

10 February 2025



Dear Resident,

### Re Odours in the Tahmoor area

We are writing to you regarding the ongoing community concerns about various odours that have been identified at Tahmoor. Ingham's plant at Tahmoor is regulated by the NSW Environment Protection Authority (EPA). In May 2024, the EPA placed two Pollution Reduction Programs (PRPs) on Ingham's Environmental Protection License (EPL) to address stormwater and odour concern. The PRPs identified two odour sources onsite which may have been the cause odour issues.

Ingham's takes its community responsibilities seriously, and following the EPA's action, Ingham's implemented key changes at the Tahmoor facility to reduce odour emissions from these sources. In addition, we continue to monitor the site's odour levels.

Following the completion of the PRPs in August 2024, the EPA received further complaints from some residents immediately adjacent to the plant. As a result, Inghams has implemented stronger operational procedures and is undertaking further works to minimise odour emissions.

We are continuing to work with wastewater experts and the EPA to develop improvements in our process to minimise odour risks to the community. Essential works are scheduled to maintain the on-site wastewater system which will occur on a day, during business hours **between February 10 and February 14** when we expect the most suitable weather conditions.

While we will endeavour to minimise the impact of these works, there may be some temporary impact to some residents in the immediate area while these works are undertaken.

We appreciate your input and encourage you to contact us directly if you have any questions or would like to report a complaint.

### How to contact us

The **gatehouse (02) 4683 6600** is manned 24 hours a day and is the best contact point that allows for immediate escalation of any complaint including out of hours. Please leave a contact phone number or email address so that we can update you on your concerns once we have investigated.

**Seth Barton – Site Manager** is also available to discuss any matters of concern you may have on **(02) 4683 6602**, during business hours.

If you have any questions about the operations at Ingham's Tahmoor or wish to discuss any other matters, please contact us directly.

A handwritten signature in black ink, appearing to be "Seth Barton".

Kind regards,

Seth Barton

Site Operations Manager