



Complaints & Concerns Raised by the Community

January – June 2023

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Appendix 5 – *Concerns by Date, Location, Concerns Summary*

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1.1 INTRODUCTION

This report presents an analysis of concerns and complaints received by OceanaGold (New Zealand) Limited Waihi Operation between January – June 2023 to meet the requirements of its various consents and licences.

Mining Consents and Licences:

- Martha Mine Extended Project ML 32-2388
- Correnso LUC 202.2012
- Project Martha LUC 202.000002018.857.001

The report summarises all complaints received during the six-month period, actions taken by the consent holder, and any resolutions. Other matters of concern raised by the community are also reported including any mediation entered by the consent holder and others with respect to operational matters and mediation outcomes (unless the parties have agreed to keep such confidential).

Section A reports on the complaints received in respect of the Martha operations. 1 complaint was received during the reporting period.

Section B reports on the complaints received from the Correnso Project operation. 1 complaint was received during the reporting period.

Section C reports on the complaints received from residents living in the Project Martha area. 4 complaints were received during the reporting period.

Section D reports on complaints received from residents living in proposed project areas. 6 complaints were received during the reporting period.

Section E reports on any concerns raised by residents (people who do not wish to make a formal complaint but have raised the matter as a concern only). 8 concerns were received during the reporting period.

1.2 Managing Complaints

Currently the procedure for receiving complaints is as follows:

The Waihi Operation Community Engagement Line is a twenty-four-hour service that deals with queries, concerns, and complaints. This service was initiated as part of our original consent conditions. It provides an important way for members of the community to contact us.

All complaints and concerns regarding the mining operation (Martha and exploration activities) are received by the Company Liaison Officer (CLO). A free phone number (0800 924 444) was established to simplify the Waihi community's access to the Waihi Operation. The service is available on a 24 hour 7 days per week basis. If a call is made before 9.00am, or after 4.00pm, it is diverted to an answerphone.

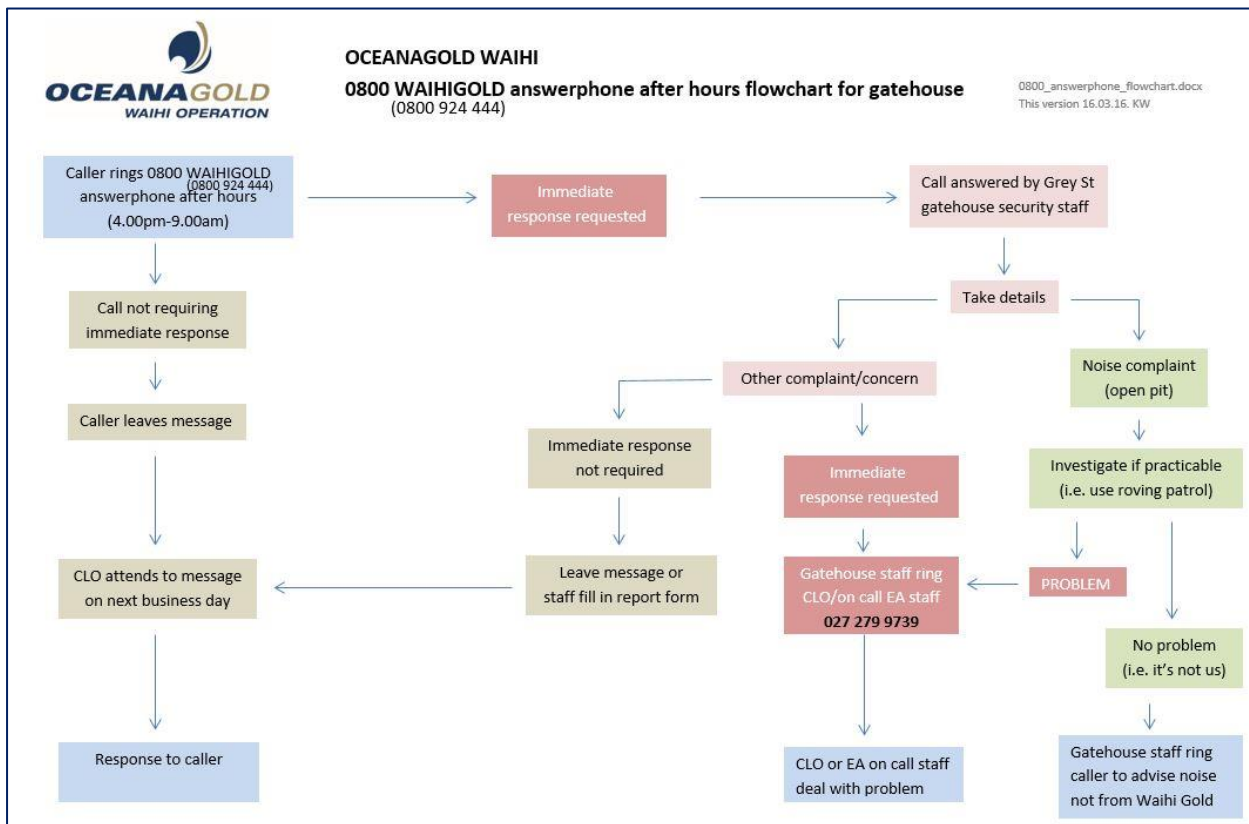
External Affairs and Social Performance (EASP) staff are rostered to cover weekends, public holidays, and the CLO's absence. In addition, Waihi Operation main office phone is available between 8:00am and 5:00pm during the working week.

If a call does not require an immediate response (for example complaining about blast vibration) information can be recorded on the answerphone and is logged with a selection menu for attention by

the community team on their next day of work. A member of the Community team will get back to the caller the next business day if this has been requested.

