



TAYLOR PRESTON
LIMITED

TAYLOR PRESTON LTD - COMMUNITY LIAISON GROUP MEETING
5:30PM, JOHNSONVILLE COMMUNITY CENTRE

- Agenda:**
- Welcome & Introductions
 - Tea, Coffee, Amenities
 - Why are we here and who should chair the meeting?
 - Everyone is able to have their say without being interrupted
 - About Taylor Preston Ltd:
 - Current hours of work
 - Number of people working on site
 - Seasons
 - System for notifying odours or other issues
 - <https://taylorpreston.co.nz>
 - Neighbours
 - Make a report
 - How many odour complaints have Taylor Preston Ltd had so far this year?
 - What would you as locals like to achieve/or know about at this meeting?
 - Are there other people/organisations we should invite to the meetings?
 - How often should we meet?
 - Where can you find the minutes of these meetings?
 - <https://taylorpreston.co.nz>
 - Neighbours
 - Community Meetings
- Attendees:**
- (H)** - Hugh Dixon-Paver (GWRC)
 - (AG)** - Andrew Gawith (Resident)
 - (S)** - Sylvia (Resident)
 - (MY)** - Mehdi Yassaie (Resident)
 - (JT)** - John Taylor (Taylor Preston Ltd)
 - (LH)** - Lynette Harper (Taylor Preston Ltd - Minute Taker)
- Apologies:**
- Penny Gawith

- Who should Chair the meeting?
 - (MY) Someone neutral – not someone from TPL – to be decided by attendees

- Printout from TPL website distributed to group by John Taylor. Outline of current odour complaints process handled directly through TPL Security for quicker detection of source of odour. Outline shows how the complaint process will be followed through from the time the complaint is made and how the investigation into the complaint will be managed.
 - Minutes from the Community Liaison Group meetings will be published on the TPL website under the Neighbours tab.
 - Andrew suggested that the call log be distributed via email or made available through the TPL websites Neighbours tab outlining the complaint details and investigation outcome.
 - Mehdi would like to see the response period in regard to an odour complaint handled in a more timely manner and communication/acknowledgement of the complaint listed on a log/website accessible by all parties concerned. He feels like this has not happened on a regular basis in the past or in a timely manner.

- Sylvia and Mehdi indicated that the smells they have noted recently they do not think are stock related, maybe more of a rendering odour.
 - Appreciative of the progress regarding odour control so far and glad that TPL is still acknowledging there is sometimes an odour from the plant that warrants a report being made. All agreed that the smell has improved/lessened over the last 10 years. This is due to bio-filter being installed in 2004 which neutralises the odour molecules. In 2008 a new rendering plant with the latest equipment was installed and clean down methods in the stockyards had changed to regular hosing methods rather than using a bobcat. Andrew has only smelt stockyard odour 4-5 times this year and Sylvia 2-3 times.
 - John Taylor acknowledged that sometimes Neighbours smell things we don't/can't smell at the plant, so locating the source of the odour is not as straight forward as we would like it to be.

- Andrew, Sylvia and Mehdi agreed that as residents who are affected by the odours from the TPL plant they need to take more responsibility in communicating via email (?) to discuss issues that arise. Hugh advised that the now defunct Gorge Action Group (GAG) – used to communicate with GWRC in regard to odour complaints but found that more often than not once the complaint had been received and contact made the odour had subsided so there was no point in going to investigate something that was not there.

- Mention was made of there being two processes in regard to making a complaint – via TPL to address the issue, or via GWRC 24hr Environmental Hotline 0800496734 which results in the Environmental Protection Duty Officer being notified and results in a follow up call back to the notifier and an investigation if the odour continues.

- Hugh advised that for stopping the cause of the odour the complaint should be made directly through the complaint logging process on the TPL site www.taylorpreston.co.nz as this allows Security who are onsite 24/7 to investigate the odour immediately. If reported to the GWRC Environmental Hotline, the Duty Officer will respond although there may be a delay as he/she may need to travel from outside the immediate Wellington City area or from another job site and by the time they arrive the odour could be gone, therefore the investigation may not be able to be completed. All complaints logged with TPL must be forwarded through to the GWRC within 5 business days (consent condition).
 - Mehdi suggested that there could be local volunteers to investigate the smells outside of business hours or we could invest in technology that is used to measure odours and decipher what types of odour they are (gas, ammonia, sulphur etc.).

