

Out of Hours Work Protocol (Version 3.4)

August 2024 to November 2024

Blakebrook Quarry MP07_0020

Lot 53 and 54 DP 1254990, 550 Nimbin Road, Blakebrook

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Document Control Sheet

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1. Introduction

Ardill Payne and Partners were commissioned to prepare an Out of Hours Work Protocol (OHWP) for the Blakebrook Quarry on behalf of Downer Group. Blakebrook Quarry is owned by Lismore City Council and is located at 550 Nimbin Road, Lot 53 and 54 DP 1254990, Blakebrook NSW 2480.

1.1 Purpose and Scope

Lismore City Council are the landowner and hold the current NSW Environmental Protection Authority (EPA) licence (EPL 3384) over the Blakebrook Quarry with Downer Group holding the current lease of the Asphalt Plant which is located within the Quarry on Lot 54 DP1254990. The current EPL 3384 enables the production of 100,000-500,000 tonnes annually extracted or processed, with Bitumen Pre-mix or Hot-mix Industries as an ancillary activity.

Council DA 90/341 provided the original consent for the Asphalt Plant with subsequent modifications, one which relocated the plant further to the south east.

Asphalt operations were amalgamated into the State Significant Development Mod 3 Project Approval 07_0020 as of 20 July 2021. The Mod 3 Project Approval requires Council DA90/341 to be surrendered by 20 July 2022 (refer Schedule 2 Condition 5A). To undertake operations outside of hours in Table 1 (Schedule 3 Condition 1) of Project Approval 07_0020, an Out of Hours Work Protocol (OHWP) is required.

Schedule 3 Condition 2A requires the OHWP be developed and approved by Department of Planning, Housing and Infrastructure (DPHI).

Current capacity is for 120 truck movements in total (combined Quarry and Asphalt Plant) each calendar day and is permitted to increase to 150 truck movements per day once the Quarry entrance intersection is upgraded (refer Schedule 2 Condition 8).



1.1 History of the Project Approvals

Approval Number	Approved use	Date
DA 90/341	Bituminous hot mix plant	5 December 1990
NSW EPA EPL 3384	Extractive Activity and Hot- mix operations as Ancillary activity	-
DPIE Mod 3 Project Approval 07_0020	Amalgamation of asphalt operations to extractive industry operations	20 July 2021

1.2 Schedule 3 of 07_0020 Specific Development Consent Conditions

Table 1. Specific Development Consent Conditions

Consent no.		Consent condition	
1. The Proponent	Table 1: Operating hours		
must comply with	Activity	Permissible Hours	
the operating hours	Quarrying operations, Asphalt plant operations and loading and dispatch of laden trucks	7 am to 6 pm Monday to Friday	
set out in Table 1.		7 am to 3 pm Saturday	
		At no time on Sundays or public holidays	
	Blasting	10 am to 3 pm Monday to Friday (except public holidays)	
		At no time on Sundays or public holidays	
	Maintenance	May be conducted at any time, provided that these activities not audible at any privately-owned residence	
2A. With the prior written agreement of the Secretary,	undertake limited campaign a	nent of the Secretary, the Proponent may sphalt plant operations (within the limited Schedule 2) outside of the operating hours	



Consent no.	Consent condition	
3. The Proponent	Table 2: Noise criteria dB(A)	
must ensure that the noise	Receiver ^a	Day LAeq (15 minute)
generated by the	Location 2 and Location 7	36
project does not	All other locations	35
exceed the daytime criteria in Table 2 at any residence on privately-owned land.		ed evening and night criteria (4pm to 7am work is proposed for Sundays, Public Holidays

2. Scope of Engagement

This OHWP describes the management of noise associated with Downer G r o u p out of hours asphalt operations, in accordance with DPHI Project Approval 07_0020.

The original OHWP was developed in consultation with the residents and the NSW Environment Protection Authority (EPA). The details of their feedback received during community consultation are presented in **Attachment 1.** EPA feedback is presented in **Attachment 3** and considerations have been incorporated into the OHWP where noted.

Further consultation with residents who may be affected by the noise generated by out of hours operations will be undertaken on an ongoing basis following approval of the OHWP by DPHI. The notification procedures proposed for out of hours asphalt operations are described in **Section 3.**



3. Activities

Operations at the Blakebrook Quarry are currently approved by DPHI under Mod 3 Project Approval 07_0020 which refers to standard operating hours as being 7.00 am to 6.00 pm Monday to Friday, 7.00 am to 3.00 pm Saturdays and no work on Sundays or public holidays.