If a concern or complaint needs to be dealt with immediately (for example a noise complaint) by pressing ‘1’ a caller will be connected to a member of our security staff. A roving patrol can be dispatched to check on any noise sources on site, and if necessary, will contact the CLO or if a weekend, a member of the community team.

The flow chart below was designed to walk people through the process. This process continues to work well without any major problems.



The 0800 Community Engagement Line contact phone number is currently printed in the monthly Update newsletters published in the HC Post, monthly Mining Matters newsletter and in promotional material on the OceanaGold Website and our Face Book page.

Complaints and Concerns received by the Waihi Operation are registered and then logged into the complaints database. Complainant details are recorded, as is the nature of the complaint or concern and all are acted upon. Sound monitoring is undertaken (if required) after receipt of a noise complaint, and blast vibration data is obtained from Blasthub following a blasting-related complaint. The source of the effect is investigated and located wherever possible and appropriate mitigation action taken where practicable. All the relevant monitoring data and mitigation actions are recorded in the database. Complainants are informed of the monitoring results, the outcome of any investigation and the mitigation action taken.

Information in this report that identifies and relates to private individuals is expected to be kept confidential.

1.3 Vibration

Specific actions taken during the reporting period to maintain and improve blasting practices and systems continue to be:

- Blasthub continues to provide blast results in real time. The vibration monitoring hardware system and web-based reporting system have been installed for all mining areas. The system reports real-time vibration data for review and verification, records blast design parameters, provides for recording of complaints and allows effects from proposed blast designs to be assessed prior to firing.
- The Blast Vibration Mitigation Plan ensures existing procedures can be reviewed using recent vibration history and ‘tightening’ of blast design parameters to reduce vibration levels if required.
- The CLO continues to give advanced warning of production (stope) blast events to those residents living within operational project areas, who wish to be kept informed along with schools and various businesses around town. Blast notification warning devices have been distributed to residents who had requested them and are working well. Other tools used for notification include email, text, and telephone.
 - As the Martha Mine was not operational during the reporting period, no residents needed to be notified.
 - Project Martha Underground operations - 20 by text and 9 by email.
 - Correnso Underground operations - 26 by text and 5 by email.
 - Blast times are also loaded daily onto the Waihi Operation website and can be found at www.waihigold.co.nz
- A map of the Correnso Underground development along with a map of the Martha Underground and associated surface monitoring networks are available on the Waihi Operation website so residents can visualise where mining operations and blasting is taking place.
- Under Condition 22 a) of the Correnso Consent Conditions and Condition 48 of the Project Martha Consent Conditions, at the start of each calendar month a two-dimensional plan showing the existing mining and the proposed areas of mining activities during that month are loaded in the monthly publications (Mining Matters).
- Printed copies of Mining Matters are circulated to over 1000 properties. Electronic copies to 38 business owners, 40 residents and Hauraki District Council.
- Hard copies are also available at the Gold Discovery Centre, HDC Offices, and Real Estate Agents in Waihi, Katikati & Waihi Beach areas.

1 vibration complaint was received during the reporting period.

Note: Refer to Appendices for details of complaints.

1.4 Felt & Heard

2 complaints were received from 2 separate locations, both from the Project Martha (Rex mining area), both commenting the blast shook their house.

Note: Refer to Appendices for details of complaints.

1.5 Property

3 complaints were received from 3 separate locations: 1 from the Project Martha area, 1 from the Correnso Project area and 1 from the proposed Waihi North Project area.

Note: Refer to Appendices for details of complaints.

1.6 Noise

5 noise complaints were received from 2 separate locations during the reporting period. All noise complaints received were related to the proposed Waihi North Project area, from helicopter activity.

Note: Refer to Appendices for details of complaint.

1.7 Staff Behaviour

1 staff behaviour complaint was received during the reporting period. The complaint received was from a resident living next door to a company owned short term stay property, a noisy party had disturbed the resident, the staff member apologised the following day for the disturbance and their behaviour.

Note: Refer to Appendices for details of complaint.

1.8 Complaints Referred from Council

Hauraki District Council (HDC) and Waikato Regional Council (WRC) advise the Waihi Operation of any complaints they receive. 1 noise complaint was received from Hauraki District Council during the reporting period, from a property owner complaining of helicopter movement over his property (included in 1.7 of this report).

Note: Refer to Appendices for details of complaints.

1.9 Concerns

8 concerns were received during the January – June 2023, 7 from the Project Martha area and 1 from the Proposed Waihi North Project area.

3 property concerns were received, from 3 separate properties, 1 from a tenant concerned about slumping to the property, 1 regarding movement to their driveway and 1 regarding a property sale.

1 noise concern was received from helicopter activity during the reporting period.

1 felt & heard concern was received during the reporting period, upon investigation, this was not mine related.

1 air quality concern was received during the reporting period, this concern was not mine related.

1 staff behaviour concern was received during the reporting period from a resident walking the Union Hill track who saw 2 men swimming naked and thought they were employees. Upon investigation and using CCTV from the car park area, the people swimming were not mine employees or contractors.

1 traffic concern was received during the reporting period from a resident concerned about the use of the Moore Street entrance into the processing plant and underground area.

Note: Refer to Appendices for details of concerns.

2 SECTION A – MARTHA OPEN PIT

2.1 Summary Results

Complaints received during the January – June 2023 are summarised in the table below. With limited work and no blasting or any other mining activity occurring in the open pit, no complaints were received from mining operations. However, 1 complaint was received from a neighbouring resident regarding staff behaviour and is summarised in the table below and in 2.2.

Type	Number	Period
Staff Behaviour	1	February
	Total	1

Table 1 Summary results of complaints by type received during the January – June 2023 period from the Martha Mine project area.

Summary results of complaints by type received during the January – June 2023 period from the Martha Mine project area.

