

From: s47F
To: s47F
Subject: Email with Sydney Water
Date: Thursday, 9 January 2025 18:58:27
Attachments: [image001.png](#)
[image003.png](#)

OFFICIAL

This guy s47F is our contact at Sydney water, and has been very good to deal with so far. I do also have his mobile number.

OFFICIAL

From: s47F <s47F@sydneywater.com.au>
Sent: Wednesday, 8 January 2025 9:09 AM
To: s47F <s47F@airservicesaustralia.com>
Cc: s47F <s47F@hotmail.com>; s47F <s47F@sydneywater.com.au>; s47F <s47F@sydneywater.com.au>; s47F <s47F@sydneywater.com.au>
Subject: RE: [External] Padstow OCU event, leading to full reliance on Mascot OCU H2S

OFFICIAL

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Hi s47F

Thank you for your understanding.

As discussed:

- Sydney Water's OCU (Odour Control Unit) SY0018 at Padstow is offline due to fire damage which occurred in early December 2024. This was caused by an illegal dumping (hydrocarbons) into the sewer system. Sydney Water is working to replace OCU SY0018 and it is expected that this will take months.
- Investigation of the performance of OCU SY0041 (located at General Holmes Dr, Mascot) found that the carbon filter has been severely impacted by contaminants

(hydrocarbons), which has reduced its ability to remove H2S odours.

- Sydney Water is investigating further but suspects that the Airport OCU - SY0041 has been experiencing increased pressure due to upstream OCU SY0018 at Padstow being offline.
- Replacement of the damaged carbon filter at the Airport OCU – SY0041 was scheduled for 15/1/25 but we are trying to bring this forward to the end of this week. Sydney Water expects that replacement of the carbon filter material will resolve the odour issues you are currently experiencing.
- The immediate action Sydney Water has taken to reduce the impact to Sydney Airport Air Traffic Controllers is to switch off OCU SY0041. This was done at 16:00 on 07/01/2024. This reduces the singular point to discharge air containing elevated H2S and odour in close proximity to the Airport Control Tower. Please be aware, with the OCU off the upstream gravity sewer network will no longer be under negative pressure which may result in passive odour emissions from access points within the airport land. If this situation occurs, please let me know.

Regards,

s47F

s47F

s47F

Networks, Operations South

Customer Delivery

Sydney Water

73 Gardeners Rd, Daceyville NSW 2032

Ph s47F

Mob s47F

s47F [@sydneywater.com.au](mailto:s47F@sydneywater.com.au)

OFFICIAL

From: s47F [@AirservicesAustralia.com](mailto:s47F@AirservicesAustralia.com)>

Sent: Tuesday, January 7, 2025 5:39 PM

To: s47F [@sydneywater.com.au](mailto:s47F@sydneywater.com.au)>

Cc: s47F [@hotmail.com](mailto:s47F@hotmail.com)>

Subject: [External] Padstow OCU event, leading to full reliance on Mascot OCU H2S

CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

OFFICIAL

Hi s47F

Thanks again for time today, and your insight on the current situation at the Mascot OCU, on Ross Smith Avenue.

As you explained over the phone, I understand the predicament Sydney Water is in, after the vandalism at the Padstow OCU.

Please may you outline that Padstow event in a short email, with some details surrounding the limitations you have in resolving that problem. If you could also detail why there is no alternative to reduce the use of the Mascot OCU, that would be appreciated.

I will be lodging a Workplace Health and Safety report here at our work (AirServices Australia), just so that our company can do their best to improve the filtration of air entering our air-conditioning system. I will advise AirServices Australia with the information you can provide, so that they have some background and technical insight into the route cause of the situation.

s22

Kind regards,

s47F

Sydney Tower

Mob: s47F

IMPORTANT: This email and any attachments, may contain information that is confidential and privileged information. If you are not the intended recipient, you must not review, copy, disseminate, disclose to others or take action in reliance on, any material contained within this email. If you have received this email in error, please let Airservices Australia know by reply email to the sender informing them of the mistake and delete all copies of this email and any attachments.

