

## SEQ Environmental

### EC Complaint Register - After 1/1/2019

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7676</u>	11/05/2022 5:20 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Resident of Minchinbury detected rotten egg odour after opening door and states that it is unacceptable.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7671</u>	4/05/2022 8:00 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Minchinbury resident detected rotten egg odour around 8pm.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigation
<u>7675</u>	1/05/2022 9:15 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Resident at Minchinbury detecting rotten egg odour making way into house. Complainant stated that they have experienced more than 12 months of rotten egg odours, affecting eyes and throats.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7577</u>	21/04/2022 10:30 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complainant detected rotten egg odour and believes the measures taken aren't happening.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7580</u>	19/04/2022 8:56 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Rotten egg odour interrupted complainant's plans and forced them indoors and to close the house and has caused them a headache.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7578</u>	19/04/2022 4:51 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Very strong odour reported.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7579</u>	19/04/2022 11:25 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Rotten egg gas odour detected at 11.25am while attempting to drink coffee in the sun.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7584</u>	12/04/2022 9:58 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complainant detected rotten egg/garbage odour in Minchinbury for the past 3-5 weeks which is more prevalent on certain days and is really bad at the time of report.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7585</u>	12/04/2022 7:00 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Strong rotten egg odour allegedly emanating from Bingo. With the worst period during 7.00-7.30pm. Complainant does not believe the current actions are working.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7581</u>	11/04/2022 2:05 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Rotten egg odour detected causing stress and angst.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7582</u>	9/04/2022 10:15 PM	Complaint	B&D Recycling Eastern Creek - Landfill	After returning from a night out, the complainant detected a rotten egg smell allegedly emanating from Bingo and was the worst they have smelt for a considerable time.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7583</u>	9/04/2022 2:59 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Rotten egg/garbage smell in detected over the past 2 months which is more prevalent on certain days. Allegedly coming from Bingo waste facility in Eastern Creek	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7284</u>	4/04/2022 3:30 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint received via email from a resident in Minchinbury about a rotten egg smell at 3.30pm.	E-mail	After receiving the complaint, a member of staff went to the address to investigate. No odours were detected at the time of arrival. Reviewed site and flare status.

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7260</u>	31/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA advised the licensee of a complaint received on 16 March at 22:30:00 from Eskdale Street Minchinbury reporting a smell from Bingo for last three nights from 14-16 March. The smell gets very bad around midnight	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed
<u>7232</u>	26/03/2022 9:40 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Received a call from a Minchinbury resident at 9.40pm, Michelle who lives on Barossa Drive and her number is 0410 472 390. She said there was a h2s egg smell coming from our site. She asked what was going on and if all the burners are working.	Phone call	I called Nerone who went for a drive around site, including at the leachate tanks and he said there was no odour on site. He did say one of the operators said he smelt a terrible odour when driving to site but not from us. I passed this onto Michelle but she said it is definitely our smell and that she was already into EPA.

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<u>7200</u>	26/03/2022 6:13 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Zara Tai complained about odour of rotten egg gas in Minchinbury. Complaint received by email on Saturday 26 March 2022 at 6:13pm	E-mail	Investigation of LFG system. Four flares in continuous operation post repairs to flare 5 on Friday 25 March.
<u>7246</u>	25/03/2022 8:44 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint to EPA on 14 March regarding a rotten egg gas smell in Bouchet Crescent Minchinbury on 12 March and 14 March.	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7247</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA reported to Licensee that they received a complaint from Pulham Street Chipping Norton complaining of odour from local landfill Dial A Dump at Eastern Creek over the weekend of 12/13 March and 13/14 March.	E-mail	Prevailing winds and distance indicate that DADEC landfill at Eastern Creek is not the cause of odour at Chipping Norton. Note: The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed

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<u>7248</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA emailed a report to the Licensee noting a complaint from Rutherglen Place Minchinbury at 02:45:00 on 14 March 2022 complaining of very bad H2S odour across Minchinbury estate.	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed
<u>7249</u>	25/03/2022 8:44 AM	Complaint	Bingo	EPA advised of a complaint on 15 March concerning offensive rotten egg gas odour at 7:30am at Espalier Place Minchinbury and at Barossa Drive when driving her kids to school which the complainant said was from Bingo Eastern Creek.	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure are completed



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<u>7250</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA reported that they had received a complaint from an anonymous source on 15 March at 10:01:00 at Buring Crescent Minchinbury saying that Minchinbury stuck like a sewer last night and this morning	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed
<u>7251</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA advised on 25 March that they had received a complaint at 22:27:00 on 15 March 2022 and that the complainant reported a disgusting odour in the house at Buring Crescent Minchinbury	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed

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<u>7252</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA emailed a report to the licensee noting a complaint on 16 March at 8:18:00 from Rooty Hill South complaining of another morning (yesterday also) of Minchinbury and Rooty Hill South (workplace) smelling of the latest Bingo fragrance. It stinks.	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed
<u>7253</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA emailed a report of a complaint on the 16 March 2022 at 7:24:00 reporting a rotten egg smell at Molloy Place in Minchinbury	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7254</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA emailed a report to the Licensee listing a complaint they received on 16 March 2022. The report noted that the time of the incident reported was 22:41:00 at Buring Crescent Minchinbury. The EPA advised that the complainant had reported that: 10.41pm and the odour has arrived	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed
<u>7255</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA emailed a report to the Licensee listing a complaint they received on 16 March 2022. The report noted that the time of the incident reported was 21:20:00 at an anonymous location in Minchinbury. Complainant reported disgusting air pollution that commenced at 9.20pm that smells like garbage and H2S combined.	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed

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<u>7258</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA emailed a report to the licensee noting a complaint made on the 16 March at 11:00:00 from Pimelia Place Rooty Hill. The complainant reported a strong odour that smells like rotting garbage that has never been so bad and usually triggered by rain.	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed
<u>7259</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA emailed a report to the Licensee noting a complaint made on 16 March that reported a rotten egg gas at 22:30:00 at Barossa Drive Minchinbury	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed

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<u>7261</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA provided a report of a complaint from Malloy Place Minchinbury on 17 March at 6:00:00. The complainant reported a rotten egg odour the same as last year that was identified from Bingo at Eastern Creek. At the time it was dark and foggy.	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed
<u>7262</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA emailed a report to the Licensee listing a complaint they received on 18 March 2022. The report noted that the time of the incident reported was 8:00:00 at 5 Nicol Place Minchinbury. The complainant reported a strong rotten egg gas odour.	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed

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<u>7264</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA reported that they had received a complaint on 18 March at 8:00:00 from Espalier Place Minchinbury. The complainant reported an extre... rotting egg/ gas smell (more gassy than egg)	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed
<u>7266</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA notified the Llicensee of complaint they received on 18 March 2022 at 5:30:00 from Barossa Drive Minchinbury. The complainant reported a rotten egg gas.	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7272</u>	25/03/2022 8:44 AM	Complaint	B&D Recycling Eastern Creek - Landfill	The EPA advised that they had received a complaint on 18 March 2022 from Buring Crescent Minchinbury where the complainant reported disgusting H2S odours overnight and in the morning	E-mail	The landfill gas system continues to operate and is maintained and attended to immediately if repairs required due to weather impacts. Surface gas monitoring continues. Leachate is being removed from the landfill as repairs to water damaged infrastructure have been completed
<u>7576</u>	24/03/2022 2:02 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Offensive odour allegedly from Bingo Eastern Creek occurring the last 4 days continuously. Caller stated that the deodorizing agent is affecting her sinus and is not experiencing rotten egg gas and burning like odour.	Phone call	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.

