



Complaints & Concerns Raised by the Community

January – June 2024



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Appendix 2 – Correnso Complaints by Date, Location, Complaints Summary

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Appendix 4 – Proposed Projects (Waihi North Project) – Complaints by Date, Location, Complaints Summary

Appendix 5 - Concerns by Date, Location, Concerns Summary

1 INTRODUCTION

This report presents an analysis of concerns and complaints received by OceanaGold (New Zealand) Limited Waihi Operation between January – June 2024 to meet the requirements of its various consents and licences.

Mining Consents and Licences:

- Martha Mine Extended Project ML 32-2388
- Correnso LUC 202.2012
- Project Martha LUC 202.000002018.857.001
- 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 1 complaint was received during the reporting period.

Section B reports on the complaints received from the Correnso Project operation. 2 complaints were received during the reporting period.

Section C reports on the complaints received from residents living in the Project Martha area. 22 complaints were received during the reporting period.

Section D reports on complaints received from residents living in proposed project areas. 13 complaints were received during the reporting period.

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

1.1 Managing Complaints

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

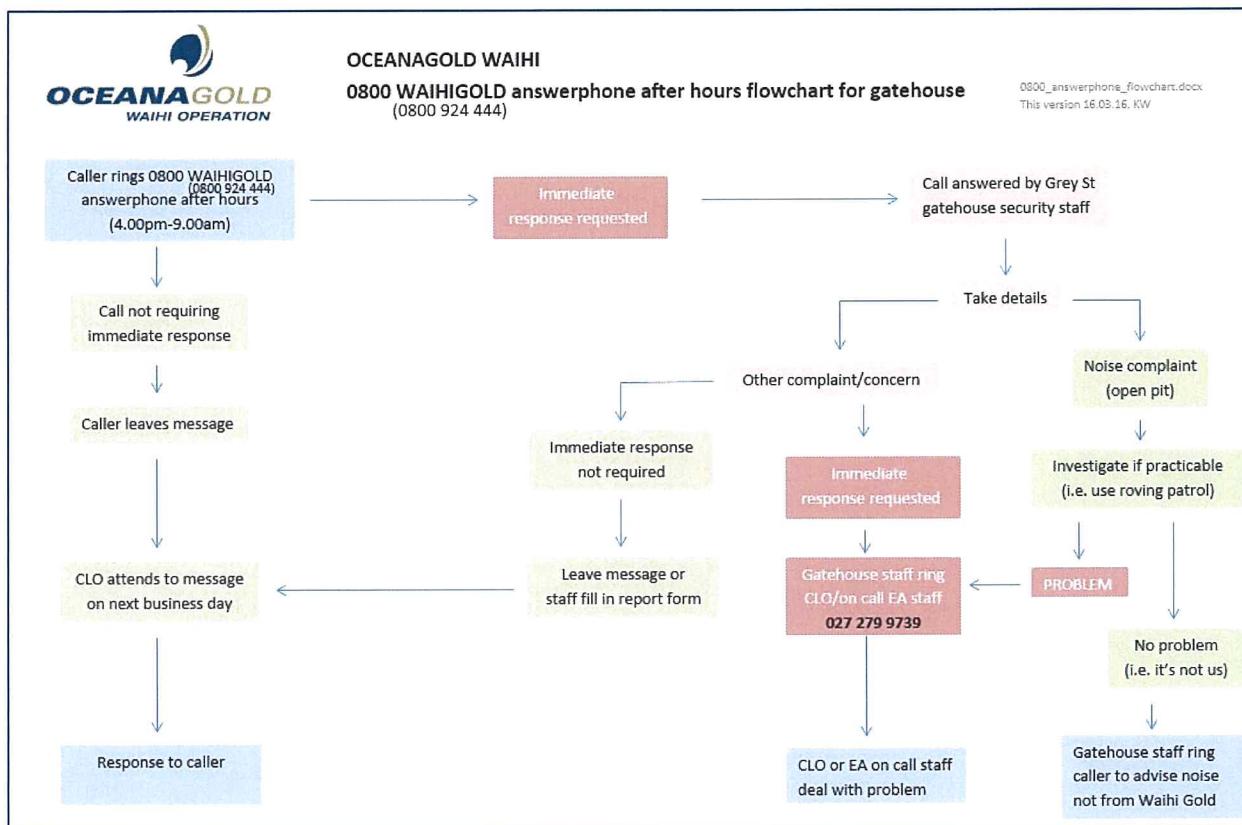
External Affairs and Social Performance (EASP) staff are rostered to cover weekends, public holidays, and the CLO's absence. In addition, Waihi Operation main office phone is available between 8:00am and 5:00pm during the working week.

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

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

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

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



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

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

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

2 COMPLAINTS SUMMARY

2.1 Vibration

18 vibration complaints were received during the reporting period, all from properties within the Project Martha area.

Note: Refer to Appendices for details of complaints.

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 and text.
 - As the Martha Mine was not operational during the reporting period, no residents needed to be notified.
 - Project Martha Underground operations - 13 by text and 10 by email.
 - Correnso Underground operations - 26 by text and 5 by email.
 - Blast times are also loaded daily onto the Waihi Operation website and can be found at www.waihigold.co.nz
- A map of the Correnso Underground development along with a map of the Martha Underground and associated surface monitoring networks are available on the Waihi Operation website so residents can visualise where mining operations and blasting is taking place.
- Under Condition 22 a) of the Correnso Consent Conditions and Condition 48 of the Project Martha Consent Conditions, at the start of each calendar month a two-dimensional plan showing the existing mining and the proposed areas of mining activities during that month are loaded in the monthly publications (Mining Matters).
- Printed copies of Mining Matters are circulated to over 1,000 properties. Electronic copies to 36 business owners, 57 other interested parties, including residents and Hauraki District Council.
- Hard copies are also available at the Gold Discovery Centre, HDC Offices, and Real Estate Agents in Waihi and Waihi Beach.

2.2 Felt & Heard

1 complaint was received from the Project Martha (Rex mining area).

Note: Refer to Appendices for details of complaints.

2.3 Noise

12 noise complaints were received during the reporting period. All 12 noise complaints were received related to helicopter activity in the Proposed Project area (Waihi North Project).

It should be noted that of the 12 complaints recorded, 11 of these came from one resident making up 91% of total noise complaints received.

Note: Refer to Appendices for details of complaint.

2.4 Staff Behaviour

2 staff behaviour complaints were received during the reporting period.

1 complaint received was from a resident living near to a company owned rental, who emailed to say the tenants, on their days off, were playing their music very loud and had a lot of visitors coming and going all hours of the day and night. The other complaint was from a resident living next to an OceanaGold rental, who rang concerned that the neighbouring property was being water blasted, and the spray which she believed contained chemicals was drifting on to her property.

Note: Refer to Appendices for details of complaint.

2.5 Complaints Referred from Council

Hauraki District Council (HDC) and Waikato Regional Council (WRC) advise the Waihi Operation of any complaints they receive.

1 property complaint was received from Hauraki District Council during the reporting period, from a community member complaining about a broken lock on one of the pit rim walkway gates. They also commented on dog faeces on the ground and the number of dogs that were not on a leash.

Note: Refer to Appendices for details of complaint.

2.6 Property

4 property complaints were received during the reporting period. 2 were investigated by Graeme Blissett a Building Survey Consultant and reports provided to property owners, none of these were deemed to be mine related. The remaining 2 complaints related to the Pit Rim Walkway, the Martha Mineral Zone Plan Change and the Waihi North Project.

Note: Refer to Appendices for details of complaint

3 CONCERNS SUMMARY

8 concerns were received during the January - June reporting period.

1 from the Martha Mine area. 6 from the Project Martha area, and 1 from the Proposed Project Area (Waihi North Project).

3.1 Vibration

3 vibration concerns were received, all from within the Project Martha project area

3.2 Felt & Heard

1 felt & heard concern was received from a Savage Rd resident, who has been feeling and hearing blasting from Project Martha underground blasting.