Downer Group has been conducting asphalt operations during standard work hours however require the additional operating hours to service essential road maintenance and repair works. Out of hours operations were previously permitted under DA90/341, with 7 days advanced notification to neighbours and EPA required in each instance.

Per Schedule 3, Condition 2A of the recent Mod 3 approval, with the prior written agreement of the Secretary, the Proponent may undertake limited campaign asphalt plant operations (within the limits imposed under condition 8 of Schedule 2) outside of the operating hours prescribed in Condition 1 of this Schedule, as requested by public authorities.

In such circumstances, the applicant must prepare an Out of Hours Work Protocol. This protocol must:

- (a) be prepared in consultation with the EPA and any residents who may be affected by the noise generated by these works; and
- (b) be approved by the Secretary prior to the commencement of any out of hours Asphalt plant operations.

Proposed hours of operation covered by this OHWP (V3.4) are 4pm to 7am Monday to Sunday to support public authority work requests (which include but are not limited to TfNSW and Local Council). This campaign is for a total of 20 out of hours shifts combined across August, September, October and November. An average of 5 campaign shifts to be executed each month within the tentatively scheduled campaign dates listed below dependent on weather conditions and changes to public authority requests:

- August 18th to 30th
- September 15th to 26th
- October 20th to 31st
- November 17th to 29th

Following adoption of this OHWP nightworks will be undertaken in accordance with the OHWP, Project Approval MP07_0020, EPL3384 and the Noise and Blast Management Plan. Accordingly relevant parties will be notified of OHWP works as outlined below:

- 1. EPA email notification and resident written notification 7 days prior to commencement of OHWP works; and
- 2. DPHI written notification prior to commencement of OHWP works.



3.1 Proposed Evening and Night Noise Criteria and Noise Monitoring

Per Schedule 3 Condition 3 of the consent conditions, proposed evening and night noise criteria were derived based on the *Industrial Noise Policy (INP)*, upon which the project approval was originally issued.

The proposed Rating Background level (RBL) for evening and night is 30 dB(A). The proposed evening and night project-specific noise level criterion is 35 dB(A) $L_{Aeq~(15)}$ minute). Monitoring of proposed evening and night noise will be undertaken bi- annually at primary receivers in alignment with daytime monitoring requirements

This is considered acceptable as asphalt nightworks are an existing approved operation per DA90/341 and there were no community objections or negative feedback to proposed out of hours work as part of community consultation or at the recent Community Consultative Committee meeting. The EPA has also been consulted on this approach and do not have any identified concerns.

Bi-Annual Noise Monitoring Reports are made available on the project website. Noise monitoring reports are internally audited and reviewed as part of the Annual Environmental Monitoring Report and overall compliance audited every 3 years as part of the Independent Environmental Audit (IEA).

As the asphalt plant is an existing approved operation under the Industrial Noise Policy (INP), Section 10 of the INP applies as follows:

"Where noise emissions from the site exceed the project-specific noise levels, the regulatory authorities and the noise-source manager need to negotiate achievable noise limits for the site. The project-specific noise levels should not be applied as mandatory noise limits. The project-specific noise levels supply the initial target levels and drive the process of assessing all feasible and reasonable control measures. Achievable noise limits result from applying all feasible and reasonable noise control measures. For sites with limited mitigation measures the achievable noise limits may sometimes be above the project-specific noise levels."

3.2 Noise Management

Management of noise impacts from asphalt operations will continue to be carried out in accordance with all project approvals, plans and licences.

No negative feedback or complaints were received during recent community consultation or Community Consultative Committee on the OHWP. The OHWP will be made available on the project website.

Downer Group will continue to implement best management practice to minimise the noise generated by the Asphalt Plant to achieve the levels required by Project Approval 07_0020 and EPL 3384. Noise management and control measures include:



- planning controls (e.g. predicted meteorological conditions and potential implications for noise levels are be made available to shift managers at the start of each shift, and site inductions for staff, contractors and visitors, to develop an awareness and understanding of potential noise issues); and
- construction and operational controls (regular communication and updates are provided to local residents on the status and nature of site operational activities and minimising noise generation wherever practical).

Potential sources of noise from operations are primarily truck movements and asphalt production. Mitigation strategies are listed in **Table 2**. The site is in a rural area and surrounded by native vegetation (**Figure 1**). The site also operates under a Noise and Blast Management Plan.

