



Baiada Poultry Pty Limited

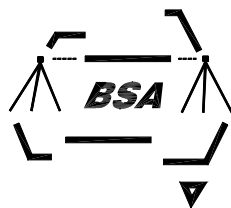
STATEMENT OF ENVIRONMENTAL EFFECTS

Section 96(2) Modification Application

APPENDIX J –

Environmental Incidents and Complaints Handling & Recording

Oakburn Processing Complex
Oxley Highway, Tamworth NSW



Bath, Stewart Associates Pty Ltd

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**BAIADA POULTRY PTY LIMITED
ENVIRONMENTAL MANAGEMENT SYSTEM**

SECTION 4.5.3.1

**ENVIRONMENTAL INCIDENTS AND COMPLAINTS
HANDLING & RECORDING**

CONTROLLED COPY ☐

UNCONTROLLED COPY ☐

ISSUE 5.0

APRIL 2006

ENVIRONMENTAL INCIDENTS
HANDLING & RECORDING

SECTION 4.5.3.1

PART 1 - ENVIRONMENTAL COMPLAINTS

RECEIVAL OF COMPLAINTS

Complaints to the Company with regard to the environment may be received in a number of ways:

- (i) via the environmental hotline (number 1800 000 640)
- (ii) via any phone located on any site
- (iii) by facsimile
- (iv) through the relevant legislative body (either local Council or the EPA/ DEC)

Any supervisor or manager may receive a complaint. Where the initial contact reaches a staff member who is not a representative of management, then the call should either be directly relayed to the relevant supervisor immediately OR the caller's details taken with a view to returning the call once management are in a position to discuss the situation. Where assistance is required in handling the situation, the National Environmental Risk Manager should be contacted at Head Office.

WHERE COMPLAINTS / INCIDENTS ARE REPORTED VIA THE RELEVANT LEGISLATIVE BODY, (EG. EPA, COUNCIL) THE NATIONAL MANAGER FOR COMPLIANCE MUST BE NOTIFIED IMMEDIATELY – EVEN IF IT OCCURS OUTSIDE NORMAL HOURS.

CALLER'S DETAILS AND NATURE OF THE INCIDENT

Once the caller is spoken to by management, the following details need to be established. These should be immediately documented on a copy of the Environmental Incident and Complaints Form (ENV002): (Note: the most current procedure is located on the B5 server/Environmental/Forms).

- 1) Where the caller does not wish to disclose their identity, the "NO" part of the first question on the form should be circled.
- 2) Where the caller will provide their details, these are to be recorded in the areas provided on the form.
- 3) The method by which the complaint was received is to be indicated.
- 4) The nature of the complaint is to be documented.
- 5) The name of the person receiving the complaint is to be noted; and
- 6) The name(s) of any other staff member who is notified.

The form itself is a good guide to the questions which need to be asked of the caller.

4.5.3.2 COMPLAINT INVESTIGATION

(i) FIELD INVESTIGATION

When these details have been noted, then it will be the duty of management to initiate a field investigation to try to establish the cause of the problem and immediately attempt to rectify the situation. Where available, weather details should be sought as a guide to the likely dissipation of any odours (if an odour complaint).

If the complaint is related to a farm, then the supervisor's most recent Service Report (formLVS169) is to be obtained and attached to the complaints form.

(ii) VERIFICATION OF COMPLAINT

Where possible, a staff member should be deployed to verify the source and nature of the complaint as soon as practicable after it has been received. It is essential that an honest assessment of the situation is carried out and then documented on the form in the appropriate location.

For noise complaints at Tangaratta Stockfeeds, a download of the noise logger is required to verify the extent of the complaint. This can be obtained from Bath Stewart Associates and interpretation may require the services of the current noise consultant. It should be noted also that every environmental complaint at this site needs to be informed to the DEC (EPA) Armidale Office, accompanied with a written report following each requirement stated in the Environmental Protection Licence, Condition R3.3. In addition, if the complaint is noise-related, a summary and analysis of the noise data downloaded from the permanently installed noise logger is to be obtained and forwarded to the EPA with the report. The Mill Manager must discuss the situation with the National Environmental Risk Manager or his immediate supervisor prior to making contact with any Authority.

(iii) PROCESS DETAILS AT TIME OF COMPLAINT

The process details which are occurring at the time of the complaint need to be noted in this section, such as:

- 1) Processing details occurring at the time, on the site in question
- 2) For farms, the ages of chickens and condition of shed environments
- 3) Any stages of processing in hatcheries
- 4) Any abnormal conditions which may be present at either the time of the complaint or leading up to the complaint

4.5.3.3 REMEDIAL ACTION

Where remedial action can be taken or is in process, the details are to be documented under this section. Every possible effort must be made in order to find a solution to the reported incident, but in some instances it may not be possible to take remedial action either immediately or at all, depending on the circumstances. If this is the case, then the reasons why remedial action cannot be taken needs to be accurately recorded on this form.

Where previous remedial action has not been successful, the reasons should be established and documented.

