

Compliance Assessment Report CAR_NRW0043102

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: Report/Data Review,

Reason: Routine.

On: 30/09/2023.

Parts of permit assessed: Q3 Monitoring Returns.

NRW Lead Officer: Paul Challender.

Report sent to: Graham Jones, Environment and Compliance Manager, on 27/02/2024.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR3E - Emissions and monitoring - Monitoring	C3 Minor	Permit Condition 3.3.1(a), Schedule 3, Table S3.1.
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Result types are explained in more detail in the 'Important Information' section below.

Total non-compliances recorded	Total non-compliance score
4	16

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
IR3E	Action 1: Ensure CEMS equipment is functioning correctly for NOx measurement. Conduct root causes investigation.	Already completed
IR3E	Action 2: No action applied.	Already completed
IR3E	Action 3: Create a methodology for identifying failure of this analyser and raise a procedure. Submit the procedure to NRW.	16/02/2024
IR3E	Action 4: Appoint an appropriate contractor to conduct a QAL2 campaign and submit the report to NRW. Already completed. Action 5: Confirm to NRW in writing that newly generated QAL2 calibration functions have been applied to the CEMS system within six weeks of receipt of the test laboratory report.	08/01/2024

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

This Compliance Assessment Report (CAR) has been raised by the Natural Resources Wales (NRW) regulating officer, Paul Challender to report on the Quarter 3 monitoring reports and associated notification submissions by the operator Knauf Insulation Limited.

Q3 Monitoring Returns

The Q3 Monitoring Returns (Jul - Sept 2023) were received within the required timeframe and all required information was reported. In addition, notifications for this time period were raised via a Part A submission and closed out with the outcomes of relevant investigations. Again, it was reported via notification that discrete areas of the CEMS system had failed and required repair and replacement. The operator utilised it's appointed contractor to perform swift remote and on-site fault identification and resolution where appropriate. An ongoing

issue however, occurred with regard to the QAL2 calibrations. These issues are discussed below.

Notification 315:

A Part A and post-investigation Part B were received for issues with NO_x readings affecting 1530 on 21/07/23 - 1600 22/07/23. Readings for NO_x were minimally affected due to a mirror being out of alignment due to a worn grub screw.

Score: IR3E - Monitoring. Permit Condition 3.3.1(a), Schedule 3, Table S3.1. Score C3.

Action 1: Ensure CEMS equipment is functioning correctly for NO_x measurement. Conduct root causes investigation. *Already completed.*

Notification 316:

Schedule 5 received due to a fixed value for oxygen being applied to the CEMS system leading to artificially high SO₂ values by a service engineer. Once identified and real time O₂ were reinstated the SO₂ levels returned to expected compliant levels. It is believed by the operator that a no breach of emission limit values (ELVs) occurred.

Score: IR3E - Monitoring. Permit Condition 3.3.1(a), Schedule 3, Table S3.1. Score C3.

Action 2: No action applied.

Notification 327:

The laser of the AR650 analyser failed. The failure was not identified for several days. This failure affected the readings for CO and H₂O for the period from 26/08/23 to 01/09/23. CO values before and after failure are as expected and well below the permitted ELV. All other parameters monitored were normal, indicating normal operations.

Score: IR3E - Monitoring. Permit Condition 3.3.1(a), Schedule 3, Table S3.1. Score C3.

Action 3: Create a methodology for identifying failure of this analyser and raise a procedure. Submit the procedure to NRW.

Notifications 317 - 326, 328, 330 - 334, & 336 - 339:

Oxygen probes were changed and then subsequently believed to be over correcting for O₂ leading to higher than expected SO₂ values due to an incorrect calibration function. The operator believes that the SO₂ values are compliant as no other alterations made to the CEMS system. A QAL2 campaign was been scheduled for the earliest available timeslot in early October.

The QAL2 campaign has been completed and the report has been submitted to NRW. It will be discussed in the next CAR form raised for the Q4 Monitoring Returns.

Score: IR3E - Monitoring. Permit Condition 3.3.1(a), Schedule 3, Table S3.1. Score C3.

Action 4: Appoint an appropriate contractor to conduct a QAL2 campaign and submit the report to NRW. ***Already completed.***

Action 5: Confirm to NRW in writing that newly generated QAL2 calibration functions have been applied to the CEMS system within six weeks of receipt of the test laboratory report.

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.