

## Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
10/02/2022	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Mayfield Road, Tarago	The complainant reported an awful stench affecting the caller at home, a few kilometres out of town. They advised that odours had not been too bad for a while but, more recently, every foggy morning the odour has been overpowering, which is several times a week.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
10/02/2022	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported noticing an odour early this morning, around 6am that was getting worse. They reported that it smelt like rotten garbage which was very strong. There was a light westerly wind outside.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
10/02/2022	5:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported a very strong rotting waste odour coming from Woodlawn Bioreactor. The reporter was visiting the area in Tarago and said that you could not walk outside.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
10/02/2022	5:30:00 am	11436	EPA Environmental Line	Odour	Letter	Willow Glen Road, Willow Glen	The complainant reported a sick, clawing, sweet garbage smell from Woodlawn Eco Precinct. The odour entered through an open window and was extremely strong in and outside. They advised that the odour tends to dissipate around 10:30-11:00 when the temperature increased but comes back later in the day/evening when it gets cooler.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
10/02/2022	7:30:00 am	11436	E-mail	Odour	Letter	Boro Road, Tarago	The complainant emailed Veolia directly to report that whilst traveling from their address in Lower Boro to Tarago a rotten garbage odour was evident, allegedly coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
10/02/2022	8:19:00 am	11436	Community Feedback Line	Odour	Letter	Mt Fairy Road, Mt Fairy	The complainant advised that the odour was first noticed at 1:30am and was still evident at the time of the report. The weather was reported to be very warm and still when the odour was present.	An operational odour source site inspection was carried out of all Woodlawn Eco-Precinct upon receipt of the report of odour and an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was carried out.
09/02/2022	5:30:00 am	11436	EPA Environmental Line	Odour	Letter	Cullulla Road, Tarago	The complainant advised that with a light wind, an odour was smelt from a north west direction. The reporters property is situated in straight line 15km from the Woodlawn.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.

## Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
09/02/2022	6:50:00 am	11436	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro	The complainant was woken by a strong odour described as "sickly sweet rotten garbage smell" at 3:00am that was still present when the call was received at 6:50am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
09/02/2022	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The complainant was affected by an odour described as a "rotting rubbish odour with a metallic tang" that intensified during the morning (between 6:00am and 9:00am). The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
09/02/2022	10:00:00 pm	11436	E-mail	Odour	Letter	Rosebery Street, Tarago	The complainant emailed Veolia directly to report that whilst all of their windows were open to cool the house down that night, the house was filled with a bad odour allegedly coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
07/02/2022	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The complainant was dropping children at the School at approximately 8:30am when they observed a strong odour described as "rotten garbage". The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
06/02/2022	7:58:00 am	11436	EPA Environmental Line	Odour	Letter	Collector Road, Currawang	The complainant reported odour described as a very strong and pervasive "metallic compost smell" that was first observed at approximately 7:58am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
04/02/2022	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The EPA received a complaint on the morning of the 4th February 2022 relating to an odour observed at the Tarago Public School. The complainant was dropping children at the School at approximately 8:30am when they observed a strong odour described as "rotten garbage". The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
04/02/2022	7:30:00 am	11436	EPA Environmental Line	Odour	Letter	Collector Road, Currawang	The complainant reported odour described as "a metallic foul smell" that was first observed at approximately 7:30am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.

## Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
01/02/2022	7:30:00 am	11436	EPA Environmental Line	Odour	Letter	Rosebery Street, Tarago	The complainant reported odour described as "a moderate strength landfill odour" that was first observed at approximately 7:30am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
01/02/2022	4:30:00 am	11436	EPA Environmental Line	Odour	Letter	Lumley Road, Lake Bathurst	The complainant was woken by strong odour (undescribed) at 4:30am that remained present until their departure from the residence at approximately 8:30am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor.	Veolia continues to refine it's investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
01/02/2022	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The complainant advised that the odour started at 6:00am and continued to be experienced until 8:30am. They rated the odour level a 6 out of 6 and said that the weather was still and cool, there was thick fog, and that the odour got less as the fog cleared but was still bad at time of departure.	Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community.
31/01/2022	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro	The complainant advised that the odour started at 6:00am and had dissipated around 11am when the wind picked up. They noticed the smell again that day at 5pm. The weather was reported as hot and still when the odour was present.	Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community.
19/1/2022	9:25:00 pm	11436	EPA Environmental Line	Odour	Letter	Collector Road, Currawang	The EPA received a report to their Environment Line from a resident of Collector Road, Currawang, who was affected by offensive odour. The complainant reported that the odour had a metallic foul smell and at the time of the incident the wind was from the south east about 20km/hr.	Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an
17/1/2022	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The EPA received a report to their Environment Line from a resident of Leahys Lane, Tarago, who was affected by offensive odour allegedly coming from the Woodlawn Bioreactor. The complainant described the odour as "strong rotting garbage".	Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an
17/1/2022	10:51:00 pm	11436	EPA Environmental Line	Odour	Letter	Cullulla Road, Tarago	The EPA received a report to their Environment Line from a resident of Cullulla Road, Tarago, who was affected by offensive odour.	Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an
11/1/2022	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Taylors Creek Road, Tarago	The EPA received a report to their Environment Line from a resident of Taylors Creek Road, Tarago, who was affected by offensive odour. The complainant reported that the odour had the character of gas.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour.
10/1/2022	1:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Taylors Creek Road, Tarago	The EPA received a report to their Environment Line from a resident of Taylors Creek Road, Tarago, who was affected by offensive odour. The complainant reported that the odour had the character of gas.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour.