



**OCEANA**GOLD

## **Waihi Operation**

Complaints & Concerns Raised by the Community

January – June 2022

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# COMPLAINTS / CONCERNS SUMMARY REPORT

January – June 2022

## 1 INTRODUCTION

This report presents the analysis of concerns and complaints received by OceanaGold NZ Ltd Waihi Operation between January – June 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).

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

Section B reports on the complaints received in respect of the Correnso Underground Project. 3 complaints were received during the reporting period.

Section C reports on complaints received in respect of the Project Martha Underground Mine operations. 22 complaints were received during the reporting period.

Section D contains a report 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). 10 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.

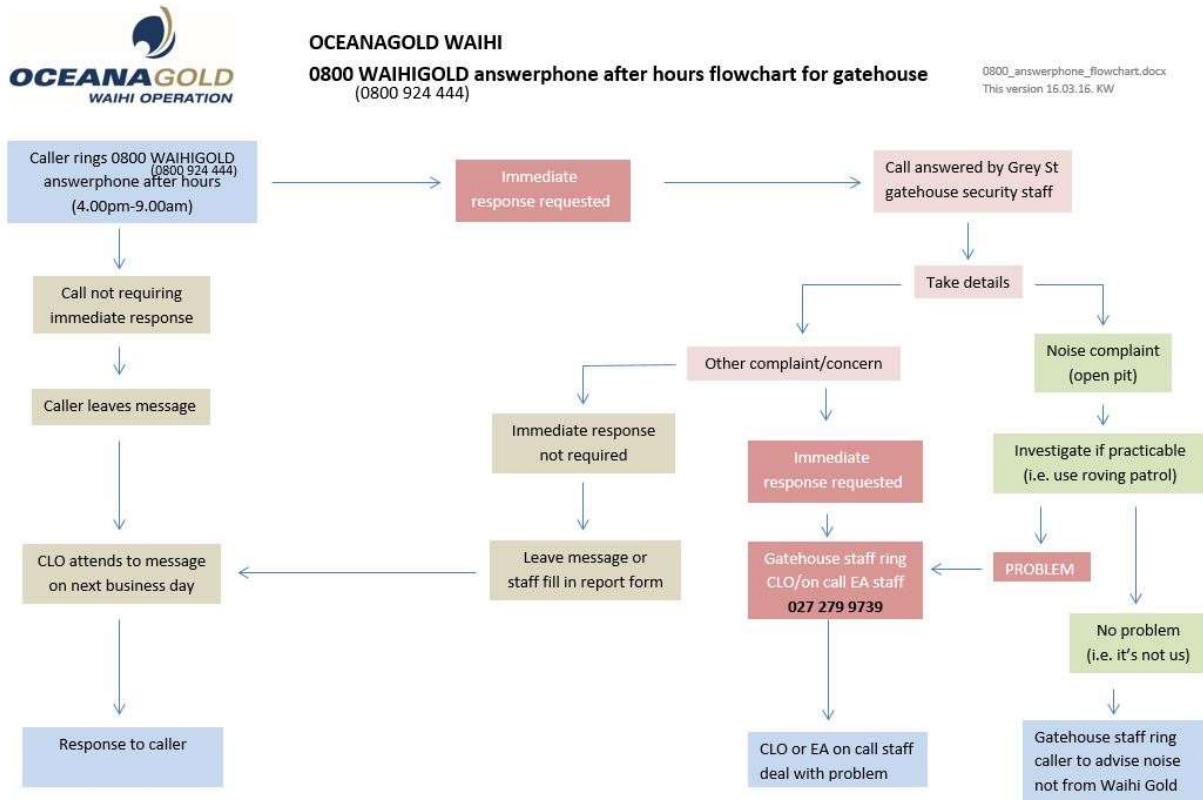
External Affairs and Social Performance (EASP) staff are rostered to cover weekends, public holidays, and the CLO's absence. In addition, Waihi Operation main office phone is available between 8:00am and 5:00pm during the working week.

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 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 - 22 by text and 9 by email.
  - Correnso Underground operations - 26 by text and 5 by email.

Blast times are also loaded daily onto the Waihi Operation website and can be found at [www.waihigold.co.nz](http://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 900 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.

### 1.3 Vibration

- ✚ 18 complaints were received in total: 2 complaints from 2 separate locations from the Correnso operations and 16 complaints from 10 locations from the Project Martha underground.

*Refer to Appendices for details of complaints.*

### 1.4 Felt & Heard

- ✚ 4 complaints were received from 4 separate locations, all from the Project Martha operation.

*Refer to Appendices for details of complaints.*

### 1.5 Property

- ✚ 1 complaint was received from a resident living in the Martha Mine project area during the reporting period.

*Refer to Appendices for details of complaints.*

## 1.6 Air Quality

- ✚ 1 air quality complaint was received during the reporting period from the Martha open pit operation regarding odour from the spraying of weeds around the pit rim walkway.

*Refer to Appendices for details of complaints.*

## 1.7 Concerns

- ✚ 8 concerns were received over the reporting period, all concerns received were from the Project Martha project area.

*Refer to Appendices for details of complaints.*

HDC and WRC advise the Waihi Operation of any complaints they receive. No complaints were received from HDC or WRC during the reporting period.

## 2 SECTION A – MARTHA OPEN PIT OPERATION

### 2.1 Summary Results

Complaints received during the January - June period from the Martha Mine project are summarised in the following table.

