

IWPF Website

Frequently Asked Questions (FAQ) – Website Publication Version

Important Note

This FAQ has been prepared to provide clear and accessible information about the Integrated Waste Processing Facility (IWPF) North Project. It reflects the current stage of project development and will be updated, where required, as technical studies, statutory approvals, detailed design and implementation arrangements progress. Where any statutory approval, permit, licence or legal requirement applies, those requirements shall prevail over this FAQ.

1. About the IWPF North Project

What is the IWPF North project?

IWPF North is a planned integrated waste processing facility at Laventure. The facility is intended to support the sorting, recovery, recycling and composting of municipal solid waste, with the objective of reducing the quantity of waste sent to landfill and supporting a more modern and circular waste management system in Mauritius.

Why is this project needed?

Mauritius requires additional and more modern waste processing infrastructure to reduce pressure on existing disposal sites, recover useful materials and treat organic waste more responsibly. The IWPF North Project forms part of the wider national effort to improve waste management, increase resource recovery and support the transition towards a circular economy.

How much waste will the facility process?

The facility is expected to process approximately 140,000 tonnes of municipal solid waste per year. The actual waste flows, delivery arrangements and operating procedures will be determined and managed in coordination with the relevant authorities and in accordance with applicable approvals.

What happens if the facility breaks down?

The project is planned under a long-term contractual arrangement which includes performance obligations, maintenance requirements and limits on facility downtime. The facility will be designed with operational safeguards, including redundancy in key reception and treatment systems where required, so that temporary disruptions can be managed in a controlled manner. Contingency procedures will form part of the operating arrangements to prevent uncontrolled environmental exposure and to ensure that incoming waste is managed safely.

When is the project expected to be completed?

The final project timeline will depend on the completion of statutory approvals, detailed design, financing, procurement, construction and commissioning arrangements. Updates will be shared through the appropriate project communication channels as the project progresses.

2. Location and Choice of Site

Where will the facility be located?

The facility is planned at Laventure, in the north of Mauritius. The project site covers approximately 22 arpents. Around 18 arpents are expected to be used for the facility itself, with the remaining

area planned as a green buffer and supporting landscaped area, subject to final design and statutory approvals.

Why was Laventure selected?

Laventure was identified as the preferred site after the assessment of other potential locations. The site was reviewed against technical, environmental, planning, access, land availability and project delivery criteria. Its location near existing industrial activity, including a stone crushing operation, was also considered. Cumulative impacts from surrounding activities are being assessed as part of the environmental review process.

Were other sites considered before Laventure was chosen?

Yes. Several alternative sites were considered before the current site was selected. The promoter also rejected at least one possible site that was considered unsuitable due to its proximity to a sensitive natural area. The final site selection remains subject to the relevant statutory review and approval processes.

How close will the facility be to nearby homes?

The edge of the planned facility area is approximately 400 metres from nearby residential areas. Baseline environmental studies are being carried out to assess existing conditions, including noise and air quality. Appropriate mitigation and monitoring measures will be included in the project design and environmental management arrangements.

Will there be a green area or buffer zone?

Yes. The project includes a planned green buffer zone within the site. This buffer is intended to provide separation, landscaping and visual screening where appropriate, subject to final design, technical requirements and statutory approvals.

Will any homes, farms or buildings need to be moved?

No relocation of residential properties is currently proposed as part of the project design. If any future change were to arise through statutory review or detailed design, this would need to be addressed transparently and in accordance with applicable legal and regulatory requirements.

Has the site already been approved?

The project remains subject to the relevant statutory review and approval processes. Stakeholder questions and responses will be compiled and submitted as part of the environmental review process. The environmental documentation will be reviewed by the Ministry of Environment and circulated to the relevant authorities for comments before any decision is made.

3. Odour, Air Quality and Noise

Will the facility create bad smells?

The facility is being designed as an enclosed and controlled waste processing facility, unlike an open-air disposal site. Waste reception and processing activities will take place within controlled areas. Odour control systems will be included to capture and treat extracted air before release, and odour management will form part of the facility's operational procedures.

How will odours be controlled?

Odours will be managed through enclosed waste handling areas, controlled ventilation, proper housekeeping, timely processing of waste and odour treatment systems such as biofilters. These measures are intended to reduce the potential for odour impacts beyond the site boundary.

What is a biofilter?

