



Complaints & Concerns Raised by the Community

July – December 2022



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1 INTRODUCTION

This report presents the analysis of concerns and complaints received by OceanaGold (New Zealand) Limited Waihi Operation between July - December 2022 to meet the requirements of its various consents and licences.

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).

No complaints were received from the Correnso Project area.

Section A reports on the complaints received in respect of the Martha operations. 2 complaints were received during the reporting period.

Section B reports on the complaints received from residents living in the Project Martha area. 17 complaints were received during the reporting period.

Section C 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). 4 concerns were received during the reporting period.

1.1 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.

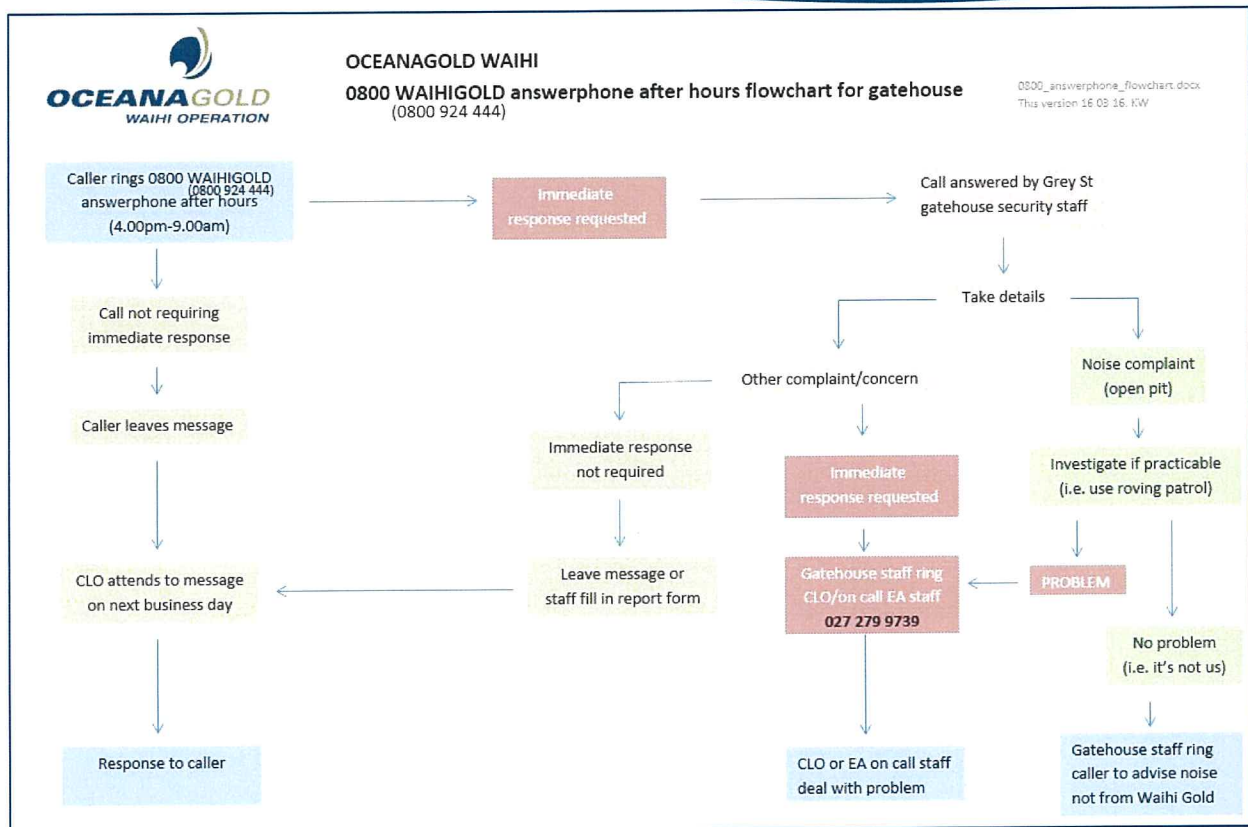
All complaints and concerns regarding the mining operation (Correnso mine and exploration activities) are received by the Company Liaison Officer (CLO). A free phone number (0800 924 444) was established to simplify the Waihi community's access to the Waihi Operation. The service is available on a 24 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 Waihi Leader, monthly Mining Matters newsletter and in promotional material on the OceanaGold Website.

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.

1.2 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 - 2 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 & the Waihi Beach area.

3 vibration complaints were received in total, all from the Project Martha underground area.

Note: Refer to Appendices for details of complaints.

1.3 Felt & Heard

7 complaints were received from 4 separate locations, all from the Project Martha underground area.

Note: Refer to Appendices for details of complaints.

1.4 Property

6 complaints were received from 6 separate locations, all from the Project Martha project area during the reporting period.

Note: Refer to Appendices for details of complaints.

1.5 Air Quality

1 air quality complaint was received during the reporting period from the Martha open pit area.

Note: Refer to Appendices for details of complaint.

1.6 Noise

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

Note: Refer to Appendices for details of complaint.

1.7 Amenity Effects Programme (AEP)

1 AEP complaint was received during the reporting period.

Note: Refer to Appendices for details of complaint.

