

## **Correnso Extension Project – Community Meeting**

**Monday 17 February 5.15pm**

The following is a record of the Correnso Extension Project Community meeting. Where possible, we have tried to capture individual contributions at the meeting but these do not purport to be verbatim notes. For those who would like to listen to the actual discussion at the meeting, copies are available on a compact disc (CD). An attendance list is appended to these notes.

### **Introduction**

Tim welcomed all to the meeting, introduced Sharon Stewart and himself as the independent facilitators and talked about the meeting's purpose and process. Tim explained the general purpose of this meeting is to provide information about the Correnso Extension Project, and give those who attend the meeting the opportunity to ask questions and engage with Newmont Waihi Gold (NWG) around the effects of the project. Tim explained that a digital recording of the meeting is being made so that those who cannot attend can listen to the information, discussions and outcomes. Kit confirmed that a copy of the digital recording can be collected from either the Information Centre or the HDC Service Centre. It is anticipated the recording will be available by Friday (21.02.14).

Tim asked that all present ensure they fill out the attendance list and add their email address so we could send a copy of the minutes and contact attendees about the next meeting.

Tim also explained that there is a question sheet on the table by the door, for those who have a question but don't want to ask it in public, or who can't stay to the end of the meeting, to fill out and put in the box provided. Tim and Sharon undertake to get your question answered and put it in the minutes, or to contact people directly.

Tim then read out the agenda for the meeting, based on the terms outlined in condition 62 of the resource consent. The programme for this first meeting, in the series of meetings required by the conditions of the resource consent, is to cover:

- A. A description of mining activities undertaken (related to this consent).
- B. A summary of relevant environmental monitoring results.
- C. An update on progress with the IRP Property Purchase programme.
- D. A discussion of the proposed complaints process.
- E. The opportunity for feedback and questions.

Finally, Tim asked for feedback from those present about how the meeting could be run to ensure that it works well for the participants.

- Tim said – it helps us to keep a good record of the meeting, and would allow everyone to participate effectively in the meeting, if we have a rule that one person speaks at a time. He said that if people want to say something but someone else is speaking, he would notice the wave, and come back to the person who indicated they have a question or comment, when there is a gap to do so.
- Sharon said – we will note questions and make sure they are answered at the end of the meeting.
- Tim said – it's okay for us to disagree. It is not the intention that we all need to agree by the end of this meeting. The purpose is to provide information on what is happening with the project, answer questions, find solutions to problems occurring and generally keep people informed.
- Debbie asked – can we get a copy of the presentations before the meeting, so we can read them in preparation for the meeting, and prepare to ask questions?

Andrea Durie and Kerry Watson, the NWG representatives presenting at the meeting, were then asked to introduce themselves.

Kerry Watson explained he is the Environmental Manager for NWG. Kerry said he has been with NWG since 2012 and before that he was with the wind and hydro electricity sector.

Kerry said he would be providing a brief overview of the consent process that resulted in the conditions NWG are now working under, then go onto talking about the monitoring. He said that he and Andrea would then work through the rest of the slides [to give people an update of the current status of NWG's project preparation].

#### **A. Description of mining activities undertaken (related to this consent)**



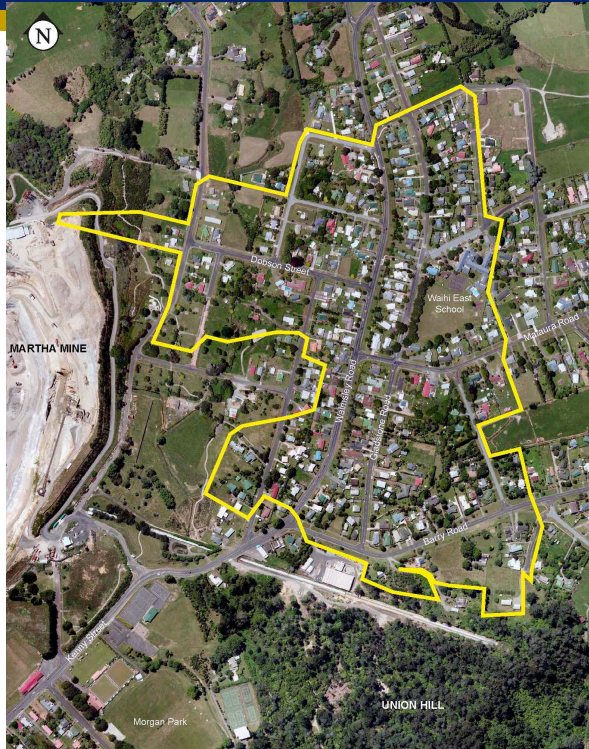
- RMA Hearing: December 2012 (adjourned) & March 2013
- RMA decision appealed to Environment Court
- Agreement on conditions reached in mediation:
  - 5x appellants
  - 3x 274 parties
  - discussions held in confidence and without prejudice
- Conditions approved by Environment Court (minor amendments)
  - the conditions are on HDC's and NWG's websites
- Significant work for Newmont (not more of the same)

