

## Compliance Assessment Report CAR\_NRW0045004

**Permit being assessed:** CB3091HY.

**For:** Llangadog Pet Foods Plant, **held by:** United Petfood UK Limited

**At:** Tywi Valley Food Park, Station Road, Llangadog, SA19 9LY.

**Type of assessment:** Site Inspection,

**Reason:** Routine.

**On:** 24/07/2024 between 10:00 and 11:45.

**Parts of permit assessed:** See Section 4. .

**NRW Lead Officer:** Benjamin Taylor, accompanied by Alex Bowder.

**Report sent to:** Head of Health, Safety and Environmental, United Petfood (UK) Ltd, on 21/08/2024.

### 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	Action only (X)	
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	Action only (X)	
IR3A - Installations - Emissions and monitoring - Emissions to water, air or land	C3 Minor	Permit condition 3.1.1.
IR2C - Installations - Operations - Operating techniques	C3 Minor	Permit condition 2.3.1a.
IR2C - Installations - Operations - Operating techniques	C3 Minor	Permit Condition 2.3.1a.

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

Total non-compliances recorded	Total non-compliance score
3	12

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
IR2A	Operator is to vary their permit to incorporate changes to the boiler system on the Installation.	30/09/2024
IR3B	Operator to submit evidence to NRW of implemented precautionary measures.	31/10/2024
IR3A	Operator is to vary the permit to incorporate the additional discharge point to controlled waters into the permit.	30/09/2024
IR2C	Same as IR3A Action.	30/09/2024
IR2C	Operator is to ensure all documentation related to the transfer of waste offsite is fully completed and readily available when requested.	19/08/2024

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.

**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

### Introduction

On the 24<sup>th</sup> of July 2024, Natural Resources Wales (NRW) visited United Petfood Ltd (the Operator) at their Llangadog Site in order to conduct a Site Inspection.

### **Scope**

The inspection was a pre-arranged visit, which focused on the following aspects of the Installation:

- Effluent Treatment Plant (ETP).
- ETP Autosamplers.
- Chemical Storage and Deployment.
- Drainage Infrastructure Outfalls.
- Foul Water Cesspit.
- Groundwater Abstraction Points.

Prior to the visit, NRW requested that the Operator supplied the following documentation:

- Cesspit Waste Transfer Documentation.
- ETP Sludge Waste Transfer Documentation.

## **Site Observations**

The Inspection began with an introductory meeting, where the agenda for the visit was discussed and the Operator provided information regarding the operations at the Installation. The Operator stated that there had been significant financial investment in the Site's infrastructure since December 2023, with the Installation now operating on a 24/4 production. NRW were also shown the new IT suite, which will provide in-house training to increase staff competence/awareness across relevant areas of the business. The Operator also updated NRW on their pursuit of implementing a glycol system that has the potential for a 40% increase in water efficiency.

### **Boiler House**

During the inspection, the Operator informed NRW of a proposed upgrade to the boiler system at the Installation. This will include the construction of a new boiler house, and subsequent decommissioning and demolition of the current boiler (A1, as shown in Schedule 7). It is proposed that the new boiler house will utilise A2, which will become the Installation's primary emission point to atmosphere following demolition of the A1 stack. The Operator informed NRW that the boiler would operate off Natural Gas and have a thermal output of 8.776 MW/h. NRW informed the Operator that these changes will need to be captured within a permit variation.

**Action: Operator is to vary their permit to incorporate changes to the boiler system on the installation.**

### Autosamplers



*Image 1: Autosamplers fitted pre-treatment (left), during treatment (mid) and post-treatment (right)*

These autosamplers have been installed by the Operator on the 22<sup>nd</sup> of July 2024 to fulfil requirements outlined by IC1 within *Schedule 1: Table S1.3*. They will in-place for 14 days and have been fitted in the Detritus Pit, Dissolved Air Flotation (DAF) Plant and the Clarifiers. This will provide critical information into the functionality of the ETP, by ascertaining the flow characteristics and chemical composition of effluent entering and leaving the plant. The Operator informed NRW that the United Petfood Ltd are responsible for changing the bottles daily, these are then stored in a refrigerated area prior to collection by courier for the lab. These collections are scheduled to occur three times per week.

### Chemical Storage and Deployment



*Image 2: Chemical Storage Compound*

The Chemical Compound was inspected, this area was used to house substances including Chlorfoam Plus, Sodium Hypochlorite and Degreaser. IBCs and containers were stored within the curtilage of IBC Pallet Bunds with drip trays also present below the valved nozzles. A sealed and fully stocked oil specific spill kit and stocked chemical spill kit was present within the compound. This would facilitate a prompt response in the event of a spillage provided the onsite staff have received training to ensure competence.



*Image 3: ETP Chemical Storage*

Chemicals associated with the treatment process within the ETP were noted as benefitting from a form of secondary containment. Ferric Chloride (left) was housed within the curtilage of an IBC Pallet Bund, whereas a partial 'bund' surrounded Sodium Hydroxide IBC and Aquatreat N223 containers. NRW were informed during the visit that in the event of a spillage, the linear drainage channels would direct contaminated water into the ETP for treatment.

Storage of the Sodium Hydroxide and Aquatreat N223 does not meet guidelines outlined by CIRIA C736, which specifies that a bund must be able to retain products for a minimum of eight days and in some circumstances considerably longer. On the 5<sup>th</sup> of August 2024, NRW requested further information regarding the implications and subsequent procedures associated with a failure of the Sodium Hydroxide vessel. The Operator informed NRW that in the event of vessel failure, the substance would be contained within the storage area and managed from there. The effluent would be sampled and analysed to ensure they are within compliance levels before any further discharges to controlled waters will occur. The Operator stated as a precautionary measure, a standalone bund would be installed and an additional environmental risk assessment would be undertaken.

