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| AFFCO IMLAY ISSUE DATE:- April 2018  **ENVIRONMENTAL COMPLAINT REPORT**  RMF 004 |

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| **COMPLAINT NUMBER (AFFCO to complete)** | **002** |

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| **COMPLAINT DETAILS** | | | |
| **Date Odour Encountered**  **and/or Complaint Received:-** | 31.05.22 | **Time Odour Encountered**  **and/or Complaint Received:-** | 15:39 |
| **Name of Complainant:-** | Complainant contacted Horizons – complaint made from Airport. | | |
| **Address of Complainant:-** | Wanganui Airport. | | |
| **Location of Odour:-** | AFFCO Imlay | | |
| **Wind Speed and Direction:-** | 4 - 8 knots at 321o / NW | | |
| **Odour Description:-** | Bad odour coming from Imlay. | | |

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| **INVESTIGATION FINDINGS** | | |
| **STEP 1** | **Most Likely Source of Odour:- (IQP and AFFCO to complete separate investigation forms)** | |
| **Source of Odour:-**  FIDOL assessment carried out by Night Shift Production Supervisor - Greg Stanley - and Amourguard’s Wayne Watson both confirmed the odour was objectionable beyond the boundary fence (**substantiated odour complaint).**  **Root Cause:-**Odours caused by a backlog of product in outside raw bin due to a mechanical breakdown in the Rendering Plant and poor communication with trucking companies.  Email sent to Horizons 31.05.22:-  *Hi Oriana,*  *Please be advise of the following issue:-*   1. *The notification to us within 2 hours of breakdown or complaint and advise on actions in response to the situation.*   *30.05.22:- Rendering tallow pump failed last night at 20:00. The back-up pump was installed and this also failed (communication issue lead to this late notice).*   1. *Detail of the cause (if known).*   *30.05.22:- 2 x tallow pump fails (reasons why to be investigated).*   1. *Actions undertaken in response; mechanical fix/replacements, times, dates, odour assessment before, during and after production is working and not working (boundary odour assessments), product/material state and if it requires removal off site etc.*  * *31.05.22:- New tallow pump purchased and installed (08:45). Production to commence soon.* * *31.05.22:- All todays raw product diverted.* * *31.05.22:- 120mt in outside raw bin and inside raw bin (from yesterday’s processing).* * *31.05.22:- On-going odour assessments to be carried out.*   Further to the above email, production was held up for a further 5 hours due to an oil pressure issue in the Squeeze Press. Production commenced at approx. 14:00 (18 hours post original breakdown). | | |
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| **STEP 2** | | **Document Corrective and/or Preventive measures taken to minimise and/or prevent odour reoccurrence (AFFCO to complete this section)** |
| **Corrective / Preventive Actions Taken:-**  31.05.22:- Citric acid applied to stockpiled raw product in outside raw bin. All product in inside raw bin and outside raw bin processed through the night.  01.06.22:- New tallow pump installed. Backup pump purchased. Backup personnel within the Rendering Plant retrained in regards to information flow to contract trucking companies (NOTE:- Rendering Supervisor was off with covid). | | |