

**Barrick Cowal Gold Mine
Complaints Register – 1 January 2015 to 31 January 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 Lake Cowal, (Complainant A)
COMPLAINT / CONCERN	Local Landholder – called the CGM Senior Community Relations Advisor directly regarding damage to private property
DATE and TIME	29/01/2015 – 12:45pm
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant called the CGM's Senior Community Relations Advisor at approximately 12:45pm to advise that an exploration drill-rig had damaged one of the water pipes on his property. 2. Barrick's representative asked when the Complainant thought that the damage may have occurred and the Complainant responded that it could have occurred prior to Christmas (2014). 3. Barrick's representative responded that he was unaware of any exploration activity occurring on the property either before Christmas or since that time, however Barrick's representative undertook to seek confirmation of this and get back to the Complainant. 4. Barrick's representative contacted the Complainant again via telephone at 1:10pm on 29/01/2015 to confirm that no Barrick personnel or equipment had entered the Complainant's property either in late 2014 or early 2015. 5. The Complainant advised that they had seen drill rigs on the property and identified other nearby properties where drill rigs had been seen. Barrick's representative was able to confirm that Barrick was not undertaking exploration activities on those named properties. 6. The Complainant and Barrick's representative agreed that the drill rigs seen by the Complainant may have been operated by another exploration company, not related to Barrick. The Complainant undertook to undertake further investigations of their own and provide further feedback to Barrick if required. It was agreed that it seemed likely that Barrick was not responsible for the property damage initially reported as part of this complaint.
DATE OF RESPONSE	29/01/2015

DETAILS	Resident of West Wyalong, (Complainant B)
COMPLAINT / CONCERN	West Wyalong Resident – called the CGM Community Relations Manager directly regarding a speeding vehicle in West Wyalong
DATE and TIME	30/01/2015 – 8:30am
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant called the CGM's Community Relations Manager directly to complain about a contractor vehicle which was assumed to be delivering fuel to the Cowal Gold Mine travelling at an estimated 80km/h in a 50km/h zone. 2. Barrick's representative undertook to investigate the details on which contractor/driver would be responsible for the observed driving behaviour. 3. Barrick's representative attempted to contact the Complainant via telephone at 10:45am on 30/01/2015 however there was no answer so a detailed message was left on the automated answering service. 4. Barrick's representative contacted the Complainant via telephone at 4:00pm on 30/01/2015. Barrick's representative sought confirmation of the truck's colour for positive confirmation of the responsible vehicle. 5. Barrick's representative advised that the responsible contractor/driver would be contacted directly and counselled on the importance of complying with signed speed limits in the community. The Complainant agreed with this approach to resolving their complaint. 6. Barrick's representative contacted the Contractor responsible for the identified vehicle and received follow-up advice on 02/02/2015 that the vehicle's satellite tracking data indicated that the vehicle had not exceeded the 50km/h limit. The contractor also advised that the responsible driver had been interviewed and counselled on the importance of obeying signed speed limits.
DATE OF RESPONSE	30/01/2015