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Released by Airservices Australia under the Freedom of Information Act 1982

From: s47F
To: s47F
Subject: REF-NO-35478 Report to NSW EPA 07/01/2025
Date: Thursday, 9 January 2025 19:01:20
Attachments: [webwbEPALogo_Dark_Blue.png](#)

This is the EPA registering my complaint, they just readback what I wrote to them.

From: do-not-reply@epic.epa.nsw.gov.au <do-not-reply@epic.epa.nsw.gov.au>
Sent: Wednesday, 8 January 2025 12:10 PM
To: s47F @AirservicesAustralia.com>
Subject: REF-NO-35478 Report to NSW EPA 07/01/2025

You don't often get email from do-not-reply@epic.epa.nsw.gov.au. [Learn why this is important](#)

CAUTION: This email was sent from an external email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Dear s47F

Thank you for making a report to the EPA. We appreciate you taking the time to report this matter.

Date and time the report was made: 07/01/2025 06:12 PM

Incident type: AIR,GAS RELEASE

Incident description: Complainant works as an Air Traffic Controller at the Sydney International Airport known as the Tower with the slide wrapped around it. The complaint they are registering is with reference to a Sydney Water OCU (Odour Control Unit), located at roughly 90-94 Ross Smith Avenue, Mascot, NSW, 2020. They believe that this OCU, which is a sewer air venting system, was installed roughly 2 years ago. In a North Easterly wind, our Control Tower is then located downwind, and they receive awfully foul air from this venting. In the past month, this issue has become unbearable at times, leaving staff feeling ill, and dry retching from the fumes. Complainant lodged an enquiry with Sydney Water on the 17th of December 2024. After speaking with Sydney Water today (7/1/25), they have been advised that this current situation is the result of a vandalism event at their Padstow OCU, which was destroyed in a fire. This has led to full reliance on the Mascot OCU. Sydney Water has advised that gas released at these facilities is H2S, which is a highly flammable and toxic. Reporter has written to a contact at Sydney Water today and have been promised more details in writing from there end. This will hopefully outline what has occurred, and what they are now faced with.

Unofficially, complainant was told that the OCU is putting out H2S at 5ppm. Given the staff are exposed to these fumes for 8-hour long shifts at a time, they are concerned about this exposure. A brief google into the affects of H2S exposure is alarming, and they are equally as concerned for their staff as they are for the business's located closer to this Mascot site.

Complainant asks that an EPA investigator be assigned to this complain and they will make sure to forward them the further details they receive from Sydney Water. s22

s22

Incident Location Description: 90 ROSEBERY AVENUE MASCOT NSW 2020

Based on the information you have provided, a report has been created (REF-NO-35478) and allocated for action.

The EPA Case Officer will contact you if they require further information.

If you would like to follow up on this report please email the EPA at info@epa.nsw.gov.au quoting your reference number exactly in the format REF-NO-35478 . An EPA Officer will provide you with advice on what action has been taken.

If you would like to provide additional information, please email the EPA at info@epa.nsw.gov.au with your information, quoting your reference number exactly in the format REF-NO-35478 . Your report will be updated with the additional information you have supplied.

Regards
Environment Line Officer
Email: info@epa.nsw.gov.au
www.epa.nsw.gov.au and www.environment.nsw.gov.au



IMPORTANT NOTICE: CONFIDENTIALITY AND LEGAL PRIVILEGE

This e-mail may contain privileged and/or confidential information intended for the person addressed.

Please note that in order to respond to your report the EPA will record the personal details you have provided, including email address. These details may also be used to inform the EPA's environmental regulatory processes or alternatively you can request that your details are only used in relation to the report you have made by emailing Environment Line (info@epa.nsw.gov.au). Details of the EPA Privacy information can be found at: www.environment.nsw.gov.au/help/privacy.htm

Email: NTN01

From: s47F
To: s47F
Subject: 20250109 1909 FW: Ref # EPA-24993 EPA
Date: Thursday, 9 January 2025 19:05:57
Attachments: [image001.png](#)
[image002.png](#)

From: s47F >
Sent: Thursday, 9 January 2025 7:02 PM
To: s47F @AirservicesAustralia.com>
Subject: Fwd: Ref # EPA-24993

CAUTION: This email was sent from an external email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

This thread has my initial email to Sydney Water, and their reply, which I then FWD to the EPA to backup my initial complaint.

s47F at the EPA is our current contact there, but I haven't spoken to him over the phone about what (or if) the EPA investigators will be doing.