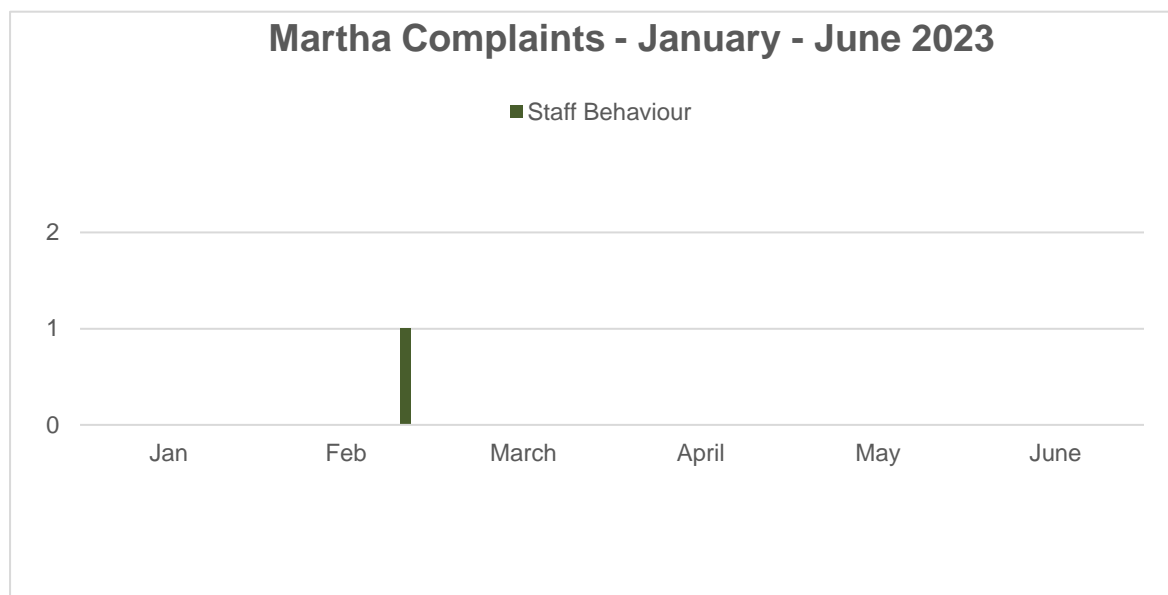


Figure 1 Martha Mine complaints by month for the January – June 2023 reporting period

For details and mitigating actions please refer to complaint's summary in Appendix 1 of this report

2.2 Staff Behaviour

1 complaint was received from a property owner living near the open pit, who complained about an OGL tenant living next door to his property holding a noisy party and using abusive language. The tenant was spoken to and apologised to the neighbour. As these employees were short term contractors and only staying in a Company owned flat while working on site, they have since vacated the property.

For details and mitigating actions please refer to complaint's summary in Appendix 1 of this report

3 SECTION B – CORRENZO UNDERGROUND MINE

With limited work and blasting being carried out in the Correnso mining are, only 1 complaint was received in relation to the Correnso Underground mining area during the reporting period.

Type	Number	Period
Property	1	January
Total	1	1

Table 2 Summary results of complaints by type received during the January – June 2023 period from the Correnso project area.

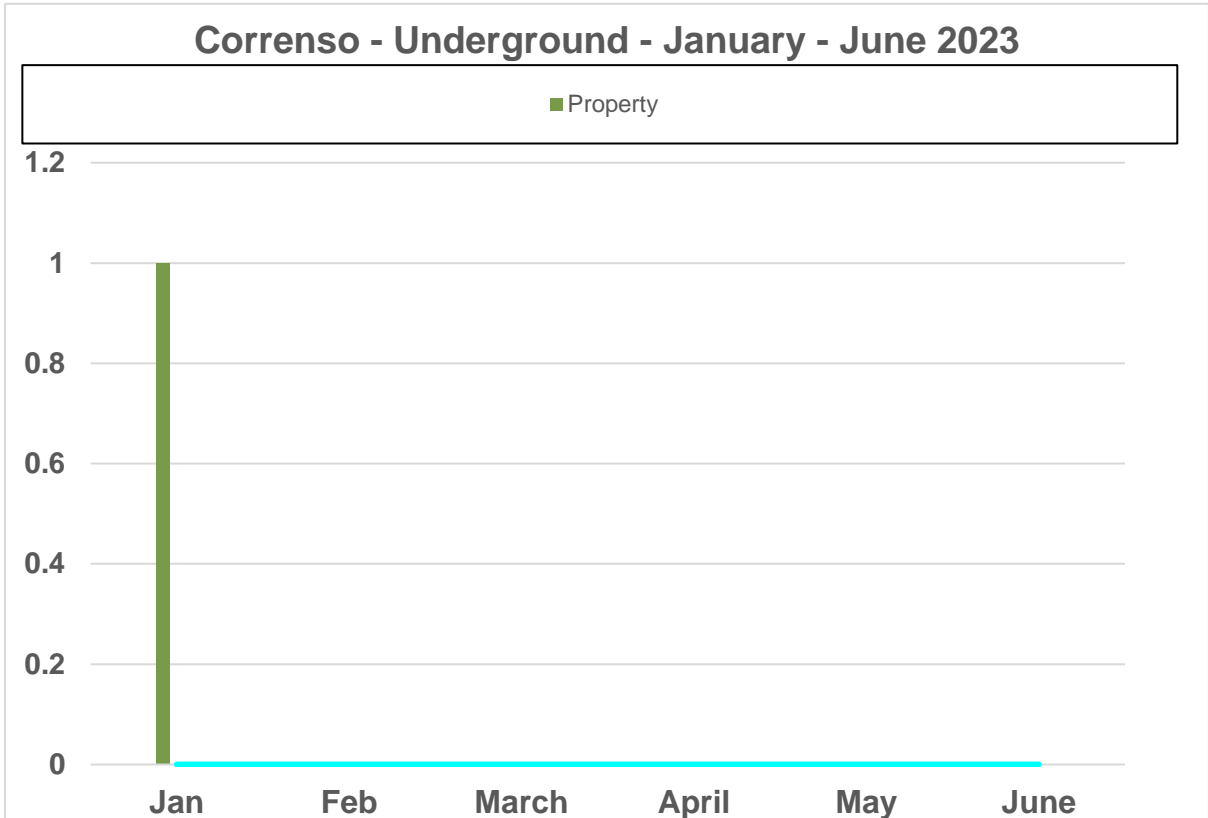


Figure 2: Correnso complaints by month for the January – June 2023 reporting period

