

**Cowal Gold Mine (CGM)
Complaints Register – 1 February 2015 to 28 February 2015**

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 West Wyalong, (Complainant A)
COMPLAINT / CONCERN	Resident of West Wyalong – called the CGM Community Relations Manager directly regarding a workforce transport bus parking inconveniently.
DATE and TIME	16/02/2015 – 12:10pm
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant called the CGM's Community Relations Manager at approximately 12:10pm to complain that a Coaster Bus used by the Cowal Gold Mine to transport workforce to and from the mine was parking inconveniently in front of the complainant's home. 2. The Complainant identified a number of other locations on the same street that could be used as alternatives for parking the bus. 3. The CGM's representative apologised for any inconvenience and undertook to instruct the bus users not to park in front of the complainant's home (address provided by the complainant). The Complainant agreed with this approach. 4. The CGM's representative provided his contact details to the complainant and invited the complainant to contact him directly should the bus be parked inconveniently again in future. 5. Bus users received written instruction on 16/02/2015 that the bus should not be parked in front of the Complainant's house. 6. No further complaint has been received regarding this issue.
DATE OF RESPONSE	16/02/2015

DETAILS	Resident of Lake Cowal, (Complainant B)
COMPLAINT / CONCERN	Resident of Lake Cowal – called the CGM Community Relations Manager directly regarding workforce driving behaviour
DATE and TIME	17/02/2015 – 6:06pm
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant called the CGM's Community Relations Manager directly to complain about a CGM workforce vehicle (private vehicle) which was observed to be driving too closely behind other vehicles on dusty, unsealed roads with poor visibility. 2. The Complainant advised that by driving too closely behind other vehicles on unsealed roads, it was difficult for oncoming traffic to see properly due to the dust. 3. The CGM's representative apologised for any inconvenience and asked if the complainant was able to identify the vehicle through identifiable signage or markings. The Complainant advised that they were not able to identify the vehicle as it was a privately owned and driven vehicle. 4. The CGM's representative undertook to remind the workforce of the importance of driving safely, especially on unsealed roads via one of the site's regular internal communication methods. The Complainant accepted this approach to dealing with the issue. 5. The CGM's representative also advised that the CGM had recently taken the step of imposing an administrative speed limit of 80km/h for all workforce transport buses (12 and 21 Seaters) on unsealed roads. 6. The Complainant then enquired as to whether their Complaint would be recorded and reported per the requirements of the CGM's Development Consent Conditions. The CGM's Representative responded that all community complaints and concerns are documented and published monthly on the Barrick website. The web address was provided to the Complainant. 7. An instruction regarding safe driving on local roads was included in the CGM General Manager's Weekly Newsletter to the entire workforce distributed on 20/02/2015.
DATE OF RESPONSE	17/02/2015