Begin forwarded message:

From: s47F
Date: 9 January 2025 at 12:42:35 pm AEDT
To: s47F <s47F@epa.nsw.gov.au>, info@epa.nsw.gov.au
Subject: Ref # EPA-24993

Hi s47F

I'm not sure why my number wouldn't have been working, but just to confirm it's s47F s47F, if you could give me a call, that would be great.

My hope is that the EPA would consider testing the downwind environment when the Mascot OCU is venting.

The H2S 5PPM came verbally from the Sydney Water Lead Networks Operations Engineer, who has been very forthcoming. We are understanding of the fact that Sydney Water are at the mercy of what the community is putting out, and that these gasses are not a waste product of a commercial industry. However, like you, we are concerned that it may be creating an unsafe environment.

The winds have changed to a southerly, which means the gasses have been blown in a northerly direction the past couple of days. This means it would be dispersed over the airfield and clear of any businesses. My initial enquiry with Sydney water was to see if potentially they could vent elsewhere in a North Easterly wind, as that quadrant is really the only time it can affect the neighbouring businesses and the control tower. This is what led to us discovering that the upstream Padstow OCU had been knocked out.

Moving forward, they will no doubt have to switch this Mascot OCU back on (if they have in fact been able to turn it off, initially I was told that was impractical), and my hope would be that it could potentially be managed tactically with wind direction.

Kind regards,

s47F

s47F

Sydney Tower

Mob: s47F

On 9 Jan 2025, at 11:53 am, s47F <s47F@epa.nsw.gov.au> wrote:

Good morning s47F,

In addition to my previous email, I have further reviewed the information in your emails and acknowledge your concerns about work health and safety, as well as the potential physical symptoms of illness. The EPA is not qualified medical professionals and cannot comment on illness, but encourage you or your peers to consult a doctor if you have any health concerns.

Additionally, I recommend reaching out to your Work Health and Safety regulator (which we understand to be Comcare) for any concerns related to occupational exposure.

Kind regards,

s47F

s47F

Regulatory Operations

NSW Environment Protection Authority

Level 3/84 Crown St, Wollongong NSW 2500

Join us on our mission to
protect tomorrow together.



www.epa.nsw.gov.au @NSW_EPA

Report pollution and environmental incidents 131 555 or +61 2 9995 5555

*The EPA acknowledges the Traditional Custodians of the land, waters and sky where we work.
As part of the world's oldest surviving cultures we pay our respect to Aboriginal Elders past,
present and emerging.
I work on Dharawal Country*

From: S [redacted]
Sent: Thursday, January 9, 2025 10:00 AM
To: s47F [redacted] [@airservicesaustralia.com](mailto:s47F@airservicesaustralia.com)
Cc: s47F [redacted]
Subject: RE: 2nd email - Sydney Water OCU venting H2S fumes affecting Air Traffic Control Tower

Good morning s47F,

I have been assigned your case, I did try to call a few times to no avail (number would come up as private).

To help assist in investigating this matter further could you please provide the following information:

Since Sydney Water has provide the update below, has there been a decrease in odour?

Has Sydney Water provided any further updates to the matter or correspondence?

Where did the information that the OCU is putting out H2S at 5ppm come from?

Could you please forward any correspondence to info@epa.nsw.gov.au, quoting reference number EPA-24993. This will ensure it is attached to the case and actioned. Feel free to cc me as well.