Table 2. Potential noise sources and mitigation strategies.

able 2. Potential noise sources and mitigation strategies.			
Potential Noise Source	Mitigation Strategy		
Truck movements	 Drivers to undertake a site induction 		
	 Limiting compression braking 		
	 Switching off truck radios 		
	 Adhering to imposed speed limit 40 km/h 		
	 Traveling to and from site directly and not parking or 		
	idling near residential receptors.		
	 Regular servicing of vehicles 		
	 Limit reversing where possible to avoid triggering reversing 		
	alarms. Trucks to be fitted with low frequency reversing		
	alarms (these can be retrofitted to existing trucks).		
	Broadband alarms can be used instead of the standard		
	Tonal		
	alarms as they are generally less intrusive.		
Asphalt Production	 Delivery of materials and equipment during regular work 		
	hours.		
	 Limiting contact of loader buckets with metal surfaces 		
	 Servicing all machinery and equipment to 		
	manufacturer's		
	specifications.		
	 Undertaking as much work as possible during standard work hours. 		
	 Limit reversing where possible to avoid triggering reversing 		
	alarms. Plant and equipment to be provided with low		
	frequency revering alarms. Broadband alarms can be used		
	instead of the standard Tonal alarms as they are		
	generally		
	less intrusive.		





Figure 1. Site Map



3.3 Notification of Upcoming Out of Hours Operations

As described in this document, initial OHWP community consultation was undertaken with neighbours via letterbox drop. A list of affected properties and outcomes of community consultation is recorded in **Attachment 1**.

One phone call was received from one resident stating that they had no objection with the proposed OHWP and that we have not given him any reason to date to object. The latest version of the OHWP V3.3 will be developed in consultation with EPA and Residents.

Downer Group will notify the Lismore City Council, EPA and local residents of the timing and expected duration of any out of hours construction works at least 7 days prior to the commencement of any activities. This will occur prior to each instance of out of hours work. Refer to **Attachment 2** for letter to residents.

Notification of out of hours work will be provided in writing to the EPA via info@epa.nsw.gov.au at least 7 days prior to activities commencing. Residents will be notified in writing at least 7 days prior to activities commencing. The DPHI will also be notified of exact OHWP shift dates before commencement. Council will notify the EPA and DPHI on Downer Group's behalf.

Lismore City Council will remain the initial contact for any complaints via the Contact Centre (02) 6625 0500. Complaints will be dealt with per the Environmental Management Strategy (refer Schedule 5 Condition 1 of Project Approval 07_0020). A complaints register is maintained on Council's website (per Schedule 5 Condition 14) and the Contact Centre operates 24 hours per day, seven days a week, to receive any queries from neighbouring residents or other stakeholders. Residents can also contact NSW EPA Environment Line on 131 555.

Ongoing community consultation opportunities will be provided as part of the Community Consultative Committee process held annually (refer Schedule 5 Condition 7).

3.4 Control of Specific Out of Hours Construction Activities

Downer will generate and maintain an Out of Hours Work Register of all works falling into the category of 'Out of Hours Work' (i.e. outside hours in Schedule 3 Condition 1 of Project Approval 07_0020). These works will be forward planned and advised to all relevant parties as per Section 3.2 and recorded in the Out of Hours Work Register for tracking of any out of hours works undertaken.



4. Conclusion

Downer Group has been conducting operations during standard work hours however the operations require additional operating hours to service essential road maintenance and repairs. Project Approval 07_0020 Schedule 3 Condition 2A permits the operation to undertake limited campaign outside of operation hours prescribed in Condition 1 of that schedule.

Proposed hours of operation covered by this OHWP are 4pm to 7am Monday to Sunday for public authority work requests. Out of hours operations are anticipated to occur approximately 5 nights per month within the listed tentative scheduled campaign dates.

- August 18th to 30th
- September 15th to 26th
- October 20th to 31st
- November 17th to 29th

A total of 20 campaign shifts will occur between August to November (inclusive). Please note that these dates are tentatively scheduled and subject to change pending weather suitability and public authority work request changes. Following approval of this OHWP limited campaign operations will be undertaken in accordance with the approved OHWP, Project Approval MP07_0020, EPL3384 and the Noise and Blast Management Plan. Accordingly relevant parties will be notified of OHWP works as outlined below:

- 1. EPA email notification and resident written notification 7 days prior to commencement of OHWP works; and
- 2. DPHI written notification prior to commencement of OHWP works.

