

Odour

1. Why is the smell so bad recently?

Weather conditions such as changes in barometric pressure and inversion layers can build up and release odour on site from time to time. Ongoing issues with high rainfall have seen some short term impacts on gas capture. Veolia reported on and included further information on gas capture improvements in the last CLC meeting presentation.

2. What is Veolia currently doing to fix the smell?

Veolia is always working on reducing odour on site and a section on it was included in the last CLC meeting presentation. Here is a short summary:

What we have done recently:

- Completed installation of biofilter within the interface between the waste and the rock face
- Installed additional aerators in dams
- Refurbished the MBT biofilters
- Undertake monthly surface monitoring and reporting to regulator
- Deployed carbon filters in any potential hotspots
- Installed extra drainage to improve gas collection
- Started including progress updates for each improvement opportunity in our Community Liaison Committee meeting presentations.

What we are working on:

- Further improving waste / rock interface gas collection in bioreactor - planning to install perimeter gas extraction system (RFP to suppliers for horizontal wells)
- Improve landfill cover - have engaged Tonkin for 3rd party review, investigating tarp systems and other trial options
- To ensure the effectiveness of our control measures and track our progress, Veolia conducts an Independent Odour Audit every year

3. Why isn't it working?

Veolia has continued to carry out works to increase gas capture efficiency, however from time to time odour may escape. Veolia has reduced the frequency and duration of these events and continue to implement actions to improve odour management on site. Veolia acknowledges that if it does get out the odour smells similar to what it has been in the past so some people may think our controls are not working or we are not doing anything. A summary of actions completed and further actions is in the last CLC meeting presentation.

4. What sensors do Veolia currently have in the community?

Veolia maintains 3 weather stations with H₂S sensors. Even though odour may be detected from time to time due to the extremely low concentrations of the gas, there aren't any accurate devices available to measure this. Things aren't usually measured to this level because they are at such low concentrations. So while you can detect an odour, it is minute concentrations - down to levels sometimes below what instrumentation does.

5. Are the sensors working?

Yes - Even though odour may be detected from time to time due to the extremely low concentrations of the gas there aren't any accurate devices out there to measure this.

6. What are the sensors showing on days with offensive odour?

Very little, with no statistically significant correlation between observed H₂S and odours and odour complaints.

A gas characterization study is being done by The Odour Unit, and we are very interested to see it's results. This study will use vacuum canister sampling to sample the air in Tarago, before it is sent to a laboratory which will process the samples for ultra low levels of gasses which may be odouress and associated with Woodlawn. This study will be looking at a range of gasses, including H₂S, and compare any observed levels to health guideline levels. We will publish this finalized study when we receive it.

7. Noting that measures taken to fix the odour problems aren't working, what else does Veolia have in train to fix the smell?

A summary of actions completed and further actions is in the last CLC meeting presentation and further information has been provided under Q2 in this section.

8. Why does it still stink after 20 years?

Veolia has improved odour management on site, and significantly improved gas capture over recent years. Extra improvements being installed this year will create further improvements. The issue is that due to the low concentrations but high odour potential of the gas, any improvements are not that noticeable from an odour perspective or are gradual over the years. Veolia expect the next lot of actions will see a noticeable improvement.

9. How does Veolia plan to compensate businesses in town that are impacted by the smell?

Veolia understands the concerns raised by the community and value the feedback the company has received on odour. Veolia is committed to being a responsible corporate citizen and contributing to the town's growth and development. There are no plans for compensation, however Veolia remains dedicated to bringing business to the town, providing funding for community projects and infrastructure and sponsoring local events.

10. How does Veolia capture the odour impact on people who are unlikely to report - e.g. visitors, jaded locals?

Veolia routinely holds sessions such as the CLC to hear perspectives from the community, and have established online website opportunities to submit such reports.

11. Most people are unlikely to report odour unless the smell is severely impacting them, so odour impacts will likely be much greater than what is reported. How is this impact captured in reporting?

All odour complaints are taken seriously. 'Most people' is an assumption not quantified by figures to substantiate that claim. The amount of complaints alone don't dictate Veolia's improvement process, this process is ongoing no matter how many complaints are received.

12. How often do Veolia employees report odour?

If Veolia employees detect any odour it is reported and we work together as a team to develop solutions to improve the situation. Employees are proud of their work and are focussed on continual improvement. As with the local community, odour is only detected from time to time on site and is not a daily occurrence.

