding/blemring of blades and accelerating of trucks 7am - 5pm. There is also THAT dust issue.	Nil Provided	Noise	Chris DeFreitas/Mick Cantwell	Chris spoke to Mick about trying to reduce the impact of noise while working in the area.	1/09/2021	Monitor and minimise as reasonably practicable the impact of noise while working in that area.	Compliant		Closed	3/09/2021	Email attached.	
POV-COM-111	Jo Murray/Chris DeFreitas	1/09/2021	3:32:00 PM	Diane Anderson	Email	Quarry Southern Boundary	Noise from quarry for the last 2 weeks has been growing now it's unbearable. What about the fauna when all the trees are removed from the quarry?	Nil Provided	Noise	Chris DeFreitas/Mick Cantwell	Chris spoke to Mick about trying to reduce the impact of noise while working in the area.	1/09/2021	Monitor and minimise as reasonably practicable the impact of noise dust while working in that area.	Compliant		Closed	3/09/2021	Email attached.	
POV-COM-112	Jo Murray/Chris DeFreitas	2/09/2021	12:11:00 PM	Leah Collins	Email	Quarry Southern Boundary	Lots of dust blowing from quarry - are you dust suppressing?	Visual - everyone could see	Safety/Environmental	Mick Cantwell	Chris spoke to Mick Cantwell regarding dust suppression.	2/09/2021	Monitor and minimise as reasonably practicable the impact of dust while working in that area.	Compliant		Closed	2/09/2021	Email attached.	
POV-COM-113	Jo Murray/Chris DeFreitas	3/09/2021	10:18:00 AM	Robert Smith	Email	Quarry Southern Boundary	Continued all day sounding of horr	Nil Provided	Safety	Chris DeFreitas	Chris replied via email.	10/09/2021	Discussion continued with Mick Cantwell regarding works in this area	Compliant		Closed	10/09/2021	Email attached.	
POV-COM-114	Chris DeFreitas	15/09/2021	7:15:00 AM	Graham Davidson	Text	Pottery Road	Can you get your watercart operator to not put so much water on Pottery Road? Also tell him to watch the letterboxes as my mail is constantly wet	Nil Provided	Environmental	Chris DeFreitas	Chris explained we will monitor the road as we are required to do dust suppression and also speak with the operator.	15/09/2021	Chris asked Mick Cantwell to follow up with operator and also discuss water dust suppression to ensure the correct quantity was being applied to Pottery Road	Compliant		Closed	15/09/2021	Email attached	
POV-COM-115	Chris DeFreitas	20/10/2021	11:12:00 AM	Emma Rogers	Email	Quarry - Southern Boundary	Noise - questioned where we were extracting from currently as we	Nil Provided	Noise	Chris DeFreitas	Chris replied explaining exactly what were are doing and where we are currently extracting from.	20/10/2021		Compliant		Closed	20/10/2021	Email attached	
POV-COM-116	Jo Murray	21/10/2021	3:00:00 PM	Ryan	External	0478 118 003	Was following truck along Baxter Torodah Road - truck was speeding and driving erratically. Rocks on road flicked up and smashed windscreen	Dash Cam footage sent but not clear	Safety	Jo Murray	Spoke with both Ryan and Stuart Athlam (four drivers). Stuart had a different series of events including	25/10/2021	Nil as Ryan was uncontactable!! Forwarded information to Drew Neal @ Bayport	Compliant		Closed	1/01/2022	Nil - closed due to no further contact from Robert	
POV-COM-117	Jo Murray	29/11/2021	11:28:00 AM	Leah Collins	Mobile	Quarry - Southern Boundary	Noise - continual bangs - can hear everything that is happening	Nil Provided	Noise	Jo Murray	Explained that works are there due to the requirement to extract the material in that area. Advised bunds are being raised to assist with muffling/reducing noise	29/11/2021	Nil	Compliant		Closed	29/11/2021		
POV-COM-118	Tim Etherington	18/12/2021	8:41:00 AM	Glen Watson	SMS	Webbs Lane	Dust in top paddock - claimed watercart was not operating	Nil Provided	Safety/Environmental	Tim Etherington	Tim explained that the water cart was in operation however due to the material being moved and wind direction the dust was more evident that day.	20/12/2021	Tim contacted Mick to see if anything could be done that morning. Monitor machine movements in that area and noise watercart suppression routine.	Compliant		Closed	20/12/2021		
POV-COM-119	Tim Etherington	13/01/2022	11:00:00 AM	Glen Watson	Mobile/Email	Webbs Lane	Dust affecting property due to easterly wind. Dumptrucks moving material to bund from all	Nil Provided	Safety/Environmental	Tim Etherington	Track to be wet down with dust suppression (Watercart) prior to and during dumptruck movements in that area.	13/01/2022	Monitor wind and activity	Compliant		Closed	13/01/2022	Email attached	
POV-COM-120	Jo Murray	22/01/2022	10:17:00 AM	Leah Collins	Email/Mobile	Quarry - Southern Boundary	Noise - continual noise. Can hear a reverse beeper coming from the quarry	Nil Provided	Noise	Jo Murray	Explained on the phone that we were not actually doing any works there today as a quarry with the exception of the reverse beeper however there are 2 properties along Pottery Road that are doing works on their properties.  Potholes were filled with crushed rock by Tim	25/01/2022	Spoke with Alex who was onsite (in office) and she said she could not hear a beeper. Upon return to site on Monday Tim spoke with demo crew and found that a new machine that had been brought to site did actually have a reverse beeper and not a squawker	Compliant		Closed	25/01/2022	Email attached	
POV-COM-121	Tim Etherington	16/02/2022	12:45:00 PM	Cristy Marsh	Mobile	Pottery Road	Concerns with potholes on Pottery Road	Visual	Safety/Environmental	Tim Etherington	Tim understood Hayden's concerns and suggested we discuss at the upcoming CEM (March). Revised TMP approved by MPSC. TMP will be implemented following completion of Pottery/Jones rd intersection works (EIA August 2022).	18/02/2022	Monitor Pottery Road, fill potholes and grade as required.	Compliant		Closed	18/02/2022		
POV-COM-122	Tim Etherington	16/02/2022	12:45:00 PM	Hayden Marsh	Mobile	Pottery Road	Express dislike for the road traffic signs along Pottery Road - asking if all signs were necessary? It feels like we are living in the quarry - not on a residential street.	Visual	Safety/Environmental	Tim Etherington	Tim understood Hayden's concerns and suggested we discuss at the upcoming CEM (March). Revised TMP approved by MPSC. TMP will be implemented following completion of Pottery/Jones rd intersection works (EIA August 2022).	31/08/2022	Revised TMP and permanent form of signage installed 16.08.22	Compliant		Closed	16/08/2022		

Complaint #	Reported To	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow up (if req.)
