



Name of site	Wrexham Clinical Waste Incinerator	Operator/ permit holder	Polkacrest Limited	Permit ref no:	WP3836ZF
Officer	Rick Gould / Ian Oakes	Date	15 March 2013	Area/office	Buckley / North / Wales
Activity	Clinical waste incineration	Time in/out	10:00 - 16:00	Event type:	<input checked="" type="checkbox"/> Routine <input type="checkbox"/> Incident response <input type="checkbox"/> Other
Assessment type:	<input type="checkbox"/> Site inspection <input checked="" type="checkbox"/> Audit <input type="checkbox"/> Check monitoring/sampling <input type="checkbox"/> Report/data review <input type="checkbox"/> Procedure review				
Site life status:	<input checked="" type="checkbox"/> Operational <input type="checkbox"/> Pre-operational <input type="checkbox"/> Post-operational				
What part(s) of the permit were assessed?	Operator monitoring assessment for air, compliance Q1 2013, site update.				

### Compliance assessment summary

Key to completion: A = Assessed/Assessed in part (no evidence of non-compliance)  
NA = Not Applicable 1, 2, 3, 4 = CCS cat 1-4 breach

ATL = Approach to limit  
N = Not assessed

#### Conditions breached

a) Permitted activities	1					
b) Infrastructure	1	2	3	4	5	
c) General management	1	2	3	4		
d) Incident management	1	2				
e) Emissions	1	CCS4	2	3	4	5
f) Amenity	1	2	3	4	5	
g) Monitoring and records, maintenance and reporting	1	2	3	4		
h) Resources efficiency	1	2				

2.2.1 Emissions to air Q1

The breaches indicated above may constitute one or more offences. You should take immediate action to rectify each breach and return to compliance. You should prevent any repetition of the breaches. Breaches of conditions as indicated above can result in criminal prosecutions and/or suspension or revocation of a permit.

NB if there is a breach, only one of the following will have an 'x' placed in the box as the initial enforcement response.

We will now consider what enforcement action is appropriate. <input type="checkbox"/>	At present we do not intend to prosecute you for the above offences. However, you are warned that this may change if further relevant information comes to light.	This is a site warning. <input checked="" type="checkbox"/>
		We have given you advice. <input type="checkbox"/>

Review of Directly Applicable Legislation: key: A = Assessed, N = Not assessed, NA = Not Applicable, C1,C2,C3,C4 = CCS cat 1-4 breach.

N

Report delivery method: ☐ copy left on site ☐ posted ☒ Emailed ☐ faxed Date 28 March 2013

### Comments

#### 1. OMA audit for air:

Overall score 93%, two Actions, refer to accompanying audit report.

#### 2. Compliance Q1:

2 X CCS4 for minor breaches of total organic carbon 20.3 and 24.6 vs 20 mg/m<sup>3</sup> - ½ hourly averages.

#### 3. Site developments:

Due to a reduction in incoming waste the operator is proposing to only run the HDU when the incinerator is shutdown. An application of variation is required to reflect the change in operation and monitoring of the HDU.

Polkacrest are looking to divest the incineration side of the business with a possible change of ownership in Q2.

Officer's Signature Ian Oakes	<div> <div>INITIALS</div> <div>DATE</div> <div>OK FOR PUBLIC REGISTER</div> <div>COPIED TO PUBLIC REGISTER</div> <div>JB</div> <div>EDRM</div> <div>3/5/13</div> </div>
	Recipient's name or position within company Rita Greenwood
Continuation sheet used <input type="checkbox"/> No <input type="checkbox"/> No of pages <input type="checkbox"/>	CCS record number 192753, 194538

## Notes to the recipient

This compliance report form may highlight non-compliance with your permit or directly applicable legislation as observed by the Environment Agency officer.

This does not relieve the site operator of their responsibility to ensure that they comply with the permit and to prevent pollution of the environment. You are also reminded that:

- you should comply with the conditions of the permit at all times
- compliance with the permit does not remove your obligation to comply with other legislative provisions which may apply.

## Understanding the Compliance Assessment Summary

a) Permitted activities	1	Specified by permit
b) Infrastructure	1	Engineering for prevention and control of emissions
	2	Closure and decommissioning
	3	Site drainage engineering (clean and foul)
	4	Containment of stored materials
	5	Plant and equipment
c) General management	1	Staff competency/training
	2	Management system and operating procedures
	3	Materials acceptance
	4	Storage, handling, labelling and segregation
d) Incident management	1	Site security
	2	Accident, emergency and incident planning
e) Emissions	1	Air
	2	Land and groundwater
	3	Surface water
	4	Sewer
	5	Waste
f) Amenity	1	Odour
	2	Noise
	3	Dust/fibres/particulates and litter
	4	Pests, birds and scavengers
	5	Deposits on road
g) Monitoring and records, maintenance and reporting	1	Monitoring of emissions and environment
	2	Records of activity, site diary/journal/ events
	3	Maintenance records
	4	Reporting and notification to the Environment Agency
h) Resource efficiency	1	Efficient use of raw materials
	2	Energy efficiency

The term 'permit' for the purposes of this form includes: licences, authorisations and consents.

## Understanding your non-compliance scores

Non-compliance findings are classified using our published Compliance Classification Scheme, (CCS).

This scheme categorises breaches of permit conditions based on their potential for environmental impact as shown below. If you wish to discuss further any comments made by the officer on this form, contact your local area office or for more details of the CCS scheme, see the Environment Agency's website or contact your local office.

CCS category	Description	Score
1	A non-compliance which has a potentially <b>major</b> environmental effect	60
2	A non-compliance which has a potentially <b>significant</b> environmental effect	31
3	A non-compliance which has a potentially <b>minor</b> environmental effect	4
4	A non-compliance which has <b>no</b> potential environmental effect	1

## Corrective action

We have various options to ensure that you correct actual or potential non-compliance. We may

- advise on corrective actions, verbally or in writing and require you to take specific actions, by letter or by issuing a notice.
- require you to review your procedures or management systems
- change some of the conditions of your permit
- decide to undertake a full review of your permit

Any breach of a permit is an offence, and we may take legal action:

- We will normally provide advice/guidance to assist operators back into compliance. However, other than for a very minor offence this will normally be in conjunction with another enforcement response.
- Where we have issued a written warning this does not preclude us from taking additional enforcement action if further relevant information comes to light. Such action includes the issue of a formal caution, taking a prosecution and/or the service of a notice.

We have published our Enforcement and Prosecution Policy which seeks to achieve a consistent approach to enforcement across all our regulated activities.

## Operational Risk Appraisal (Opra)

Compliance assessment findings may affect your Opra score. This score determines your charge and affects the allocation of our resources to check your compliance with the permit.

## Data protection notice

The Environment Agency is responsible for regulating environmental protection, flood defence, water resources and fisheries. It has a duty to discharge its functions to protect and enhance the environment and to promote conservation and recreation. The information provided will be processed by the Environment Agency to fulfill its regulatory and monitoring functions, and to maintain the relevant public register(s). The Environment Agency 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 (e.g. Health and Safety Executive, local authorities, emergency services) 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 and taking any resulting action
- preventing breaches of environmental law
- assessing customer service satisfaction and improving its service
- Freedom of Information Act/Environmental Information Regulations request.

The Environment Agency 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 Environment Agency 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 twenty working days of receipt of the assessment 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 the compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with the officer's line manager, Area Environment Manager or Area Manager. If you wish to raise your dispute further, this can be done through our official Complaints and Commendations procedure phone our general enquiry number 08708 506506 (Mon to Fri 08.00–18.00) and ask for the Customer Contact team, alternatively you can send an email to [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk). If, after following our Complaints and Commendations procedure, you are still dissatisfied, you can make a complaint to the Ombudsman. For advice on how to complain to the Parliamentary Ombudsman phone their helpline on 0345 015 4033.