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<u>7575</u>	24/03/2022 8:39 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour detected at Great Western Highway, Minchinbury and Beaconsfield Rd, Rooty Hill in the morning. Odour was not present along Evans Rd, Rooty Hill.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7574</u>	24/03/2022 5:23 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Sewage smell at 3am in Rooty Hill detected by resident and family with difficulties breathing.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7573</u>	21/03/2022 9:16 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complainant allegedly detected odour in the morning at Minchinbury and also at work in Rooty Hill South	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494
<u>7572</u>	21/03/2022 1:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Resident woke up detecting odour and had to close windows.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494



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<u>7570</u>	20/03/2022 11:16 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Unbearable odour in Minchinbury especially after rains, and is ongoing every night for days. Believes it is coming from Bingo and Suez.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7567</u>	20/03/2022 10:32 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Gas rotten egg smell emitting in the air	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7571</u>	20/03/2022 10:00 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Alleged odour from Bingo Eastern Creek Recycling Ecology Park Landfill has been around since last night and still present at time of call.	Phone call	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7565</u>	20/03/2022 9:40 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Rotten egg gas smell on and the day prior to the reported date. Complainant believes it is 6/6 strength and allegedly coming from Bingo, Eastern Creek. Smell was also present the previous night from 8pm until 1am and was still present at 7am the morning after.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7569</u>	19/03/2022 11:58 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complainant states that the smell went away for an hour but has returned. Also suggests they are subject to this every year.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7568</u>	19/03/2022 9:58 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Gas hydrogen smell detected at Minchinbury. Stated that this occurred around March in 2021.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.

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<u>7564</u>	19/03/2022 5:10 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complainant stating "stinks again" in Minchinbury and that flares had issues at the time.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7563</u>	19/03/2022 4:44 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Strong odour detected at Minchinbury. Odour is stronger during and after rain or high winds.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7560</u>	18/03/2022 10:27 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Third consecutive night of garbage and egg gas experienced by a Minchinbury resident of over 24 years at 10pm.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7561</u>	18/03/2022 10:07 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Rotten egg/sulphur, rotting garbage smell detected by resident at Minchinbury, allegedly coming from BINGO waste facility.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.

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<u>7559</u>	18/03/2022 9:59 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint of alleged odour from Bingo being experienced by guests during a BBQ.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7558</u>	18/03/2022 4:39 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint about same odour not being addressed and increasing over the prior weeks. Odour being more noticeable on the 18/03/22.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7562</u>	18/03/2022 8:41 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Bad smell noticed over the past 4 early mornings by a resident at Minchinbury. Resident states it is causing him/her headaches, itchy arms/legs which also happened last year. Son is also getting similar symptoms.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>7557</u>	18/03/2022 6:32 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint reported of H2S odours at Minchinbury occurring during the night.	E-mail	Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>7117</u>	16/03/2022 1:54 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Tarun Narayan contacted Bingo via email at 1:54AM on 16 March 2022 to complain about a rotten egg /sulphur smell, rotting garbage odour said to have occurred on March 14, 15, 12 and 11 all day during the day and more prevalent at night tarun.narayan@gm...	E-mail	Odour survey conducted on 15 March and 16 March. Status of site and flares reviewed. M&R in progress for LFG extraction system
<u>7108</u>	15/03/2022 7:30 AM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA REF-NO-107887 EPA reported complaint concerning odour at Espalier Place and Barossa Drive Minchinbury between 7:30am and 9:30am and the night before.	Regulatory	Odour survey in Minchinbury 6:45am and 7:30am 15 March. Refer attachment Reviewed landfill conditions. 2 flares operational. R&M scheduled for 2 flares out of operation. 5th flare in place waiting on generator delivery on 31 March. 6th flare due on site 31 March.

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<u>7110</u>	14/03/2022 9:54 PM	Complaint	B&D Recycling Eastern Creek - Landfill	EPA REF-NO-10815: complaint on 14/3/2022 at 9:54pm regarding putrid rotten egg gas odour at Barossa Drive	Regulatory	Odour survey of Minchinbury and neighbouring areas undertaken on 15/3/2022 from 6:45am to 7:30am following complaint made direct to Bingo. Reviewed site and flare status.
<u>7111</u>	14/03/2022 9:54 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Email received from Zara Tai complaining of putrid rotten egg gas odour when outside at 1 Barossa Drive Minchinbury.	E-mail	Odour survey undertaken in Minchinbury from 6:45am to 7:30am on 15 March 2022. Review of site and flare status

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<u>7109</u>	12/03/2022 9:00 PM	Complaint	Bingo	EPS REF-NO-10787. EPA advised of a complaint concerning odour from Bouchet Crescent Minchinbury on 12 March and 14 March (from 9pm to 10:26pm). Strong rotten egg gas odour	Regulatory	Conducted an odour survey between 6:45am and 7:30am on 15 March in Minchinbury and odour noted at a number of locations. Odour seemed to sewer. Survey was undertaken following a complaint direct to Bingo. Reviewed site status and flares. 2 flares operational on morning of 15 March. 2 flares subject to M&R and not operational. 5th flare in place and ready to operate pending delivery of generator on 31 March. 6th flare pending delivery on 31 March.
<u>7245</u>	9/03/2022 11:36 AM	Complaint	B&D Recycling Eastern Creek General	EPA notified the Licensee that it had received a complaint about a loud banging noise that occurred at midnight on 5 February.	E-mail	Site investigations continuing. Monitoring scheduled following previous complaints has been delayed due to bad weather.

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<u>7010</u>	1/03/2022 1:25 PM	Complaint	B&D Recycling Eastern Creek - Landfill		Other (e.g.Social media)	Internal observation
<u>6645</u>	14/01/2022 12:04 PM	Complaint	B&D Recycling Eastern Creek General	Odour complaint from Ryan Rd, Mount Druitt	Other (e.g.Social media)	Bingo does the weekly odour and gas monitoring at the site and around the site. The concentration of the H2S was always under threshold. Also the results of the EPA monitoring at Minchinbury was under the threshold.
<u>6644</u>	21/12/2021 11:40 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint	Other (e.g.Social media)	Bingo does the weekly odour and gas monitoring at the site and around the site. The concentration of the H2S was always under threshold. Also the results of the EPA monitoring at Minchinbury was always under the threshold.



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<u>6638</u>	17/11/2021 7:42 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint: "Smell starting up again"	Phone call	Weekly Gas monitoring for Methane and H2S have been performed and under threshold. Odour surveys have been carried out on site and Minchinbury. No odours detected consistent to those on site. No detection of odour from EPA installed Monitors in Minchinbury and Eastern creek.
<u>6654</u>	5/11/2021 5:23 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint regarding Bingo's communication with the community and notification period provided for community consultation.	Regulatory	Community and stakeholder participation strategy was tested against industry standards for consultation by representatives from DPIE and noted it was in accordance with the intent of SEARs. Further details were provided to the EPA.

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<u>6648</u>	29/09/2021 1:14 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint of burnt fuel and rubber	Other (e.g.Social media)	Bingo investigated about this complaint and find out this complaint is not related to the Bingo site.
<u>6652</u>	29/09/2021 1:05 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint of burnt fuel and rubber	Regulatory	Bingo has investigated about the complaint. Complaint is not related to the Bingo Site.
<u>6647</u>	27/09/2021 1:05 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint of burnt fuel and rubber	Regulatory	Bingo has investigated about the complaint. Bingo has find out that the complaint is not related to Bingo Site.
<u>6659</u>	24/09/2021 4:05 PM	Complaint	B&D Recycling Eastern Creek General	Complaint made to EPA. Dust and Tracking on Public Roads.	Regulatory	Implemented further controls and increased sweeper and water cart operations to ensure the site does not contribute to local dust issues.