PQV-COM-123	Jo Murray	24/02/2022	11:00:00 AM	Leah Collins	Mobile	Quarry - Southern Boundary	Noise - continual noise from banging can be heard for weeks now. Can you do anything?	Nil Provided	Noise	Jo Murray	Advised that I would look into what activity is happening down there. Explained that there has been limited material being loaded there but we have been preparing		25/02/2022	Discussed with Tim	Compliant		Closed	25/02/2022	
PQV-COM-124	Tim Etherington	17/03/2022	12:57:00 PM	Diane Anderson	Email	Jones Road	Large amount of clay on north bound lane of Jones Road from Pottery Road to Bungower Road	Nil Provided	Safety	Tim Etherington	Tim organised street sweeper from Fulton Hogan to clean road		17/03/2022	Monitor roads especially in wet conditions	Compliant		Closed	17/03/2022	Email attached
PQV-COM-125	Tim Etherington	21/03/2022	10:08:00 AM	Emma Rogers	Email	Quarry - Southern Boundary	What works are happening on the southern side? Extraction or something else? Looks like smoke	Video but cannot see anything	Safety/Environmental	Tim Etherington	Works are currently being undertaken in this area which is a mix of the removed vegetation by a vegetation contractor		22/03/2022	Emma happy to take mulch	Compliant		Closed	22/03/2022	Email attached
PQV-COM-126	Tim Etherington	4/03/2022	1:56:00 PM	Diane Anderson	Email	Quarry - Southern Boundary	Clouds and clouds of dust coming over the bound into my property and rolling up to my house. As requested please install dust monitor on my property to measure airborne dust	Nil Provided	Safety/Environmental	Tim Etherington	As discussed we are currently moving topsoil on the southern side of the site. We are applying dust suppression to the material but as it's fine and powdery it is not as effective as anticipated. A monitor will be placed on the bund directly behind your property when Ektime visit within the next few weeks.		5/03/2022		Compliant		Closed	5/03/2022	Email attached
PQV-COM-127	Tim Etherington	18/03/2022		ERR - Gerald Lynch	Email	Quarry	Vegetation removal in STG 2, no community consultation	Email	Environmental/Community	Tim Etherington & Daniel Petroni	Provide written response await feedback. Gerald Lynch & Helena Dixon (ERR) accepted written response and conducted a site inspection to assess works. All activities deemed acceptable and within		17/05/2022	TBC	Compliant		Closed		Email attached
PQV-COM-128	Tim Etherington	4/04/2022	1:55:00 PM	Christy Marsh	Phone Call	Pottery Road Condition	Can potholes in sealed section of Pottery Road please be filled in to prevent car damage	2 x large potholes	Safety	Tim Etherington	Potholes were filled with crushed rock by Tim		6/04/2022		Compliant		Closed	6/04/2022	
PQV-COM-129	Alex Murray	28/04/2022	7:38:00 AM	Graham Davidson	Phone Call	Pottery Road	Drivers speeding out of quarry, down Pottery Road. Some trucks pulling out via leaving Pottery Road onto Jones Road and using wrong hand side of the road.	Nil Provided	Safety	Alex Murray	All drivers reminded and warned about Pottery Road speed limit as well as sticking to the correct side of the road		28/04/2022		Compliant		Closed	28/04/2022	
PQV-COM-130	Alex Murray	26/05/2022	12:15PM	Hayden Marsh	Phone Call	Pottery Road/Jones Road	Large amount of mud on end of Pottery Rd (Jones rd (Mornington Shire connected) and unhappy/unsatisfied with the Hillview material being used on Pottery Rd.	Nil Provided	Safety/Environmental	Alex Murray	Sweeper contacted (GGB Machinery) - arrival roughly 2:30pm. We will follow-up with council about material used on Pottery rd (the rubble used is the only one council approved currently).		End of Sept		Compliant		Closed	3/06/2022	
PQV-COM-131	Alex Murray	26/05/2022	4:30:00 PM	Graham Davidson	Phone Call	Pottery Road/Jones Road	Build up of mud from trucks on end of Pottery Rd/Jones Rd due to rainfall (slippery) and unsatisfied with material used on Pottery Rd (Hillview product)	Nil Provided	Safety/Environmental	Alex Murray	Sweeper contacted (GGB Machinery) - arrival roughly 2:30pm. We will follow-up with council about material used on Pottery rd (the rubble used is the only one council approved currently).		End of Sept		Compliant		Closed	3/06/2022	
PQV-COM-132	Alex Murray	27/05/2022	9:15:00 AM	Graham Davidson	Phone Call	Pottery Road/Jones Road	Build up of mud from trucks on end of Pottery Rd/Jones Rd due to rainfall (slippery) and unsatisfied with material used on Pottery Rd (Hillview product)	Nil Provided	Safety/Environmental	Alex Murray	Sweeper contacted - arrival early afternoon. Council contracted and approved use of new material on Pottery Rd (will collect and spread mid next week)		End of next week		Compliant		Closed	3/06/2022	
PQV-COM-133	Alex Murray	23/06/2022	11:27:00 AM	Mornington Shire Council Personal	Phone Call	Jones Road and Bungower Road	A fellow neighbour of the quarry called up Mornington Shire Council and reported excess mud being dragged onto Jones and Bungower Rd from the quarry.	Nil Provided - Tim Investigated	Safety/Environmental	Alex Murray	Sweeper was booked for that day/afternoon, arrival at 3:30pm. Booking sweepers in advance when busy/had rainfall to lessen the mud on the roads.		23/06/2022		Compliant		Closed	23/06/2022	
PQV-COM-134	Alex Murray	4/07/2022	12:12pm	Diane Anderson	Email	PQV quarry	"Over the last few weeks the noise has been getting steadily worse. It's the constant crashing of metal on metal that's unbearable. Could you please try and reduce that noise"	Nil provided	Noise	Tim Etherington	We are currently conducting works within the Southwestern area of the site, we have implemented a second bund with the main perimeter bund to help reduce the noise being emitted from site. We will try to reposition equipment if possible.		4/07/2022		Compliant		Closed	4/07/2022	Email attached
PQV-COM-135	Alex Murray	6/07/2022	11:50:00 AM	Leah Collins	Email	PQV quarry	The noise is yet again, with 'loud' crashing but not the same as when the blade is emptying clay its another loud crashing that's consistent every few minutes. Sounds like large metal objects being dropped from a height. This is so loud it can be heard from Olivers Creek. There is also the crashing noise now combined that is cleaning off of the shovel. So we have two different intrusive noises from the quarry. Very disturbing to the surrounds.	Nil provided	Noise	Tim Etherington	Sought alternative methods to emptying excess material within the quarry loading machinery (Miniature Excavator) Unsuccessful with our attempts will continue to look for methods of improvement. CJD/Volvo consulted for potential use of rubber blocks/'marshmallow'. Nothing available and would not be fit for use.				Compliant		Closed		Email attached
