

Cowal Gold Operation (CGO)

Complaints Register – 1 December 2015 to 31 December 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 Community Complaints line regarding lack of notification prior to accessing land
DATE and TIME	09:18 on Tuesday, 1 December 2015
OUTCOME	<ol style="list-style-type: none">1. Complainant A contacted the Community Complaints line at 9:18am on Tuesday 1 December.2. At 9:45am, Acting Community Relations Manager called Complainant A to discuss the issue. Complainant A stated that Evolution employees had entered their property without notice to inspect blast monitoring equipment. Complainant A also stated that this had happened previously, and expressed concern at the operational reliability of the equipment, given the recent increase in maintenance to the monitoring equipment. The Complaint also expressed concerns that they may be liable if an Evolution employee was injured on their property or that the employee be bitten by a snake and not found for a period of time.3. The Acting CR Manager apologised for not notifying Complainant A prior to accessing the equipment on their property. The Acting CR Manager said that he would address the issue with the relevant employees and their supervisors to ensure they were aware of the correct procedure and notification requirements for entering private property.4. In relation to the question of liability in case of injury, the Acting CR Manager said that the Access Agreement that was previously signed contained provisions to limit landholder liability. The Acting CR Manager also advised that Cowal had a procedure for employees working off site that required regular phone contact with the office.5. The Acting CR Manager said that he would investigate whether there was a specific issue with the monitoring equipment.6. Following a quick investigation, the Acting CR Manager contacted Complainant A again at 10:15am to discuss the operational reliability of the monitor.7. The Acting CR Manager stated that there had been some issues with the solar panel not recharging the batteries as designed. The solar panel had recently been replaced, but this had not

	<p>fixed the issue.</p> <p>8. The Acting CR Manager advised that a replacement of the monitor was scheduled for Tuesday 8 December and he made a commitment to contact Complainant A on Monday 7 December to confirm.</p> <p>9. On Monday 7 December 2015, the Acting CR Manager contacted Complainant A by phone message and email to advise of the approximate time of entry and the names of the Evolution employees who would be conducting the planned repairs and maintenance.</p>
DATE OF RESPONSE	Tuesday 1 December, with further follow up on Monday 7 December