

Visy working with EPA

We regularly meet with the EPA to review our current controls and discuss further planned improvements.

In February 2024, following changes to legislation, the EPA issued us an Operating Licence for the scheduled activities of waste and resource recovery and paper pulp production, as required under the *Environment Protection Act 2017*.

Contact us

We hold regular community meetings with the community to answer questions about the mill and our next meeting is scheduled for **Monday, 23 February 2026**. Details to come late January.

We have set up a new community hotline which lets you give us direct feedback about odour or anything else. Please call **9247 4006** and our team will be happy to hear from you. Alternatively, you can continue to contact us via **CommunityFeedback@visy.com.au**.

Thank you for taking the time to read this update.

Jarrold

Jarrold Minkevicius
Operations Manager



Ever wondered how we make paper?

Watch Kirsty, our Reliability Manager explain how



In 2025, we were proud to sponsor the Preston Lions Soccer Club.

Visy's Recycled Paper Mill



Reservoir community update

DECEMBER 2025



3.96m

tonnes recycled since August 1983



120,000

tonnes recycled last year



114,406

tonnes of paper made last year



42

years operating



83

jobs

Odour reduction program timeline

- 2020** • First odour reduction plan, including sanitisation program and better dispersion from roof stacks
- 2021** • Improvements to sanitisation plan to reduce odour-causing volatile fatty acids (VFAs)
- 2022** • Swapped to making paper from cleaner industrial cardboard recycling
Reduced odour-causing VFAs to under 1,000ppm
- 2023** • Increased height and velocity of roof stacks to better disperse odour
Installed four extra roof stacks to increase dispersion
- 2024** • EPA issued the mill an Operating Licence following changes to environmental laws
- 2025** • Additional sealing up of building
- 2026** • Extra roof stack above paper winder to be installed

Reducing volatile fatty acids (VFAs)

- VFAs are a known cause of bacteria related odour
- Prior to 2020 VFAs at the mill ranged from 4,000 – 8,000 parts per million (ppm)
- Industry information show levels below 2,000 ppm significantly reduce odour
- In 2022, we switched contaminated recycled feedstock for cleaner industrial recycled cardboard feedstock which significantly reduced VFAs
- Since January 2022 the mill has not exceed the 2,000ppm industry guideline

VISY Reservoir – VFA Levels



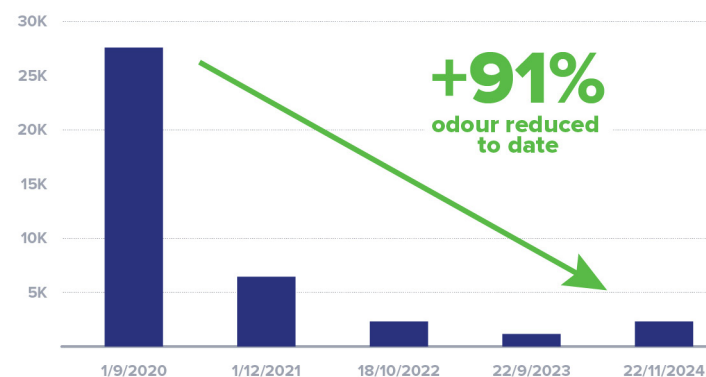
Building stacks minimise ground level odour

- Over the past five years we have increased the height and velocity of nine existing building stacks
- They are now five metres higher than any structure within 10m. Emissions are released at a minimum speed of 10 metres per second
- We have also installed four extra stacks on the roof. Dispersion modelling shows the extra stacks have significantly reduced the odour intensity and the affected local area, compared to 2020
- We have sealed as much of the building as practicable and added rapid roller doors to improve negative pressure in the mill. Negative pressure forces air into the mill, rather than out, helping to keep any odour inside. This helps direct the odour in a controlled manner higher into the atmosphere, reducing its impact at ground level and reduces the release of any uncontrolled emissions

Odour surveys with independent experts

- Since 2020, we have used an independent odour expert to help us focus on the highest likely odour sources. We also engage an accredited emissions testing company to measure our emissions of odour units
- With our independent odour expert, we are implementing an odour management plan to ensure all controls are operating correctly, and help to identify new initiatives
- Through this program we have reduced odour units by 91% – a significant reduction over the past five years

Total Odour Units (cubic metres/minute)



- We are currently organising our next odour test to ensure that we have maintained our reduced odour unit level. Odour surveys are conducted by our independent odour expert and the EPA

Further improvements

- From a recent odour survey, conducted with the EPA and our independent odour expert, we have identified some further improvements
- We have further sealed parts of our building and will be adding a new stack over our paper winder area to help disperse the smell of dry paper