

Beyond odour units: first E&T&C certification at a composting plant in Spain

Carlos Nietzsche Diaz

Ambiente et Odora

carlosdiaz@ambienteetodora.com



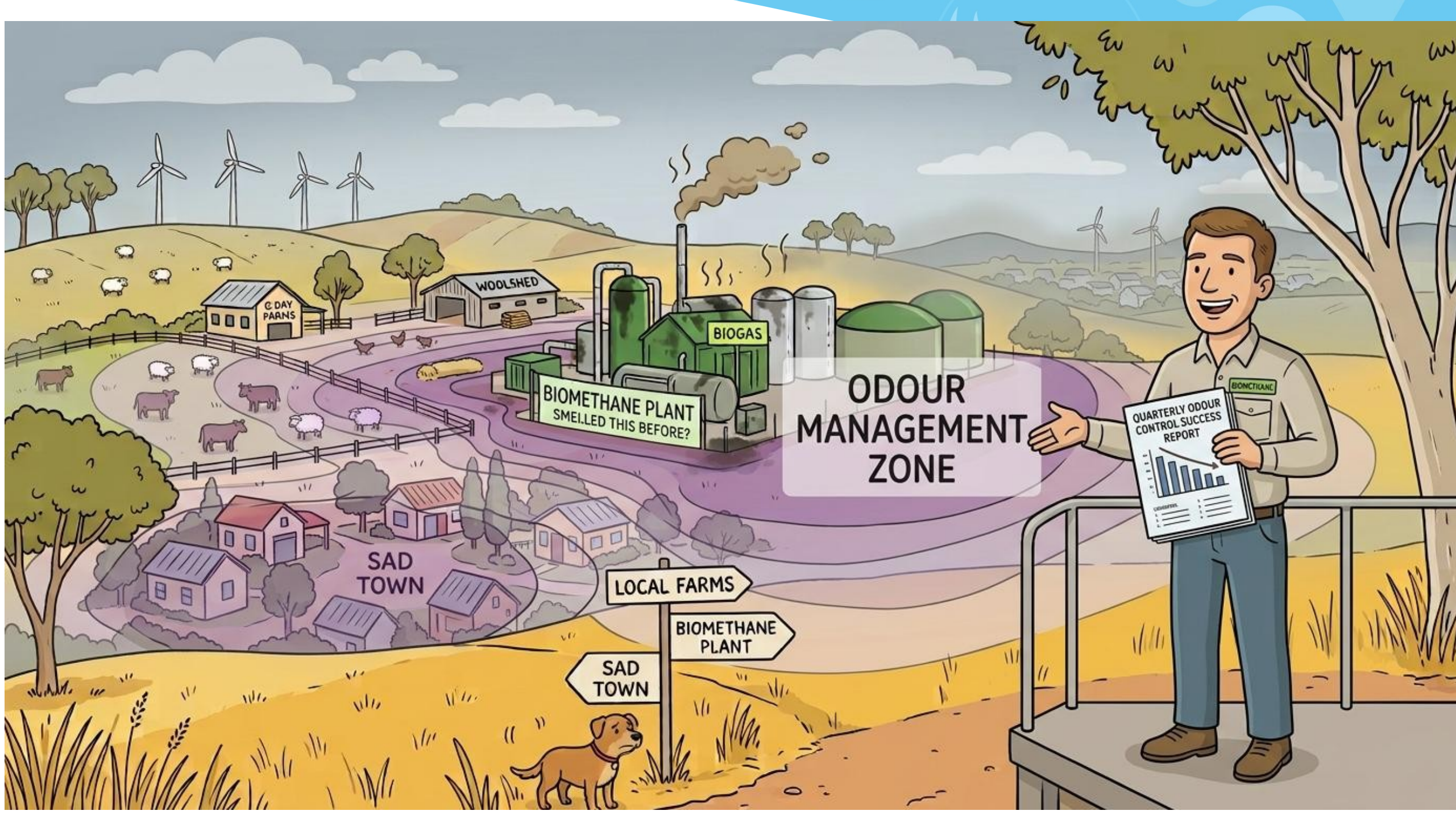


01 Background

Why was the E&T&C certificate developed?