The proposed evening and night project-specific noise level criterion is 35 dB(A) LAeq (15 minute). Potential sources of noise are from truck movements and asphalt production and mitigation strategies have been identified for each. Both planning and operational controls will be implemented. All limited campaign records will be recorded in the Out of Hours Work Register which is available to the Department on request.

Complaints will be managed according to the Environmental Management Strategy and via Council's 24 hour Contact Centre. Residents can also contact EPA Environment Line on 131 555. Adherence to the Out of Hours Work Protocol will be audited annually as part of the Annual Environmental Monitoring Report and every 3 years as part of the Independent Environmental Audit (refer Schedule 5 Conditions 11 & 12). Noise complaints are also reported to the EPA as part of the Annual Return.

Downer Group and Lismore City Council aim to achieve a high standard of conduct to meet expectations of all parties and have documented mitigation strategies in place to ensure minimal impact to residents.

5 Attachments

Attachment 1 - Resident consultation and feedback

Attachment 2 - Resident Notification Letter

Attachment 3 – EPA Consultation

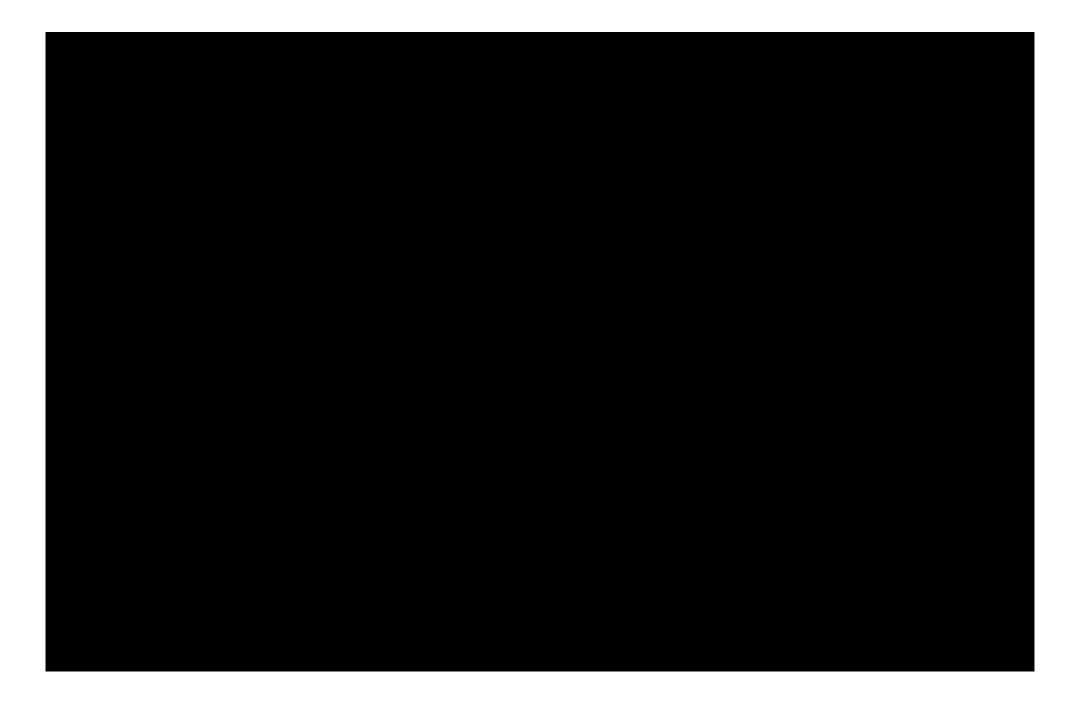


ATTACHMENT 1

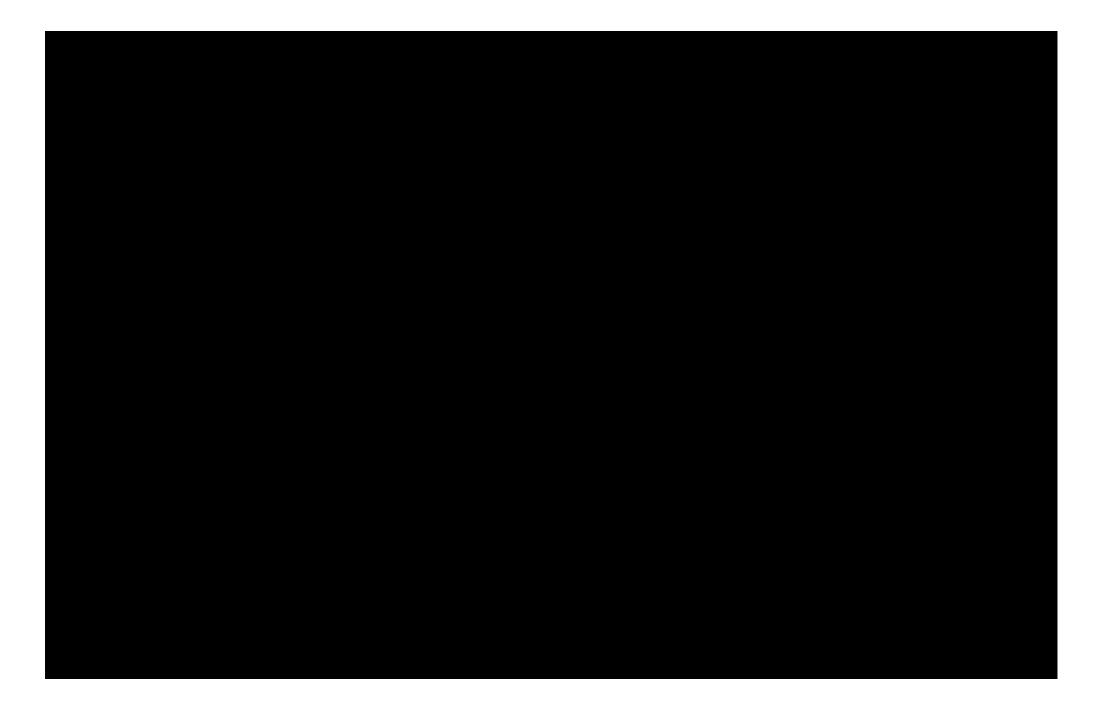


Stakeholder Engagement Blakebrook Quarry











01st November 2021

To the Householder

RPQ Group (in partnership with Lismore City Council and Blakebrook Quarry) would like to provide an opportunity for feedback on planned Out of Work Hours Operations at the Blakebrook Quarry.

RPQ Group proposes to undertake nightworks on approximately 5 occasions per month to provide asphalt for local roads projects and emergency works. Night works are required in these instances for projects that cannot be undertaken during the day. These operations will generally occur between 6pm and 7am. RPQ Group will be implementing a number of mitigation strategies to limit noise from truck movements and asphalt production operations.