1.8 Concerns

4 concerns were received over the reporting period, 1 property concern from the Project Martha area, 1 from helicopter activity and 2 from a resident that would not give any personal details who was concerned about underground mining.

Note: Refer to Appendices for details of complaints.

1.9 Complaints Referred from Council

Hauraki District Council (HDC) and Waikato Regional Council (WRC) advise the Waihi Operation of any complaints they receive. 1 weed control complaint was received from Waikato Regional Council during the reporting period.

Note: Refer to Appendices for details of complaints.

2 SECTION A – MARTHA OPEN PIT

2.1 Summary Results

Complaints received during the July – December 2022 period from the Martha Open Pit project area summarised in the following table.

Type	Number	Period
Air Quality	1	September
Noise	1	October
Total	2	

Table 1 Summary results of complaints by type received during the July – December 2022 period from the Martha Mine project area.

Summary results of complaints by type received during the July – December 2022 period from the Martha Mine project area.

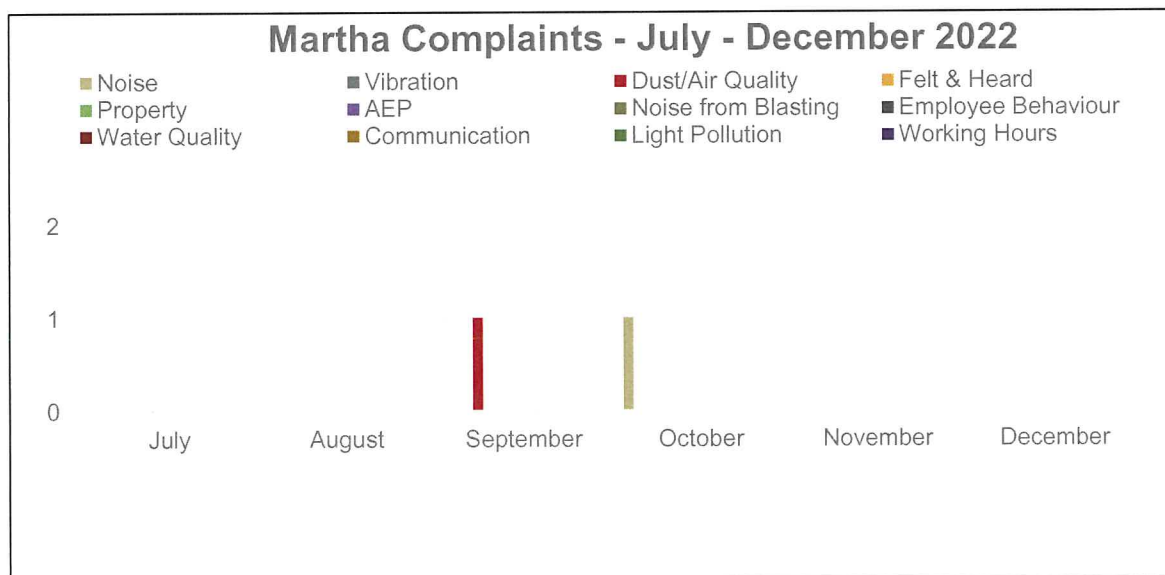


Figure 1 Martha complaints by month for the July – December 2022 reporting period

There continued to be no blasting or any other mining activity occurring in the open pit during the reporting period.

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

2.2 Air Quality (Dust)

1 air quality complaint was received during the reporting period, from a resident who assumed the source of dust being experienced at her property was from the Martha open pit.

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

2.3 Noise

1 noise complaint was received during the reporting period, this was from helicopter activity near to the resident's property.

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

3 SECTION B – CORRENZO UNDERGROUND MINE

No complaints were received in relation to the Correnso Underground mining operation during the reporting period.

4 SECTION C – PROJECT MARTHA

4.1 Summary Results

Complaints received during the July - December period 2022 from the Project Martha operation are summarised in the following table.

Type	Number	Period
Vibration	3	July - October
Felt & Heard	7	July - December
Property	6	July - November
AEP	1	October
Total	17	

Table 2 Summary results of complaints by type received during the July – December 2022 period from the Project Martha area.