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#### **Slide 2: Project overview**

Kerry referred to the PowerPoint presentation and talked about the history of the consenting process. He said the Golden Link project was announced in 2011 and went to the Council level hearing in December 2012. It was then adjourned over Christmas and recommenced in March 2013. Following that, the Commissioner's decision was published, and that decision was appealed by five parties; including NWG, and also three section 274 parties. The 274 parties were people who did not want to appeal outright but wanted to be involved in someone else's appeal points. From there, we went into Environment Court mediation. From the mediation, all parties agreed to the consent conditions that have come out and no Environment Court hearing on the appeal was required. If the parties didn't agree then we would have had a new hearing under the Environment Court. The conditions agreed in the mediation went to the Environment Court who read them through, effectively stamped them, and they became official.

- CEPA versus GLPA (halved in size)
- 12 years versus 20 years
- Greater restrictions
- Greater monitoring, reporting & access to information



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### Slide 3: Mediation outcomes

The conditions require a significant amount of work for Newmont and these conditions are different to previous conditions the company has worked with. One of the big changes is the Golden Link project area has been refined to the CEPA (Correnso Extension Project Area). Kerry pointed to the yellow border on the PowerPoint slide. The consent was reduced from 20 years to 12 years, which was a reflection of the refined area. There were greater restrictions placed on the mining. Some of the main ones include a reduction from four day-time and four night-time blasts down to three blasts per day, and no blasting at night. The blast average vibration of a maximum of 6 has been brought down to 5. There is a split between the development blasts (used to make the underground roads) and the production blasts (the bigger blasts to break the rock so the gold can be extracted from it).

The AEP (Amenity Effects Payments) are included in the consent conditions where they previously sat outside.

There is requirement for greater monitoring and access to information. People are interested in the results and reports, and were having difficulty getting access to that information. Therefore the information will be on the website for download. Finally, these meetings are part of the conditions to provide a high level overview of what is happening. If anybody requires more detail the reports are there (on the web) and they can call the 0800 Newmont phone number, and we can set up specific groups.

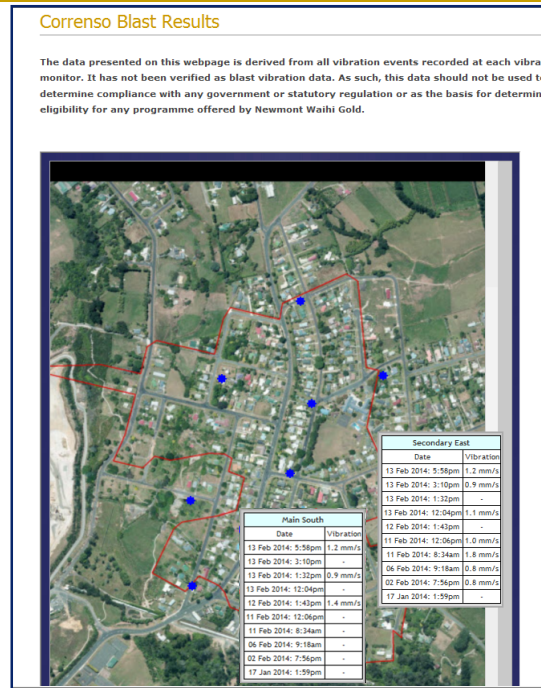
## B. Summary of relevant environmental monitoring results



The database is showing a lot of results from general vibration activity around Waihi East when:

- two monitors are triggered simultaneously
- by unrelated activities eg traffic, pedestrians, gardening, road works

Monitors have triggered as a result of Martha and Trio blasts.



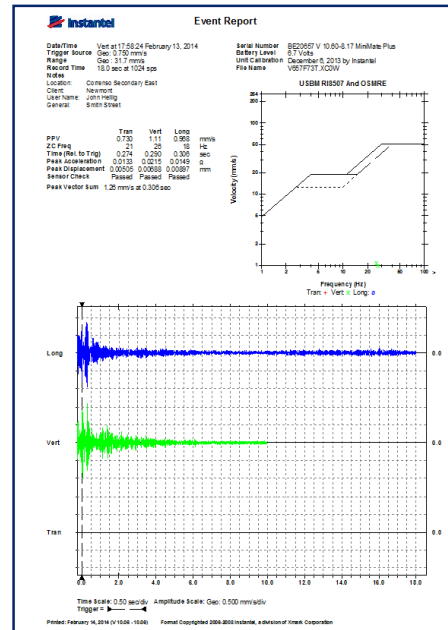
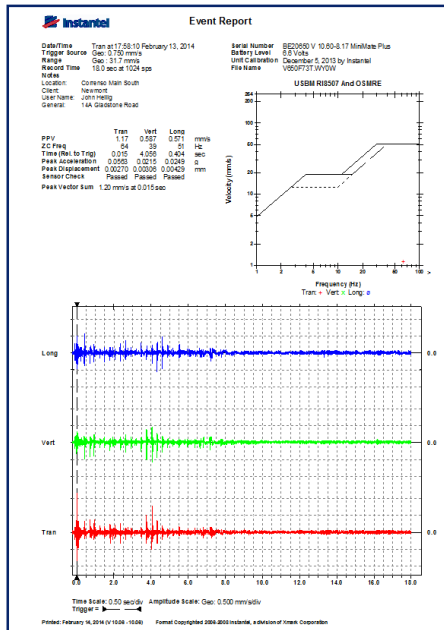
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### Slide 4 – Website page – vibration

