



## We welcome your feedback about noise



### **Do you wish to make a complaint or voice a concern about noise as an aspect of Newmont Waihi Gold's Martha or Favona mining operations?**

Initially please refer to our information sheet entitled [How do I register . general.pdf](#)

#### **How do I register a complaint or concern about Newmont's operations in Waihi?**

This will provide general information about the steps you can take and the process we follow when we receive complaints or concerns.

For further information **specific to noise** complaints or concerns please read this information sheet. It also describes how Newmont Waihi Gold (NWG) monitors and measures sound levels and provides some general background material.

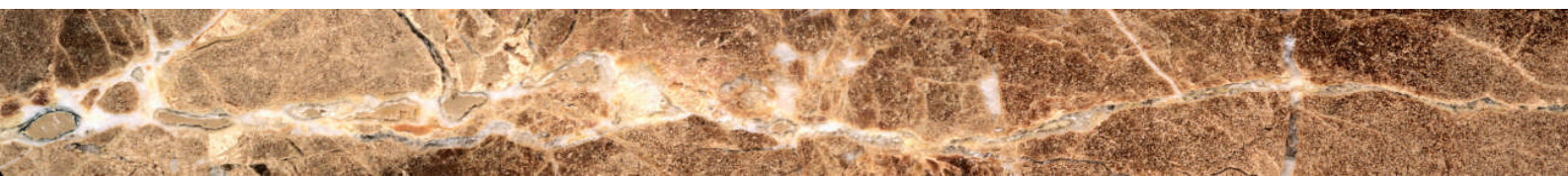
#### **We welcome your feedback**

NWG acknowledges that human sensitivity to noise differs from person to person. Even when noise levels are within compliance with consent conditions they can at times create annoyance for some residents. We need you to let us know about this so we can assess whether there is anything we can do to lessen the effects. We welcome your feedback.

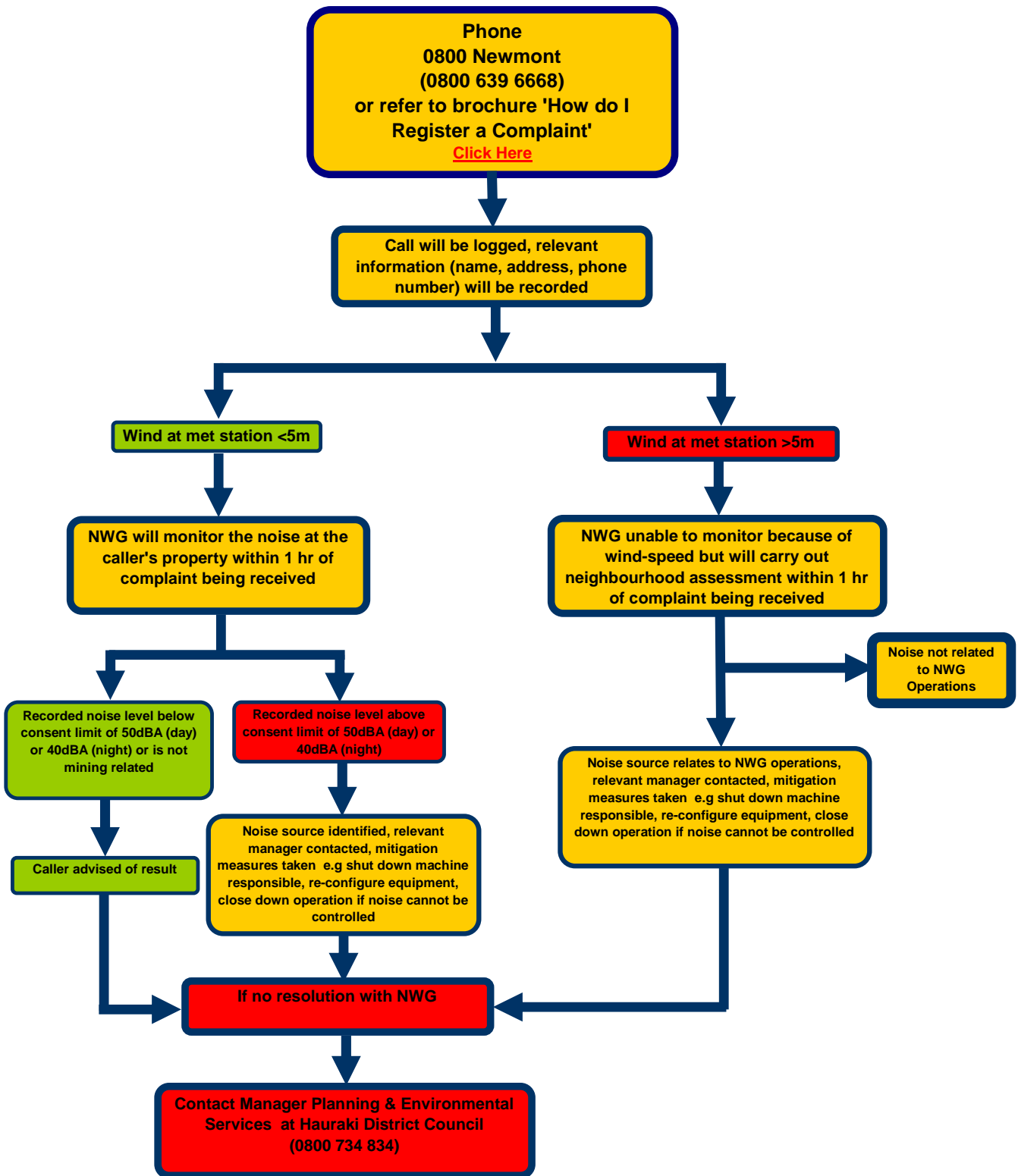
We are only a phone call away. Please phone our community engagement line immediately if noise effects are annoying. We will log your call and record as much information as we can from you at the time. Our initial response will be to send an environmental technician within an hour to operate a sound monitor at your property boundary.

We will correlate the monitoring data with the information you provided and we will endeavour to contact you within 24 hours to inform you of the results and discuss the next steps to be taken. Our internal actions and our response to you will be recorded. However, in the majority of cases, where we can pinpoint the source of the noise, we are able to resolve the issue before this.

**NWG community engagement line is attended 24 hours a day, seven days a week.  
Call 0800 NEWMONT (0800 639 6668)**



# Noise Complaint Procedure



## **The Amenity Effect Programme (AEP)**

NWG operates under very stringent conditions relating to noise under its mining licence and resource consents. The consent limits are designed to avoid nuisance for most of the Waihi community most of the time. However, we recognise that some people living close to the Martha open pit or Favona underground operation may still experience annoyance due to noise, even though the mine is complying with the conditions of the licence and consents.

NWG recognises that our compliance with consents bears no relevance for people if noise due to mining activities is annoying them at their residence. To address this, NWG developed the AEP to establish agreements between the company and residents living close to the Martha or Favona operations.

If noise becomes annoying you can request monitoring be carried out at your property to establish whether you are eligible to join the Amenity Effect Programme (AEP). We will monitor at your property boundary for a period of time to collect and record data, including ambient noise levels. This will tell us whether mining activity is causing the noise you are experiencing or whether there may be another cause.

AEP participants who live within the defined areas receive an initial one-off payment and a payment for each occasion a noise effect over a set level occurs at their property. The set level is well below consent compliance limits. The payments are made every six months and are based on actual effects measured by NWG's monitoring equipment during the previous six months.

## **What if there is no resolution? What is the next step?**

The regulatory authority responsible for noise issues is Hauraki District Council (HDC). The HDC Manager of Planning and Environmental Services is the person to contact if you are not satisfied with the actions of NWG to work towards resolving your grievance.

If there still appears to be no resolution to the issue the HDC Manager of Planning and Environmental Services will appoint an independent mediator to assist.

## **Sound monitoring in Waihi**

In Waihi baseline sound monitoring began before the Martha mining operation started in 1987. A substantial database has been compiled and this is on-going. Monitoring sites have varied as mining activities have moved so that the measurement points fairly represent the most exposed residences.

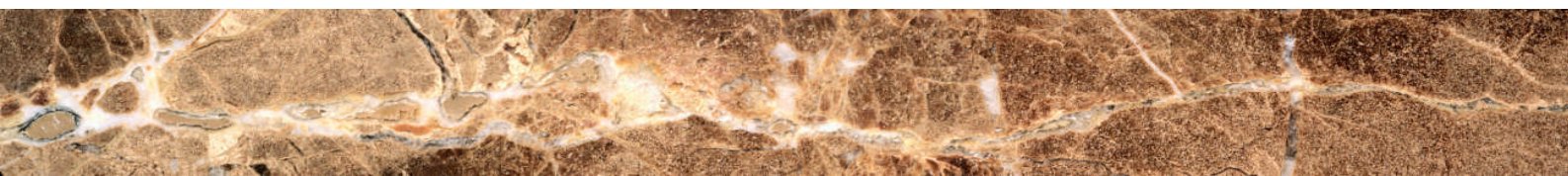
A network of monitoring sites established around the mining operations provides results which are submitted to HDC on a quarterly basis. Independent monitoring is also carried out by HDC on occasions.

The conditions of consent require that sound monitoring is carried out in accordance with the relevant New Zealand standards for noise, and that representative samples are recorded. Because wind affects noise measurements, the NZ standards require that for all outdoor measurements an approved wind shield is to be used. Similarly the standards acknowledge that measurements cannot normally be made if the wind speed exceeds five metres per second.