4.5.3.4 WEATHER INFORMATION

On sites where there is a weather station in operation, a print out of the times leading up to the incident should be obtained, checked for any relevance to the complaint, and attached to the form and other documentation. Meterological stations are located on the following Baiada sites and may be used to determine weather conditions from local Baiada sites which may not have one:

- Peats Ridge on the Central Coast of NSW
- Taradale Site has one (owned and operated by Proten)
- An independent weather station is also located at Tamworth Airport.

4.5.3.5 MANAGERIAL

The final documentation will be the details of the follow-up with the complainant, ie. any actions taken to remedy or mitigate the situation. Company confidentiality may preclude release of detail of some remedial action – advice should be sought from the National Environmental Risk or from the appropriate Divisional Manager.

When the environmental complaint has arisen from scheduled premises (meaning premises controlled by an Environment Protection Licence) it is a legal requirement to inform the DEC as soon as possible of any event which is causing or is likely to cause environmental harm. This would include odour / noise complaints.

Certain conditions of Development Consents may also require notification to the relevant Council. These conditions need to be clarified on all sites to which such conditions may apply.

ENVIRONMENTAL INCIDENTS
HANDLING & RECORDING

4.5.3.6 SIGN OFF

This form should be signed by the person who has completed it, and their position with the Company noted. A copy needs to be forwarded to the National Environmental Risk Manager so that the details can be entered on the Complaints Database.

4.5.3.7 RAISING OF CORRECTIVE ACTION REQUEST (CAR)

It may be appropriate for a Corrective Action Request or other non-conformance report (for example, a Supplier Non-Conformance Report) as a result of a complaint. If so, this should be noted on the form and a copy should be filed with the completed ENV002 form.

4.5.3.8 COMPLAINTS WHICH ARE RECEIVED FROM THE HOTLINE

Where complaints are received by this medium, there is a ring list of senior managers listed with their relevant site(s). As soon as the call is logged by the Hotline the first number on the list is called, and if the person is not verbally spoken to, then the caller will progress through the list until someone is verbally contacted. A follow up fax which records the basic details of the complainant is faxed through shortly thereafter.

The senior manager accepting the call will deal with the issue directly if it applies to their area of responsibility. If not, they will refer to that Divisional Manager or Supervisor (as appropriate) to deal with the complaint. In most instances, the National Environmental Risk Manager should also be notified.

Ensuing action will follow that as described above in the notification, verification and documentation of the complaint.

4.5.3.9 PART 2 - ENVIRONMENTAL INCIDENTS

The same form (ENV002) is to be used for recording of any environmental incidents by following the headings on the form. Where possible, photos should be attached with any other relevant information as well as details of all corrective and preventative action taken.

4.5.3.10 NOTIFICATION TO EXTERNAL PARTIES

Where an incident or complaint has been reported, there needs to be an immediate discussion with Senior Management as to whether the Council or DEC/ EPA needs to be notified, should the incident or complaint be causing or threatening to cause material harm to the environment. The results of this discussion needs to be documented on the ENV002 form in the appropriate place at the bottom of page 2.

4.5.3.11 ENVIRONMENTAL FLOW CHART

A summary of this procedure exists as the Environmental Complaints System flow chart, and is posted at all sites that this procedure applies to.

ENVIRONMENTAL COMPLAINTS SYSTEM

April 2002



RECEIVE COMPLAINT

Document caller's details, if possible and then **MUST** discuss approach with Supervisor who should contact their most Senior Manager before responding to caller.

All complaints must be acted upon IMMEDIATELY.



FOR ODOUR COMPLAINTS: CONTACT COMPLAINANT

ONLY PERSONS AUTHORISED BY SENIOR MANAGEMENT ARE TO CONTACT COMPLAINANT

Advise complainant (if required) to visit their property to verify complaint. Preferably visit close to the boundary of residence of complainant.

Visit site asap to verify source of odour – only involve complainant if requested by Senior Management.

Obtain weather conditions report and check to verify possibility of odour coming from Baiada source

Check with Senior Management regarding need to contact local regulatory authority (either Local Council or Environment Protection Authority) regardless of authenticity of complaint



FOR NON-ODOUR COMPLAINTS / ENVIRONMENTAL INCIDENTS

Refer issue to Senior Management and carry out site inspection as a matter of urgency

Verify the environmental incident

Take immediate corrective action, where possible, to contain the spill or to minimise damage to the environment

Check with Senior Management on the need to inform the local regulatory authority (either Local Council or the Environment Protection Authority and in the case of a major spill, the Fire Brigade)



DOCUMENT ENVIRONMENTAL INCIDENT

Document on Complaints Sheet Form ENV002 with any supporting documentation (eg weather report, Corrective Action Request, Field Service Report) and forward copy to National Manager for Compliance. Original to be filed on site for minimum of 4 years.

