

## Compliance Assessment Report CAR\_NRW0050209

**Permit being assessed:** AB3297TQ.

**For:** Txo Systems Ltd, **held by:** Txo Systems Ltd

**At:** Newhouse Farm Industrial, Chepstow, Monmouthshire, NP16 6UP.

**Type of assessment:** Site Inspection,

**Reason:** Routine.

**On:** 16/12/2025 between 13:45 and 14:25.

**Parts of permit assessed:** Various.

**NRW Lead Officer:** Nicola Rossiter, accompanied by Cerys Phillips, Carla Curtis, Leah Golding.

**Report sent to:** Christopher Hoskins, TCM, on 19/12/2025.

### 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)	
W1C - Waste - Management - Avoidance, recovery and disposal of wastes produced by the activities	Assessed (A)	
W2D - Waste - Operations - The site	Assessed (A)	
W2A - Waste - Operations - Permitted activities	Assessed (A)	
W4B - Waste - Information - Reporting	Action only (X)	
W2E - Waste - Operations - Waste acceptance	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?

Criteria	Action needed	Complete by
W4B	Please send current certificate of technical competence to NRW.	31/01/2026

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

### PERMIT INSPECTION

On Tuesday 16<sup>th</sup> December 2025 NRW Officers Nicola ROSSITER, Carla CURTIS, Cerys PHILLIPS and Leah GOLDING attended the facility at 13:45 pm for an unannounced routine inspection of permit number EPR/AB3297TQ held by TXO Systems Ltd. The weather was cloudy, dry and still at the time of inspection. Officers ROSSITER, CURTIS, PHILLIPS and GOLDING signed in at the entrance and the Technically Competent Manager; Christopher HOSKINS greeted us.

Christopher showed us around the entire site, it was operational on the day we visited, with a lorry starting to unload whilst we were in attendance. There was no standing water on site, no concerns with drainage. The site was free from litter and well maintained, with recycling waste and product in clearly defined areas as shown in photo 1, 2 and 3.



Photo 1. Showing waste WEEE; CRT monitors, clearly separated from other waste and product.



Photo 2. Showing product stored separately from incoming materials, recycling and waste.



Photo 3. Two large compactors; one for general waste and one for cardboard.

Christopher explained the process of accepting and processing materials. He explained how each incoming load is processed in its entirety to allow reporting of weights to customers. This included the processing of the large skips in the yard as shown in photo 4; the skips are emptied after an incoming load is processed to give accurate weights of recycling produced.



Photo 4. Two roll on roll off skips, one for ferrous, one for nonferrous metals for onward recycling.

The site clearly adheres to the waste hierarchy as stated in 1.2.1 of their standard rules SR2008 No23 permit:

1.2.1 The operator shall take appropriate measures to ensure that:

(a) the waste hierarchy referred to in Article 4 of the Waste Framework Directive is applied to the generation of waste by the activities; and

(b) any waste generated by the activities is treated in accordance with the waste hierarchy referred to in Article 4 of the Waste Framework Directive; and

(c) where disposal is necessary, this is undertaken in a manner which minimises its impact on the environment.

With minimal general waste tonnage being sent to energy from waste, the majority of the material received is reused and recycled.

No offensive noises or odours were witnessed by any Officer while on site. No concerns or actions were raised, and Officers ROSSITER, CURTIS, PHILLIPS and GOLDING left site at 14:25 pm.

#### WAMITAB

Technically competent manager is Christopher HOSKINS who holds a current certificate at the time of the inspection.

#### ACTION

Please send current certificate of technical competence to NRW.

#### WASTE RETURNS

Waste Returns were up to date and within waste acceptance limits, thank you.

#### 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](mailto: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](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.