#### Vibration

Following this morning's meeting Newmont has decided it will run some vibration workshops, with a limit of 10 participants per workshop, (we will run as many as we need to) to look at what the monitors look like, and pass round the results we get so that people get a better understanding.

On the PowerPoint slide, the red boundary is the CEPA and you will see that there are 10 blue dots. This is on our web page. If you hover your computer mouse over any of the dots it will show the last 10 times that the vibration monitor in that area has been triggered. On the examples on the slide, the monitors have been triggered by Martha and Trio blasts, pedestrian, traffic, lawnmowers and roadworks. They have not yet been triggered by a Correnso blast. This is to be expected because, at the moment, the Correnso blasts are down deep, and they are smaller than the stoping blasts, which is what is occurring at the moment for Trio. Two monitors must trigger within a short period of time, for a vibration to be recorded as a blast, and go up on the screen.



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### Slide 5: Website page – vibration (Examples of readings on 13 February 2014)

The Newmont team who have a lot of experience of looking at these things, and HDC, look at the traces (see examples on slide above) to determine if there has been a blast, or if it results from a blast, or not. Kerry pointed to the wave pattern shown on slide 5 and said that this is more indicative of a truck, but that trucks etc can be similar to the results from a blast. Kerry pointed to the right hand graph on slide 5 and said the spikey pattern is more indicative of stock close to the monitor, or a lawnmower close to it. The team can look at these and determine whether they are blasts or not. In this case they are not. We also look at the blast times and these didn't coincide with the times when we were blasting. There have been questions about how we know if it's a blast or not; the answer is by interpreting these. The idea of the workshops is so people can spend a bit more time, and have a look at these types of events, to help people understand how the system works.

## Requirements Prior to Mining

- **Noise management:**
  - 6 weeks of monitoring
- **Surface stability**
- **BRANZ surveys** conducted
- **SIMP:** scope & consultant approved by HDC
  - identifies key social indicators monitored throughout project
  - due 20 Feb to HDC for approval before beginning SIA process
- **Communications:**
  - vibration events, Plans & Reports page, 2D mine map

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### Slide 6: Requirements prior to mining

#### Noise management

We are required to do six weeks of noise monitoring. This condition initially came in because we were proposing to have an extra vent fan, and we were proposing to also have additional facilities like a cement aggregate fill plant, on the processing site. Neither of those are required at this point in time, but we still had to go through the noise monitoring. To date, there has been no discernible difference to the noise generated, which is in compliance. If the vent fan is put in, we will have to do that (six weeks of monitoring) again to show it is in compliance.

#### Surface stability

Kerry said he would address this point later on when we get to the PowerPoint slide addressing dewatering and stability.

#### Social impacts

Andrea Durie introduced herself as the External Affairs Manager for NWG. She explained she would be presenting information about the social aspects of the resource consent conditions, and said there are quite a few requirements in this area.

Andrea said – the first area we had to undertake was the BRANZ surveys. They give us a marker in terms of property. We had to identify and get permission from HDC and the owners of 15 properties, two schools in the east, the mine manager's place, and control properties outside the area. The survey covers those experiencing mining effects, and those who are not. We expect the first few results to be through in the next few weeks.

The next area is around the Social Impact Management Plan (SIMP). The scope has to be approved by HDC, and a consultant has been approved and is well under way with the SIMP.



The SIMP pulls out key social indicators around property damage, values, amenity effects, vibration effects and how people feel about the vibration. These indicators will be tracked for the life of the project. Once the indicators have been set, we will review those on an annual basis and report back. There will be a draft for approval to HDC this week. We require HDC approval before the Social Impact Assessment (SIA) can be done. If you are thinking you have not heard much about this, the SIA is still to come, and we are pretty sure this community is used to being asked about the social impacts.

### **SIA (social impact assessment)**

We need the Social Impact Assessment to give us input from the community to populate the SIMP framework.

### **Communications**

Kerry has already talked about the website page for people to access plans and reports. The vibration plan, and the noise management plan, will go up this week, and the de-watering and settlement plan are not far off. Once it is approved by HDC, we will have that up on the site. There is also the 2D mine plan that shows where we will be operating in that month (as best we know at the start of the month).