PQV-COM-136	Alex Murray	8/07/2022	11:44:00 AM	David Chalke	Email	PQV quarry	"Is it possible to dispense with the audible beeping 'notifying' the truck driver that loading is completed? Presumably all the trucks have mirrors on the nearside and the loaders have lights. Would it not be possible for the truck drivers to look in their mirrors and the loaders to signal loading completed by flashing their lights?"	Nil Provided	Noise	Tim Etherington	PQV have deemed it necessary to continue with the practice of the industry standard communication method of signalling completion via use of alarm. We will continue to look into safe alternatives to minimise sound.			Tim addressed issue with ERR and industry bodies. Horn is used across industry and accepted as communication method. ERR Letter/Email issued	Compliant		Closed		Email attached
PQV-COM-137	Alex Murray	11/07/2022	12:44:00 PM	Leah Collins	Email	PQV quarry	"the noise (as in crashing/banging) continues to be at some reasonable level. Just letting you know in case you have tried anything alternative today."	Nil Provided	Noise	Tim Etherington	Currently sourcing out alternative methods to minimise the sound travelling. Will continue to find effective and safe alternative methods.				Compliant		Closed		Email attached
PQV-COM-138	Alex Murray	23/07/2022	7:55:00 AM	Robert Smith	Phone Call	Pottery Road and PQV quarry	Trucks entering Pottery Road prior to Bam start time as well as banging from machinery starting up early. Machinery started early a couple of times this week.	Nil provided - Alex investigated site cameras, excavator moved from site shed at 7:53am. Fuel truck driving around prior to Bam (accepted).	Safety	Alex Murray, Tim Etherington and all operators	Sent a email warning to cartage company as well as inducted new drivers. All operators were given a warning regarding starting machinery early. Will continue to monitor their start times.		31/07/2022	Email apology issued. ERR contact T.Etherington to discuss. ERR (Geoff Gilbert) accepted actions taken by PQV and will follow up with Robert Smith	Compliant		Closed		Email attached
PQV-COM-139	Alex Murray	11/08/2022	7:00:00 AM	Robert Smith	Phone Call	PQV quarry	PQV is starting operations early again, prior to 7:00am.	Nil provided - Alex investigated site cameras, both loaders and excavator moved from site shed at 6:58	Environmental/Community	Alex Murray, Tim Etherington and all operators	Email response to Rob as well as conducting toolbox meetings that heavily outline machine operating start times.		11/08/2022	Email apology issued. ERR contact T.Etherington to discuss. ERR (Geoff Gilbert) accepted actions taken by PQV and will follow up with Robert Smith	Compliant		Closed	11/08/2022	
PQV-COM-140	Tim Etherington	17/08/2022	4:28:00 PM	ERR, Geoff Gilbert	Phone Call	PQV quarry	Follow up on neighbour complaint: PQV is starting operations early again, prior to 7:00am.	Refer to PQV Site cameras.	Environmental/Community	Alex Murray, Tim Etherington and all operators	Geoff accepted follow up actions undertaken by PQV. Geoff Gilbert/ERR to contact Robert Smith		18/08/2022	Email apology issued. ERR contact T.Etherington to discuss. ERR (Geoff Gilbert) accepted actions taken by PQV and will follow up with Robert Smith	Compliant		Closed	18/08/2022	
PQV-COM-141	Tim Etherington	12/08/2022	11:00:00 AM	TO, MPSC - Nilunka	F2F	Pottery road Drainage	PQV raised concern with MPSC that absence of drainage in northern side of Pottery road is causing excess road deterioration and traffic hazard for all users	Met onsite to inspect and discuss	Traffic Management	MPSC	MPSC to review options and implement controls		31/12/2022		Compliant		Closed		
PQV-COM-142	PQV	31/08/2022	9:20:00 AM	TO, MPSC	Online	Pottery/Jones rd Intersection	Edge of Asphalt on Pottery road (New asphalt) has sharp edge. May cause damage to vehicles	Photos obtained	Traffic Management	MPSC	MPSC/Contractor to reentry/ Suggest crushed rock be placed to reduce height differential.		30/09/2022		Compliant		Closed		
PQV-COM-143	Alex Murray	2/09/2022	11:33:00 AM	Diane Anderson	Email	Jones Road	"I've just driven back from Somerville along Jones road, the surface from Pottery Road all the way to Bungower Road is totally covered in a thick, muddy clay slippery residue from the trucks coming out of Pottery road.	Nil provided - Tim investigated prior to complaint being received.	Safety	Tim Etherington	Street sweeper was already pre-booked for the Saturday (03/09/22 around 11am) - earliest available time.		3/09/2022		Compliant		Closed	3/09/2022	Email attached
PQV-COM-144	Alex Murray	9/09/2022	10:14AM	Christy Marsh	Phone call	Pottery/Jones rd Intersection	Usage of inappropriate road surface base which when raining and increase of constant trucks causes mud on the new intersection. Thick, muddy, slippery slush mud being dragged onto Jones Rd. Going to complain to the Shire.	Photos obtained	Safety	Alex Murray & Phil Holland	Street sweeper was already pre-booked for 4:20pm - earliest available time. Pottery Rd was graded by Phil at roughly 2:00pm.		9/09/2022		Compliant		Closed	9/09/2022	Email chain attached + Mornington Shire complaint.
PQV-COM-145	Alex Murray	9/09/2022	11:33AM	Graham Davidson	Phone Call	Pottery/Jones rd Intersection	Unsatisfied with conditions and state of Pottery Rd. Once we, trucks can't mud onto new interaction making it dangerous. Needs urgent attention and a permanent solution not just a temporary fix.	Nil provided - already spoken to other neighbours and investigated road (photos attached with prior complaint).	Safety	Alex Murray & Phil Holland	Street sweeper was already pre-booked for 4:20pm - earliest available time. Pottery Rd was graded by Phil at roughly 2:00pm.		9/09/2022		Compliant		Closed	9/09/2022	
PQV-COM-146	Alex Murray	9/09/2022	03:19PM	Leah Collins	Email	Quarry - South East corner	"The noise behind us is bad. I also noticed yesterday that there was reverse beeping without squawks? Have you come up with any alternative ways to minimise these noise complaints yet, as nothing has changed since our last conversation? Very disturbing."	Nil provided	Noise	Tim Etherington	Advice sought from Volvo and Earth Resources, we have implemented cleaning buckets with smaller excavator to minimise noise pollution. We currently have no machinery with beepers but did note several beeper noises from outside on the Thursday and Friday (other businesses on Pottery with machinery or works being completed on Jones).		9/09/2022		Compliant		Closed	9/09/2022	Email chain attached.
