

Compliance Assessment Report CAR_NRW0040574

Permit being assessed: BR9383ID.

For: Queensferry Mineral Fibre Works , held by Knauf Insulation Ltd

At: Chemistry Lane , Queensferry, Deeside, Flintshire, CH5 2DA.

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

On 12/10/2022 between 09:55 and 15:05.

Parts of permit assessed: See below

NRW Lead Officer: Paul Challender, accompanied by Stuart Ross.

Report sent to: Graham Jones, Environment Energy & Compliance Manager on 08/12/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
B4 - Infrastructure - Containment of stored materials	C3 Minor	Permit Condition 3.2.3
C3 - General Management - Materials acceptance	C4 No impact	Permit Condition 2.3.3, Schedule 2, Table S2.2.
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C4 No impact	Permit Condition 4.2.5. CCS Score 4. Review and/or create and environmental management system (EMS) procedure to ensure compliance with this permit requirement. Submit this procedure to NRW.
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C4 No impact	Permit Condition 4.3.1(b).
B5 - Infrastructure - Plant and equipment	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
4	4.3

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
B4	Action 1: Conduct a review into the bunded area ensuring that suitable and suitably maintained secondary containment is employed, making reference to CIRIA 736. Provide NRW with a written review of storage and containment in this area. Deliver training to relevant site staff on storage, containment, minor spill remediation and catastrophic failure of containment in this area.	03/02/2023
C3	Action 2: Raise procedures to ensure only single stream offcuts of Knauf insulation material produced at Queensferry Mineral Works generated by third party customers are returned to the Queensferry site. Implement waste acceptance procedures to inspect and ensure waste received under waste code EWC 10 11 03 are uncontaminated with other materials. Acceptance under these procedures is considered an interim measure, EWC 10 11 03 must be applied for in the next permit variation.	03/02/2023
G4	Action 3: Ensure waste returns are submitted within the end of each quarter. Review and/or create an environmental management system (EMS) procedure to ensure compliance with this permit requirement. Submit this procedure to NRW.	28/02/2023
G4	Action 4: Provide a completed Part B Notification for each of these investigations. Ensure EMS procedures control the notification system and ensure closing out with a populated Part B which, is sent to NRW upon completion of the investigation.	03/02/2023
B5	Action 5: Investigate the working-life and shelf-life of the oxygen probes and the individual components of the oxygen probes such as the zirconia cells. In light of the discovered information review continuous emissions monitoring preventative maintenance procedures and amend as necessary. Communicate the findings in writing to NRW.	28/02/2023

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

This Compliance Action Report (CAR) has been raised to report on a recent site inspection, quarterly monitoring returns, waste returns and submitted notifications.

Site Inspection

This was a pre-organised site inspection at Queensferry Mineral Fibre Works by the Natural Resources Wales (NRW) regulating officers.

The installation had recently had 10 actions applied in the previously issued CAR form CAR_NRW0040068 in relation to the operator's continuous emissions monitoring (CEMS). During the inspection each action was discussed in turn and updates provided and issues were discussed. The operator has moved forward with the applied actions and engaged with NRW throughout the submission and resolution process. Each of the submissions will be further reviewed and commented on by the regulating officers and further communication to accept these actions as complete will be provided in due course.

An inspection of the external areas of the installation was conducted. The external yard is comprised of an impermeable surface. Controls are in place for all discharges to water from the impermeable surface via penstocks.

A bunded area with a fuel tank, a further storage tank and an open ISO container containing other fluid containers. The concrete bund was ineffective as not only did the bund wall have a cut away at the fuel pump location dramatically reducing capacity, but the bund wall was also breached by a drainage pipe at ground level which opened to an adjacent Acco drain. In this regard the bund is unable to contain any spilt materials, see below image.



The environment manager was unable to inform the inspecting officers if the outer concrete bund had been superseded due to all of the storage vessels kept within the bund being able to meet the standards of CIRIA 736.

https://www.ciria.org/Resources/Free_publications/containment_systems.aspx

Score: (B4) Containment of Stored Materials. Permit Condition 3.2.3. CCS Score 3.

Action 1: Conduct a review into the bunded area ensuring that suitable and suitably maintained secondary containment is employed, making reference to CIRIA 736. Provide

NRW with a written review of storage and containment in this area. Deliver training to relevant site staff on storage, containment, minor spill remediation and catastrophic failure of containment in this area.

