



Annual Return

NORCO CO-OPERATIVE LIMITED

Licence 1583

A. Statement of Compliance - Licence Details

ALL Licence holders must check that the Licence details in Section A are correct.

If there are changes to any of these details, **you must advise Environment Protection Authority (EPA) and apply as soon as possible for a variation to your Licence or for a Licence transfer.**

Licence variation and transfer application forms are available on the EPA website at:
<http://www.epa.nsw.gov.au/licensing-and-regulation/licensing> or from regional offices of the EPA, or by contacting by telephone 02 9995 5700.

If you are applying to vary or transfer your Licence, you must still complete and submit this Annual Return.

A1. Licence holder

Licence number : 1583
Licence holder : NORCO CO-OPERATIVE LIMITED
Trading name (if applicable) :
ABN : 17 009 717 417
ACN : 009 717 417
Reporting period : From: 1-5-2024 To: 30-4-2025

A2. Premises to which Licence Applies (if applicable)

Common name (if any) : NORCO CO-OPERATIVE LIMITED
Premises : RIVER STREET SOUTH LISMORE 2480 NSW

A3. Activities to which Licence Applies

Agricultural processing

A4. Other Activities (if applicable)

A5. Fee-Based Activity Classifications

Note that the fee based activity classification is used to calculate the administrative fee.

Fee-based activity	Activity scale	Unit of measure
Dairy processing	> 30.00 - 100.00	ML annual production capacity

A6. Assessable Pollutants (if applicable)

Note that the identification of assessable pollutants is used to calculate the **load-based fee**.
The following assessable pollutants are identified for the fee-based activity classifications in the licence:

B. Monitoring and Complaints Summary

B1. Number of Pollution Complaints

Pollution Complaint Category	Complaints
Air	0
Water	0
Noise	4
Waste	0
Other	0
Total complaints recorded by the licensee during the reporting period	4

B2. Concentration Monitoring Summary

For each concentration monitoring point identified in your licence, details are displayed below. If concentration monitoring is not required by your licence, **no data** will appear below.

If data was provided from an uploaded file, the file name will be displayed below instead of any data.

Note that this does not exclude the need to conduct appropriate concentration monitoring of assessable pollutants as required by load-based licensing (if applicable).

Discharge & Monitoring Point 1

Discharge to waters.

Effluent quality and volume monitoring., Drain discharging to Wilsons River and monitored at point labelled "River Water Discharge Monitoring Point" on Map 2 submitted to the EPA dated 19/02/02.

Pollutant	Unit of measure	No. of samples required	No. of samples collected and analysed	Lowest sample value	Mean of sample	Highest sample value
Temperature	degrees Celsius					

Monitoring Point 3

River water intake point , Water intake point from Wilsons River marked as 'River Water Intake Sample Point' on map supplied to DEC on 5/10/05.

Pollutant	Unit of measure	No. of samples required	No. of samples collected and analysed	Lowest sample value	Mean of sample	Highest sample value
Temperature	degrees Celsius					

Name of the uploaded file containing point data ▼

River_Water_Data_01.07.24 to 04.05.25.xlsx

B2 Concentration Monitoring Comments

River water intake pump damaged due to flood. Period which the pump was out of service 11/3/2025 - 30/04/2025.

B3. Volume or Mass Monitoring Summary

For each volume or mass monitoring point identified in your licence, details are displayed below. If volume or mass monitoring is not required by your licence, **no data** will appear below.

If data was provided from an uploaded file, the file name will be displayed below instead of any data.

Note that this does not exclude the need to conduct appropriate volume or mass monitoring of assessable pollutants are required by load-based licensing (if applicable).

Discharge & Monitoring Point 1

Discharge to waters.

Effluent quality and volume monitoring., Drain discharging to Wilsons River and monitored at point labelled "River Water Discharge Monitoring Point" on Map 2 submitted to the EPA dated 19/02/02.

Unit of measure	Frequency	No. of measurements made	Lowest result	Mean result	Highest result
kilolitres per day	Continuous				

Name of the uploaded file containing point data ▼

River_Water_Data_01.07.24 to 04.05.25.xlsx

B3 Mass Monitoring Comments

Note: River water intake pump failure due to flood from 11/3/2025 - 30/04/2025. Factory running on town water during this period. Volume Reduced from 24000L/hr to 7000L/hr

C. Statement of Compliance - Licence Conditions

C1. Compliance with Licence Conditions

Were all conditions of the licence complied with (including monitoring and reporting requirements)?	No
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C2. Details of Non-Compliance with Licence

