

Compliance Assessment Report CAR_NRW0044883

Permit being assessed: BB3397HN.

For: Sandycroft Waste Management Centre, **held by:** Qualitech Environmental Services Ltd

At: Prince William Avenue, Sandycroft, Deeside, Flintshire, CH5 2Px.

Type of assessment: Site Inspection,

Reason: Routine.

On: 01/08/2024 between 13:00 and 15:00.

Parts of permit assessed: See Note 4 (below).

NRW Lead Officer: Carter Shone, accompanied by Kathryn Bradshaw.

Report sent to: Technical Manager , Technical Manager, on 22/08/2024.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Installations - Management - General Management	C3 Minor	1.1.1
IR3A - Installations - Emissions and monitoring - Emissions to water, air or land	Assessed (A)	
IR4A - Installations - Information - Records	Action only (X)	
IR2C - Installations - Operations - Operating techniques	Action only (X)	
IR2A - Installations - Operations - Permitted activities	Action only (X)	

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

Total non-compliances recorded	Total non-compliance score
1	4

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	Keep records of all in house mercury testing on future TFS shipments of copper catalyst	30/09/2024
IR4A	Ensure accurate weights are recorded on the consignee returns vs the consignment notes	30/08/2024
IR2C	Provide an explanation for the time delay between collection and site acceptance for LEWIST/17989	06/09/2024
IR2A	Provide an explanation and evidence of why the wastes coded as EWC 08 04 09* was changed from hazardous to non-hazardous with supporting information	20/09/2024

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

NRW senior industry regulation officers Carter Shone and Kathryn Bradshaw carried out a site inspection and Hazardous waste audit at Qualitech on the 1st August 2024.

(IR1A) General Management

This inspection and audit were triggered as a result of 3 shipments of copper catalyst (Loads 8,9 and 10 of TFS notification GB000400031) being rejected by Nickelhutte of Germany, in March 2024. The rejection was due to the majority of the barrels having mercury levels above the acceptable limit (20ppm), with some barrels containing levels as high as 350ppm.

These loads had all been exported by Qualitech from the Sandycroft site. The material had all been received from the same customer, William Blythe, who, have since conducted an investigation as to how materials with high levels of mercury had been delivered to the Sandycroft site and have put in place measures to address the issue.

When the material arrived at the Sandycroft site it was not tested by Qualitech, which is contrary to the operators management procedure, *'The Reception, Inspection, routing and storage of containerised waste'* which states, *'The contents of each containerised waste is tested in-situ by the Site Chemist*

within one week of arrival to site'.

This has resulted in the following category 3 score.

The site has been issued with a TFS warning letter and has now sourced outside mercury testing that it will conduct on all future shipments of the catalyst material.

Score: IR1A – General Management. Permit Condition 1.1.1. Compliance Score C3.

Action: Keep records of all in house mercury testing on future TFS shipments of copper catalyst .

(IR2A) Permitted activities

The hazardous waste storage area was inspected which was well organised and clearly labelled. Different waste types and hazards were separated. The area is fully bunded with ramps into the area and two interceptors. The site has a small laboratory where pH, COD, suspended solids, and temperature can be tested on any loads brought onto site.

The site uses an electronic system for waste tracking called Quick Consign. New waste customers can be set up on this system following a pre-acceptance site visit and sampling. This then generates electronic consignment notes. Once the waste is accepted at site this will generate the Part E of the consignment note which automatically gets emailed to the waste producer.

The pre-acceptance information is not currently held on this system, but the site is looking at integrating this into the Quick Consign system. For a new customer or new wastes generated by producers, a site visit will be undertaken, and representative samples will be taken and sent off for analysis. A small sample from each drum/IBC is taken and a composite sample is then generated for analysis. Following the results, the site will decide where the waste can be moved onto.

A random list of different waste types and producers were taken from the Q1 2024 consignee returns that had been submitted by the site. The site then provided the consignment notes for the collection of these wastes and the pre-acceptance information for each of the waste producers. Consignment notes for the onward movement of these wastes were also provided.

There were a number of minor errors on the consignment notes for weights received compared to the consignee returns. There was also a delay on consignment LEWIST/17989 from when the waste was collected on 17/02/24 but was not accepted on site until 19/02/24.

Actions

- 1) Ensure accurate weights are recorded on the consignee returns vs the consignment notes
- 2) Provide an explanation for the time delay between collection and site acceptance for LEWIST/17989

The onward movement of two consignments changed from a hazardous code to a non-hazardous code:

CAC581/17894 was received to site as EWC 08 04 09* as a sludge but the solid fraction of this waste was removed under EWC 19 02 03 to Red Industries.

CAC581/18641 was received to site as EWC 08 04 09* as a solid but was removed from site under EWC 19 02 03 to Red Industries.

Action

3) Provide an explanation and evidence of why this waste was changed from hazardous to non-hazardous with supporting information

(IR3A) Emissions to water, air or land

The solvent bulking tanks are still not in use therefore no emissions monitoring has taken place.

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.