PQV-COM-147	Alex Murray	9/09/2022	10:09AM & 10:18AM	Karryn Spencer	Email and Phone call	Quarry - top paddock, North West corner	"Just wondering about the attached planning notice to install a 5G 40m mobile telecommunications tower directly outside the front door of our home in Webb's Lane. Is there any reason it wasn't raised at the last community meeting as it would have been in the early planning stages mid	Photo of notice to install attached	Environmental (aesthetic)	PQV is not held responsible			9/09/2022		Compliant		Closed	9/09/2022	Email chain attached.
PQV-COM-148	Alex Murray	9/09/2022	10:10AM	Edriga Watson	Phone Call	Quarry - top paddock, North West corner	Complaint regards the 5G tower being installed across from their property.	Nil provided.	Environmental (aesthetic)	PQV is not held responsible			9/09/2022		Compliant		Closed	9/09/2022	

Complaint #	Reported To	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow Up (if req.)
PQV-COM-149	Alex Murray	26/06/2022	11:31AM	Leah Collins	Email	Quarry - South East corner	As always the noise behind us is intense and starting, beginning at 07:00 hrs and ongoing every few minutes of loud banging from loading wet clay. Every single load your machine operator bangs the shovel to clear it of clay. The banging is so loud it comes through the house scares the animals and disturbs me in my home. Do you intentionally ignore noise complaints with just a tick of the box? There are years of Baysport (all Peninsula Quarries) just recording the complaint without any decisive action to alleviate the problem for their boundary neighbours. The noise complaints have gone on now for years with NOTHING ever being done to bring some resolution to the impact of noise on residents.	Nil provided.	Noise	Tim Etherington	T.Etherington contacted ERR (Via email) to sought additional advice and suggestion for improvements as PQV has implemented everything possible to reduce operating noise.				Compliant		Closed	January	
PQV-COM-150	Alex Murray	11/10/2022	7:45:00 AM	Diane Anderson	Email	Quarry - on site	Noise emanating from the quarry this morning. Started right on 7:00am and has been consistent with continuous crashing and banging."	Nil provided.	Noise	Tim Etherington	Contacted ERR (Barry Strong) in regards to complaint and continuous effort into looking at alternative solutions. No further actions required as per email from B.Strong - no investigation required		12/10/2022		Compliant		Closed	12/10/2022	Email chains attached.
PQV-COM-151	Alex Murray	12/10/2022	8:45:00 AM	Christy Murrah	Text Message	Pottery Rd	Drivers speeding on Pottery Rd, quicker than 25kms.	Nil provided.	Safety	Alex Murray	Immediately reminded drivers of reducing speed limits. Frequent UHF notifications of Pottery Rd speed limits and placed reminder signage at weighbridge/docket.		12/10/2022		Compliant		closed	12/10/2022	Text message screenshot attached
PQV-COM-152	Alex Murray	13/10/2022	12:00:00 PM	Robert Smith	Email	Private Property (The Charles)	"Very little maintenance done and the drain is blocked", refer to email	Nil provided - Mat O'Neill inspected	Environmental	Tim Etherington	Upon inspection of drain it was discovered that it was only surface water, there was no impact as a result of PQV. As drain is within private property we do not hold responsibility for it.		11/10/2022		Compliant		Closed	17/10/2022	Email chain attached.
PQV-COM-153	Alex Murray	19/10/2022	10:33AM	Craig	Phone Call	Jones Rd	Excessive truck movements on Jones rd "they should be using Bungower Rd instead, they shouldn't be using a residential road as Baysport premises"	Nil provided			No further actions required as trucks can legally use Jones Road.		19/10/2022		Compliant		Closed	19/10/2022	
PQV-COM-154	Alex Murray	19/10/2022	2:30PM	Graham Davidson	Phone Call	Pottery Rd	Truck speeding - massively exceeding 25km speed limit	Observed by multiple drivers + Graham	Safety	Alex Murray	Didn't load driver and banned from site. Contacted parent company (Bryonng Plant Hire)		19/10/2022		Compliant		Closed	19/10/2022	
PQV-COM-155	Alex Murray	19/10/2022	4:49PM	Kylie	Phone Call	Jones Rd	Trucks speeding on Jones Rd, they have children and are concerned with their safety.	Nil Provided	Safety	Alex Murray	Will notify drivers to be mindful of their speeds on neighbouring roads. Due to incident occurring outside of the property it is no longer our jurisdiction, suggestion of contacting police if occurs.		19/10/2022		Compliant		Closed	19/10/2022	
PQV-COM-156	Alex Murray	19/10/2022 & 20/10/2022	2:39PM & 3:42PM	Graham Davidson	Phone Call	Pottery Rd	Watercart is excessively spraying water onto Pottery Rd resulting in mud dirtying cars.	Nil provided	Safety/Environmental	Tim Etherington & Gerry ktbas	Relief watercart operator in use as regular is away, spoke to operator to limit use of excessive water on Pottery. When dust suppressing only use dribble bar.		20/10/2022		Compliant		Closed	30/10/2022	
PQV-COM-157	Alex Murray	21/10/2022	4:44PM		Phone Call	Jones Rd	"Excessive truck movements on Jones Rd, have EPA been notified? Your trucks are causing road damage, do you fix the roads? Running from 7am - 7pm, is waking me up from the loud engine brakes, and the trucks can cause structural damage to houses and devalue properties."	Nil Provided	Safety		Explained to complainant that trucks are legally allowed to use said road and the EPA does not need to be contacted on our end. Our trucks are not running past 5pm due to our operating hours and other factors are out of our control, suggested to contact local council if you have any other issues regarding the matter.		21/10/2022		Compliant		Closed	21/10/2022	
PQV-COM-158	Alex Murray	4/11/2022	11:50AM	Mornington Shire Council Personal	Phone Call	Pottery Rd	Mornington Shire received a complaint from Pottery Rd resident regarding the lack of maintenance of Pottery Rd and the un-cut drainage.	Nil provided	Safety	Alex Murray and Mat O'Neill	Grading was scheduled for the 04/11/2022 postponed until weather permits (05/11/2022). Mornington Shire holds responsibility for Pottery Rd drainage not PQV.		5/11/2022		Compliant		Closed	5/11/2022	
PQV-COM-159	Alex Murray	7/11/2022	10:14AM	Leah Collins	Email	Quarry	Noise from quarry is back in full force!! There was a 2 week lull. Not sure why, but too bad it didn't remain. What a difference. Very disturbing and jarring to be shaken up again by the intrusion and loud crashing of each load from 7 am. This morning I trust this will be discussed in depth at next meeting, with ways Baysport (Peninsula Quarries) have come up with to alleviate the detrimental effect of noise on surrounding.	Nil provided	Noise	Tim Etherington	PQV investigating new prevention/reducing methods for sound. Acoustic testing was once again undertaken by ABP and noise remains compliant within the acceptable noise levels for Quarry operation.		EOM November		Compliant		Closed	January	Email attached.