During the inspection the inspecting officers viewed the recycling area of the installation. Upon discussion it became apparent that not only was the recycling area processing site won material but also customer returns in the form of offcuts that are of the same form and composition as the waste material generated within the permitted area. This material is accepted on site under EWC 10 11 03 which, is not a permitted waste type. This comprises a breach of the permit condition and the operator is required to vary the permit if they wish to continue accepting this waste type.

Score: (C3) Materials Acceptance. Permit Condition 2.3.3, Schedule 2, Table S2.2. CCS 4.

Action 2: Raise procedures to ensure *only* single stream offcuts of Knauf insulation material produced at Queensferry Mineral Works generated by third party customers are returned to the Queensferry site. Implement waste acceptance procedures to inspect and ensure waste received under waste code EWC 10 11 03 are uncontaminated with other materials. Acceptance under these procedures is considered an interim measure, EWC 10 11 03 *must* be applied for in the next permit variation.

Q2 Waste Returns

Q2 waste returns (April - June) were received on 18/08/22. Permit Condition 4.2.5 requires that waste returns are submitted within 1 month of the end of each quarter. The Q2 waste returns should have been received by NRW by 31st July. EWC code 10 11 03 was listed as a received waste. This is a non-permitted waste type and has been discussed above.

Score: (G4) Reporting & Notification to Natural resources Wales. Permit Condition 4.2.5. CCS Score 4.

Action 3: Ensure waste returns are submitted within the end of each quarter. Review and/or create an environmental management system (EMS) procedure to ensure compliance with this permit requirement. Submit this procedure to NRW.

Q3 Waste Returns

Q3 waste returns (Jul - Sep) were received on 27/10/22 in compliance with the requirement of Permit Condition 4.2.5 that waste returns are submitted within 1 month of the end of each quarter. EWC code 10 11 03 was listed as a received waste. This is a non-permitted waste type and has been discussed above.

Q3 Monitoring Returns

Q3 monitoring returns were submitted to NRW by email on 18/10/22 in compliance with Permit Condition 4.2.3(a), Schedule 4, Table S4.1.

Extractive monitoring results were reviewed, and all found to be compliant with emission limit values (elvs). Continuous monitoring results have not been fully reviewed due to

ongoing appraisal of validity as part of the recently conducted QAL2 assessment. A valid calibration function was generated in July and applied to the CEMS on 28/09/22 therefore, the submitted averages will not reflect the application of the new calibration function.

As the new calibration function is now active for Q4, a full review of monitoring returns will be conducted on the next submission.

Notifications:

The Part A of notification EP_EX_300 regarding CO exceedances was received from the operator however, the accompanying Part B has not yet been received.

The Part A of notification EP_EX_301 regarding a CEMS hard drive failure was received from the operator. Full remediation was communicated to NRW however, the accompanying Part B has not yet been received.

The Part A of notification EP_EX_302 regarding SO₂ exceedances was received from the operator. Full remediation was communicated to NRW however, the accompanying Part B has not yet been received.

In all events the operator is now, highly effective in submitting Part A notifications. In addition, the operator fully communicates their intentions going forward to resolve issues and informs NRW of any issues that arise during remedial works implementation. The operator has failed on each occasion however, to close out these notifications with a completed Part B for each event.

Score: (G4) Reporting & Notification to Natural resources Wales. Permit Condition 4.3.1(b). Consolidated CCS Score 4.

Action 4: Provide a completed Part B Notification for each of these investigations. Ensure EMS procedures control the notification system and ensure closing out with a populated Part B which, is sent to NRW upon completion of the investigation.

The Part A of notification EP_EX_303 regarding SO₂ exceedances was received from the operator. Full remediation was communicated to NRW in addition to a completed Part B notification. Oxygen probe failure had led to spurious SO₂ readings. O₂ reading were significantly higher than normal, and readings were also noisy. Other parameters were assessed to indicate whether the O₂ and associated SO₂ readings could be trusted, and a surrogate constant for O₂ was applied. Resolution was achieved by changing failing components in both the in use and on-site spare probe. SO₂ is not considered to have actually breached during the period of notification.

Score: (B5) Plant & Equipment. Permit Condition 1.1.1(a). Action Only.

Action 5: Investigate the working-life and shelf-life of the oxygen probes and the individual components of the oxygen probes such as the zirconia cells. In light of the discovered information review continuous emissions monitoring preventative maintenance procedures and amend as necessary. Communicate the findings in writing to NRW.

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.