

**Barrick Cowal Gold Mine  
Complaints Register – 1 December 2014 to 31 December 2014**

*Schedule 2 of the Development Consent (DA 14/98) includes Condition 9.4(a)(v), which requires that a complaints register, updated on a monthly basis, be made publicly available on the Cowal Gold Project's website.*

DETAILS	Resident of Lake Cowal, (Complainant A)
COMPLAINT / CONCERN	Local Landholder – called the CGM Community Relations Manager directly regarding employee behaviour
DATE and TIME	<b>04/12/2014 – 10:53am</b>
OUTCOME	<ol style="list-style-type: none"> <li>1. The Complainant attempted to call the Cowal Gold Mine's Community Relations Manager directly at 10:53am and left a message on the automated answering service.</li> <li>2. The Community Relations Manager returned the Complainant's call at 11:46am on the same day.</li> <li>3. The Complainant advised that they were dissatisfied with the outcome of an engagement between the Complainant and a representative of the Cowal Gold Mine.</li> <li>4. The Complainant advised that the Mine's representative had contacted the Complainant to request that the Complainant remove their stock (cattle) from Cowal Gold Mine Mining owned land.</li> <li>5. The Complainant went on to state that the Cowal Gold Mine's representative had said they would remove the stock themselves to the nearby travelling stock route unless the complainant promptly removed the stock.</li> <li>6. The Complainant expressed their dissatisfaction with the nature of the conversation.</li> <li>7. The Community Relations Manager apologised to the Complainant and advised the Cowal Gold Mine personnel would not take action to have the stock moved to the travelling stock route. The Cowal Gold Mine would simply rely on the Complainant to remove their own stock from the mine-owned land when safe to do so.</li> <li>8. The Complainant and The Community Relations Manager discussed what other actions could be taken to prevent stock from moving onto Cowal Gold Mine owned land as Lake Cowal was receding and fencing was inadequate to prevent unwanted stock movement.</li> <li>9. Fencing is planned to be undertaken by the end of the year (2014) with costs shared between the Cowal Gold Mine and the Complainant.</li> <li>10. The call ended with the Community Relations Manager reiterating the earlier apology and reassuring the Complainant that the stock would not be moved by Cowal Gold Mine personnel.</li> <li>11. The cattle were removed by the Complainant and boundary fencing completed in 2014.</li> </ol>
DATE OF RESPONSE	04/12/2014