PQV-COM-160	Alex Murray	10/11/2022	11:34AM	Diane Anderson	Email	Quarry - Southern Boundary	"I thought we were getting somewhere with noise control after Tuesday's meeting. But the crashing and banging is intolerable again this morning, if that's the new regulator cleaning the bucket then it's a shame has received complaints regarding quarry trucks using the Southern section of Jones Rd	Nil provided	Noise	Tim Etherington	Acoustic testing was once again undertaken by ABP and noise remains compliant within the acceptable noise levels for Quarry operation.	Email response 10/11/2022	EOM November		Compliant		Closed	January	Email attached.
PQV-COM-161	Alex Murray	16/11/2022	2:09PM	Isaac Nhamu - Mornington Peninsula Shire	Email	Southern section of Jones Rd	Shire has received complaints regarding quarry trucks using the Southern section of Jones Rd	Nil provided	Safety	Alex Murray	Reminded all trucks that there is no access/egress from the south of Pottery Rd. Shoulder works were taking place on Jones Rd the week of last week whereby trucks were entering the job from the south which we have no control over as they were being conducted by a council contractor.	Email response 16/11/2022	17/11/2022		Compliant		Closed	17/11/2022	Email chain attached
PQV-COM-162	Korina McKenzie	6/12/2022	6:5AM	Neighbour on Bungower Road	Phone Call	Bungower Road	Too many trucks driving under the speed limit Bungower Road	Nil provided	Safety		Spoke to possible offending truck driver, all drivers on that road were taking precautions due to weather (extreme weather) PQV is not responsible for drivers once they leave Pottery Rd.	Response communicated whilst responding to phone call 06/12/2022	6/12/2022		Compliant		Closed	6/12/2022	
PQV-COM-163	Alex Murray	6/12/2022	9:36AM & 9:29AM	Diane Anderson	Email	PQV & Jones Rd	"What is that noise this morning it sounds like a gigantic land slide!" "I tested you earlier this morning about the noise emanating from the quarry today but you haven't responded so I'm making a formal complaint. I hope it goes onto the register as most of our complaints don't seem to be listed. It's an extremely loud rumbling noise like a building collapsing or a huge landslide! Are you aware of this noise! Also I followed a truck from Pottery Road along Jones Road yesterday with no cover on the trailer part.... it was full, with overflow clay rubble falling onto Jones road. I brought similar instances to your attention at the last	Nil provided	Noise/Safety	Tim E, Alex M & Korina M	Target: Sent our reminder to office staff, signage at docket sign area, all loads are checked prior to trucks leaving, some tarp brands do not cover entire length of body, PQV reject all non-functional tarp brands. Not aware of noise occurring from PQV, only two truck running and we spread rock on internal roads. Documenting. Responded to all complaints accordingly and have added ALL complaints to the register.	Communication via text from Tim 06/12/2022 followed up by an email.	6/12/2022		Compliant		Closed	6/12/2022	Email attached
PQV-COM-164	Alex Murray	6/12/2022	9:23AM	Robert Ian Smith	Email	Jone Rd	A truck cam out of Pottery Rd on the 05/12/2022, the dog trailer, the tarp not completely closed. Either a result from the trailer being overloaded or the tarp mechanism system not working and falling your own QA check and processes.	Photo attached	Safety	Tim E, Alex M & Korina M	All loads are covered and checked prior to leaving site, perhaps observing trucks where the tarp brand does not completely cover the entire length of the body stopping 2/3 of length. Refuse non functioning tarps - have signage at weighbridge/docket sign area outlining	Response via email 06/12/2023 - further email sent to PQV staff.	6/12/2022		Compliant		Closed	6/12/2022	Email and photo attached
PQV-COM-165	Alex Murray	6/12/2022	10:16:00 AM	Karyn Spencer	Email	PQV site	"I concur fully with Diane, it sounds like a Highrise building is being demolished"	Nil provided	Noise	Tim Etherington	Only have 2 trucks running and was spreading fresh crushed rock on our internal roads. Cannot confirm whether the noise was from us as operations were light.	Response via email 06/12/2023	6/12/2022		Compliant		Closed	6/12/2022	Email attached
PQV-COM-166	Alex Murray	6/12/2022	10:33:00 AM	Hayden Marsh	Text message	Pottery Rd	Wanted to know if we had any correspondence from the shire regarding the state of Pottery Rd surface - poor and super muddy.	Nil provided - Alex observed	Safety	Alex M and Brett Torossi	No correspondence from the shire. Pottery Rd grading scheduled for midday one road surface isn't wet.		6/12/2022		Compliant		Closed	6/12/2022	
PQV-COM-167	Alex Murray	8/12/2022	4:53PM	Anthony	Text message	Jones Rd	"What's with the procession of trucks from the quarry down Jones Rd every day of the week. The noise is horrendous and the trucks continually using engine brakes. Re route the trucks down Frankston Flinders rd. Immediately or will report to EPA."	Nil provided	Noise	Alex M	Jones road is not restricted allowing trucks to use freely, we have made suggestion to use a different route but once trucks leave site we do not have authority over them and their travel routes.	Response communicated via text message 09/12/2022	8/12/2022		Compliant		Closed	8/12/2022	Text message screenshot attached
PQV-COM-168	Alex Murray	9/12/2022	8:26:00 AM	Nikki	Phone Call	Pottery Rd (3 Pottery Rd)	Looks as if a truck has driven into the spoon drain in front of our property causing mud build up to occur in the drain, drains won't hold up in the rain.	Nil Investigated - photo attached.	Safety	Tim Etherington	Tim used 1.75T little dagger to dig out spoon drain removing the dirt.	Response made via phone call 09/12/2022	9/12/2022		Compliant		closed	9/12/2022	Photo of completed drain attached.
PQV-COM-169	Alex Murray	20/12/2022	9:52AM	Graham Davidson	Text message	Pottery Rd	Truck speeding on Pottery rc	Nil provided - photo of trailer tape captured	Safety	Alex Murray	XVGM truck identified, contacted and banned from site. EPA (parent company) contacted.	Response to complainant communicated 20/12/2022 via text message.	20/12/2022		Compliant		Closed	20/12/2022	Text message screenshot attached
PQV-COM-170	Alex Murray	10/01/2023	3:00:00 PM	Glenn	Phone Call	Pottery rd	Silver Mack speeding down Pottery rd	Nil provided	Safety	Alex Murray	XV37KX identified - issued first and last warning and notified parent company (BLA Logistics) of incident. Notified all drivers of speed limits.	Response to complainant communicated 10/01/2023 via phone call.	10/01/2023		Compliant		Closed	10/01/2023	
PQV-COM-171	Tim Etherington	17/01/2023	12:00pm	Glen Watson	Visit	Webbs Lane	Dust from back padlock operations flooding Glens property.	Nil Provided - Tim Investigated	Environmental	Tim Etherington and Mat O'Neill	Back padlock and surrounding areas immediately sprayed down with water. Watercart frequency in area increased.	Response to complainant communicated 17/01/2023 in person - Glen visited site.	17/01/2023		Compliant		Closed	17/01/2023	



Complaint #	Reported To	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow up (if req.)