**BAIADA POULTRY PTY. LIMITED****1800 COMPLAINT
ACTION SHEET****AUTHORITY:
National Environmental,
Risk Manager**

Doc. : Form ENV001

Page : 1 of 1

Issue : 11.0

Date : 24/03/08

CONTACT DETAILS

Name of Complainant: _____

Address of above: _____

Contact Phone Number: _____

NATURE OF COMPLAINT

Date of event: _____ Date Notified: _____

Location of Baiada Site: _____

Time First Noticed: _____ AM / PM Time Event Ended : _____ AM / PM

Nature of Complaint: _____

Name of staff member contacted regarding complaint (please circle):

For Bowler's Lane Farms:

Bill Mitchell Office: (02)6764 9200 Fax: (02) 6764 9299

Mobile: 0428 118 198 A/H: 0428 118 198

Paul Robertson Office: (02) 6764 9200 Fax: (02) 6764 9299

Mobile 0438 118 179 A/H: 0438 118 179

For Tangaratta Stockfeeds Pty Limited:

Graham Owers Office: (02) 67607 272 Fax: (02) 67607 120

Mobile: 0428 118 108 A/H: 0428 118 108

For Oakburn Protein Recovery Plant:

Sherilee Stewart Office: (02) 6760 7802 Fax: (02) 6760 7803

Mobile: 0438 118 353 A/H: 0438 118 353

Richard Kress Office: (02) 9842 1105 Fax: (02) 0688 4884

Mobile: 0418 118 086 A/H: 0418 118 086

For Luddenham Site:

John Fyfe Office: (02) 9627 5800 Fax: (02) 9627 5748

Mobile: 0418 118 212 A/H: 0418 118 212

For Any Other Sites

Elaine Dickson Office: (02) 9842 1150 Fax: (02) 9688 4818

Mobile: 0408 118 055 A/H: (02) 4751 1707

Simon Camilleri Office: (02) 9842 1101 Fax: (02) 9629 5958

Mobile: 0418 118001 A/H: 0418 118001

Time Staff Member Notified: _____ AM/PM Date: _____

PLEASE ENSURE THAT A STAFF MEMBER IS SPOKEN TO VERBALLY. **DO NOT LEAVE
MESSAGES!** IT IS IMPERATIVE THAT EACH COMPLAINT IS ADDRESSED AS A MATTER OF
URGENCY. WHERE ONE MAY NOT BE AVAILABLE, PLEASE PROCEED THROUGH THE LIST.

**BAIADA POULTRY PTY. LIMITED****ENVIRONMENTAL
FORMS REGISTER****AUTHORITY:
National Environmental
Risk Manager**

Doc. : FormENV002

Page : 1 of 2

Issue : 8.0

Date : 28/08/07

ENVIRONMENTAL INCIDENT AND COMPLAINT ACTION SHEET**Incident / Complaint No:** / _____ (allocated by Head Office)**Did Complainant / Person Reporting Incident Wish to Give Details?** YES NO**Name :** _____**Address of above:** _____**Contact Phone Number:** _____**METHOD BY WHICH COMPLAINT/ INCIDENT WAS RECEIVED:****Environmental hotline** ☐ **Phone/fax** ☐ **Email** ☐ ***Other** ☐***If "other", please specify:** _____**NATURE OF COMPLAINT / INCIDENT:****Site:** _____**Date of event:** _____**Date notified:** _____ **Time Notified:** _____**Time First Noticed:** _____**Time Event Ended:** _____**Complaint Type:** **Pollution Occurrence** ☐ **Odour Complaint** ☐ **Noise Complaint** ☐**Other** ☐ (specify) _____**If odour, describe type of odour:** _____**Name of staff member who received complaint:** _____**Names of other staff members advised:** _____**FIELD INVESTIGATION**

If the complaint /incident notification is received in real time then the receiving staff member should advise the plant manager and a field investigation initiated. Note details below of the results of this investigation.

_____**RELEVANT COMMENTS:** __________

_____**HAS THE COMPLAINT / INCIDENT BEEN VERIFIED BY A BAIADA STAFF MEMBER?** NO YES**DETAILS:** _____

**BAIADA POULTRY PTY. LIMITED****ENVIRONMENTAL
FORMS REGISTER****AUTHORITY:
National Environmental
Risk Manager****Doc. : FormENV002****Page : 2 of 2****Issue : 8.0****Date : 28/08/07****PROCESS DETAILS AT TIME OF COMPLAINT/ INCIDENT:**

REMEDIAL ACTION TAKEN? YES NO**Reasons if "NO"**

Initiated:

Pending:

Was the above successful: Yes No**If above is No what other action has been initiated to resolve the problem**

Weather Station Data Attached to this form? Yes No N/A**Noise Logger Data Attached to this form? Yes No N/A****MANAGERIAL****Complainant has been contacted and advised of actions on the / / (date) at (time)
by phone / email/ letter / fax / in person by (name of person)****Consultation regarding notification to regulator has occurred? YES NO N/A****IF "NO", PLEASE STATE REASON:**

By Date&Time Outcome: YES NO**Is it necessary to advise COUNCIL EPA OTHER** **Date done Time: To: by:** **Signed Position** **CAR RAISED? ☐ CAR NO.** **PLEASE FORWARD COPY OF COMPLETED FORM TO ENVIRONMENTAL MANAGER AT HEAD OFFICE, PENDLE HILL****Placed on Complaints Register on (date) / /**