Cyfoeth Naturiol Cymru
Natural Resources Wales

EPR Compliance Assessment Report

Report ID: BV8016ID/0231316

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

Site	Wrexham Breakfast Cereals			Permit Ref	BV8016ID		
Operator/ Permit holder	Kellogg Company of Great Britain Ltd						
Date	10/12/2014			Time in	09:30	Out	16:00
What parts of the permit were assessed	Site Audit to review: Noise Management, Recent Incidents & Effluent treatment Plant improvements. Quarterly Monitoring Data.						
Assessment	Site Inspection	EPR Activity:	Installation X	Waste Op		Water Discharge	
Recipient's name/position	Nia Jones / Environmental Coordinator						
Officer's name	Aled Zachary			Date issued	10/02/2015		

Section 1 - Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations. A detailed explanation and any action you may need to take are given in the "Detailed Assessment of Compliance" (section 3). 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				Condition(s) breached
a) Permitted activities	**1**. Specified by permit	A		
b) Infrastructure	**1.** Engineering for prevention & control of pollution	A		
	2. Closure & decommissioning	N		
	3. Site drainage engineering (clean & foul)	N		
	4. Containment of stored materials	N		
	5. Plant and equipment	A		
c) General management	**1**. Staff competency/ training	A		
	2. Management system & operating procedures	A		
	3. Materials acceptance	N		
	4. Storage handling, labelling, segregation	N		
d) Incident management	**1**. Site security	A		
	2. Accident, emergency & incident planning	A		
e) Emissions	**1.** Air	A		
	2. Land & Groundwater	N		
	3. Surface water	N		
	4. Sewer	N		
	5. Waste	N		
f) Amenity	**1**. Odour	N		
	2. Noise	A		
	3. Dust/fibres/particulates	A		
	4. Pests, birds & scavengers	NA		
	5. Deposits on road	NA		
g) Monitoring and records, maintenance and reporting	**1**. Monitoring of emissions & environment	A		
	2. Records of activity, site diary, journal & events	A		
	3. Maintenance records	A		
	4. Reporting & notification	A		
h) Resource efficiency	**1**. Efficient use of raw materials	N		
	2. Energy	N		

KEY: **C1, C2, C3, C4** = CCS breach category **(* suspended scores are marked with an asterisk),**
A = Assessed (no evidence of non-compliance), **N** = Not assessed, **NA** = Not Applicable, **O** = Ongoing non-compliance – not scored

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

If the Total No Breaches is greater than zero, then please see Section 3 for details of 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 (e.g. 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 suspended or consolidated scores.
- details of advice given
- any other areas of concern
- all actions requested
- any examples of good practice.
- a reference to photos taken

This report should be clear, comprehensive, unambiguous and normally completed within 14 days of an assessment.

<u>Review of noise management and complaint investigation.</u>

As a result of multiple noise complaints received towards the end of 2014 a number of improvements to operations have been commissioned. A daily walk around of the abatement equipment on the roof has been instigated to check for any defects or obviously malfunctioning items of equipment. The site Environmental Coordinator (NJ) also conducts a monthly Environmental Audit, which includes monitoring all items of equipment on the roof areas with a hand held noise meter. Security personnel on site have been instructed to note any loud items of plant during the evening and night-time patrols.

Since the original complaints regarding noise levels at the site that were received in September, nine items of equipment on the main roof area were identified as potentially generating excessive noise levels (at or above 85 dBA). These items of equipment have received the following improvements:

- Packing lines 7&8 (Emission Point 83) have received a modified silencer.
- D7004 (Emission Point 74) has acoustic panels fitted.
- D4971 (Emission Point 41) has received a modified "china hat" on the exhaust.
- AHUNo 3 has had the fan speed slowed down.
- D9272 (Emission Point 72) has acoustic panels in place.
- Bran Dryer Bleed has acoustic panels in place.
- D60005 (Emission Point 8) has acoustic panels in place.
- D2026 (Emission Point 13) has acoustic panels in place.
- 4th Process Plenum Fan also has acoustic panels in place.

All of the above items of equipment are also subject to further review as part of work being done in conjunction with noise consultant ADC Acoustics.

