

Compliance Assessment Report CAR_NRW0049420

Permit being assessed: BP1772IZ.

For: Poeton Cardiff, **held by:** Poeton (Cardiff) Limited

At: Poeton (Cardiff) Ltd, 283 Penarth Road, Cardiff, Cardiff, CF11 8UL.

Type of assessment: Report/Data Review,

Reason: Other.

On: 18/09/2025.

Parts of permit assessed: 3.1.2, 1.1.1, 4.3.1(b).

NRW Lead Officer: Dale Padfield.

Report sent to: -, HSE & Facilities Manager, on 18/09/2025.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR4C - Installations - Information - Notification	Assessed (A)	
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	C3 Minor	3.1.2
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	C3 Minor	3.1.2
IR1A - Installations - Management - General Management	C3 Minor	1.1.1

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
IR3A(1)	Return to compliance.	Already completed
IR3A(1)	Return to compliance.	Already

Criteria	Action needed	Complete by
		completed
IR1A	No further action as ETP upgrades underway and further training identified. Recommendation that in the interim, Poeton implement a double sign-off system to further reduce risk, as detailed in the report.	Already completed

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.

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

Poeton (Cardiff) Limited

EPR/BP1772IZ

This Compliance assessment report details the following:

- Schedule 5 notification for ELV breaches on the 11/09/2025

Natural Resources Wales (NRW) received a Schedule 5 notification on 11 September 2025, reporting exceedances of the cadmium and pH emission limit values (ELVs). The weekly composite sample collected between 4 September and 11 September 2025 indicated cadmium at 0.75 mg/l and pH at 5.07, against permitted ELVs of 0.3 mg/l and a pH range of 6–11.

Based on a total discharge volume of 354 m³, the estimated quantity of cadmium released to sewer was approximately 265.5 grams. Poeton has advised that the majority of this release (circa 260 grams) occurred between 08:00 on 10 September and 08:00 on 11 September 2025.

Upon identification of the exceedance, immediate corrective action was taken, including replenishment of the caustic dosing tank.

Current indicative Best Available Technique (BAT) standards for cadmium emissions to water and sewer are set at 0.01 mg/l, which reflects the accepted limit of detection. As cadmium is classified as a priority substance, BAT guidance stipulates that it should not be detectable in discharge, however a level of 0.3 mg/l has been granted in the permit. While the concentration reported would have been subject to further dilution within the Dŵr Cymru Welsh Water (DCWW) effluent system, cadmium is not truly abated at the wastewater treatment works. Instead, it is transferred to sludge, which is

ultimately released into the environment.

In light of the above, NRW will be issuing the following minor non-compliance.

Non-compliance. A category 3 minor non-compliance will be issued for exceeding the cadmium ELV. Permit condition 3.1.2

The Surface treatment sector BAT is currently beginning reviewed, Poeton should note that the current limits within the permit are likely to become more stringent.

With regards to the pH, there is no direct environmental impact from a low pH being discharged to the sewer, with dilution likely bringing the pH within acceptable values within the DCWW sewer system. However, the low pH of the effluent being discharged from the site would indicate inadequate on-site effluent treatment, likely resulting in elevated concentrations of other metals during the period this occurred. As such, the following minor non-compliance will be issued.

Non-compliance. A category 3 minor non-compliance will be issued for exceeding the pH ELV. Permit condition 3.1.2

An investigation by Poeton identified that the laboratory technician had forgotten to perform the afternoon check of the caustic neutralisation tank, leading to the tank being understrength overnight. The current system is likely deficient in minimising risk, as key process controls should incorporate some form of redundancy or back-up should the primary control fail.

In this instance, it is the sole responsibility on a single member of staff to ensure the caustic neutralisation tank is checked and topped up. If this task is not undertaken, due to human error for example, then there are no further controls in place to ensure the ETP remains fully functional. This is seen as a management system failure, whereby the management system has failed to identify and minimise the risk of pollution. As such the following minor non-compliance will be issued.

Non-compliance. A category 3 minor non-compliance will be issued for failing to identify and minimise the risk of pollution. Permit condition 1.1.1

Poeton have stated that further technicians are being trained to limit the risk of a re-occurrence. Furthermore, a new effluent treatment plant is midway through completion, the new ETP will benefit from further automation along with duty and standby dosing systems. As such no further actions will be requested. However, it is recommended that in the interim, Poeton implement a double sign-off system, whereby a second member of staff is required to undertake a second check. This would further reduce the risk of key controls and checks being missed.

End of report.

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.