Licence condition number not complied with ▼
L2.4 background river water temperature
Summary of particulars of the non-compliance ▼
The discharge water temperature fluctuated at times above 10bgd for the period 14/3/25 to 26/4/25. This is due to the river water intake pump being damaged in the flood and needing repair.
Further details on particulars of non-compliance, if required ▼
Municipal water is used as factory cooling water when river pump not in service. As incoming municipal water is used, temperature measurement against background river water temperature is not relative. Further, the flow is reduced from 24000L/hr (river water pump) to 7000L/hr (town water) which does elevate final discharge to river as the same cooling duty is required from less cooling water. Overall, the heat transfer is no greater than normal as factory operations remain unchanged.
Number of times occurred ▼
1
Date(s) when the non-compliance occurred, if applicable ▼
14/3/25 to 26/4/25
Cause of non-compliance ▼
Flood Damage to river water intake pump
Action taken or that will be taken to mitigate any adverse effects of the non-compliance ▼
Pump has been repaired and chains holding pontoon repaired
Action taken or that will be taken to prevent a recurrence of the non-compliance ▼
Pump has been repaired and chains holding pontoon repaired
Uploaded Document Name ▼
Uploaded Document Description ▼
N/A

D. Statement of Compliance - Load Based Fee Calculation



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If you are not required to monitor assessable pollutants by your licence, **no data** will appear below.

If assessable pollutants have been identified on your licence, the following worksheets for each assessable pollutant will determine your load based fee for the licence fee period to which this Annual Return relates.

Loads of assessable pollutants must be calculated using any of the methods provided in EPA's Load Calculation Protocol for the relevant activity. A Load Calculation Protocol would have been already sent to you with your licence. If you require additional copies, you can download the Protocol from the EPA's website or you can contact us on telephone 02 9995 5700.

You are required to keep all records used to calculate licence fees for four years after the licence fee was paid or became payable, whichever is the later date.

E. Statement of Compliance - Requirement to Prepare PIRMP

Have you prepared a Pollution Incident Response Management Plan (PIRMP) as required under section 153A of the Protection of the Environment Operations (POEO) Act 1997?		Yes
Is the PIRMP available at the premises?		Yes
Is the PIRMP available in a prominent position on a publicly accessible website?		Yes
Address of the web page where the PIRMP can be accessed ▼		
www.norco.com.au		
Has the PIRMP been tested?		Yes
The PIRMP was last tested on	27-9-2024	
Has the PIRMP been updated?		No
Number of times the PIRMP was activated in this reporting period?		1
The PIRMP was activated on	27/09/2024	

F. Statement of Compliance - Requirement to Publish Pollution Monitoring Data

Are there any conditions attached to your licence that require pollution monitoring to be undertaken as required under section 66(6) of the Protection of the Environment Operations (POEO) Act 1997?		Yes
Do you operate a website?		Yes
Is the pollution monitoring data published on your website in accordance with the EPA's written requirements for publishing pollution monitoring data?		Yes
Address of the web page where the pollution monitoring data can be accessed ▼		
www.norco.com.au		

G. Statement of Compliance - Environment Management System and Practices

Do you have an ISO 14001 certified Environmental Management System (EMS) OR any other system that EPA considers is equivalent to the accountability, procedures, documentation and record keeping requirements of an ISO 14001 certified EMS?	No
Have you conducted an assessment of your activities and operations to identify the aspects that have a potential to cause environmental impacts and implemented operational controls to address these aspects?	Yes
Have you established and implemented an operational maintenance program, including preventative maintenance?	Yes
Do you keep records of regular inspections and maintenance of plant and equipment?	Yes
Do you conduct regular (at least yearly) environmental audits at the premises that are conducted by a competent and independent person?	Yes
Have you undertaken an independent environmental audit covering documented environmental practices, procedures and systems in place during the annual return period?	Yes
Have you established and implemented an environmental improvement or management plan?	Yes
Do you train staff in environmental issues that may arise from your activities and operations at the premises and keep records of this?	Yes

H. Signature and Certification

This Annual Return may only be signed by person(s) with legal authority to sign it as set out in following categories: an Individual, a Company, a Public authority or a Local council.

It is an offence under section 66 of the Protection of the Environment Operations Act 1997 to supply any information in this form that is false or misleading in a material respect, or to certify a statement that is false or misleading in a material respect. There is a maximum penalty of \$250,000 for a corporation and \$120,000 for an individual.

I/We

- declare that the information in the Monitoring and Complaints Summary in Section B of this Annual Return application is correct and not false or misleading in a material respect, and
- certify that the information in the Statement and Compliance in sections A, C, D, E, F, G and H and any other pages attached to Section C is correct and not false or misleading in a material respect.

Signature		Signature	
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NORCO CO-OPERATIVE LIMITED

Licence 1583

Name	Michael Charles JEFFERY	Name	Mark William MYERS
Position	Director	Position	Secretary
Date	20 / 05 / 2025	Date	20 / 05 / 2025
Declaration I declare that the information in the Monitoring and Complaints Summary in section B of this Annual Return is correct and not false or misleading in a material respect, and I certify that the information in the Statement of Compliance in section A,C,D,E,F and G and any pages attached to Section C is correct and not false or misleading in a material respect.		Declaration I declare that the information in the Monitoring and Complaints Summary in section B of this Annual Return is correct and not false or misleading in a material respect, and I certify that the information in the Statement of Compliance in section A,C,D,E,F and G and any pages attached to Section C is correct and not false or misleading in a material respect.	

Executed in accordance with Section 49(1) (b) of the Co-operatives National Law (NSW) this 20th day of May 2025