Kind regards,

s47F [redacted]

s47F [redacted]

Regulatory Operations
NSW Environment Protection Authority
Level 3/84 Crown St, Wollongong NSW 2500

<image001.png>

www.epa.nsw.gov.au @NSW_EPA

Report pollution and environmental incidents 131 555 or +61 2 9995 5555

*The EPA acknowledges the Traditional Custodians of the land, waters and sky where we work.
As part of the world's oldest surviving cultures we pay our respect to Aboriginal Elders past,
present and emerging.
I work on Dharawal Country*

From: s47F [redacted]
Sent: Wednesday, January 8, 2025 11:25 AM
To: INFOEnvironment Mailbox <info@environment.nsw.gov.au>
Subject: 2nd email - Sydney Water OCU venting H2S fumes affecting Air Traffic Control Tower

Please see further information from Sydney Water about this complaint registered with the EPA yesterday. Reference number below.

Thank you for your email. Your Reference Id is 01215562 (ref:!00D7F06iTix.!500Mn0fEELF:ref)

Begin forwarded message:

From: s47F

Date: 8 January 2025 at 9:08:52 am AEDT

To: s47F

Cc: s47F

Subject: RE: [External] Padstow OCU event, leading to full reliance on Mascot OCU H2S

Hi s47F,

Thank you for your understanding.

As discussed:

- Sydney Water's OCU (Odour Control Unit) SY0018 at Padstow is offline due to fire damage which occurred in early December 2024. This was caused by an illegal dumping (hydrocarbons) into the sewer system. Sydney Water is working to replace OCU SY0018 and it is expected that this will take months.
- Investigation of the performance of OCU SY0041 (located at General Holmes Dr, Mascot) found that the carbon filter has been severely impacted by contaminants (hydrocarbons), which has reduced its ability to remove H2S odours.
- Sydney Water is investigating further but suspects that the Airport OCU - SY0041 has been experiencing increased pressure due to upstream OCU SY0018 at Padstow being offline.
- Replacement of the damaged carbon filter at the Airport OCU – SY0041 was scheduled for 15/1/25 but we are trying to bring this forward to the end of this week. Sydney Water expects that replacement of the carbon filter material will resolve the odour issues you are currently experiencing.
- The immediate action Sydney Water has taken to reduce the impact to Sydney Airport Air Traffic Controllers is to switch off OCU SY0041. This was done at 16:00 on 07/01/2024. This reduces the singular point to discharge air containing elevated H2S and odour in close proximity to the Airport Control Tower. Please be aware, with the OCU off the upstream gravity sewer network will no longer be under negative pressure which may result in passive odour emissions from access points within the airport land. If this situation occurs, please let me know.

Regards,
s47F

Networks, Operations South
Customer Delivery
Sydney Water
73 Gardeners Rd, Daceyville NSW 2032



Ph s47F

Mob s47F

s47F@sydneywater.com.au

From: s47F

Sent: Tuesday, January 7, 2025 5:39 PM

To: s47F

Cc: s47F

Subject: [External] Padstow OCU event, leading to full reliance on Mascot OCU H2S

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OFFICIAL

Hi s47F

Thanks again for time today, and your insight on the current situation at the Mascot OCU, on Ross Smith Avenue.

As you explained over the phone, I understand the predicament Sydney Water is in, after the vandalism at the Padstow OCU.

Please may you outline that Padstow event in a short email, with some details surrounding the limitations you have in resolving that problem. If you could also detail why there is no alternative to reduce the use of the Mascot OCU, that would be appreciated.

I will be lodging a Workplace Health and Safety report here at our work (AirServices Australia), just so that our company can do their best to improve the filtration of air entering our air-conditioning system. I will advise AirServices Australia with the information you can provide, so that they have some background and technical insight into the root cause of the situation.

s22

Kind regards,

s47F

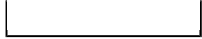
s47F

Sydney Tower

Mob: s47F

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OFFICIAL



[<image003.jpg>](#)
[<image003.jpg>](#)
[<image003.jpg>](#)

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PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL

From: s47F
To: s47F
Cc: s47F
Subject: Smell in Tower Cab _ OCC-0017925
Date: Friday, 10 January 2025 18:06:19
Attachments: S22

OFFICIAL

Hi Guys,

I understand s47F has made you aware of the smell we've been experiencing in the cab throughout December. I commend s47F on his proactive approach in engaging with Sydney Water to get the OCU shutdown.