## Summary Page

Authorisation/Permit Number: WP3836ZF	Site Inspector/Officer: Ian Oakes	
Operator: Polkacrest, operating a clinical waste incinerator	Auditor (if different): Rick Gould	
Emission Point: A1 on permit, main stack	Others Present: Rita Greenwood (Polkacrest); Toby Campbell (Catalyst Environmental)	
<b>OMA Sections</b>		<b>SCORE</b>
OMA 1 – Management system, planning and use of data		96%
OMA 2 - Fitness for purpose of periodic monitoring		99%
OMA 3 – Fitness for purpose of continuous monitoring		83%
OMA 4 – Quality assurance of monitoring		93%
OVERALL SCORE		93%
<b>OVERALL SITE ASSESSMENT COMMENTS</b>		<b>Letter</b>
		<b>Variation</b>
		<b>Enforcement</b>
<p>The Environment Agency used an OMA to audit the monitoring conditions of the permit at the above installation. Polkacrest operates a clinical waste incinerator (CWI) in Wrexham and a previous OMA was carried out in 2009. The previous OMA identified two permit breaches whilst there have also been a number of operational issues. There has been a significant change of staff and the new management has resulted in a significant improvement in environmental performance.</p> <p>The management had identified weaknesses in the monitoring programme, developed a plan of action to resolve them and demonstrated the progress made. These weaknesses included the implementation of an inherited QAL3 procedure which was incomplete, and a higher degree of reliability for particulate monitoring at low levels of emissions (i.e for readings at less than 50% of the emission limit value (ELV)). Whilst these are noted in the report, the operator had already made significant progress with a plan of action to address these issues.</p> <p>Overall, the operator has an effective management system for providing for the monitoring requirements of the permit. The monitoring systems are appropriately certified, and the test laboratory employed for periodic monitoring is accredited to all the required determinands.</p> <p>The two actions in progress will require a review no later than 15<sup>th</sup> June 2013 to ensure that the operator has made progress and closed out the required actions. These are:</p> <ul style="list-style-type: none"> <li>• The full implementation of the new QAL3 procedure and software, and;</li> <li>• The completion of a reduced QAL2 exercise for the particulate monitor, taking into account the provisions of EN 13284-2, with regard to reduced sampling for longer periods of time.</li> </ul>		
Date of audit: 15 March 2013		
Signed: Ian Oakes		
Date: 28 March 2013		

## OMA 1: Management system, planning and use of data

OMA ELEMENTS	SCORE	COMMENTS
A. Documentation of management-system procedures for monitoring	5	Polkacrest over-arching management system, plus site procedures. Emissions monitoring tests and reports, SWP 3.14
B. Organisational structure for monitoring	5	Procedures describe roles and responsibilities; there is an organisational chart for the plant.
C. Schedules and planning of monitoring, including contingencies	5	SWP 3.14 requires a plan; the annual plan was seen and included dates, determinands,
D. Monitoring records and use of monitoring data	5	Provisions for review in procedures and management system; continual assessment of data, which is reported in shift logs.
E. Understanding the requirements of the permit and monitoring techniques, CEN/ISO/national standards and methods	4	Good overall understanding, albeit with some small gaps in knowledge.
<b>OMA 1 – SCORE</b>	24/25	96%

### SUMMARY COMMENTS FOR OMA 1

Emissions monitoring tests and reports: SWP 3.14 provides for planning, reviewing reports and data, auditing, corrective actions; includes provisions for EN 14181 and MCERTS, e.g. Ensuring that test labs.

Polkacrest assess test laboratories by examining UKAS scope of accreditation and comparing against permit requirements. SWP 3.36, Monitoring and controlling emissions. Includes actions on what to do if the emissions rise. Procedures include provisions for deputisation, e.g. Assistant Plant Manager covers for Senior Plant Manager.

Roles and responsibilities: Site uses the RACI system (responsible, accountable, inform, consult), specifying who does what.