3.1 Property

1 property complaint was received from a Barry Road resident, who rang to complain about weeds regrowing in a drain that borders their property and OGL owned land. Contactors were deployed to remove weeds.

4 SECTION C – PROJECT MARTHA

4.1 Summary Results

Complaints received during the January – June 2023 reporting period are summarised in the table below.

Type	Number	Period
Vibration	1	March
Felt & Heard	2	February - March
Property	1	January
Total	4	

Table 3: Summary results of complaints by type received during the January – June 2023 period from the Project Martha area.

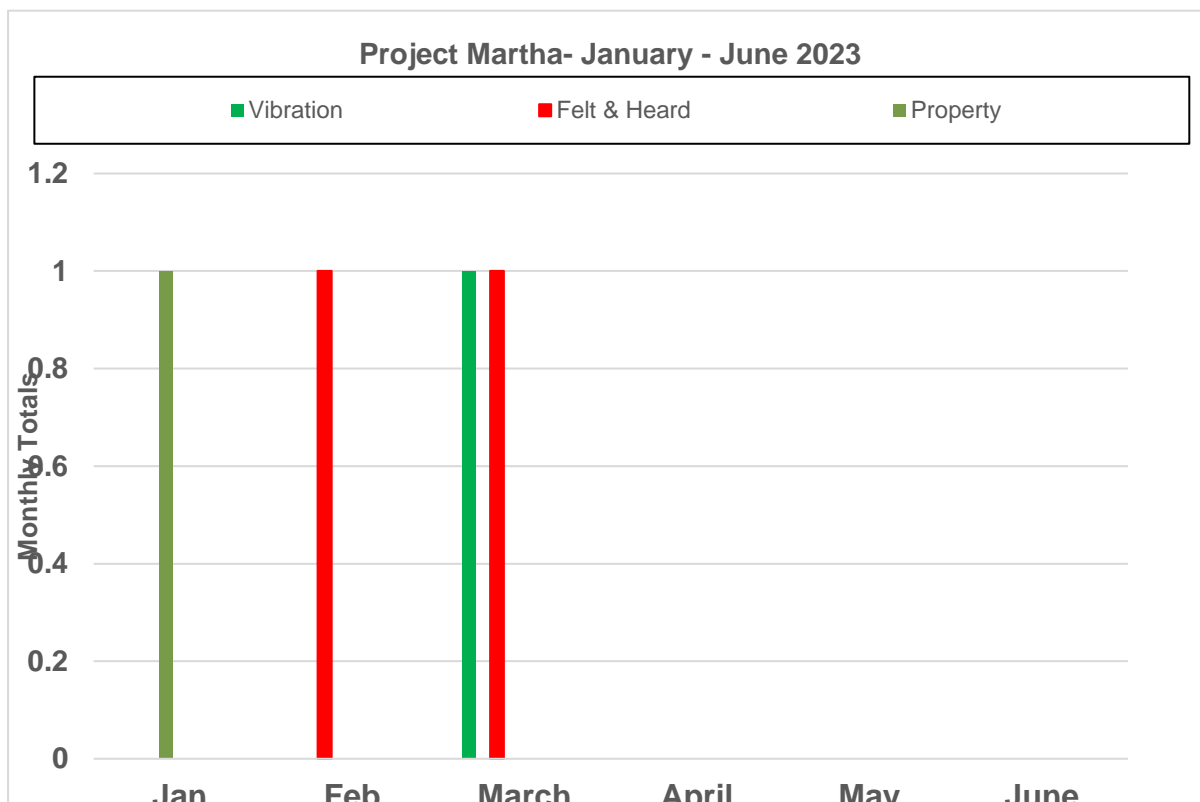


Figure 3: Project Martha complaints by month for the January – June 2023 reporting period

4.2 Vibration

1 vibration complaint was received from 1 property. Resident rang to ask if it was a blast or an earthquake, as Te Aroha and Christchurch had experienced earthquakes the previous day. It was a blast carried out in the Rex mining area.

For details and mitigating actions please refer to complaint’s summary in Appendix 3 of this report.

4.3 Felt & Heard

2 felt & heard complaints from 2 separate blast events in the Rex mining area were received from 2 separate locations. Both residents commented the blasts shook their houses.

For details and mitigating actions please refer to complaint's summary in Appendix 3 of this report.

4.4 Property

1 property complaint was received during the reporting period. A resident in Phillips Lane was concerned blasting in the Rex mining area was damaging her property and asked that someone inspect the property. An independent Building Surveyor inspected the property and supplied the owner with a Dilapidation Report (similar to a BRANZ Report).

For details and mitigating actions please refer to complaint's summary in Appendix 3 of this report.

5 SECTION D – PROPOSED PROJECT COMPLAINTS

Complaints received during the January – June 2023 from the proposed Waihi North Project are summarised in the following table.

Type	Number	Period
Property	1	May
Noise	5	February - April
Total	6	

Table 4: Summary results of complaints by type received during the January – June 2023 period from activities related to the Proposed Waihi North Project.

