

Month	ID	Date of Occurrence	Time of Occurrence	Person receiving complaint	Complaint format	Category	Summary of complaint	Investigation findings	Corrective/Preventative Actions	Wind direction & speed	HVLC	LVHC	Clean Condensate COD (mg/l)	Main Stack 1 TRS (mg/Nm3)	Main Stack 2 TRS (mg/Nm3)	Responsible Person
Jul-24	33291	7/07/2024	21:37	KANAIYALAL PATEL	Phone Call	Odour	Complainant called in at 21h37 and report a strong odour (Visy smell) since it started to get dark in the evening.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Further investigation is to be done to avoid this happening in the future.	W, 5.4km/h	OK	OK	494	0.28	0.61	OLIVIER, JACO
Aug-24	33770	2/08/2024	15:21	MATTHEW O'DONOVAN	Email	Odour	Received an email from the EPA at 8:49 on the 5 August stating; "Caller said it is sulphurous odour which has been going on for the last hour (called logged on 15:21). Slight breeze coming from NorthWest from the direction of the Mill. Caller said the odour is irritating".	NCG burner on Recovery Boiler A were lost and NCG/SOG gases were diverted to the Power Boiler. There was an issue with the ignitor, which had to be resolved before gases could be re-diverted back to Recovery Boiler A.	The diversion of NCG/SOG gases could potentially be the cause of the odour reported.	E, 6.5km/h	OK	OK	571	0.28	0.51	OLIVIER, JACO
	34196	26/08/2024	12:30	MATTHEW O'DONOVAN	Email	Odour	Received an email from the EPA at 15:08 on the 26 August stating; "EPA received a community report today 26 August 2024 at 12:30: Sulfur odour. Believe its coming from Visy Sulfur mill. Paper & Pulp Mill. Intermittent over last hour. Caller is getting a stronger smell as the wind blows that way (NW). 8/10 intensity. Orana crescent Tumut".	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	E, 12.9km/h	OK	OK	453	0.20	0.51	OLIVIER, JACO
Sep-24	34771	19/09/2024	9:00	MATTHEW O'DONOVAN	Email	Odour	VISY PULP & PAPER PTY LTD. Keep on getting odours back in Tumut township due to plant being on western side of town. Winds naturally bring it over. This time a little different. Instead of sulfur smell, seems to be nitrous oxide. Assumed to be from their incinerator. Happening right now, noticed at about 9am this morning. Intensity is 5/10.	All systems were checked and there were no abnormal activities that may have caused an odour as described. Nitrus Oxide is monitored continuously and was under the EPL limit during the time of the complaint.	Ongoing monitoring.	NE, 2.2km/h	OK	OK	405	0.35	0.78	OLIVIER, JACO

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Oct-24																
Nov-24																
Dec-24	36503	18/12/2024	8:00	MATTHEW O'DONOVAN	Email	Odour	Received an email from a resident at 12:54 on the 18 December 2024 stating: "There has been a significant odour coming from Visy direction this morning, several people at tennis have commented. Hoping you can find the solution".	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	NW, 13.7km/h	OK	OK	435	0.29	0.52	OLIVIER, JACO

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Jan-25	36672	2/01/2025	21:34	DARREN JAYNOY	Phone Call	Odour	Complainant phoned to complain about a "visy type odour" from the mill.	Field odour check list was completed by shift personnel once the report was received. No operating parameters deviation reported in the field check lists. In addition other key items were checked for any deviations 6 hours prior to the odour complaint, with no issues found. With the above data not able to pin point the source of odour from the mill.	Ongoing monitoring.	11km/h, ENE	OK	OK	308	0.50	0.35	BHAGWAY, UDAY
Feb-25	37236	2/02/2025	0:24	JAMES EADE	Phone Call	Odour	At 0024 complainant called and mentioned they could smell Visy again. They hadn't smelt it through the day but did now and was slightly worse than previous day.	There were some issues with the NCG Flame Arrester on Recovery Boiler A. NCG had to be diverted to the Power Boiler for a period due to a partial blockage. This is the most likely of the odour reported during this period.	Following steaming of the Flame Arrester, NCG was diverted back to Recovery Boiler A.	27km/h, E	OK	OK	320	0.42	0.56	BHAGWAY, UDAY
	37490	11/02/2025	21:45	REB JAMIE ESDRELON	Phone Call	Odour	Complainant called and complained about bad odour in the air outside their residence and been happening for about 2 hours.	Audited Odour checklist completed by Operations. Checked for any deviations 6 hours prior to the report. There were no upsets or deviations identified which may have caused the odour, so the exact source was unable to be pinpointed.	Ongoing monitoring.	15km/h, ENE	OK	OK	331	0.16	0.37	BHAGWAY, UDAY
	37665	19/02/2025	10:08	MATTHEW O'DONOVAN	Phone Call	Odour	Complainant called to report that they have just noticed a distinct Visy smell in Adelong.	Odour checklist KPI sheet checked, and Recovery Boiler B vent gas exit temperature was higher than normal. This is an indication of not enough quenching of vent gas vapours in the scrubber. The scrubber liquor circulation pump is running normal indicating no issue in scrubber circulation flow. Suspecting heat exchanger cooling water side of scrubber circulation system is partially scaled.	Back flushing of cooling water side of the heat exchanger was done and the scrubber exhaust gases temperature dropped below the upper limit.	11km/h, SE	OK	OK	352	0.23	0.85	BHAGWAY, UDAY
Mar-25	38123	12/03/2025	8:30	MATTHEW O'DONOVAN	Email	Odour	Received an email from a resident at 13:08 stating "Just letting you know we've had a really bad odour coming this way last night and this morning, several people have let me know. There is no wind today so not sure what the issue is, but hopefully it can be resolved soon".	The Vent Gas Scrubber B was struggling with the recirculation cooler on the 11th which was flagged on our odour KPI sheet. This is likely the source of the odour that was reported in Adelong.	Action was taken to do a caustic clean on the same day (11th 14:30-17:10) and since then, the unit and is running very well.	3.2km/h, SW	OK	OK	346	0.31	0.74	OLIVIER, IACO
	38103	12/03/2025	9:56	KANAIYALAL PATEL	Phone Call	Odour	Resident called at 09:50, and complained about bad odour coming into their house. They said it's been from last night noticed at approximately 21:35 and still ongoing.	Same as above.	Same as above.	3km/h, NE	OK	OK	340	0.15	1.01	OLIVIER, IACO
	38515	27/03/2025	20:25	FRANCISCO BARROS	Phone Call	Odour	Resident called to report a strong smell at Yaven Creek Road for over an hour. The resident also reported a strong odour was present the previous evening at around 23:30.	Recovery Boiler A vent gases were being burnt in Recovery Boiler. However, the heat exchanger was fouled, and this heat exchanger was washed on 28th morning at 7:30am.	Work order was raised to work on this damper for MSD.	15.6km/h, ENE	OK	OK	390	0.14	1.03	BHAGWAY, UDAY