Complaints by type were:

Type	Number	Period
Air Quality	1	March
<b>Total</b>	<b>1</b>	

Table 1

1 air quality complaint (odour from weed spray) was received during the reporting period.

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

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

### 2.2 Dust and Air Quality

1 air quality complaint regarding spray odour from weed control maintenance was received during the reporting period.

The resident did not agree with the use of roundup being used for weed control. She felt organic weed spray was far safer. It was suggested to her, that she write a letter to the Company suggesting using an alternative spray, she agreed to do this however, a letter has not yet been received.

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

### **3 SECTION B –CORRENZO UNDERGROUND PROJECT**

#### **3.1 Summary Results**

Complaints received during the January - June period from the Correnso Underground project are summarised in the following table.

Complaints by type were:

<b>Type</b>	<b>Number</b>	<b>Period</b>
Vibration	2	January
AEP	1	April
<b>Total</b>	<b>3</b>	

**Table 2**

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

#### **3.2 Vibration**

2 vibration complaints were received from 2 separate properties from the same blast event. One resident wanted to know if what they had felt was an earthquake or a mine blast, the other wanted their call to be logged as a complaint.

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

#### **3.3 Amenity Effects Programme (AEP)**

1 AEP complaint was received during the reporting period.

Resident rang to enquire about receiving the AEP as his blast notification device seemed to be going off all the time and thought the device recorded the vibration level. It was explained to him, that the device did not record the vibration level it was just a warning device and referred him to the website where he could check vibration results.

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



## 4 SECTION C – PROJECT MARTHA

### 4.1 Summary Results

Complaints received during the January - June period from the Project Martha operation are summarised in the following table.

Type	Number	Period
Vibration	16	January - June
Felt & Heard	4	February - June
Property	1	March
Noise	1	March
<b>Total</b>	<b>22</b>	

Table 3

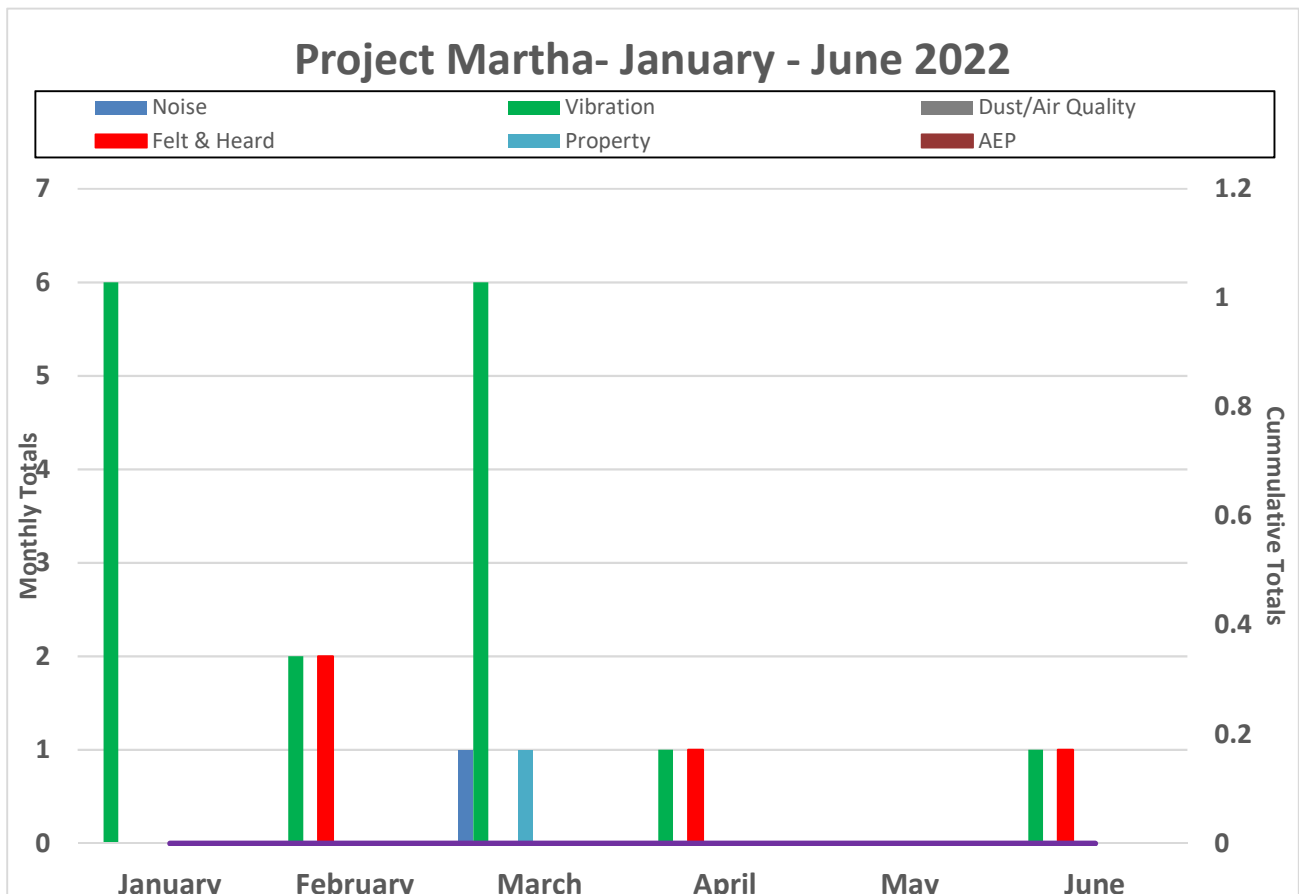


Figure 1: Complaint Trends by Month

### 4.2 Vibration

16 vibration complaints were received from 10 separate properties. Of the 16 complaints received, 5 complaints were received on the same day from the same blast event, 6 complaints received on various dates from the same resident. And 5 from other locations across the reporting period.