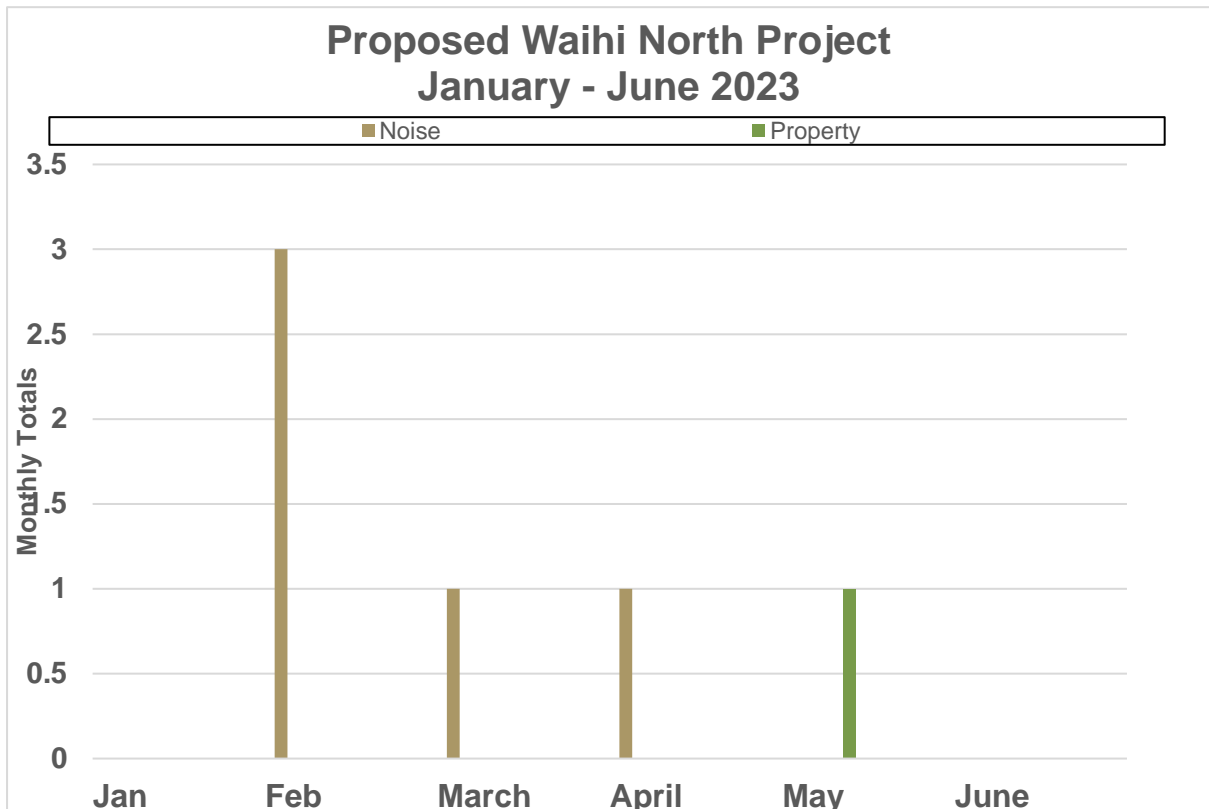


Figure 4: Proposed Waihi North Project complaints by month for the January – June 2023 reporting period

5.1 Property

1 property complaint was received from a Willows Road resident complaining about stormwater runoff onto the driveway of his property. He requested diversion of this runoff to a farm stream or ensure the water runs down the road. He requested OGL make repairs to his driveway. The repairs were agreed to however, after speaking with HDC, the natural stormwater ends up following the lay of the land and therefore falls in the category of natural servitude, this information was relayed to the property owner. All culverts on the OGL property were cleaned out. It should also be noted this overflow only occurred during an extreme weather event.

For details and mitigating actions please refer to complaint's summary in Appendix 4 of this report.

5.2 Noise

5 Noise complaints in total were received, 4 directly to the Company and 1 was received by HDC, all from helicopter activity. The pilot was instructed to avoid flying over these properties which was carried out.

For details and mitigating actions please refer to complaint's summary in Appendix 4 of this report.

6 SECTION E – CONCERNS RAISED

Concerns are defined by residents who do not wish to make a formal complaint but have raised the matter as a concern only.

6.1 Summary Results

8 concerns were received during the January – June 2023, all from the Project Martha area, these are summarised in the following table.

Type	Number	Period
Property	3	March - June
Noise	1	March
Felt & Heard	1	March
Air Quality	1	March
Staff Behaviour	1	January
Traffic	1	May
Total	8	

Table 5 Summary results of concerns raised by type received during the January – June 2023 period.

