Cyfoeth Naturiol Cymru Natural Resources Wales

Compliance Assessment Report

Report ID: CAR_NRW0033495

This form will report compliance with your permit as determined by an NRW officer					
Site	Llangefni prepared meats	Permit Ref	SP3430RL		
Operator/Permit holder	2 Sisters Food Group Limited				
Regime	Installations				
Date of assessment	06/06/2018	Time in	10:20	Out	16:00
Assessment type	Site Inspection				
Parts of the permit assessed	All				
Lead officer's name	Kelk, Matthew				
Accompanied by	Voice, Elizabeth,Ffion Dempster Jones				
Recipient's name/position	Steve Jones/ Interim HSE Manager	Date issued	16/07/2018		

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
B4 - Infrastructure - Containment of stored materials	C3	2.3.5
C1 - General Management - Staff competency/training	C3	2.3.3
C2 - General Management - Management system and operating procedures	C3	1.3.1
E2 - Emissions - Land and groundwater	C3	2.2.7.2
E3 - Emissions - Surface water	C3	2.2.2.3
F1 - Amenity - Odour	A	
F3 - Amenity - Dust/fibres/particulates and litter	A	
F4 - Amenity - Pests/birds and scavengers	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	**5**	**Total compliance score** (see section 5 for scoring scheme)	20

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

An audit of the Environmental Management System (EMS) on site was undertaken on 6 June 2018 by Industry regulatory Officers Matthew Kelk and Beth Voice. Ffion Dempster Jones attended for observation. Natural Resources Wales (NRW) have the following comments to make regarding the structure and implementation of the site's EMS:-

1. Aspects Register

A comprehensive aspects register has been compiled but does require some review as it appears it has not been since reviewed since establishment in 2015. It is recommended that the aspects register particularly ties in with the issues that face the site at the time, i.e the contamination issues in the surface water drains.

Action

Review aspects register and forward to NRW by 16 August 2018.

2. Environmentally Critical Equipment

Where key environmental aspects are identified, it is recommended that this should be linked in with a list of environmentally critical equipment.

Action

Compile a list of environmentally critical equipment and forward to NRW by 16 august 2018.

3. Register of Legislation

All key environmental legislation has been identified and the list appears fit for purpose.

4. EMS Objectives and internal audit

Permit Condition 1.3.1

Without prejudice to the other conditions of this Permit, the Operator shall implement and maintain a management system, organisational structure and allocate resources that are sufficient to achieve compliance with the limits and conditions of this Permit.

2 Sisters corporate objectives are not implemented or followed on site. There is no evidence that they are tracked or discussed at key management meetings.

There was no evidence that 2 Sisters Llangefni have any site EMS objectives that are followed and tracked. Site objectives should involve key environmental issues that affect the site as identified by the aspects register and any compliance issues.

Response to environmental issues on site appears to be reactive rather than proactive.

Action

Compile and implement EMS objectives and targets on site. Forward evidence of this to NRW by 16 August 2018

Internal Audit

There is no evidence of internal audits being carried out on the Environmental Management System. These should be carried out on a regular basis, to ensure that the requirements of 2 Sisters EMS are met and that the site wide EMS is being effectively implemented and maintained.

Action

An internal audit programme should be established and an audit team identified to ensure that the EMS is effective and is being

implemented. Records of audits should be be kept for review.

Site EMS objectives and internal audits are an integral part of an Environmental Management System. Lack of these EMS components breach of condition 1.3.1, scored one category 3 score.

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5. Procedures

The surface water monitoring procedure does not specify when to monitor the surface water drains and when to notify senior management of a trigger level to notify senior management. An aide has been compiled to operational staff of trigger levels. This aide memoir should be incorporated into the monitoring procedure so that it is available to all staff.

NRW have concerns as to why the levels of 1.8ppm ammonia and 3ppm have been set as trigger levels for action for contamination in the surface water drains.

Action

Please provide an explanation for setting of ammonia trigger levels on site. It should be noted that the Water Framework Directive (WFD) Standard for Ammonia for a River Classified as good is 0.6ppm. To forward explanation to NRW by 16 August 2018.

The aide memoir received details that if there are any concerns that the penstock should be activated. This leaves a lot ambiguity and the onus on the on the ground staff to make the decision to activate.

Action

To compile a standard operating procedure for the operation of the penstock and exact reasons for when to activate it. Forward to NRW by 16 August 2018

6. Competence and Training

Condition 2.3.3

All staff shall be fully conversant with those aspects of the Permit conditions which a re relevant to their duties and shall be provided with adequate professional technical development and training and written operating inistructions to enable them to carry out their duties.

An audit of 2 Sisters EMS document EP102 roles and responsibilities was carried out.

Management Training

It became apparent that during audit of the above document that only the HSE Manager on site has any environmental training, and that only the General Manager and HSE manager have any awareness of the requirements of the permit. All management tiers listed in the document EP102 should receive environmental training and be made aware of the requirements of the permit.

