

**Barrick Cowal Gold Mine
Complaints Register – 1 August 2014 to 31 August 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	5 August 2014 – 6:20pm
OUTCOME	<ol style="list-style-type: none"> 1. Barrick Cowal's Community Relations Manager noted that they had missed a call from the complainant at 6:20pm on Tuesday, 5 August 2014. 2. The Community Relations Manager returned the Complainant's call at 6:21pm on the same day. 3. The Complainant advised that they had called to enquire whether the Bogeys Island Road was still not to be used by mine-related traffic as they had seen some mine employees using the road recently. 4. The Community Relations Manager explained that the recent approval by the NSW Government of Barrick Cowal's Modification Request did not remove Bogey's Island Road from the list of approved routes to site and therefore, Barrick was obliged to request its employees to use that route. 5. The Complainant understood this response and went on to ask that Barrick ensures its employees show courtesy when passing private vehicles on that route to avoid flicking loose stones into passing vehicles' windows. 6. The Community Relations Manager undertook to ensure this message was passed on to employees and the Barrick Cowal General Manager included a reminder to all employees about showing courtesy to other drivers in his weekly e-newsletter to employees and contractors. 7. The Complainant also enquired as to the status of a blast monitor which was to be installed at the Complainant's property. 8. The Community Relations Manager responded that the Environmental Protection Licence for the Cowal Gold Mine had very recently been changed to require the installation of a Blast Monitor at the Complainant's property and that Barrick was awaiting the delivery of equipment to be installed. 9. The Community Relations Manager attempted to call the Complainant again at 4:02pm on 6 August 2014 however there was no answer so a detailed message was left on the Complainant's automated answering service. The message explained that the Blast Monitoring equipment has been delivered and that Barrick personnel would attend the Complainant's property on the following day to install the equipment. 10. Barrick personnel attended the Complainant's property on 7 August 2014 and installed the Blast Monitoring Equipment. The Complainant's spouse greeted the Barrick personnel and agreed on the location of the Blast Monitoring Equipment to be installed. 11. The Blast Monitoring Equipment was installed and confirmed as operational by Barrick's third-party blast monitoring advisors on 7 August 2014.
DATE OF RESPONSE	5 August 2014

DETAILS	Resident of Lake Cowal, (Complainant A)
COMPLAINT / CONCERN	Local Landholder – called the CGM Community Relations Manager directly regarding blasting activities
DATE and TIME	14 August 2014 – 12:50pm
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant called Barrick Cowal's dedicated Complaint's Hotline at 12:50pm on Thursday, 14 August 2014 and advised that they were calling about the effects of blasting on that day. 2. Barrick Cowal's Community Relations Manager returned the Complainant's call at 12:52pm on the same day. During the discussion, the Complainant advised that they had felt the blast from the mine which had caused an initial rumble followed by an extended shaking of the house. 3. The Community Relations Manager responded by saying that a Blast Monitor had recently been installed at the Complainant's property so, the Community Relations Manager would be able to retrieve the blast monitoring data from the equipment and provide it to the Complainant within 24 hours via email. 4. The Community Relations Manager contacted the third-party blast monitoring advisors at 1:27pm on Thursday, 14 August 2014 to request blast monitoring data for the relevant blast which had triggered this complaint. The blast monitoring data was received at 8:11am on Friday, 15 August 2014 5. The Community Relations Manager emailed the Complainant at 9:29am on Friday, 15 August 2014 and provided the blast monitoring data for the blast which took place on Thursday, 14 August 2014. The Blast Monitoring Data indicated that the blast had complied with the Blast Impact Assessment Criteria described in the Development Consent Conditions for the Cowal Gold Mine (Peak Ground Vibration: 0.24mm/s and Peak Air Overpressure 94.0dB(L)). 6. The Community Relations Manager also advised the Complainant via email that if they remained concerned about the impact of blasting (or any other impact) on their property then they may elect to seek independent mediation of their complaint via the CEMCC. Alternatively, the Complainant was also advised that they may prefer to seek independent assessment of the Cowal Gold Mine'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	14 August 2014