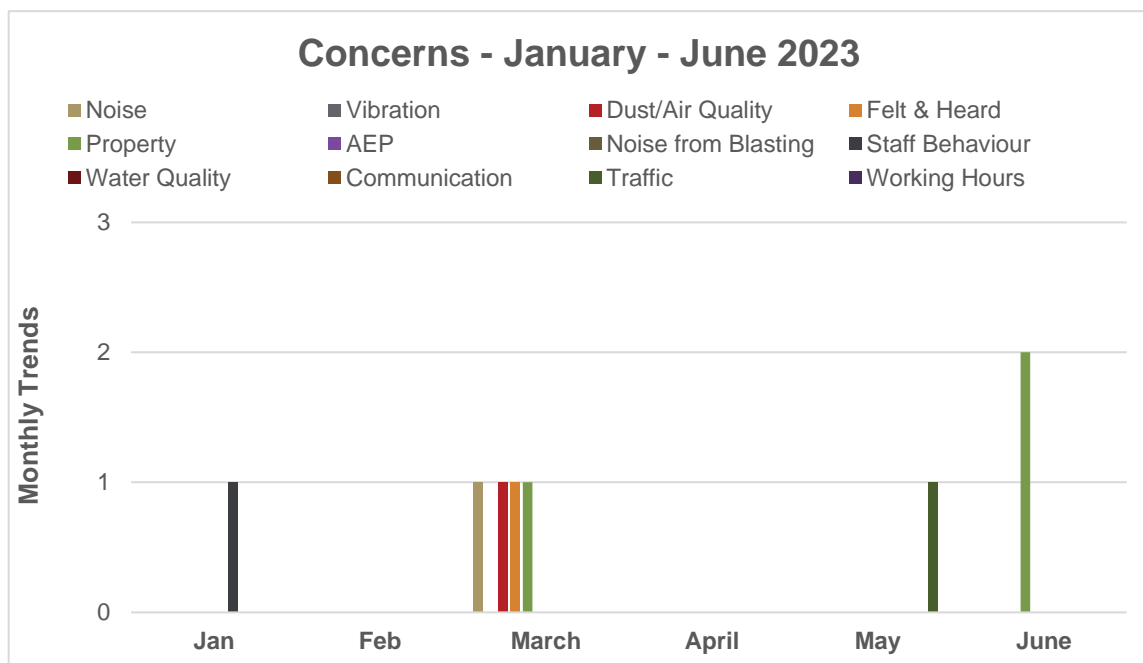


Figure 5: Concerns by month for the January – June 2023 reporting period.

6.2 Property

3 property concerns were received from 3 separate locations during the reporting period.

A Dobson Street Housing NZ tenant contacted the Company concerned about slumping to the property. When asked, HDC advised they were carrying out a review of settlement rates over the past 12 years and once the report was received would be in a better position to comment. This was relayed to the resident and suggested she contact Housing NZ and tell them to ring OceanaGold if they required verification.

A Mackay Street property owner was concerned about movement to her driveway, she felt it could have been from all the recent rain but wanted someone to check it and did not know of any plumbers she could ask to inspect it. As this property was some distance from any mine workings it would not be mine related. Discussed issue with HDC who had already suggested to the property owner to contact a plumber. Resident agreed it was probably weather related and D Fisher gave her a couple of plumbers phone numbers to contact, resident thanked her for her help.

A Moresby Avenue property owner contacted OGL to say her auction sale had fallen through because of the proposed pit expansion and road realignment of Moresby Avenue. Staff visited the address and advised her to gather evidence from the Real Estate agent to back this claim, she agreed to do so. This property has since sold.

For details and mitigating actions please refer to complaint's summary in Appendix 4 of this report.

6.3 Noise

1 noise concern was received from helicopter activity during the reporting period.

For details and mitigating actions please refer to complaint's summary in Appendix 4 of this report.

6.4 Felt & Heard

1 felt & heard concern was received during the reporting period. A resident made comment on social media regarding a blast. Upon investigation, no blasting occurred on that day, this information was relayed to the resident.

For details and mitigating actions please refer to complaint's summary in Appendix 4 of this report

6.5 Air Quality

1 air quality concern was received during the reporting period. A Barry Road resident rang to ask if the mine was burning any rubbish on site. This was not mine related.

For details and mitigating actions please refer to complaint's summary in Appendix 4 of this report

6.6 Staff Behaviour

1 staff behaviour concern was received during the reporting period. The concern received was from a resident walking the Union Hill track who saw 2 men swimming naked and thought they were employees. Upon investigation and using CCTV from the car park area, the people swimming were not mine employees or contractors.

For details and mitigating actions please refer to complaint's summary in Appendix 4 of this report

6.7 Traffic

1 traffic concern was received during the reporting period. A Moore Street resident rang concerned about heavy vehicle movement in Moore St using the back entrance to the Processing Plant.

For details and mitigating actions please refer to complaint's summary in Appendix 4 of this report

Martha Complaints - Janaury - June 2023 - Names Removed

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Person Investigating	Title	Likely Cause of Problem	Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller
15/02/2023	2:25:00 AM	Moresby Ave	Complaint	Staff Behaviour	Resident left a message on Property Managers Voicemail: A distraught neighbour rang and with lots of swearing, said there was a party in the front unit at a Company owned property.	S Primmer	L North	Executive Asisstant	Short term stay contractors	Email sent to Lisa North (in charge of short term rentals) from Sue Primmer: Hi Lisa I'll leave you to sort that one out please. I don't know who you have in there at the moment? I have text neighbour this morning to say that I have sent you an email. Regards, Sue Primmer Email from Lisa North to Sue Primmer: Kia ora Sue, Thanks for your email. Our advice in an event like this would be for the neighbour to follow normal procedure and contact noise control or Police, allowing the relevant government department to deal with the incident at the time: Hauraki DC Noise Control (link inserted) If concerns were ongoing, we would address this with our tenant/s accordingly. This is the first complaint we have had about this tenant and as such, we won't be following up as it appears to be an isolated event. Please keep in touch however and let us know if there are any ongoing concerns. Have a good day Sue, Lisa	Mine	15/02/2023	7:00:00 AM	S Primmer	Property Manager	Sue Primer, Property Manager, text resident to say she had passed his complaint onto Lisa North who was in charge of the Company's short term rentals who would speak to tenants. Liaison Officer followed this complaint up with the complainant, the tenant had apologised to them about the noise.

