



## Karuah East Quarry

### Community Complaints Register 2016

| Month          | Number of Complaints | Date and Time        | Nature of Complaint   |
|----------------|----------------------|----------------------|---|
| January 2016   | Nil                  | -                    | -   |
| February 2016  | Nil                  | -                    | -   |
| March 2016     | Nil                  | -                    | -   |
| April 2016     | Nil                  | -                    | -   |
| May 2016       | Nil                  | -                    | -   |
| June 2016      | Nil                  | -                    | -   |
| July 2016      | Nil                  | -                    | -   |
| August 2016    | Nil                  | -                    | -   |
| September 2016 | Nil                  | -                    | -   |
| October 2016   | 1                    | 17/10/2016<br>9:47AM | <p>Complaint received via third party. RMS received complaint from an RMS contractor regarding mud that had been dragged onto the Pacific Highway from the KEQ construction site on Friday 14 October 2016. The initial complaint was received by Daracon, who are contracted by KEQ. Upon investigation, it was discovered that material had been spread along the highway from light vehicles exiting the KEQ site. Due to heavy rain on the 13 and 14 October, the KEQ site had become muddy and as result, light vehicles that exited the worksite dragged material onto the highway.</p> <p>KEQ and Daracon took the following action:</p> <ul style="list-style-type: none"> <li>• An emergency response was actioned with RMS. Traffic control was put into place and one lane was closed.</li> <li>• Mud was cleaned from the highway by contactors. Highway was cleaned by 12:30pm, 17 October 2016.</li> <li>• The internal access track was capped with aggregate on 19 October 2016. A grid was installed near the exit of Lot 13 to act as a wheel cleaner for vehicles exiting site.</li> </ul> |
| November 2016  | Nil                  | -                    | -   |
| December 2016  | Nil                  | -                    | -   |

This complaints register is a requirement of Schedule 5 Condition 11 of the Project Approval