ODOUR MANAGEMENT ZONE

LOCAL FARMS

BIOMETHANE
PLANT

SAD
TOWN

QUARTERLY ODOUR
CONTROL SUCCESS
REPORT



We can **QUANTIFY**

the ambient odour concentration,

but can we also **QUANTIFY**

the plant's interaction with the receptors?

02 Cerification overview

Certificate foundations



Certificate foundations

E&T&C Scheme

Certificate foundations

E&T&C Scheme

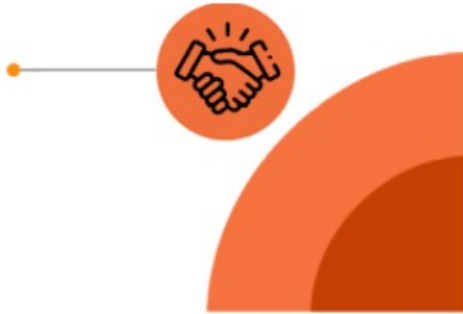
- 3 domains:



Certificate foundations

E&T&C Scheme

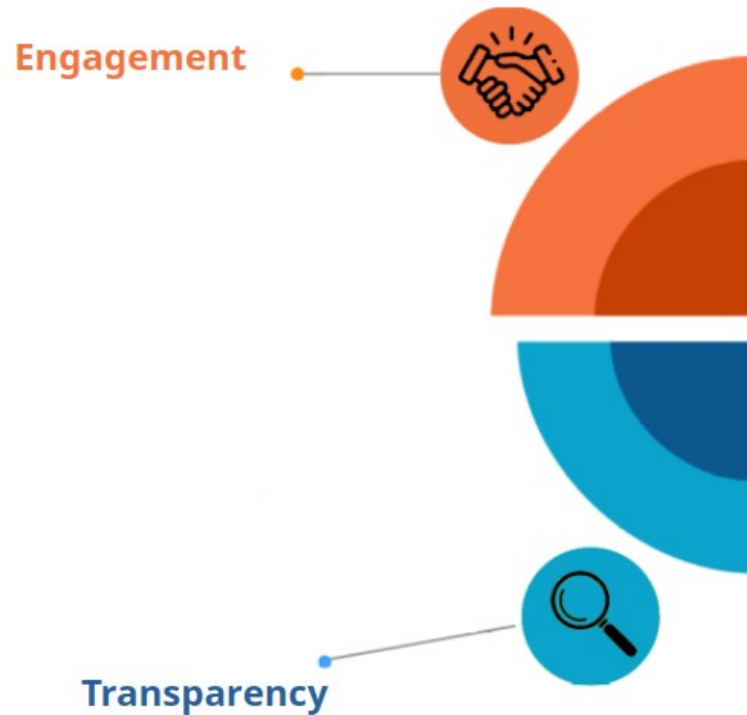
Engagement



- 3 domains:
 - **Engagement**

Certificate foundations

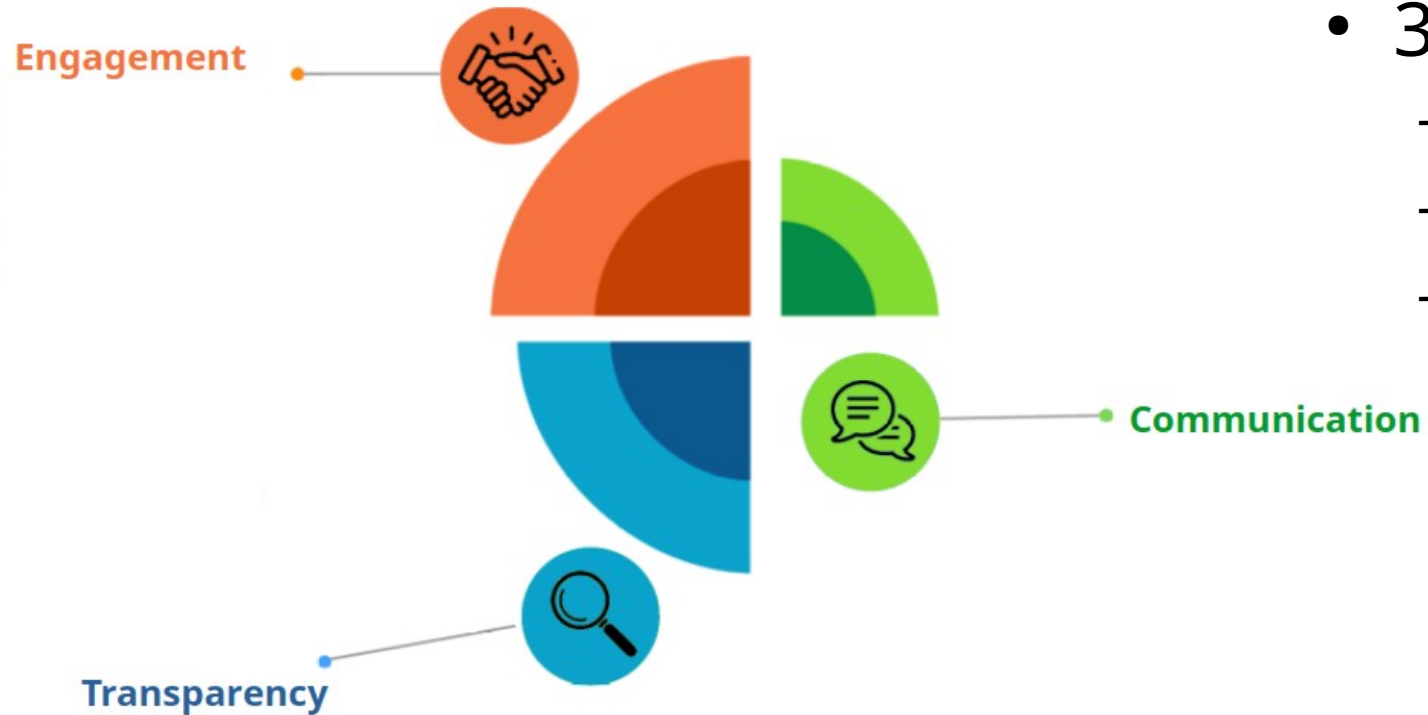
E&T&C Scheme



- 3 domains:
 - **Engagement**
 - **Transparency**

Certificate foundations

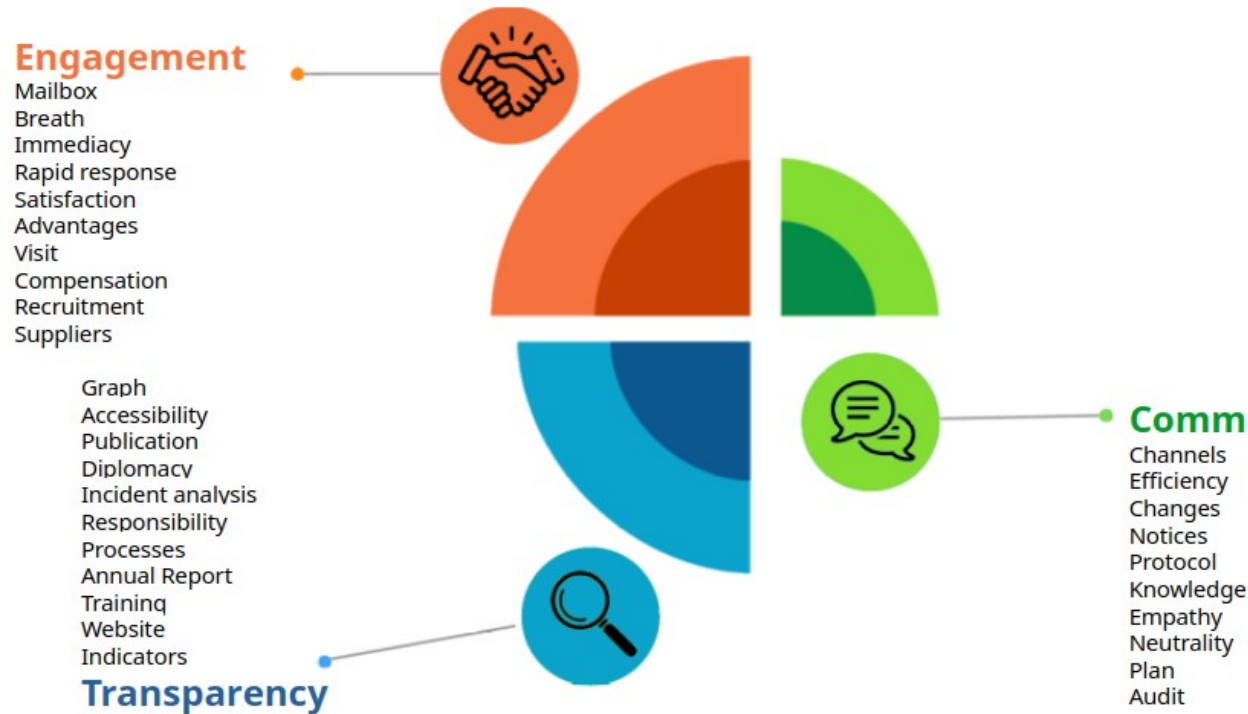
E&T&C Scheme



- 3 domains:
 - **Engagement**
 - **Transparency**
 - **Communication**

Certificate foundations

E&T&C Scheme