Project Martha Complaints: July - December 2022

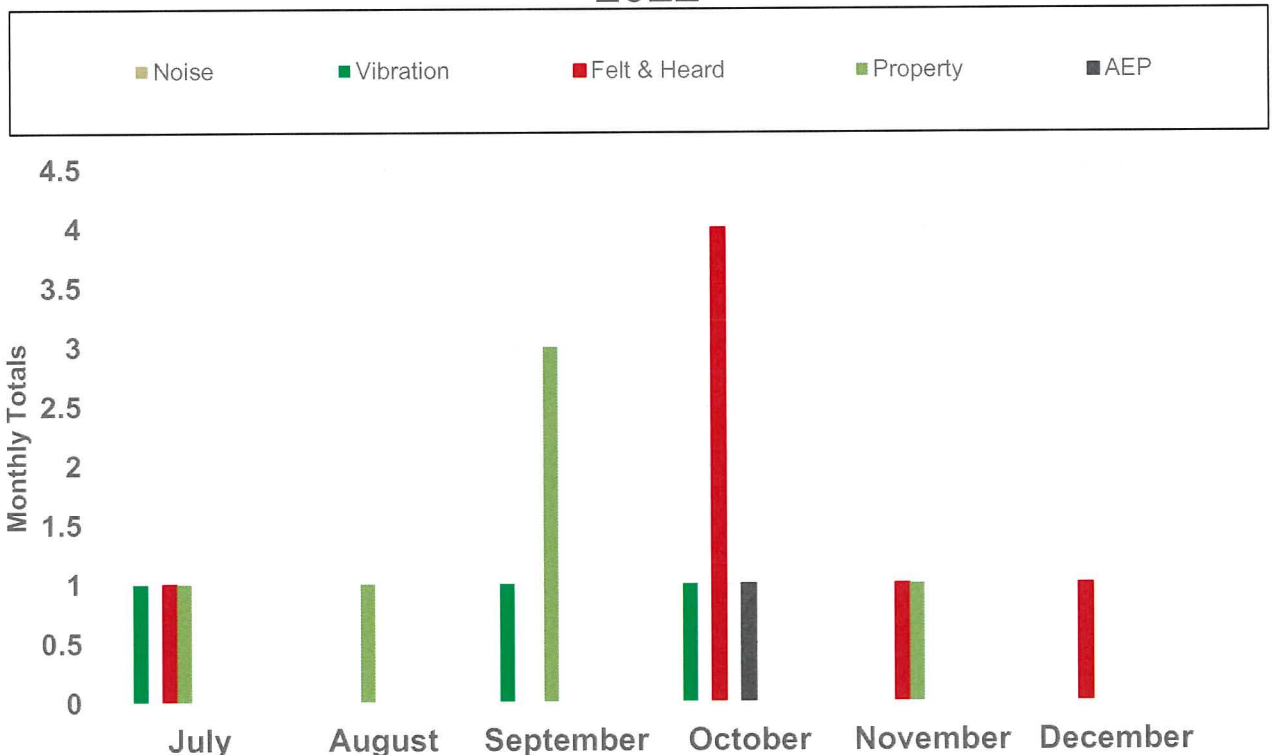


Figure 2 Project Martha complaints by month for the July – December 2022 reporting period

4.2 Vibration

3 vibration complaints were received from 2 properties.

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

4.3 Felt & Heard

7 Felt & heard complaints were received from 4 separate locations.

For details and mitigating actions please refer to complaint's summary in Appendix 2 of this report.

4.4 Property

6 property complaints were received during the reporting period.

For details and mitigating actions please refer to complaint's summary in Appendix 2 of this report.

4.5 Amenity Effects Programme (AEP)

1 AEP complaint was received during the reporting period.

For details and mitigating actions please refer to complaint's summary in Appendix 2 of this report.

5 SECTION D – 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.

5.1 Summary Results

4 concerns were received during the July - December period 2022, all from the Project Martha area, these are summarised in the following table.

Type	Number	Period
Property	1	October
Noise	1	December
Vibration	2	July
Total	4	

Table 2 Summary results of concerns raised by type received during the July – December 2022 period.



Figure 3 Concerns by month for the July – December 2022 reporting period.

5.2 Property

1 property concern was received during the reporting period.

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

5.3 Noise

1 noise concern was received during the reporting period.

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

5.4 Vibration

2 vibration concerns were received during the reporting period.

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

MARTHA MINE COMPLAINTS - JULY - DECEMBER 2022

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
27/09/2022	10:30:00 AM	Union St	Complaint	Dust	Came into the Project Office and said she was experiencing a lot of dust at her property. D Fisher said dust monitoring was still being carried out around the pit area. There had been no exceedances of dust levels but she would ask the Environmental Officer to investigate for her.	D Fisher	C Mc Arthur	Senior Environmental Officer	Dust		D Fisher requested dust monitoring data for 2022 period from the Martha Open Pit area and informed Enviro Officer of complaint received. The closest Total Suspended Particulate dust monitor to this property is the monitor located at the Courthouse in Kenny St, there's not a Deposited Particulate monitor anywhere nearby but included this data out of interest, one high result in March, was due to fertiliser and OceanaGold still did not go over the average dust limit for that month.	Mine	25/11/2022	7:43:00 AM	D Fisher	Company Liaison Officer	Data was supplied to the resident.
18/10/2022	12:05:00 PM	Baker St	Complaint	Noise	Phoned main office to complain about helicopter going over her property, wants to be notified when the helicopter will be doing more trips than normal as this is intrusive.	J Wiki	J Wiki	Community Engagement Officer	Noise	Helicopter taking visitors to WKP	Helicopter flying to WKP	Mine	18/10/2022	12:06:00 PM	J Wiki	Community Engagement Officer	Tried to phone them back but no reply.

