

**Cowal Gold Operation (CGO)**  
**Complaints Register – 1 October to 31 October 2017**

*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	Community member contacted site about an Evolution Mining vehicle not driving to the conditions on a public road.
COMPLAINT / CONCERN	Not driving to road conditions on a public road.
DATE and TIME	<b>23 October 2017 between 4-5 pm</b>
OUTCOME	<ol style="list-style-type: none"> <li>1. A near neighbour contacted with Senior Social Responsibility Advisor complaining that an EVN employee was observed not driving to road conditions on 23 October between 4-5 pm</li> <li>2. Sustainability Manager commenced an investigation into the incident</li> <li>3. The investigation found that the EVN employee was obeying all road rules; however, they could have been more mindful of their actions driving on a gravel road</li> <li>4. The results of the investigation were discussed with the EVN employee.</li> <li>5. EVN Employee and Manager reviewed critical controls associated with driving a company-owned vehicle on public roads</li> <li>6. Senior Social Responsibility Advisor called to discuss investigation results with the resident. The investigation indicated that the EVN employee was obeying road rules but could be more mindful of their actions driving on a gravel road. The neighbour advised they were happy with the results of the investigation.</li> </ol>
DATE OF RESPONSE	<p>Initial response – 23 October 2017</p> <p>Complaint closed – 25 October 2017</p>