- 3 domains:
 - **Engagement**
 - **Transparency**
 - **Communication**
- 10-11 indicators each

Certificate foundations

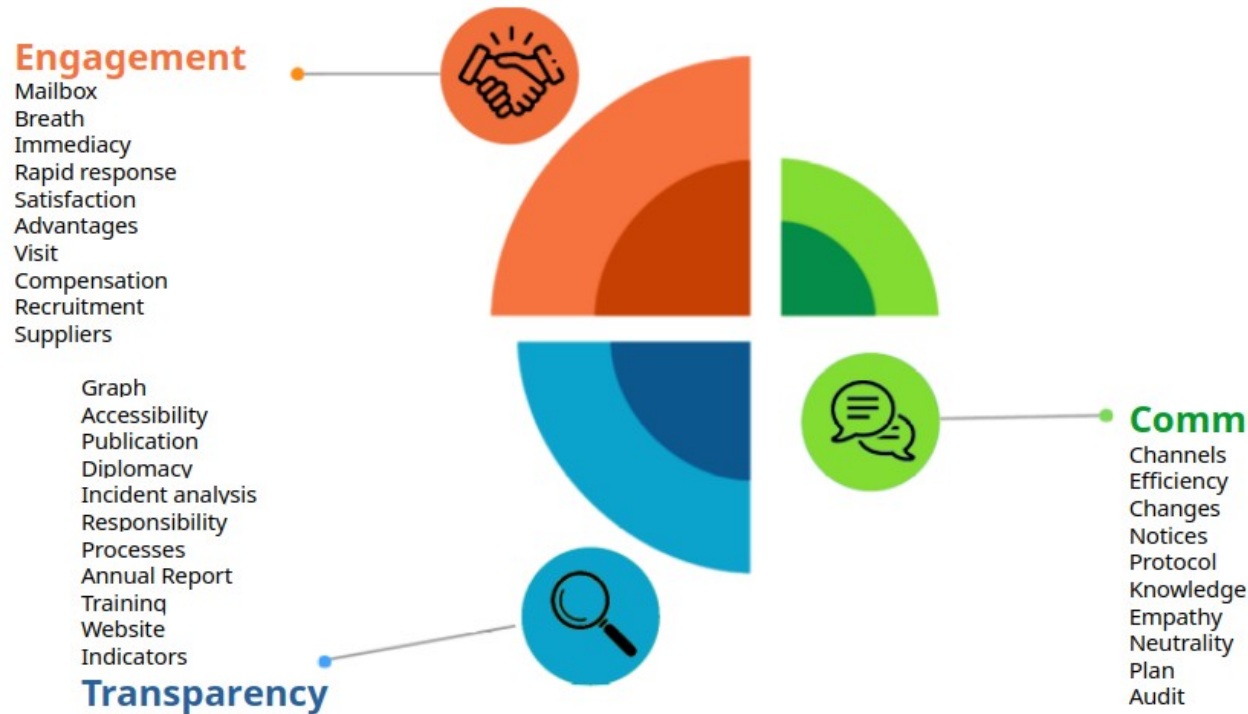
E&T&C Scheme

Engagement	0	1	2	3	4	5	6	7	8	9	10
Encouragement		x									
Mailbox						x					
Immediacy		x									
Response	x										
Perks		x									
Open Day										x	
Satisfaction Survey					x						
Compensation	x										
Local Employment			x								
Empathy				x							