You will receive notification 7 days prior to every instance of nightwork occurring. If you have any immediate feedback on night work operations at the Quarry, please contact Michael Foley via Phone or Email within 7 days of this letter. Should you have any feedback following that date, please contact Lismore City Council on (02) 6625 0500 and an RPQ representative will respond to discuss and enswer any questions you may have.

Kind regards

Michael

Michael Foley
Asphalt Production Manager
TRICO ASPHALT Pty Ltd
RPQ Group



206 - 258 Swanbank Road, Swanbank, Qid 4366

PO Box 4211, Raceview QLD 4305

MB: 0438 157 392 I PH: 07 3294 4555 I FX: 07 3294 4539

Email: michael.foley@rpq.com.au

Web: www.rpg.com.au

Out of Hours Work Protocol V3.4 - Blakebrook Quarry Asphalt Plant - Limited Campaign Works (August - November ...



Dear Residents,

Please see attached revised Out of Hours Work Protocol (Version 3.4) for the Blakebrook Quarry Asphalt Plant.

This OHWP relates to limited campaign work scheduled within August to November (inclusive) 2024.

As per standard process nearby residents will receive notification 7 days prior to commencement of any campaign works.

Any feedback or concerns please reply to the Commercial Compliance unit via cscompliance@lismore.nsw.gov.au, by close of business Friday 9 August 2024.

Sincerely,

Commercial Compliance Unit Lismore City Council

No Responses Received



Downer EDI Limited ABN 97 003 872 848 Triniti Business Campus 39 Delhi Road North Ryde NSW 2113 1800 DOWNER www.downergroup.com

Date Reference #

TO THE HOUSEHOLDER

RE: NOTIFICATION OF NIGHTSHIFT PRODUCTION OPERATIONS – ASPHALT PLANT, BLAKEBROOK QUARRY

Please be advised that in accordance with OHWP V3.4 the approved out of hours work for the Blakebrook Quarry Asphalt Plant is scheduled to occur as follows:

- Proposed Nightshift Production Shifts XX x Shifts in total to occur between Date variation to these dates is subject to weather conditions.
- Proposed Operating Time 4.00pm 7.00am.