PROJECT MARTHA COMPLAINTS - JULY - DECEMBER 2022

PROJECT MARTHA COMPLAINTS - JULY - DECEMBER 2022

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Person Investigating	Title	Type of Monitoring	Monitor nearest calle	Vibration nearest caller	Maximum vibration	Monitor having Max Vibration	Compliance?	Likely Cause of Problem	Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller
5/07/2022	1:18:00 PM	Johnston St	Complaint	Felt & Heard	Those explosions under my house are getting worse, I am sick and tired of them. You are only 140m below the surface and it is under my house.	J Wiki	J Wiki	Community Engagement Officer	Vibration	Rex South	1.99	3.06	Pensioner Flats	Yes	Blast Martha South (REX) and Martha North	Complaint logged and reported to management	Project Martha	5/07/2022	1:18:00 PM	J Wiki	Community Engagement Officer	JW explained that is was not under his property but in the Rex area. I will log your complaint and let management know.
29/07/2022	10:00:00 AM	Kenny St	Complaint	Property	Property owner called into the Project Office and asked if someone could come and look at concrete as it is breaking away and thinks it is because of the mining in Rex area. The house is on the market and empty at the moment and he will move in if it doesn't sell in three months. He was there and felt blast the other day.	J Wiki	D Fisher	Company Liaison Officer	Property	0	0					D Fisher took J Coleman (Geotech Engineer) to inspect the property (3/122 Kenny St). Cracks were observed in the garage conversion (to a room). Mr Bosson pointed out several areas of that room in the joins of walls that had been cracked but since plastered and painted over. Also pointed out some slight settlement there, a few large gaps in the corner of the walls that had been filled in so were hard to see. Driveway inspected, slight settlement under the slab. Will check settlement and vibration data, property owner said he had felt a blast the previous Wednesday and it was significant enough to make the roof move. House currently empty - on the market. Conclusion from J Coleman: After visual inspection of the property and assessment of the settlement data from the nearby settlement markers, it is considered that the reported concerns are in line with the expected age and wear and tear of the house/property. There was no visual evidence to suggest that the damage was the result of differential settlement or vibration, caused by underground blasting or mining activities". "The vibration data shows that there has been no blasting or vibration events that have exceeded our consent conditions"	Project Martha	26/08/2022	11:19:00 AM	D Fisher	Company Liaison Officer	Email response to complainant: Good Morning We have checked all of our settlement and vibration data and the engineers conclusion is as follows: "After visual inspection of the property and assessment of the settlement data from the nearby settlement markers, it is considered that the reported concerns are in line with the expected age and wear and tear of the house/property. There was no visual evidence to suggest that the damage was the result of differential settlement or vibration, caused by underground blasting or mining activities. The vibration data shows that there has been no blasting or vibration events that have exceeded our consent conditions" Hope this puts your mind at rest and if you would like to know anything further please feel free to contact me. Kind regards Donna Fisher No response from property owner has been received.
18/08/2022	1:29:00 PM	Johnston St	Complaint	Property	Email Received: Good afternoon Kyle, I haven't heard anything since the monitor was taken away. It appears that the mine has no interest of any further investigation? That isn't to say the vibrations and shaking in my house have gone away and if anything, of late are worse. Today's not only shook my house, but my desk and computer monitors. The ladder rattling on the wall in continuing to make marks and who knows how much dust it is creating in my home. I am continually wiping it away. I believe it is appalling that people just on the other side of the road are getting payments to compensate for the disruption and likely damage to their homes, where because I am located on the opposite side of the road, I get nothing. When I moved into this house two years ago, there were no cracks in the plasterwork. It had been newly painted. There are now cracks in various areas of the house. As the house is very old, it should have settled and not be continually cracking. The vibration of my house cannot be helping the situation. If my desk	K Welton	K Welton	EA Manager	Property	0	0				Blasting in Project Martha (Rex - Martha South)	Forwarded request to K Watson - Sustainability Manager. Also forwarded K Welten's response to complainant dated 18 May 2022 including Vibration Summary Report for monitor placed at the property from 29 March through to 18 May 2022: Hi (Residents Name) Please see attached a report showing the results of the roving vibration monitor that was placed at your property from 28 March through to 5 May 2022. The results