I have lodged the CIRRIIS so that we not only have a record of the occurrence, but also can look at ways of preventing such a thing in the future.

Of note, a previous similar occurrence occurred back in 2016, when a nearby bus fire to the North East of the cab resulted in a lot of smoke and fumes entering the control cabin. A solution of relocating the air intake/installing a circulation or cut-off switch was floated, however it appears not progress was made. Perhaps this is something we can look into.

I am away on leave over the next few weeks, but I've looped in s47F and s47F to liaise with you both on solutions in my absence.

Cheers,

s47F

OFFICIAL

From: s47F
To: [LG_ANS_SYDOPS_SYTWR](#)
Subject: 20250113 22:05 Sydney Water Action on Tower Odour in NE winds
Date: Monday, 13 January 2025 22:05:21
Attachments: [image001.png](#)
[image003.png](#)

OFFICIAL

Hi Everyone,

On all our behalf s47F has been consistently chasing up Sydney Water to try and find cause and solution to the terrible odour experienced in the tower, especially in a NE wind.

Below is the written response s47F was able to get, after numerous calls and interactions chasing up the right people.

Hopefully things should be drastically improved by now as they have taken positive action to change the equipment and impact. If not let s47F know.

I would not claim any credit for the work or effort s47F put in to get this done, I'm just passing on the info.

Big thanks to s47F for chasing this up and acknowledge his efforts in sorting this for us.

s47F

Hi s47F ,

Thank you for your understanding.

As discussed:

- Sydney Water's OCU (Odour Control Unit) SY0018 at Padstow is offline due to fire damage which occurred in early December 2024. This was caused by an illegal dumping (hydrocarbons) into the sewer system. Sydney Water is working to replace OCU SY0018 and it is expected that this will take months.
- Investigation of the performance of OCU SY0041 (located at General Holmes Dr, Mascot) found that the carbon filter has been severely impacted by contaminants (hydrocarbons), which has reduced its ability to remove H2S odours.
- Sydney Water is investigating further but suspects that the Airport OCU - SY0041 has been experiencing increased pressure due to upstream OCU SY0018 at Padstow being offline.
- Replacement of the damaged carbon filter at the Airport OCU – SY0041 was scheduled for 15/1/25 but we are trying to bring this forward to the end of this week. Sydney Water expects that replacement of the carbon filter material will resolve the odour

issues you are currently experiencing.

- The immediate action Sydney Water has taken to reduce the impact to Sydney Airport Air Traffic Controllers is to switch off OCU SY0041. This was done at 16:00 on 07/01/2024. This reduces the singular point to discharge air containing elevated H2S and odour in close proximity to the Airport Control Tower. Please be aware, with the OCU off the upstream gravity sewer network will no longer be under negative pressure which may result in passive odour emissions from access points within the airport land. If this situation occurs, please let me know.

Regards,

s47F

s47F

s47F

Networks, Operations South
Customer Delivery
Sydney Water
73 Gardeners Rd, Daceyville NSW 2032

OFFICIAL

OFFICIAL

Report Title: Incident/Events Details
Run Date and Time: 15/08/2025 09:17:51 Australian Eastern Standard Time (New South Wales)
Run by: S47F
Table name: x_enll_toolbox_hse_incident_events

Incident/Events

Number:	HSE0001163	State:	Close Out
Reported Source:	Portal	Type:	WHS
Opened by:	S47F	Impact type:	Chemicals and Other Substances
Opened for:	S47F	Sub Impact Type:	Gases, Vapours, Smoke, or emissions e.g.
Opened:	13/01/2025 12:48:56	What are you sharing?:	
UTC opened:	13/01/2025 01:48:56	Was this an observation or a safety conversation?:	
Location:	SydneyControl Tower	Duplicate of:	
Location Type:	Tower cab and general amenities	Weather:	
Location Notes:		Assignment group:	WHS
Watch list:		Assigned to:	S47F