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

### **4.3 Felt & Heard**

4 Felt & heard complaints were received from 4 separate locations. All 4 complaints were from 4 separate blast events.

*For details and mitigating actions please refer to complaint's summary in Appendix 3 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

8 concerns were received during the January - June period,

Concerns by type were:

Type	Number	Period
Vibration	5	January – May
Property	3	January - April
<b>Total</b>	<b>8</b>	

**Table 4**

### 5.2 Vibration

5 vibration concerns were received from 5 separate locations during the reporting period. These calls were mainly enquiries on blast times, concern over property damage and feeling blasts over a period of time.

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

### 5.3 Property

3 property concerns were received from 6 separate locations during the reporting period.

These residents contacted the Company concerned about blasting causing perceived damage to their property.

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

## **APPENDIX 1**

*Martha Complaints by*

*Date*

*Location*

*Complaints Summary*

## Martha Complaints - Names Removed

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Person Investigating	Title
16/03/2022	12:01:00 PM	Savage Rd	Complaint	Air Quality	<p>Rang resident to inform her that spraying of the pit rim walkway would be carried out on Thursday 17 March and Friday 18 March. The area will be signposted and we have also put notification on Facebook of this activity.</p> <p>Resident was not happy with roundup being used, she said it was inconsiderate to people like herself and last time this happened Russell Squire informed her there was an organic spray that could be used, however this was more expensive so the Company would stick to using roundup. Resident felt this was a cop out and OceanaGold should be using the organic alternative. D Fisher tried to explain that spraying was done from low down with hoods over the wands and only done on still days. She explained that HDC also used round up around town to control weeds. Resident was not happy saying just because HDC use roundup does not mean OceanaGold should. She wanted to take this further saying she will probably go to the media. D Fisher suggested she write an email to her explaining her concerns and she would make sure it was sent to her Manager, she agreed to do this.</p>	D Fisher	D Fisher	Company Liaison Officer

Type of Monitoring	Likely Cause of Problem	Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Date of Event
Air Quality	Spraying Round Up on Pit Rim Walkway	Logged and reported this complaint but have still not received anything from complainant. Did raise this with my Manager, awaiting email from complainant for response.	Mine	25/03/2022	12:01:00 PM	D Fisher	Company Liaison Officer	25/03/2022

## **APPENDIX 2**

*Correnso Complaints by*

*Date*

*Location*

*Complaints Summary*

## CORRENCO COMPLAINTS - JANUARY - JUNE 2022 - NAMES REMOVED

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Person Investigating	Title	Type of Monitoring	Single Noise Reading	Monitor nearest caller	Vibration nearest caller
28/01/2022	1:11:00 PM	Barry Rd	Complaint	Vibration	Was that the mine or an earthquake? made my crockery rattle.	J Wiki	J Wiki	Community Engagement Officer	Vibration	0	Main South	4.18
28/01/2022	1:12:00 PM	Union St	Complaint	Vibration	Please advise new one: Large blast today please record	J Wiki	J Wiki	Community Engagement Officer	Vibration	0	Rex South	0
7/04/2022	2:20:00 PM	Kenny St	Complaint	AEP	Wanted to know why they are not getting AEP as the device is going off all the time - every day, explained about AEP again, and BND he thought the BND recorded the Vibration, gave him website to check blasting monitors and readings. Explained that the AEP was for July - December 2021 and that any blasting this month would be in the Jan - June 2022 period.	J Wiki	J Wiki	Community Engagement Officer	AEP	0		0



Maximum vibration	Monitor having Max Vibration	Likely Cause of Problem	Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller	Date of Event	Time of Event
4.18	Main South	Blast Correnso South	Complaint logged and reported to management	Correnso	28/01/2022	1:11:00 PM	J Wiki	Community Engagement Officer		28/01/2022	1:04:00 PM
4.18	Main South	Blast Correnso South	Complaint logged and reported to management	Correnso	28/01/2022	1:12:00 PM	J Wiki	Community Engagement Officer	Thank I will report to management	28/01/2022	1:04:00 PM
0			Complaint logged and reported to management	Correnso	7/04/2022	2:20:00 PM	J Wiki	Community Engagement Officer	Explained about AEP again, and Blast Notification Device (BND) he thought the BND recorded the Vibration, gave him the website address to check blasting monitors and readings. Explained that the AEP was for July - December 2021 and that any blasting this month would be in the Jan - June 2022 payment period.	7/04/2022	2:20:00 PM

