

No.	Date	Title	Action Taken	Notes	CAR/Intex Number	Wind Direction
1	25/2/2020	Odour Complaint	Odour patrol undertaken in area 3:50- 4:20 no odour noted.		KTER-C01CA1	
2	10/3/2020	Complaint - Odour complaints lodged to EPA	Site operations reviewed and investigation undertaken.		JFAD-36336F	
3	10/3/2020	Complaint - Spike in Spring Farm odour complaints	Site operations reviewed and investigation undertaken. Odour patrol done following morning.		JFAD-ESAB18	
4	10/3/2020	Complaint - Spring Farm odour complaints	Site operations reviewed and investigation undertaken. Odour patrol to be conducted on the following morning of complaint notification from EPA and will be done on all days the following week from 9/3/20 to 13/3/20		JFAD-388870	
5	23/3/2020	Complaint - Odour by EPA at Mount Annan on 17 March 2020	Site operations reviewed and investigation undertaken.		JFAD-362156	
6	23/3/2020	Odours detected in Spring Farm on 21 and 23 March 2020	Site operations reviewed and investigation undertaken.		KTER-A73CDF	
7	25/3/2020	Spring Farm odour complaints	Site operations reviewed and investigation undertaken.		KTER-61068A	
8	7/4/2020	EPA notification of multiple complaints	Investigate operations on site and reference odour patrols for the dates identified. Not all identified as related to site operations.		KGEE-80FE6E	
9	14/4/2020	EPA notification of complaints	Complaints investigated		KGEE-51290C	
10	6/5/2020	Complaint - Odour	Compile odour patrols and site activity information for past dates between 27 April 2020 & 3 May 2020.		KGEE-50893A	
11	14/5/2020	Odour Complaint	Compile odour patrols and site activity information.		KTER-AE13AD	
12	12/10/2020	Alleged odour emissions - Spring Farm 03 October 2020	Odour patrol not able to be undertaken due to complaint coming in days after the alleged odour was present		MEAR-82023C	
13	20/10/2021	Caller reporting on Thu, 21 Oct 2021, a strong tangy garbage smell coming from Suez Spring farm which started on Wed, 20 Oct 2021 at 16:00. The caller mentioned the odour has gotten worse on Thu, 21 Oct 2021, the next morning, and is still occurring. Caller cannot go outside. Odour scale 5/6.	Odour patrol not able to be undertaken due to complaint coming in days after the alleged odour was present	Complainant contacted EPA hotline on Thursday 21 October. Received correspondence from EPA - 28/10/2021- EMAIL Odour complaints from SUEZ Spring Farm Facilities.	4572	
14	22/10/2021	Location : SUEZ-env Site Alert - Spring Farm Problem : Complaint - Odour Caller : Kelly 0404009385 Address : 4 COLEBEE PLACE NARELLAN, NSW, 2567 Problem Details : Cust calling this AM re smell from Resource Recovery Park is overwhelming.	Odour patrol undertaken. Potato farm on Camden Bypass were fertilizing. Complainant contacted - explained our operations do not produce an odour of "dog poo". Positive conversation with Kelly.	Odour not associated with site odour profile. Local potato farm fertilizing crops.	45475	
15	22/10/2021	Rotting odour coming from SUEZ facility. The street name and suburb of Caller 2 is Stenhouse Drive in Mount Annan (northern end). Caller 2 has notified that they are mainly affected by the odour between 7:15am to 10:00am.	Immediate action could not be taken as the email was received from EPA 28/10/2021 Complainant is now in direct contact with SUEZ - Jackie AP at Mount Annan Public School.	Unknown cause as the complaint was received six days after the alleged odour.	45480	Wind direction was E - 173.6
16	25/10/2021	Rotting odour coming from SUEZ facility. Odour complaint was received 28/10/2021 from EPA. Odour patrol undertaken this day.	Odour patrol identified odour detected offsite. Site supervisor of ARRT was contacted and asked to ensure rapid roller doors were opened and closed only when vehicles were incoming/outgoing. MRF - no odour concerns. No BW trucks parked at PDO. Why 2		45484	
17	27/10/2021	Email from EPA received 03/11/2021 Date - 27 Oct 2021 Incident start date/time - 27 Oct 2021 6am. Description - Caller advised that there is "strong rotting garbage odour" coming from the SUEZ facility. No address was given by the EPA therefore alleged complaints cannot be directly associated with SUEZ sites. Caller noticed a "rotting smell from Suez" when they arrived to work at 7am. Notification of complaint was not received from the EPA until 1:32pm - 3/11/2021	EPA communicated complaint via email on 03/11/2021.	Root cause cannot directly associated with SUEZ activities as no actual address of complainant was provided by EPA.	45492	
18	3/11/2021	Odour patrol was carried out in the AM - 6933 No odour from SUEZ facilities were identified. NO address or information of caller was provided by EPA. Cannot associate SUEZ facilities due to this.	No details of address or caller was provided by EPA.	Not enough information from the EPA to justify SUEZ as the cause of odour.	45509	
19	4/11/2021	Description Rubbish odour, tangy garbage smell. NE wind, no odour present. Smells like flowers, sweet. Rain - spotting No odour onsite Or around SF	Odour patrol carried out, site activities reviewed, Site Manager informed	No odour present on OP. Complaint not associated with SUEZ activities.	45515	
20	6/11/2021	1. Kennedy Place, Mount Annan - 9.11am - Outside is super smelly this morning. One of the worst ever ive smelt. A	Odour patrol carried out, site activities reviewed, Site Manager informed	ARRF supervisor - no unusual operations	45517	9 am - wind
21	16/11/2021	"Very bad rubbish odour since a couple of hours ago" Medhi contacted Mghal Eather directly.	OP reported - red bin rubbish detected on Mount Annan Drive/Swansona	Odour patrol carried out, site walk around with	46082	
22	16/11/2021	Caller mentioned that odour is coming from Suez Waste Management. The odour commenced at 6:45am this	Email was not received from the EPA until 19/11/2021.	Jackie - Mount Annan Public School - 0402 141	46078	
23	18/11/2021	"The smell there around 7am but not as bad as two nights ago"	Odour patrol carried out, site activities reviewed, Site Manager informed	169 Mount Annan Drive, Mount Annan	46083	Wind direction
24	19/11/2021	Bandara Crt, Spring Farm	Odour patrol carried out, site activities reviewed, Site Manager informed		46084	ESE
25	1/12/2021	No address provided by EPA. Email received 03/11/2021.	Odour patrol carried out, site activities reviewed, Site Manager informed	Root cause cannot be associated with SUEZ	45504	
26	8/1/2022	Just letting you know, there is a smell coming from your spring farm location. I have had to shut my house u	Review site activities and ensure all controls are in place.	Wind direction indicates site/s as potential odour	50809	