**Action: Operator to submit evidence to NRW of implemented precautionary measures.**

Currently the chemicals are stored outside and largely uncovered, this will allow the entry of rainwater and as a result will reduce the overall containment capacity of the bund (minimum 110% as outlined within CIRIA C736). The Operator informed NRW of their intention to house chemicals internally (where possible) in the future, until then the bunds are inspected periodically and dewatered as required. The frequency of these inspections is largely dependent on the perceived weather conditions.



Image 4: ETP Dosing System

Chemicals utilised within the effluent treatment process are deployed via usage an automatic dosing system (AQUAtreat Dosatron). This equipment has been newly installed by the Operator in response to requirements outlined by IC4 of the Permit's Improvement Condition Programme. NRW were informed that the level of dosing is dictated by the flow of effluent through the plant.

## Effluent Treatment Plant



*Image 5: Sludge Tank Level Sensor*

During the visit, the ETP associated with the Installation was partially inspected. This included the DAF Plant, Sludge Tanks and V-Notch Flow Meter Chamber. Sludges generated by the flocculation processes within the DAF Plant are collected from the surface. These are then stored within the adjacent sludge tank to be utilised within an external anaerobic digestion plant. To prevent overflow, this tank is fitted with an automatic level sensor which NRW noted as reading 7.026m. The Operator informed NRW that the maximum level that can be achieved is around 8.00m, and a collection had been arranged by the anaerobic digestion company for the following day. As a contingency measure, the Operator advised that they have a local company to collect the ETP sludge in the event that the anaerobic digestion plant is unable to arrange collection themselves.

Prior to the visit, NRW requested Waste Transfer Documentation (WTN) for the previous year, this was provided by the Operator on the 22<sup>nd</sup> of July 2024. These showed the frequent collection of ETP sludges by a consistent waste carrier; however the waste recipient section was not completed as required by The Duty of Care code of practice under Section 34(7) of The Environmental Protection Act 1990. The Operator stated that they had become aware of this and attributed it to a lack of awareness by the individual in charge of the documents. They requested the completed WTNs, which were provided to NRW on the 22<sup>nd</sup> of July 2024.

The Duty of Care code of practice can be accessed via:

[Waste duty of care: code of practice \(accessible version\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/waste-duty-of-care-code-of-practice)



Image 6: V-Notch Flow Meter Chamber

The V-Notch Chamber is the final point within the ETP before the outfall into the River Towy. The chamber is fitted with an MCERTS accredited Pulsar Ultra 4 flowmeter (Serial No. 349763 4446) and Sensor DB3 (Serial No. 179036-2021). The Operator informed NRW that daily samples are collected from this location for analysis at their onsite lab.

### Drainage Infrastructure Outfalls

The Operator has one permitted outfall (referenced S1 within Schedule 7), which discharges treated effluent into the River Towy. NRW were unable to inspect the outfall due to proximity to the water and vegetation growth.

A drainage plan (referenced DOC 016), which was provided by the Operator on the 12<sup>th</sup> of December 2023 indicated the presence of an additional outfall. The Operator confirmed that the drainage line visible on the plan is present, receiving uncontaminated water from rainwater downpipes associated with the warehouses prior to discharge into the Afon Brant.

This is an unpermitted outfall and contrary to permit condition 3.1.1, which states:

*'There shall be no point source emissions to water, air or land except from the sources and emission points listed in schedule 3 tables S3.1 and S3.2.'*

### Compliance

As a result of the above breaches and as per NRW policy, non-compliance scores of C3 have been

allocated against criteria's IR3A **and** IR2C for breach of permit condition 3.1.1. IR2C has been attributed as a root cause for the aforementioned compliance failure.

### Action

Operator is to vary the permit to incorporate the additional discharge point to controlled waters into the permit.

### Cesspit



Image 7: Cesspit

The cesspit receives foul water from the toilets and washing facilities on the Installation, located near the North-Western corner of the Site boundary.

The Operator was unable to produce previous WTNs for the transfer of cesspit waste as they were unable to be located on their documentation system. The retention and subsequent supply to relevant authority is a requirement of the Duty of Care code of practice under Section 34(7) of The Environmental Protection Act 1990. NRW were informed that in response, the cesspit had been cleaned the previous day, and a WTN for that service was provided to NRW on the 24<sup>th</sup> of July 2024. The Operator has since formalised a 6-monthly collection into their Integrated Management System (IMS). The Operator provided numerous invoices to NRW on the 24<sup>th</sup> of July 2024 that indicate the hire of portable welfare facilities between August 2022 and April 2024.

Permit condition 2.3.1a states:

*'The activities shall, subject to the conditions of this permit, be operated using the techniques and in*

*the manner described in the documentation specified in schedule 1, table S1.2, unless otherwise agreed in writing by Natural Resources Wales.'*

### Compliance

For the above breach, a non-compliance score of C3 have been allocated against criteria's IR2C.

### Action

Operator is to ensure all documentation related to the transfer of waste offsite is fully completed and readily available when requested.

### Groundwater Abstraction Points



*Image 8: Groundwater Abstraction Points 4, 3 and 2.*

The Installation has five groundwater abstraction points, which span along the South-eastern Site Boundary. These are used to extract water for usage within the Site's manufacturing and cleaning processes. The Operator is currently in the process of renewing their abstraction licence with NRW Water Resources.

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](mailto: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](mailto: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.