Short Description:
Foul smell entering tower cabin environment. Smell is particularly evident when local winds are from the North East
Category:
Hazard

Event Details

Date/Time when the Event occurred: 17/12/2024 12:00:00
UTC Date/Time when the Event occurred: 17/12/2024 01:00:00

Description:
Summary: Foul smell entering tower cabin environment. Smell is particularly evident when local winds are from the North East

Foul smell detected entering the cabin environment during North Easterly winds. Smell emanating from Sydney Water Odor Control Unit (OCU). Conversations with Sydney Water indicate that the smell detected is excess hydrogen sulphide. The rate the OCU is outputting H2S is in excess of 5PPM. The safe levels of exposure are in the realm of 1PPM. A google of the effects of H2S is quite alarming particularly given that staff are exposed to the smell often for the duration of the shift. The smell has been particularly noticeable of the past month (December 2024). On the 17th of December a complaint was lodged with Sydney Water, it is reasonable to suggest that any and all staff working through December 2024 have been exposed to this smell.

Immediate Action Taken:
Complaint lodged with Sydney Water on the 17th Dec 2024
Contact made with the EPA to undertake local testing of the area (see correspondence)
On 7th Jan, OCU was shutdown by Sydney Water. In the process of replacing local OCU filter.

Notes

Work notes:
Additional comments:

20/01/2025 19:44:37 S47F (Additional comments)
This report is being closed-out as per the attached correspondence on the basis of the current mitigations enacted by Sydney Water. This can be reviewed/revisited should there be a change in circumstances that warrants further assessment/management.

15/01/2025 20:26:13 S47F (Additional comments)
Refer also ASID 121924 - SY TWR - potential air filtration improvements (adjacent hydrogen sulphide emissions from Sydney Water facility)

Investigation

Conditional Factors:

People Factors:

Operational/Organisational Factors:

Findings

Actual Consequence:

Potential Likelihood:

Potential Consequence:

Risk:

Resolution Details

Notifiable Event Category:

Notifiable Event Sub-category:

Resolution Details:

This report is being closed-out as per the attached correspondence on the basis of the current mitigations enacted by Sydney Water. This can be reviewed/revisited should there be a change in circumstances that warrants further assessment/management.

Closed:

20/01/2025 19:44:37

Closed by:

S47F

Sensitivity

Sensitive:

false

Allowed users:

Allowed groups:

Related List Title: Hazard List

Table name: x_enh_toolbox_hse_hazard

Query Condition: Parent = HSE0001163

Sort Order: Number in descending order

1 Hazards

▼ Number	Short Description	State	Hazard Type	Sub Type(sub_type)	Impact type	Parent	Assignment group	Assigned to
HZD0001064	Foul smell entering tower cabin environment. Smell is particularly evident when local winds are from the North East	Close Out	WHS Hazard			HSE0001163	WHS	S47F

Report Title: Hazard Details

Run Date and Time: 15/08/2025 09:22:36 Australian Eastern Standard Time (New South Wales)

Run by: s47F

Table name: x_enll_toolbox_hse_hazard

Hazard			
Number:	HZD0001064	State:	Close Out
Opened by:	s47F	Hazard Type:	WHS Hazard
Opened:	13/01/2025 12:48:56	u_parent_incident_event.u_impact_type:	
UTC Opened:	13/01/2025 01:48:56	u_parent_incident_event.u_sub_impact_type:	
Location:	SydneyControl Tower	Assignment group:	WHS
Location Type:	Tower cab and general amenities	Assigned to:	s47F
		Parent:	HSE0001163

Short Description:

Foul smell entering tower cabin environment. Smell is particularly evident when local winds are from the North East

Watch list:

Sensitive:

false

Allowed users:

Allowed groups:

Details

Description:

Summary: Foul smell entering tower cabin environment. Smell is particularly evident when local winds are from the North East

Foul smell detected entering the cabin environment during North Easterly winds. Smell emanating from Sydney Water Odor Control Unit (OCU). Conversations with Sydney Water indicate that the smell detected is excess hydrogen sulphide. The rate the OCU is outputting H2S is in excess of 5PPM. The safe levels of exposure are in the realm of 1PPM. A google of the effects of H2S is quite alarming particularly given that staff are exposed to the smell often for the duration of the shift. The smell has been particularly noticeable of the past month (December 2024). On the 17th of December a complaint was lodged with Sydney Water. It is reasonable to suggest that any and all staff working through December 2024 have been exposed to this smell.

