

Compliance Assessment Report CAR_NRW0045553

Permit being assessed: BT4885IT.

For: Shotton Paper Mill EPR/BT4885IT, **held by:** Shotton Mill Limited

At: WEIGHBRIDGE ROAD SHOTTON , DEESIDE, DEESIDE, CLWYD, CH5 2LL.

Type of assessment: Audit,

Reason: Routine.

On: 12/07/2024 between 10:00 and 16:00.

Parts of permit assessed: Emissions Monitoring - W1 & E1.

NRW Lead Officer: Stuart Ross, accompanied by Kathryn Bradshaw.

Report sent to: Technical Manager, Technical Manager, on 08/11/2024.

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
IR3E - Installations - Emissions and monitoring - Monitoring	C3 Minor	3.3.1
IR3E - Installations - Emissions and monitoring - Monitoring	C3 Minor	3.3.3

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
IR1A	Refer details section	31/01/2025
IR3E	Refer details section	31/01/2025
IR3E	Refer details section	31/01/2025

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 follows an Operator Monitoring Assessment (OMA) for the operator's self monitoring of emissions from emission points E1 and W1.

E1 releases waste water from the boiler 7 emissions control system to the on site effluent treatment plant before combining with other process waters. Final treated effluent is discharged to the environment via emission point W1.

The findings of the OMA are documented in the associated report.

A number of minor non compliances have been identified and are summarised as follows.

Unless otherwise specified, actions detailed in the report should be completed by 31/01/25.

Management Systems

At E1, the autosampler metering vessel inside the top of the cabinet was visibly fouled with algal growth. It is not clear what maintenance this component receives to ensure it remains clean.

Both autosamplers are refrigerated units, however during the audit it was identified that the refrigeration system on the unit at E1 had failed, the operator was unaware of this fault. Samples within the unit were warm to the touch.

No work instructions/procedures for the operation and configuration of the autosamplers were provided or appear to be in use.

The above issues are considered to be in breach of permit condition 1.1 and attract a non compliance score of C3.

Action – Repair the E1 autosampler refrigeration system and clean the metering vessel (if not already).

Action – Review the autosampler maintenance regime and ensure reliable operation.

Action – Implement procedures to describe and set out the requirement for operating and collecting samples from the autosamplers.

Action – Ensure the monitoring requirements are fully proceduralised for emission point E1, some examples where E1 has not been captured in your EMS are given in the OMA report.

Action – review procedure RCID 30229 to ensure sampling requirements for quarterly and annual parameters are captured.

Emissions Monitoring

A non MCERTS flow meter is installed at E1, and is not used in conjunction with the autosampler to collect a 24hr flow proportional sample and therefore sampling arrangements at E1 are not in accordance with permit condition 3.3.1 and attracts a non compliance score of C3.

Action – Amend the configuration of the E1 autosampler to collect a 24hr flow proportional sample as per permit requirements.

During the audit it was not clear how the W1 autosampler is configured.

Action – Clarify how the W1 autosampler is configured (i.e. to collect spot or flow proportional samples).

pH probes (YOKOGAWA EXA PH202) installed at emission points E1 and W1 are not MCERTS certified instruments. The flow measurement device at E1 is not MCERTS certified. This is not in compliance with permit condition 3.3.3 and attracts a non compliance score of C3.

Action – When any continuous emissions monitoring equipment is replaced it shall be replaced with MCERTS certified equipment where available. This requirement shall also be built into monitoring procedures.

Action - The final page of procedure RCID 30229 states that for the lagoon 3 discharge, average pH should be recorded from the DCS. The permit requires pH 'max' and 'min' to be compared against upper and lower ELVs as an instantaneous value (not averaged) – please clarify how pH data is used to compare against ELVs per discharge.

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.