John Ellison (Maintenance Engineer) was interviewed during the audit. He gave an overview of the above improvements and how the preventative maintenance programme for all equipment is scheduled on the SAP System. Preventative Maintenance (PM) job sheets are monitored at weekly intervals, including a review of any backlog (incomplete jobs). All PMs have a criticality rating from A - C with anything related to food safety or the environment prioritised above all other works. All PM job sheets are completed and submitted to JE for review, these are then checked off the SAP system or issues flagged for further work allowing full traceability of works the carried out.

No breaches of permit were noted with the maintenance regime of the abatement equipment.

Action: Please provide a copy of the improvements suggested by ADC for the site file.

(cont.)

Review of Schedule 1 Notifications received.

1. Loss of Raw Materials Incident:

On the 17/10/14 the site were receiving a delivery of raw material (cracked wheat) to the storage silos from a regular 3rd party delivery contractor. An uncontrolled emission of the product occurred during delivery resulting in a localised loss of product and dust around the silo area. The incident was found to have occurred due to the driver not connecting the delivery pipe work correctly. No off site emissions were noted or reported as a result of the incident and the spill was cleaned up immediately. A subsequent investigation found that the incident occurred due to human error. The driver had received all necessary training and the equipment on the tanker had been maintained as required. No breach of the site or contractor procedures was found to be the root cause of the incident and the driver re-discharged the rest of the material following the incident without issue. The driver has subsequently received refresher training in the form a "tool-box talk" from the haulage company.

This incident is not deemed to have breached any conditions of the environmental permit as a result.

2. Sugar spill Incident:

On the 02/11/14 approximately 1 tonne of raw sugar was lost to the cooker roof floor area during flavouring production. An operator noted that the sugar feed to the weighing scales was blocked and further investigation found that the dust explosion vent had triggered resulting in a release of material to the roof. Once the spill had been identified the roof area was isolated and the penstocks on the surface water balancing lagoons closed as a precaution. The area subsequently received a deep clean to remove all the sugar and minimise any impact on surface water.

Investigation into the root cause of the incident found that the ducting for the dust extraction on the sugar feed from the silo to scales had blocked with crystallised sugar. This had been caused due to the temperature differential between the first and second floors that the ducting travels though. Condensation had resulted in crystallisation of sugar in the pipe work and for the whole system to back up; when further sugar was requested by the operator this triggered the explosion vent leading to the emission. The high level probe in the sugar receiver was also found to have failed, which exacerbated the incident.

To avoid a reoccurrence of this incident the ducting on the dust extraction has been lagged to prevent temperature differentials and condensation forming and the high level probe on the receiver has been fitted with a fail safe system (if it fails no sugar can be requested by the operator).

Some minor contamination of the surface water lagoons had been identified following this incident after a bout of heavy rain. As a precaution the penstocks on the lagoons remained shut to prevent any discharge and a large volume (120,000 litres) of the lagoon contents was tankered and processed through the on-site effluent treatment plant.

Reviewing maintenance and operational procedures including the causes of this incident and remedial actions taken since, no breaches of the environmental permit are noted.

Reporting of Emission to water and sewer for 1st July - 30th September 2014.

Requirements - Conditions 2.10.1 & 2.10.2 require the operator to maintain an emissions monitoring programme to the frequency detailed in table 2.10.1. The results of this monitoring shall be submitted for review as detailed in condition 4.1.2 and Schedule 2 of the permit.

Findings - Monitoring of emissions to surface water and sewer have been received for the period 1st January - 31st March 2014 and 1st April - 30th June 2014. Monitoring results show all emissions to be compliant with the permit limits.

No action(s) are necessary.

*****Report Ends*****

Cyfoeth Naturiol Cymru Natural Resources Wales	**EPR Compliance Assessment Report**	Report ID: BV8016ID/0231316	
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Operator/ Permit	Kellogg Company of Great Britain Ltd	Date	10/12/2014

Section 3- Enforcement Response	**Only one of the boxes below should be ticked**
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.	
Other than the provision of advice and guidance, at present we do not intend to take further enforcement action in respect of the non-compliance identified above. This does not preclude us from taking enforcement action if further relevant information comes to light or advice isn't followed.	
In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.	
We will now consider what enforcement action is appropriate and notify you, referencing this form.	

Section 4- Action(s)

Where non-compliance has been detected and an enforcement response has been selected above, this section summarises the steps you need to take to return to compliance and also provides timescales for this to be done.

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 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 which 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 fulfill 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 (e.g. 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 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 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 twenty 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 the officer's line managers. 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. 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.