



Complaints & Concerns Raised by the Community

July - December 2025



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1 INTRODUCTION

This report presents an analysis of concerns and complaints received by OceanaGold (New Zealand) Limited Waihi Operation between July - December 2025 to meet the requirements of its various consents and licenses.

Mining Consents and Licenses:

- Martha Mine Extended Project ML 32-2388
- Correnso LUC 202.2012
- Project Martha LUC 202.000002018.857.001
- Waihi North Project MP-60541

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. No complaints were received during the reporting period.

Section B reports on the complaints received from the Correnso Project operation. Eight complaints were received during the reporting period.

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

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

Managing Complaints

The procedure for receiving complaints continues to be:

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 operations 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 twenty-four- hour seven days per week basis. If a call is made before 7.00am, or after 7.00pm, it is diverted to an answerphone (previously 9am–4pm, but extended to allow callers to reach a staff member directly for a longer period)

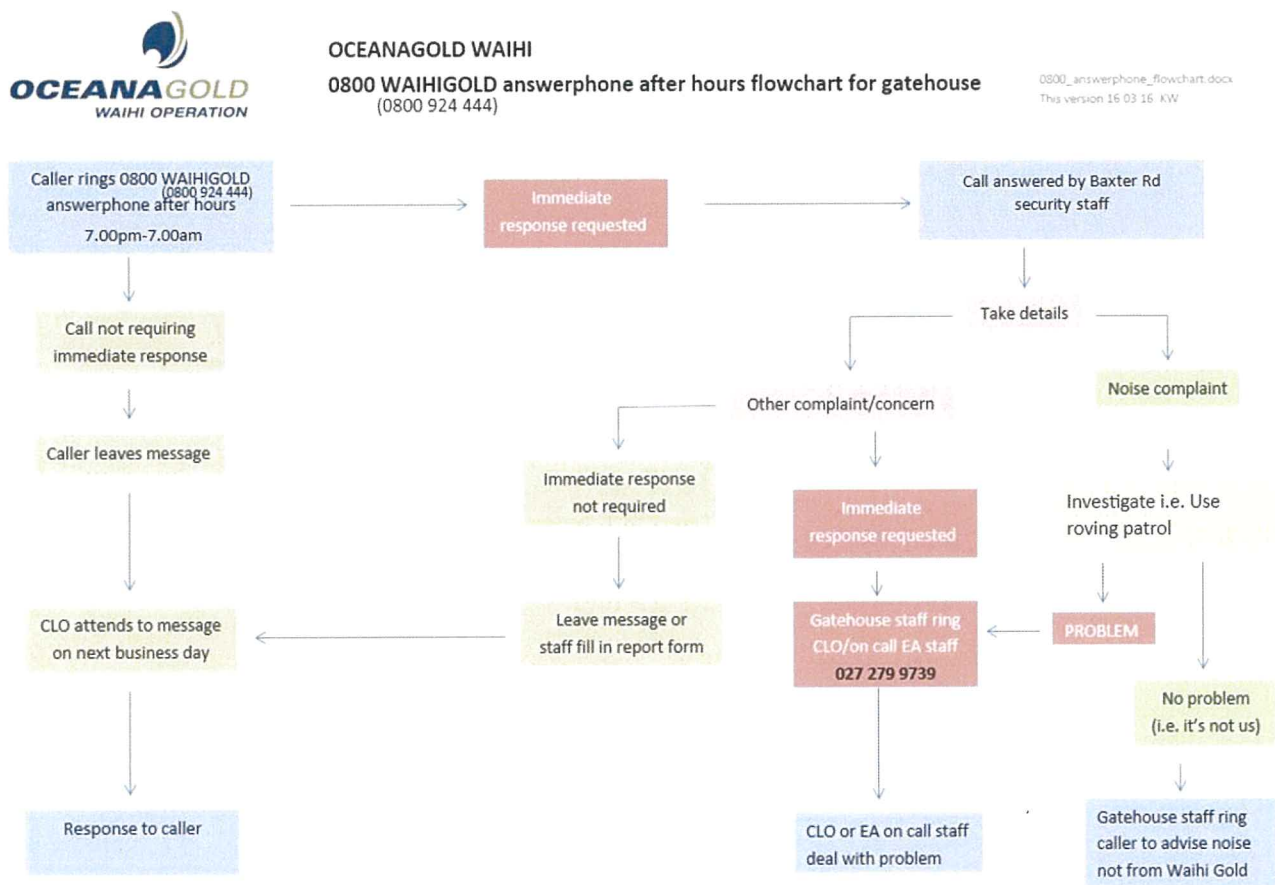
External Affairs and Social Performance (EASP) staff are rostered to cover weekends, public holidays, and the CLO's absence. In addition, the Waihi Operations main office phone is available between 8:00am and 5:00pm during the working week.

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 Facebook 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 Envirohub following a blasting-related complaint. The Envirohub vibration monitoring system (VMS) has been utilised as the blast vibration monitoring system since 1 January 2005 (HDC approval reference 64.601.001 dated 8/3/05). The system provides real-time, web-based monitoring that is accessible to both HDC and OGNZL and includes automatic email notification of blast events that trigger two or more monitors. Results from blast monitoring are automatically loaded onto Envirohub from the vibration monitoring network, along with manual loading of details of the blast

design and plan. Heilig and Partners Pty Ltd compares the corresponding plans/results and provides an external review, developing recommendations when necessary for on-going blasting plans and procedures to ensure compliance (with a safety margin).

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.

1.1 Vibration

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

- Envirohub 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 and text.
 - As the Martha Mine was not operational during the reporting period, no residents needed to be notified.
 - Project Martha Underground operations - 19 by text and 12 by email.
 - Correnso Underground operations - 13 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 are taking place.