Correnso Complaints - January - June 2023 - Names Removed

Correnso Complaints - January - June 2023 - Names Removed

Date Received	Time Received	Address	Complaint or Con Issue	Details of Complaint or Concern	Recorded By	Person Invest Title	Type of Monitoring	Mitigating Actions	Department	Response Date	Response Time	Person Res	Position		
26/01/2023	3:12:00 PM	Barry Rd	Complaint	Property	Resident rang to say she wanted the drain on OGL land behind her cleaned out again. They had planted some flaxes but have not been back since to remove the noxious weeds that were now growing there. Donna Fisher said she would get someone to go and remove them.	D Fisher	D Fisher	Company Liaison Officer	Property	Emailed S Perkinson to get employees to remove weeds from drain and carry out a general tidy up of the area. This work was carried out.	Correnso	26/01/2023	3:12:00 PM	D Fisher	Company Liaison Officer

Project Martha Complaints - January - June 2023 - Names Removed

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Person Investigating	Title	Type of Monitoring	Monitor nearest caller	Vibration nearest caller	Maximum vibration	Monitor having Max Vibration	Likely Cause of Problem	Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller
31/01/2023	10:00:00 AM	Phillips Ln	Complaint	Property	Property owner spoke to Senior Environmental Officer and asked for the Company to carry out a property inspection due to concerns regarding the impact of blasting on their property.	C McArthur					0	0		Project Martha - Blasting in Martha South and Rex	D Fisher to organise an inspection by Graeme Blissett from Building Surveying Services (BOP) Ltd The purpose of the inspection will be to assess whether there has been any damage to their property from blasting so far, and will also be used as a measure to assess against in the future after further blasting takes place. This report will be an Independent Dilapidation Report similar to a BRANZ Report. 10-2-2023 - Property inspection took place. 21-2-2023 - Report sent.	Project Martha	1/02/2023	4:13:00 PM	D Fisher	Company Liaison Officer	D Fisher rang property owner to arrange an inspection of the property. Agreed for inspection to take place on Friday 10 February at 9:30am. 10-2-2023 - Property inspection took place. 21-2-2023 - Report sent.
1/02/2023	4:07:00 PM	Phillips Ln	Complaint	Felt & Heard	When D Fisher rang to arrange a property inspection with the owner, his wife complained that the blast that afternoon shook the whole house and she heard it as well. She asked this be registered as a complaint.	D Fisher	D Fisher	Company Liaison Officer	Vibration	Rex East	2.08	2.08	Rex East	Blast in Martha South (Rex)	Logged complaint and reported it to management.	Project Martha	1/02/2023	4:07:00 PM	D Fisher	Company Liaison Officer	Thanked resident for letting me know and confirmed I would log her complaint and report it to the Management Team, which was done.
14/03/2023	10:45:00 AM	Kenny St	Complaint	Vibration	Rang to say the blast yesterday was one hell of a blast for them, thought it was connected to the earthquakes that have been happening recently in Te Aroha and the one in Christchurch yesterday.	D Fisher	D Fisher	Company Liaison Officer	Vibration	Rex West	2.48	2.48	Rex West		Logged complaint and informed management.	Project Martha	14/03/2023	10:45:00 AM	D Fisher	Company Liaison Officer	Thanks for letting me know, I will log and report your call.
21/03/2023	1:50:00 PM	Johnston St	Complaint	Felt & Heard	Rang to complain about today's blast in Rex. He asked me to tell those clowns underground that they are getting out of control. The blast today shook everything and felt like it took out the end of the house. I was having a rest at the time and it woke me up. The Rex blasts are the worst for me. It was very loud and violent!	D Fisher	D Fisher	Company Liaison Officer	Vibration	Rex West	4.05	4.05	Rex West	Blast in Rex at 110m deep	Logged complaint and informed the Underground Manager of residents complaint.	Project Martha	21/03/2023	1:50:00 PM	D Fisher	Company Liaison Officer	Thanks for letting me know and I am sorry we disturbed you. I will pass on your comments to the underground manager and log your complaint.