As part of the operation, we have addressed issues with both transportation noise and the limitation of vehicular movements from the quarry, this is to ensure minimal impact to the residents along the trucking route.

Our aim is to achieve a high standard of conduct and meet all expectations of the relevant parties involved. Should you need to make a complaint please contact Lismore City Council's Customer Contact Centre on 66 250 500.

Should you have any general questions regarding the scheduled works please contact myself.

- Mobile No: 0499 831 910
- Email: Lincoln.hill@downergroup.com

Yours faithfully,

Lincon Hill – Surfacing Manager

ATTACHMENT 3



Our ref: ED21/30889 Your ref: EPL3384

Contact: Stefanie Stanley

27 October 2021

NSW Environment Protection Authority Attn: Stuart Murphy Unit Head Regulatory Operations Locked Bag 914 COFFS HARBOUR NSW 2480

Dear Stuart

RE: Blakebrook Quarry Asphalt Plant - Out of Hours Work Protocol

RPQ Group are lessees of the Asphalt Plant located within Blakebrook Quarry, 550 Nimbin Road Blakebrook NSW 2480. Blakebrook Quarry is owned by Lismore City Council and operates under EPL3384 and State Project Approval 07 0020.

Mod 3 to amalgamate asphalt operations with Quarry operations was approved by Department of Planning, Industry and Environment (DPIE) on 20th July 2021. Per Schedule 3 Condition 2A, an Out of Hours Work Protocol (OHWP) is required to operate the asphalt plant out of the hours specified in Condition 1 of that Schedule. Also required under this condition is consultation with the EPA on the OHWP.

Proposed out of work hours are 6pm to 7am Monday to Sunday. Out of hours work will occur on approximately 5 nights per month. The OHWP details the community consultation process, ongoing neighbour notification process and noise mitigation measures, including planning and operational controls. Out of hours work will only be undertaken when necessary, including for emergency work and as requested by Police or other public authorities including Transport for NSW (TfNSW).

Consultation is underway with nearby residents who may be affected, and any feedback received during consultation will be provided as an appendix to the OHWP. The protocol is attached for your reference.

RPQ Group and Lismore City Council are committed to ensuring all reasonable and feasible measures are undertaken to minimise the impacts from operations and to ensure compliance with relevant statutory conditions.

Please do not hesitate to contact Stefanie Stanley, Acting Manager, Commercial Services, Lismore City Council on (02) 6627 5628 or via email to stefanie.stanley@lismore.nsw.gov.au.

Yours faithfully

Stanley

Stefanie Stanley

Acting Manager Commercial Services

Lismore City Council



DOC21/945505-1

Mr Michael Donnelly Acting General Manager Lismore City Council PO Box 23A GOONELLABAH, NSW 2480 Email: stefanie.stanley@lismore.nsw.gov.au

16 November 2021

Attention: Stefanie Stanley

Blakebrook Quarry Asphalt Plant - Environment Protection Licence 3384 Out of Hours Work Protocol

I refer to your email to the Environment Protection Authority (EPA) on 27 October 2021 in relation to Blakebrook Quarry Asphalt Plant Out of Hours Work Protocol. Schedule 3 Condition 2(a) of the State Project Approval 07 0020 Mod 3, require Lismore City Council to consult with the EPA on the Out-of-Hours Work Protocol (OOHWP).

The EPA's role is to set environmental management objectives rather than being directly involved in the development of strategies to achieve those objectives. It is ultimately the proponent's responsibility to implement sufficient actions and mitigations to meet their statutory obligations and designated environmental objectives. Lismore City Council are advised to ensure when undertaking operations outside of normal hours, that all reasonable and feasible measures are implemented to mitigate any noise impacts on sensitive receivers in accordance with the Noise Policy for Industry (2017).