Action

Implement with immediate effect training for all managers and supervisors documented in EP102 as to the requirements of the permit and the EMS. Training records shall be made available during the next audit of the site by NRW.

Operative Training

In addition to training on standard operational procedures, all staff that could have an impact on the environment should have environmental awareness training. In particular staff that are in charge of the operation and maintenance of environmentally critical equipment. This training should include the consequences to the environment and to the business of not following standard operating procedures in relation to the EMS. During the audit there was limited evidence of environmental awareness training.

Action

Implement a training matrix which identifies all staff that affects the site's environmental performance and that has an affect on compliance with the site's environmental permit. Ensure that these staff receive the necessary environmental training to be able to effectively implement all parts of the EMS.

Awareness of environmental issues affecting the site and the implementation of the EMS should not be left primarily to the HSE manager and/or the General Manager. All staff listed above should be adequately trained.

Breach of condition 2.3.3 scored one category 3 score.

7. Emissions to Water

Condition 2.2.2.3:-

Emissions to water from the emission points specified in table 2.2.4 shall only arise from the sources specified in that Table.

Table 2.2.4: Emission point to water			
Emission Point Reference or description	Source	Receiving Water	
W1	Uncontaminated Surface Water Drainage	River Cefni	
W2	Uncontaminated Surface Water Drainage	River Cefni	

Daily ammonia results provided 5 June 2018 prior to audit, with a high of 2.2ppm Ammonia on the 30 May 2018.

Further results provided by Steve Jones on the 18 June 2018 for the time period 7 June 2018 - 15 June 2018.

High of 3ppm on 8 June 2018 detected by site.

Large tank on site was cleaned on the 23 May 2018 with levels of ammonia expected to drop post clean.

Action

Site to investigate these elevated ammonia levels and provide report to NRW by 16 August 2018.

A sample was taken by NRW and analysed of the outgoing surface water at the boundary drain to the site and contamination levels were low on this occasion:-

BOD	3.16mg/l
COD	17.6mg/l
Ammonia(N)	0.69mg/l
Sld Sus@105C	6mg/l
Chloride Ion	205mg/l

It should be noted that whilst contamination levels were low in this sample. There was a distinct chicken odour to the sample which was witnessed by both NRW staff and Steve Jones on site. In addition there was evidence of organic matter floating in the sample.

Breach of condition 2.2.2.3, all emissions to surface water shall be free from contamination, scored 1 category 3 score

8. Noise

During the site walkover, it was evident that the ammonia refrigeration plant was making an audible sound, similar to a lose bearing. Potential for noise nuisance. Steve Jones to immediately get maintenance team to remedy problem.

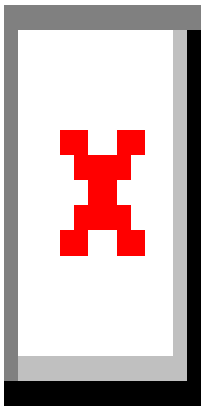
Action

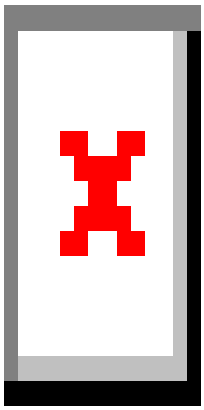
To inform NRW upon completion of maintenance of refrigeration plant.

9. Containment

Condition 2.3.5 All plant and equipment used in operating the Permitted Installation, the failure of which could lead to an adverse impact on the environment, shall be maintained in good operating condition.

Cracks in drip trays evident during site walkover, potential for containment to fail. See pictures below:-





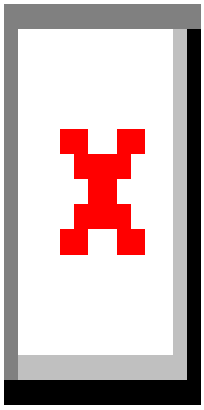
Action

Maintenance to change out drip trays immediately, 2 Sisters to inform NRW when drip trays have been replaced.

Breach of condition 2.3.5 scored one category 3 score.

Condition 2.2.7.2 No emission from the Permitted installation shall be made to land.

Oil drip trays from Ammonia plant not sufficient to collect oil dripping from plant, evidence of oil on hard standing and ground contamination next to plant due to oil being washed off hard standing.



Action

To increase the capacity of oil drip trays underneath Ammonia plant to collect any spillages immediately. Report to NRW upon installation of new drip trays.

Breach of condition 2.2.7.2 scored one category 3 score.

Cyfoeth Naturiol Cymru Natural Resources Wales	**EPR Compliance Assessment Report**	**Report ID: CAR_NRW0033495**

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

Site	Llangefni prepared meats	Permit Ref	SP3430RL
Operator/Permit holder	2 Sisters Food Group Limited	Date	06/06/2018

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.

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.

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			
E3	C3	See text for details	16/08/2018
C1	C3	See text for details	16/08/2018
C2	C3	See text for details	16/08/2018
E2	C3	See text for details	16/08/2018
B4	C3	See text for details	16/08/2018

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. 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.