13. Is there an internal employee mechanism for reporting odour?

Yes - Veolia maintains an internal incident reporting platform. All employees are aware of how to use this and are encouraged to. If employees have concerns they first discuss it with the site operations team and are at liberty to make a report to the regulator, and this will go to higher levels of management.

14. Where is Veolia employee odour reporting shown in the publicly available odour complaints?

It's not a public platform. All employees work on improving odour management as a team and it is discussed when detected and at weekly operations meetings.

15. Why doesn't Veolia scale back its waste intake until it gets the odour under control?

This will not have any impact on odour management as gas is already being produced.

Odour Feedback:

The smell has been horrific over the last 2-3 weeks, & not just on overcast days. Visitors coming through town have been commenting on it over the previous fortnight to shop owners. People just passing through for coffee or a meal are not interested in contacting the EPA. The smell is unacceptable lately.

This feedback is noted.

Locals report waiting on hold with the EPA for up to 30 mins over the last week & end up hanging up.

This is a matter for the EPA and not Veolia's service. Per previous advice, Veolia prefers to be notified so our staff can determine if something has changed immediately and pinpoint any issues. All complaints we received are reported directly to the EPA as well.

- Nobody listens. They come here and take over. The stink is here every day - you complain and nothing happens.

Veolia have been working with the community and operating in Tarago for 20 years at the Woodlawn site. Veolia conducts a community liaison committee meeting quarterly to outline actions, we update on projects in the Tarago Times and we spend significant amounts of money on operational improvements based on community feedback.

ARC

1. Veolia estimates the Woodlawn landfill currently has a lifespan of 25-30 more years (February CLC meeting). How many extra years of life will the landfill have if the incinerator gets built?

The lifespan of a landfill is based on many variables including fill amount, density of waste, types of wastes and compaction rates over time. This makes it difficult to predict the lifespan of the Woodlawn landfill.

2. Veolia CEO Richard Kirkman was featured in an article describing new technology to create jet fuel from landfill gas. Given the extensive carbon and greenhouse emissions from incineration, wouldn't it be better to spend \$600 million enhancing gas capture from landfill rather than building an incinerator?

The purpose of the ARC has always been to move up the waste hierarchy in line with Government policy. Acknowledging that landfill is at the bottom of the waste hierarchy and energy from waste facilities offer the opportunity for over 96% diversion of waste from landfill through recovery of energy, metals and aggregates.

3. What additional reports/amendments/information has the Department of Planning and EPA requested Veolia provide following their gap analysis of Veolia's response to submissions?

Veolia is currently working through the finalisation of the Response to Submissions report, including a dedicated section that addresses the feedback received from specific stakeholders and the community. For example, the inclusion of updated census data, providing further explanation around a range of topics within the main body of the report and undertaking some further modelling.

4. When will the response to submissions be available?

The project team is currently working on the response to submissions and expect it to be available sometime in Q3 2024.

5. Given the Develop mine looks set to reopen, how will it be possible for Veolia to find accommodation for the workforce required to construct the incinerator? What solutions is Veolia proposing?

Veolia has developed an accommodation framework as part of the response to submissions report to address this topic. This will be shared with the community once the response to submissions report has been finalised and made public.

6. What is the current status of the incinerator? (Where are things up to?)

See the latest CLC Presentation slide update.

Operations

1. How many people does Veolia employ onsite at Woodlawn? (Veolia employees)

70

2. What percentage of Veolia's NSW-based operations does Woodlawn represent?

Not sure this is really relevant. Please let us know why this information is important?

3. How much revenue does the Woodlawn site generate for Veolia Australia?

This is commercial in confidence and we will not be responding to revenue questions.

Additional questions:

- What are the new FOGO modifications proposed for the MBT?

Extending the current approved FOGO processing shed within the currently approved MBT footprint.

- What measures will be put in place to control odour from these modifications?

This is a fully enclosed area with extraction filtration systems installed.

- Given the number of proposed new developments/modifications identified for Woodlawn, could Veolia please provide a long-term development map for the Woodlawn Eco-Precinct?

We are currently working on a long term strategy.

- What was in the adequacy report provided to Veolia by the Department of Planning?

This is a repeated question. Answered above.

- When will Veolia submit its final report (response to submissions)?

This is a repeated question. Answered above.