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<u>6658</u>	20/09/2021 4:00 PM	Complaint	B&D Recycling Eastern Creek General	Dust and noise complaint. Reversing vehicles until after 1am.	E-mail	Carried out noise survey. No sounds were produced from the reversing of trucks. Monitoring for the month of September did not show signs of exceedances in the northern monitoring point. Bingo unlikely to be the source of the noise or dust.
<u>5798</u>	14/09/2021 9:35 PM	Complaint	B&D Recycling Eastern Creek - MPC 1	Noise complaint. Trucks beeping and tail gates banging from 8.30pm until after 1am at Minchinbury.	Website	Under investigation
<u>6651</u>	9/09/2021 1:56 PM	Complaint	B&D Recycling Eastern Creek - Landfill	The management of stockpiles and dust from the Premises	Other (e.g.Social media)	The stockpiles height has managed accordingly.
<u>5796</u>	31/08/2021 11:00 PM	Complaint	B&D Recycling Eastern Creek - MPC 1	Noise complaint.	Website	Under Investigation. Details of operation on site at time of complaint provided below: No abnormal activities noted. MPC2 not in operation after 5pm. MPC1 running until 1am as usual.

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>6650</u>	18/08/2021 1:44 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Dust complaint.	Other (e.g.Social media)	Bingo improved the dust control strategy at the site.
<u>5526</u>	16/08/2021 6:20 PM	Complaint	Bingo	Odour complaint	Other (e.g.Social media)	Under investigation
<u>5547</u>	8/06/2021 5:37 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint	Other (e.g.Social media)	Investigating
<u>5546</u>	8/06/2021 5:34 PM	Complaint	B&D Recycling Eastern Creek - Landfill		Other (e.g.Social media)	Complaints in progress
<u>4962</u>	8/06/2021 1:54 PM	Complaint	Bingo	Odour Complaint	Other (e.g.Social media)	Under Investigation
<u>4923</u>	3/06/2021 11:21 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaints	Other (e.g.Social media)	Under Investigation. Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>4905</u>	1/06/2021 10:19 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Website	Under investigation. Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>4883</u>	31/05/2021 10:18 AM	Complaint	Bingo	Odour Complaint	E-mail	Under Investigation

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>4819</u>	24/05/2021 9:54 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaints	Other (e.g.Social media)	Under Investigation. Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>4789</u>	22/05/2021 11:22 PM	Complaint	Bingo	Odour complaint	E-mail	Under investigation
<u>4782</u>	21/05/2021 8:42 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Noise and Odour Complaint	Phone call	Under Investigation
<u>4773</u>	20/05/2021 9:53 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Phone call	Under Investigation Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>4755</u>	19/05/2021 10:23 PM	Complaint	Bingo	Odour complaint	Phone call	Under investigation
<u>4762</u>	19/05/2021 9:33 PM	Complaint	Bingo	Odour complaint	E-mail	Under investigation
<u>4754</u>	19/05/2021 8:51 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Phone call	Actions are ongoing. No wind and smell on site at the time.
<u>4749</u>	19/05/2021 10:53 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Other (e.g.Social media)	Under Investigation

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>4742</u>	18/05/2021 10:53 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Other (e.g.Social media)	Under Investigation
<u>4695</u>	14/05/2021 1:35 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint Name withheld for complainant privacy	Website	Under Investigation
<u>4692</u>	12/05/2021 9:30 PM	Complaint	Bingo	Odour complaint	E-mail	Under Investigation
<u>4689</u>	12/05/2021 8:56 PM	Complaint	Bingo	Odour Complaint	E-mail	Under Investigation
<u>4688</u>	12/05/2021 7:33 PM	Complaint	Bingo	Odour Complaint	Website	Under investigation
<u>4652</u>	12/05/2021 8:24 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Under investigation Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>4691</u>	11/05/2021 9:23 PM	Complaint	Bingo	Odour Complaint	E-mail	Under Investigation
<u>4693</u>	11/05/2021 9:10 PM	Complaint	Bingo	Odour Complaint	Website	Under Investigation
<u>4618</u>	8/05/2021 10:48 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
<u>4576</u>	5/05/2021 10:33 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Currently under investigation
<u>4694</u>	2/05/2021 10:58 AM	Complaint	Bingo	Odour Complaint	Other (e.g.Social media)	Under Investigation