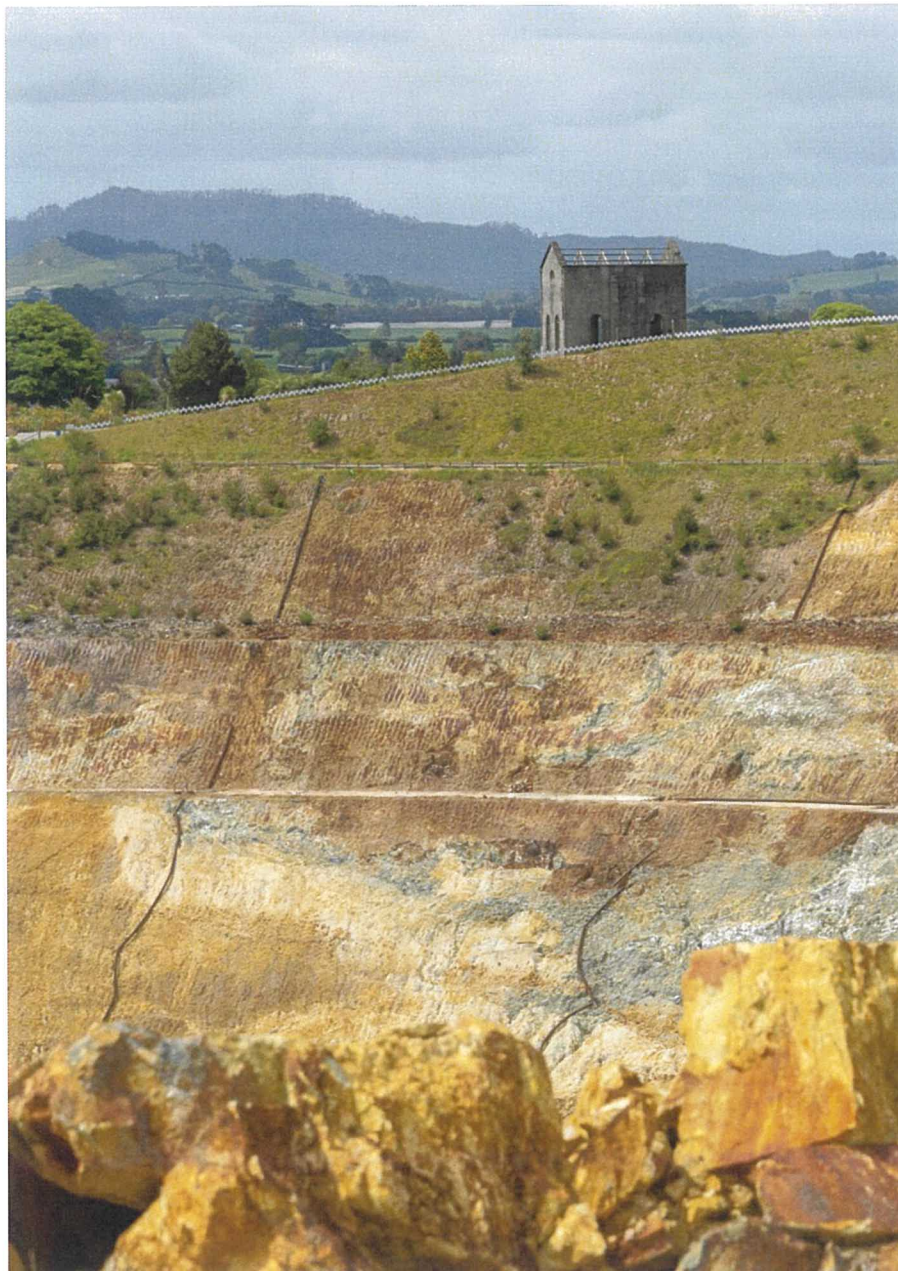
- Under Condition 22 a) of the Correnso Consent Conditions and Condition 48 of the Project Martha Consent Conditions, at the start of each calendar month a two-dimensional plan showing the existing mining and the proposed areas of mining activities during that month are loaded in the monthly publications (Mining Matters).
- Printed copies of Mining Matters are circulated to over 1,000 properties. Electronic copies are emailed to 36 business owners, 57 other interested parties, including residents and Hauraki District Council.
- Hard copies are also available at the Gold Discovery Centre, Hauraki District Council Offices, and Real Estate Agents in Waihi and Waihi Beach.

A total of 27 complaints and 12 concerns were received during the reporting period from July to December 2025. A detailed breakdown is provided in the following sections of this report.

2 SECTION B – MARTHA MINE COMPLAINTS

2.1 Summary Results

With limited work and no blasting being carried out in the open pit, no complaints were received during the July - December 2025 reporting period.



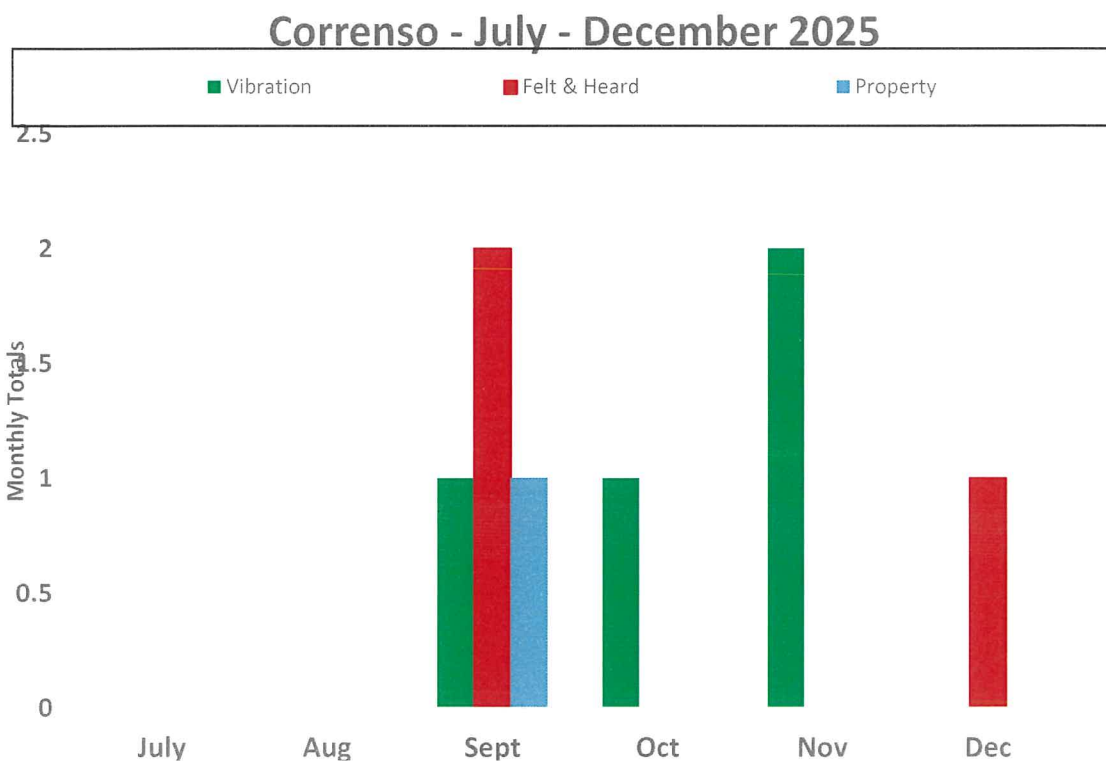
3 SECTION C – CORRENZO UNDERGROUND MINE

3.1 Summary Results

Complaints received during the July - December reporting period are summarized in the table below.

Type	Number	Period
Felt & Heard	3	September - December
Vibration	4	September - November
Property	1	September
Total	8	

Table 1: Summary results of complaints by type received during the July – December 2025 period from the Correnso project area.



