

EPR Compliance Assessment Report

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

Site	Famers Boy (Deeside) Ltd	Permit Ref	VP3235HS		
Operator/ Permit holder	Famers Boy (Deeside) Ltd				
Date	15/12/15	Time in	10:00	Out	16:00
What parts of the permit were assessed	EMS, effluent treatment plant				
Assessment	Audit	EPR Activity:	Installation: X	Waste Op:	Water Discharge:
Recipient's name/position	Greg Lewandowski, Facilitates and Environment Manager				
Officer's name	Beth Voice, Lara Cubley	Date issued	23/02/16		

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	N	
	2. Closure & decommissioning	N	
	3. Site drainage engineering (clean & foul)	N	
	4. Containment of stored materials	N	
	5. Plant and equipment	N	
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	N	
	2. Accident, emergency & incident planning	N	
e) Emissions	1. Air	N	
	2. Land & Groundwater	N	
	3. Surface water	N	
	4. Sewer	A	
	5. Waste	A	
f) Amenity	1. Odour	N	
	2. Noise	N	
	3. Dust/fibres/particulates	N	
	4. Pests, birds & scavengers	N	
	5. Deposits on road	N	
g) Monitoring and records, maintenance and reporting	1. Monitoring of emissions & environment	N	
	2. Records of activity, site diary, journal & events	N	
	3. Maintenance records	N	
	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

Number of breaches recorded	0	Total compliance score (see section 5 for scoring scheme)	0
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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 completed within 5 days of an assessment.

Visit Report/Comments

Attendees:

Greg Lewandowski – Facilities and Environmental Manager (since June 2016)

Gieljam Vermeulen – Site Manager (since July 2016)

Mark Ward – Engineering Manager

Stephen Macfarlane – Environmental Consultant

Summary

The purpose of this audit was to review progress being made on the EMS and permit non-conformances from the previous audit dated 03/06/14. Key points were:

- The outstanding non-conformances have been addressed and completed.
- The new Environmental Management System is comprehensive, and is awaiting full site implementation.
- The performance of the Effluent Treatment Plant (ETP) has been reviewed and its performance and effluent quality improved. A DAF trial is to be set up.
- An Environmental Committee has been established to include managers from key functions.
- Waste management has been reviewed with additional training and updated procedures.
- New spill kits have been installed, along with a training plan which is being rolled out across site.
- Plans are in place for additional environmental training.
- Objectives and targets are to be placed on the notice boards to ensure that all levels of employees are aware of these.
- The operator needs to ensure that there is a way of demonstrating continuous environmental improvement.

Internal Reviews / Tracking

The Senior Management Team meet daily and weekly to review site KPI's, including

- production efficiency, yield
- waste, waste tracking
- packaging efficiencies, packaging reduction

Services usage are discussed in monthly meetings but not recorded.

The National Group Energy Manager is responsible for the Climate Change Agreement, ESOS etc.

A corporate audit is carried out annually.

Waste

Waste contracts, and corporate landfill objectives and targets are set up by the National Procurement Manager.

Waste data is collated weekly with a comparison made to a standard rate based on throughput. Yield is discussed daily i.e. higher yield results in lower waste.

Duty of Care training is to be rolled out in 2016. The training course was very comprehensive.

A waste schedule has been set up to include;

List of wastes, EWC, waste type, composition, storage handling, storage location, documentation requirement, collection company, disposal/recovery company used, waste fate.

An approved list of waste companies and carriers is to be provided to site security to ensure only approved companies are allowed on site. The use of land-spread is to be reviewed.

Waste management is to be audited internally June 2016.

Training

Environmental issues are included in the induction training for all new staff. The Environmental Committee members receive a higher level of training, including an overview of legislation, risk and Environmental Management Systems. The site is in the process of increasing training for key people, to include distance learning.

Monthly Missions are used as a way to provide training or update staff on site requirements, however these do not always include environmental topics. It was decided that this monthly training could be used to put forward site environmental objectives and targets. Attendance at the Monthly Missions are mandatory and recorded.

Environmental Committee

The site has set up an Environmental Committee, including the Site Manager, Warehouse Operations Manager, Lab and Service Technical Manager, Engineering Manager and the Facilities Manager. Meetings have been held in September and November and will continue to be held every 2 months. At present these are run by the Environmental Consultant, however the aim is to bring this in-house.

Spills Kits

New spill kits have been installed on site. The spill kit provider carried out training for 13 people and 3 train-the-trainers. A spreadsheet is used to track those who require training based on their work location.

The site has two inflatable drain blockers, and gully covers for all surface water points.

Effluent Treatment Plant

Good progress has been made in reviewing and improving the performance of the Effluent Treatment Plant.

- **BioAmp**

A BioAmp system has been installed to reduce blockages and loading of BOD, COD, FOG and suspended solids.

- **DAF Trial**

The site is to carry out a trial of a different DAF unit to improve effluent quality, to include:

1. The addition of a larger standby pump in the effluent pump pit.
2. The provision of a replacement flow meter more suited to any increased flow rate.
3. The addition of a temporary DAF unit.

The temporary unit is to be situated within the existing ETP compound. The existing DAF system will be disconnected and all process effluent will be directed through the trial unit for the duration of the trials. Effluent testing, both in-

house and lab based, will take place during the trials and results assessed to determine the effectiveness of the trial unit compared to the existing system. It is expected that the trial would last for 8 weeks.

General

The new extension has been operational since September 2015. It has reduced the off-loading time from 2 hours to 30 minutes and provides a better process flow.

The low and high risk areas are being revamped, with £1.2million being spent on facilities in the low risk area. The workforce has approximately 1000 people on site (840 permanent).

Annual Returns

Annual returns submitted in a timely manner on 22/02/16 (within the agreed deadline extension of 28/02/16).

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Operator/ Permit	Farmers Boy (Deeside) Ltd	Date	15/12/15

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.