do not indicate that there are any anomalous results at your property, and show that we are operating within our compliance criteria. If you'd like to receive a hard copy of the report, or you have any questions you'd like answered once you have read the report, please feel free to contact me. Kind regards, Kyle	Project Martha	19/08/2022	10:23:00 AM	K Welton	EA Manager	Good Morning Please see my email to you attached, dated 15/05/2022, which gives a summary of the roving monitor results. The results do not indicate that there were any anomalous results at your property, and show that we are operating within our compliance criteria. If you believe that the vibration from our operations has caused damage to your property such as cracking, then I'd be happy to organise for a Registered Building Inspector to assess the property damage and determine the cause (at OceanaGold's cost) - Is this something you'd like me to proceed with? In terms of our Amenity Effects Programme, we are in the process of running the report for the past six months. The preliminary findings show that your property does qualify this round. Once the calculations are finalised, Jeannine Wiki from my team will contact you to get you signed up (this will be within the next week or so). Please let me know if you'd like me to proceed with engaging a Registered Building Inspector. Kind regards, Kyle
7/09/2022	2:12:00 PM	Kenny St	Complaint	Property	Owens 164 Kenny Street and noticed cracks in concrete in the garage in 2013. Says they are caused by the blasting, he has had tenants in the property and blasting device goes off at the time (JW explained where we were blasting) the tenants were worried about the blasting although they have not felt any blasts. He would like someone to take a look at the damage. He said it was caused by underground blasting under Union Hill (Trio).	021 485 108	D Fisher	Company Liaison Officer	Property	0	0				Not mine related	D Fisher to arrange inspection, requested vibration and settlement data from Environmental Dept. 12-9-2022 - D Fisher arranged an inspection of the property for Tuesday 20 September at 11.00am (sent meeting request to both Tim and G Blissett). 20/9/2022 - Property inspection took place, conclusion from inspection was: This dwelling appears to have suffered from a substantial lack of maintenance to both the interior and exterior during the life of the building. I do not believe that the cracking that was evident to the concrete block wall above the door that leads from the laundry to the garage is associated with the mine. I believe that it is likely linked to heavy vehicle traffic or general construction practices. 26/10/2022 - Copy of report was emailed to property owner.	Project Martha	9/09/2022	1:30:00 PM	D Fisher	Company Liaison Officer	Rang property owner and offered an inspection of the property by G Blissett from Building Survey Solutions in Tauranga, he agreed. 26/10/2022 - Cover letter and report emailed to property owner, informed them to contact D Fisher if they had any further concerns or questions regarding the report. 26/10/2022 - Response email from property owner: Hi Donna thanks for the report and the email. I would just note The house was built in the early 1970s and not in the 60s as put forward in the report; From our point of view that the cracks were not there when the building was purchased and appeared over the time of the blasting. While report makes several comments about the lack of maintenance this is not referred to as a cause of the cracking so I question the relevance of this to the issue highlighted, also any faults have been remedied when they come to light(egg water) I note that many of the circa 750 blasts were close to compliance and there are at least two blaster outside the compliance limits over the period when the cracks appeared. Is it possible for your engineers to comment on the cumulative effect of so much vibration over such a period? I will be discussing with the other directors whether we engage an independent review of the report that has been issued, or raise it as an unresolved issue with regard to the consents and permits now being
20/09/2022	7:22:00 PM	Kenny St	Complaint	Vibration	Txt Received: Where was the blasting at 7:01pm tonight? Sounded like 13 separate blasts.	D Fisher	D Fisher	Company Liaison Officer	Vibration	Rex West	1.67	1.67	Rex West	Yes	Development Shot x 2	Logged complaint and reported to management.	Project Martha	21/09/2022	7:33:00 AM	D Fisher	Company Liaison Officer	Txt sent: I will find out for you and let you know. The monitor with the highest reading was Rex West =1.67mm/s and is located in the backyard next door to you. The blast at 7:01 was in Rex, would you like me to report this as a complaint? Txt Received: Interested to know how many blasts were let off? Complainant - Well I certainly noticed it. Txt sent: There were 2 firings, I will list it as a complaint for you. Txt received: So 2 firings, but can you find out how many actual blasts there were? Or whatever you call the individual pops please. 9.29am - Text sent: There were 15 pops.

