

# Odor Managed, Operations Uninterrupted

How a Multi-Site Waste Operator Reduced Complaints  
Through Effective and Flexible Odor Control



# What Challenge Were They Facing?

## Why Did This Site Need Change?

A multi-site waste management operator faced regulatory pressures across three geographically spread facilities. **Complaints from neighboring businesses about odors** added reputational strain, making it clear that action was needed.

Continuous operations meant site sections could never be stopped or closed, so **traditional odor management approaches wouldn't work**. Finding a supplier that understood these live environments was challenging.

On top of this, **suppliers had to meet strict procurement and compliance standards**, making it difficult to identify a provider with the right certifications and products for each site.

## The Solution They Were Looking For



Strong certifications and products that met strict procurement and compliance requirements



Odor neutralizers and scents suitable for the varied environments of each site.



A system that could operate and receive maintenance without stopping or closing areas.

# What Did The Solution Look Like?

Probe installed **wall-mounted Atomizer units and nozzle systems in key areas across the sites**, targeting odors right at their source. Complementary odor neutralizers were deployed across different **site environments, helping reduce complaints while keeping the working atmosphere safe, comfortable, and pleasant for staff.**

## Why Did They Choose Probe Industries?

### ***Built for Regulatory Environments***



The client required products that met strict regulatory and procurement standards. Probe's non-toxic, biodegradable solutions ensured compliance and integrated seamlessly into existing procedures.

### ***Wide Range of Fragrance Options***



Different site environments needed different odor solutions. Probe's broad selection of scents allowed the client to choose the most suitable options for each area.

### ***Flexible Operational Support***



Operations run continuously, so any supplier had to minimize disruption. Probe's field service engineers are trained to work around live areas, ensuring maintenance and delivery don't interrupt activity.

# What Were The Outcomes For This Client?



## Fewer Odor Complaints

Neighboring sites and visitors now report significantly fewer odor issues, helping protect the operator's reputation and reducing the risk of scrutiny from regulators.



## Confidence in Compliance

With full certification and environmentally safe solutions, the operator has complete reassurance that regulatory standards are consistently met, reducing stress during inspections.



## Operational Ease and Peace of Mind

Maintenance and support are handled proactively by Probe, meaning staff can concentrate on daily operations, confident that odors are effectively managed.

*“Mainly it's the fact that you don't have to do anything and they do it for you...I've never needed to chase them”*

If you'd like to explore the right solution for your site, get in touch today.

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