#### **Exploration Development Drive**

- The Property Group engaged
- Ex-gratia offers
- 23 properties
- Started 20 December

### **Slide 7: Requirements prior to mining**

This slide shows what you will see, the streets are named for orientation. The yellow line is the project boundary, and the multicolored line is the exploration drive. Each month will be displayed in a different colour, to show where we are going and where we are. The exploration drive stops just shy of Dobson Street. That will take us till about May to complete that. The development drive will provide more samples of the ore body. It's easier for us to get access into the body from underground. We develop cul-de-sacs (cuddys) off the drive, and drill from

there into the ore body. Samples are sent away to be assessed, so we get a better sense of what is down there and how the ore body is sitting in the ground. Then we use these results to firm up the mine design.

To undertake the development drive, we had to bring in an independent group to manage the ex-gratia payments process. We engaged The Property Group, their name was given to us by WERGI. It is the first time we have used an independent body. The Property Group do a lot of work for Transit and so on and have a lot of experience in this area, and of working with people under pressure. Newmont introduced The Property Group, who then liaised with owners to establish a valuation and then determine 5% (of that value) and make that offer to those property owners. There are 23 properties, that we are going under some part of the legal title of, and to whom we are required to make an offer. All 21 owners of the 23 properties accepted the offer. That was all in place before we started on 20 December.

## Progress in Other Areas

- **Cultural** aspects progressed with Iwi
  - Iwi Advisory Group to be established
- **Complaints process reviewed:**
  - work continued with clinical psychologist
- **Vibration management...**
  - Blast Notification Trial – 22 homes, methodology, Correnso / Trio split
  - AEP – Trio & Martha
- **Dewatering and Settlement Management Plan:**
  - Settlement markers 2 additional piezometers: door-knock nearby properties in Gladstone & Barry Roads this week



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### Slide 8: Progress in other areas

#### Cultural aspects

There are three conditions in the consent in relation to iwi. There is an Iwi advisory group that will be set up in the next month or so. There are two other conditions; one to develop a cultural balance plan, and the other to provide cultural awareness training for Newmont staff. We will be working with the advisory group to do that.

#### Complaints process

The complaints process is being reviewed by a clinical psychologist. (See below for a more detailed discussion about this.)