3.2 Felt & Heard

Three felt & heard complaints were received during the reporting period from three separate locations. One sent directly to the Corporate website, one to the Waihi Info Page, and one directly to the 0800 Community Engagement Line.

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

3.3 Vibration

Four vibration complaints were received from four separate locations.

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

3.4 Property

One property complaint was received during the reporting period, from a Barry Road resident.

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

4 SECTION D – PROJECT MARTHA

4.1 Summary Results

Complaints received during the July - December reporting period are summarised in the table below.

Type	Number	Period
Vibration	9	July - November
Noise from Blasting	1	November
Staff Behaviour	1	December
Total	11	

Table 2: Summary results of complaints by type received during the July - December 2025 period from the Project Martha area.

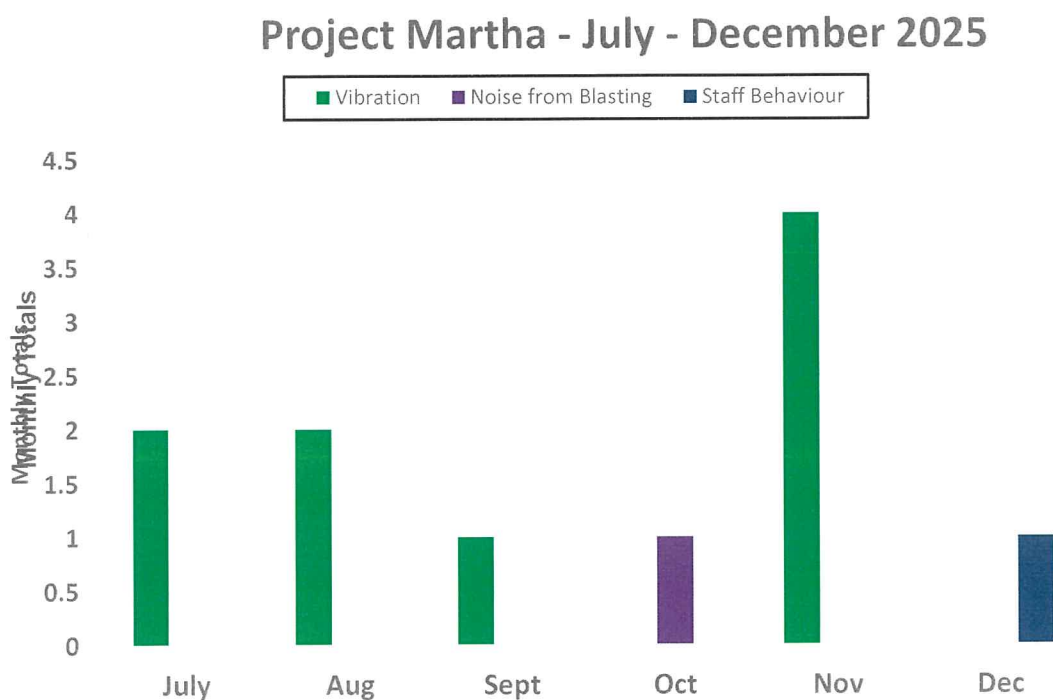


Figure 2: Project Martha complaints by month for the July - December 2025 reporting period

4.2 Vibration

Nine vibration complaints were received from 8 separate locations.

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

4.3 Noise from Blasting

One noise from blasting complaint was received during the reporting period.

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

4.4 Staff Behaviour

One staff behaviour complaint was received from a member of the public regarding a delivery truck driver.

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

5 SECTION E – PROPOSED PROJECT COMPLAINTS

5.1 Summary Results

Complaints received July - December 2025 from the proposed Waihi North Project are summarised in the following table.

Type	Number	Period
Noise	3	November - December
Air Quality	1	November
Property	3	August - November
Staff Behaviour	1	November
Total	8	

Table 3: Summary results of complaints by type received during the July - December 2025 period from the Proposed Project area.

Proposed Projects - July - December 2025

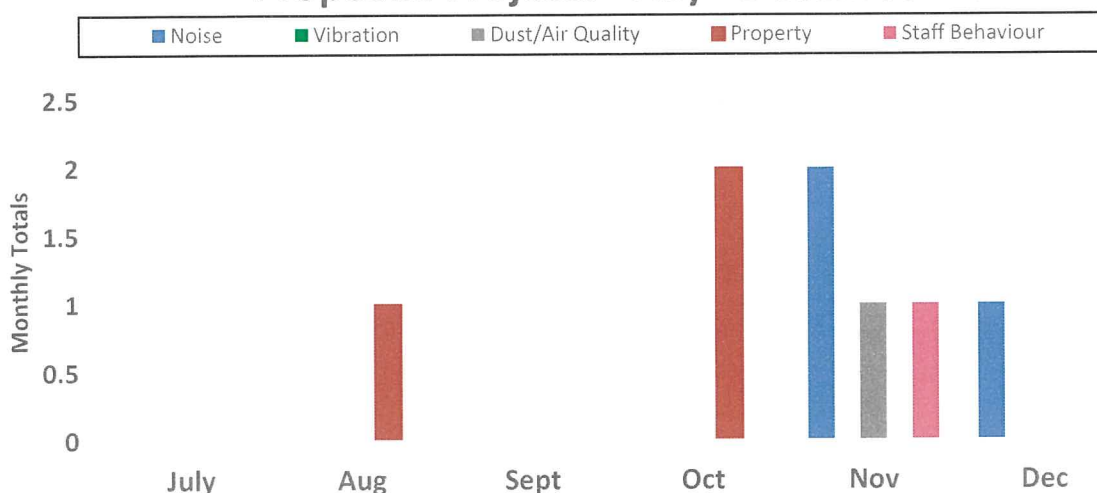


Figure 3: Proposed Waihi North Project complaints by month for the July - December 2025 reporting period

5.2 Noise

During the reporting period, three noise complaints were received, each concerning the services trench works taking place on the SH25 bridge.

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

Update on Minimising Helicopter Impact on Neighbouring Properties

A considerable effort has been made to reduce the impact of helicopter movements over neighbouring properties within the project area. Measures implemented include:

Alternating flight paths to distribute noise more evenly and avoid repeated disturbance to the same locations.

Vertical take-off procedures rather than gradual climbs, which help contain noise within a smaller footprint.

Flying at double the height required by the Civil Aviation Authority, significantly reducing noise levels on the ground.

These changes have led to a noticeable improvement, with positive feedback received from neighbouring property owners who had previously expressed concerns. Their positive feedback highlights the effectiveness of these adjustments and the project's commitment to being a considerate neighbour.

These adjustments have produced clear benefits, with neighbouring property owners, who had previously raised concerns, providing positive feedback on the improvements.

As noted in the previous January–June 2025 complaints report, these measures continue to be effective, with no noise complaints having been received relating to helicopter movements during the current reporting period.