Work notes:

Review

Potential Consequence:

Moderate

Potential Likelihood:

Possible

Risk:

Medium

Reviewed by HSE Team:

true

HSE Team Comments:

This report is being closed-out as per the attached correspondence on the basis of the current mitigations enacted by Sydney Water. This can be reviewed/revisited should there be a change in circumstances that warrants further assessment/management.

Related List Title: Email List
Table name: sys_email

3 Emails

Created	Recipients	Subject	Type	Notification type	User ID
13/01/2025 12:50:52	S47F@AirservicesAustralia.com	Hazard HZD0001064 has been Assigned to you	sent	SMTP	
13/01/2025 12:49:02	S47F@AirservicesAustralia.com	Hazard HZD0001064 has been Assigned to you	sent	SMTP	
13/01/2025 12:49:02	WHS@airservicesaustralia.com	Hazard HZD0001064 has been Assigned to your group	sent	SMTP	

WHS/ARFF/ENV Occurrence Management : OCC-0017925

Closed

Notification

!!! ANNOUNCEMENT !!! WHS, Environment and Security Incident/Occurrence and Hazard reporting is now via ServiceNow. Click [HERE](#) to access the new ServiceNow Integrated Risk forms.

*Please note that ARFF Operational Service Delivery / Safety occurrences and hazards will continue to be reported using the form below.

Classification

Hazard (select if there was or is the POTENTIAL for injury/illness or environmental damage, etc, including near-miss)

All Impacts or Potential Impacts

WHS Injury or Illness or Death

Occurrence Number (generated on save)

OCC-0017925

Sensitive Occurrence

No

Reported By

s47F

Occurrence Time

Local

Occurrence Date

07/01/2025

Occurrence Time (HH:MM 24 hour format)

16:00

Reported Date

10/01/2025

Reported Time (HH:MM 24 hour format)

17:41

Location of Occurrence

AIRSERVICES AUSTRALIA\NSW\SYDNEY AIRPORT\CONTROL TOWER COMPLEX\NEW CONTROL TOWER

Specific Location

Tower Cab

Group/Branch (SDL)/Unit of the person involved

Airservices Australia\Aerodromes\Sydney Aerodrome & Airspace Services\Sydney Tower

If this occurrence/hazard relates to a project then select it below

-

Summary - Do not include personal information in this field.

Foul smell entering tower cabin environment. Smell is particularly evident when local winds are from the North East

Detailed Description

Foul smell detected entering the cabin environment during North Easterly winds. Smell emanating from Sydney Water Odor Control Unit (OCU). Conversations with Sydney Water indicate that the smell detected is excess hydrogen sulphide. The rate the OCU is outputting H₂S is in excess of 5PPM. The safe levels of exposure are in the realm of 1PPM. A google of the effects of H₂S is quite alarming particularly given that staff are exposed to the smell often for the duration of the shift. The smell has been particularly noticeable of the past month (December 2024). On the 17th of December a complaint was lodged with Sydney Water. It is reasonable to suggest that any and all staff working through December 2024 have been exposed to this smell.

Immediate Action Taken

Complaint lodged with Sydney Water on the 17th Dec 2024
Contact made with the EPA to undertake local testing of the area (see correspondence)
On 7th Jan, OCU was shutdown by Sydney Water. In the process of replacing local OCU filter.

Closed

Supporting Documents - Do not include personal information in this field.