- Hugh advised the group that the best instrument for odour measurement is the human nose and that the two main odours on the TPL site are Rendering/Stockyards. Rendering is the most distinctive odour and the equipment Mehdi is suggesting we look at would not be helpful in this environment as it such a large area to cover and this was outlined in the consent process. The Legal Consent states that any area within the TPL boundary is under our control. John will look at what is available in terms of equipment and the relevance it would have on our site.
- Have used odour diaries in the past. Under the consent TPL have agreed to undertake a Technical Review of the hoods and buildings across the site to ascertain whether there is further work that could be completed to lessen any of the ongoing odour issues. This will be undertaken by either Windsor Engineering or Render Tech who specialise in these areas of concern. Review due to be undertaken and reported by the 9th May 2017.
- John has acknowledged that when a complaint is made or someone calls and says there is an odour, he believes them and does not dispute this. TPL has not looked into the costs associated with purchasing any odour detection equipment and is not sure if it would be beneficial as outlined previously by Hugh and in the consent.
- Andrew suggested that instead of having to call a number to report/log a complaint that we could add an online form to the TPL website with required fields to be completed and that the form would need all the required information before it could be submitted. All agreed that this would be a good idea as it is quick and there is no having to remember numbers etc. and it can be done at your own pace when it suits you. Electronic form filters can ensure that forms that do not have all the “required fields” completed are not logged so that responses devote resources to notifications that can assist with identifying and resolving issues.
- It was agreed at the consent hearing that a text option for reporting complaints is not a valid way of collecting all the required information that is needed to locate the source of an odour. In the last 5 years the biggest progress on odour detection has been made by communicating directly with people to gather all the facts required to complete an investigation. There was a huge success in locating an ongoing odour issue from the Edible White Fat department. This involved commitment from John Taylor conversing with the complainant for over an hour and being given access to his property to investigate the odour characteristics as received by the community. There have been no further issues in regard to this department since the problem was detected.
- There is a “log only” system with the GWRC odour notifications that does not require investigation – just notes that an odour has been reported and the relevant details.
- Mehdi was concerned that people in the area who the odour affects do not know how to report the problem. John Taylor advised that 150 letters were dropped into residents mail boxes dated the 20th January outlining the details for tonight’s meeting and also how to access the complaints process through the TPL website.
- John stated that the stock trucks that come on site are able to dump effluent at the bottom of the gorge or on the TPL site in the effluent disposal/truck wash area. Drivers are encouraged to dump effluent and wash down trucks but at the end of the day they are contractors from other companies and it is their choice if they choose to do this or not.

- TPL use odour neutralisers on site and have found that some work better than others, but we still get complaints and sometimes its regarding the neutraliser odour rather than processing/stock odour.
- Mehdi asked if TPL have ever thought about moving the site. John advised that this is not an option as the cost involved would never be recovered through operations and the consents required to build a new plant etc. are a lengthy and costly process. Hugh notes that the original plant was outside of the city boundaries when it was originally built but over the years the city and surrounding suburbs have expanded so far that the site is now located below surrounding residential areas. The issue was discussed during the consent application process and detailed in the Officer Report and Hearing Decision documents.
- John advised that this has been one of the hardest years in the Meat Processing industry for TPL and that money has been and will be spent where it is appropriate. The outcome of the Tech review will determine budgeting for any changes that are required. We currently have 800 staff employed through until April/May (layoff season). Their hours of work consist of two shifts per day Monday to Friday from 5:45am-3:45pm then a night shift from 4:15pm-2:15am. On Saturday the hours covered by two shifts are from 5:45am-10:30am then 11:00am-3:45pm.
- Mehdi, Andrew and Sylvia liked the mail drop and agreed it was a good form of communication to advertise tonight's meeting. How do we go forward from tonight and get more people involved? There was a discussion around the frequency of the meetings going forward and Andrew thinks twice a year would be ok, John suggested quarterly, but is more than happy with every 6 months. The Technical Review Report will be completed on 9th May and the next meeting will be scheduled for approximately a month later to report back on this document. The group will be advised prior to this meeting.
- Mehdi would like the opportunity to look over the Tech review report once it has been finalised to see if he can offer any suggestions toward it. John will email the report through to Mehdi's email address which he has supplied at the time of the meeting. The consent and tech report may possibly be made available through the TPL website via PDF file. Hugh will look into this.
- Fridge magnets/stickers with complaints line details/website details etc. on them. Hugh is able to source stickers for the GWRC Environmental Hotline 0800496734.
- Andrew has asked if at the next meeting John could update the participants on any developments at the site which was agreed.
 - John has advised that we are required to undertake several audits (internal/external) on an annual basis. GWRC requires annual audit of all site flows and ducts etc. from tech consultants. If further investigation is required after these audits have been reported on the external research consultants are brought in to cover this. Steady decline in complaints over the years as reported in the Consent Officer's Report.
- There have been no formal odour complaints logged this year with the GWRC or TPL. Poor turnout at tonight's meeting which is unfortunate. Next meeting needs to have a Chairperson appointed to be in control of the meeting flow. Next meeting to run no longer than 1 hour.

Meeting concluded at 7:10pm.