27/09/2022	10:30:00 AM	Union St	Complaint	Property	Came into the Project Office to say they had just put a deck on their property and had noticed some ground subsidence and wanted someone to come and inspect the property. She is a Counsellor and works from home. She has been feeling vibration between 1 and 2pm during the day, (said it felt like a truck running under the house) and as she was dealing with hyper sensitive clients wanted to know if what she was feeling was blasting. Donna showed her a map of the current mining activities. Told her we were not mining beneath her property and what she was feeling was more than likely production blasting from the Project Martha mining area. Donna suggested she get someone to come and inspect the subsidence, but did not think it would be anything to do with mining activities as it was at least 2 blocks away from it, but would be happy to arrange someone to come and inspect the property for her which she accepted.	D Fisher	D Fisher	Company Liaison Officer	Property		0	0					Inspection arranged to take place on Thursday 13 October at 1pm as this was one of the dates the property owner was available. Property owner accepted meeting request as did Graeme Blissett (BOP Building Services Ltd). D Fisher requested vibration data from the time Rex production blasting commenced to date, also dust data for 2022 to send to G Blissett. Inspection date arranged to take place with G Blissett (Building Surveying Services (BOP) Ltd on 13 October 2022. 13-10-2022 - Inspection took place. Conclusion of Inspection: There were no visible cracks to the wall linings that were replaced approximately two years ago, or to the foundations that were visible. This likely indicates that the mining activities are not the cause of the 'subsidence' that was evident. However, G Blissett did have concerns regarding the consistency of the soil below the ground. Failure of the soil that caused a sink hole to develop on the other side of the road approximately two years ago backed up his concerns. It is possible that some subsidence has occurred to this property. Data supplied by Oceana Gold shows that there are no shafts, modern or historic workings close to 16 Union St. However, the Morgan Park area is known for poor historic infilling and Tomo development.	Project Martha	25/11/2022	10:30:00 AM	D Fisher	Company Liaison Officer	Sent property owner meeting request for property inspection on Thursday 13 October at 1pm as requested. Property owner accepted 25/11/2022 - Sent property owner a copy of the Inspection Report along with the dust data.
28/09/2022	10:45:00 AM	Walker St	Complaint	Property	Property owner reported having cracks appearing inside the house. She first noticed them a couple of months ago and wanted someone to come and have a look.	D Fisher	D Fisher	Company Liaison Officer	Property		0	0					Set up date of inspection with G Blissett from BOP Building Surveyor Solutions - 13 October at 2pm. 13-10-2022 - Inspection took place. Conclusion of Inspection stated: Data shows that the closest compliance monitor (Central School) had 5 blasts only that were over 5mm/s in early March 2022. This dwelling is 290m west of this monitor. We believe that the blasts are not significant in causing any of the above cracks. During the site inspection I asked the nearest neighbour if they had also noted any cracking to their property. They stated that they did not. Unfortunately the property owners husband passed away approximately 6 months ago. Her son who was present for the inspection, informed G Blissett that up until this point he was sleeping within the lounge with the heat pump tuned up to make him comfortable and warm. Since his passing, He informed Graeme that his mum rarely uses the heat pump, therefore the house would have cooled. I believe that this change in temperature has created shrinkage movement to the timber framing within the dwelling and caused the cracking to the plasterboard wall and ceiling linings. This has been exaggerated by the poor plasterboard installation techniques.	Project Martha	28/09/2022	10:45:00 AM	D Fisher	Company Liaison Officer	D Fisher explained that she would arrange for a property inspection to be carried out to inspect the cracking. Property owner agreed and wanted this listed as a complaint. 13-10-2022 - Inspection took place. 25-11-2022 - Copy of Inspection Report sent to property owner.
6/10/2022	2:10:00 PM	Johnston St	Complaint	Felt & Heard	That blast just now was horrendous. I have felt them before here but that one was really loud and shook the whole house, I thought the chimney was going to fall down. Could you please report this for me.	D Fisher	D Fisher	Company Liaison Officer	Vibration	Rex West	5.53	5.53	Rex West	No	Blast in Martha South	Logged complaint and report to management.	Project Martha	5/10/2022	2:10:00 PM	D Fisher	Company Liaison Officer	D Fisher said she would log the callers complaint and report it to management, which she did.	
7/10/2022	2:00:00 PM	Johnston St	Complaint	Felt & Heard	What are they doing down there, that was huge, it went on for a very long time I felt and heard it, but the noise was huge. It was like firecrackers the whole street wondered what was going on.	J Wiki	J Wiki	Community Engagement Officer	Vibration	Rex West	7.27	7.27	Rex West	No	Blast Correnso South (REX) at 130m deep	Complaint logged and reported to management.	Project Martha	7/10/2022	2:00:00 PM	J Wiki	Community Engagement Officer	I will log your complaint and let management know.	
7/10/2022	2:00:00 PM	Johnston St	Complaint	Felt & Heard	Email received: Hi Donna, Hey just emailing, what a hell of a noise and rumbling the blasting is doing lately! What's going on? It literally feels and sounds like an earthquake.... Been worse of late, todays went on and on....	D Fisher	D Fisher	Company Liaison Officer	Vibration	Rex West	7.27	7.27	Rex West	No	Blast in Martha South (Rex)	Logged complaint and informed management.	Project Martha	7/10/2022	3:22:00 PM	D Fisher	Company Liaison Officer	Email sent: Yes we have been blasting Martha South and some of these blasts have been quite shallow (130m) below the surface. I will log your complaint and report your concerns to the management team. Have a nice weekend. Donna	
10/10/2022	7:49:00 PM	Russell St	Complaint	AEP	Hi Jeannine, Just querying the payment, as it shows 8 low grade over blasts. Is this relating to the roving monitor? As, if so you could calibrate that with all the prior massive blasts, like the one in January when all my kids ran out of their rooms yelling earthquake! And there were quite a few more after that. Hence why I got in touch with you in the first place. Can you calibrate back to my first communication and reimburse our loss of amenity please? Nga mihi	J Wiki	J Wiki	Community Engagement Officer	AEP		0	0				Complaint logged and reported to management.	Project Martha	10/10/2022		J Wiki	Community Engagement Officer	Hi The eight low grade blasts are not from the roving monitor, we do not use the roving monitors for the AEP as per consent conditions. Your complaint was made on the 24 January 2022. The period we have covered in this round of the AEP is from January to June 2022. So this means you are receiving payment for the first time you phoned up. Each blast over 1.5mm/s is worth \$20.82 x8 = \$166.56, we could pay this but we changed it to make a minimum payment of \$250.00. The AEP payments do not go on communications or complaints but on what the monitors record and tell us. Regards Jeannine Wiki Thanks Jeannine . I read a blast table of payments on your AEP page on your website, which is a lot different to 20 bucks a blast... why the discrepancy? Kind regards Hi Inflation has changed the numbers we will correct this on the website. Cheers Jeannine Thanks Jeannine, My point is that we felt some much bigger ones than just over 1.5, for instance the big blast in January recorded over 10mm/s on your blast monitor at Central School. And	
21/10/2022	3:02:00 PM	Johnston St	Complaint	Felt & Heard	Email received: Hi Donna, The blasting was very strong today and went on and on. Loud and rumbling ongoing. My mum who lives in Muller St heard and felt it too. Just letting you know....the blasting is getting worse, of course the mine would already know that, but it is felt and heard. Regards	D Fisher	D Fisher	Company Liaison Officer	Vibration	Rex West	7.8	7.8	Rex West	No	Blasting in Martha South	Logged complaint and reported it to management.	Project Martha	21/10/2022	3:03:00 PM	D Fisher	Company Liaison Officer	Email sent: Thanks for your email I will register this as a complaint for you. Donna	