A biofilter is an air treatment system that helps reduce odours. Air extracted from enclosed waste handling areas passes through a treatment medium before being released outside. Biofilters are commonly used in waste and composting facilities to treat odorous air.

Will the facility affect air quality?

Potential air quality impacts are being assessed as part of the environmental review process. The facility is planned as an enclosed and controlled system with mitigation measures for odour, dust and emissions. The project will be required to comply with applicable environmental standards and any conditions imposed by the relevant authorities.

Will there be smoke or harmful emissions?

The IWPF North Project is intended for waste sorting, recycling and composting. It is not being presented as an open burning or open dumping facility. Potential emissions, including dust, odour and process-related air emissions, will be assessed through the environmental review process and managed through appropriate mitigation systems and regulatory controls.

Will the facility be noisy?

The facility will include equipment, vehicle movements and operational activities that may generate noise. Noise impacts are being assessed through specialist studies. The facility design and operational controls will be developed to help ensure compliance with applicable noise standards and to reduce potential impacts on nearby communities.

How will noise be monitored and controlled?

Noise will be assessed against applicable standards through baseline and operational monitoring. Control measures may include building enclosure, equipment selection, site layout, operational scheduling, maintenance procedures and, where required, additional mitigation measures identified through the environmental review process.

Will the facility affect nearby farms, poultry farms or crops?

Potential impacts on nearby land uses, including farms and agricultural activities, are being considered as part of the environmental assessment process. The project design will include environmental management measures for odour, air quality, water management, pests and noise to reduce potential impacts on surrounding activities.

4. Traffic and Road Access

Will the facility increase traffic in the area?

The facility will generate traffic linked to waste transport, staff, suppliers and maintenance activities. A Traffic Impact Assessment has been carried out and is being reviewed. Traffic management measures will be developed to manage vehicle movements and reduce disruption as far as practicable.

How will trucks and waste vehicles be managed?

Waste vehicle movements will be managed through planned scheduling, designated access arrangements and site operating procedures. Peak operational periods will be considered in the traffic management plan to reduce congestion and improve safety.

Will access to homes, businesses and services be affected?

Access to homes, local businesses and essential services will be considered in the traffic planning process. The Traffic Impact Assessment has identified potential traffic issues, and mitigation measures will be developed to manage vehicle flow, site access and road safety.

Will the facility be connected to the M4 road?

A potential connection to the M4 road has been identified as an option that may help reduce pressure on other local roads once the facility is operational. Any such connection would require discussions with Government and the relevant authorities. It has not yet been confirmed.

Has a Traffic Impact Assessment been carried out?

Yes. A Traffic Impact Assessment has been carried out and is being reviewed. The assessment considers traffic flow, access arrangements, road capacity, safety and possible impacts on surrounding roads. A traffic management plan will be prepared as part of the project's implementation arrangements.

5. Waste Sorting, Recycling and Composting

What type of waste will the facility receive?

The facility is expected to receive municipal solid waste through approved public waste collection and delivery arrangements. Detailed waste acceptance procedures will be confirmed with the relevant authorities and reflected in the facility's operating requirements.

Can individuals or private companies bring waste directly to the facility?

Direct delivery arrangements have not yet been finalised. Waste acceptance will be controlled and will depend on the approved operating model, contractual arrangements and requirements of the relevant authorities. Further information will be shared once confirmed.

How will waste be sorted at the facility?

Waste will be received and processed through sorting systems designed to recover recyclable materials and separate organic fractions for composting where appropriate. The facility is expected to include dedicated reception and processing areas to support recycling, composting and resource recovery.

What happens if households do not sort their waste properly?

Upstream waste segregation is important for the facility to operate efficiently. Public awareness, education and coordination with the relevant authorities will be important to improve segregation practices. The District Council of Flacq has also requested a presentation for waste collection drivers to help explain waste segregation practices and operational expectations.

Who will provide waste segregation bins?

The provision of waste segregation bins is the responsibility of the relevant public authorities and waste collection system, not the facility itself. However, the project recognises that adequate upstream waste segregation and collection systems are important for the facility to perform effectively.

How will residents be informed about waste segregation?

Education and awareness activities are expected to support waste segregation. A consultant has been appointed to support education, planning and coordination so that roles, responsibilities and communication requirements can be discussed with the relevant authorities.