3.3 Property

3 property concerns were received from 3 separate locations.

1 from a Moresby Avenue property owner who was concerned about some exterior weather boards and some interior movement to plaster board.

1 from a resident in Montrose Rd concerned with sink holes.

1 from a Baker St property concerned about OceanaGold felling trees on Union Hill on a Public Holiday.

3.4 Noise

1 noise concern was received from a Komata resident, who rang to say she was concerned about atmospheric noise she was hearing and thought it may be connected to OceanaGold drill rigs operating at Wharekirauponga.

For details and mitigating actions please refer to the concerns summary in Appendix 5 of this report

4 SECTION A – MARTHA OPEN PIT

4.1 Summary Results

Complaints received during the January – June 2024 are summarised in the table below. With limited work and no blasting or any other mining activity occurring in the open pit, no complaints were received from mining operations, however, 1 property complaint was received via Hauraki District Council

4.2 Property

1 property complaint was received from a resident regarding the Pit Rim Walkway. They complained about the amount of dog faeces and unleashed dogs, one of which chased the resident and a broken lock on a gate. This complaint is summarised in the table below.

Type	Number	Period
Property	1	January
Total	1	

Table 1 Summary results of complaints by type received during the January – June 2024 period from the Martha Mine project area.

Martha Complaints - January - June 2024



Figure 1: Martha Mine complaints by month for the January – June 2024 reporting period

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

5 SECTION B – CORRENZO UNDERGROUND MINE

5.1 Summary Results

With limited work and blasting being carried out in the Correnzo mining area, 2 complaints were received that were not mining related during the reporting period.

5.2 Staff Behaviour

2 staff behaviour complaints were received during the reporting period.

A neighbouring property to an OceanaGold rental, complained about the tenants in the Gladstone Rd rental disturbing the neighbouring property with loud music and a lot of comings and goings at all hours.

Another neighbouring property to an OceanaGold owned rental, rang to say the house next door was being water blasted, and chemicals from that spray were drifting onto her property. It was explained that it was just water and no chemicals.

Type	Number	Period
Staff Behaviour	2	January - April
Total	2	

Table 2 Summary results of complaints by type received during the January – June 2024 period from the Correnzo project area.

Correnzo - January - June 2024

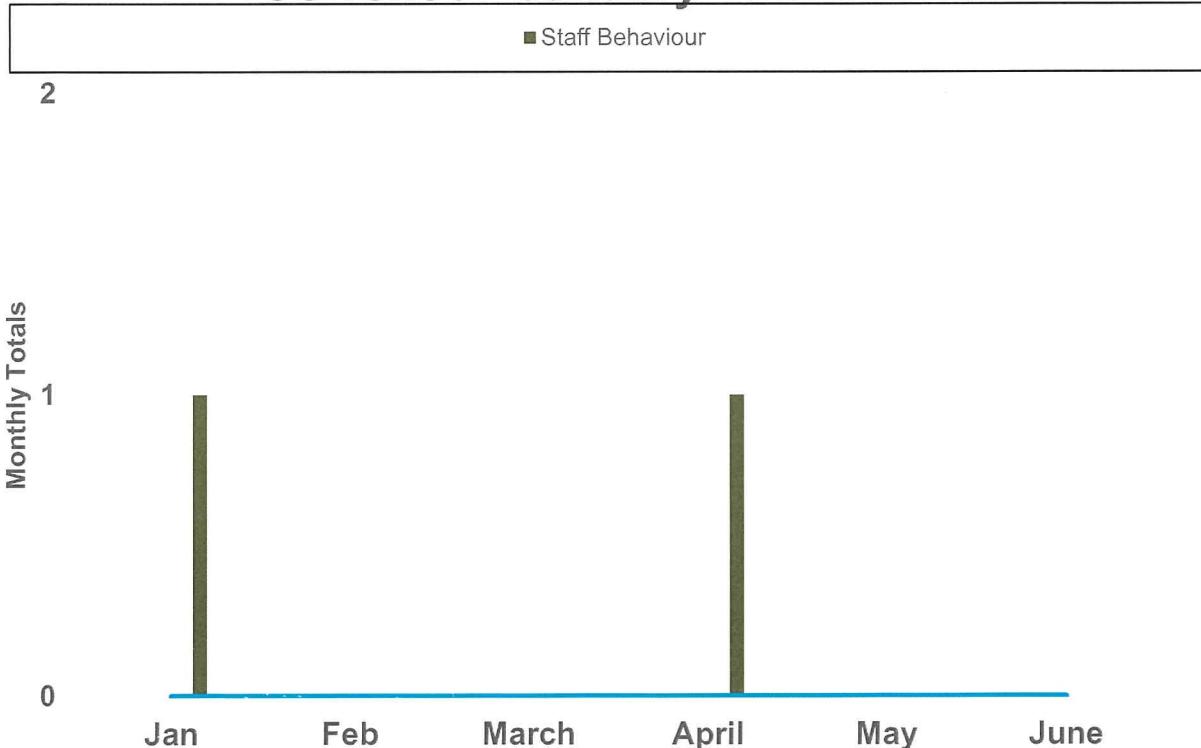


Figure 2: Correnzo complaints by month for the January – June 2024 reporting period

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

6 SECTION C – PROJECT MARTHA

6.1 Summary Results

Complaints received during the January – June 2024 reporting period are summarised in the table below.

Type	Number	Period
Vibration	18	January - May
Felt & Heard	1	April
Noise from Blasting	1	April
Property	2	May
Total	22	

Table 3: Summary results of complaints by type received during the January – June 2024 period from the Project Martha area.

Project Martha - January - June 2024

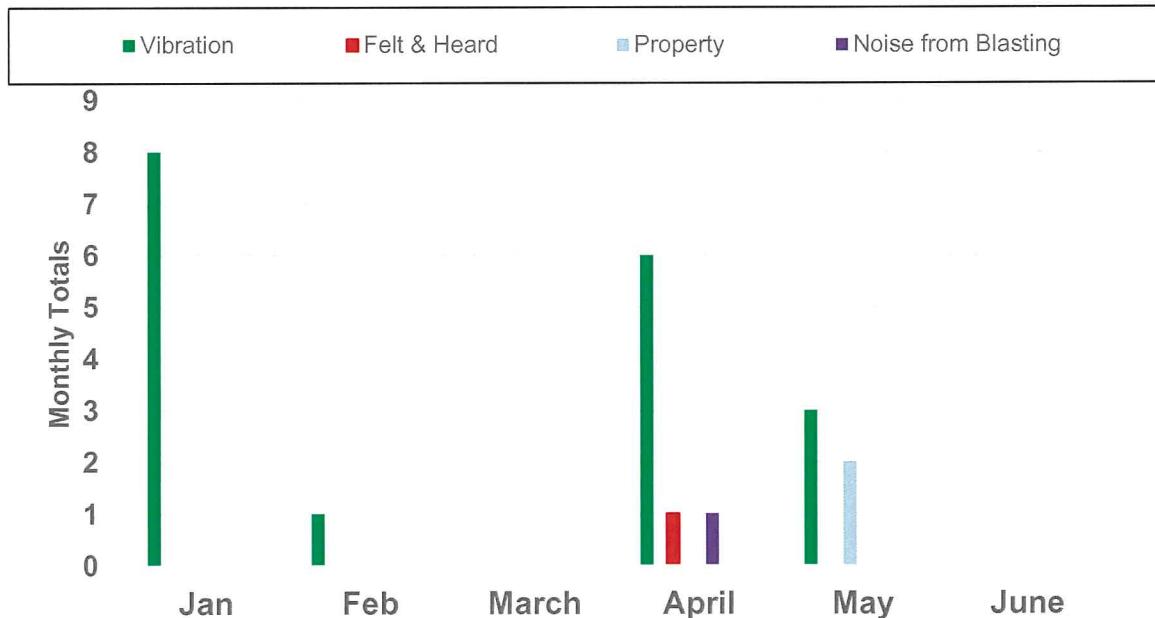


Figure 3: Project Martha complaints by month for the January – June 2024 reporting period

6.2 Vibration

18 vibration complaints were received from 16 separate locations. All complaints were related to blasting within the Rex and Martha Underground areas of the mining operation.

