

Compliance Assessment Report CAR_NRW0048023

Permit being assessed: BV41771S.

For: Volac Felinfach, **held by:** Volac Whey Nutrition Limited

At: The Old Creamery, Felinfach, Lampeter , Ceredigion, SA48 8AG.

Type of assessment: Site Inspection,

Reason: Routine.

On: 02/04/2025 between 10:30 and 15:00.

Parts of permit assessed: Emissions & Monitoring.

NRW Lead Officer: Rhydian Cox.

Report sent to: Health & Safety Lead, Health & Safety Lead, on 14/05/2025.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	Assessed (A)	
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	Assessed (A)	
IR3C - Installations - Emissions and monitoring - Odour	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 following the site inspection conducted on 02 April 2025 at Volac International Limited, The Old Creamery, Felinfach, Lampeter, SA48 8AG, for activities currently held by Volac International Limited (the operator) under Environmental Permit ERP-BV4177IS.

The Volac International Limited facility at Felinfach has recently been acquired by Arla Foods Ingredients Limited (Arla). The site is currently undergoing a transitional period. An administrative permit variation will be required to reflect the change in legal entity of the permit holder. This is discussed further in this CAR.

Purpose of the Visit

There have been several changes in personnel within the Health, Safety & Environment (HSE) team at Arla, Felinfach. The site and its operations were recently acquired by Arla and are currently undergoing a phased transition from Volac Whey Nutrition Limited to Arla Foods Ingredients Limited. The purpose of this site visit was to meet the new members of the HSE team, discuss changes related to the acquisition, and review issues identified during the sampling and assessment of the site's annual monitoring returns. During the visit, several permitted emission points were also inspected.

Changes at the Felinfach facility

On 24 September 2025 the operator was issued an Administrative Variation for the change in legal entity from Volac International Limited to Volac Whey Nutrition Limited. Since that determination, the site has been acquired by Arla Foods Ingredients Limited and will require a further variation to account for this change.

There have been no significant changes in the infrastructure of the site following the acquisition, with the exception of the installation of two new chemical tanks (Phosphoric Acid and Hydrochloric Acid), one located at the main permitted site, and the other at the Waste Water Treatment Plant (WWTP), operated as a consortium between this site and the adjacent Sensient facility. The WWTP is permitted separately under Permit No: EPR-BP3135EB. The tank located within the site permit boundary must be included in the permitted activities.

Discussions were also held around the closing of the adjacent Sensient Flavours Wales Limited (Sensient) facility (Permit no: EPR-BL5644IK). The Sensient facility produces food flavourings from the hydrolysis of vegetable matter. Manufacturing is due to cease imminently, and the site will eventually close. Further updates on the closure of the facility are expected in due course.

The WWTP permit is currently held and operated by a consortium of both Sensient and Arla. Discussions were had around the potential to consolidate the WWTP permit into the site permit following the dissolution of the consortium. However, there is ongoing uncertainty regarding the future of the Sensient site. There is the potential for the site to be acquired by a new operator, who may also require use of the WWTP facility.

In light of the current uncertainty surrounding the proposed changes at the Sensient facility, NRW is content to defer consideration of the submission of the permit variation application referenced in this CAR until greater clarity is available regarding the future of the adjacent facility. Please ensure that open and ongoing dialogue between the operator and the site officer is maintained during this period.

ACTION 1: Upon confirmation of the future operational direction of the facility and the nature of the proposed changes to the adjacent installation, a permit variation application shall be prepared and submitted. This application must address all relevant matters identified within this Compliance Assessment Report (CAR), including, but not limited to: administrative amendments, the potential dissolution of the wastewater treatment plant (WWTP) consortium, and any changes to emission points.

Emissions to Air

During the submission and review of the 2024 annual monitoring returns (as detailed in CAR_NRW0046227), a number of issues were identified with several of the emission points to air. During the site visit, an inspection of the emission points flagged within the 2024 Annual Monitoring Returns was undertaken.

Emission Point A4

The operator previously stated that the A4 emission point is related to a mothballed food dryer. An inspection was undertaken of A4 and NRW confirmed that this dryer and related emission point are currently not in use. The operator confirmed that there is the potential to re-commission the plant in the future. The operator must ensure that this plant is designated as 'mothballed' in the pending permit variation. The operator must inform NRW of any intention to re-commission the dryer. In the interim, NRW can confirm that there is no requirement to submit monitoring data for emission point A4, until the pending permit variation is determined and the emission point is removed, as there is currently no active emission from this permitted emission point.

Emission Point A20

An issue was identified with regards to emission point A20 was identified during the testing for the 2024 annual monitoring returns. A suitable port was not available on the ducting for the testing as required by the permit. This issue has since been rectified. This emission point has dual filters with an automatic shut-off system, the operator explained that there is no external emission from this process. The current permit limit for dust emission from this emission point, effective from 04 December 2023, is 10 mg/l. The operator has requested the removal of the associated emission point from the permit. This proposed removal must be fully justified and supported with appropriate evidence as part of the forthcoming permit

variation application.

Emission Point A11

Emission point A11 is a Reverse Jet unit (Dust Control Equipment) which is located on top of a silo to stop product (powder) escaping when being blown into the silo. There is no general volumetric throughput. The unit has planned in-house maintenance on it to ensure effective operation and prevent leakage, along with a differential pressure gauge to show when bags are blinding up. The current permit limit for dust emission from this emission point, effective from 04 December 2023, is 10 mg/l. The operator has requested the removal of the associated emission point from the permit. This proposed removal must be fully justified and supported with appropriate evidence as part of the forthcoming permit variation application.

Emission Point A15

There were several issues raised with the testing of this emission point during the production of the 2024 annual returns. The issues were specifically around extracting the data for the 5B Carbon Monoxide (CO) Continuous measurement for the emission point. The operator engaged with the Original Equipment Manufacturer (OEM) to extract the data, and to undertake the necessary repairs. The OEM contractor's report has been shared with NRW. Following discussions with the operator, further investigations are currently ongoing by the operator. An internal report is due to be produced and shared with NRW in due course. During the visual inspection of emission point A15, no odours or untoward emissions were observed.

ACTION 2: Following completion of all internal investigations and any necessary remedial actions related to the issues identified with the monitoring of emission point A15, a copy of the internal investigation report shall be provided to the NRW site officer.

Some odours were identified within the site boundary during this inspection. These were mild and continuous, and appeared to be attributable to processes unrelated to the Arla facility.

Emissions to Water

Emission points W1 and W2 (Point Source Emissions to Water) were both visually inspected. The watercourse above and below both emission points appeared to be running clear and free of pollution with no visible fats, oils, or grease from the W1 and W2 emission points, in accordance with permit conditions.

Emission point S1 (to sewer), was visually inspected with no issues or non-compliances identified. This emission point discharges directly to the WWTP for treatment. S1 emission point has a number of parameters specified in the permit.

END

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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.