Email with Sydney Water.msg



FW_ Ref # EPA-24993
EPA.msg



REF-NO-35478 Report to NSW
EPA 07_01_2025.msg

Witnesses

Witness Name (Airservices Employee)

s47F

Witness First Name (Non Airservices)

-

Last Name

-

Employment Type

-

Employer Name

-

Role in Occurrence

Correspondance with SYD Water

Telephone number

-

Email Address (if known)

-

Further Details

-

Witnesses

Witness Name (Airservices Employee)

s47F

Witness First Name (Non Airservices)

-

Last Name

-

Employment Type

-

Employer Name

-

WHS/ARFF/ENV Occurrence Management : OCC-
0017925

Closed

Role in Occurrence

HSR

Telephone number

-

Email Address (if known)

-

Further Details

-

Responsible Supervisor/Manager

S47F

For more information on Responsible
Supervisor/Manager nomination click here.

ARFF Operational Service Delivery Occurrences Only

Operational Breakdown

-

ORM Number (Occurrence Only)

-

*Select "SAVE" to submit this report to your Manager.***Managerial Review and Comcare Notification (with respect to WHS occurrences/hazards only)**

Did this arise out of the conduct of Airservices business or undertaking?

-

Did this occurrence/hazard lead to a Dangerous Incident, a Serious Injury or Illness or Death?

-

Where did the Occurrence occur?

Workplace known as

-

Occurrence Street Address

-

Occurrence Town/Suburb

-

Occurrence State

-

Occurrence Postcode

-

Occurrence Country

-

Describe the sequence of events immediately leading up to the incident, including what, if anything, may have gone wrong

-

WHS/ARFF/ENV Occurrence Management : OCC-0017925

Closed

Activity being performed at time of the occurrence

-

What if any plant, vehicles, equipment, substances or things were involved in the Occurrence?

-

Has the site where the incident occurred been disturbed?

-

Potential Consequences of Hazard

Potential Consequence

Work Health and Safety

Potential Mechanism of Occurrence

-

Potential Detailed Mechanism

-

Potential Agency of Injury or Disease

-

Potential Detailed Agency of Injury or Disease

-

Review

Responsible Supervisor/Manager

s47F

Review Date

13/01/2025

Manager's Action to Prevent Reoccurrence

Report transferred to ServiceNow IRM - refer HSE0001163 / HZD0001064

Describe any longer term action taken or proposed to prevent a reoccurrence

Report transferred to ServiceNow IRM - refer HSE0001163 / HZD0001064

Additional Information

-

Immediate Corrective Actions

Is a formal CIRRIS Action(s) required to return the site to OAU/to eliminate or minimise risks to health and safety?

No

MEX / SAP Work Order / ASID

-

Date to Rectify

-

Investigations

In accordance with the relevant occurrence management procedure - is a formal investigation required?

No

WHS/ARFF/ENV Occurrence Management : OCC-0017925

Closed

Supporting Documents

-

People to Notify

-

Once "saved" / "submitted" you may continue to add new information to this record until you lock the record at the end of this report process.

Hazard

Hazard Number (generated on save)

HAZ-7715

Hazard Category

Chemical

Hazard Subcategory

Toxic vapours, gases or fumes

If Other Hazard Category, Please specify

-

Controls

What Controls were in place

-

What other controls should be considered

-

Impacted Risks and Controls

Impacted Risks and Controls within CIRRIIS

Impacted Risks

-

Impacted Controls

-

Impacted Risks and Controls stored externally to CIRRIIS

Impacted Operational, Workplace and Safety Risks and Controls

-

Lessons Learned

Lessons Learned

-

WHS/ARFF/ENV Occurrence Management : OCC-0017925

Closed

Case Notes

Case Notes

-

Actions

Actions

-

Occurrence Closure

Close Off Date

13/01/2025

Person Closing

s47F

Closing Comments

Report transferred to ServiceNow IRM - refer HSE0001163 / HZD0001064

Close this Record?

Yes

This occurrence will be locked after closure however the following pages can still be edited if further information becomes available: Hours lost, Lessons Learnt, Promotional Activities, Case Notes, Actions and Impacted Risks and Controls