

# 0800 WAIHIGOLD

**The OceanaGold Community Engagement Line is a 24-hour service.** If you have a complaint or concern, or an issue you believe needs to be addressed by the mine, you should contact us on **0800 WAIHIGOLD (0800 92 44 44)**.

We staff the phone during the week between the hours of 9.00am and 4.00pm. Outside of these hours your call will divert to an answerphone. If the matter can wait to the next business day we ask that you leave a message. If your call requires an immediate response, for example a noise complaint, you have the option of talking with our security staff. If necessary, they will contact a member of the External Affairs team.

All complaints are acted upon. For example, if we receive a noise complaint we will organise noise monitoring in the identified area. If the noise is caused by our operations and is noncompliant we will take action to decrease the level by reducing the number of machines working or redirecting them to other work.

When we receive blast vibration complaints we review the BlastHub monitoring data and wherever possible take appropriate action.

We are required to provide a six-monthly report to Hauraki District Council which lists all of the complaints we have received and our responses.



## SPONSORSHIPS AND DONATIONS

Last month we published a list of sponsorships, donations and partnerships for 2017. Local groups and organisations are invited to apply for assistance in 2018.

You can find more information on our website here:

<http://waihigold.co.nz/community/investing-in-our-community/>

The application forms can be found here: <https://waihigold.co.nz/wp-content/uploads/2017/11/Donation-Application-Form-2017-1.pdf>

To help us process your application in a timely manner it is important that you provide us with all of the relevant information we require. Please feel free to contact us if you would like to discuss your proposal.

## AMENITY EFFECT Programme

The **Amenity Effect Programme (AEP)** was started several years ago as an informal agreement between the company and residents living in defined areas close to the open pit or underground operations. The programme was set up as a voluntary initiative with no legal status.

The AEP acknowledged that mine-related effects such as vibration could have the potential to affect people's quality of life (amenity). It was designed to recognise that some people may experience the effects of our operations at levels lower than those set by the consent conditions.

The Correnso Underground Mine Consent Conditions incorporated AEP. Now, the programme is a part of our operating consents and so is mandatory. AEP was also incorporated into the SUPA consent conditions.

Each six-month period, detailed vibration reports for the locations are exported from BlastHub. The results are filtered to identify properties that registered two or

more blast events in any month that produced a vibration level of 1.5mm/s (peak particle velocity) or more during the reporting period.

To qualify for the AEP, tenants of rental accommodation must have lived at the address for a minimum period of six months and receive two or more blasts in one month with ground vibration equal or greater than 1.5mm/s in magnitude.

Payments are based on OceanaGold Waihi's monitoring results and a schedule of rates that increases payments with increasing magnitudes of vibration.

While the payments will vary depending on the mine-related effects experienced, a minimum payment of \$250 has been established that will apply to all qualifying residents in any six-month period. Rates are adjusted annually in line with the Consumer Price Index (CPI).

AEP payments for the second half of 2017 have been calculated. Cheques should be ready for delivery later this month.

