

Date	Time	Method	Person Details	Nature of the Odour	Action taken by Veolia	Follow-up contact	Further Action taken by Veolia <i>(if not, then explanation why added to commentary)</i>
12/3/2019	13:45	Phone	Sebastian - Orica (IXOM) control room Steve.barclay@orica.com	Odour Complaint	One compactor was shut down due to maintenance works. The waste shed had approx 400 tonnes and the container storage area had approximately 27 waste filled containers at the site. Wind speed at time of complaint: 19 km/hr Wind direction at time of complaint: West-South-West	BTT Site Supervisor advised the complainant that one compactor was down at the time of the complaint.	The complaint was added to the Odour Feedback Register to assist in fine-tuning the plant and optimising parameters.
28/3/2019	10:40	Phone	Darren - 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 medium waste levels on the floor and approximately 30 waste filled containers at the site. Wind speed at time of complaint: 9 km/hr Wind direction at time of complaint: West-North-West	BTT Site Supervisor conducted a boundary survey at the railing siding and noted no odour detection. This was communicated to the complainant and it was also noted that the wind direction was WNW at the time therefore IXOM was not downwind of the site.	The complaint was added to the Odour Feedback Register to assist in fine-tuning the plant and optimising parameters.
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.