- 3 domains:
 - **Engagement**
 - **Transparency**
 - **Communication**
- 10-11 indicators each
 - Scales for each indicator ranging from 0 to 10 points

Certificate foundations

E&T&C Scheme



- 3 domains:
 - **Engagement**
 - **Transparency**
 - **Communication**
- 10-11 indicators each
 - Scales for each indicator ranging from 0 to 10 points
 - Total points per diagnostic domain: 100 to 110 points



Download the E&T&C accreditation Scheme V.25.04



» Scan to Download

Certificate foundations

Certification levels

Certificate foundations

Certification levels

- Four possible outcomes:

Certificate foundations



Certification levels

- Four possible outcomes:
 - **< 30 %:** not certifiable

Certificate foundations



Certification levels

- Four possible outcomes:
 - < 30 %: not certifiable
 - **30 % - 50 %**: Bronze Certification

Certificate foundations



Certification levels

- Four possible outcomes:
 - < 30 %: not certifiable
 - 30 % - 50 %: Bronze Certification
 - **50 % - 70 %: Silver Certification**

Certificate foundations



Certification levels

- Four possible outcomes:
 - < 30 %: not certifiable
 - 30 % - 50 %: Bronze Certification
 - 50 % - 70 %: Silver Certification
 - > **70 %**: Gold Certification

Certificate foundations



E&T&C Scheme

- 3 domains:
 - **Engagement**
 - **Transparency**
 - **Communication**
- 10-11 indicators each
- External auditory

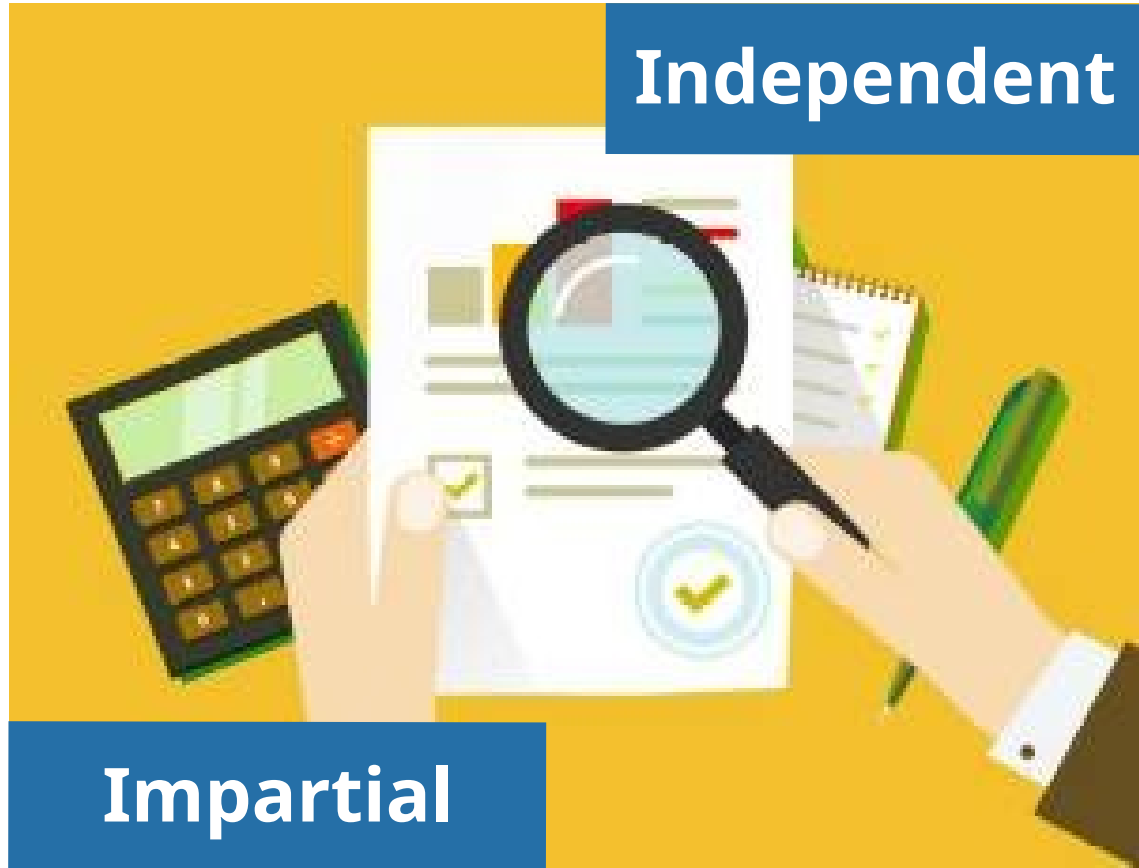
Certificate foundations

E&T&C Scheme



- 3 domains:
 - **Engagement**
 - **Transparency**
 - **Communication**
- 10-11 indicators each
- External auditory

