

**Barrick Cowal Gold Mine
Complaints Register – 1 October 2014 to 31 October 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 driving behaviour
DATE and TIME	01/10/2014 – 6:05pm
OUTCOME	<ol style="list-style-type: none"> 1. Barrick Cowal's Community Relations Manager received a call from the Complainant at 6:05pm on Wednesday, 1 October 2014. 2. The Complainant advised that they had called to complain about Barrick Cowal Gold Mine employees and/or contractors who were forgetting to switch off their flashing lights on their vehicles when driving on public roads. 3. The Cowal Gold Mine apologised to the Complainant for the inconvenience and undertook to remind all mine personnel of the requirement to switch off flashing lights prior to departing the mine site. 4. The Complainant indicated their satisfaction with this response.
DATE OF RESPONSE	01/10/2014

DETAILS	Resident of Lake Cowal, (Complainant B)
COMPLAINT / CONCERN	Local Landholder – called the CGM Complaints Hotline regarding the impacts of blasting
DATE and TIME	21/10/2014 – 12:43pm
OUTCOME	<ol style="list-style-type: none"> 1. Barrick Cowal's Community Relations Manager received a call from the Complainant at 12:43pm on Tuesday, 21 October 2014. 2. The Cowal Gold Mine Community Relations Manager returned the Complainant's call at 2:04pm on the same day. 3. The Complainant advised they they had heard a loud bang at or around 12:40pm that day. 4. The Cowal Gold Mine Community Relations Manager acknowledged the report and advised that they would review available blast monitoring data to determine whether the measured effects of the blast had exceeded the Statutory Development Consent Conditions which restrict the impacts of blasting. 5. The Cowal Gold Mine's Community Relations Manager faxed a letter to the Complainant at 3:25pm on Wednesday, 22 October 2014. The letter advised that the blast monitoring data for the previous day's blasting activities had indicated that the blast had complied with the development consent conditions. 6. The letter advised that the blast had resulted in peak overpressure of 104.2dB(L) and peak ground vibrations of 0.32mm/s 7. The letter also advised that if the Complainant wished to seek independent mediation of their concerns via the CEMCC, that remained an option for them. 8. Furthermore, the letter advised that the Complainant may wish to seek independent assessment of the CGM's impact on their property via the NSW Government's Department of Planning and Environment. Contact details for the NSW Government's Department of Planning and Environment were provided.
DATE OF RESPONSE	21/10/2014