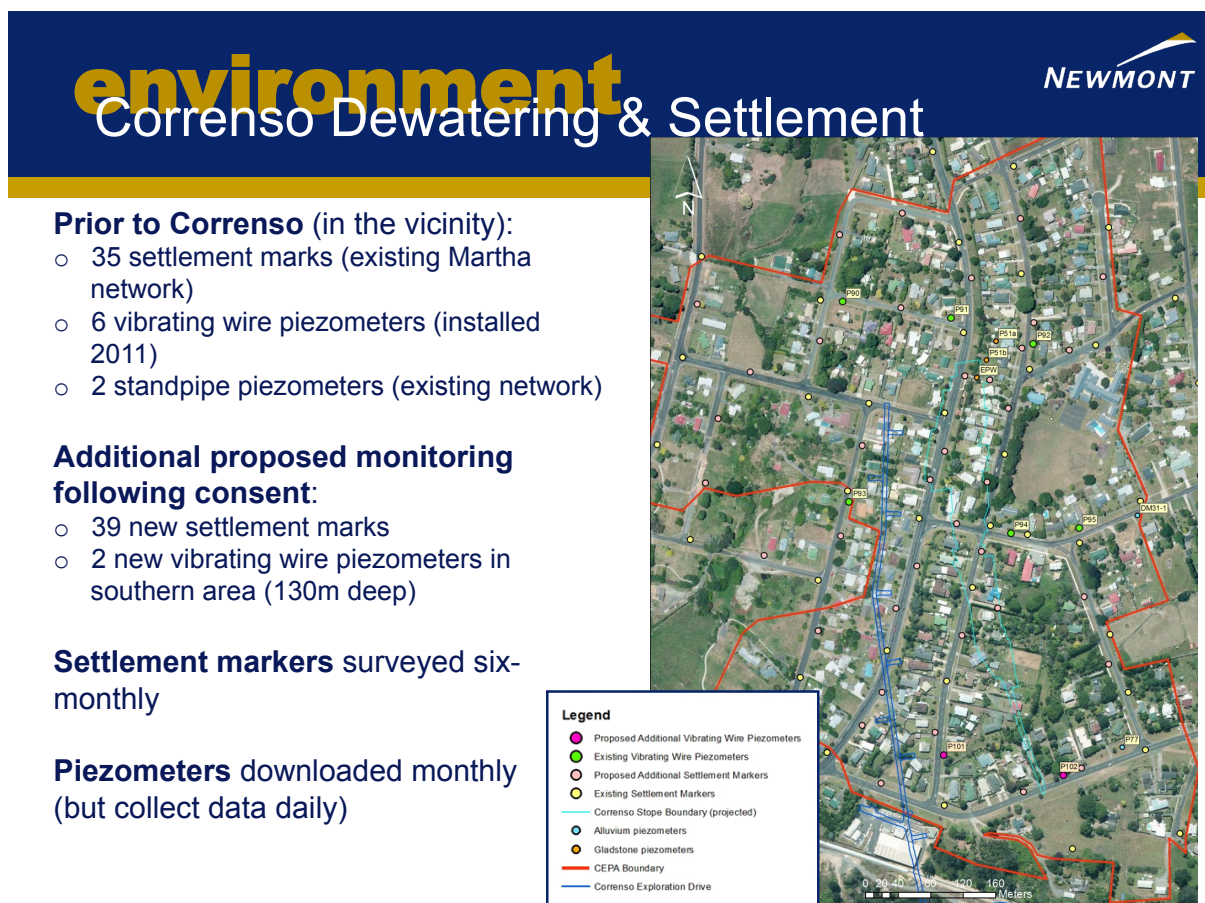
## Vibration management plan

This has been approved by HDC. In the vibration management plan is the blast notification requirement. Community can sign up to receive notifications of the time of the blast window.

We are trialing a system to let people know within 30 seconds of a blast occurring. Twenty-two homes have this device, that you can see on the slide here, that will fit in the palm of your hand and which plugs into a power socket. Before the blast goes off, a button is pressed by the crew to notify of the blast. That plays a small tune on the in-home device. Residents may or may not feel the blast but at least you will be aware of it. That trial is drawing to a close, and the evaluation will be reviewed by the clinical psychologist to see if the device is worthwhile. If it is worthwhile, then it will be rolled out across the project area, and possibly further afield. The feedback we have received to date has been positive.

As has already been mentioned, the Amenity Effects Programme (AEP) sits within the vibration management plan as well. We are dealing with the July to December period last year, so Trio and Martha have triggered payments for AEP. There was a small window of exploration development blasts for Correnso, which started towards the end of December, but these blasts have not triggered any monitors.

Tim asked if there were any questions at that stage and the answer was no.



## Slide 9: Correnso de-watering and settlement

Kerry Watson said – an external expert has looked at what would be appropriate additions to the existing network, and he discussed that with HDC experts. As a result, they agreed on a number of extra settlement markers, and two additional piezometers have been added. At present there are 35 settlement markers. The yellow dots on the slide are the existing settlement markers and the new settlement markers are in pink. This has doubled the density

over this area. These are measured every six months and the results submitted to HDC. There were 35 existing settlement markers and there are an additional 39. The experts tell us that this arrangement gives us a much better coverage. The experts also tell us, there needs to be two more piezometers to the southern end. There will be door-knocks this week in relation to starting work on placing the new piezometers.

Key message:

- Doubled the density of settlement markers.
- Measured and report back to council every six months.
- That report will also be available on the website to be looked at.
- There will be an additional two piezometers to go in to join the network.

### C. Update on progress with the IRP Property Purchase programme



- Round 1: April - November 2013
- 7 properties purchased
- \$2,069,399 spent
- \$1,930,601 remaining of initial \$4m
- Review of process underway by Waihi Community Forum as a result of consent conditions. Community to be consulted on criteria



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### Slide 10: IRP property purchase

#### Independent Review Panel (IRP)

Andrea said – the IRP members were appointed by the Waihi Community Forum (WCF). There are three (panel) members, all external to Waihi. The WCF also developed the guidelines for the IRP to implement. The first round of property purchases started in April last year and the seventh property was signed up in November last year. A total of \$1.9 million, of the initial \$4 million available, is left after purchasing the first seven properties. The IRP process has now been put into the conditions and there has been additional money put into that purse as well. The WCF has already undertaken a review with the IRP on the first round, and the consent conditions require there are other factors to consider before the next round. One of them is that the WCF will consult on the criteria, and the community will have an opportunity to have a say.

Fritha said – what is the difference between the seven properties purchased and the others?

Andrea said – there were 23 properties that received ex-gratia payments, which are not the same as the IRP purchases. The ex-gratia payments were not purchases, they were payments of 5% of the property value, to recognise issues.

Fritha asked – have others been purchased?

Andrea said – yes, for other reasons, but not under the IRP process.

Kerry said – there are two processes going on at the same time, which can confuse people. There is the IRP process, and there is consent condition 46, which relates to the purchase of houses above the stopes. That condition 46 process hasn't started yet.

Andrea said – the IRP was not bound by the conditions (it is now, but the first round wasn't). It was open to peoples' circumstances. People from within the Golden Link Project Area could apply for any number of reasons. Newmont doesn't see the applications. They are confidential to the IRP. Newmont only sees the names and contact details of the IRP recommended properties to purchase. For example someone could leave Waihi for a job opportunity and need to leave quickly to make the most of it. The reasons are not necessarily mining related. For a property within the project area, owners could apply for health, or business reasons, or a variety of other reasons. The consent conditions have tightened. The Waihi Community Forum will need to work to see how the IRP process and the conditions sit together. Then they need to go out to the community for feedback on the new criteria for future property purchase.