5.3 Air Quality

A Barry Road resident rang to ask if the water truck could be deployed more regularly along access way into the Services Trench compound area.

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

5.4 Property

Three property complaints were received during the reporting period.

A Barry Road resident rang to complain about a contractor's truck making a mess on their grass verge after getting stuck.

A SH25 resident rang on two separate occasions, complaining about traffic management for the bridge works on the state highway.

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

5.5 Staff Behaviour

One complaint regarding staff behaviour was received. This involved a traffic management contractor working on the services trench works.

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

6 Section F – 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.

Concerns received July - December 2025 are summarised in the following table.

Type	Number	Period
Compensation	1	September
Vibration	1	October
Property	4	July - December
Gas & Fumes	1	August
Total	7	

Table 4: Concerns by month for the July – December 2025 reporting period

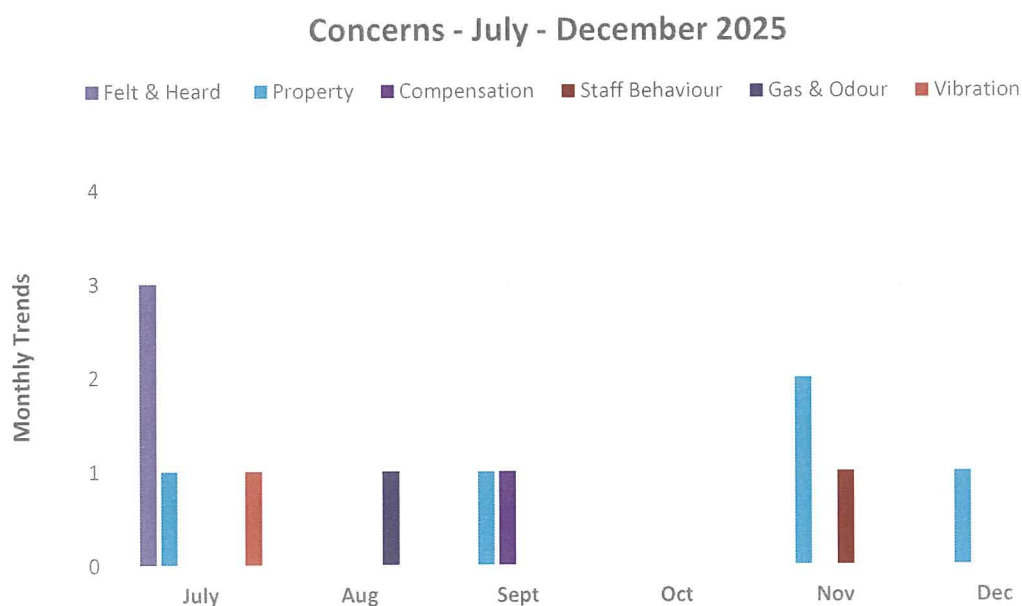


Figure 4: Concerns by month for the July – December 2025 reporting period

6.1 Compensation

During the reporting period, one concern was received from a Willows Road farmer regarding a power outage affecting milking operations.

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

6.2 Vibration

A Barry Road resident was concerned about blasting in the Correnso area.

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

6.3 Property

Four property concerns were received during the reporting period.

One from the Correnso project area, two regarding Company owned land and one from a property owner on the western side of Waihi.

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

6.4 Gas & Fumes

One gas and fumes concern was received from a Beach Road resident.

For details and mitigating actions please refer to concerns summary in Appendix 4 of this report

COMPLAINTS - JULY - DECEMBER 2025

Date Received	Time Received	Address	Issue	Details of Complaint or Concern	Person Investigating	Title	Type of Monitoring	Likely Cause of Problem	Mitigating Actions	Details of Response to Caller
26/07/2025	1:51:00 PM	Kenny St	Vibration	Text received: Wow those blasts made the windows and plates rattle. Where were the blast coming from please.	D Fisher	Company Liaison Officer	Vibration	Development blast in Rex	Checked with S Reynolds to see if a reading was gained for this blast. 2 readings gained - Rex South - 0.98mm/s and Rex West - 2.11mm/s.	P Salmon responded by text to say it was a development blast in Rex. Also left message on answer phone: wanting to know where the blast was, if it was not in REX she felt it. Why did we not notify about blast 5-8-2025 - Text complainant to say she was not notified as this was a development blast and we only notify residents about production blasts.
26/07/2025	1:48:00 PM	Kenny St	Vibration	Rang to say the blast was large. Said she wasn't notified via text beforehand (this is because it was a development blast and we don't notify residents about these). Was only 100m from the surface in the Rex area.	D Fisher	Company Liaison Officer	Vibration	Development blast in Rex		Spoke to resident at the time of his call.
16/08/2025	2:10:00 PM	Kenny St	Vibration	Resident phoned to say that the blast was huge and they got no notification about this. JW explained that this was a development blast in REX and we only send notification for production blasting. Resident said he wanted this recorded as a complaint.	J Wiki	Community Engagement Officer	Vibration	Development blast in REX at a depth of 100m.	Complaint logged and reported to management. No vibration monitors triggered.	Explained that this was a development blast in REX and we only send notification for production blasting. Thanked resident and said I will log call to management.
18/08/2025	1:47:00 PM	Gilmour St	Vibration	Resident phoned to say he heard and felt the blast, Rex development blast at 100m deep REX West=2.44mm/s. He asked where the monitors were and JW explained where they were. He also asked about the AEP JW explained how the AEP was calculated worked out using the monitors. He will visit the Project Office to get some information on vibration as he does not use the internet.	J Wiki	Community Engagement Officer	Vibration	Development blast REX 100m deep	Complaint logged and reported to management	Thanked resident and said we would log his call and report to management.
25/08/2025	2:25:00 PM	Barry Rd	Property	Rang to say a Fulton Hogan truck had got stuck on the front verge of his property and had made quite a mess of it. He went out to speak with the driver and asked if they were going to fix up the mess they had made. The lady truck driver said she would get around to it when some top soil was available, probably in a couple of weeks.. The resident did not think this was a good enough response and asked CLO to follow this up for him.	D Fisher	Company Liaison Officer	Property	Service Trench Works	Rang Simon Hallam (OGL Supervisor for the Trench work). HE said he was already at the property and had instructed Fulton Hogan to fill the tyre tracks in with top soil immediately. This was done.	Simon Hallam spoke with the resident and apologised for the truck drivers comments. The resident was thankful for the quick follow up by OceanaGold. 26/8/2025 - Michael Metcalf, Fulton Hogan's Stakeholder Manager, called in to speak with the resident this morning, he wasn't home so he gave him a call and he was happy it had been addressed and was pleased e had followed up with him.
8/09/2025	8:48:00 AM	Barry Rd	Property	Left a message on the office answerphone wanting blast confirmation for Saturday 6th November at 2:47pm.	D Fisher	Company Liaison Officer	Property	Development blast in Correnso (Gladstone)	Logged complaint and reported it to management. G Blissett has been contacted to inspect property. Inspection set down for Friday 19 September at 9.15am. 19/9/2025 - G Blissett inspected the damaged window. Conclusion: The outcome of the inspection confirmed that although the blast at the time was recorded at low levels and within compliance limits, the independent Registered Building Inspector found “no reason not to believe that the crack to the exterior lounge French door left hand side leaf occurred during the recent blast”. Accordingly, OceanaGold will arrange for the cracked glass panel to be repaired at our cost. This commitment is made in good faith and without prejudice.	Rang and left a message on resident's answerphone to say I had received his message, would investigate his enquiry and get back to him. 9-9-2025 - @ 9:01am: Rang resident back and let him know that there was a blast at that time, it was a development blast in Correnso. The monitor with the highest reading was Secondary East with a reading of 1.5mm/s. The closest monitor that gained a reading to his property was Secondary South East which gained a reading of 1mm/s. Resident said his French doors in his old villa are very tight when shut and it appears the blast cracked one of the panes of glass from being under tension. The blast was a very quick jolt and the whole house creaked. CLO said she would pop around and have a look on Thursday. 1/10/2025 - Property Inspection and cover letter emailed to property owner, informing him of OGL replacement of cracked window pane made in good faith and without prejudice. Property owner happy with outcome.