PROPOSED PROJECTS (WAIHI NORTH PROJECT) COMPLAINTS - JANUARY - JUNE 2023 - NAMES REMOVED

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Person Investigating	Title	Type of Monitoring	Likely Cause of Problem	Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller
21/02/2023	10:30:00 AM	Heath Road	Complaint	Noise	Resident rang and said that OceanaGold's helicopter activity was frightening his horses. Particularly today, as well as last Saturday. It was a dark blue helicopter, and it was flying very low over his property, making his whole horse arena shake.	K Welton	K Welton	Superintendent - EASP			K Welton followed up with Exploration Geology who confirmed they were flying today, but not on Saturday (they did fly Sunday), and that the pilot doesn't usually take that route. They followed up with Skyworks regardless, who confirmed they were taking a route north of residents' property, but committed to staying clear of his property.	Exploration	21/02/2023	3:00:00 PM	K Welton	Superintendent - EASP	Left a message on complainants answerphone to say his complaint had been followed up with Exploration Geology who confirmed they were flying today, but not on Saturday (they did fly Sunday), and that the pilot doesn't usually take that route. They followed up with Skyworks regardless, who confirmed they were taking a route north of residents' property, but committed to staying clear of his property, and asked that if he had further concerns with the helicopter he should write down the exact date and time so I can confirm these with the exploration Geology Team. Told him to ring back if he required anything further.
23/02/2023	1:22:00 PM	Heath Rd	Complaint	Noise	Resident rang and explained that OceanaGold helicopter activity was still frightening his horses. He stated that at 1:20PM a blue helicopter with a basket attached flew extremely close to his horse arena, directly over his property.	K Welton	C Steward	Exporation Superintendent	Noise	Helicopter work for WKP	Donna Fisher contacted Caroline Steward who confirmed that it was OceanaGold flying at that time. She explained that it was a different pilot than usual, and because of weather patterns on the day it was taking a slightly different route than it normally would. Caroline contacted the pilot and asked him to stay as far away as practicable from the Heath Rd area, she also issued an email to relevant people advising them to stay clear of the area from now on.	Exploration	23/02/2023	1:32:00 PM	K Welton	EASP Superintendent	Kyle rang resident back and explained all of this to him, he thanked me for the prompt follow up.
23/02/2023	3:24:00 PM	Heath Rd	Complaint	Noise	Property owner text stating that at 3:15pm the helicopter flew over his property again, slightly higher but along the boundary.	K Welton	C Steward	Exploration Superintendent	Noise	Helicopter work for WKP	Informed Exploration Supervisor who spoke to pilot and told him to keep away from this property.	Exploration	23/02/2023	3:24:00 PM	K Welton	EASP Superintendent	I text back and let him know that I would record the complaint and pass on the feedback.
9/03/2023	7:57:00 AM	Highlands Road	Complaint	Noise	Email received with Video of helicopter noise: Hi Donna Hope all well with you and the family . Obviously we were aware of increased activities recently over at the Goodhue farm that we received email regarding and that flying ceased at the weekend which we appreciated greatly. Of note at present we are seeing a lot of increased noise helicopter's activity directly over the area of the homes from 7 onwards . Is this due to a change in flight path due to development ? Although this may appear a trivial matter it is surprisingly loud so is become quite noticeable and distressing. Thanks in advance for some insight	D Fisher	D Fisher	Company Liaison Officer	Noise	Helicopter Works at Waihi North	D Fisher spoke to Exploration Supervisor - C Steward, the normal Golden Cross site is still inaccessible due to slips from Cyclone Gabrielle. C Steward, she is now investigating an alternative site other than the farm at the end of Willows Rd to do this work from.	Exploration	9/03/2023	8:47:00 AM	D Fisher	Company Liaison Officer	Email sent: Kia ora I have spoken with the Exploration Supervisor and she explained that we have been moving rigs in and out over the last little while, but this work is now completed, meaning the frequency of flights will reduce moving forward. Normally we fly out of Golden Cross in an effort to reduce the impact on neighbouring residents, however following the recent rain events the road up there has been washed out, meaning we can't access the site. We are continuing to engage on when the road might be opened again, and will resume flying from there as soon as it is. Sorry for the disturbance and let me know if the noise does not reduce and I will have another chat with them. Nga mhi Donna Email Received: Thanks for your prompt reply Donna
6/04/2023	11:07:00 AM	HDC Paeroa	Complaint	Noise	Rang to say he had received a complaint from a Highland Rd resident about the helicopter movements over his property.	D Fisher	D Fisher	Company Liaison Officer	Noise		D Fisher spoke with C Steward (Exploration Supervisor) and said they have not been using Goodhues farm for helicopter work for at least 2 weeks. She will speak with pilot again just in case, but she had already instructed him to steer well clear of this property and the pilot was quite aware of the farm where complainant lives.	Exploration	6/04/2023	1:39:00 PM	D Fisher	Company Liaison Officer	Emailled L Robcke to let him know that we had not been using the Goodhue farm as a landing pad for about 2 weeks, this was a temporary measure as the usual site located at Golden Cross was inaccessible due to Cyclone Gabrielle. All landowners were kept informed of the chopper work prior to it commencing, including the complainant. Negotiations are taking place for an alternate landing site if one is needed in the future.
29/05/2023	4:48:00 PM	Willows Road	Complaint	Property	Property owner rang K Welton and explained that he wished to now escalate the conversations we have been having about his storm water issues to a complaint, and for it to be escalated to the appropriate people at OceanaGold for consideration and actioning. Currently, water from the OceanaGold Owned Willows Rd Farm runs down to a culvert, under the road and across his property. In significant rainfall events the culvert can't handle the water, and it ends up overtopping the culverts and running across the surface of property owners driveway, ripping up the asphalt. Property owner requests that zero water from the OceanaGold property enter his property, he is of the belief that it is the responsibility of the Company to manage the water on its property to ensure that it does not enter his i.e. divert the water to the stream further up the farm, or ensure the water runs down the road. He has also asked that we repair the driveway where the asphalt has been eaten away by the stormwater in the recent rainfall events.	K Welton	K Welton	EASP Superintendent	Water		For background, Shay Perkinson has had the culverts on the farm upgraded to try and divert as much water as possible to the north of the neighbouring property. This has been effective in mitigating the issue, but only during 'typical' rainfall events. In significant rainfall significant water still ends up going across the neighbouring property (and ultimately over his driveway).	Exploration	30/05/2023	8:30:00 AM	K Welton	EASP Superintendent	K Welton advised property owner that OGL will pay to fix the damage caused by the stormwater to the driveway. Have contacted HDC to arrange a meeting to discuss who is responsible for the culvert as it is on HDC owned land. HDC response was the natural stormwater ends up following the lay of the land and therefore falls in the category of natural servitude, this information was relayed to the property owner. All culverts on the OGL property were cleaned out. It should also be noted this overflow only occurred during an extreme weather event.

Concerns - January - June - Names Removed

Concerns - January - June 2023 - Names Removed

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Person Investigating	Title	Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller
27/03/2023	10:59:00 AM	Barry Rd	Concern	Air Quality	Email Received: Hi Donna, was there by chance burning off at the companies site yesterday at 5am by chance? I smelt smoke and looked out upstairs window and smoke was around the properties to the rear of us. Would like to know please? Thanks	D Fisher	D Fisher	Company Liaison Officer	D Fisher emailed S Perkinson and B Twidle to enquire about any burn offs on site over the last few days, both said there had not been any controlled burn offs on site for over 2 weeks.	Project Martha	27/03/2023	12:07:00 PM	S Perkinson	Site Services Manager	Email Sent: I have investigated for you and we have not been burning anything on site, so it is not mine related. Kind regards Donna Email Received: Thanks for that Donna. It's very strange. I think next time I must make an effort to go and investigate. Lol. Keep well.