Fritha said – so the seven properties purchased were not part of the consent? What about the others to be purchased?

Tim said – it sounds like the answer is that there are different categories for property purchases. To understand, you have to know the criteria and purpose for purchase. He invited Debbie and Fritha and anyone else interested to talk with Andrea after the meeting.

Dale said – the idea recognises that it may be difficult to sell your property and this scheme allows you to get out.

Denis said – if that's true, why have only seven been purchased?

Andrea said – because there was just over \$2 million, which was used to purchase seven properties. If the properties were cheaper then it might have been nine or ten. There is still \$1.9 million to be distributed. Additional funds have been added. It's a decision of the Waihi Community Forum to decide on the criteria, with feedback from the community. They will have feedback from the previous process.

Roger Wainhouse said – health and employment; any other criteria?

Andrea said – if you go onto the Waihi Community Forum website, the guidelines are on there.

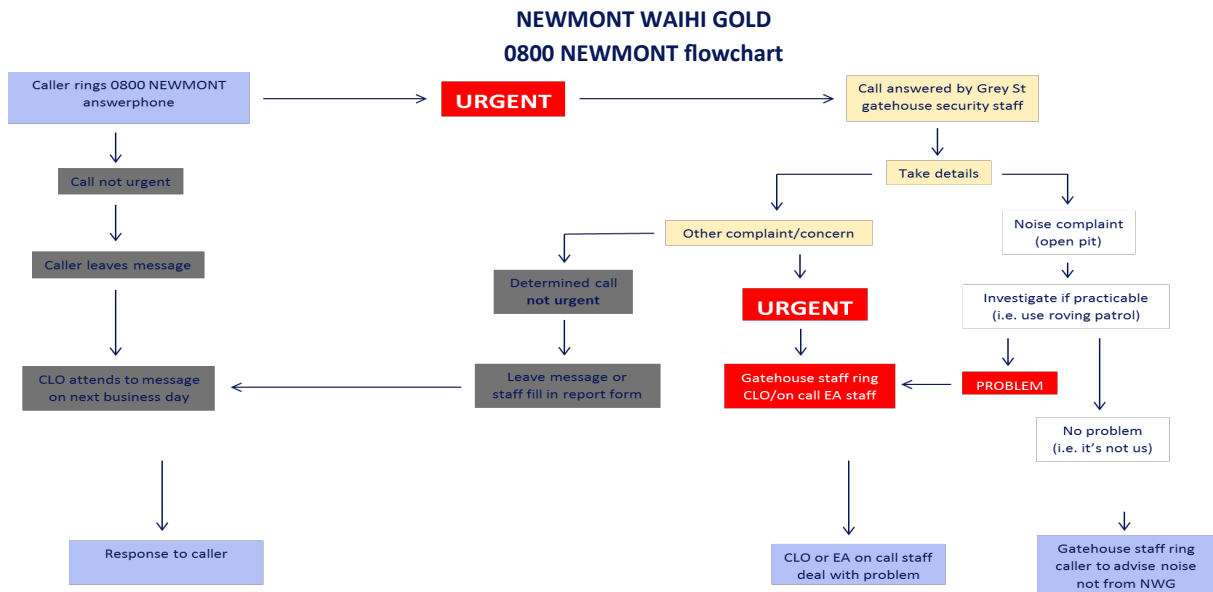
Debbie asked – how many applications were made to the IRP in the first round?

Andrea said – around 51.

## D. Discussion of the proposed complaints process



- Reviewed complaints process with 'a suitably qualified professional'
- Mechanics to change, improved level of service



### Slide 11: Complaints process

Andrea said – The consent conditions require Newmont to review their complaints process with a suitably qualified professional. We have employed a clinical psychologist who is looking at a slight change to the mechanics of the process. I am not sure if we will have the opportunity to talk about it in detail tonight. What we agreed with the group this morning, is that we will distribute the flowchart to you all and welcome your feedback. At present, if you ring Newmont 0800 at any time of the day or night you get the external affairs team – predominantly Donna and Jeannine. We get calls at all times of the day and night. We are looking to improve the response time. During the day there will not be much change, you will still speak to Donna and Jeannine or, if the line is busy, leave a message. We have feedback from people that many of them are happy to just leave a message and we will return your call the next day. All calls are logged.

At night the phone will be switched to the gatehouse at Grey Street. One of the people at the gatehouse will take the call. We think this would be a much better service, as they will be awake and ready to respond. The reason why we need someone who can respond straight away is that noise is something we can change. If it is loud noise, and it is mine related, we can talk to the area creating the noise and effect an immediate change. Security can do a drive-by to locate the source and report. We can then advise the complainant what's happening. It is usually not Newmont noise at night. For a blast event we can't turn the clock back. The call will be logged and reviewed in a management meeting in the morning. We use the feedback to look into how blasts are designed and look to reduce the impact.

