

## Compliance Assessment Report CAR\_NRW0050105

**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:** Incident Response (Incident number 2510541).

**On:** 28/11/2025 between 11:00 and 12:30.

**Parts of permit assessed:** See Below.

**NRW Lead Officer:** Philip Harper, accompanied by Boguslawa Pierzchala.

**Report sent to:** Chris Emery, Site Director, on 16/12/2025.

### 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	Assessed (A)	
IR2C - Installations - Operations - Operating techniques	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**

On the 28<sup>th</sup> November 2025 an unannounced site inspection was undertaken at Kronospan Limited, Chirk Particleboard Factory, Holyhead Road, Chirk, Wrexham, LL13 by NRW officers Phil Harper, Lead Specialist Industry & Waste Regulation and Boguslawka Pierzchala, Waste Regulation.

At the time of the inspection the site was operational. Weather conditions were overcast and windy with the occasional heavy shower.

The visit was undertaken in response to a high volume of complaints concerning a chemical odour around Chirk between the 21<sup>st</sup> and the 28<sup>th</sup> November 2025.

**Off Site Assessment**

Prior to the visit, Officers undertook an off-site assessment by vehicle around the Chirk area to identify and evaluate potential noise and odour emissions associated with Kronospan.

During the offsite assessment it was noted that plumes from stacks at the site including WESP 21, WESP 32 and the cyclones at MDF2 were grounding in a north westerly direction.

At the time of the visit, odours attributable to Kronospan were notable to the North West of Kronospan, being particularly prominent along the B5070 towards the A5. The odours identified by the Officers were consistent with the odour of fresh wood attributable to the log yard at Kronospan, odours attributable to the Mondelez operation in Chirk but also a dusty burnt MDF type smell.

**Site Inspection**

The purpose of the visit was to inspect potential odour sources, other aspects of site operations were not assessed during this visit. The chosen areas were consistent with odours noted by Officers and reports from reporters.

**Formalin Plant**

At the time of the inspection the formalin plant was operating normally. The temperature of the abatement was at 514°C, within its operating range of 505°C and 520°C. No plant issues had been recorded at the time of the inspection.

**Sawmill Log In Feed Belt**

Prior to the visit, NRW received correspondence from the Operator that a sawmill log in feed belt had worn out causing a rubber smell. The sawmill was not operational during the inspection and the Operator informed Officers that the belt had already been replaced.

**WESP 21 and WESP 32**

Both WESP 21 and WESP 32 appeared to be operating as per its design specifications. However, it should be noted that the plume from WESP 21 was visibly grounding during the visit.

**K7 and K8 Boilers**

The K7 and K8 boilers were operating at the time of the inspection. No issues were noted.

Cyclones MDF1 and MDF2

NRW is of the understanding that MDF plants 1 and 2 were off at various intervals between Saturday 22<sup>nd</sup> November and Monday 24<sup>th</sup> November. All other plant on site is understood to have been operating correctly.

At the time of the inspection MDF1 was not operating. MDF2 was operational. Cyclones were operating as per their design, however, as with other stacks the plumes were visibly grounding. Downwind of the MDF2 cyclone, the dusty burnt MDF odour noted in off site observations was notable.

Odour Monitoring for WESP 32.

Correspondence from the operator stated that odour monitoring for WESP 32 was due to be completed on 28<sup>th</sup> November 2025. Please forward the results on receipt.

Kind Regards

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**Phil Harper**

**Lead Specialist - Industry & Waste Regulation NE**

**03000 65 3717/ 07890025506**

**[philip.harper@cyfoethnaturiolcymru.gov.uk](mailto:philip.harper@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 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](mailto: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](mailto: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.