## **Managing noise**

NWG employs several measures to manage noise effects such as:

- Equipment selection and maintenance and driver training
- Construction of noise bunds
- Limiting the height of stockpiles
- Acoustic cladding around conveyor belt and potentially noisy machinery
- Closed board fencing
- Acoustic (Hebel) noise wall on some sections of the perimeter noise bund
- Planting a screen of vegetation
- Restricting operating hours for various activities or operations



## Noise limits

Conditions relating to hours of work and noise are specified in the Mining Licence and the HDC Land Use Consents. While the conditions vary depending on what work is being carried out, and the time of day that the activity is taking place, the permitted conditions (abridged) relating to hours of work and noise are outlined in the following table:

ACTIVITY	HOURS OF WORK (MAX)	NOISE LEVEL
Construction activities	Mon. to Fri. 0700-2000 Sat. 0730-1800	$L_{10} < 75$ dBA **
Normal mining operations, including open pit mining, conveying and waste disposal	Mon. to Fri. 0700-2100* Sat. 0700-1200	$L_{10} < 50$ dBA
Maintenance and processing plant	At any time outside the above hours provided noise levels are met	$L_{10} < 40$ dBA

\* Work can only be carried out between 1900 and 2100 hours if it is urgent and necessary for the effective carrying out of mining operations, and the noise conditions are met.  
 \*\*  $L_{10}$  is the noise level which is equalled or exceeded for 10% of the measurement time.

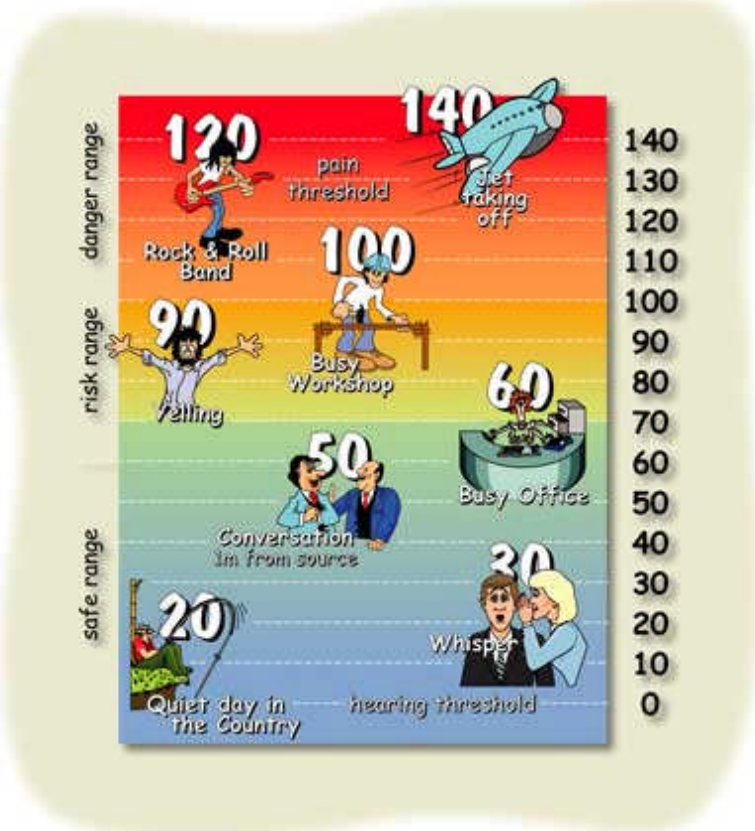
## Background information about noise

The basic unit of sound is the decibel (dB). The A weighted sound level—or dBA—is equivalent to sound detectable by the human ear.

Response to noise is determined by a variety of factors such as time of day and year, duration, purpose and personal factors.

Noise levels are affected by a number of factors:

- Steady, light to moderate winds produce higher noise levels downwind and lower noise levels upwind from a given source.
- Winds of higher velocity increase background levels due to air turbulence around buildings, houses, etc., or movement of trees, and obscure other noise sources.
- Temperature inversions, particularly during winter.
- Low cloud cover is sometimes reported to 'reflect' sound waves thereby increasing their intensity on the ground
- Background noise from such sources as traffic, residential activities, cicadas, birds, cattle, flowing water and wind can also have a cumulative effect on noise levels.
- Individual response and tolerance to differing noise types and levels.



Above: The table displays decibel (dBA) levels for a sample range of activities.

Newmont Waihi Gold has further information sheets available that outline some issues, explain how we manage them and suggest steps that may lead to resolving them. To access these information sheets, [click here](#) or phone 0800 NEWMONT (0800 639 6668) to arrange for a copy to be sent to you.