

**Barrick Cowal Gold Mine
Complaints Register – 1 July 2014 to 31 July 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 blasting activities.
DATE and TIME	23 July 2014 – 12:45pm
OUTCOME	<ol style="list-style-type: none"> 1. The Complainant contacted the CGM Community Relations Manager directly via telephone at 12:45pm on Wednesday, 23 July 2014. The Complainant advised that they were calling to lodge a complaint about the blast which had taken place that day at 12:36pm. 2. The Community Relations Manager thanked the Complainant for reporting the event and advised that the CGM's third-party blast monitoring advisors would be contacted and asked to provide blast monitoring data for the relevant blast to determine whether the blast had complied with the Blast Impact Assessment Criteria included within the Development Consent Conditions for the Cowal Gold Mine. Upon receipt, the Community Relations Manager undertook to provide the Blast Monitoring Data to the Complainant. 3. The Complainant also suggested that the Community Relations Manager should contact the third-party Operational Noise monitoring advisors and ask them to determine whether the blast would have created a noise impact in breach of the Noise Impact Assessment Criteria described in the Development Consent Conditions. 4. The Community Relations Manager said he would contact the third-party Operational Noise Monitoring Advisors as suggested by the Complainant and request that they include comments about the impact of the blast on Operational Noise Monitoring in their report which would be delivered in approximately six weeks. The Community Relations Manager undertook to provide a copy of the Operational Noise Monitoring Report to the Complainant upon receipt. 5. The Complainant also mentioned that a number of blasts the previous week had also caused higher vibration impacts than usual. 6. The third-party Blast Monitoring Advisors provided blast monitoring data for the blast which took place on 23/07/2014 at 12:18pm on Friday, 25 July 2014. 7. The Community Relations Manager emailed the Complainant at 1:34pm on Friday, 25 July 2014 and provided the blast monitoring data for the blast which took place on Wednesday, 23 July 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: 0.09mm/s and Peak Air Overpressure 104.2dB(L)). 8. The Community Relations Manager also advised the Complainant that if they remained concerned about the impact of blasting (or any other impact) on their property then they may elect to seek

	<p>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.</p> <p>9. The Community Relations Manager sent a further email to the Complainant at 10:23am on Monday, 28 July 2014 providing blast monitoring data for the period 12-20 July 2014 as the complainant had mentioned that there had been elevated effects of blasting during this period.</p> <p>10. Again the blast monitoring data indicated that the blasting during this period had complied with the Blast Impact Assessment Criteria described in the Development Consent Conditions for the Cowal Gold Mine (Peak Ground Vibration: 0.12mm/s and Peak Air Overpressure 108.4dB(L)).</p> <p>11. The Community Relations Manager attempted to contact the Complainant via telephone at 12:18pm on Monday, 28 July 2014 however, there was no answer so a detailed message was left on the automated answering service. The Community Relations Manager advised that they were following up on the complaint received on Saturday, 26/07/2014 and on the earlier discussion regarding the blast on 23/07/2014. The Community Relations Manager advised that they had emailed relevant blast monitoring data for each of those blasts and they confirmed that the data reflected that the blast had complied with the Development Consent Conditions. The Community Relations Manager invited the Complainant to call directly on via mobile or in the office numbers if they had any additional questions or concerns and contact details were provided.</p>
DATE OF RESPONSE	23 July 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	26 July 2014 – 12:32pm
OUTCOME	<ol style="list-style-type: none"> 1. The Community Relations Manager noted that they had missed a call from the Complainant at 12:32pm on Saturday, 26 July 2014. The Complainant checked for messages on the automated messaging service and noted that the Complainant had left a message explaining that they were calling to complain about the effects of blasting at the Cowal Gold Mine which had taken place at around 12:30pm that day. 2. The Community Relations Manager contacted the third-party blast monitoring advisors at 7:37am on Monday, 28 July 2014 to request blast monitoring data for the relevant blast which had triggered this complaint. The blast monitoring data was received at 10:07am. 3. The Community Relations Manager emailed the Complainant at 10:21am on Monday, 28 July 2014 and provided the blast monitoring data for the blast which took place on Saturday, 26 July 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: 0.10mm/s and Peak Air Overpressure 105.5dB(L)). 4. The Community Relations Manager also advised the Complainant that if they remained concerned about the impact of blasting (or any other impact) in 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. 5. The Community Relations Manager attempted to contact the Complainant via telephone at 12:18pm on Monday, 28 July 2014 however, there was no answer so a detailed message was left on the automated answering service. The Community Relations Manager advised that they were following up on the complaint received on Saturday, 26/07/2014 and on the earlier discussion regarding the blast on 23/07/2014. The Community Relations Manager advised that they had emailed relevant blast monitoring data for each of those blasts and they confirmed that the data reflected that the blast had complied with the Development Consent Conditions. The Community Relations Manager invited the Complainant to call directly on via mobile or in the office numbers if they had any additional questions or concerns and contact details were provided.
DATE OF RESPONSE	28 July 2014