25/09/2025	10:26:00 AM	Dobson St	Vibration	Resident from Dobson Street came into Project Office to make a complaint about the blasting, it is all the time between 7-8pm and it now shakes the house, he never really felt it before or heard it but got the payments and now feeling it but not getting the payments.	J Wiki	Community Engagement Officer	Vibration	Development blasting underground	Complaint logged and reported to management.	JW explained about AEP which he said he already knew about and explained about where the vibration monitors are and that we do get the readings from them. He receives Mining Matters which shows where we are blasting for the month. JEW said she would log his complaint and let management know.
26/09/2025	1:50:00 PM	Richmal St	Felt & Heard	Email received through Corporate Website: For the last 2 weeks I have heard loud bangs and felt strong vibrations at my house. We are not meant to, we haven't been given notice of any such thing. I want to know why this is taking place and why we haven't been notified. My house doesn't come under any compensation so in my understanding that is because we are not in a area affected by underground tremors. Yet we are affected. And just now on at approx. 1.45pm on Friday 26th September, we had the same loud noises and banging, but with a vibration like that of an earthquake where the house shook for a second. Please advise.	D Fisher	Company Liaison Officer	Vibration	Development blasting in Correnso Project area	Logged complaint and informed the Management Team.	26/9/2025 - 13:11: Rang resident back to follow up the complaint we had received via our website. Resident noted that the blast on the previous Friday at around 13:45pm created strong movement to the house. Because she was told several months ago that mining was not occurring under or near her property she did not expect to feel vibration from blasting. She was quite surprised to have experienced it so violently throughout the house. She had also noticed a leak near the water meter just days later and asked if this could be connected to the blast. Donna Fisher said definitely not, that vibration levels were set well below the limit that would cause any structural damage to anything on the surface. The blast she was referring to, the highest level of vibration was gained at the Grey St monitor = 2.67mm/s. The closest monitor to that property (Secondary NW was not triggered). Donna went on to explain how the AEP was calculated, and this is why she had not received a payment. CLO said she would log her call as a complaint and this would go in front of the Management team. She thanked her for reaching out to the Company and offered to put her on the text notification list, which she did not give an answer to. Also said she would check back with mining engineers to see if the blast was in Correnso or Martha North and let her know. Complainant said she had also heard the blast this morning around 7.20am. She thanked CLO for getting back to her. Let complainant know the blasting was in the Correnso Project area and was a development blast.
26/09/2025	2:00:00 PM	Mataura Rd	Vibration	Came into the Project Office to ask if there was a blast on Friday at around 13:45pm as he felt and heard it. CLO said there was a blast on Friday at that time. He also wanted to check whose name was on our AEP records for this property as they had purchased it last year. CLO said she did not know but would check with the person who manages that programme who was currently on leave. She gave him an information sheet on the AEP.	D Fisher	Company Liaison Officer	Vibration	Development blast in Correnso Project area	Report to management and logged as a complaint.	CLO said she did not know but would check with the person who manages that programme who was currently on leave and get back to him. She also provided him with an information sheet on the AEP.
2/10/2025	7:40:00 PM	Richmal St	Vibration	After texting resident about upcoming production blast, the following text was received: Hi Donna, I've been away yesterday and today, but thank you for clarifying that (referring to blast notification text that CLO sent), although I'd like to know where that leaves the situation me knowing? Other than I want to complain further as I don't believe that it's acceptable. The blasts happen and am I supposed to be ok with that, it's disruptive from 7am like what happened on Monday morning, to any random time like the one that just occurred minutes ago tonight. We may not have blasts in between, but the fact that it's happening at all and randomly, not acceptable.	J Smith	Senior Community Advisor	Vibration	Production blast in Correnso	Logged complaint and reported to management.	3/9/2025 - 8:13amText sent: Hi, Donna is on leave today but I'll do my best to answer your concerns. Totally fine if you'd like to make a complaint, I'll pass it on to Donna for entry when she's back on Monday. She might follow up questions too but not a problem entering that. The blast times aren't random, we're limited to 2 time windows in a day; between 7-8am, 1.30pm - 2.30pm, and 7 - 8pm. We also run an email or text blast notification list we could add you to if you wish. The daily blast times and operational details are also available at www.waihigold.co.nz - blast times if that is easier too. Hope that helps, Josh. 3/9/2025 - 12:19pm - Text received: Thank you Josh, appreciate that. And have received the email for today as well.

