

Compliance Assessment Report CAR_NRW0040755

Permit being assessed: BB3097ZS.

For: PB Gelatins, held by Veolia Energy & Utility Services UK PLC

At: P B Gelatins, Unit A6, Severn Road, Treforest Industrial Estate, Pontypridd, Rhondda Cynon Taf, CF37 5SQ.

Type of assessment carried out: Site Inspection, Reason: Routine.

On 06/10/2022 between 10:00 and 11:00.

Parts of permit assessed: Site Inspection

NRW Lead Officer: Dale Padfield, accompanied by Geraint Harris.

Report sent to: Andrew Brown, IWE Manger on 02/12/2022.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
A1 - Specified by permit	Assessed (A)	
E2 - Emissions - Land and groundwater	Action only (X)	

Result types are explained in more detail in the 'Important Information' section below.

Total number of non-compliances recorded	Total non-compliance score
0	0

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
E2	Please progress with the proposed ground investigation outlined in VEOL.01.02_P.	31/01/2023

Action criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

At this time, we do not intend to take any further action.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

Veolia Energy & Utility Services UK Plc

Permit Number: EPR/BB3097ZS

06th of October 2022, 10:00 – 11:00

The purpose of this site visit was to hand regulation of the Veolia site under EPR from Geraint Harris to Dale Padfield. The primary purpose of the installation is as a directly associated activity (DAA) serving the PB Gelatins facility with steam generated by the three gas fired boilers operated at the site. A brief inspection of the site was conducted, along with introductions to the operators. No non-compliances were seen during the brief inspection of the site.

At the time of the visit Veolia were planning to conduct the annual servicing of the boilers. A request was sent by Veolia to bring a mobile trailer boiler on to the site as a means to continue operations whilst annual servicing was conducted on the permanent boilers. Plans were put in place to connect the trailer boiler to the mains gas supply, once alterations were made to the existing pipework. The information submitted as part of this request was reviewed, and Natural Resources Wales (NRW) were satisfied with the controls and systems in place, as such the use of the trailer boiler was accepted. A further request was made to allow the mobile trailer boiler to be operated on diesel for 24 hours. An air quality assessment was conducted in 2021 after the use of a diesel mobile trailer boiler. The results showed no impact on air quality, as such permission was granted to allow the use of diesel for a 24-hour period. This was further extended due to Veolia encountering setbacks with the planned connection to the gas mains.

Veolia were approached by their client asking them if they could seek a more cost-effective fuel to run the boilers on. Veolia identified industrial heating oil (IHO) as an option and asked NRW if this was acceptable. As stated in the email responses on the 24th and 25th of November 2022, NRW's position is that switching to a more polluting fuel on the basis of cost alone is not adhering the best available techniques (BAT) and therefore NRW cannot allow this proposed fuel swap. Furthermore, under Schedule 1 – Operations – Table S1.1 of Veolia's permit, it states that fuel storage on site for the operation of plant and machinery is only permitted for limited use i.e when the gas supply fails or for limited testing and essential maintenance. Therefore, switching to IHO would be in breach of the permit.

Outstanding actions

On the 11th of June 2020 an incident occurred on site resulting in the release of approximately 20 tonnes of caustic soda at a concentration of 20% to the unmade ground within Veolia's permit boundary. Compliance Assessment Report (CAR_NRW0039095) describes the measures proposed by Veolia with regards to the planned remediation works. However, at the time of the visit (06th of October 2022) no remediation work had yet begun. On the 06th of October 2022 Veolia were requested to provide an update on the planned remediation. A reply was received on the 12th of October 2022, whereby Veolia stated that a number of setbacks had occurred resulting in the delay of the proposed remediation works. The area requiring the remediation is currently being used as the primary access by PB Gelatins to gain access to the rear of the facility, as such, until this situation changes the work will be on hold.

As stated in the email sent on the 17th of October - There has been a significant amount of time since the caustic spill and potentially some natural attenuation may have occurred in the area. If Veolia is able to demonstrate that the contamination is being attenuated, and that there has been insignificant impact down

gradient of the spill zone, then NRW will review the need for the proposed works to not go ahead. However, this will only be possible if based on sound evidence and justifications.

As such Veolia have developed an investigation plan with an environmental consultancy to assess the condition of the ground and any down gradient impact. The ground investigation proposal was received by NRW and reviewed by NRW's geoscience team. The proposal was accepted, the only request from NRW was clarification of the location of the proposed down gradient borehole in relation to borehole number BH03. Please provide NRW with these details once they are available to you and please continue to update NRW on the progress of the ground investigation.

END.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator

Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

What are suspended scores?

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

Full list of Industry and Waste action criteria (used in section 1 and 2):

A: Permitted activities

- A1 Specified by permit

B: Infrastructure

- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

C: General management

- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

D: Incident management

- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

E: Emissions

- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

F: Amenity

- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

G: Monitoring and records, maintenance and reporting

- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

H: Resources efficiency

- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

Enforcement response

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or 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
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.