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

6.3 Felt & Heard

1 felt & heard complaint was received from a Moresby Avenue resident who rang to say the evening development blast was felt with a thump and was very loud at their location.

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

6.4 Noise from Blasting

1 noise from blasting complaint was received from a Kenny Street resident who text to ask if a blast had just occurred as it was felt and heard at their property.

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

6.5 Property

2 property complaints were received from 2 separate locations.

One related related to the Pit Rim Walkway with the other relating to the Martha Mineral Zone Plan Change and the Waihi North Project.

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

7 SECTION D – PROPOSED PROJECT COMPLAINTS

7.1 Summary Results

Complaints received during the January – June 2024 from the proposed Waihi North Project are summarised in the following table.

Type	Number	Period
Noise	12	February - April
Property	1	January
Total	13	

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

Proposed Projects - January - June 2024

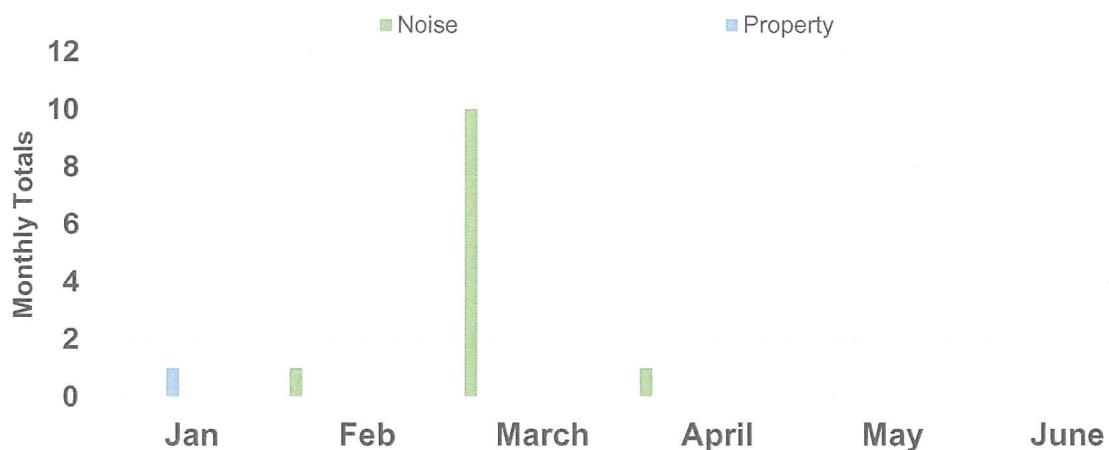


Figure 4: Proposed Waihi North Project complaints by month for the January – June 2024 reporting period

7.2 Noise

12 noise complaints were received during the reporting period, 11 of the 12 complaints received were from the same resident. All complaints received were from helicopter movements in and out of the Wharekirauponga Exploration area.

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

1 property complaint was received from a Gladstone Road resident and related to the Martha Mine Mineral Zone Plan Change application (referring to it as the open pit expansion).

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

8 SECTION E – CONCERN RAISED

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

8.1 Summary Results

8 concerns were received during the January – June reporting period, 7 from the Project Martha area, and 1 from the Proposed Project area. These are summarised in the following table.

Type	Number	Period
Property	3	April - June
Vibration	3	January – March
Felt & Heard	1	June
Noise	1	January
Total	8	

Table 5 Summary results of concerns raised by type received during the January – June 2024 period.

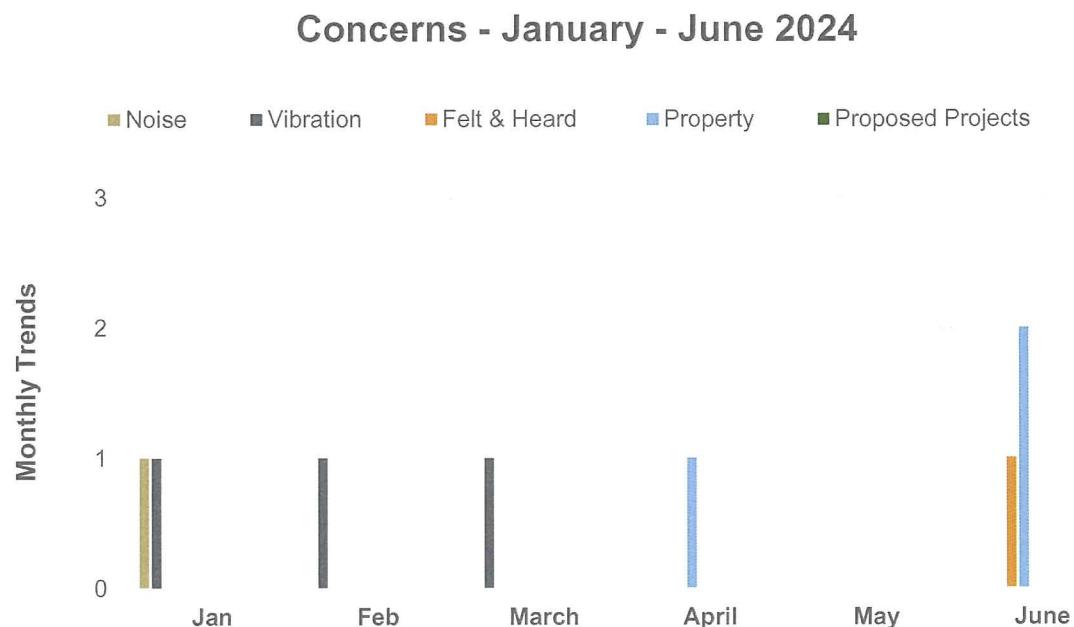


Figure 5: Concerns by month for the January – June 2024 reporting period.

8.2 Property

3 property concerns were received during the reporting period.

1 from a property owner who contacted OceanaGold concerned about some damage to exterior weather boards and internal walls. Graeme Blissett of Building Survey Solution Services inspected the property and stated the damage was unlikely to be mine related.

A Housing NZ tenant rang to say she had tomos opening at the rear of her rental property. The Company Liaison Officer advised the tenant to ring Housing NZ in the first instance and give them the Company Liaison Officer's contact details and they could ring her. Tenant said Housing NZ had sent out a couple of men to look at the holes, they filled them with dirt and said they would be back in six-months.

A Baker Street resident rang and spoke to Security as the call was after hours, to ask why OceanaGold were felling trees on Union Hill on a Public Holiday (Matariki). The roving guard went to investigate and found it was a member of the public, not OceanaGold staff or contractors. This was relayed back to the resident.

For details and mitigating actions please refer to complaint's summary in Appendix 5 of this report.

8.3 Vibration

3 vibration concerns were received during the reporting period, all from Project Martha mining operations.

For details and mitigating actions please refer to complaint's summary in Appendix 5 of this report

8.4 Felt & Heard

1 felt & heard concern was received during the reporting period from a Savage Road resident, from blasting in Project Martha.

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

8.5 Noise

1 noise concern was received during the reporting period. This concern was raised by a Komata resident who rang to say she was hearing atmospheric noise and thought it may be drilling rigs working in the Wharekirauponga area. Being 10kms away from these drill sites, it was not likely to be OceanaGold drilling operations.

