

FIDOL scale for reporting an odour complaint

Feedback or Odour complaints can be reported to Redvale Landfill through Four different methods,

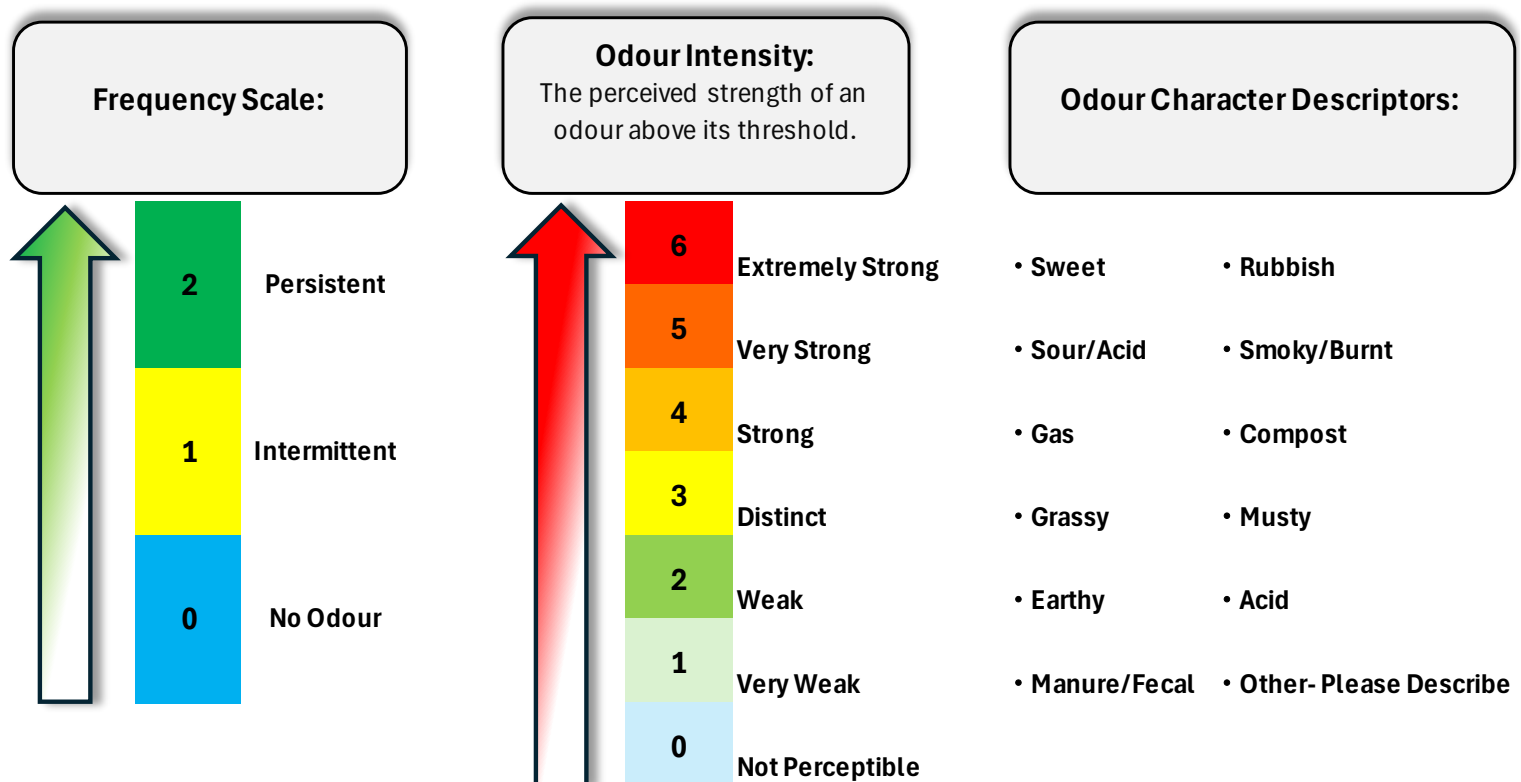
1. Email redvalecomplaints@wm.nz
2. Phone call 09 427 0600
3. Text message **8601 (New)**
4. Redvale Energy Park Community Liaison website

To work with us, please provide constructive feedback only, which includes the following information:

1. Time and location of the odour.
2. Type/descriptor of the odour.
3. Intensity of the odour – 0-6 scale.
4. Frequency of the odour – how often it occurs, duration of the odour and time of exposure.

FIDOL scale example below on how to classify odour intensity.

FREQUENCY **I**NTENSITY **D**URATION **O**FFENSIVENESS **L**OCATION



Please feel free to access Redvale landfill weather station data by using the below link

<https://app.outpostcentral.com/english/login2.aspx>

Username: redvaleguest

Password: community

Odour Complaint Investigation Process

How We Manage Odour Complaints

At Redvale Landfill, we take every odour complaint seriously. Our goal is to respond quickly, identify the source, and take practical steps to reduce any impact on the community. Below is the process we follow for each notification we receive:

1. Logging the Complaint

- Each complaint is recorded with the time, date, and location, along with weather details such as wind direction and speed
- This information helps us understand the conditions at the time and locate possible odour sources

2. Responding Quickly

- Our trained staff aim to attend the reported area within 30 minutes
- On average, we respond in under 15 minutes

3. Assessing the Odour

- We check if an odour is present using a recognised framework called FIDOL, which looks at Frequency, Intensity, Duration, Offensiveness, and Location
- If an odour is detected, we rate its strength on a 1–6 scale.
- If no odour is found, we still record the visit and results

4. Investigating the Source

- We review landfill operations, weather conditions, and odour control systems at the time of the complaint
- This helps confirm where the odour came from and whether additional control is needed

5. Taking Action

- If required, we adjust odour control systems (such as misting or cover application) immediately
- Site operations are also notified so any issues can be corrected quickly

6. Communicating Back

- We let the complainant know the outcome of the investigation, whether an odour was detected and, if so, what steps were taken to address it
- Our aim is to be open and responsive in every interaction

7. Recording and Reporting

- Every complaint and response is logged in our internal system for tracking and improvement
- All external complaints are reported to Auckland Council within 24 hours, along with our findings and actions

Our Commitment

We know odour can affect our neighbours, and we're committed to continuous improvement in how we manage and prevent it.

By tracking every complaint, responding promptly, and reviewing our systems regularly, we aim to reduce odour impacts and maintain open communication with our community.