

Compliance Assessment Report CAR_NRW0046066

Permit being assessed: BW9999IG.

For: Chirk Particleboard Factory, **held by:** Kronospan Ltd

At: Chirk Particleboard Holyhead Road , Chirk, Wrexham, Clwyd, LL14 5NT.

Type of assessment: Site Inspection,

Reason: Routine.

On: 23/01/2025 between 09:15 and 13:20.

Parts of permit assessed: General Management & Operating Techniques .

NRW Lead Officer: Stuart Ross, accompanied by Paul Challender.

Report sent to: Chris Emery, Director, on 03/02/2025.

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
IR1A - Installations - Management - General Management	C3 Minor	1.1.2

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

Total non-compliances recorded	Total non-compliance score
2	8

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	Action 1 - Implement a robust procedure as part of your EMS to control the fuel inputs for boilers K7 and K8 to ensure the requirements of Schedule 2 are met.	28/02/2025
IR1A	Action 2 - Following the completion of Action 1, ensure all staff with roles and responsibilities set out in the boiler fuel creation procedure receive suitable training. Maintain training records for inspection.	31/03/2025

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 (CAR) has been raised by the Natural Resources Wales (NRW) regulating officers to report on the findings of a planned site inspection at the installation 23/01/25.

During the previous site inspection 31/12/24 (ref. CAR_NRW0045964), non compliant fuel was found to be in use in Biomass Boiler K7. The primary focus of this inspection was to assess permit compliance relating to the control measures in place for ensuring only suitable waste materials are used as fuel in K7. Incinerator Bottom Ash (IBA) storage arrangements were also inspected.

The K7 boiler is a listed activity under Schedule 1, S5.1 A(1)(b) for the incineration of non hazardous waste in a waste incineration plant or waste co-incineration plant with a capacity exceeding 3 tonnes per hour.

K7 is not subject the requirements of Chapter IV and Annex VI of the Industrial Emissions Directive (IED) as the waste wood combusted in the boiler is restricted to 'exempt biomass' as detailed in the IED.

Table S2.2 in Schedule 2 of the permit lists the waste codes and descriptions permitted for use in K7.

1) Boiler Fuel Creation

Kronospan procedure 'Boiler Fuel Creation Procedure' reference KC/LOGY/PRO/0008 Rev.4 dated 20/08/19 is Kronospan's sole procedure for controlling fuel inputs in to both K7 and K8.

It was written by the previous Log Yard Manager who has since left the business and falls under the responsibility of the log yard department. The procedure primarily covers the handling and mixing of materials in the log yard and not materials delivered directly to the boilers via blow lines and silos.

During the inspection the origin of boiler fuel source materials and their final end use in either K7 or K8 was discussed with the management team.

NRW Officers visited several silos and observed the general process layout in the vicinity

of K7. It was not possible to visibly verify the blow line links between the numerous fuel sources (e.g. filter boxes) through to K7 due to the complexity of the plant layout. However, the log yard operation and fuel reception bay at K7 were easily inspected.

Following discussion and on site observations it was determined, as best as reasonably practicable, that only authorised waste fuels were being used in K7 and this was reflected in the procedure. Compliance associated with the use of reject non particleboard (MDF) with melamine facings in K7 will be reviewed by NRW and we will communicate this separately.

However, the 'Boiler Fuel Creation Procedure' is deficient and requires improvement in several areas (this is not an exhaustive list):

1. **Clear Scope:** Define the scope of the procedure to outline its purpose and applicability to the relevant onsite departments.
2. **Roles and Responsibilities:** Specify the roles and responsibilities of all personnel involved in the boiler fuel creation process. This may extend beyond the log yard department and include departments that produce waste fuels destined for the boilers.
3. **Fuel Sources:** Include all onsite process wastes authorised and permitted for use as boiler fuel, some are currently missing such as particleboard sifter residues for use in K8. Ensure that the descriptors used for source materials are consistent with those used by process operatives to avoid confusion. Make it clear that waste streams other than those listed in the procedure/permit are strictly excluded for use as boiler fuel.
4. **Control of Fuel Compound Inputs:** Detail the controls in place to ensure only authorised fuels are added to the boiler fuel compounds. Set out the steps to be taken to quarantine unauthorised waste streams identified in the boiler fuel source materials and how such events are communicated to the management team.
5. **Log Yard Operations:** Account for the dynamic nature of log yard operations that lead to changes in fuel storage compound locations, for example through the use of regularly updated and controlled work instructions for loading shovel operators. The labelling of fuel compounds is recommended.
6. **Periodic Quality Control Checks:** Implement periodic quality control checks to ensure boiler fuel is created in accordance with the permit and that procedures are being followed.
7. **Abnormal Operation:** Set out what steps are to be taken during abnormal situations that may, if not carefully controlled, potentially affect boiler fuel inputs. For example, the transfer of permitted waste types from K8 to K7.

Kronospan have not reviewed the existing procedure in over 5 years, the procedure must be reviewed at least annually and upon any significant changes to the process that may impact boiler fuel inputs.

In summary, the existing boiler fuel creation procedure is deficient and must be revised to prevent and minimise the risk of non compliant fuels entering K7. This finding, combined with no procedural training for load shovel operators (refer below) is considered to be the probable root cause of the contaminated fuel entering K7 on 31/12/24.

This is a breach of permit condition 1.1.1 and attracts a non compliance score of C3.

Compliance Assessment Report reference CAR_NRW0045964 includes an open action requiring Kronospan to complete an investigation into the root cause of non permitted waste being introduced to K7 and to take steps taken to prevent a recurrence. The findings and associated actions are to be reported to NRW by 14/02/25

Action 1 - Implement a robust procedure as part of your EMS to control the fuel inputs for boilers K7 and K8 to ensure the requirements of Schedule 2 are met. Please do so by 28/02/25 at the latest.

2) Staff Training

No records were available to demonstrate that operatives with roles and responsibilities associated with boiler fuel creation have received any procedural training, a discussion with a loading shovel operator confirmed this to be the case. During this discussion the operative confirmed that they had never seen procedure KC/LOGY/PRO/0008.

This is a breach of permit condition 1.1.2 and attracts a non compliance score of C3.

Action 2 - Following the completion of Action 1, ensure all staff with roles and responsibilities set out in the boiler fuel creation procedure receive suitable training by 31/03/24. Maintain training records for inspection.

Compliance with Actions 1 and 2 above will be determined by a follow up site inspection.

3) Incinerator Bottom Ash (IBA) Storage

Since the inspection 31/12/24, Kronospan have stored newly generated IBA in skips rather than in the bay. The stockpile of IBA in the bay has reduced and will be cleared completely.

It is recommended that skips are covered to prevent rainwater ingress and reduce the risk of leachate generation and runoff.

An action has previously been set in CAR_NRW0045964 regarding the longer term IBA and APCr storage requirements (see below).

Action 4 - *Kronospan to submit an action plan with associated timescales for completion to NRW with the steps it will take to store IBA and APC residues in a manner that prevents the contamination of land, ground and surface waters. Please do so by 14/02/25.*

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.