For details and mitigating actions please refer to complaint's summary in Appendix 5 of this report

MARTHA MINE COMPLAINTS - JANUARY - JUNE 2024

Date Received	Time Received	Address	Surname	Complaint or Concern?	Issue	Details of Complaint or Concern	Person Investigating	Title	Type of Monitoring
11/01/2024	7:35:00 AM	Rosemont Rd	Hauraki District Council	Complaint	Property	<p>Following Email Received from HDC Service Desk: Roycroft St Pit Rim Entrance:</p> <p>Roycroft St resident came into our Waihi Office this morning and made the following complaints:</p> <ol style="list-style-type: none"> 1.The lock at the gate entrance way is broken. Customer requested the gate lock to be fixed please. 2.Large amounts of dog faeces are on the ground. 3.Dogs were not on leash as she was chased by a dog. (I have lodged a complaint to our Animal Control Officer for Ms Boyd.) <p>I have copied and pasted the area for your reference. Customer doesn't need to be contacted.</p>	J Wiki	Community Engagement Officer	Property

Mitigating Actions	Departmental Area	Response Date	Response Time	Details of Response to Caller
JW emailed T Stephens to check out gate, this can't be locked as it is used for access to the pit rim, but has been shut. OGL can not police the dogs on the pit rim as there are many access points, although signs have been put up regarding dogs need to be on a leash.	Mine	16/01/2024	8:30:00 AM	Hi Happy New Year Thanks we will get the gate looked at and fix the latch but it won't be locked as it never was. We can't do anything about dogs, we have put signs up to keep them on leash. The dog poo will be mowed over once they mow the grass, it's also hard to stop the dogs.

CORRENSO COMPLAINTS - JANUARY - JUNE 2024

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Recorded By	Person Investigating	Title	Likely Cause of Problem
18/01/2024	6:42:00 AM	Gladstone Rd	Complaint	Staff Behaviour	<p>Email received:</p> <p>Hi Jeannine,</p> <p>Not sure if you are looking after Oceana properties or can put me onto someone.</p> <p>The Tenants at a neighbouring Gladstone Rd rental, who work for OceanaGold, on their days off, we are having ongoing issues, with loud music and people, all hours.</p> <p>There have been previous complaints to noise control, and I know we are not alone with these concerns.</p> <p>Tricky one I know. And not sure if there is even anything that can be done.</p> <p>Regards</p> <p>Hiya</p> <p>I have sent your email on to our property manager and she will have a word with them. I will also log your complaint so management will get to see what is going on.</p> <p>Regards</p> <p>Jeannine Wiki</p>	J Wiki	S Primmer	OGL Property Manager	
11/04/2024	1:12:00 PM	Barry Rd	Complaint	Staff Behaviour	Resident phoned up in a state because the property OceanaGold own was being water blasted and the spray was drifting over to her property and the smell was like chemicals it was very windy and wanted them to stop, she said the people doing the work were abusing her husband.	J Wiki	J Wiki	Community Engagement Officer	Water blasting property

Mitigating Actions	Departmental Area	Response Date	Response Time	Details of Response to Caller
18/1/24 Sent email to Sue Primmer the property manager to inform her of what is going on and to have a word with the tenants. Reply: I've spoken with the tenant. He was all good about it. I've also sent him a follow up email so it's documented.	Correno	18/01/2024	8:00:00 AM	Hiya I have sent your email on to our property manager and she will have a word with them. I will also log your complaint so management will get to see what is going on . Regards Jeannine Wiki
Phoned Sue Primmer our property manager and Sue said no chemicals were being used on the roof just water spray. Residents husband was the person abusing the painters he kept yelling at them to F.. Off.	Correno			Sue Primmer also visited resident and her husband abused her, she explained that they would stop work today and be back tomorrow to finish the job of water blasting.