27	9/1/2022	No time of the complaint was recorded. Camden ORRF and SF does not operate on Sunday. Only SUDO is open to the public.	No initial investigation was undertaken as the complaint was not received on the 9/1/22		50813	
28	11/1/2022	"Caller affected by an offensive odour, the odour seems to be a chemical, and is thought to be a deodorising agent	Odour patrol carried out, site activities reviewed, Site Manager informed	Organic material does not produce an odour	50814	
29	11/1/2022	"An intermittent odour of rotting garbage has been affecting the caller recently at home in Mount Annan and the	Odour patrol carried out, site activities reviewed, Site Manager informed	Organic material does not produce an odour	50815	Wind direction
30	13/1/2022	Customer complaining re- odour from SF. Compared to breathing in fumes, affecting her voice and making her	Odour patrol was undertaken, no odour was present at the address or	Organic material does not produce an odour	50816	WD - SOUTH/ SW
31	20/1/2022	The smell of the tip has been very strong today from about 10am up until writing this email at 1.30pm. There	Communicate with site to ensure odour controls are in place.	98.8 mm of rain received at site between 1-20	50820	
32	27/1/2022	No address provided. Complaint did not include address, actual description of complaint. Compliant was received via RFI from EPA.	Odour patrol carried in general area, no specific address given	No address given	50823	
33	1/2/2022	Customer called to advise smell in the morning and afternoon strong garage could you please call the customer to	Suzanne was called to discuss odour. Explained operations and invited		51053	Wind direction
34	11/2/2022	Resident of Mount Annan affected by offensive odour attributed to the SUEZ waste facility. Caller usually finds it	Odour patrol undertaken at 3:40pm noted a produce farm 3.4km west of the	No pooling leachate on site.	51082	
35	23/3/2022	I am in maran st, spring farm and its pretty bad again and its 9:09am.	Camden ORRF and SF - do not operate on a Sunday.		50812	
36	28/3/2022	There's that odour again quite eye watering today.	Odour patrol carried out immediately.	42.5 mm of rain received at Camden ORRF and	51204	
37	17/6/2022	Please see the following complaints recently registered with the EPA.	Correspondence sent to the EPA on 14 June 2022 for extended operational	Legacy post March flood waste being loaded out	53852	
38	15/10/2022	Odour patrol carried out at the time of the complaint coming through.	Follow up broken ARRT door repair	2 EPA odour complaints	57906	
39	20/10/2022	Odour patrol carried out at the time of the complaint coming through.	Follow up broken ARRT door repair	2 EPA odour complaints	57906	
40	22/10/2022	Rotting odour coming from SUEZ facility.	Immediate action could not be taken as the email was received from EPA 28/10/2021		45480	Wind direction was E - 173.6
41	17/02/2023	Odour complaint from EPA at Mt Annan Public school	Immediate odour patrol once complaint came through from the EPA	Complaint came through 2 hrs. after the complaint was made to the EPA	61006	
42	28/03/2023	At approx. 9am on 25th March 2023 there was a rotten, pungent rubbish smell coming from the tips in the eastern side of Spring Farm. Caller advised they have reported this previously and was advised the agency has made some arrangements and smell was controlled for a while, however today is so bad they cannot even breath it in. Caller advised they first smelt it at 8:30 and ignored it at first, however smelt it again at 9am and decided to report it	Site activities reviewed	The Odour complaint was on a Saturday and the complaint from the EPA came through 3 days later. No odour patrol was carried out on the day of the complaint as it was a Saturday.	62340	
43	30/4/2023	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
44	31/5/2023	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
45	30/6/2023	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
46	31/7/2023	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
47	31/8/2023	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
48	30/9/2023	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
49	31/10/2023	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
50	30/11/2023	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
51	31/12/2023	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
52	31/1/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
53	29/2/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
54	31/3/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
55	30/4/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
56	31/5/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
57	30/6/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
58	31/7/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
59	31/8/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
60	30/9/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
61	31/10/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
62	30/11/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
63	31/12/2024	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
64	31/1/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
65	25/2/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
66	31/03/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
67	30/04/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
68	31/05/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
69	30/06/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
70	31/07/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
71	31/08/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
72	30/09/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
73	31/10/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
74	30/11/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
75	31/12/2025	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
76	31/01/2026	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
77	28/02/2026	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
78	31/03/2026	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
79	30/04/2026	1 Complaint received but odour source was identified not from SF Facility.	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
80	31/05/2026	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
81	30/06/2026	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a
82	31/07/2026	Nil Complaints Received	Nil Complaints Reported	Nil Complaints Reported	n/a	n/a