

Compliance Assessment Report CAR_NRW0042543

Permit being assessed: BX8289IW.

For: Soft Drinks Site– Cardiff, **held by:** Princes Ltd

At: Portmanmoor Road, East Moors, Cardiff, South Wales, CF24 5HB.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 13/07/2023 - 29/09/2023.

Parts of permit assessed: Monitoring Returns.

NRW Lead Officer: Geraint Harris.

Report sent to: John O'Malley, Health, Safety and Environment Manager, on 29/09/2023.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR3A - Emissions and monitoring - Emissions to water, air or land	Action only (X)	
IR3B - Emissions and monitoring - Emissions of substances not controlled by emission limits	Action only (X)	

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

Total 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
IR3A	Action 2: Please check that the values for COD for Q2 2023 (12241 -14628) are correct. If these are the true values please investigate why the COD has started increasing substantially.	01/11/2023
IR3B	Please provide an update on the installation of the sewer checkvalve.	01/11/2023

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.

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

Princes Ltd

EPR-BX8289IW

CAR_NRW0041865 Action 1: Please submit a report satisfying permit condition 4.2.2(a) by the 30th of June 2023.

NRW received the report on the 29th of June 2023 titled H&S Section, Management Review. This review consists of certain sections of Prince's management review for the financial year 2022-2023. The sections provided encompass the past years environmental, health and safety performances. With regards to the environmental section, Princes begin with their environmental objectives which include:

- Improve the efficiency of the management of juice
- Ensure that the effluent flow meter is compliant with the requirements for MCERTs.
- Continue to improve energy and resource efficiency in line with wages 2020
- Review and advise on the BREF notes for the Food, Drink and Milk Industries IED 2020/75/EU requirements
- Improve the current recycling to prevent contamination and produce increase rebates.

In addition to the objectives above, there are a series of objectives and targets tabulated on page 23 of this management review. Upon reviewing the contents of this table and the previous 4 years, the content is almost an exact carbon copy of the past 4 years of management reviews. For example, the progress assessment for waste reduction YTD has been 53.9% for the past 4 years which is dubious. It appears that this table is no longer relevant since it is no longer being edited and furthermore, the table doesn't show any measurable progress on each of the targets which also haven't changed over the past 4 years.

Recommendation: It is clear from the previous CAR Form (CAR_NRW0041865) that Princes are making progress on the objectives tabulated below. Princes should review this table and assess whether it is still pertinent. If the targets are still being pursued, then NRW recommend amending the table so that progress against these targets is measured and recorded annually.

ISO14001 2022-2023

	Objective	Target	Who	When	Plans	Progress Assessment	2020-21 Proposed
1	Energy Reduction Reduce Electricity usage by 5% per case @2012	Average 2012 = 0.411 kWhr/Case Target = 0.371 kWhr/Case	Factory Engineer EHS Manager Energy Reduction Team	May-2333333333	1. Monitor via Utility spread sheet and graph 2. Log shutdown data against half hourly data to determine energy maps 3. Meter log equipment usage and starting energy mapping equipment 4. Establish an energy improvement team to reduce energy use. 5. Energy reduction programme on lines 6. Improve the monthly reporting system to support the improvements required. Plan to use MES for IPC to monitor utility in Process e.g. Chill energy use	Electricity usage monitored kWhr/case will be confirmed end of year once all billing information received	
2	Waste Reduction Increase OEE to improve waste production at source from 2012 @ 59%	Improve OEE to 70%	Operations Manager	Mar 23	1. Complete SIG, GEA and Mariani training and competence 2. Complete SIG, GEA and Mariani snag lists	YTD = 53.9%	70%
3	Water Reduction Reduce water L/L usage by 5% from 2012	2012 1.34 L/L Target = 1.27 L/L Below 1.20 litres of water per litre of finished product.	Operations Manager, Engineering Manager EHS Manager	Dec-23	1. Monitor via Utility spread sheet and graph 2. Include water reduction programme on site in the energy resource improvement team. 3. Review KPI to establish litres of water per litre of finished product and report monthly. 4. Train and educate colleagues in water efficiency	Water usage monitored L/L and a reduction on 1.20 litres of water per finished product.	
5	Waste Reduction Continue with no waste to landfill.	Zero to landfill Improve contamination and increase rebate on the solid waste.	Operations Manager EHS Manager	Mar-23	1. Monthly monitoring with FWM Limited. 2. Improve waste segregation at site 3. Increase rebate for recyclable waste 4. Reduce the carbon footprint of the waste management system compared to 2016.	Waste reduction, 1291 tonnes produced in 2016 (including waste juice) Improve the rebate return for recyclable waste	Zero to landfill Reduce waste
6	Monitoring of Effluent Ensure compliance with MCERTS and IPFC Permit regarding the flow meter. No pH and suspended solids breaches Improve the efficiency of the juice waste	Reduce the suspended solids and COD in the effluent waste. Averages were COD 4966, suspended solids 236.04 Consistent pH levels within the consent limits.	Operations Manager Engineering Manager EHS Manager	Sep-23	1. Implement waste juice efficiencies 2. Continue to remove effluent from site for anaerobic digestion 3. Improve the effluent flow meter compliance 4. Establish a system for compliance with effluent consent limits and no breached in pH and suspended solids.	Effluent meeting permit compliance. Waste juice going to animal feed	Reduce effluent through efficiency of equipment & rework

CAR_NRW0041865 Outstanding Actions:

The actions within CAR_NRW0040459 were discussed in turn during an onsite meeting on the 17th of May 2023 and highlighted in CAR_NRW0041865.