PROJECT MARTHA COMPLAINTS - JANUARY - JUNE 2024

Date Received	Time Received	Address	Complaint or Concern?	Issue	Details of Complaint or Concern	Person Investigating	Title	Type of Monitoring	Monitor nearest caller	Vibration nearest caller	Maximum vibration	Monitor having Max Vibration	Compliance?	Likely Cause of Problem	Mitigating Actions	Departmental Area	Response Date	Response Time	Details of Response to Caller
16/01/2024	11:49:00 AM	Mackay St	Complaint	Vibration	Resident came into the Project Office and made the following complaint: The blast last night was stronger than normal it was a strong rumble wave. My neighbours also felt it and they all want AEP for the blasting. It is not fair that they have to put up with it and have not received compensation for it. They should all be getting hush money like everyone else. Works at Central School and they feel the blast as well. This is on a human level. Lived four years at property and is on the market to be sold but doesn't want people viewing when blasting happens.	J Wiki	Community Engagement Officer	Vibration	Central School	1.16	ECT	Rex West	Yes	Development blast close to Rex West	Complaint logged and reported to management. Resident will supply names and addresses of those neighbours wishing a house visit by D Fisher & J Wiki. Response to Council re 3.57mm/s development blast: Hi Leigh, We note that the blast last night produced a result from the Rex West monitor of 3.57mm/s. As the blast itself had both production and development components, and in light of our commitment to limit production blasts with a predicted PVS of greater than 2mm/s to the midday firing windows, I looked a bit further and discussed the result with Underground personnel. The production component of the blast was in an Edward stope (edw21) and we also fired a development shot close to the Rex West monitor at REX-002-CF0-2. An interpretation of the waveform (pdf attached) indicates that the peak vibration was due to a spike in the development component of the blast. The initial production component was completed within the first 2.5 seconds of the event, with the 3.57mm/s spike occurring during the development phase at 5.4 seconds. As such, we consider the elevated result during an evening blast was not the consequence of choosing to fire the production shot at that time. The development vibration spike was not ideal, but not individually of any compliance concern. The result of both the production and development components will contribute to the ongoing management of blast designs in that area. Kind regards Russell	Project Martha	16/01/2024	11:49:00 AM	She will get all the neighbours names and addresses for us to visit and explain about why they are not getting the AEP anymore and why they are feeling the blast. JW said she would visit with neighbours to explain.
18/01/2024	11:51:00 AM	Gilmour St	Complaint	Vibration	Came into the Project Office and said that the blast on Monday night was really strong, I was up a ladder and gave it quite a good shake.	J Wiki	Community Engagement Officer	Vibration	Rex West	3.57	3.57	Rex West	Yes	Development shot in the Rex West area	Logged complaint and reported to management.	Project Martha	18/01/2024	11:51:00 AM	Gave resident a copy of Mining Matters and showed him where blasting was on that particular evening.
19/01/2024	7:09:00 AM	Union St	Complaint	Vibration	Email received: What's been up with the blasting for the past few weeks? Been shaking bad down Union Street to the point it knocked a few things off shelves.	J Wiki	Community Engagement Officer	Vibration	Rex East	0.97	1.63	Grey St	Yes	Production blast MUG Spouth 419m deep, 27kg	Complaint logged and reported to management	Project Martha	19/01/2024	7:26:00 AM	Email Sent: Morning The blasts are in the Rex area by Kenny Street. These are development blasts and we have been blasting more at shift change. I will let management know you are feeling these blasts and record your complaint. What address are you and can we have your phone number please. Do you receive a copy of the Mining Matters newsletter? This shows where we are blasting for the month.
																		Email received: Yea no worries. We are at Union Street. Cant recall getting the newsletter. Email Sent: Thank you I will make sure you get the newsletter it was late this month. The newsletter is also on the website under newsletters. www.waingold.co.nz	
20/01/2024	8:34:00 AM	Gilmour St	Complaint	Vibration	Email Received: Dear Donna, We are letting the Company know that over the last few weeks we have noticed the blasts at our house getting significantly stronger. Tonight's blast was excessive in noise and shaking and at first we thought earthquake but no. The couch I was sitting on actually shook as the rumble went through under the house. We would also like to know if there is a sensor down in our area. Thankyou for your time.	D Fisher	Company Liaison Officer	Vibration	Rex West	3.19	3.19	Rex West	No	Production blast MUG South 419m deep, 27kg	Complaint logged and reported to management	Project Martha	22/01/2024	7:43:00 AM	Email Sent: Good Morning Thank you for your email. The blasts are in the Rex area along Kenny Street. These are development blasts and we have been blasting more at shift change (7pm - 8pm). The closest monitor to your property is Rex West, which is located at 75 Kenny Street. This gained a reading of 3.19mm/s, the highest reading of all the monitors. You can check where we are blasting each month by reading our monthly Newsletters, Mining Matters, I have inserted a link for you, you can also look at an aerial of vibration monitor locations. https://www.waingold.co.nz/newsletters/mining-matters/ I will let management know you are feeling these blasts and record your complaint. Kind regards Donna Email Received: Afternoon Donna, Thankyou for this reply Donna and the info links. It is much appreciated. Liz.
22/01/2024	4:18:00 PM	Kenny St	Complaint	Vibration	That blast on Friday just after 2pm was a hell of a bang and gave us a fright. we never received txt.	J Wiki	Community Engagement Officer	Vibration	Rex West	2.1	2.33	Pensioner Flats	Yes	Blast REX area	Complaint logged and reported to management. Underground Engineers said blast was Martha North not Martha South, so txt was not sent.	Project Martha	22/02/2024		Txt sent: Thanks I will log your complaint and report to management
30/01/2024	1:45:00 PM	Kenny St	Complaint	Vibration	Caller rang to say she felt the blast, do hear and feel them at times, but todays was a big one and it rocked the house, my friend is feeling them too.	D Fisher	Company Liaison Officer	Vibration	Rex East	2.14	2.56	Grey St	Yes	Blast in Main South	Logged and reported complaint.	Project Martha	30/01/2024	1:45:00 PM	Thanks for letting me know about the blast. I will log your complaint and report it to the Management Team.
30/01/2024	1:58:00 PM	George St	Complaint	Vibration	Rang to say the blast shook her house and made it rock underneath. She said she had also been hearing the odd blast and surprised it was felt there. Donna explained where blasting had been taking place and explained that she may feel it from time to time. Resident said she was concerned about her chimney and if she continued to feel blasting and asked if BRANZ still carry out inspections. Donna explained that BRANZ surveys are not carried out all the time but she continued to be concerned she could organise for an independent building surveyor to have a look for her.	D Fisher	Company Liaison Officer	Vibration	Rex East	2.14	2.56	Grey St	Yes	Blast in Martha South	Complaint logged and reported to management.	Project Martha	30/01/2024	1:58:00 PM	Logged complaint and reported it to the management team.
30/01/2024	1:48:00 PM	Kenny St	Complaint	Vibration	Rang to say he felt the blast, the roof on the pagoda jumped up and down.	D Fisher	Company Liaison Officer	Vibration	Secondary SW	1.83	2.56	Grey St	Yes		Logged complaint.	Project Martha	30/01/2024	1:48:00 PM	Logged complaint and reported it to the management team.
5/02/2024	1:47:00 PM	Haszard Street	Complaint	Vibration	Came into the Project Office to complain about feeling the blast. Felt like it was through the building. It's not fair that business is not to put up with the blasting and should get the AEP. She said they should not have to put up with this and said she was really pissed off. Feels sorry for people who move here and don't know about the blasting. It is also not good to break up all the rock. Didn't want to know about when blast was happening but then changed her mind and wants an email to say when and where we are blasting.	J Wiki	Community Engagement Officer	Vibration	CBD	0	5.93	Pensioner Flats	No	Blast Martha South (REX) at 197m deep	Complaint logged and reported to management.	Project Martha	5/02/2024	1:47:00 PM	Offered to put business on email blast list, accepted. Said we would log her complaint and report to management.
2/04/2024	3:35:00 PM	George St	Complaint	Vibration	Rang to say she was sitting at home and felt the rumble from the blast, felt it through the floor. Made the TV rattle, felt like a couple of big blasts and ten some smaller ones. Also the rocks are falling down in the garden, the gardens have all been weeded and cleaned up, I would like someone to come and check out why it's happening.	R Squire	Environmental Officer	Vibration	Rex South	0	Rex South	Yes		2-2-2024 - Inspected property with R Squire.		Project Martha	3/04/2024	11:18:00 AM	Rang resident to ask if I could pop around at 1pm today with Russell Squire to inspect the garden. She said that would suit her. Visited property with Russell Squire. Inspected garden which was a small raised garden with no supporting timber of retaining. A small pile of dirt had fallen off the edge of the garden onto the lawn below. A cat had been to the toilet on this piece of dirt. There was 1 rock on the ground below and Russell felt the cat would have dislodged the rock when jumping up after doing his business. He reassured the resident that the proximity of her property from the blast location would not have caused this to happen and that it was more likely her cat.
3/04/2024	10:59:00 AM	Kenny St	Complaint	Vibration	Resident went into the Project Office and said she wanted to know where the blast was yesterday and how close it was to her property.	R Squire	Environmental Officer	Vibration	Rex West	2.99	2.99	Rex West	Yes	Development Blasts	D Fisher spoke with R Squire re blast location and he felt that she would have felt the vibration from development shots that were fired. Several development shots were fired following the Easter break as a result of being unable to blast on Public Holidays. He would get the coordinates off the Mining Engineers and let me know.	Project Martha	3/04/2024	1:00:00 PM	Spoke with resident at length and gave her the blast results for 2 April. Said we would get back to her once we knew the location and distance from her property. She said it made the house and things on shelves rattle. Text sent to resident saying that there was a blast and the highest reading was located at Rex West which is the closest monitor to your property = 2.99mm/s and that was 706m from her property. If she required anything further to please contact me.
4/04/2024	8:22:00 PM	Johnston St	Complaint	Vibration	Text Received: H Idonna, sorry to bother you this time of night but there was just a big shake, bang and shudder here at my place. I've just checked and there was a mine blast at 7:40 tonight and it's come up as a 3.3 on the Rex West monitor. Is this normal because it scared the shit out of me.	D Fisher	CV	Vibration	Rex West	3.2	3.2	Rex West	Yes	Development blast	Logged complaint and got back to resident.	Project Martha	4/04/2024	7:51:00 PM	Text Sent: I will look into this for you and log your complaint, sorry to have disturbed your evening. 9/4/2024 - Text Sent: Sorry for not getting back to you sooner, I am still waiting for a response from the underground mining engineers, which I have chased up again today. Donna 10-4-2024 - Text Sent: Good Morning, That was a blast at 7:40pm on April 4th, and the nearest monitor to you is Rex West which read 3.2mm/s. It was a production blast but there was nothing unusual about it. I have logged and reported your complaint to management. Have a nice day, Donna