## **APPENDIX 3**

*Project Martha by*

*Date*

*Location*

*Complaints Summary*

**PROJECT MARTHA COMPLAINTS - JANUARY - JUNE 2022 - NAMES REMOVED**

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Title	Type of Monitoring	Monitor nearest caller	Vibration nearest caller	Maximum vibration	Monitor having Max Vibration	Likely Cause of Problem
24/01/2022	1:43:00 PM	Islington Tce	Complaint	Vibration	Why are you blasting under my house. Explained that we were blasting under the open pit. Well I felt it right under my house and want to know when I will get the compensation. Explained how AEP works.	J Wiki	Community Engagement Officer	Vibration	Islington Tce	3.34	10.6	Central School	Blast MUG
25/01/2022	1:14:00 PM	Islington Tce	Complaint	Vibration	Just felt another blast please register this for me.	D Fisher	Company Liaison	Vibration	Islington Tce	1.67	3.46	Central School	Blast Mug & REX
24/01/2022	1:44:00 PM	Islington Tce	Complaint	Vibration	That was a big explosion right underneath me. I felt one a couple of weeks ago and this one was quite substantial. I was promised to be added to the blast notification list and I haven't been and it is just not good enough.	D Fisher	Company Liaison Officer	Vibration	Islington Tce	3.34	10.6	Central School	Blast MUG
24/01/2022	1:46:00 PM	Islington Tce	Complaint	Vibration	That was huge, the whole house was shaking, even the TV, mirrors and pictures on the walls in the lounge. Waihi Gold can't tell me that is not damaging my foundations - I am not happy	D Fisher	Company Liaison Officer	Vibration	Islington Tce	3.34	10.6	Central School	Blast MUG
24/01/2022	1:46:00 PM	Hobson St	Complaint	Vibration	Phoned to say that they felt the blast it felt like an earthquake. The children were frightened.	J Wiki	Community Engagement Officer	Vibration	Islington Tce	3.34	10.6	Central School	Blast MUG
24/01/2022	2:10:00 PM	Russell St	Complaint	Vibration	Did you just let off a blast? DF Yes we did. The kids came running out of their rooms and thought we had an earthquake - actually so did I. Do we get compensation for that?	D Fisher	Company Liaison Officer	Vibration	Islington Tce	3.34	10.6	Central School	Blast MUG
9/02/2022	1:39:00 PM	Union St	Complaint	Felt & Heard	Email Received: Hi Donna. That one rattled the windows.	D Fisher	Company Liaison Officer	Vibration	Rex East	1.2	2.99	Pensioner Flats	Blast in Martha South (Rex)
16/02/2022	1:55:00 PM	Johnston St	Complaint	Felt & Heard	The blast was a rumble not just minor. Noise and vibration. Similar to blasting in a quarry.	D Fisher	Company Liaison Officer	Vibration	Rex South	1.51	4.85	Central School	Blast Martha South (REX) and Martha North
16/02/2022	1:58:00 PM	Union St	Complaint	Vibration	Hi Donna 1.50 pm today another shaking of our house and windows rattling Regards	D Fisher	Company Liaison	Vibration	Rex South	1.51	4.85	Central School	Blast Martha North and Martha South (REX)
16/02/2022	1:57:00 PM	Johnston St	Complaint	Vibration	Hi I'm living in Johnston St .My house has shaking sometimes. It was just before too .it was 1:50 pm ..it's mining under my house?	J Wiki	Community Engagement Officer	Vibration	Rex South	1.51	4.85	Central School	Blast Martha North and Martha South (REX)
2/03/2022	1:19:00 PM	Union St	Complaint	Vibration	Email received:  Hi Donna. Just me from Union St That tremor managed to release my front door from its holding device. Getting more tremors. Not advising you of all. It getting to be PIA. REGARDS.	D Fisher	Company Liaison Officer	Vibration	Rex East	1.32	1.58	Pensioner Flats	Production blast in Martha South (Rex)
3/03/2022	1:34:00 PM	Mataura Rd	Complaint	Noise	Awake all night with the noise from the mine site, beeping, revving and trucks driving, it was so loud. I had to take a sleeping pill to get some sleep. OGL will put monitor out overnight and asked resident to phone at the time and we can check it out for them.	J Wiki	Company Liaison Officer	Senior Environmental Officer		0	0		Underground trucks hauling and accessing stockpiles
7/03/2022	1:38:00 PM	Union St	Complaint	Vibration	Email received:  Hi Donna. Me again another good house shake at 1335. No damage done.	D Fisher	Company Liaison Officer	Vibration		0	0		
7/03/2022	1:49:00 PM	Johnston St	Complaint	Vibration	Rang to say thank you for the grinding explosion he felt at his property today.	D Fisher	Company Liaison	Vibration		0	0		Blast in Rex (Martha North)
7/03/2022	1:49:00 PM	Johnston St	Complaint	Property	Rang to say he was concerned about some internal cracking and continued slumping along boundary line.	D Fisher	Company Liaison Officer	Property		0	0		

