

## Compliance Assessment Report

Report ID:  
CAR\_NRW0024805

This form will report compliance with your permit as determined by an NRW officer

|                              |                          |             |            |     |       |  |
|------------------------------|--------------------------|-------------|------------|-----|-------|--|
| Site                         | Greenlife Autospares     | Permit Ref  | XB3293HS   |     |       |  |
| Operator/Permit holder       | Robert Lory              |             |            |     |       |  |
| Regime                       | Waste Operations         |             |            |     |       |  |
| Date of assessment           | 06/07/2016               | Time in     | 11:00      | Out | 11:45 |  |
| Assessment type              | Site Inspection          |             |            |     |       |  |
| Parts of the permit assessed | All                      |             |            |     |       |  |
| Lead officer's name          | Bowder, Alex             |             |            |     |       |  |
| Accompanied by               |                          |             |            |     |       |  |
| Recipient's name/position    | Mr Robert Lory/ Director | Date issued | 11/08/2016 |     |       |  |

### Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

| Permit conditions and compliance summary                                                                       | CCS Category | Condition(s) breached |
|----------------------------------------------------------------------------------------------------------------|--------------|-----------------------|
| A1 - Specified by permit                                                                                       | A            |                       |
| B4 - Infrastructure - Containment of stored materials                                                          | A            |                       |
| B5 - Infrastructure - Plant and equipment                                                                      | A            |                       |
| C2 - General Management - Management system and operating procedures                                           | A            |                       |
| C4 - General Management - Storage, handling labelling and Segregation                                          | A            |                       |
| G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales | A            |                       |

**KEY:** See Section 5 for breach categories, suspended scores will be indicated as such.  
**A** = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only,  
**O** = Ongoing non-compliance, not scored.

|                             |   |                                                           |   |
|-----------------------------|---|-----------------------------------------------------------|---|
| Number of breaches recorded | 0 | Total compliance score (see section 5 for scoring scheme) | 0 |
|-----------------------------|---|-----------------------------------------------------------|---|

If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response

## Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

Alex Bowder attended site on 6<sup>th</sup> July at 11:00 and met with Mr. Robert Lory to conduct a site inspection of Greenlife Autospares.

The site was generally in good condition with no evident changes since my last visit. The unit has limited space so it is important to continue the good housekeeping for optimum business efficiency.

Viewed the depolluting bay on the concrete pad, no issues. If any incidents do occur spillages are cleaned up immediately and recorded to ensure no contaminated material leaves site. Cars stored outside ready for dismantling were stacked appropriately.

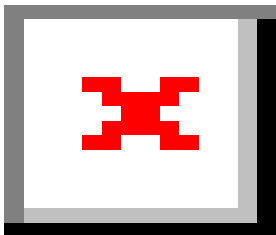
I was shown the various certificates of destruction for vehicles accepted for Unit 16A. Remember to set a reminder for when the WAMITAB qualification expires to do the refresher course for continuing competency.

### Environmental Management System (EMS)

We talked about the site's current Environmental Management System and how the business operates in conjunction with the permit. The site had a written hardcopy of the document and now Mr Lory has kindly produced an electronic version which he will send through in due course. This allows the EMS to be more of a 'live' document so procedures can be amended if required.

It details the various site operations, maintenance and accident procedures; thank you for completing this so swiftly.

The different waste streams are kept at the rear of the unit and were all correctly separated and labelled in containers - batteries separated as potential hazardous waste. We discussed that the liquids go to the company Pureclean.



*Picture 1 showing batteries separated in container*

The porter cabin at the entrance to the site has since been removed for security reasons as it was being broken into.

Waste returns are being correctly completed and submitted; we are pleased to see that these are being submitted diligently, please continue to keep up this good habit.

I look forward to the next visit, if you have any questions please contact Alex Bowder on 0300 065 3394.  
Thank you.

## EPR Compliance Assessment Report

**Report ID:  
CAR\_NRW0024805**

**This form will report compliance with your permit as determined by an NRW officer**

|                        |                     |            |            |
|------------------------|---------------------|------------|------------|
| Site                   | Greenlife Autospare | Permit Ref | XB3293HS   |
| Operator/Permit holder | Robert Lory         | Date       | 06/07/2016 |

### Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition. Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

### Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

| Criteria Ref.       | CCS Category | Action required/advised | Due Date |
|---------------------|--------------|-------------------------|----------|
| See Section 1 above |              |                         |          |

## Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

**See our Enforcement and Civil Sanctions guidance for further information**

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

### Non-compliance scores and categories

| CCS category | Description                                                          | Score |
|--------------|----------------------------------------------------------------------|-------|
| C1           | A non-compliance that could have a major environmental effect        | 60    |
| C2           | A non-compliance which could have a significant environmental effect | 31    |
| C3           | A non-compliance which could have a minor environmental effect       | 4     |
| C4           | A non-compliance which has no potential environmental effect         | 0.1   |

**Operational Risk Appraisal (Opra)** - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

## Section 6 – General information

### Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. Health and Safety Executive, local authorities) on environmental issues
- Carrying out statistical analysis, research and development on environmental issues
- Providing public register information to enquirers
- Investigating possible breaches of environmental law
- Assessing customer service satisfaction and improving its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

### Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

### Customer charter

#### What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk). If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

#### Welsh Language

If you would like this form in Welsh please contact your Regulatory Officer.