5/04/2024	3:46:00 PM	Moresby Ave	Complaint	Felt & Heard	Text Received: Hi Donna, the blast last night at 7:44ish, there was a thump sound and out house shook, was it one of your blasts?	D Fisher	Company Liaison Officer	Vibration	Waihi CBD	2.24	3	Rex West	Yes	Logged complaint and informed management.	Project Martha	4/04/2024	4:03:00 PM	Text Sent: Thanks for letting me know, I will log your complaint and find out if it was a blast.	
																		Text Sent: Morning, just letting you know that was a blast on the evening of 4 April at 7:40pm, the closest monitor to you gave a reading of 2.24mm/s. I have logged and reported your complaint. Have a nice day, Donna	
19/04/2024	3:04:00 PM	Baker St	Complaint	Vibration	That was huge it shook the whole house. Are you allowed to blast outside of blasting times? Wants to know what the consents say about this and how often it can happen. Blast was Martha North plus development REX headings. Where do we get the results?	J Wiki	Community Engagement Officer	Vibration	Rex West	2.43	2.43	Rex West	Yes	Production Blast MUG and development blast REX Sou	Complaint logged and reported to management.	Project Martha	19/04/2024	3:04:00 PM	Explained where to get results and that we inform HDC if the firing is going to be late, they need to let firing happen sometimes for safety reasons.
19/04/2024	1:04:00 PM	Kenny St	Complaint	Vibration	Phoned to say the vibration was quite heavy. Complaint come through reception desk as J Wiki was on another phone call, resident did not want a call back.	J Wiki	Community Engagement Officer	Vibration	Rex West	2.43	2.43	Rex West	Yes	Production Blast MUG and development blast REX Sou	Complaint logged and reported to management.	Project Martha			Thank you I will pass on your complaint.
29/04/2024	7:33:00 AM	Kenny St	Complaint	Noise from Blasting	Text Received: Hey Donna, was there a blast just now? And if so, where? Because it sounded pretty freaky.	D Fisher	Company Liaison Officer	Vibration	Rex West	2.19	2.19	Rex West	Yes	Stope Blast	Logged complaint and informed management.	Project Martha	30/04/2024	7:22:00 AM	29-4-2024 - Text Sent: I will check for you in the morning and let you know. 30-4-2022 - Text Sent: Yes that was a stope blast last night in Martha North, the closest monitor to your property gained a reading of 2.19mm/s. I have logged your complaint and will inform the management team.
29/04/2024	7:32:00 AM	Johnstone St	Complaint	Vibration	Text Received: Whoa, just had another good one!!	D Fisher	Company Liaison Officer	Vibration	Rex West	2.19	2.19	Rex West	Yes	Stope Blast in Martha North	Logged complaint and informed management.	Project Martha	30/04/2024	7:20:00 AM	29-4-2024 - Text Sent: I will check for you in the morning and let you know. 30-4-2024 - Text Sent: Yes that was a stope blast last night in Martha North, the closest monitor to your property gained a reading of 2.19mm/s. I have logged your complaint and will inform the management team.
1/05/2024	11:30:00 AM	Gilmour St	Complaint	Vibration	Really felt the blast on Monday evening, it felt right under his house. His mother got a real fright and screamed.	J Wiki	Community Engagement Officer	Vibration	Rex South	2.19	Rex West	Yes	Blasting in REX area	Complaint logged and reported to management. Closest monitor to property was REX South, however this monitor was not triggered.	Project Martha	1/05/2024	11:30:00 AM	Sorry your mother got a fright, I will log your complaint and report it to management.	
2/05/2024	2:31:00 PM	Macky St	Complaint	Vibration	Email received: We are feeling blasts every day now. The one a few minutes ago shook the whole house. One a few days ago, shook the house and sounded like a bomb had gone off. How close are they blasting to our place in Mackay St? These blasts are so much stronger than any felt here in the last 14 years.				Central School	1.26	3.27	Pensioner Flats	Yes	Production blast in Martha North	Emailed Underground Mining Engineers for an explanation to resident.	Project Martha	2/05/2024	4:26:00 PM	Email sent: Thanks for getting in touch, I have emailed the underground mining engineers and will let you know what they come back with. Kindest regards Donna Email Sent: Kia ora Tina I have heard back from our Underground Mining Engineers and they think you are feeling blasts in the Rex mining area, and you are at least 1km away from there. The closest monitor to Macky St is the monitor located at Central School which gained a reading of 1.26mm/s. The highest reading for this blast was 3.26mm/s which is located in Kenny St. We are firing in the Rex orebody nearly everyday so that would account for you feeling more blasts than you have previously. I hope this clarifies any concerns you have, if not let me know, only too happy to talk with you. I have also logged your email as a complaint and will report it to the management team. Nga mihi nui Donna
8/05/2024	3:30:00 PM	Islington Tce	Complaint	Property	Came into the main office and asked if the mining company would buy her property. She was concerned about the MMZ plan change so Donna explained to her what this was and that mining could not take place if the plan change to move the line on the map was approved. If the pit was to expand in the future out to the new line this would need to go through a full consent hearing. She was happy with the explanation but said she was worried about some cracking to the interior of her property and had noticed the ceiling was now slumping and if the mine were too expand. This was not like this 7 years ago when she purchased the property. Donna offered to get Graeme Bissett from Building Surveying Services Ltd to come over from Tauranga to carry out an inspection. Property owner was open to this. Donna to arrange a time that would suit.	D Fisher	Company Liaison Officer	Property		0	0			Not mine related	D Fisher to organise inspection date with Graeme Bissett. Inspection arranged for Thursday 16 May at 3.30pm.	Project Martha	21/05/2024	3:00:00 PM	Property inspection report sent to property owner.
13/05/2024	2:25:00 PM	Johnston St	Complaint	Vibration	Felt that blast it was like a truck hitting the house.	J Wiki	Community Engagement Officer	Vibration	Rex South	1.21	2.75	Pensioner Flats	Yes	Blast Martha South & REX	Complaint logged and reported to management	Project Martha	13/05/2024	2:25:00 PM	I will let management know you felt it.
16/05/2024	3:00:00 PM	Cambridge Rd	Complaint	Property	Initially called to discuss Top Up, stating that his property had been on the market ~9 months with potential buyers citing proposed mining activity as the reason they were not interested in the property. We spoke about the property, and he noted that blasting had become more noticeable recently, with pictures moving on the walls etc. He explained the property had general wear and tear, but he was starting to second guess if this was actually mine related damage, and requested that someone come inspect the property. We talked more, and I conceded to touching base with a Property Expert to inspect the property, and give advice on whether or not the condition of the property had been influenced by mining. I reiterated that I doubted that'd be the case, but the property owner felt regardless it'd be peace of mind for him to be able to tell prospective buyers the assessment had been done. Lester Mullan is the agent, and will send any future prospective buyer into the Project Office.	D Fisher	Company Liaison Officer	Property		0	0				Donna Fisher assigned the task of engaging Graham Bissett to inspect the property, 4/6/2024 - Property inspection took place, awaiting report.	Project Martha	10/06/2024	4:00:00 PM	4/6/2024 - Email sent to property owner: Good Afternoon Graeme Bissett inspected your property this morning, once I have his report I will provide it to you. I spoke at length with your lovely partner this morning regarding your property and the proposed Martha Mineral Zone Plan Change – this can be found on the first link I have inserted. I also explained about the "We break we pay" Policy, where if property damage is proven to be the result of any OceanGold mining activities, the Company would fix it at their cost – this can be found in the 2nd link below. I told her there was some useful information on our website and promised her I would send the links through to this information, which I have below. Could you please pass this onto her. https://www.waihigold.co.nz/uploads/documents/reports-and-plans/MMZ-FactSheet-Feb-2024.pdf https://www.waihigold.co.nz/uploads/documents/project-martha/What-you-need-to-know-before-you-purchase-a-property-in-Waihi-2019.pdf All interested parties should visit the OceanGold Project Office at 86 Seddon St Waihi – 10am – 2pm Monday to Friday, where all projects and concerns regarding mining activities can be discussed with any proposed buyer. An important step for anyone buying into Waihi from out of town that does not understand mining operations. A good place to reassure people that mining is carried out in a responsible safe manner with strict consent conditions protecting residents, property and amenity. If I can be of anymore assistance, please feel free to contact me. Kind regards Donna Fisher 10-6-2024 - Emailed Property Report to property owner. 11-6-2024 - Email received: Hi Donna Firstly I will say I was very appreciative after speaking to Kyle that the report was going to be done in a style to help us sell as a lot of feedback was negative from potential buyers, the report was suggested by Kyle to prove living near the mine caused minimal effect to the property alongside blast results from the sensors set up at Bultown road and Pitt street however the report just shows 60000000 cracks caused from the mine???? Again I don't want to seem ungrateful however this is not what Kyle and I had discussed