Risk Matrix

CAR_NRW0040459 Action 2: Upon review of document F068, we are unclear of the qualification of the scoring matrix. Please can you explain what the scores 1-5 for likelihood and consequence mean? For example, does 5 for likelihood mean that it is constant/daily? Please can you explain the scoring system? Due 20th December 2022.

Princes talked about the scoring system and were able to demonstrate what each of the scores of 1-5 for consequence represented. We discussed the scoring for likelihood and the operators were unsure if each of the numbers 1 to 5 signified a timeframe or probability such as 1/100 years etc. It is recommended that Prince’s look into this and try to quantify the likelihood scoring.

Princes have since provided a copy of their risk matrix for their aspects and impacts register, see below. Princes also provided a detailed explanation for each of the severity criteria within the matrix. NRW consider this action complete.

		Severity				
		1 Negligible	2 Minor	3 Moderate	4 Major	5 Severe
Risk	1 Continuous > daily	1 Low	2 Low	3 Low	4 Low	5 Low
	2 Recurrent < daily – weekly	2 Low	4 Low	6 Medium	8 Medium	10 Medium
	3 Frequent < weekly – monthly	3 Low	6 Medium	9 Medium	12 Medium	15 High
	4 Infrequent < monthly – annually	4 Medium	8 Medium	12 High	16 High	20 High
	5 Occasional < annual – 10 years	5 Medium	10 Medium	15 High	20 High	25 High

Emissions to Sewer

Within Princes most recent permit variation application under the heading Point Source Emissions to Sewer – Proposed Arrangements it states the following: “Once these improvements have been made, an accurate baseline will be established and if deemed necessary following systematic sampling and pH testing, Princes will design an effluent neutralisation system, including an appropriate buffer storage capacity for wastewater to adjust the pH of the effluent prior to discharge to foul sewer”.

CAR_NRW0041865 Action2: Has an accurate baseline been established? If so, please can you provide NRW with the supporting information and any justifications relating to this information? Due 30th of June 2023.

Having reviewed the previous submissions for the effluent discharges to sewer, there have been a number of times when the pH has been on the low side. Princes’ permit requires them to undertake monitoring but doesn’t prescribe any emissions limits. Instead, the limits are stipulated in a Welsh Water (DCWW) trade effluent consent. Upon discussion about out of specification effluent, more specifically low pH, Princes explained that lower pH values are because of increased loss of acidic based fruit juice and so for financial reasons action is taken to quickly resolve this. They also state that any out of spec effluent also results in financial penalties from the sewage provider (DCWW). Having noticed that the pH was low in the most recent monitoring returns, I emailed DCWW to ask if they were planning on taking action because of the noncompliance with their trade effluent consent. DCWW replied “the pH of 3.9 was a one-off, so we would not have taken action on this one as they returned to compliance at the next sample”. No further action is being taken. **However, as stated in the above, if the baseline pH values going forward start to show consistently low pH discharges to sewer, Princes will have to implement a neutralisation treatment step to their effluent system.**

Trade Effluent Isolation Valve

CAR_NRW0041865 Action3: If Princes are no longer planning on installing an isolation system for the main trade effluent outflow from the Installation at S1. Please explain how Princes intend to contain a major spill on their site? Due 30th of June 2023.

Princes provided a copy of the isolation system they intend to install at their Cardiff site. Princes plan on installing a hydraulic CheckValve™ which is a hydraulically activated drain closure system which contains pollutants, oil spills and firewater runoff issues on site within seconds of an incident and contains until such time as a release is authorised. The system comprises a control panel and drain closure valve. As of the 19th

of July 2023, the isolation valve had not been installed due to process of needing to set the third-party account onto Princes' payment system, which was taking longer than usual.

New Action1: Please provide an update on the installation of this valve. **Due 1st November 2023.**

Q2 Monitoring Returns

The Q2 monitoring returns were received on time on the 13th of July 2023. The values for COD look significantly higher than previous results.

Reporting Period	Q3 2022	Q4 2022	Q1 2023	Q2 2023
COD mg/l	1263	1512	1761 -8990	12241-14628

Having spoken with DCWW their results for Q2 2023 appear significantly lower than what Princes have reported.

DCWW monitoring results:

Date	COD mg/l
14 th Jun	1702
24 th May	819
24 th Jun	166

Action 2: Please check that the values for COD for Q2 2023 (12241 -14628) are correct. If these are the true values please investigate why the COD has started increasing substantially. **Due 1st November 2023.**

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.

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.