

How do I register a complaint or concern about OceanaGold's operations in Waihi?



This information sheet is designed to outline the steps you can take if you wish to make a complaint or voice a concern about an aspect of the operations of OceanaGold Waihi. It explains the procedures the company follows to ensure the issue you raise is managed in a sensitive, timely and consistent manner and to identify internal corrective actions and potential solutions.

We appreciate it when you alert us to an aspect of our operations that concerns you. We hope to establish and maintain a good relationship with you so that between us we can openly discuss matters. When you contact us this course of action is non-judicial.

By Telephone

The company has a community engagement phone line that is attended by the Company Liaison Officer (CLO) or delegate. This service is available 24 hours a day, seven days a week. This free phone number is 0800 WAIHIGOLD (0800 924 444).

You can also phone during office hours on 07 863 8192. These calls will be forwarded to the community engagement line. If you make any grievance calls to our staff or contractors, they are required to refer you to the CLO.

Sometimes members of the public prefer to phone the district or regional council. When this occurs the councils inform us so these calls can also be logged and followed up.

Hauraki District Council 07 862 8609 or 0800 734 834

Waikato Regional Council 0800 800 401

From time to time our community engagement line receives abusive or prank phone calls. As calls of this nature often have blocked ID, our staff are advised not to answer those that display blocked ID. We understand that sometimes people wish to protect their privacy with blocked caller ID. Please leave a message with your contact details and we will call you back directly.

In Person or in Writing

Our administration office address is 43 Moresby Avenue, Waihi 3610, New Zealand or PO Box 190, Waihi 3641, New Zealand.

You can email us instead: Waihi.info@oceanagold.com

When you contact us...

You will be asked whether your call is in relation to a complaint or a concern and your call will be logged on a complaints/concerns form. This form prompts the CLO or delegate to record the information we need to identify the issue and plan our appropriate response. It is important you give as much information as possible to enable us to investigate effectively.

We will endeavour to contact you within 24 hours to discuss with you the steps taken or to be taken. Our internal actions and our response to you will be recorded.

As part of the investigation the CLO may wish to visit you for further discussion or site inspection or you may request that we visit. Depending on the nature of the issue, the CLO may be accompanied by a staff member who has knowledge or skills specific to the topic.

We may wish to follow-up with you afterwards to determine if the outcome was effective. This will depend on the issue and agreed time-frame to carry out the action.

After the initial form is completed the CLO enters all actions relating to complaints and concerns into an Access database system for reporting and periodic analysis.

Reporting

The CLO communicates any issues that could affect the running of the mining operation to the general manager or designate and reports all complaints and concerns to the daily production meeting.

The CLO is also required to provide six-monthly reports to Hauraki District Council and Waikato Regional Council that include the following information:

- all complaints received during the previous six-month period
- mitigation actions and the resolutions, if any
- other matters of concern raised by the community
- any mediation entered into by the consent holder and others with respect to operational matters and the outcome (unless parties have agreed to keep these matters confidential)

No Resolution?

If, for any reason, you are dissatisfied with our response you may contact the Manager of Planning and Environmental Services or any other officer of either the Hauraki District Council or the Waikato Regional Council.

The CLO and/or senior management personnel may meet with you and the relevant council to discuss the matter and how it may be resolved. If the parties cannot agree on a resolution, the matter will be referred to mediation.

It is the function and responsibility of the council's Manager, Planning and Environmental Services to facilitate the appointment of a mediator, venue and time agreeable to both parties.

The OceanaGold Waihi community engagement line is attended 24 hours a day, seven days a week. Call 0800 WAIHIGOLD (0800 924 444)