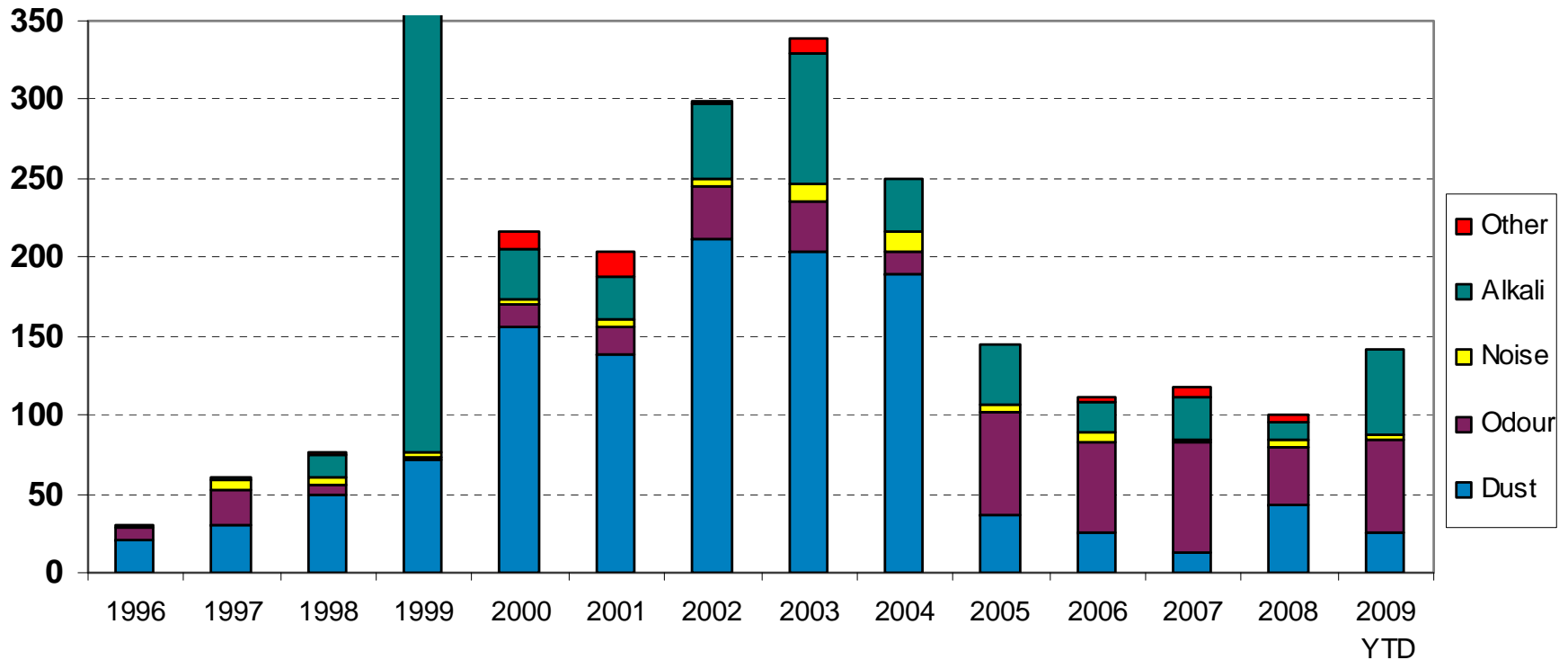


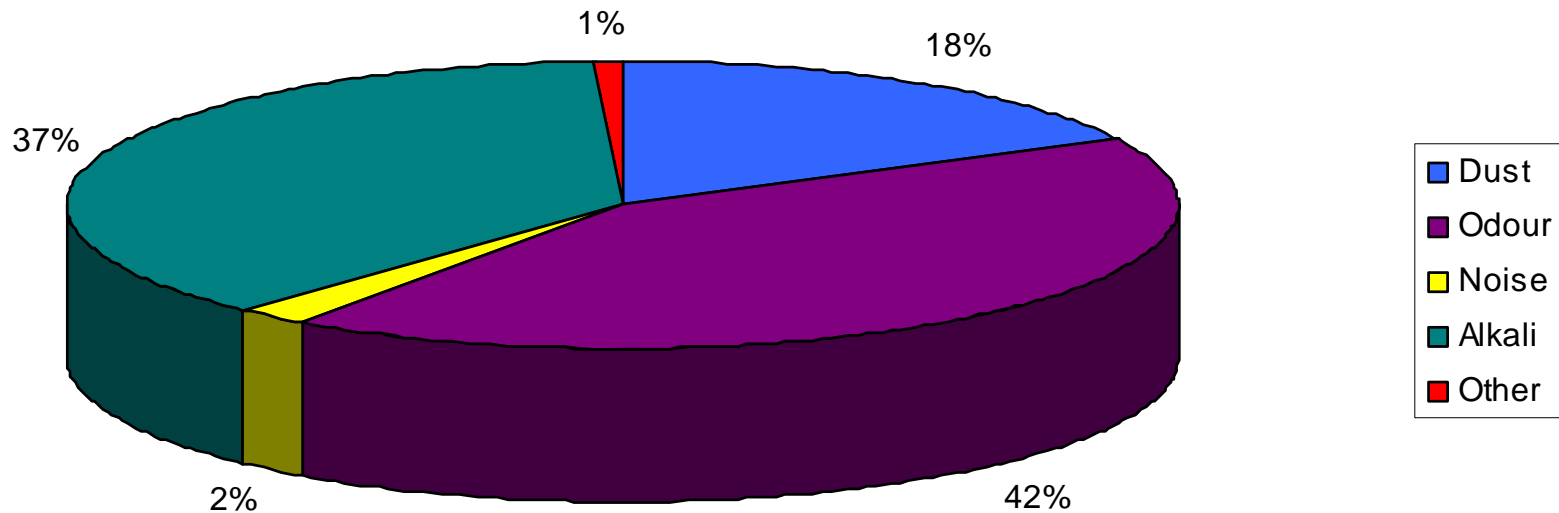


Complaints



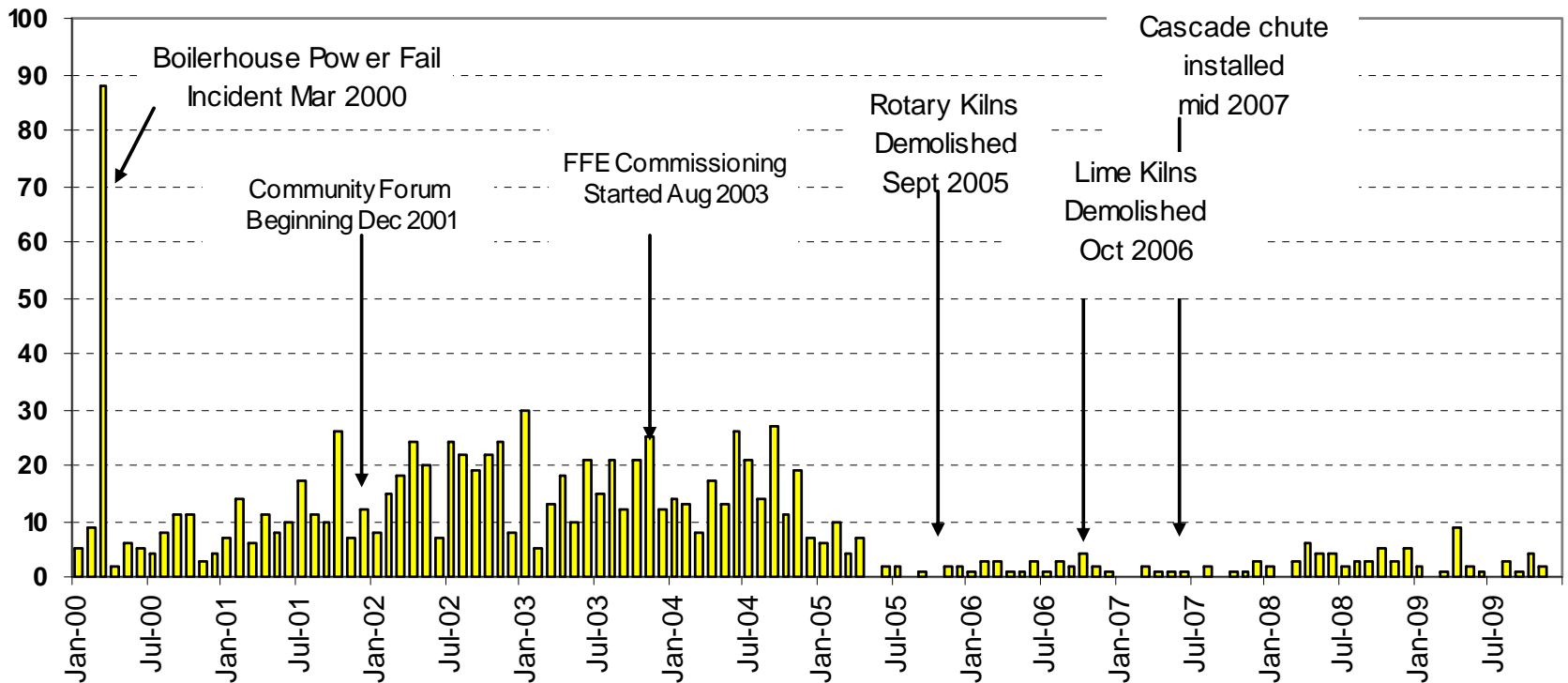


Complaint Breakdown by Type 2009 YTD



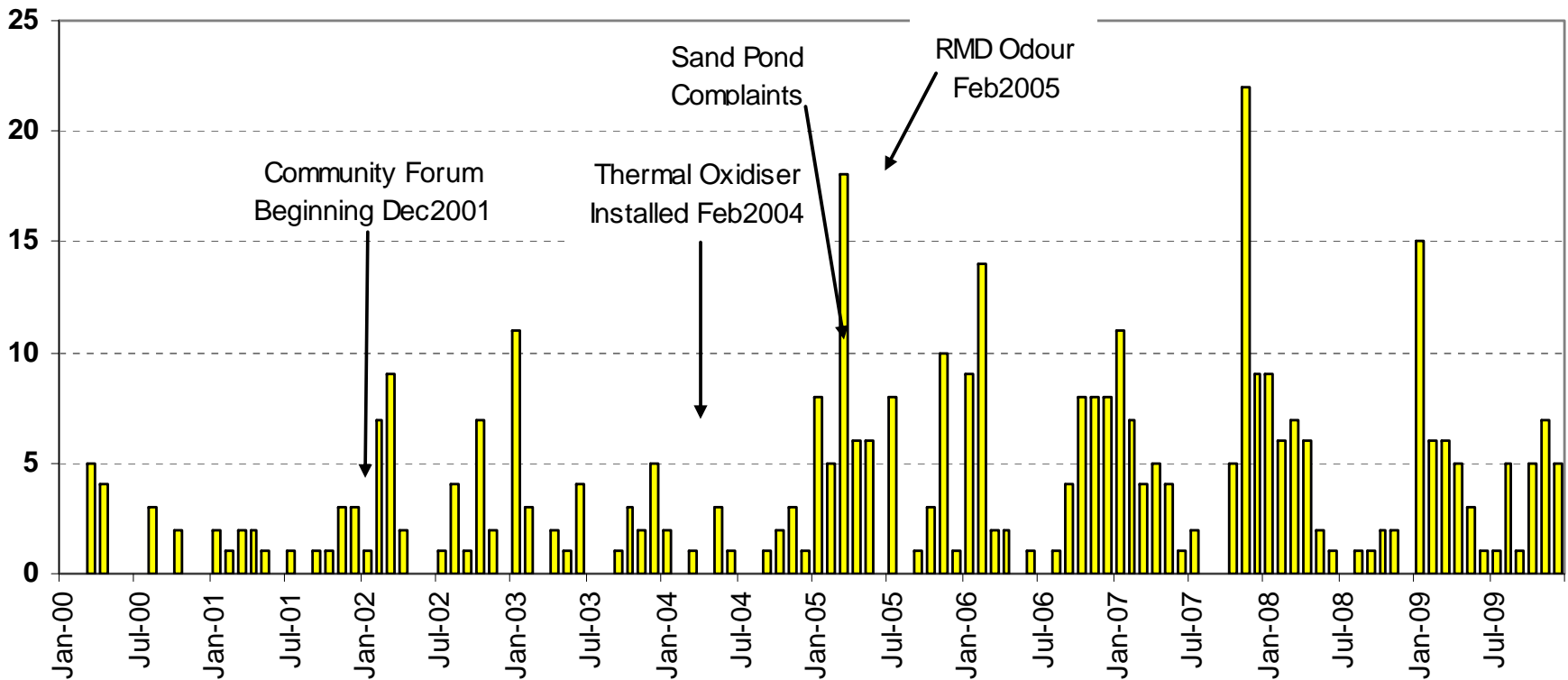


