

Compliance Assessment Report CAR_NRW0044945

Permit being assessed: BV41771S.

For: Volac Felinfach, **held by:** Volac International Limited

At: Felinfach, Lampeter , Ceredigion, SA48 8AG.

Type of assessment: Site Inspection,

Reason: Routine.

On: 17/07/2024 between 09:00 and 12:30.

Parts of permit assessed: Operations, Emissions & Monitoring.

NRW Lead Officer: Rhydian Cox.

Report sent to: HSE Officer, HSE Officer, on 15/08/2024.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR2A - Installations - Operations - Permitted activities	Assessed (A)	
IR2B - Installations - Operations - The site	Assessed (A)	
IR3C - Installations - Emissions and monitoring - Odour	Assessed (A)	
IR3D - Installations - Emissions and monitoring - Noise and vibration	Assessed (A)	

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?

No action required.

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 Report (CAR) details the comments of Natural Resources Wales (NRW) Officers for the site inspection conducted on 17 July 2024 at Volac International Limited, The Old Creamery, Felinfach, Lampeter, SA48 8AG, for activities held by Volac International Limited (the operator) under the environmental permit ERP-BV4177IS.

The visit purpose was to conduct an introductory inspection of the site and handover regulatory duties to Senior Regulatory Officer Rhydian COX. No non-compliance scores were recorded against the operator's permit conditions on this inspection.

Attendees

- Rhydian Cox - Senior Regulatory Officer, NRW
- HSE Officer, Volac International Limited
- WWTP Manager, Volac International Limited
- Head of Supply Chain, Volac International Limited
- Et al, Volac International Limited

Inspection Commentary

NRW officer arrived at site at 09:00 and was greeted and signed in by Volac's HSE Officer. Weather conditions were partially cloudy with light wind and good visibility. An open agenda was sent in advance of the site visit alongside a request for any additional topics for discussion.

Introductions were made and discussions were had around site contacts and personnel changes. A presentation was provided on the history of the site, processes, environmental policy and compliance. Discussions were then had around the Environmental Permitting Regulations (EPR) permit and future developments at the site in relation to company changes and the closure of the neighbouring site, Sensient Flavours Limited.

Volac, alongside Sensient discharge their process effluent for treatment to an Effluent Treatment Plant (ETP) operated jointly as a consortium of both companies - Felinfach Wastewater Treatment Plant. The ETP operates under a separate permit (EPR-BP3135EB), which is also regulated by NRW. Inspection of the ETP occurred later the same day and is detailed in a separate CAR (CAR_NRW0044949).

A detailed site tour was then undertaken around the entirety of the Volac site, encompassing the Biomass plant and the factory where the whey products are produced. This was in order to gain a better understanding of how the site operates and how all the areas are controlled and linked with each stage of the processes undertaken. There was no evidence of offensive odours, pests, excessive noise, or areas of concern identified during the site tour. A point was raised by the operator regarding the encroachment of Himalayan Balsam on the site and the potential flood risks associated with the invasive plant. A contractor had been assigned for the removal. A request was made to explore if funding or support could be accessed through NRW for the removal of the balsam.

Upon completion of the site tour, further discussions were then had around business challenges in respect of the delays within the NRW Permitting department. There is a permit variation currently awaiting determination for the change in legal entity from Volac International Limited to Volac Whey Nutrition Limited. There is a variation in for this change to both Volac's EPR permit and the ETP permit. The operator was keen to stress the importance of a quick turnaround on determination as any delays would impact the ability for the business to submit further variations for changes onsite, such as the variation intended for submission for the installation of two new chemical storage tanks.

END OF 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.