That is the process that is being put forward for feedback. The proposed changes to the complaints process are not dramatic but, we believe, provide a better service.

Please note, this is not the complaint process regarding property damage that you think has been caused by the mine. In that case, the consent conditions outline very clear steps, read through those. The consent conditions are available on the HDC or Waihi Gold websites. Or you can call 0800 Newmont and we will get you a copy.

We will finish exploration in May.



## 2014

- Finish Correnso Exploration Development Drive: May
- Community meeting: May
- Correnso drilling finishes: June
- Correnso final mine design: July
- Trio finishes: July/August
- Community meeting: August
- Social Impact Assessment (SIA) due for submission to HDC: August

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### Slide 12: Next steps

- There will be a further community meeting in May.
- The drilling will finish in June and we will have information from samples to help develop the final mine design by July.
- Trio will finish in July or August but we will be looking for other options to extend the life of the mine.
- There will be another community meeting in August.
- Social impact assessment - people will be out consulting. The report will be submitted to HDC in August.



## **E. Opportunity for feedback and questions**

### **Questions**

Tim opened the floor for questions, and answers to the questions already recorded.

1. Debbie said – if I ring after midnight and it goes to the gatehouse what type of person would I be talking to?
  - Andrea said – security personnel who will be trained by us in our complaints process. They are already trained for security breaches and issues that arise on site so we expect a fast response.
2. Sue said – what happens if Newmont damages your property, assesses it and says they will repair it, but nine months later there is an offer for reduced quantum of repair?
  - Andrea said – the first stage is a person from Newmont looks at the damage. Then you can go to HDC who send an independent party to provide a report. Newmont will then provide a written response.
  - Sue said – I had to ring to get a response.
  - Andrea said – if you are not happy, then the Waihi Community Forum would look at the complaint and refer it to the IRP. They have an arbitration process. For their contact details see the WCF website, or phone 0800 Newmont.
3. Roger said – we can follow the development drives on our computers. How often are they updated and how easy are they to access; a lot of people aren't computer savvy?
  - Andrea said – there is a requirement that we leave copies at the Information Centre and the HDC Service Centre.
  - Roger said – when will we see the progress report
  - Andrea said – at the start of each month we will say where we think we will get to.
  - Roger said – can that be projected within three months?
  - Andrea said – I'm not sure if that would be helpful with the changes that may occur. Once we get into mining proper, all sorts of things can change.
4. Roger said – with the social impact report, will they see most people in the area? I would like to be contacted.
  - Andrea said – do you mean the Social Impact Assessment? Until we get approval for the SIMP we can't develop the scope for the SIA. Our methodology will be part of that (the SIMP).
  - Roger said – I recommend that, for people directly affected, it should be discussed at length.
5. Mike said – with the monthly plan on the website, does it show the depths at which you will be mining?
  - Andrea said – no, it's a 2D mine plan, that is what was agreed.
  - Mike said – the whole point of this is to get more information to the public; when you start mining will it show the depth you are working at?
  - Andrea said – it would be visually difficult to reproduce a 3D plan but what we can look at doing, is inserting numbers on the 2D plan to show depth.
  - Mike said – it would be good to see each month, so people can get a sense.
  - Kit said – it would not be difficult to have a circle with a number on the map to reflect the depth.
6. Mike said – in relation to the Correnso website with the monitors, currently it's useless isn't it, because it is showing all sorts of extraneous vibration? The whole intent of it through the mediation was, if I'm at home and I feel or hear something, within 10 minutes I can log on, check the site, and see that it was such and such a blast at a certain level. So far, with the morning blasts that have been waking me at 7.00 / ten minutes to 7.00, there is no record of it anywhere. If I don't have the info, I don't know what that means and I don't

know what that means for the future when you start mining. It is part of the attenuation process – if I can look and see what to expect. You could make it more useful if it triggers the monitors. You have the Tsunado alert, can that not be set so that it sets the monitors as well?

- Kerry said – I suggest you come to one of the vibration meetings. You can hear from the experts about the way it's done and why. We are looking at it, and refining it, but it's currently not registering Correnso blasts.
- Mike said – have some of the blasts been at the same time as Trio blasts?
- Kerry said – no, there is possibly a couple, but I don't know off the top of my head.
- Tim said – Mike there is an invitation to attend the vibration workshop, are you happy to pick up on that?
- Mike said – sure, why not.

7. Mike said – I understand that where the piezometers are located, there are none over the actual workings itself? I have one of the properties over the workings.

- Kerry said – we have taken advice on where to put them to get cover over the whole area. Experts have said that they are not required directly above, where they think [is most useful] is around the outside.

8. Dale said – on the BRANZ reports, are there any multi-level houses?

- Donna said – I can't think of any, but I can get back to you.
- Debbie said – (to Mike) why do you ask? What does that mean?
- Dale said – for the BRANZ report, they selected 17 properties. When there is a vibration event, a multi-level house behaves differently.
- Donna said – I think there was [a multi-level house].
- Andrea said – the survey had to be representative of the properties in the area so, if there are multi-level houses, they will be included.

