

**Cowal Gold Operations (CGO)**  
**Complaints Register 1<sup>st</sup> March – 31st March 2021**

*Schedule 2 of the Development Consent (DA 14/98) includes Condition 9.4(a)(v), which requires that a complaint register, updated on a monthly basis, be made publicly available on the Cowal Gold Project's website.*

<p>DETAILS</p>	<p>1/3/2021</p> <p>A local business owner at Wyalong called the community complaints line to lodge a parking complaint. Stakeholder communicated that EVN vehicles continue to park outside her shop, blocking access and restricting parking to customers.</p> <p>EVN have increased comms around bus pick up/drop off points etiquette. This has included PSI inclusion, inductions, notices placed on cars that are involved and is also notices were distributed to those using buses around this particular pick up/drop off spot.</p> <p>If complaints continue, it has been communicated to EVN staff that alternate pick up/drop off points may be sought.</p> <p>Parking restrictions signage has also been considered, working with BSC and affected business on this strategy.</p>
	<p>19/3/2021</p> <p>A Nearby landholder called the community complaints line to let CGO know that the lights coming from the operations has changed and is now shining at eye level all night when she is trying to sleep. She also acknowledged the noise coming from operations was not great and had increased especially after midnight.</p> <p>Await steps of action to be taken from Environment team to address this matter and communicate back to landholder.</p>