

Date	Time	Method	Person Details	Nature of the Odour	Action taken by Veolia	Follow-up contact	Further Action taken by Veolia (if not, then explanation why added to commentary)
29/4/2019	11:30	Phone	Josh - Orica (IXOM) control room Steve.barclay@orica.com	Odour Complaint	The odour control system fan had been running at full speed (55Hz). The waste shed had approximately 200 tonnes of waste on the floor and approximately 35 waste filled containers at the site. Wind speed at time of complaint: 20 km/hr Wind direction at time of complaint: South-South-West	Complainant was requested to contact the site if the odour is detected again. No further contact was made. Fan extraction room scheduled for clean out.	The complaint was added to the Odour Feedback Register to assist in fine-tuning the plant and optimising parameters.
10/09/19	08:00	Phone	IXOM Control Room Operator Steve.barclay@orica.com	Odour complaint	Shed was full of waste as there was a forklift down, they had to wait until it was repaired. Wind speed at time of complaint: 33km/h Wind direction at time of complaint: South-South-West	Complainant was requested to contact the site if the odour is detected again. No further contact was made.	No further issues at this point in time. Veolia BTT will continue to monitor and communicate with stakeholders.
01/01/20	07:00	Bayside council and EPA	Nicholas Kumar (EPA) Nicholas. Kumar@epa.nsw.gov.au	Odour complaint	train was cancelled, leaving 35 full containers on the standing area. Odour was also detected on the 31/12/19 in the afternoon and in the early morning of the 1/1/20. Both extreme heat (40.3°C) and wind (41- 69km/h) were the main factors Wind direction at time of complaint: South-West	Complaint was made anonymously to Bayside Council and then reported to the EPA. EPA contacted Veolia BTT to determine cause of odour and closed the case once all information was given.	No further issues at this point in time. Veolia BTT will continue to monitor and communicate with stakeholders.