27/10/2022	7:29:00 AM	Kenny St	Complaint	Vibration	Text to ask where the blast had just been as it felt like it was right underneath her pillow.	D Fisher	D Fisher	Company Liaison Officer	Vibration	1.51	1.51	1.51	Rex South	Yes	Development Blast	D Fisher emailed P Fisher (Underground) to ask where blast was in relation to complainants address. Rex South was the only monitor that registered a reading.	Project Martha	27/10/2022	8:46:00 AM	D Fisher	Company Liaison Officer	D Fisher text back to say she would find out for her. 8:46am - D Fisher text complainant to inform her that the blast was in Rex and the highest reading was at the Rex South Monitor = 1.51mm/s, she said she would list it as a complaint for her. Text Received: I thought we were getting informed of blasts at Rex. Why do we not hear about the others? D Fisher text back: We only inform residents about production blasts that occur between 1.30pm and 2.30pm. Text received: Yes I know. But WHY don't we get informed of other blasts in our area?? D Fisher text back: These blasts generally occur everyday between 7am and 8am and 7pm and 8pm. Generally due to their small size, these are not notified. Text received: So is 1.51mm/s considered small? Also, why ARE residents informed of blasts in the first place? Text sent: Yes 1.5mm/s isn't considered big. Only people who want to be text about blasting get informed. Do you want to be taken off the list? Text received: Wanted to also know why ARE residents informed of blasts in the first place? (Sorry Donna probably feels like I am complaining, in actual fact I just have some questions I wanted answered) Text sent: No problem at all. Some residents like to know there is going to be a blast and roughly what area it will be in so they know, removing what is known as the "startle factor".
10/11/2022	1:38:00 PM	Johnston St	Complaint	Felt & Heard	Rang to say he just about crapped himself, windows all rattled, felt like the house moved. Blasts are very shallow at the moment so he feels he is getting hammered by these at the moment, it is not just the initial bang it's the rolling of the blast afterwards. Please record this as another complaint from me.	D Fisher	D Fisher	Company Liaison Officer	Vibration	0	0				Blast in Martha South (Rex) - 130m deep	Logged complaint and informed management.	Project Martha	10/11/2022	1:38:00 PM	D Fisher	Company Liaison Officer	Thanks for letting me know, I will inform the management team and log your complaint for you.
22/11/2022	4:27:00 PM	WRC - Private Bag 3038 Waikato Mail Centre Hamilton	Complaint	Property	Letter received from WRC - Please undertake control measures for the woolly nightshade growing on your property at 0 Bulltown Rd Waihi (Pit Rim Walkway). Ensure the control method used prevents any regrowth of the plants. An information sheet is included with this letter to assist you with identification and control. Please take note of the control techniques and the importance of re-visiting the site after initial control. Please complete the control work by 24 December 2022. For the gorse growing on the property, this needs to be controlled 20m from your boundary. If you have any questions please do not hesitate to contact me on freephone 0800 800 401, or email cynthia.wineti@waikatoregionalcouncil.govt.nz. Please quote reference number REQ192755. Yours faithfully Cynthia Wineti - Business Support Specialist - ICM Integrated Catchment Management	D Fisher	C McArthur	Senior Advisor - Environment	Property	0	0					Informed weed control contractors to remove weeds, work will commence on weed control in the area this week.	Project Martha	30/11/2022	2:29:00 PM	C McArthur	Senior Advisor - Environment	Hi Cynthia, I write in regard to your letter dated 24/11/2022, reference REQ192755. Thank you for advising us of the woolly nightshade and gorse growing on our property at Bulltown Road. We have informed our weed control contractors who will be commencing weed control in the area this week. Please let me know if you require further details. Kind regards, C McArthur 1/12/2022 - Response from WRC: Morning Cassie Thank you for your response. I will note that work is being done to remove the pest plants. Kinds regards, Cynthia
7/12/2022	11:14:00 AM	Kenny St	Complaint	Felt & Heard	That blast yesterday was huge it felt like an earthquake, the whole house rattled. It must have been over the limit.	J Wiki	J Wiki	Community Engagement Officer	Vibration	2.13	3.05	Pensioner Flats	Yes	Blast Martha South and REX	Complaint logged and reported to management.	Project Martha	7/12/2022	11:14:00 AM	J Wiki	Community Engagement Officer	I will log your complaint and let management know.	
14/07/2022	11:25:00 AM	Moresby Ave	Complaint	Vibration	Popped into Project Office to see about vibration from the blasting as it is having an effect on her house, she wanted to know about having a monitor at her property. This will be arranged once the monitors are back from calibration. Maggie's husband passed away two weeks ago and she is feeling a bit out of sorts. She just wants to know what vibration she is receiving.	J Wiki	J Wiki	Community Engagement Officer	Vibration	0	0			Martha North Blasting	Speak to Environmental team to install roving vibration monitor. A roving vibration monitor was placed at 44a Moresby Avenue, Waihi over the period from 21st of July to 28th of July 2022. The monitor was again placed at 44a Moresby Avenue from 3rd of August to the 15th of August 2022 to collect further data. The monitor was placed at 44a Moresby Avenue for a further week from the 17th August until the 23rd August. Six Martha Underground blast events were recorded at permanent monitoring locations during the monitoring period. The roving monitoring results have been compared to four other nearby compliance monitors: Islington Terrace, Central School, Waihi CBD, and Pensioner Flats. The vibration results recorded at the roving monitor at 44a Moresby Avenue do not appear elevated above what would be expected, given the location and recorded levels at compliance monitoring locations. On most occasions (4/6), the vibration levels recorded at 44a Moresby Avenue were below the vibration trigger limit of 0.75 mm/s at compliance monitors.	Project Martha			J Wiki	Community Engagement Officer		