Dust complaints by month



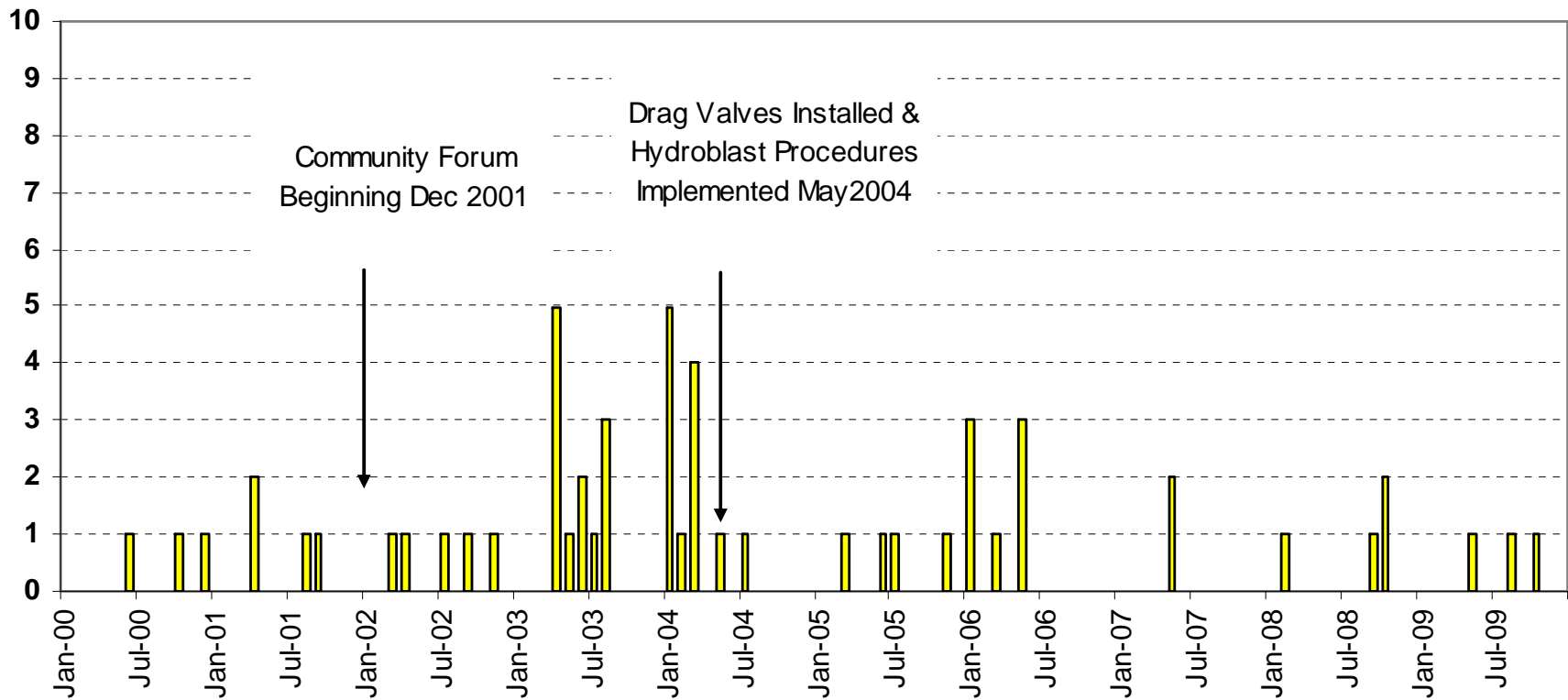


Odour complaints by month



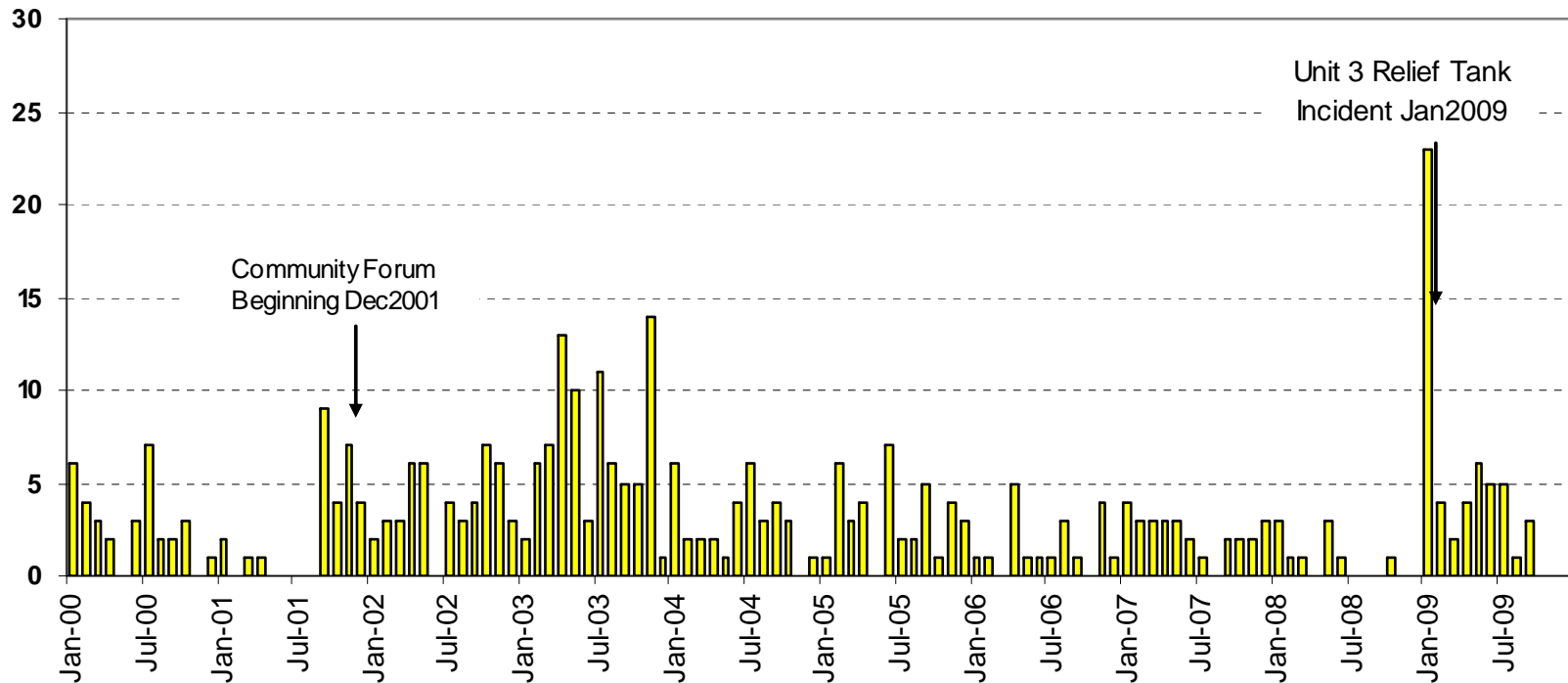


Noise Complaints by Month





Alkali complaints by month





Reportable Incident to DERM

DA limit for DO at RDA discharge is 2.0 ppm

The DO has been below DA limits in Oct & Nov

Increased biological activity may be impacting DO levels

DERM Response: request for more information.



What QAL is doing

Assigned a team to this issue (tech, eng, R&D, enviro)

Commissioned 3rd party study of impact on receiving environment

Engaged 3rd party to assist with biological study

Reviewing oxygenation technology



Tree planting committee update



The 2009 site target to plant 2100 trees was achieved

**The local Kareeba scouts planted 700 trees in October 2009
as part of their Environment Badge**