9. Debbie said – the AEP scheme, how do you communicate with members? I understand the community forum spoke to Newmont about better ways to communicate to the members of the scheme [about] whether they are going to get paid or not. Have you done anything about that?

- Andrea said – we have looked at a number of aspects since we had WCF input. We send out a notice of payment. The letter includes the total of the historic payments, and that is going to be done as of the start of 2013. For the last period (January to June) a letter went out in August/September but we couldn't do a historic total because that entails more trawling back through the data. The letter contained the number of blast events that qualify for AEP, and the letter went out ahead of the cheque. There were a couple of other recommendations regarding communication about AEP; I can come back to you (Debbie) about those.
- Mike said – the format of the blast records has changed. It's now a summary, and not individual blasts and the algorithm that has been calculated for your property. People can't track what's important. Once again, it is about people being able to see what is happening through the information provided.
- Andrea said - Blast Hub is dealt with through our enviro team who deal with the contractors directly in Australia.
- Kerry said – in relation to the information, there shouldn't be any changes. It would be good to talk with you more about this, and show you the system, so we can get to the bottom of this and see what you are seeing.

10. Tim referred back to the Complaints Process that Andrea had talked about earlier and asked what people wanted from the complaint process.

- Robin said – a response, and it would be appropriate to be timely.
- Debbie said – respectful, and the issue complained about should be resolved at some stage.
- Fritha said – do you want to hear from people? I have not been complaining but I have felt it. Do you want more telephone calls?

- Andrea said – we acknowledge that people hear us and feel us. If people want to contact us, they are more than welcome to at any time. We are most concerned with the people who are concerned and are upset. Lots of people want to log that they have felt or heard a blast. We note that down, as we do for all calls. Where there is concern or upset, or children upset, we do need to hear so that I can look more closely. Where there are anomalies, we look at what's happening and investigate things like geology and blast design. It's a science but not perfect. We look at the data and work out ways to try and improve. We look at product and design etc.
- Dale said – I know a lot of people don't want to phone. Can we do a blast diary and drop it off?
- Andrea said – we previously had a person who gave us six months worth of data. It was too late to do anything. The problem is, that doesn't help us to solve the problem. I guess if it was timely.
- Dale said – I get woken up by a blast sometimes in the afternoon when I have been working night shift and, if I were to call someone having been woken up with a jolt, it may not be very nice. I just think it would make it easier for people.
- Andrea said – that (Dale's suggestion of a form or a blast dairy) is noted.
- Tim checked with Andrea that people could call, not necessarily with a complaint but with a question, and that the company is open to that.
- Andrea said – yes.

#### 11. Vibration workshops (expressions of interest)

- Mike Moskal,
- Roger Wainhouse,
- Dale Riddle.

### Discussion of meeting process

Tim reiterated that there would be three more meetings like this, during the course of 2014, and asked – what would make the meetings best or easier for those attending?

Denis said – the time, later like 5.30pm would be better.

Debbie said – maybe a weekend meeting. When asked if that would help her, Debbie said no, but that it might help those who can't attend during the week.

Denis said – it would be easier for people who are out of town.

Roger said – we need to keep the two meetings. There are people who can't get out at night.

Tim asked – how have people heard the meeting was on?

Rob said – it was well advertised. Anyone who can read would know.

Debbie said – having information that will be presented at the meeting, before the meeting, would help. Otherwise it is a lot of information to absorb.

Tim asked Debbie if she thought the information itself, or an agenda, would meet the need she expressed.

Debbie said – I think the information itself.

Andrea said – I'd need to give that some thought. As we get all the information systems up and running, a lot of the information will be on the website for people to read and that would give people far greater insight (more than reading a bullet point PowerPoint slide). You can get info from the website or phone us.

Debbie said – what about prior to the meeting?

Andrea said – you can do your homework. If you don't have a computer, we can provide hard copies. We're aware that we don't use the front page on our website well and we'll be changing that.

Tim asked – if an agenda was published in advance of the next meeting with headings on it, then people could know what is going to be talked about and go to the right page.

Andrea said – we could do that. It's in the conditions, what we have to cover at the meeting, but if it will help we can provide trigger words so people know what to look for.

Mike said – it would be helpful if you add links as well as trigger words.

Andrea said – we can do that on the website but it won't help for those without computers.

Mike said – an agenda is an important thing because one of the points that is to be covered in these meetings is progress on any points raised at the previous meeting. The agenda will help people to refresh their memories and get up to date with what was talked about.

Roger said – what time would the vibration workshops be?

Kerry said – if you give your names to Jeannine we will organise small groups and ensure that we can have a good discussion.

The meeting concluded at 6.45pm.

**The next meeting is scheduled for Wednesday 14 May 2014.**