Certificate foundations



E&T&C Scheme

- 3 domains:
 - **Engagement**
 - **Transparency**
 - **Communication**
- 10-11 indicators each
- External auditory

Certificate foundations



E&T&C Scheme

- 3 domains:
 - **Engagement**
 - **Transparency**
 - **Communication**
- 10-11 indicators each
- External auditory

Certificate foundations



Audit team

- >15 accredited auditors
- In 9 countries across 4 continents 
- Next training session:

October 21, 2026



Don't miss the opportunity!

Nov 3-5, 2026

The only Certified auditor in Australia/ New Zealand to date:



- Certified E&T&C Auditor
- Wide experience in odour consultancy.
- Wide experience in citizen science.



04 Case Study

Torrelles de Llobregat, Barcelona, Spain Composting Facility



Torrelles de Llobregat Composting Facility

The plant



Torrelles de Llobregat Composting Facility



Since 1996

- Organic waste produced by the citizens
- Waste from municipal pruning and gardening services

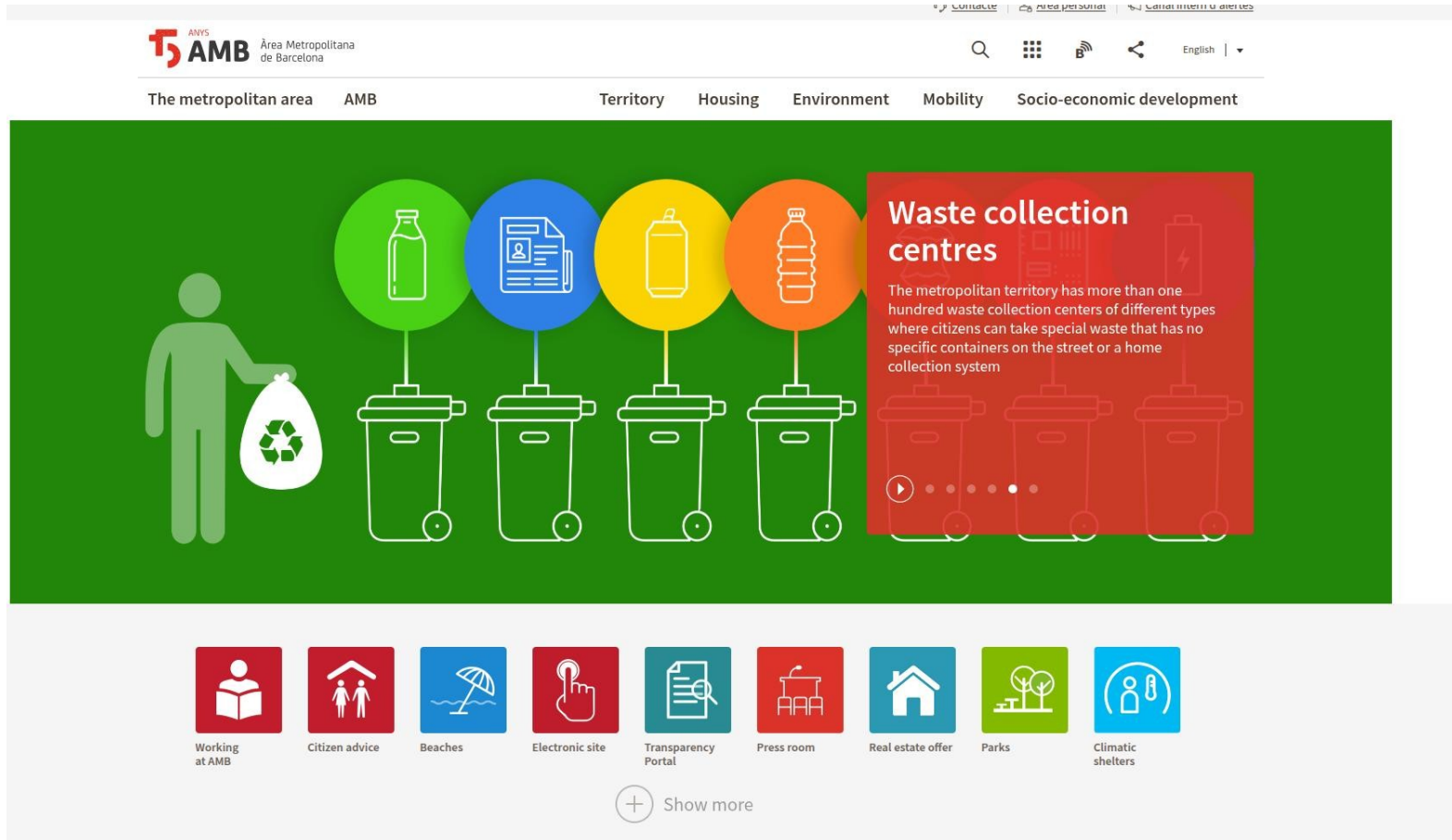
Torrelles de Llobregat Composting Facility