CONCERNS - JULY - DECEMBER 2022

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
27/10/2022	9:30:00 AM	Seddon St	Concern	Property	Is concerned about some cracking to new plaster in the foyer area of the Church. Feel blasting from Project Martha and thinks the wall is moving as a result.	D Fisher	D Fisher	Company Liaison Officer	Property		Arrange building inspection with G Blissett - Building Surveyor. 2/11/2022 - Property inspection took place. Site Investigation of report states: In my opinion the cracks are shrinkage related due to the new framing timber being installed and lined, stopped, and painted prior to it being suitably dried. It is a very common issue to occur after a new building has been constructed or altered. Due to the light coloured paint the cracks will show more than if the walls were a darker colour. 3.5 I suggest that these repairs are added to the maintenance list that will be required to the building within the first 12 months after the recent work has been completed. Conclusion: Monitor the cracking and have the builders repair them prior to the maintenance section of your contract expirine.	Project Martha	27/10/2022	11:50:00 AM	D Fisher	Company Liaison Officer	D Fisher informed property owner that she would arrange a building inspection with G Blissett a qualified building surveyor and get back to him with a date and time for the inspection to be carried out. Property was looked at in October 2021 and asked if this was related to that issue, he said it wasn't. 2 /11/ 2022 - Property inspected by G Blissett, Building Services BOP Ltd.
2/12/2022	3:48:00 PM	Baker St	Concern	Noise	There's a helicopter hovering over our house - Why? D Fisher said she would find out and get back to him.	D Fisher	D Fisher	Company Liaison Officer		Helicopter site visit	D Fisher rang J Smith to ask why the helicopter was hovering over this property. He said it wasn't, it was actually hovering over the Union Hill vent shaft.	Mine	2/12/2022	3:00:00 PM	D Fisher	Company Liaison Officer	Rang resident back to say the helicopter was on a site visit and was hovering over the top of the Union Hill vent shaft and apologised disturbing him. He wanted to know who was in the chopper however D Fisher did not have that information and did not think it relevant to reveal who was in the chopper at the time.
6/07/2022	4:20:00 AM		Concern	Vibration	This resident would not give her last name or address. Lives between Queen Street and Waitete Road. She said that the noise at night from the mining under her property is keeping me awake Has rung the council but they fobbed her off. The vibration has been going on for 6 months and the use of Sg and weapons are terrible. The whole town can hear you.	J Wiki	J Wiki	Community Engagement Officer	Vibration		Informed management and logged concern.	Underground	6/07/2022	4:20:00 AM	J Wiki	Community Engagement Officer	Explained that we could put a vibration monitor on her property but she said no. I said we could not help her unless we had an address. She would not give this as it is a breach of privacy.
7/07/2022	2:25:00 PM	Queen St	Concern	Vibration	Rang again to say she had no sleep because of the mining under her house, it starts at night and goes all night, I can't get any sleep. The rumbling noise and vibration is bad. It will be the Sg weapons you are using and the big tunnel machine. Explained that we didn't use tunnel machine and offered to place vibration monitor on her property but she declined. She said that gold was blood money. All the children you take underground is terrible they go missing and end up underground as slave labour. I can hear the noise outside my back door at night but get hit by all the fumes and dust so I can't stay outside. I am a lawyer and I know the BS the government spin and the mining companies. She said we lied as there are no cars at night in the mine carpark, JW explained that this is the main office and we use Baxter Road to get to the underground mine. She said she will take matters into her own hands, called me a ***** and hung up.	J Wiki	J Wiki	Community Engagement Officer	Vibration		Logged concerns and reported to management.	Underground	7/07/2022	2:25:00 PM	J Wiki	Community Engagement Officer	