

Compliance Assessment Report CAR_NRW0041244

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: Report/Data Review, Reason: Routine.

On 30/12/2022.

Parts of permit assessed: Q4 Returns and Annual Report

NRW Lead Officer: Paul Challender.

Report sent to: Graham Jones, Environment, Energy & Compliance Manager on 17/02/2023.

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

| Part of permitted activity assessed (criteria) | Assessment result | Permit condition |
|--|-------------------|---|
| C3 - General Management - Materials acceptance | C4 No impact | Permit Condition 2.3.3, Schedule 2, Table S2.2. |
| E5 - Emissions - Waste | Action only (X) | |
| E1 - Emissions - Air | C3 Minor | Permit Condition 3.1.2. |
| G1 - Monitoring and Records, Maintenance and Reporting - Monitoring of emissions and environment | Assessed (A) | |
| G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales | Assessed (A) | |

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

| Total number of non-compliances recorded | Total non-compliance score |
|--|----------------------------|
| 2 | 4.1 |

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 |
|----------|--|-------------|
| C3 | Action 1: 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 | 17/03/2023 |

| Criteria | Action needed | Complete by |
|----------|--|-------------------|
| | applied for in the next permit variation. Submit these procedures to NRW. | |
| E5 | Action 2: For EWC 10 11 03 coded waste removed under recovery code R10, provide a waste description, details of the receiving site/operator and provide a copy of a completed waste transfer note for each recipient (locations listed as Bolton and Stoke-on-Trent in the returns). | 31/03/2023 |
| E1 | Action 3: No action applied. Operator investigated root cause and implemented procedures to prevent reoccurrence. | Already completed |

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 Assessment Form (CAR) has been raised to review and comment upon the Q4 Monitoring Returns (including 6 monthly & annual monitoring returns), Q4 Waste Returns, and the Annual Report.

All returns and reports were submitted within the timeframes required by the tables in Schedule 4 of the environmental permit.

Q4 Waste Returns

Waste Returns were submitted as per the requirements of Permit Condition 4.2.5.

EWC 10 11 03 is still listed as a received waste type. This unpermitted waste type was discussed in CAR_NRW0040574. The action applied in that CAR form has a compliance date of 03/02/2023 and NRW awaits your response. The operator started to investigate this issue but a waste acceptance procedure as required by the actions compliance date has not been submitted with regard to this waste stream.

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

Action 1: 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. Submit these procedures to NRW.

The waste returns list EWC 10 11 03 as a waste removed from site with the recovery code

'R10 Land treatment resulting in benefit to agriculture or ecological improvement'. The regulating officer would like to review further information regarding this waste stream as per the action below.

Action Only: (E5) Emission Waste. Permit Condition 1.4.1.

Action 2: For EWC 10 11 03 coded waste removed under recovery code R10, provide a waste description, details of the receiving site/operator and provide a copy of a completed waste transfer note for each recipient (locations listed as Bolton and Stoke-on-Trent in the returns).

Q4 Monitoring Returns

Q4 Monitoring Returns including the 6 monthly & annual monitoring returns were monitored and submitted as per the requirements of Permit Condition 3.3.1 & 4.2.3.

All monitored and reported parameters except SO₂ at Emission Point A were compliant with emission limit values (elvs).

The breach in the elv for SO₂ at Emission Point A was appropriately identified and reported by way of Schedule 5 notification Part A. An effective investigation into the the root course of the breach was carried out and reported to NRW. The actions implemented to ensure that the sodium bicarbonate powder remains dry are in place and a breach of this nature has not reoccurred.

On this occasion SO₂ breached the 1350 mg/m³ elv with a recorded maximum daily average value of 1446.75 mg/m³.

Score: (E1) Air. Permit Condition 3.1.2. CCS 3.

Action 3: The operator investigated the root cause and implemented procedures to prevent a reoccurrence. No further action required.

Annual Report

The Annual Report and performance parameters were submitted as per the requirements of Permit Condition 4.2.2(a, b & c). The report reviews and comments upon trends in monitoring results, the investigation of incidents as raised by members of the public and notifications generated in the reporting year.

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.