The plant



- Managed by the Àrea Metropolitana de Barcelona (AMB)
- Public metropolitan authority that governs the core metropolitan area of Barcelona, Spain.

The plant owner



- 3.2 million residents.
- Multiple waste plants, and an incinerator.
- Plans 10–14 new plants, €673M investment by 2035.

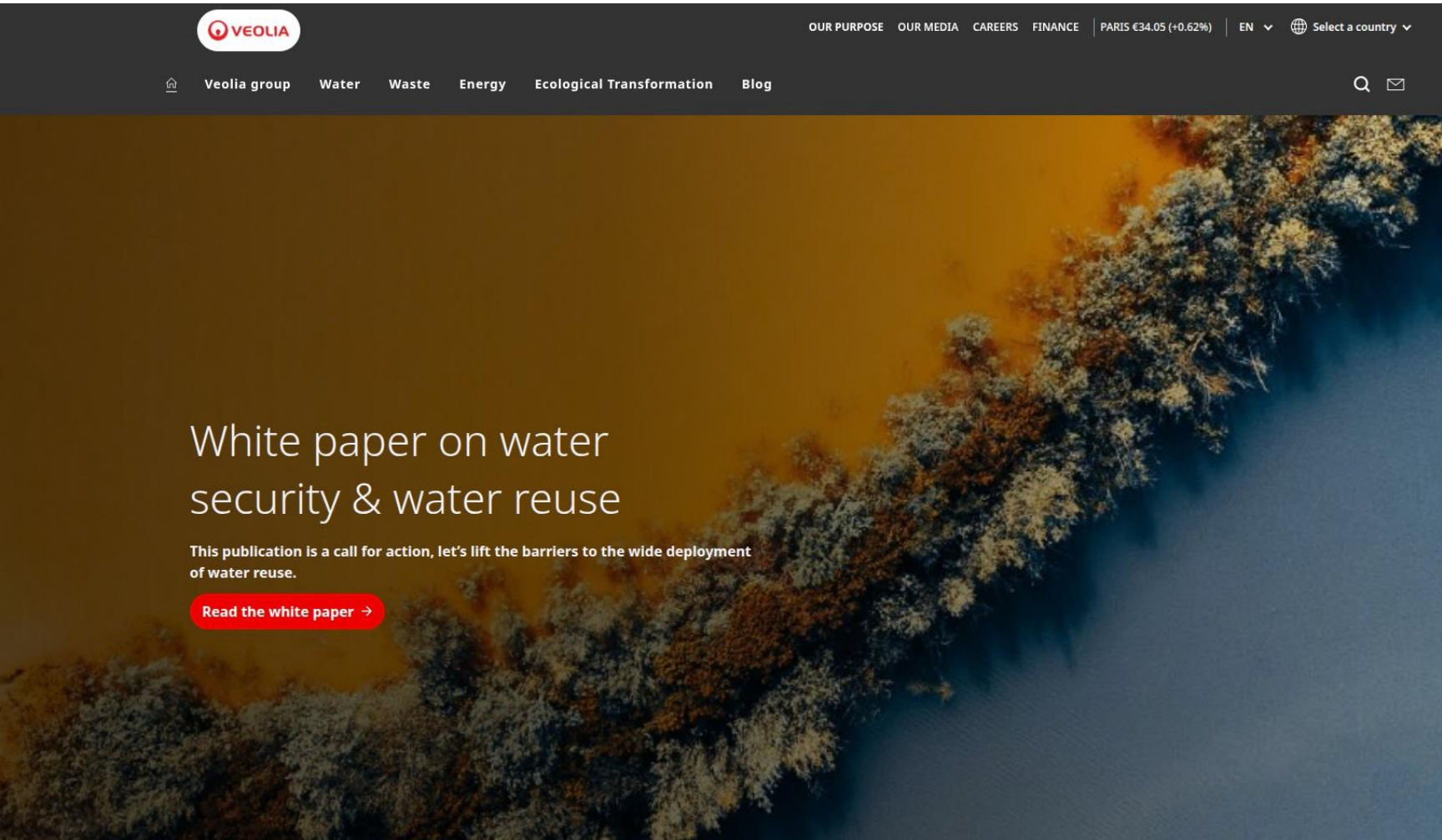


Torrelles de Llobregat Composting Facility



- Operated by Veolia since 2022

The plant operator



- Veolia currently operates 845 waste-processing facilities worldwide
- Serves 42 million people



Torrelles de Llobregat Composting Facility

The certification process



Torrelles de Llobregat Composting Facility



The certification process

- October 2025:
 - proposal put forward by the AMB, with the aim of reducing the plant's social footprint

Torrelles de Llobregat Composting Facility



The certification process

- October 2025:
 - proposal put forward by the AMB, with the aim of reducing the plant's social footprint
- January 2026:
 - training and start of the certification process

Torrelles de Llobregat Composting Facility



The certification process

- October 2025:
 - proposal put forward by the AMB, with the aim of reducing the plant's social footprint
- January 2026:
 - training and start of the certification process
- February 2026:
 - Documentary audit and site visit

Torrelles de Llobregat Composting Facility



The certification process

- October 2025:
 - proposal put forward by the AMB, with the aim of reducing the plant's social footprint
- January 2025:
 - training and start of the certification process
- February 2026:
 - Documentary audit and site visit
 - The **first industrial installation** to obtain E&T&C Certification



From the plant owner (AMB)



- Expert in QA/QC and environmental compliance
- Expert in odour management.
- Convenor of the Indoor Odour Quality Working Group of the AMIGO.