The following comments are provided for consideration in relation to the proposed Out-of-Hours Work Protocol:

- The noise criteria at Table 1 row 3 in the OHWP are for day operations being 36 dB(A) LAeq (15 minute) for locations 2 and 7 and 35 dB(A) LAeq(15 Minute) for all other locations. Will these noise limits also be applied for evening and night periods that are typically outside of normal operating hours? If not, which noise criteria will the proponent apply for night and evening periods?
- The OHWP should be revised to show which noise emission limit criteria are applicable for the more sensitive night and evening out of hours periods, not just the 'Day' period.
- Consent condition 3 in Schedule 3. Reference to written agreements with noise sensitive receivers needs to be included in OHWP. Those written agreements need to be kept on file by the proponent and be made available to an EPA authorised officer upon request.
- The EPA requests that details of feedback received during OHWP community consultation be submitted to the EPA within 10 days of those community submissions being finalised and collated. The EPA reserves the right to amend its advice based on any significant or critical concerns raised in those submissions.

Phone 131 555 Phone +61 2 9995 5555 ABN 43 692 285 758 (from outside NSW)

TTY 133 677

Locked Bag 5022 Parramatta

4 Parramatta Square 12 Darcy St. Parramatta NSW 2124 Australia NSW 2150 Australia

info@epa.nsw.gov.au www.epa.nsw.gov.au

- Table 2 (page 7) as further specific mitigation the EPA recommends the use of low frequency reversing alarms on all vehicles and mobile plant that are intended to be used for out of hours operations.
- Documented forward planning of out of hours work is to be submitted in writing to the EPA, at info@epa.nsw.gov.au, at least seven (7) working days prior to any activities commencing
- Details of complaints made in respect to out of hours work will need to be included with the annual return report required under Environment Protection Licence 3384.
- It is recommended that the OHWP be amended to include the EPA Environment Line contact number 131 555 in the event members of the community wish to make a report directly to the EPA in respect to any perceived offensive noise emissions or other environmental concerns in relation to the premises.

The EPA is currently processing a licence variation application for EPL 3384. As part of that licence variation the EPA proposes to add additional conditions to the licence to establish out of hours operational provisions. As is normal practise a draft of the licence variation will be provided to Council for review and comment prior to formerly issuing the variation notice.

If you have any questions about this matter, please contact Johanne Hunt on 02 9860 1476 or via email at Johanne.hunt@epa.nsw.gov.au

Yours sincerely

Robert Donohoe A/Unit Head

Mul

Regulatory Operations Regional

EPA Considerations	Section in OHWP where considerations addressed
Point 1	3.1 Proposed Evening and Night Noise Criteria and Noise
	Monitoring
Point 2	3.1 Proposed Evening and Night Noise Criteria and Noise
	Monitoring
Point 3	Noted
Point 4	Community feedback provided to EPA on 3 December 2021 (EPA
	ref 01031754; LCC ref Cl21/50521)
	Section 3.3 - Notification of Upcoming Out of Hours Operations
Point 5	Section 3.2 (Table 2) – Noise Management
Point 6	Section 3.3 – Notification of Upcoming Out of Hours Operations
	Section 4 - Conclusion
Point 7	Noted
Point 8	Section 3.3 – Notification of Upcoming Out of Hours Operations
	Section 4 - Conclusion

REQUEST: Out of Hours Work Protocol V3.4 Consultation - Blakebrook Quarry MP07_0020/ EPL3384 - Limited Campaign (August - N... ≪ Reply All Wed 31/07/2024 1:53 PM Out of Hours Work Protocol OHWP V3.4 August -November 2024.pdf .pdf File > Dear EPA, Please see revised Out of Hours Work Protocol (Version 3.4) for Blakebrook Quarry Asphalt Plant (EPL3384). This OHWP relates to limited campaign work proposed for between August and November 2024. To support essential road maintenance and repairs requested by public authorities. Your prompt response would be greatly appreciated. Kindest Regards, Eleisha Went | Manager of Operational Compliance | Lismore City Council Lismore City Council acknowledges the people of the Bundjalung nation, traditional custodians of the land on which we work RE: REQUEST: Out of Hours Work Protocol V3.4 Consultation - Blakebrook Quarry MP07 0020/ EPL3384 - Limited Campaign (August - November 2024) ≪ Reply All → Forward Thu 01/08/2024 1:17 PM (i) Click here to download pictures, To help protect your privacy, Outlook prevented automatic download of some pictures in this message. CAUTION: This email was sent from outside our organisation. Be cautious, particularly with links and attachments unless you recognise the sender and know the content is safe. Hi Eleisha The EPA supports the proposed out of hours work. Regards Kirsty Sutherland Operations Officer Regulatory Operations NSW Environment Protection Authority

Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented