

**Med-X Arndell Park - Environmental Register - Complaints
2023 period**

Site Contacts: Tim Horton/Navid Ahmad and National Regulatory Manager - Sinead Busher

Complaint #	Date and Time the complaint was made	Description of Complaint	When the complaint was observed - date	Activities that may have contributed to	Actions that was taken to resolve the complaint	Stakeholder communications	Further actions and improvements	CLOSED	DATE & INITIALS
01	16/01/2023	Odour noted from neighbour at Wallboard Tools following Account Manager contacting Med-X via email requesting to discuss	Morning 10/01/2023	Exhaust stack where steam is emitted after cooling in the external holding tank.	Met with neighbour to discuss but smell was not evident at the time. Explained to neighbour that Med-X is seeking a quote to introduce cooling spray into the steam flow to reduce emissions. Phone call was also made to Jason (Wallboard) to advise of above-mentioned too. See sheet: Documents evidence CL23 01.	Visited neighbour, Wallboard, to discuss their initial email asking to discuss the smell (10/01). Advised the employee on site that they can contact us any time they are experiencing the smell "as it happens" so it can be addressed immediately. Provided contact details and business cards again.	Wallboard to be contacted next week once quote for cooling spray work is obtained. Med-X Leadership team advised of complaint during weekly meeting. Med-X to consider implementation of cooling sprays to further reduce likelihood of odour emissions. Quote received for cooling sprays 24/01. Investigating feasibility.	No	Chris Grundy & Sinead Busher 01/2023
02	13/02/2023	Phone call from neighbour at Wallboard Tools advising of odour coming from the facility.	9:37am 13/02/2023	Autoclave cycle exhaust at end of cycle.	Branch Manager went to check the stage of the processing within the autoclave facility. Confirmed end of cycle. Branch Manager visited neighbour immediately to obtain further details of the odour from the neighbour and discussed other potential contributing factors within the vicinity. Odour was not present when visiting neighbour so no action could be taken in that moment.	Visited neighbour, Wallboard, to discuss the complaint almost immediately after receiving the call.	Raised the complaint with site operational staff and it was raised that the waste being processed during the cycle when the complaint was received has sprays applied to suppress odour. Branch manager to investigate the possibility of the odour coming from the shredding step in the process.	No	Sinead Busher 02/2023
03	24/02/2023	Phone call from neighbour at Wallboard Tools advising of odour coming from the facility.	12:03pm 24/02/2023	Autoclave cycle exhaust at end of cycle.	Branch Manager went to check the stage of the processing within the autoclave facility. Confirmed end of cycle. Branch Manager visited neighbour immediately to obtain further details of the odour from the neighbour and discussed other potential contributing factors within the vicinity. Odour was not present when visiting neighbour so no action could be taken in that moment.	Visited neighbour, Wallboard, to discuss the complaint almost immediately after receiving the call.	Branch Manager to investigate options to manage odours coming from the shredding process.	No	Sinead Busher 02/2023
04	28/02/2023	Phone call from neighbour at Wallboard Tools advising of odour coming from the facility.	2:01pm 27/02/2023	Autoclave cycle exhaust at end of cycle.	Branch Manager checked the daily log of cycles for the day of the call as it was missed the day before. Observed that the call was received at end of cycle. Branch manager went to visit neighbour and the odour was no longer present.	Branch Manager advised the neighbour that Med-X is investigating possible sources of the odour. The immediate communication is helpful as this has flagged that the issue appears to relate to the end of the autoclave cycle.	Further investigation into the options available to minimise odour from the exhausting of steam at the end of the cycle as this appears to be the time when a complaint is received from the neighbour for certain types of waste. Branch manager sourcing third party to collect and dispose of recycled water from the facility which is being reticulated in the autoclave process.	No	Sinead Busher 02/2023
05	N/A	N/A	N/A	N/A	N/A	18/05/2023 Visit to neighbouring businesses (Wallboard Tools & local Mechanics) to discuss recent improvements on site (with National Regulatory Manager, NSW State Manager and newly appointed Branch Manager): - Advised of recent improvements and results of field odour surveys - Asked if any recognisable improvements or changes were noticed - Requested neighbours to continue to be observant and contact Med-X as needed. Despite no complaints being received since February, neighbours noted that occasional odours were noticeable but it is not clear whether these come from the site. The Mechanics advised improvements in odour in line with the timing of recent chiller pipe installation.	Installation of chiller pipe, reducing steam & replacement of water in reticulated system completed in April & May 2023. Ongoing communication with neighbours of any improvements that may be undertaken and response to complaints as needed.	No	Sinead Busher 05/2023
06	13/11/2023	Odour coming from Med-X building	Morning 08:50am	The specific origin of the odour remains unidentified. It may have emanated from the type of waste processed earlier that morning.	After the phone call, the State Manager conducted a thorough inspection of the premises and detected no noticeable increase in odour.	Following the complaint, the Branch Manager had a phone conversation with the neighbour. He wanted to bring it to our attention the unpleasant smell in the morning. He mentioned that it has increased in last couple of weeks.	The external holding tank was checked and it was found that the internal pipe had become disconnected which was affecting the steam condensing process. The plumber was contacted to organise a repair of the pipe. Keep one of the roller doors closed until the first cycle of the day is completed and disposed. Review processes and see if any changes have happened in last couple of weeks that may contribute to increase in odour. Include periodic check of cooling tank to ensure it is in good working condition for condensing steam and monitor odour following the recent repair. Pipe fixed by 12/01/24 leading to reduction in steam venting from plant. Only fresh water is being used in condenser to assist in steam and odour reduction.	No	Sinead Busher 01/2024