**PROJECT MARTHA COMPLAINTS - JANUARY - JUNE 2022 - NAMES REMOVED**

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Title	Type of Monitoring	Monitor nearest caller	Vibration nearest caller	Maximum vibration	Monitor having Max Vibration	Likely Cause of Problem
10/03/2022	1:54:00 PM	Union St	Complaint	Vibration	Email Received:  Hi Donna. Today. Another minor shake. Getting more by the day I think I need to take my concerns to a higher level. Where do I go. You have been fantastic with your assistance. But we are getting No where with compensation for the inconvenience of blast drama Others in Waihi are getting compensated for the inconvenience why not us ??? Regards	D Fisher	Company Liaison Officer	Vibration	Pensioner Flats	1	7.36	Central School	Blasting in Martha North
12/03/2022	2:09:00 PM	Union St	Complaint	Vibration	Email received: Just today whilst having a grand dad nap. Woken up by another blast at around 1.30ish. Didn't have phone therefore didn't notify u then. My wife also felt the slight shake on our home Have a nice weekend. Hopefully with no shakes Regards	D Fisher	Company Liaison Officer	Vibration	Pensioner Flats	1.93	2.17	Rex South	Blast in Martha North
6/04/2022	2:02:00 PM	Union St	Complaint	Vibration	Email Received: Hi Donna. Once again. Rattle of our humble abode. WHO cares. Obviously not the gold mine bosses Regards.	D Fisher	Company Liaison Officer	Vibration	Rex East	1.21	1.22	Rex North	Blast in REX
20/04/2022	1:08:00 PM	Clarke St	Complaint	Felt & Heard	That was a BIG bang, we felt and heard it.	J Wiki	Community	Vibration	Rex East	2.36	2.44	Rex South	Blasting Martha South (REX)
15/03/2022	8:57:00 AM	Johnston St	Complaint	Vibration	Concerned about vibration creating damage to property.	K Welton	EA Superintendent	Vibration		0	0		Vibration from Rex blasting
21/06/2022	2:31:00 PM	Elliott Street	Complaint	Vibration	Shit that was a massive blast it shook the windows. Wanted to know about AEP. This was explained	J Wiki	Community Engagement Officer	Vibration	Islington Tce	1.84	3.59	Central School	Blast MUG
21/06/2022	2:24:00 PM	Cambridge Rd	Complaint	Felt & Heard	Felt and heard that blast and we are not getting the payments, you have not paid us for ages. Explained about AEP	J Wiki	Community Engagement Officer	Vibration	Pitt St	1.01	3.59	Central School	Blast MUG

Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller	Date of Event	Time of Event
Complaint logged and reported to management	Project Martha	24/01/2022	1:43:00 PM	J Wiki	Community Engagement Officer	I will log your complaint and let management know, explained how AEP works.	24/01/2022	1:38:00 PM
Complaint logged and reported to management	Project Martha	25/01/2022	1:14:00 PM	D Fisher	Company Liaison Officer	Thank you I will log your complaint and let management know.	25/01/2022	1:08:00 PM
Complaint logged and reported to management	Project Martha	24/01/2022	1:44:00 PM	D Fisher	Company Liaison Officer	Have added to the list. This resident informed the Company she had sold her property so was not added to the list when blasting commenced in Project Martha but is now.	24/01/2022	1:38:00 PM
Complaint logged and reported to management	Project Martha	24/01/2022	1:46:00 PM	D Fisher	Company Liaison Officer	Thank you I will log your complaint and let management know.	24/01/2022	1:38:00 PM
Complaint logged and reported to management.	Project Martha	24/01/2022	1:46:00 PM	J Wiki	Community Engagement Officer	Will add to blast txt system if we are blasting in MUG	24/01/2022	1:38:00 PM
Complaint logged and reported to management	Project Martha	24/01/2022	2:10:00 PM	D Fisher	Company Liaison Officer	DF explained about the AEP. And said she would log her call as a complaint. Resident said they never normally feel anything here. Let's hope for another big one this month so we can get a payment	24/01/2022	1:38:00 PM
Logged and reported complaint.	Project Martha	9/02/2022	2:02:00 PM	D Fisher	Company Liaison Officer	Email sent: Thank you for letting me know, I will log and report this for you as a complaint. Kind regards Donna	9/02/2022	1:35:00 PM
Complaint logged and reported to management.	Project Martha	16/02/2022	1:55:00 PM	D Fisher	Company Liaison Officer	Thanks I will log your complaint and let management know.	16/02/2022	1:49:00 PM
Complaint logged and reported to management.	Project Martha	17/02/2022	7:30:00 AM	D Fisher	Company Liaison Officer	Thanks, I will log this as a complaint for you and report it.	16/02/2022	1:49:00 PM
Complaint logged and reported to management	Project Martha						16/02/2022	1:39:00 PM
Logged complaint and reported to management.	Project Martha	2/03/2022	1:20:00 PM	D Fisher	Company Liaison Officer	Email Sent:  Thanks for your email, I will log this as a complaint and report it on your behalf to the Management Team. Kind regards Donna	2/03/2022	1:19:00 PM
D Fisher organised continuous monitor to be placed at compliance monitoring site overnight to capture noise. Sound monitor installed at compliance site on Barry Rd on 3/4 March awaiting download of results due to new software being installed.	Project Martha	11/02/2022	2:20:00 PM	D Fisher	Company Liaison Officer	Donna Fisher left message on residents answerphone to let her know we had installed the sound monitor overnight on the 03rd/4th of March. We're just waiting on IT to install some software and I will get back to you with the results. 11 March 2022 - D Fisher rang resident to say that had been able to download the data off the sound monitor. There was no reverse beeping audible on the recording and all noise levels were within their limits. Donna told the resident to ring again if noise was audible at night and she would arrange for another overnight recording. Donna also explained about weather conditions and wind direction sometimes carrying noise and making it behave differently. Resident thanked her for getting back to her and following up.	2/03/2022	
Logged complaint and reported to management.	Project Martha	7/03/2022	1:39:00 PM	D Fisher	Company Liaison Officer	Email sent:  Thanks for letting me know Jim, I will report and log this complaint for you.  Kind regards Donna	7/03/2022	
Report logged and reported to management.	Project Martha	7/03/2022	1:49:00 PM	D Fisher	Company Liaison Officer	Thanks for letting me know.	7/03/2022	
D Fisher contacted G Blissett (Building Surveyor) to organise a visit to the property. Building inspection was organised for Thursday 10 March at 9am. 9/6/22 - Property owner contacted D Fisher to say he was sick and did not want to proceed until he was well so inspection will be rescheduled. Property inspection rescheduled for Thursday 17 March at 9am. 17-3-2022 - Property inspection took place, the following is the conclusion to G Blissett's report: Conclusion 4.1 I believe that the movement and squeaks that are evident to the internal walls and floor of the dining / lounge are related to the removal of several sub-floor foundation piles and not by the mine blasts. Poor fixing of the particleboard flooring is also likely a contributing factor. 4.2 Due to movement being evident to the neighbour's retaining wall to the rear section of the northern boundary, I believe that the holes in the earth are related to this and they may also be caused from animals digging in the ground. 4.3 I also cannot see any visual evidence of the earth near the northern boundary hedge having subsided to the extent that the property owner can no longer reach the top of the hedge. There is no evidence of this occurring anywhere else near this area and the settlement data provided on page 9 also shows minimal settlement being recorded over a 5 year period	Project Martha	7/03/2022	1:49:00 PM	D Fisher	Company Liaison Officer	Leave it with me and I will speak to the Building Surveyor we have engaged to look at these sorts of issues. Once I know what his Company's Covid protocols are, I will get back to you with some dates that may suit both parties.  18/3/2022 - Copy of property inspection report and cover letter were sent to property owner.	7/03/2022	

Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller	Date of Event	Time of Event
Logged and reported complaint. Sent an email to Sustainability Superintendent Kyle Welten, will look to visit resident to explain how the AEP works. Monitoring already being undertaken across the road in Phillips Lance, contacted Senior Environmental Officer for her opinion.	Project Martha	10/03/2022	2:27:00 PM	D Fisher	Company Liaison Officer	Email Sent:  Kia ora Jim I have passed your email onto my Manager and will discuss this with him. It may need a visit to explain to you how the Amentiy Effects Programme (AEP) works. Keep in mind the blasts that you are experiencing now, would not be covered by the AEP this round as the payments we are currently making are for the July - December 2021 period. Any blasting you are experiencing now and if these would in fact trigger an AEP payment, would fall under the January - June 2022 payment period which would be paid out around July of this year. But more than happy to come and talk you through it. Nga mihi Donna Response Received: Thanks Donna No need to visit or explain. That has already been done. I accept the information re AEP process.	10/03/2022	1:46:00 PM
Logged complaint and reported it to management.	Project Martha	12/03/2022	4:45:00 PM	D Fisher	Company Liaison Officer	Email sent: Thanks I will log and report this for you. Enjoy the rest of your weekend. Kind Regards Donna	12/03/2022	1:06:00 PM
Complaint logged and reported to the Management Team.	Project Martha	6/04/2022	2:45:00 PM	D Fisher	Company Liaison Officer	Hi I have received your email and will log that and report it to management, and we do care. Thanks for letting me know. Take care Donna	6/04/2022	1:59:00 PM
Complaint logged and reported to management	Project Martha	20/04/2022		J Wiki	Community Engagement	I will log your complaint and let management know.	20/04/2022	1:07:00 PM
Installed roving monitor at address from 28 March 2022 - 5 May 2022 . Report concluded: The vibration results recorded at the roving monitor at this property do not appear elevated above what would be expected, given the location and recorded levels at compliance monitoring locations. On most occasions (16/20), the vibration levels recorded at this address were below the vibration trigger limit of 0.75 mm/s at compliance monitors.	Project Martha	18/05/2022	8:19:00 AM	K Welton	EA Superintendent	Good Morning 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		
Complaint logged and reported to management	Project Martha	21/06/2022	2:31:00 PM	J Wiki	Community Engagement Officer	I will log your complaint and report to management	21/06/2022	2:16:00 PM
Complaint logged and reported to management	Project Martha	21/06/2022	2:24:00 PM	J Wiki	Community Engagement Officer	Explained about AEP	21/06/2022	2:16:00 PM

## ***Appendix 4***

*Concerns by*

*Date*

*Location*

*Concerns Summary*

## CONCERNS - JANUARY - JUNE 2022 - NAMES REMOVED

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Title	Type of Monitoring	Monitor nearest caller	Vibration nearest caller	Maximum vibration	Monitor having Max Vibration
7/01/2022	11:10:00 AM	George St	Concern	Property	Rang to ask what time blasting was occurring in the Project Martha area. Donna explained that development blasting occurred between 7-8am and 7-8pm. Production blasting occurs between 1 and 2pm Monday to Saturday. Resident said she was feeling blasts at that times. She was a little concerned about a garden she had installed against the house. It appeared that the soil was sinking and wanted to know if the mine was mining under her property. Donna said they were not and would need permission to do so (full resource consent as it was outside of any consented mining area. She added that her property was quite some distance from the Project Martha and Correnso underground areas and would doubt that it had anything to do with mining. However, next time she was concerned about blasting she should ring her and if she was feeling uneasy about the garden slumping Donna could send someone around to have a look. Resident said she would let her know.	D Fisher	Company Liaison Officer	Vibration		0	0	
22/01/2022	1:50:00 PM	Union St	Concern	Vibration	Email received: I only have your e mail but re the largest explosion 1.15ish Saturday This explosion was the worst we have experienced. It shook our house total twice I continue to hear them About daily but not to the extent that one was I am at a loss as to What I need to do to put up With these concerns however I do accept Waihi's a mining town and I support the mining company If you could send me a e mail Address I could just record my concerns there (for future reference) probably weekly I await your reply .	D Fisher	Company Liaison Officer	Vibration	Rex South	3	4.76	Pensioner Flats
11/03/2022	2:20:00 PM	Mackay St	Concern	Vibration	Just wanted to let you know that I have been feeling the blasts, today and yesterday. We have a concrete base so I think that is why we may be feeling them.	d Fisher	Company Liaison Officer	Vibration	Central School	5.79	5.79	Central School
4/04/2022	10:01:00 AM	Russell St	Concern	Property	Resident said the mine blasting has caused her roof to leak, it is the blasting as her neighbour said so and she is feeling blasts, she said the roof never leaked before and blasting has caused it.	J Wiki	Company Liaison Officer	Property		0	0	
14/04/2022	1:47:00 PM	Mueller St	Concern	Vibration	Resident said he has a lot of collectables and the vibration lately has been very violent and quite scary, thought at first it was an earthquake. He said things are moving during blasts and he is scared something is going to fall off and break. Movie Posters on the wall also move around. Told him about the 'We break we pay' policy. Resident said that was all very well but you could not replace some of these collectable items. Asked if he received the AEP and he was a bit sketchy on that said he got it last time but doesn't have internet banking so does not know if he did receive a payment or not. I said Jeannine Wiki would have visited him, however he was quite vague. Donna informed the resident that the blasts were within consent limits the majority of the time, if anything were to break we would have to cover the costs of any breakages. Said I would list his call as a concern.	D Fisher	Company Liaison Officer	Vibration	Rex West	1.89	3.36	Pensioner Flats