PQV-COM-172	Alex Murray	2/02/2023	9:50am	Kylie	Phone Call	Jones Road	Trucks speeding down Jones Tadr during school pick-up/drop off zones and times.	Nill provided	Safety		As complaint scope is out of our jurisdiction we do not hold responsibility for drivers off site. Reminded drivers about speed limits and told complainant to contact police if required.	Response to complainant communicated 02/02/2023 via phone call.	2/02/2023		Compliant		Closed	2/02/2023	
PQV-COM-173	Alex Murray	8/02/2023	10:52pm	Louise Page	Email	Jones Road/Station Street	Yvab resident concerned about traffic - particularly trucks - around our area. Requested explanation for Facebook post regarding stopping trucks travelling on Jones Rd and Station St due to safety and traffic hazards.	Nill provided - have confirmed some drivers are using travel route.	Traffic/Safety		Enabled response to complainant: "Thank you for raising your concerns with us. In reference to the post, both Jones Road and Station Street are gazetted roads and do not display truck restricted signs and/or load limit signs which legally allows trucks to run on these roads under certain requirements (in which are all followed). We have suggested alternative routes to drivers to minimise truck flow on said roads but once the external trucks exit Pottery Road we no longer hold responsibility for the drivers. Please keep in mind all truck drivers using these roads cannot be assumed to have come from Peninsula Quarries as these roads allow general access to all transport within the area, which is heavily occupied by other civil construction and	Response to complainant communicated 09/02/2023 via email.	8/02/2023		Compliant		Closed	9/02/2023	Email attached
PQV-COM-174	Alex Murray	9/02/2023	2:40pm	Lukas Hogenbrink	Email	Jones Road/Station Street	Shire receiving several complaints about trucks traveling on Jones Road and Station Street	Nill provided - have confirmed some drivers are using travel route.	Traffic/Safety		Email response attached: Drivers reminded of alternative routes that can be taken but are legally allowed to travelled on roads via general access.	Response to complainant communicated 10/02/2023 via email.	9/02/2023		Compliant		Closed	10/02/2023	
PQV-COM-175	Alex Murray	11/02/2023	9:23am	Glen Watson	Phone Call	Back paddock/S Webbs lane	Dust flooding into his property from the quarry.	Nill provided	Environmental	Mat O'Neill	Back paddock and surrounding areas immediately sprayed down with water, stopped operation on bund area (closer to property)	Response to complainant communicated 11/02/2023 via phone call.	11/02/2023		Compliant		Closed	11/02/2023	
PQV-COM-176	Korina McKenzie	24/02/2023	2:15pm	Kayla	Phone Call	Jones Road/Station Street	Kayla Called regarding W908R speeding down Jones Road/Station street Somerville. She said he was driving at 75km in a 50 zone and almost hit an older lady with a walker.	Nill Provided	Safety		Called the driver and reminded him of speed limits to which he said he was definitely not speeding. Mentioned to Kayla once the trucks leave the quarry has no control over the driver.	Response communicated to complainant 24/02/2023 via phone call.	24/02/2023		Compliant		Closed	24/02/2023	
PQV-COM-177	Alex Murray	24/02/2023	3:14pm	Murray Hirst	Email	PQV and surrounding areas	PQV and surrounding areas. As residents directly opposite Pottery Rd, we would like to express our concern regarding the noise and safety of the trucks coming and going from the Somerville Quarry. Specifically, the excessive use of engine brakes and old trucks with noisy mufflers and brake systems. Also, of concern is the speed that trucks sometimes travel down Jones Rd. What is noticeable to us is when the truck drivers make an effort to slow down and not use air brakes, the sound can be greatly reduced. We notice this at 7am when a procession of around ten trucks turn into Pottery Rd to start the day. These trucks are obviously told to respect the noise level for the local neighbours in the early hours of the morning. Our argument is, why don't they continue this type of driving throughout the day. During the day it is obvious some of the truck drivers have no concern about overuse of their air brakes. Half the time the trucks are empty, returning to reload, so they don't have the weight, but they continue to use their air brakes. The other concern is safety. At times we observe the trucks travelling up and down Jones Rd at unsafe speed. Evidence of this	Video attached to email chain (evidence submitted refers to loud trucks and engine brakes use)	Noise/Safety		Response attached: Drivers have been reminded to avoid using engine brakes in PQV and surrounding - alternative routes have been suggested. Issue is outside of PQV do not fall under our scope of responsibility and other governing bodies must be contacted.	Response communicated to complainant 02/03/2023 via email.	2/03/2023		Compliant		Closed	2/03/2023	Email chain attached
PQV-COM-178	Alex Murray	23/03/2023	10:51am	Graham Davidson	Phone Call	Pottery Rd and Jones Rd	Pottery Rd surface not in good condition with recent rainfall causing mud to dirty resident's cars and causing mud to track onto the intersection.	Photo of mud on car attached.	Environmental/Safety	Alex Murray	Watercart used to wash mud from intersection, additional mud cleared through heavy rainfall.	Communicated 23/03/2023 via phone call.	23/03/2023		Compliant		Closed	23/03/2023	
PQV-COM-179	Alex Murray	28/03/2023	7:42am	Graham Davidson	Phone Call	Pottery Rd and Jones Rd	Complainant aggressively contacted office, verbally abusing Alex - "rainfall causing mud to dirty cars and mud to drag onto the intersection. Demanded that all operations stop whilst raining and if action isn't completed he will make our lives hell!"	Nill provided.	Environmental/Safety	Alex Murray	Watercart used to clean intersection, and street sweeper prebooked for 3:30pm (unless they could attend). Recommended contacted Shire to notion approval for different road surface material for Pottery.	Communicated 28/03/2023 via phone call.	28/03/2023	Mornington Peninsula Shire Council contacted via phone call to discuss Pottery Rd's surface on the 28/03/2023, 31/03/2023 and 06/04/2023. Emailed Shire on the 06/04/2023 - awaiting proper response.	Compliant		Closed	28/03/2023	
PQV-COM-180	Alex Murray	7/04/2023	4:20pm	Diane Anderson	Email	PQV quarry (site)	"I really think this is just too much that the Quarry is working on Good Friday while I have my family here for a quiet afternoon luncheon. Trucks and machinery making a constant noise all afternoon. Just where do you draw the line at "nuisance noise" from an industry in a residential area on Good Friday public holiday!"	Nill provided.	Noise		Noise outlined in complaint did not come from PQV as site was completely closed - camera footage investigated - no one standard site. Later deemed as noise produced from neighbouring yard, Brett Shepherd.	Email correspondence from Daniel P on the 07/04/2023 and 11/04/2023.	7/04/2023		Compliant		Closed	7/04/2023	Email chain from the 07/04/2023 - 11/04/2023 of correspondence from residents and PQV attached.