26/09/2025	8:17:00 PM	Dobson St	Felt & Heard	Email received from Waihi Info Page: Hello, I am the owner of a Dobson Street property and we've noticed a lot of activity from under ground blasting. House shaking and loud bangs. So we were wondering if we qualify for the amenity program. Please get back when you can, thank you.	D Fisher	Company Liaison Officer	Vibration	Development blast in Correnso Project area	This email was sent to the Waihi Info site, so took a few days to get to CLO, hence the delay in responding to the resident. Logged complaint and reported to Management.	Email sent: Good morning, We're currently conducting small-scale blasting in the Correnso mining area. The AEP) for this period won't be calculated until January 2026, so unfortunately I'm unable to confirm at this stage whether your property will qualify. I've attached the latest Mining Matters newsletter. The green-shaded area (though quite small) highlights the section we've been working in, which is likely what you've been hearing and feeling. If you have any questions or need further information, please don't hesitate to get in touch. Kind regards, Donna Fisher
9/10/2025	2:00:00 PM	Waihi-Whangamata Road	Property	Fulton Hogan Contracting had installed traffic lights while working on the Services Trench on State Highway 25, when a resident jumped the lights, accusing workers of holding them up unnecessarily. She stated that she had been sitting at the lights for up to 10 minutes, with no traffic coming toward them.	Michael Metcalfe	Stakeholder Delivery Mgr. - Construction & Servicing		Traffic Mgt SH 25 - Traffic Lights	Mike Metcalfe (Fulton Hogan Stakeholder Delivery Manager - Construction and Surfacing)called the STMS who denied such long wait times, particularly when traffic was light, and mentioned the complainant ignoring traffic management.	M Metcalfe spoke to the complainant on the phone and advised he had raised her concerns with the traffic team who would relook at the set-up The lights would be moved in a couple of weeks. Also asked that she please not jump the lights as it is a safety issue. 14-10-2025: Mike Metcalfe visited the site and the lights were not operational. Went to see complainant but unfortunately she had already left for work. However, did speak to her husband and said the set-up would be taken away the following week.
17/10/2025	12:35:00 PM	Moresby Ave	Noise from Blasting	Text received: Hi, just thought I would mention at approximately 7:09pm the mine explosion was very loud. Sounded like they are trying to come up to visit though the ground.	D Fisher	Company Liaison Officer	Vibration	Development blast - no monitors were triggered.	Logged complaint and reported to management.	Text sent: Thanks for letting me know, I have been away for a couple of days but back now and will log this as a complaint for you, sorry for the delay in getting back to you. Donna
28/10/2025	3:30:00 PM	Waihi-Whangamata Road	Property	Resident rant the Fulton Hogan Stakeholder Manager to complain about the traffic lights for the services trench work on SH25. She also wanted to make a complaint about the tree felling last week on the OGL owned shared driveway. She said the tree fellers were very rude to her and they also complained about the lights.	Mike Metcalfe	Stakeholder Manager	Property	Traffic control SH25	Investigated traffic light delays in letting cars through. Spoke to STMS about the lights and was advised that they are letting traffic through when needed and there were no significant delays. Mike visited the site and found there were no severe delays at the lights. D Fisher had let these residents know about the tree felling prior to starting the work, however she did pass on her comments to the Clerk of Works who was managing that work.	Mike rang the complainant and advised her that Fulton Hogan are not doing anything with the trees, that is an OGL worksite not Fulton Hogan. He also told her that he had spoken with the people doing traffic control and they did not agree that traffic was being unduly delayed and informed her that the lights were working properly.
11/11/2025	3:08:00 PM	Waihi Whangamata Road RD2	Noise	A resident called to report that the pile driving at the bridge on SH25A near her property is very loud. She inquired about how long this activity is expected to continue.	S Wilkins	Environmental Officer	Noise	Pile driving on SH25 bridge for services trench	CLO requested Environmental Officer take a reading at the resident's boundary. Construction level noise operating. Hard to get a reading next to a main highway, will take some time to pause out traffic. Enviro Officer gained an average reading of 56dBA, she added a 5dBA SAC penalty to the reading for the pile driving. The maximum noise reading gained was 74dBA (construction limit = 95dBA).	CLO rang back resident with noise reading. Said the activity was complying. Resident said the noise had been ongoing for the last couple of hours, she could not sit outside and now her Farm Managers wife is not happy with it either, it echoes. She was not happy that she was not told it would be that noisy when first consulted about the work. CLO said she had logged her complaint and would report it to the Management team. Resident suggested one of those managers come and listen to the noise themselves to see what they were having to put up with.

11/11/2025	4:58:00 PM	Waihi Whangamata Road	Noise	Rang to say the banging from the works and the beeping of the D Fisher reversers in the morning are distracting as she works night shift. She mentioned also that she was given no information on the change to the works and that they would be noisy.	D Fisher	Company Liaison Officer	Noise	Pile driving on SH25 bridge for services trench	Reported and logged complaint. Informed Project Superintendent about complaint. Works stopped at 17:30hrs. Enviro Officer gained an average reading of 56dBA, she added a 5dBA SAC penalty to the reading for the pile driving. The maximum noise reading gained was 74dBA (construction limit = 95dBA). This is the result taken earlier at the neighbouring property. When speaking with the property owner, CLO asked her if she wanted CLO to speak with her farm manager however, she said she would let them know.	Informed resident that works would continue for 2 more weeks on the bridge section of the services trench. Piling would be intermittent during this time. Apologised that she was not spoken to about the works, however, farm owner said she would speak to them about the upcoming works.
17/11/2025	2:27:00 PM	Kenny St	Vibration	Did you just let off a blast? CLO: Yes we did, in Martha North. Well I just felt it and it was a ripper! It shook the house.	D Fisher	Company Liaison Officer	Vibration	Production blast in Martha North (MUG)	Rex South is the closest monitor to this property, however this did not trigger a reading. Logged complaint and informed management.	Thanks for letting me know, I will log your complaint and report it to the management team.
18/11/2025	2:12:00 PM	Islington Tce	Vibration	Rang to complain about the blast in Martha North. Said it shook his house and they really felt it at the property. He said his concrete driveway was cracked and the was worried about the blasting making it worse. D Fisher offered to have someone come and inspect the driveway. He declined stating this had been done several years ago and the report he received back said it was not mining related so did not see the point. D Fisher said if he changed his mind to ring her back and she would arrange for G Blissett (Building Surveyor) to come and inspect the property. He asked for the reading which she gave him.	D Fisher	Company Liaison Officer	Vibration	Blast in Martha North (MUG)	Logged and reported complaint	CLO offered for someone to come and inspect the driveway. He declined stating this had been done several years ago and the report he received back said it was not mining related so did not see the point. D Fisher said if he changed his mind to ring her back and she would arrange for G Blissett (Building Surveyor) to come and inspect the property. He asked for the reading which she gave him. Islington Tce = 3.02mm/s.
24/11/2025	2:31:00 PM	Surrey St	Vibration	Rang to complain about the blast, said she felt it and it was quite big. Not used to feeling blasts anymore, so she did get a bit of a fright. She wanted her call registered as a complaint and enquired about getting an AEP payment for it. .	D Fisher	Company Liaison Officer	Vibration	Blast in Christina (MUG)	Logged complaint and reported to the management team.	CLO explained how the AEP worked and if she qualified for a payment we could be in touch with her
24/11/2025	2:43:00 PM	Buller St	Vibration	Resident phoned to say that blast just shook her house and wanted to know why.	J Wiki	Company Liaison Officer	Vibration	Stop blast in Christina (MUG)	Logged complaint and informed the management team.	JW explained where we were blasting and said we would record her complaint and let management know. She said she also felt one last week as well.
25/11/2025	10:25:00 AM	Barry Rd	Air Quality	Rang to complain about dust coming from the driveway next to his property, that leads into the Compound for the services trench work. He said he did not like to complain, but dust had been flying over both his house and the neighbouring property. He thought the metal driveway was supposed to be watered regularly. CLO said it was supposed to be watered regularly and she would contact the OceanaGold Supervisor for that area and get him to investigate and water the driveway. She will ensure this is done regularly. She thanked him for ringing.	Simon Hallan	Superintendent - Construction	Dust	Truck movements into Services Trench Compound	Rang Simon Hallam and asked him to inspect the area of concern. He did and sent photos of the driveway which had now been watered and instructed crews to be vigilant of dust nuisance on the driveway. He instructed them to water the road at least 3 times per day.	Rang to let him know the outcome of his complaint and mitigating actions taken. Asked him to ring again if dust became a problem again.