## CONCERNS - JANUARY - JUNE 2022 - NAMES REMOVED

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Title	Type of Monitoring	Monitor nearest caller	Vibration nearest caller	Maximum vibration	Monitor having Max Vibration
23/05/2022	3:05:00 PM	Mackay St	Concern	Vibration	Rang to say she is concerned that she is feeling blasting at her property. Having worked at East School she thinks she had become acclimatised to blasting. However over the last 3 months she has noticed them. At first she felt it was an earthquake but over time she has realised these are at the same time every day so must be blasting. She is concerned what blasting may be doing to her foundations. Donna explained that blast levels were set a magnitude that would not cause any structural damage. This information was from experts in their field. HDC also have experts that inform them of safe levels of blasting. From this information, blast levels are set. Resident said she did not care about any experts, and thinks it is terrible that the community was not consulted and informed considering how strong these are, it is not fair on all my elderly neighbours either who also say after speaking with them, that they too did not know anything about it.	D Fisher	Company Liaison Officer	Vibration	Central School	2.33	2.33	Central School
25/05/2022	10:15:00 AM	Barry Rd	Concern	Property	Popped into Project Office to say he would like the company to take a look at their property as they have noticed the lawn sinking.	J Wiki	Company Liaison Officer	Property		0	0	
14/01/2022	11:00:00 AM	Johnston St	Concern	Property	A letter was received on 20 December 2021 from resident to another staff member, Pete Lowe (Senior Business Partner - Health and Safety), addressed to the Company from this resident. In the letter she expressed her concern with the blast vibration from the Martha Underground. Particularly around the potential the impact on the structure of her property, as well as its property value. Donna Fisher explained that we would like to meet with her to discuss these concerns and see if there was any way the Company could potentially address them. Agreed to meet together in the new year. Meeting set for 14 January.	D Fisher	Company Liaison Officer	Property		0	0	
31/05/2022	9:31:00 AM	Kenny St	Concern	Vibration	Rang to ask what the blasts she is feeling were between 7-8pm. Donna informed resident that these were development blasts. Resident asked how long these have been happening.	D Fisher	Company Liaison Officer	Vibration	Rex North	2.02	4.08	Pensioner Flats
20/06/2022	3:28:00 PM	Dobson St	Concern	Property	Rang to say she was concerned about settlement to her property, feels like the house is going to split in half. D Fisher said she would need to contact Housing NZ and get them to request a visit by OceanaGold. She said she had already done that and they were not interested in helping her. She was very upset - crying.	D Fisher	Geotechnical & Mine Planning	Property		0	0	