Understanding: actions demonstrate a very good understanding of permit requirements and monitoring standards, albeit with some small gaps, e.g. how wet and dry oxygen calculations are used to determine moisture.

**Observation 1:** Procedure SWM 3.14 used the word 'will' in a few places, where the word 'shall' would have been appropriate.

The following permit conditions were audited: 1.3.1, management system: 2.2.1 emissions to air; 2.3.2-4, training and competence; 2.10.1, monitoring programme.

## OMA 2: Fitness for purpose of periodic monitoring and laboratory analyses

OMA ELEMENTS	SCORE	COMMENTS
A. Sampling provisions Critical Element	4	Data and observation shows representative sampling; platform not TGN M1 compliant in terms of size, but sufficient for all monitoring.
B. Certification of equipment Critical Element	5	Test laboratory has certified equipment, verified on-site and from UKAS audits reports.
C. Measurement methods and standards Critical element	5	All appropriate methods and standards used; operator verified SSP and scope of accreditation.
D. Calibration methods Critical element	5	Provisions for compliance with applicable standards (e.g. EN 14792 for NOx)
E. Frequency of maintenance and calibration	5	
F. Equipment reliability	5	Catalyst carry full complements of equipment, to ensure 100% availability for monitoring.
G. Breakdown response	5	
H. Traceability	5	Traceability through UKAS accreditation.
<b>OMA 2 – SCORE</b>	<b>39/40</b>	<b>99%</b>

### SUMMARY COMMENTS FOR OMA 2

Monitoring provisions: The main stack A1 is accessible from inside the building. The monitoring ports are located on a straight run of duct which meets the requirements of TGN M1 with regard to flow profiles, although the platform itself was not large enough to meet the requirements of TGN M1. That said, the test laboratory employed was able to sample from all required points within the stack, and the test report demonstrates representative sampling.

The last QAL2 report, CAT 1323, dated 4<sup>th</sup> February 2013, showed that the monitoring location met the requirements described in TGN M1 with regard to flow profiles. A test for homogeneity according to EN 15259 is not required due to the size of the duct.

Catalysts are accredited to all the required standards (UKAS accreditation 4279, 15<sup>th</sup> August 2012).

The following permit conditions were audited: 2.10.1 monitoring programme; 2.10.2, application of EN 14181, QAL2 test; 2.10.3, AST test; 2.10.8 records; 2.10.9, application of MCERTS; 2.10.10, access and monitoring provisions; 3.1. records.

## OMA 3: Fitness for purpose of continuous monitoring methods

OMA ELEMENTS	SCORE	COMMENTS
A. Provisions for monitoring and location of CEMs  Critical Element	4	Data and observation shows representative sampling; platform not TGN M1 compliant in terms of size, but sufficient for all monitoring.
B. Certification of CEMs	4	All CEMs certified for appropriate determinands and ranges, apart from SETNAG O2 sensor for wet-oxygen measurements.
C. Calibration methods  Fundamental element	3	QAL2/AST tests scheduled and compliant with requirements; issue with last particulate QAL2, which was analysed and corrective actions planned. QAL3 procedure late in development but some more work still required.
D. Frequency of maintenance and calibration	5	CBISS scheduled for regular maintenance and functional tests. Daily assessments (preventative monitoring and maintenance)
E. Evidence of equipment reliability	5	Log of faults; spreadsheet of downtime, which readily allows a calculation of availability; over 99% based on data observed.
F. Breakdown response	5	24/7 contract with CBISS, with a 6-hour call-out option.
G. Traceability	3	QAL2 tests demonstrate traceability for gases; however, some work to complete for QAL3 testing.
<b>OMA 2 – SCORE</b>	<b>29/35</b>	<b>83%</b>

### SUMMARY COMMENTS FOR OMA 2

MIR 9000 for gases; Graphite 52 FID for TOC; PCME DT991 for particulates. All certified. Certificates kept on site. Wet and dry oxygen measurements. SETNAG probe for wet oxygen not certified, but verified as providing reliable data for calculating moisture, from QAL2 reports. Catalyst compared SRM for moisture with calculated values from CEMs oxygen. The system measures NO<sub>2</sub>; although not certified for NO<sub>2</sub>, measurements of NO<sub>2</sub> are not ordinarily required at this type of process.

