

Compliance Assessment Report CAR_NRW0049422

Permit being assessed: BP3296EF.

For: Olleco Cymru Wales, **held by:** Olleco

At: New Quay Road, Felnex Industrial Estate, Newport, Newport, NP19 4PL.

Type of assessment: Site Inspection,

Reason: Routine.

On: 17/09/2025 between 11:10 and 12:00.

Parts of permit assessed: Various.

NRW Lead Officer: Nicola Rossiter, accompanied by Carla Curtis.

Report sent to: Jason McMann, Site Manager, on 25/09/2025.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W1A - Waste - Management - General management	Assessed (A)	
W2A - Waste - Operations - Permitted activities	Assessed (A)	
W2C - Waste - Operations - Operating techniques	Assessed (A)	
W2D - Waste - Operations - The site	Assessed (A)	
W3C - Waste - Emissions and monitoring - Odour	Assessed (A)	
W3F - Waste - Emissions and monitoring - Pests	Assessed (A)	
W4B - Waste - Information - Reporting	Assessed (A)	
W4A - Waste - Information - Records	Assessed (A)	
W1C - Waste - Management - Avoidance, recovery and disposal of wastes produced by the activities	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

Natural Resources Wales (NRW) Waste Regulation Officer Nicola Rossiter

PERMIT INSPECTION

On Wednesday 17th September 2025 NRW Officers Nicola ROSSITER and Carla CURTIS attend the facility at 11.10 am for an un-announced routine inspection of permit number EPR/BP3296EF held by Olleco The weather was raining on and off with some wind at the time of inspection. Officers ROSSITER and CURTIS were greeted by Site Manager Jason McCANN; but escorted around all areas of operation by another employee.

Waste Oil Processing

This area of the site was tidy and well kept (photo 1) and several staff were observed actively cleaning the yard (photo 2). Soda crystals and hot water are used to help keep the yard floor clean which then goes into the sites sealed drainage system to allow for proper disposal.



Photo 1 Clean, well-kept site



Photo 2 Member of staff observed sweeping site floor

The company are currently exploring alternative, environmentally friendly disposal methods with Welsh Water, including double drainage systems.

Despite the baler on site having broken the previous day (photo 3) staff are able to manually sort the plastics and metals albeit being a more laborious process to sort by hand. It was confirmed that the baler would be fixed as soon as possible.

As a reminder whilst the company is still able to sort manually, breakdowns of machinery

should be reported to NRW as there will be a limit as to how much manual sorting can process. At busier times, this may cause a back log of waste which in turn has the potential to cause a pollution or generate complaints. Details from your permit around the requirement are below:

4.3 Notifications

4.3.1 The Environment Agency shall be notified without delay following the detection of:

- (a) any malfunction, breakdown or failure of equipment or techniques, accident, or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution;



Photo 3 Member of staff cleaning under the temporarily broken baler

Drains on site were clear and free flowing (photo 4)



Photo 4 Free flowing drain on operational side of the site

Oil Storage

The other side of the site is used for storage of oil ready to sell to customers and the yard is mainly used for storage of vehicles as the 'Goliath' food trucks were no longer considered fit for purpose (photo 5) All areas were well kept; warehouse, yard, storage unit, welfare rooms (photos 5 and 6).



Photo 5 Large trucks that used to be used to amalgamate food waste the 'Goliaths' and a tidy, well-kept yard



Photo 6 Tidy, well-kept yard

The yard was free of standing water and all drains observed were clear and water was flowing freely down them.



Photo 7 Clean and following drain

No offensive noises or odours were witnessed by either Officer while on site. No concerns

or actions were raised and Officers Rossiter and Curtis left site at 12.00.

WAMITAB

Technically competent manager are Jason McCann and Gareth Southan, who both hold a current certificate.

ACTION

No actions.

WASTE RETURNS

Waste Returns were up to date and within waste acceptance limits, thank you, please continue to submit them as detailed below.

CONTACT DETAILS

If you have any queries regarding this CAR form or to provide an update on any actions above, please contact me using the following details: Nicola ROSSITER, Waste Regulation Officer, nicola.rossiter@cyfoethnaturiolcymru.gov.uk

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 Waste compliance criteria (used in section 1 and 2):

1. Management

- W1A – General management
- W1B – Energy Efficiency (MCP/SG facilities only)
- W1C – Avoidance, recovery and disposal of wastes produced by the activities

2. Operations

- W2A – Permitted activities
- W2B – Waste recovery plan
- W2C – Operating techniques
- W2D – The site
- W2E – Waste acceptance
- W2F – Technical requirements
- W2G – Improvement programme
- W2H – Pre-operational conditions

3. Emission and Monitoring

- W3A – Emissions to water, air or land
- W3B – Emissions of substances not controlled by emission limits
- W3C – Odour
- W3D – Noise and vibration
- W3E – Monitoring
- W3F – Pests
- W3G – Fire

4. Information

- W4A – Records
- W4B – Reporting
- W4C – 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.