PROPOSED PROJECTS - COMPLAINTS - JANUARY - JUNE 2024

Date Received	Time Received	Address	Complaint or Concern	Issue	Details of Complaint or Concern	Recorded By	Person Investigating	Title	Type of Monitoring	Likely Cause of Problem	Mitigating Actions	Departmental Area	Response Date	Response Time	Details of Response to Caller	
26/01/2024	9:53:00 AM	Gladstone Rd	Complaint	Property	Resident came into Project Office and is not happy about the open pit expansion or WNP. She wants to be able to walk around and see markers on the ground of where the Open Pit, NRS, TSF, Gladstone OP will be. She is very annoyed as she does not know where we are up to with project. This was explained. She also states that the NRS is on wetlands. She wants an email response to explain why we are not marking on the ground where we will be going. She was not happy at all. JW explained that she would pass on her concerns and she said it was a complaint. The aerial photos do not show what the decimation will be to Gladstone Hill.	J Wiki	K Welton	EASP Manager	Property			Passed on to EASP Manager	Proposed Projects			
14/03/2024	7:45:00 PM	Wharry Rd	Complaint	Noise	At the conclusion of the Correnso/Project Martha Community meeting, property owner spoke to Donna Fisher to complain about helicopter flights over his farm. They were fed up with it and felt that 6,7,8, or 9 trips a day was excessive and asked what the noise consents were for helicopters as he felt it would be in breach of these. He felt with all the land OGL owned they could fly over the top of that, he suggested the chopper could fly the workforce and equipment to site from Willows Rd. Donna said she would inform C Steward of his complaint and get her to look into it.	D Fisher	Caroline Steward	Exploration Supervisor	Noise	Transporting of crew & equipment to and from WKP	Reported to C Steward to investigate times and flight altitude.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects				
14/03/2024	7:45:00 PM	Wharry Rd	Complaint	Noise	At the conclusion of the Correnso/Project Martha Community meeting, property owner spoke to Donna Fisher to complain about helicopter flights over his farm. They were fed up with it and felt that 6,7,8, or 9 trips a day was excessive and asked what the noise consents were for helicopters as he felt it would be in breach of these. He felt with all the land OGL owned they could fly over the top of that, he suggested the chopper could fly the workforce and equipment to site from Willows Rd. Donna said she would inform C Steward of his complaint and get her to look into it.	D Fisher	C Steward	Exploration Supervisor	Noise	Transporting of crew & equipment to and from WKP	Reported to C Steward to investigate times and flight altitude.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects				
15/02/2024	5:45:00 PM	Wharry Rd	Complaint	Noise	At the conclusion of the Correnso/Project Martha Community meeting, property owner spoke to Donna Fisher to complain about helicopter flights over his farm. They were fed up with it and felt that 6,7,8, or 9 trips a day was excessive and asked what the noise consents were for helicopters as he felt it would be in breach of these. He felt with all the land OGL owned they could fly over the top of that, he suggested the chopper could fly the workforce and equipment to site from Willows Rd. Donna said she would inform C Steward of his complaint and get her to look into it.	D Fisher	C Steward	Exploration Supervisor	Noise	Transporting of crew & equipment to and from WKP	Reported to C Steward to investigate times and flight altitude.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects				
14/03/2024	5:45:00 PM	Wharry Rd	Complaint	Noise	At the conclusion of the Correnso/Project Martha Community meeting, property owner spoke to Donna Fisher to complain about helicopter flights over his farm. They were fed up with it and felt that 6,7,8, or 9 trips a day was excessive and asked what the noise consents were for helicopters as he felt it would be in breach of these. He felt with all the land OGL owned they could fly over the top of that, he suggested the chopper could fly the workforce and equipment to site from Willows Rd. Donna said she would inform C Steward of his complaint and get her to look into it.	D Fisher	C Steward	Exploration Supervisor	Noise	Transporting of crew & equipment to and from WKP	Reported to C Steward to investigate times and flight altitude.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects				
18/03/2024	11:07:00 AM	Wharry Rd	Complaint	Noise	I am ringing to complain about the helicopter flying over my cowshed this morning at 10:07am, I had just finished milking the last lot of cows when I heard the chopper coming so I held them back, as soon as it had passed overhead, I let the remaining cows out and they went really silly. Resident said he was going to ring every time the helicopter flew over his property and complain.	D Fisher	C Steward	Exploration Supervisor	Noise	Transporting of crew & equipment to and from WKP	Reported to C Steward to investigate times and flight altitude.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects				
19/03/2024	10:27:00 AM	Wharry Rd	Complaint	Noise	Just ringing to complain about helicopter noise this morning it flew over the cowshed on it's way from Thames to the mine site	J Wiki	J Wiki	Community Engagement Officer	Noise	Helicopter noise	Complaint logged and reported to management.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects	19/03/2024	10:27:00 AM	Thank you I will log your complaint and report to management.	
19/03/2024	11:34:00 AM	Wharry Rd	Complaint	Noise	I just want to complain about the helicopter noise it just flew over the farm between 59 & 79 Wharry Road towards the Mill.	J Wiki	J Wiki	Community Engagement Officer	Noise	Helicopter flying	Complaint logged and reported to management.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects	19/03/2024	11:34:00 AM	I will log your complaint and report to management.	
20/03/2024	10:57:00 AM	Wharry Rd	Complaint	Noise	Yesterday the helicopter flew over at 4:42pm from Mill towards WKP	J Wiki	J Wiki	Community Engagement Officer	Noise	Helicopter flying	Complaint logged and reported to management.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects	20/03/2024	10:57:00 AM	I will log your complaint and report to management	
20/03/2024	10:57:00 AM	Wharry Rd	Complaint	Noise	The helicopter flew over across the farm from Mill towards Golden Cross and over the cows and scared them.	J Wiki	J Wiki	Community Engagement Officer	Noise	Helicopter flying	Complaint logged and reported to management.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects	20/03/2024	10:57:00 AM	I will log your complaint and report to management	
20/03/2024	10:57:00 AM	Wharry Rd	Complaint	Noise	This morning it was very still and I heard the helicopter going towards the Mill it crossed over the neighbours farm I still heard it.	J Wiki	J Wiki	Community Engagement Officer	Noise	Helicopter flying	Complaint logged and reported to management.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects	20/03/2024	10:57:00 AM	I will log your complaint and report to management	
20/03/2024	10:57:00 AM	Wharry Rd	Complaint	Noise	This morning it was very still and I heard the helicopter going towards the WNP it crossed over the neighbours farm again I still heard it.	J Wiki	J Wiki	Community Engagement Officer	Noise	Helicopter flying	Complaint logged and reported to management.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects	20/03/2024	10:57:00 AM	I will log your complaint and report to management	
8/04/2024	9:02:00 AM	Corbett Road	Complaint	Noise	Email Received: Can you please have another chat with your helicopter pilots, when we spoke with you and Janine a couple of years ago you promised they would not fly directly over our house, and they would only be flying once or twice a day. Now they fly frequently, and as we are up on a hill they are quite close to us, over the weekend we actually felt the house vibrate with one of the fly overs, and they fly frequently directly over our house, which we would like to stop please. I am not sure what the airspace bylaws are, but will follow up with the council if they continue to fly close over us. Many thanks for your attention to this matter.	D Fisher	K Welton	EA Manager	Noise	Wharekirauponga Helicopter Works	Reported complaint to K Welton. Need to work on some key messaging around what the Civil Aviation Agency allows for to provide a response going forward to these sort of complaints, whilst still being respectful of people's amenity. Change flight path.. C Steward sent the following: The corridor to and from Favona is between the end of Wharry road and the beginning of Corbett road. The pilots are varying what they over, and fly to mitigate the nuisance factor. Also to note is that the aircraft are flying 3 times greater than the legal minimum height for a rural environment.	Proposed Projects	8/04/2024	9:54:00 AM	Email Sent: Leave it with me and I will get back to you. Kind regards Donna Email Sent: Morning I have spoken with the people supervising this project, and they will change their flight path as much as they can so as not to fly over your property. Let me know if there are any more issues. Donna Email received: 18/4/2024 Morning Donna, sorry to say but I dont think the message got through to all the pilots! Yesterday around 3.30 pm it flew over twice, and this morning it has just gone over the house again. Email sent: 22/4/2024 I have been on annual leave since 12th, am back today and apparently they are working on a plan for the chopper flight paths, so will keep you posted once I know what that looks like. Email Received: Thanks Donna, I guess maybe the plan hasn't been implemented yet. Thanks for getting back to me,	