27/11/2025	2:11:00 PM	Willows Road	Staff Behaviour	Email received: Just wondering how much longer we can expect traffic management to be in place? I'm not usually one to complain and it's not really the work itself going on that bothers me it's mostly traffic management and just constantly getting stopped every time I leave my home. I'm in and out of the house multiple times a day to and from work and dropping off and pick up my 5 kids and almost every time I leave my house I'm getting stopped for something it's really starting to wear thin and it seems like traffic management just have no care or respect for the residents that have to deal with this on a day to day basis. They will stop me for the stupidest things like making me wait for 10 minutes while a truck does a 10 point turn to reverse into somewhere when I'm the only car on the road and they could have let me pass through first or when I was the only car stuck behind their rolling block for 15 minutes while I was urgently trying to get my sick 2 year old to the doctors and had a screaming newborn in the car also, And all they were doing was moving a few cones around. Or when they stopped me behind a rolling block on the main road so a crane truck could turn into the paddock from willows road or last week when I was stopped at the traffic light for 10 minutes waiting for them to send the traffic through from the other side and when all the cars had passed I was still sitting their waiting and a traffic management Ute slowly drove up the road to deliver the person controlling the traffic lights their lunch and I had to wait for her to get up out of her seat wander over to the Ute	D Fisher	Company Liaison Officer		Services Trench Works	Informed contractor Fulton Hogan and Services Trench supervisor of complaint. They will speak to traffic control to gain information on complaint. Arranged to visit resident the following week once details had been gathered from Fulton Hogan.	Email sent: I have passed your complaint on to the contractor, Fulton Hogan and my manager, we would like to come visit you to discuss your issues next week sometime, what day and time would suit you best. Mid-week would suit us, but we can work in with you. Email received: I don't see how discussing it is going to fix anything though it doesn't change anything or stop the inconvenience and constant disruption Email sent: We feel there would be value in meeting with you to work through your concerns and also to let you know a bit more about timeframes. While there is no denying the increase in activity in the area, there may be ways we can work with you to minimise the impact on your day to day life. For example, there are plans to upgrade the Willows Road State Highway 25 intersection early next year which will address your safety concerns. Let me know if there is a day next week we can catch up. Donna Complainant did not respond to this email.
8/12/2025	1:50:00 PM	Barry Rd	Vibration	Rang to say the blast that just went off shook the whole house and was very concerning. Asked CLO to ring back with blast readings once they had been received.	D Fisher	Company Liaison Officer	Vibration	Production blast in Gladstone Vein Correnso	Logged complaint and reported to management.	Rang resident back to let her know the closest monitor reading from her property = Main Central = 1.59mm/s. Resident asked what the limit was, CLO explained it was 5mm/s. She was shocked to know how high the allowable limit was. CLO spoke about the Correnso consents expiring mid December and asked if she read her Mining Matters, she said she didn't anymore. CLO suggested she read the last edition and also the December issue as there was an article about the expiry of Correnso consents. Also discussed SUPA application. She thanked CLO for ringing her back.
8/12/2025	1:51:00 PM	Banks St	Felt & Heard	Rang to complain about the blast and said it felt like it was right underneath his property. He asked CLO to find out where it was and how far it was from his property.	D Fisher	Company Liaison Officer	Vibration	Production blast in Gladstone & Christina Veins	Logged complaint and informed the management team.	Rang resident back, gave him readings of blast. Told him blast was in Christina and the Gladstone veins in the Correnso area. The Gladstone vein was the closest blast to his property which was 80m away from his property, at a depth of 350m. He commented that was quite close then. He thanked Donna for ringing him back and her time, and asked that his call be registered somewhere, just so it was on record.
9/12/2025	7:42:00 AM	Waihi Whangamata Rd	Noise	Rang to complain about the constant droning noise coming from the ditch witch (directional drilling machine) for the services trench along SH25.	S Wilkins	Environmental Officer	Noise	Services Trench Directional Drilling	Sent Enviro Officer to take a noise reading = 64DBA (limit = 80dBA). Ordered soundproof mats to install in front of rig, these will be here in the morning, once installed another reading will be taken to see if these have had any impact on the noise. Noise pads erected that afternoon, rig moved the following morning away from this property.	Tried ringing resident back, no response. Finally got hold of her to let her know that sound proofing will be erected around the rig the following day. Told her the rig was complying but we would erect the soundproofing anyway.
15/12/2025	1:43:00 PM	Banks St	Vibration	A Bank Street resident rang to complain about the blast on Saturday in the Gladstone vein. He said it felt like it was right beneath or right beside his property. The whole house jumped. CLO said it was a production blast in the Gladstone vein, she said she would follow this up for him and get back to him with his property's distance from the blast and the readings that were gained from it. (did not receive any readings for blast, so emailed S Reynolds to gather that information along with distance from his property).	D Fisher	Company Liaison Officer	Vibration		Emailed Senior Enviro Officer to get coordinates and blast levels.	Rang to let resident know the blast was 115m away from his property. Resident thanked CLO for getting back to him.