### Concerns - January - June 2022 - Names Removed

Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller
Do not think this concern is mining related but open to inspecting the property if the owner requests it.	Project Martha	7/01/2022	11:10:00 AM	D Fisher	Company Liaison Officer	Response to concern - as above
Concern logged and reported to management	Project Martha	24/01/2022	7:50:00 AM	D Fisher	Company Liaison Officer	Thank you for your email. The procedure for reporting complaints and concerns is that you, in the first instance, ring the community engagement line on 0800 924 444. If you are ringing before 9am or after 4pm please leave a message and I will get back to you. We would prefer that you ring at the time due to reporting purposes to Management and Council. You can email me instead if you prefer but preferably at the time of the blast event. I have logged your concern from Saturday and will report this to management. Nga mihi Donna
Blast in Martha North	Project Martha	11/03/2022	2:20:00 PM	D Fisher	Company Liaison Officer	Donna Fisher thanked her for her call and said to let her know if she was at all worried at any time. Explained vibration limits are set at a level that would not cause any structural damage but if she continued to be worried she encouraged the resident to ring and Donna would organise a roving monitor to be placed at the property. She also explained that the past 2 days, blasts had been quite big so was not surprised she had felt them.
Arrange Property Inspection with G Blissett - Building Surveyors Ltd. Building inspection set for Monday 11 April at 9am. G Blissett from Building Surveying Services BOP Ltd carried out an inspection on the perceived damage to the property. His report stated the following. Conclusion 5.1 In my opinion, the water entry through the roof and into the lounge ceiling below has been caused by wind-blown water entry. The gaps and poorly turned down tile ends are not a result of the mine blasts and subsequent vibrations. I believe that they are a result of the weather conditions at the time of the leak/s and a lack of suitable roof maintenance. 5.2 Once leaks that are created by wind-blown water entry start, they will continue until repairs / maintenance is performed, as the water has now found a 'new path' into the roof cavity and ceiling below. 5.2 I recommend that the gaps are sealed in a more permanent manner and a flashing is installed or the ends of the roof tiles turned down and/or sealed in a more robust and waterproof manner. I suggest that this work is completed prior to the next bout of heavy rain as this way the repairs can be tested to make sure they have been successful. 5.3 Treating the entire roof for lichen growth and then re-painting should be undertaken as part of a general maintenance programme for the roof. Prior to any works being started, it is strongly recommended that the roof be tested for any asbestos fibres as they were common in decramastic roof tile coatings.	Project Martha	4/04/2022	10:02:00 AM	J Wiki	Community Engagement Officer	Told resident I will pass this on to D Fisher to arrange a property inspection. 11/4/2022 - Inspect carried out by G Blissett - Registered Building Inspector - Building Surveying BOP Ltd. 13/4/2022- Report received by OceanaGold and a copy was and sent to the property owner.
Concern logged and reported to management	Project Martha	14/04/2022	12:00:00 AM	D Fisher	Company Liaison Officer	Response given at the time of call.

### Concerns - January - June 2022 - Names Removed

Mitigating Actions	Departmental Area	Response Date	Response Time	Person Responding	Position	Details of Response to Caller
Log complaint and inform management. Look at putting something more in the Mining Matters re people feeling blasting in that area of town in the next issue.	Project Martha	23/05/2022	3:05:00 PM	D Fisher	Company Liaison Officer	Donna suggested she come to the Project Office at 86 Seddon St (next to Banana Pepper) and have a look at the large posters so she can see where the project is. She asked if resident was receiving the Mining Matters, she said she was. Donna explained that on the back of the newsletter was a map showing where mining was taking place each month. She also offered to either text or email her to let her know each day where blasting would be taking place - she declined. Donna also offered her a blast notification device - this was also declined. Donna said she would log her complaint and report it to management.
Passed onto CLO to arrange inspection of lawn. Inspection organised for Wednesday 1 June at 9am by Graeme Blissett - Building Surveying Services (BOP) Ltd. 1 June 2022 - Property inspected by G Blissett conclusion was: "I do not believe that any of the 'issues' that have been brought to the attention of Oceana Gold have been caused by the mining or associated works"	Correnso	2/06/2022	1:00:00 PM	D Fisher	Company Liaison Officer	Report given to property owners, they were happy with the findings and thanked OceanaGold for the reassurance.
Arrange meeting with resident - Meeting set for 14 January 2022.	Project Martha	14/01/2022	10:00:00 AM	K Welton	EASP Superintendent	<p>Kyle Welten and Donna Fisher visited resident to discuss her concerns from 20 December 2021. Residents issues were as follows:</p> <p>She felt the Company did not realise how much shaking properties were receiving in that area. She lives in a 100 year old miners cottage and is concerned about movement and cracking to her property which she is currently renovating. Though she did add she was not concerned about cracking as the house had been poorly renovated prior to her purchasing it.</p> <p>She feels if she had to sell the property she would have to reveal the effects of blasting on the property and this could lead to devaluation of the property.</p> <p>Kyle Welten explained that the vibration levels that were set down under the consent conditions were set a level that would not cause any cracking or property damage. According to blasting experts, a level of 20mm/s was required to create that sort of damage and the consent conditions were set at 5mm/s. Following up on her statement regarding property devaluation, Kyle suggested if she did go to sell and was not being offered market value for her property she could reach out to OceanaGold for a Top Up (explained). Even though her property was just outside of the Top Up area for Project Martha, the Company would still look at it.</p> <p>A discussion took place around the AEP and this was again explained to the resident, and we would be in touch once analysis of the data had been finalised if her property qualified. Any blasting she was feeling from January 1 would be part of the next round of payments - January-June 2022.</p> <p>Kyle offered for her to receive a blast notification text when we were blasting in the Rex area, she agreed for this to be done.</p> <p>Kyle ended the meeting by suggesting she kept us in the loop and if it was getting hard to sell her property, to let us know and we could put something in place to help her.</p> <p>Resident said she currently had no plans to sell the property and thanked us for taking the time to come and listen to her concerns.</p>
Concern logged and reported to management.	Project Martha	31/05/2022	9:31:00 AM	D Fisher	Company Liaison Officer	Donna said since the start of Project Martha. Resident said just goes to show how much notice I have taken then. She said the one last night was quite big and she thought maybe one on Saturday was as well. Donna said there had been a couple of development blasts lately that have been quite big and she was not surprised the resident had felt them. Resident thanked Donna for the explanation.
On returning to the office, D Fisher requested settlement data from Environmental Team. This data clearly showed there was no significant movement in the vicinity of this property.	Mine	20/06/2022	4:00:00 PM	D Fisher	Company Liaison Officer	D Fisher decided to go and visit the property accompanied by Joshua Coleman - Geotech Engineer to inspect the property. J Coleman said there was no cracking or dropping of doors or windows, the ground outside appeared to be a stable site with no signs of any movement. He reassured the resident she had nothing to be concerned about. She thanked us for taking the time to come and inspect the property.