CONCERNS - JANUARY - JUNE 2024

Date Received	Time Received	Address	St Nbr	Complaint or Concern?	Issue	Details of Complaint or Concern	Person Investigating	Title	Type of Monitoring	Monitor nearest caller	Vibration nearest caller	Maximum vibration	Monitor having Max Vibration	
3/01/2024	10:54:00 AM	Komata		Concern	Noise	Caller would not give address details apart from saying she lives in Komata and gave her christian name only. She claims she has been experiencing a lot of atmospheric noise, starts and stops. Wanted to know the hours the drilling rigs are working at Wharekirauponga specifically on the evening of 26th and 27th November last year, this is when she was feeling it most. It was an unusual high pitched ultrasound which she could not sleep through on the evening of 26th November it when from 7pm through to 6.30am. Donna Fisher explained that the drill rigs were at least 10kms away from Komata with a valley and hills separating the 2 locations (this was verified by C Steward Exploration Superintendent). Caller asked if Donna could investigate if anything unusual was being done while drilling on the evening of 26th November. Donna said she would check and get back to her.	D Fisher	Company Liaison Officer	Noise		0	0		
31/01/2024	9:17:00 AM	Kenny St	77	Concern	Vibration	Text received regarding blast on 30 January, stating that it was felt at her house so much so that she had to push jars and ornaments back on shelves and straighten pictures on walls again because of the impact.	D Fisher	Company Liaison Officer	Vibration	Rex West	2.05	2.14	Rex East	
19/02/2024	2:07:00 PM	Baker St	10	Concern	Vibration	Rang to say they had been feeling blasts lately and they thought Trio was finished. Donna explained that the blasts they were feeling would be from Project Martha (Rex) under the Rugby Club, Kenny St and Pit area. Especially if it was between 7am and 8am, 1:30pm and 2:30pm and 7pm and 8pm. Added that she was quite right, Trio has finished so not from there.	D Fisher	Company Liaison Officer	Vibration		0	0		
11/03/2024	7:39:00 PM	George St	3	Concern	Vibration	Email received: I just wanted to make you aware I just felt a real good blast at George Street. Was a goody.	J Wiki	Community Engagement Officer	Vibration	Rex South	1.04	3.08	Rex West	
10/04/2024	11:30:00 AM	Moresny Ave	47	Concern	Property	Property owner was concerned about some wooden weatherboards on the exterior of the property that keeps opening up. They have been filling the gaps with a BRANZ appraised product (MS Joint Sealant), after a while the gaps have opened up again. They have a similar problem in the bathroom, toilet and laundry areas inside the house. They are concerned that blasting from Project Martha is causing this problem as it has only started happening since Project Martha was being developed near their property. They asked if someone could come and take a look at it.	D Fisher	Company Liaison Officer	Property		0	0		
24/06/2024	2:18:00 PM	Savage Rd	14	Concern	Felt & Heard	Rang to say for the last few months she has been feeling and hearing the blasts. She felt maybe because her place was on timber piles. She felt the website was very hard to see the blast results (she was looking on a mobile) Donna explained that the vibration monitors were not always triggered, if a blast is below the detection limit, and will not show a reading - referring to today's blast. She also has not had any payments for quite a while even though she has still been hearing and feeling the blasts. Donna explained about the AEP. She asked if she could have one of the devices for alerting you of the blasts. Donna dropped a device off to her that afternoon.	D Fisher	Company Liaison Officer	Vibration		0	0		
24/06/2024	3:03:00 PM	Montorose Rd	53	Concern	Property	Rang to say she wanted someone to come and inspect the sink holes on her property. Donna asked if she had been to the Council, she said she had not. Donna then asked her if she was the owner of the property, she said she said she was not, it was owned by Housing NZ. Donna advised resident to contact HCNZ and let them know of the issue in the first instance. She said she had spoken with them, they sent a couple of men out who just chucked dirt into the holes and said they would need to come back every 6 months or so to fill them up again. Donna suggested she give HCNZ her phone number for them to ring her and discuss the issue.	D Fisher	Company Liaison Officer	Property		0	0		
28/06/2024	5:00:00 PM	Baker St	10	Concern	Property	Call went through to the Gatehouse as it was after hours: Resident called concerned about people chain sawing at Union Hill on a public holiday. Questioned if they were our employees and were allowed to be there.	Phillip	Roving Security Guard	Property		0	0		

Compliance?	Likely Cause of Problem	Mitigating Actions	Departmental Area	Response Date	Response Time	Details of Response to Caller
	Checked with Caroline Steward, nothing unusual happening that evening and felt the drilling activities would not be heard from that distance. She confirmed the rigs were working 24x7 and was business as usual.		Proposed Projects	4/01/2024		Rang caller back, no reply so left a message to inform her that nothing unusual was happening on 26, 27 November, the rigs work 24 x 7. If she wanted anything further she could ring me back. We did not think it was any mining operations creating this noise considering the distance her property was to our drilling operations. Suggested she ring the TCDC and said I was happy for her to give them my number if they wanted to speak with me.
Yes	Production blast in Martha South		Project Martha	31/01/2024	9:23:00 AM	Resident wanted this text logged as a reference so it was logged as a Concern.
	Blasting in Martha South	Logged concern and informed the Management Team.	Project Martha	19/02/2024	2:05:00 PM	Thanked her for letting us know, said I would log the call as a concern so it was in the system, she said that would be good and thank you.
Yes	Concern logged and reported to management		Project Martha	12/03/2024	6:53:00 AM	Hi Sorry it was my RDO yesterday, would you like me to put your email as a complaint in the system?? Rmail received: Hi Jeannine, A friendly complaint 😊 Just really to let you know I felt it and make you aware.
Not mine related	Donna contacted Graeme Bissett of Building Solution Services to come and inspect the property. The inspection is set down for Tuesday 23 April 2024. 23-4-24 - Property inspection took place. Conclusion: it is my opinion that all of the movement / cracking / splitting that was evident on the day of our inspection is not mine related. 4.2 Shrinkage at the junction between timber scotia and a painted wall, skirting and a painted wall, and between the weatherboards is very common after materials have been painted due to the paint drying and the timber settling into the ambient moisture content of the dwelling – very likely lower than where the timber came from, hence the minor shrinkage that forms a crack that is more obvious when the wall / materials are painted a light colour. 4.3 The splitting of the weatherboards is again very likely existing and there is no evidence that this is attributed to the mining operations. 4.4 The vertical wall crack above the dining room door that leads to the laundry is also likely existing. The current owner stated to me that this wall was re-decorated with wallpaper during Covid times. This room is very full of small trinkets and when I asked the owner if they vibrated or fell off the shelves, she said no they did not. 4.5 Therefore we can assume that if the vibrations are not significant enough to allow the personal belongings / trinkets to fall over or off the shelves then it is very unlikely that they have also caused the wall to crack. It is likely that the crack was always there (and wallpapered over) as there is no cracking at all to the ceiling or scotia directly above this area.		Project Martha	13/05/2024	10:00:00 AM	Property report supplied to owners.
	Blasting in Martha North	Drop of blast notification device to resident.	Project Martha	24/06/2024	3:16:00 PM	Dropped off blast notification device to resident and told her to ring any time she was concerned.
	Asked resident to pass Liaison Officers phone number onto Housing Corp, as this property is owned by them, that would be the appropriate next step No modern mining activities are in that vicinity.		Project Martha	24/06/2024	3:03:00 PM	Asked resident to pass Liaison Officers phone number onto Housing Corp, as this property is owned by them, that would be the appropriate next step. She said she would.
	Member of public collecting firewood	Roving Guard investigated - members of the public were collecting firewood, was not mine employees so not mine related.	Project Martha	28/06/2024	6:00:00 PM	Rang resident back to say the Roving Guard had investigated, members of the public were collecting firewood, was not mine employees. Resident seemed happy with the response given.