PQV-COM-181	Alex Murray	21/04/2023	6:59am	Robert Smith	Phone Call	PQV	Machines starting prior to 7:00am start, can hear machines moving.	Nill provided - security footage reviewed, excavator and front loader moved at 6:27am.	Safety/Noise	Alex Murray	Held toolbox for all operators to remind them to not move machinery prior to 7:00am. Daily reminders mentioned at end of toolboxes.	Discussion communicated 21/04/2023 via phone call. Additional email response sent on 02/05/2023.	21/04/2023	Further action implemented and communicated on the 02/05/2023 - No warm-up to be practised until 7:00am sharp.	Compliant		Closed	21/04/2023	Email chain attached.
PQV-COM-182	Alex Murray	26/04/2023	8:08am	Robert Smith	Phone Call	PQV	Machines moving prior to 7:00am operating time.	Nill provided - security footage reviewed.	Safety/Noise	Alex Murray	Machine warm-up started but no movement prior to 7:00am.	Discussion communicated 26/04/2023 via phone call. Additional email response sent on 02/05/2023.	26/04/2023	Further action implemented and communicated on the 02/05/2023 - No warm-up to be practised until 7:00am	Compliant		Closed	26/04/2023	
PQV-COM-183	Alex Murray	27/04/2023	7:03am	Robert Smith	Phone Call	PQV	Machines moving prior to 7:00am operating time.	Nill provided - security footage reviewed.	Safety/Noise	Alex Murray	Agreed to not start machinery warm-up 5 mins prior to 7:00am as previously practiced all operators notified.	Discussion communicated 27/04/2023 via phone call. Additional email response sent on 02/05/2023.	27/04/2023		Compliant		Closed	2/05/2023	Email response attached to original
PQV-COM-184	Alex Murray	18/05/2023	10:10am	Isaac Nhamu - Mornington Peninsula Shire	Email	Southern section of Jones Rd	Following up on the issue below that I raised in November last year regarding trucks entering and exiting the quarry using the southern section of Pottery road. Received a response from Tim Etherington (refer to attached email) advising he had addressed the issue with the weighbridge staff to make sure that this issue is communicated to all truck drivers entering the site. Unfortunately the issue hasn't improved and residents on Jones Rd are extremely worried with the high volume of trucks using the road making it extremely unsafe.	Nill provided.	Safety		None - PQV is complying with all current TAP measures - all trucks entering and exiting are not using the Southern section of Jones Rd. Council is the responsible local road authority and we cannot control or manage truck movement by 3rd parties on public roads.	Email response 18/05/2023	18/05/2023		Compliant		Closed	18/05/2023	Email correspondence attached.
PQV-COM-185	Alex Murray	1/06/2023	10:04am	Diane Anderson	Email	Jones Rd (From Pottery to Bungower Rd)	"There is a thick layer of slippy wet clay at along Jones Road from Pottery Road almost to Bungower Road. I believe this is extremely dangerous and requires immediate attention before there's a	Nill provided - Alex observed mud on road earlier.	Environmental/Safety	Alex Murray	Sheet sweeper was immediately contacted at 8:00am - earliest available time for contractor to come out was at 12:30pm and to return at 4:10pm.	Reasonal/correspondence to complainant 01/06/2023 via email.	1/06/2023		Compliant		Closed	1/06/2023	Email chain attached.
PQV-COM-186	Alex Murray	13/07/2023	10:38am	Laura Banks	Phone Call	Jones Road/Bungower Road roundabout	Truck XIXQO (Identified by V12457 trailer rego) speeding at Bungower Road/Bungower Road roundabout. Truck excessively speeding nearly hit complainant vehicle - please monitor speeding.	Nill provided.	Safety	Alex Murray	Truck driver identified as ex bin driver - driver has been issued warning and cartage company + customer notified of incident. Additionally as it is outside of PQV responsibility further issues relating to speeding beyond Pottery Road contact with local police should be made.	Response to complaint communicated on call received 13/07/2023.	13/07/2023		Compliant		Closed	13/07/2023	
PQV-COM-187	Alex Murray	13/07/2023	4:59pm	Graham Davidson	Text Message	Pottery Road	Truck speeding on Pottery road	Nill provided	Safety	Alex Murray	Issued first and last warning to truck driver XNG2WU and cartage company notified of incident.	Response via text message 13/07/2023	13/07/2023		Compliant		Closed	13/07/2023	Text message screenshot attached
PQV-COM-188	Alex Murray	17/07/2023	7:15am	Nikki	Text Message	Pottery Road (entering gate)	"A white truck just went absolutely flying down the road at 7:15am. Way too fast"	Nill provided	Safety	Alex Murray	Truck driver identified as 1FUSJL, driver issued first and last warning and cartage company notified of incident. Continuously reminding all drivers about speed throughout the day via UHF communication reminders.	Response to complainant via phone call 17/07/2023.	17/07/2023		Compliant		Closed	17/07/2023	Text message screenshot attached
PQV-COM-189	Alex Murray	18/07/2023	9:34am	Graham Davidson	Text Message	Pottery Road	"Can you tell the truck that just left to slow down please" - Truck speeding on Pottery Road	Nill provided	Safety	Alex Murray	Offending truck issued first and last warning and customer directly notified of incident. Continuously reminding all drivers about speed throughout the day via UHF communication reminders.	Response to complainant via text message 18/07/2023	18/07/2023		Compliant		Closed	18/07/2023	Text message screenshot attached
PQV-COM-190	Alex Murray	24/07/2023	1:00pm	Christy Marsh	Phone Call/Text Message	Pottery Road	Trucks driving close to their son whilst he walks to school/up Pottery rd.	Nill provided	Safety	Alex Murray	Sent text reminder to all drivers scheduled for the coming weeks to be mindful of residents and general public on foot using Pottery Rd.	Response to complainant via text message 24/07/2023	24/07/2023		Compliant		Closed	24/07/2023	Text message screenshot attached

Complaint #	Reported To:	Date	Time	Name	Contact Method	Area of Complaint	Complaint Information	Evidence	Risk Hazard	Person(s) Responsible:	Action	Action Communicated Date	Due Close Out Date	Further action (if req.)	Compliant/Non-compliant	Incident Report No	Status	Date Closed	Documents/Follow Up (if req.)