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>4620</u>	30/04/2021 11:17 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
<u>6649</u>	28/04/2021 1:24 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Dust complaint	Other (e.g.Social media)	Sweeper trucks continuously cleaned Honeycomb Drive and Kangaroo Ave. Also sweeper truck and water cart are continuously used for dust control inside the site.
<u>4409</u>	26/04/2021 12:39 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Currently investigating
<u>4617</u>	26/04/2021 11:30 AM	Complaint	B&D Recycling - NSW	As a resident of Minchinbury, we are still suffering badly out here. Come and see us in the evening and see how bad the problem is. When can we expect some relief ?	Website	Under investigation
<u>4616</u>	26/04/2021 8:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation. Will be closed out via 7494
<u>4621</u>	26/04/2021 8:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
<u>4398</u>	23/04/2021 7:25 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Phone call	Currently under investigation

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>4397</u>	23/04/2021 7:05 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint regarding odour Details not provided by caller	Phone call	Under investigation. Potential immediate and long-term actions being undertaken as per outcome of investigations from incident No.7494.
<u>4627</u>	23/04/2021 4:00 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
<u>4569</u>	23/04/2021 9:11 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Other (e.g.Social media)	Under investigation
<u>4570</u>	19/04/2021 9:21 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Other (e.g.Social media)	Under investigation.
<u>4143</u>	8/04/2021 11:39 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
<u>4633</u>	7/04/2021 9:07 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
<u>4634</u>	7/04/2021 7:44 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
<u>4628</u>	7/04/2021 5:30 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation



Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>4629</u>	7/04/2021 1:01 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
<u>4148</u>	7/04/2021 1:00 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
<u>4630</u>	7/04/2021 12:59 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
<u>4144</u>	7/04/2021 11:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Website	Under investigation
<u>4615</u>	7/04/2021 9:30 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	E-mail	Under investigation
<u>4571</u>	7/04/2021 9:22 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour complaint Name withheld for complainant privacy	Other (e.g.Social media)	Under investigation
<u>4741</u>	6/04/2021 6:08 PM	Complaint	B&D Recycling Eastern Creek - Landfill	Odour Complaint	Website	Under Investigation
<u>3092</u>	23/12/2020 11:28 AM	Complaint	B&D Recycling Eastern Creek General	EPA received complaint via council regarding thick mud tracking onto Honeycomb Drive allegedly from Bingo's Eastern Creek facility.	E-mail	Complaint investigated and controls increase to ensure the site does not contribute to local tracking issues.

Record No.	Date	Nature of Incident (Env)	Location	Incident Summary	How complaint was received	Action Taken
<u>1203</u>	3/04/2020 3:44 PM	Complaint	B&D Recycling Eastern Creek General	Odour complaint about late night/early morning odour.	Regulatory	Odour investigated by Ops and monitored.
<u>1204</u>	1/04/2020 4:12 AM	Complaint	B&D Recycling Eastern Creek General	Complaint of foul odour around 6am and stating there is no wind outside.	Regulatory	Odour investigated and questions addressed.
<u>796</u>	2/02/2020 12:00 AM	Complaint	B&D Recycling Eastern Creek - Landfill	Complaint regarding debris from landfill fire incident affecting swimming pool.	Other (e.g.Social media)	Information provided, debris issue ceased after fire was controlled

**Location:** Bingo

Friday, 20 May 2022 2:46:32 PM (UTC+10:00) Canberra, Melbourne, Sydney by Keegan Bush