What materials will be recycled?

Recyclable materials will be recovered where technically and commercially feasible. These may include materials such as plastics, metals, paper, cardboard and other recoverable streams, depending on incoming waste composition, sorting performance and available markets. The project will work with relevant recycling and offtake partners to optimise resource recovery.

Where will composting take place?

Composting will take place within the IWPF facility in designated areas designed for that purpose. Composting operations will be managed in accordance with applicable technical, environmental and operational requirements.

How will composting be managed safely?

Composting will be managed through controlled processes, including proper reception, separation, treatment, monitoring and housekeeping. Detailed safeguards for odour, water management, pests, fire risk, product quality and operational control will be included in the project's technical and environmental documentation.

What happens if more waste arrives than the facility can process?

Waste flows will be managed in coordination with the Ministry and relevant authorities. The facility's operating plan will include procedures for managing incoming waste, operational disruptions and surplus waste situations so that waste is directed and managed in a controlled manner.

6. Water and Groundwater Protection

Will the project use groundwater or boreholes?

The possible use of groundwater from boreholes has been raised during consultation. Water requirements are being reviewed, including opportunities for water efficiency, recycling and reuse. Discussions are ongoing with the Central Water Authority and the relevant water authorities regarding supply arrangements and approvals.

What approvals are needed for water use?

Water use will require coordination with the relevant authorities, including the Central Water Authority and the Water Resources Unit where applicable. Any groundwater abstraction, if pursued, would need to follow the relevant application, clearance and approval process.

Will water be reused at the facility?

Water recycling and reuse are being considered to optimise water consumption at the facility. The final water management approach will be confirmed through detailed design, environmental review and regulatory approval processes.

How will groundwater be protected?

Groundwater protection will be addressed through the facility design and environmental management measures. These may include controlled drainage, impermeable surfaces where required, proper collection and management of process water, prevention of uncontrolled infiltration and monitoring measures identified through the environmental review process.

How will leachate or contaminated water be managed?

Any leachate, process water or potentially contaminated runoff generated by the facility will be managed through controlled collection, storage and treatment or disposal arrangements in

accordance with applicable environmental requirements. The objective is to prevent uncontrolled discharge to soil, surface water or groundwater.

7. Safety and Emergency Response

What safety measures will be in place?

Safety responsibilities will be defined under the project's contractual, regulatory and operational framework. The facility will be required to implement appropriate health, safety, fire prevention, environmental management and emergency response procedures before operation.

What happens if there is a fire?

Fire risks are being assessed as part of the project design and operational planning. Fire prevention, detection and control systems will be included as appropriate. These will be supported by an emergency response plan and coordination with relevant emergency services for rapid intervention.

What happens during a cyclone or other emergency?

Emergency arrangements for cyclones and other extreme events will be developed as part of the project's operational planning. These arrangements will consider site safety, waste reception, equipment protection, emergency communication and post-event recovery procedures.

Can the website be used to report emergencies?

No. The website feedback and grievance form is not intended for emergencies and may not be monitored continuously. Any situation involving an immediate risk to life, health, property or the environment should be reported directly to the relevant emergency services or competent authorities.

8. Community Concerns and Local Benefits

Do residents need to give their consent before the project goes ahead?

The project is subject to the required legal, technical and environmental approval processes, including the environmental assessment process. Residents and stakeholders have the right to raise questions, comments and concerns through consultations and the grievance mechanism. These concerns will be recorded and considered as part of the review process, but statutory approval decisions are made by the competent authorities in accordance with applicable law.

How will residents' concerns be taken into account?

Concerns raised by residents and stakeholders will be documented and considered as part of the environmental assessment and stakeholder engagement process. Where appropriate, mitigation, monitoring and communication measures will be proposed to address concerns identified during consultation.

What if some residents oppose the project?

Opposition and concerns raised by residents have been recorded. The project team will continue engagement and will seek to address concerns through factual information, technical assessment, mitigation measures and ongoing dialogue, while respecting the statutory approval process.

Will the project bring benefits to the local community?

The project is expected to support broader environmental and community benefits by improving waste management, increasing recycling and composting, and reducing pressure on landfill.

Specific local community support measures are being reviewed and will be communicated once confirmed.

Are community facilities or support measures being considered?

Community support measures, including possible local facilities or initiatives, were raised during consultation and are being reviewed. No specific measure should be considered confirmed until it has been formally approved and communicated through the appropriate channels.