From the plant operator (Veolia)



- Wide experience in auditing and accreditation within Veolia.
- Expert in QA/QC and environmental compliance
- Close communication with the plant owners AMB.



The external auditor



- Not related to the plant
- Not related to Ambiente et Odora
- Certified E&T&C Auditor
- Wide experience in odour consultancy.



Torrelles de Llobregat Composting Facility

What we learnt...



Torrelles de Llobregat Composting Facility

What we learnt...

- Public VS private entities



Torrelles de Llobregat Composting Facility

What we learnt...

- Public VS private entities
- Lack of capacity to take action



Torrelles de Llobregat Composting Facility

What we learnt...

- Public VS private entities
- Lack of capacity to take action
- Complex communication paths



Torrelles de Llobregat Composting Facility

What we learnt...

- Public VS private entities
- Lack of capacity to take action
- Complex communication paths
- Need for intermediate steps in the answers



Torrelles de Llobregat Composting Facility

What we learnt...



- Public VS private entities
- Lack of capacity to take action
- Complex communication paths
- Need for intermediate steps in the answers
- Criteria that conflict with state laws or the Group's internal procedures

Conclusions

Conclusions

- The E&T&C certificate is an **innovative approach** to QUANTIFY a plant's Engagement, Transparency, and Communication performance
- In 2025 a composting **plant owned by AMB and run by VEOLIA** became the **first plant to** measure these three indicators and **obtain a certificate**.
- The need to **review and adapt** the criteria to each individual case. Working on version 26.

Conclusions

There is always room for improvement!

Thank You!

Carlos Nietzsche Diaz
Ambiente et Odora
carlosdiaz@ambienteetodora.com

Download
this
presentation