CONCERNS - JULY - DECEMBER 2025

Date Received	Time Received	Address	Issue	Details of Complaint or Concern	Recorded By	Title	Likely Cause of Problem	Mitigating Actions	Departmental Area	Details of Response to Caller
25/07/2025	2:49:00 PM	HDC Paeroa	Property	Phone call from J Beard from HDC. They had a phone call from a member of the public concerned about the freedom campers on land beside entry to Union Hill walk. The public are concerned about hygiene and where the campers are showering and toileting. As this is OGL owned land and not HDC owned land, they asked if we could investigate.	J Wiki	Community Engagement Officer		Phoned S Madsen to check it out on the Saturday. Which he did and moved them on. They left and went to old netball courts car park in Kenny Street. 29/7/25 JW phoned HDC and let them know the outcome.	Mine	JW phoned HDC and let them know the outcome.
25/08/2025	3:45:00 PM	Waihi Beach Road	Gas/Fumes	Rang to say that at 3:30am she could smell gas, smelt like LPG. She wandered if it was coming from the Tailings Storage area. She had tried to capture the gas in a bucket with some water in the bottom of it and then covering the bucket in a cloth, however, this method did not work. Donna asked her if she had any LPG bottles that could be leaking. She said she did have 2. Donna suggested she move them to an outside location just in case, ring her Dad and ask him to come and check them for her. CLO said she would check the Supervisor at the TSF to see if there was a gas leak there at that time and get back to her.		Company Liaison Officer		CLO rang S Perkinson to ask if there had been any LPG leaks, nothing was happening at the TSF area and there had not been any LPG leaks on site anywhere.	Project Martha	Rang resident back and let her know there had been no LPG leaks of any sort on the whole Baxter Road site. She thanked CLO for ringing her back.
11/09/2025	3:15:00 PM	Stafford St	Property	Rang to say he was concerned about the kitchen and a bedroom door not shutting properly. He felt it was due to mining beneath his property. CLO explained that we have never mined beneath his property. But for his own piece of mind she would get someone to come and inspect the doors. Resident was open to the visit.	D Fisher	Company Liaison Officer	Not mine related	CLO organised a house inspection with Graeme Blissett (Building Surveyor) for Friday 19 September at 10am. 19/9/2025 - Property inspected by G Blissett, Outcome of visit: The master bedroom door is binding at the top of the door and cannot be closed. I do not believe that this is related to any blast vibrations. The corner under bench kitchen cupboard door cabinet was very loose and has likely been like this for a while and just not noticed.	Correnso	Rang property owner to inform him of the outcome of the property inspection and this was deemed as not mine related. 9/9/2025 - Provided property owner a copy of the Property Inspection report.
16/09/2025	11:54:00 AM	Highland Road	Compensation	Email received: Morning Donna, We are seeking some compensation for the running of our Generator and the associated diesel costs. This is due to the power outages last Wednesday and Friday as a consequence of Oceania Golds power infrastructure programme. We were fortunate enough to have a generator. If we had not been in this position, we would have had to hire one as a consequence of Oceanas programme. We have costed the hiring of a equivalent Generator from NES, the firm where we brought our Generator from. The costs are as follows: 60 KVA Generator hire \$303.90 per day, for two days it would be \$611.80 plus GST = \$703.57. Plus 60 litres of diesel @\$1.85 per litre, total \$111.00. Total \$814.57. Thank for looking into this for us.	D Fisher	Company Liaison Officer	Powerco - relocation of power pole	Powerco had turned power off to Willows and Highland Road residents to relocate power pole and lines to the northern side of Willows Rd in preparation of the laydown area of the services trench. After speaking with the Projects team, it was agreed if Powerco only gave residents an hours notice, that would not be appropriate notice for a dairy farm. Compensation was discussed, as an act of goodwill OceanaGold would top up their diesel tank. Projects team will contact Powerco with landowners concern over short notice.	Proposed Projects	Email sent: Good Morning We have had a chat with the team and someone from Fulton Hogan will be around to top up your diesel tank possibly today. We appreciate your concerns about the short notice provided by Powerco, we have passed on your feedback to them. Kind regards Donna
3/10/2025	3:11:00 PM	Barry Rd	Vibration	Text Received: That's the second big blast this week that we've felt. Not felt any for ages then two in a week. What's going on?	J Smith	Senior Communications Advisor	Production blast in Correnso	Logged and reported complaint.	Correnso	Text sent: Hi, there was a production blast in Correnso today (I believe at about 1.50pm) at a depth of 350m.

10/11/2025	10:30:00 AM	Galbraith St	Property	Rang to say she was concerned about some cracking to her footpath and the front of her house, she had been encouraged by her friends to contact the Gold Company. Donna said that was quite a distance from any of our current mining operations, so with that in mind, did not think it would be linked to mining. However, to give her peace of mind she would arrange someone to come and inspect the cracking.	D Fisher	Senior Environmental Officer -	Shrinkage due to temperature change.	Organised with property owner for an initial inspection with Shane Reynolds Senior Environmental Officer. Inspection organised for Monday 10 November at 1pm. Visited property, inspected cracking, 1 on ceiling of bathroom, several to the front patio concrete and in front of garage on driveway. Moss was observed growing out of several cracks indicating it had been there for some time. S Reynolds Senior Environmental Officer showed and explained to the resident, the dewatering and settlement chart, showing the different mining areas and settlement marks. Explained these are measure twice a year and compared to previous levels. He explained there had been no triggers out that way, therefore not mining related. More likely just shrinkage due to weather which is normal for concrete over time.	Environmental	Resident thanked CLO and Environmental Officer for turning up so quickly. She felt reassured after speaking with Enviro Officer that this was not down to mining but more wear and tear.
12/12/2025	10:21:00 AM	Gladstone Rd	Property	Rang to say she was concerned about the resheeting that had been done on the pit rim walkway. Since the dry weather, there is a lot of fine metal on the path. She believes it was not compacted properly in the first instance which has now created a very slippery surface for walkers and has nearly slipped and fallen a couple of times on the pathway. As has a young woman jogging on one occasion. The pathway is now quite dangerous for older people and young children. CLO said she would look into this for her and let her know the outcome. 16/12/2025: Received and following email from concerned resident: THE COMPLAINT The walkway has become hazardous due to the loss of fines in the mix, which leaves small MAP 20 metal approximately the size of marbles. This metal also acts quite a lot like marbles, particularly on the steep slopes (out of standard) which predominate on the northern side of the walkway. On these slopes the risk of slipping and of falling is high. The potential damage from such is high, particularly for elderly people, and for youngsters. For the elderly the risk of broken bodily parts includes in particular, wrist(s), hips and coccyx. For the elderly and youngsters there may be a range of other damage - scrapes, bruising, twisted ankles, and loss of confidence. THE CAUSE and CORRECT METHOD Although the source of the metal and fines mix from Corbett Quarry is sufficient, the method of applying the mix is flawed. Good walkway construction requires two additional methods not employed by your contractors. A. The mix must be kept sufficiently damp to enable good compaction... my observation on several occasions indicates this is not the case. The team allows the mix to dry out far too much. B. Compaction must be done with a competent vibration compactor, taking adequate time to ensure good settling. Your team uses a vibration roller, which	D Fisher	Clerk of Works		CLO emailed concern to Site Services Manager Shay Perkinson to inspect to see if the walkway surface could be improved.	Mine	Email sent: Morena I have spoken to our Site Services Manager, and he has informed me that the Kauri Gold crew are going to try and book the roller from the hire centre (if available) to compact the steep sections and rake any loose metal off the track this morning. We will need to look at possibly getting concrete in these steeper sections to remove this going forward but that will be next year. Thank you for raising this with us. Nga mihi Donna