Will the project affect land value in Laventure?

Concerns about land value were raised during consultation. This is a complex matter influenced by many factors beyond the project alone. The project's approach is to identify and mitigate potential environmental and operational impacts through design, regulation, monitoring and community engagement.

9. Consultation, Transparency and Complaints

Why were some meetings held in Flacq and not in Laventure?

The stakeholder meeting was held at Cité Hibiscus Hall in Flacq because the venue was allocated through the District Council. The venue was intended to be accessible to stakeholders from Laventure and nearby villages. The project recognises the importance of accessible engagement and will consider further engagement closer to affected communities where appropriate.

Will there be another meeting closer to Laventure?

A further consultation closer to Laventure is being considered. The date, venue and arrangements will be confirmed with the relevant stakeholders and authorities before the meeting is announced.

How will residents be informed about future meetings?

Residents will be informed through appropriate channels. Previous invitations were shared through newspaper notices, the District Council, local councillors, registered post and emails. Future communication should also consider residents who do not use email or the internet.

How will people without internet access receive information?

Information will not rely only on the website. Other communication methods, such as local meetings, printed notices, local council channels, direct engagement and alternative contact points, will be considered so that information remains accessible to people without internet access.

Where can the public find the questions and answers from the meetings?

Questions raised during stakeholder consultations, together with the corresponding responses, will be published on the IWPF website. The aim is to make information clear, accessible and transparent and to support continuous public engagement.

How can residents submit a question, concern or complaint?

Residents and stakeholders will be able to submit questions, comments, suggestions or complaints through the grievance mechanism on the IWPF website. Alternative contact methods should also be provided for people who cannot use the online form.

Will IWPF continue engaging with the community?

Yes. Stakeholder engagement will continue through the publication of questions and responses, the grievance mechanism and further consultation where required. Concerns will continue to be recorded, reviewed and addressed through the project process.

10. Grievance Redress Mechanism

What is the grievance mechanism?

The grievance mechanism is a dedicated process through which residents, stakeholders and interested parties can submit questions, concerns, complaints or suggestions relating to the IWPF North Project. It is intended to provide a transparent and structured way to receive, review and respond to stakeholder submissions.

What types of matters can be submitted?

Submissions may include questions, suggestions, general feedback, complaints, grievances, requests for information or concerns relating to environmental, social, traffic, safety, construction or operational matters connected to the project.

How will a grievance be handled?

The recommended grievance process is as follows:

- Submission received through the website form or other designated channel.
- Acknowledgement issued where contact details are provided.
- The submission is registered and reviewed by the relevant project team.
- Additional information may be requested where necessary.
- The matter is assessed and, where required, investigated.
- A response is provided where a response has been requested or is appropriate.
- The grievance is closed once the response or resolution process has been completed.

Will I receive a reference number?

The website should include a system that automatically generates a unique reference number for each submission, for example IWPF-2026-000123. This will allow stakeholders and the project team to track the status of a submission and refer to it in future correspondence.

How quickly will IWPF respond?

Where contact details are provided, the project should aim to acknowledge receipt within 2 working days and complete an initial review within 10 working days. Complex matters may require more time, particularly where technical investigation or coordination with third parties is required. In such cases, the stakeholder should be kept informed where appropriate.

Can documents or photographs be submitted?

The website should allow stakeholders to upload supporting documents, photographs or other relevant evidence where appropriate. This can help the project team better understand and assess the matter raised.

What if someone cannot use the online form?

Alternative contact methods should be made available, such as a project email address, telephone number, postal address or local contact point. This is important to ensure that people without internet access can still participate and raise concerns.

11. Privacy and Data Protection

Personal information submitted through the website should be used only for the purpose of reviewing, managing and responding to stakeholder submissions, unless otherwise required by law. The website should include a privacy notice explaining how personal information is collected,

stored, used and protected, and who may have access to it for the purpose of responding to the submission.

12. Publication Disclaimer

The information contained in this FAQ is provided for general information and stakeholder engagement purposes. It reflects the project status at the date of publication and may be updated as technical studies, statutory approvals, detailed design and implementation arrangements progress. The final project design, operating arrangements and mitigation measures remain subject to applicable laws, permits, licences, approvals and conditions imposed by the relevant authorities.