QAL3 procedure late in development and still incomplete, although the operator is well aware of this and acting to complete the QAL3 procedure. The current manual zero and span checks are performed weekly, which exceeds the maintenance intervals. However, the procedure needs completing (see Action 1).

The last QAL2 report showed passes for all determinands, except particulate matter, which failed

the variability test. The variability was twice the specified level. The operator has reported problems with the abatement controls for particulate matter and although there is evidence to show that these have been resolved, a repeat QAL2 will be required to confirm the calibration of the particulate CEMs. During the last QAL2, the emissions measured by both the CEMs and reference methods were well under the ELV (less than 50%) so the environmental risks of any errors in calibration are low.

The operator has investigated the QAL2 failure and showed previous data which demonstrated a good agreement between the CEMs and the reference methods. Furthermore, investigations suggested that during the reference monitoring, dust impacted on the duct may have been displaced and caused errors in the particulate results. Therefore the operator and test laboratory proposed to wait longer before sampling, to avoid potential errors of this kind.

As the emissions are ordinarily low, we recommend that the operator applies the provisions in EN 13284-2 for cases when emissions of dust are very low; this entails monitoring for longer periods of time and taking fewer samples, e.g. 3x samples for two hours each sample, or 5x samples for one hour each sample. Once the operator and test laboratory have the results available, we shall review those.

**Action 1:** The QAL3 procedure needs completing in its implementation. It should be noted that zero and span checks are required for the principle determinands and oxygen, ie be sure to include TOC and oxygen, as well as the gases measured by the MIR 9000. The operator had already identified this at the time of the OMA and had taken action; the Environment Agency will need to review this not later than June 15<sup>th</sup> 2013 to verify completion.

**Action 2:** The operator will need to repeat the QAL2 for particulate matter, as described above. The Environment Agency will need to review this not later than June 15<sup>th</sup> to ensure completion.

The following permit conditions were audited: 2.3.6, maintenance programme and records; 2.10.2, application of EN 14181, QAL2 test; 2.10.3, AST test; 2.10.8 records; 2.10.9, application of MCERTS; 2.10.10, access and monitoring provisions; 3.1, records.



## OMA 4: Quality assurance of monitoring

OMA ELEMENTS	SCORE	COMMENTS
A. Quality Control Schemes	5	SITA's management system certified to ISO 9001 and ISO 14001.
B. Internal data QA/QC	4	SWP 3.14 includes provisions for auditing reports and reviews of data. Trend analyses seen, although more work required for QAL3.
C. Competence of monitoring personnel	5	MCERTS-certified test laboratory.
D. Auditing of monitoring	5	SWP 3.14 requires auditing of reports and test laboratory. Audit of SSP. In terms of local procedures, SITA has an environmental department which assesses each site.
E. Audit compliance	5	When non-compliances identified, these are raised in the COMPAS system for corrective and preventative actions. The QAL2 failure for the particulate tests in November 2012 triggered analysis and actions.
F. Reporting	5	Fully compliant. Catalyst reports available for inspection.
<b>OMA 4 – SCORE</b>	<b>28/30</b>	<b>93%</b>

### SUMMARY COMMENTS FOR OMA 4

The management system has broad provisions for quality assurance; the auditing included both internal procedures for monitoring, and auditing of test laboratory: there was high level of detail of audits of test laboratory, e.g examining for leak tests, validity of LODs, and nozzle conditions. This demonstrates high level of understanding of monitoring requirements.

The following permit conditions were audited: 1.3.1, management system; 2.3.2-4, training and competence; ramme and records; 2.10.8 records; 3.1, records; 4.1.2 reporting; 5.1.1, notifications.