

Compliance Assessment Report CAR_NRW0042318

Permit being assessed: BW9999IG.

For: Chirk Particleboard Factory, **held by:** Kronospan Ltd

At: Chirk Particleboard Holyhead Road , Chirk, Wrexham, Clwyd, LL14 5NT.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 21/08/2023.

Parts of permit assessed: Schedule 5 Notifications Part ABs Q2 2023..

NRW Lead Officer: Ian Oakes.

Report sent to: Chris Emery, Director, on 29/08/2023.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Management - General management	C3 Minor	1.1.1
IR1A - Management - General management	C3 Minor	1.1.1

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

Total non-compliances recorded	Total non-compliance score
2	8

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
IR1A	In the event of both MDF lines being on an unplanned outage. Both K7 & KB biomass boilers will be reduced to 60% output, by stopping all granulate and dust burners. Update procedures accordingly.	31/10/2023
IR1A	Damaged sections replaced. Provide an update of blow line inspections and replacement.	31/10/2023

Compliance 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.

You are non-compliant with your permit.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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

Schedule 5 Notification Part ABs Q2 2023

1. 13 April 2023 MDF2 restarts and K7 Biomass Boiler emissions at A26

Notification Part A was submitted 13 April and relates to the operation of MDF2 and K7 Biomass Boiler emissions at A26:

A mechanical failure occurred on MDF 2, this caused 10 restarts between 06:59 and 15:13 resulting in 50% availability during this time. During this downtime, K7 vented through its emergency stack, causing an increased odour likely in the form of TVOCs. Controlled shutdowns of K7 boiler commenced, however, the numerous restarts of MDF 2 restarted operation until MDF2 remained in stable production. Three resident complaints were received as a result of this incident.

A Notification Part B was submitted on the 23 June to add:

At 06:33 MDF2 stopped due to a collapsed bearing on the forming belt, restarting at 07:32. Following this a further 9 shutdowns occurred between 08:23 - 15:13 as a result of a belt blockage, a size change and seven steel belt mistrack. MDF1 was also shutdown between 08:25 - 09:03 and 10:55 - 15:14. K8 was maintained at full operating output whilst K7 was reduced to 30% of output.

Measures taken to prevent recurrence

In the event of both MDF lines being on an unplanned outage. Both boilers will be reduced to 60% output, by stopping all granulate and dust burners.

Compliance

Failure to minimise the risk of pollution (release of odour from emission point A26) is considered to be a breach of condition 1.1.1 with respect to operations and maintenance (in particular) and attracts a non-compliance score of C3.

1.1.1 The operator shall manage and operate the activities: (a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those

drawn to the attention of the operator as a result of complaints: and (b) using sufficient competent persons and resources.

Action

Update procedures to reflect measures taken to prevent recurrence by 31 October 2023.

2. 11 May 2023 Holed granulate blow line located near Middle Road at roof level

A Notification Part A was submitted on 11 May relating to releases of dust from a holed granulate blow line:

Release of material from a blow line at the location above. Granulate material extracted edge trimmings from finished MDF boards. Intermittent leak from the blow line occurred due to wear on a spool section. The leak was difficult to locate due to the intermittent operation of the blow line and lack of pressure drop. Process stopped on detection and temporary repair completed, site shutdown planned 15/5 - 17/5 when a permanent repair will be undertaken.

A Notification Part B was submitted on the 23 June to add:

Pinhole leak on an intermittent production blow line, high level searches including drone usage did not highlight this issue. 10 complaints recorded as a result. Scaffolding was erected on 12 May with replacement section fitted on Monday 15 May. Hourly checks on this blow line were carried out between temporary and permanent fix.

Measures taken to rectify and prevent

All blow lines will have a schedule of NDT (none destructive testing) to predict future deteriorations. Focus will be on elbow sections and higher abrasive materials.

Compliance

Failure to minimise the risk of pollution (releases of dust from a holed blow line) is considered to be a breach of condition 1.1.1 with respect to operations and maintenance (in particular) and attracts a non-compliance score of C3.

1.1.1 The operator shall manage and operate the activities: (a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints: and (b) using sufficient competent persons and resources.

Action

Provide an update on blow line inspections and replacement by 31 October 2023.

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.

If your assessment result in Section 1 is suspended, what does this mean?

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 compliance criteria (used in section 1 and 2):

1. Management

- IR1A – General management
- IR1B – Finance (only applicable to Landfill)
- IR1C – Energy efficiency
- IR1D - Efficient use of raw materials
- IR1E - Avoidance, recovery and disposal of wastes produced by the activities
- IR1F - Multiple operator installations

2. Operations

- IR2A – Permitted activities
- IR2B – The site
- IR2C – Operating techniques
- IR2D – Technical requirements
- IR2E – Improvement programme
- IR2F – Pre-operational conditions
- IR2G – Landfill engineering (only applicable to Landfill)
- IR2H – Waste acceptance (only applicable to Landfill)
- IR2I – Leachate levels (only applicable to Landfill)
- IR2J – Closure and aftercare (only applicable to Landfill)
- IR2K – Landfill gas management (only applicable to Landfill)

3. Emission and Monitoring

- IR3A – Emissions to water, air or land
- IR3B – Emissions of substances not controlled by emission limits
- IR3C – Odour
- IR3D – Noise and vibration
- IR3E – Monitoring
- IR3F – Pests
- IR3G – Air quality management plans
- IR3H – Monitoring for the purposes of the Industrial Emissions Directive (this heading includes Large Combustion Plants)
- IR3I – Fire

4. Information

- IR4A – Records
- IR4B – Reporting
- IR4C – Notification

Enforcement response

Any non-compliance with a permit condition 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 twenty 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 to 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.