PQV-COM-191	Alex Murray	8/06/2023	4:00pm	Nikki	Text message/Phone call	Pottery Road	Grey truck and trailer didn't slow down to pass her and her horse when out on Pottery Road. He purposely let out air to scare horse when slowing down.	Nill provided - call from offending driver confirmed incident that occurred.	Safety	Alex Murray	Refer to attached text messages. Driver rang to apologise prior to Nikki contacting PQV. Scaring the horse was not his intention. Discussed with Nikki for her to provide warning when she plans to ride on Pottery Rd to allow for PQV to notify future.	Response to complainant via phone call and text message 8/06/2023	8/08/2023		Compliant		Closed	8/06/2023	Text message screenshot attached
PQV-COM-192	Alex Murray	14/09/2023	7:38am	Christy Marsh	Phone call	Pottery Road	A truck and trailer leaving PQV yesterday around 7.51am drove extremely close to my son as he walked to school, as there is no footpaths it is getting dangerous for him to walk on Pottery Road.	Nill provided	Safety	Alex Murray	Reminded all drivers to take caution when accessing Pottery Rd, documented and issued a safety memo to all current cartage companies and customers. Have extended our concerns to Mornington Shire, still awaiting response from last community meeting.	Response to complainant via text message 14/09/2023.	20/09/2023		Compliant		Closed	20/09/2023	Safety memo attached.
PQV-COM-193	Alex Murray	14/09/2023	9:07am	Graham Davidson	Text message	Pottery Road	"Can you tell the truck entering to slow down please". Truck speeding on Pottery Rd.	Nill provided	Safety	Alex Murray	Issued first and last warning to offending driver and notified parent company (PH). Continuing to remind all drivers of speed limits via UHF prior to operations and throughout each truck round.	Response via text message 14/09/2023	14/09/2023		Compliant		Closed	14/09/2023	Text message screenshot attached
PQV-COM-194	Alex Murray	24/10/2023	2:54pm and 3:10pm	Leah Collins	Phone call/Email	Southern bund pad and personal property	"Noise from quarry from 0700 hours onwards today, about every 20 minutes very loud crashing in hits of 3 large bangs, that shake the house. Also large amounts of dust blowing in from the quarry as well. These same complaints have been made for	Nill provided	Noise/Environmental (Dust)	Alex Murray/All Operators	As per usual practices - continuous use of water truck to minimise dust every 45 minutes. Use of little excavator to dig out loader buckets to reduce noise pollution.	Response/correspondence to complainant 28/10/2023 via email.	24/10/2023		Compliant		Closed	28/10/2023	Email correspondence attached.
PQV-COM-195	Alex Murray	2/11/2023	10:52am	Murray Hirst	Email	Jones rd, Pottery rd and surrounding area	"Over the last week the trucks have got noisier. There seems to be engine braking happening and noise mufflers/trucks. It may be that some older trucks have started again. If you could encourage the trucks to go back to driving behaviour they have been demonstrating, that would be very good and appreciated."	Nill provided	Noise	Alex Murray	Will continue to induce drivers and encourage behaviour that is mindful of the surrounding community. Further issues regarding operations of vehicles on public roads should be addressed by Dep. Of Trans., VicRoads or Local Council.	Response/correspondence to complainant 10/11/2023 via email.	10/11/2023		Compliant		Closed	10/11/2023	Email correspondence attached.
PQV-COM-196	Alex Murray	9/11/2023	12:50pm	Kyle	Phone call	Jones rd/Bungower rd roundabout, heading towards Jones rd to Station rd.	Two truck and trailers came through the roundabout up Jones rd speeding, exceeding the set speed limit of 60kms ph. Noticed trucks doing it all day.	Nill provided	Safety	Alex Murray	As complaint scope is out of jurisdiction we do not hold responsibility for drivers off site. Have reminded drivers about speed limit. Investigation - we had no traffic using Jones rd past the roundabout as no project signs that route.	Response to complainant via phone call 9/11/2023.	9/11/2023		Compliant		Closed	9/11/2023	
PQV-COM-197	Alex Murray	13/11/2023		Hayden Marsh	In person	Pottery Rd	The truck exiting the quarry, up Pottery road heavily speeding and dust constantly blowing onto his property. Drove into PQV on his side on lawn mower and aggressively yelled at me (Alex).	Nill provided	Safety/Dust	Alex Murray	Offending driver removed from job and banned from site. Continual use of watercart. Via email - suggested all future complaints to be conducted in a civil manner.	Responded in person on 13/11/2023 and later email sent day of.	13/11/2023	Emailed Hayden to discuss future conductings of complaints to avoid situation.	Compliant		Closed	13/11/2023	Email correspondence attached.
PQV-COM-198	Alex Murray	31/03/2024	3:03pm	Karyn Spencer	Email	Top paddock	"I am trying to work at home and the noise coming from your machines on the Webbs Lane side is excessive to say the least. It's not just today, but today is my tipping point. Crashing, banging and the screeching buzz noise when the excavator is operating. It seems like the only way the machine can move is backwards! I would appreciate you looking into the matter. I'm sure if you, Daniel or any other Bayport manager lived beside the quarry, like we do, for six days a week (while its active) you would be lodging a complaint."	Nill provided	Noise	Alex Murray	Reverse squawked off machine and works to be completed by end of week.	Response/correspondence to complainant 31/03/2024 via email.	31/01/2024		Compliant		Closed	31/01/2024	Email correspondence followed up.
PQV-COM-199	Alex Murray	29/05/2024	10:38am	Diane Anderson	Email	Southern sector of quarry/31 Highfield Way	"The noise from the quarry is intolerable this morning. I have a friend here who's asking what's all that noise. It sounds like multiple truckloads of stones or rocks or something similar to a landslide.... being unloaded at the quarry right behind my	Nill provided - as observed by management minimal operations occurring in area.	Noise	N/A	minimal operations occurring. Noise not coming from quarry	Response/correspondence to complainant 29/05/2024 via email.	29/05/2024		Compliant		Closed	29/05/2024	Email correspondence attached.
PQV-COM-200	Alex Murray	30/05/2024	8:31am	Diane Anderson	Email	Southern sector of quarry/31 Highfield Way	"Alex what is all the noise again this morning"	Nill provided - Mat O and John T heard loud constant noise coming from FynGreen property.	Noise	N/A	minimal operations occurring. Noise not coming from quarry	Response/correspondence to complainant 30/05/2024 via email.	30/05/2024		Compliant		Closed	30/05/2024	Email correspondence attached.