

Compliance Assessment Report CAR_NRW0049203

Permit being assessed: XP3830UR.

For: Haverfordwest Creamery, **held by:** The First Milk Cheese Company Ltd

At: Haverfordwest Creamery Pembroke Road , Merlins Bridge, HAVERFORDWEST, Dyfed, SA61 1JN.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 02/09/2025.

Parts of permit assessed: See section 4.

NRW Lead Officer: Kirsty Thomas, accompanied by Rhydian Cox.

Report sent to: SHE Manager, The First Milk Cheese Company Ltd, on 02/09/2025.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR2E - Installations - Operations - Improvement programme	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

Improvement Condition Review

This Compliance Assessment Report (CAR) documents NRW's review of the Improvement Condition 7 (Odour Management Plan).

Improvement Condition 7 - Odour Management Plan (OMP)

The operator submitted the following documents to discharge the requirements of Improvement Condition 7 (IC7) of the site's environmental permit EPR/XP3830UR (Table S1.3) :

- IC7 Odour Management Plan v3
- SHE-POL-015 Odour Management Plan v4
- SHE-POL-015 Odour Management Plan v5
- SHE-POL-015 Odour Management Plan v6

Following the submission of the Odour Management Plan (OMP) to satisfy the requirements of IC7, NRW undertook a detailed review with assistance from NRW's Air Quality and Noise Team (AQNT). Our review has been undertaken using relevant guidance including: the Best Available Techniques Reference Document for the Food, Drink and Milk Industries (2019); Best Available Techniques Reference Document for Waste Treatment (2018) and H4 Odour Management How to comply with your environmental permit (H4).

Comments

The OMP (v3, v4 and v5) contained insufficient detail to discharge IC7. NRW requested further information on several occasions to bring the OMP up to the relevant standards required. Several key updates were made to the OMP including additional detail on site and receptors, odour sources, mitigation/appropriate measures, odour monitoring, odour reporting, maintenance and responsibilities, emergency plans and so on. The updated OMP also reflected recent changes to the sites Effluent Treatment Plant (ETP) for the re-installation of the Membrane Bio-reactors (MBRs) (this change is still pending formal agreement from NRW via a permit variation. This report does not pre-determine/approve the permit variation application).

NRW also raised concerns regarding the sites ammonia refrigeration plant following further information submitted regarding a potential ammonia leak scenario from the site. Further details on this are included below.

It is noted from the OMP that several open top tanks/sumps/lanes are deemed to be low risk for odours. For example, Section 6.B.2 of the OMP states that the treated effluent divert tank is open and maintains that this it typically kept near empty. Based on the provided information being correct and representative of typical operation, unless otherwise specifically identified during a site survey or by a suitably qualified individual as an odour source likely to contribute to odour issues at nearby receptors, the assumption that the treated effluent tank is a low risk odour source is not considered contentious in this instance.

Odour from the anaerobic, anoxic, aeration lanes, MBR cells are concluded by the operator

to have limited risk of odour during normal operations. In terms of Best Available Techniques as outlined in the Best Available Techniques (BAT) Reference Document for Waste Treatment, BAT is not being fully implemented. However, given, the low risk of odour determined, accompanied by lack of recent odour complaints or any substantiated odour perceived by NRW Officers, NRW propose the following:

In the event that site operations in accordance with the submitted OMP do not prevent odour nuisance at external receptors from occurring, the site must consider implementing additional techniques to minimise odour such as those identified in Section 2.3.5.2 of the Best Available Techniques (BAT) Reference Document for Waste Treatment which includes using covered or enclosed facilities for the storage, handling, collection and treating of odorous waste (including waste water and sludge) where these are not already employed.

First Milk must regularly review the OMP i.e. on an annual basis unless there is a significant change to the process or any issues that prompt an immediate review. The necessary updates will be required as per the new permit variation submitted to NRW.

Ammonia refrigeration plant

NRW has shared concerns with First Milk regarding the potential impact that a leak from the site's ammonia refrigeration plant could have. These concerns have been shared on several occasions, most recently as per NRW's letter dated 23rd July 2025. An action also requesting relevant documentation updates such as the site's Accident Management Plan was requested under CAR_NRW0045561 (this response is currently being reviewed by NRW).

The OMP states that the consequence analysis report indicates that there is potential for ammonia concentrations at a level that would constitute an odour issue. The OMP states the *"primary issue associated with such an event would be from a health perspective rather than an environmental odour perspective"*.

We would agree with the statement in the submitted OMP that in the event of a significant ammonia leak the primary concern is human health and therefore management of such a scenario is required to be dealt with outside of an Odour Management Plan. Management and reduction of the frequency and magnitude of any ammonia release is likely to be beneficial in reducing odour impact.

As previously stated, First Milk's ammonia refrigeration plant must adhere to relevant regulations and guidance e.g., "safe management of ammonia refrigeration systems - Guidance for the food and drinks industries and other workplaces 2016".

Due to the potential severity of the assessed ammonia impact presented, we would recommend that the information presented in the "Ammonia offsite consequence analysis" (and other key documentation e.g. "Ammonia Leak and Emergency Response Procedure") report is reviewed by the relevant authorities and further actions are taken where necessary. NRW duties to ensure operators protect human health from accidental releases at permitted sites overlaps with the Health and Safety Executive (HSE). Health and safety aspects should be further discussed between the HSE and First Milk. NRW has not reviewed and will not provide further comment regarding the suitability of First Milk's Ammonia Leak and Emergency Response Procedures from a health and safety

perspective. Further discussions concerning the ammonia consequence analysis from an environmental perspective are being addressed separately.

Summary

Based on the revised OMP (v6) being submitted, NRW accept the information provided meets the requirements of IC7.

END

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.