

Compliance Assessment Report CAR_NRW0050205

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: Audit,

Reason: Routine.

On: 27/11/2025 between 09:00 and 15:00.

Parts of permit assessed: 1.1, 3.1, 3.3.

NRW Lead Officer: Dale Padfield.

Report sent to: -, HSE & Facilities Manager, on 18/12/2025.

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

| Part of permitted activity assessed (compliance criteria) | Assessment result | Permit condition |
|---|-------------------|------------------|
| IR3E - Installations - Emissions and monitoring - Monitoring | Action only (X) | |
| IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits | C3 Minor | 3.2.3 |
| IR1A - Installations - Management - General Management | C3 Minor | 1.1 |

Result types are explained in more detail in the 'Important Information' section below.

| Total non-compliances recorded | Total non-compliance score |
|--------------------------------|----------------------------|
| 2 | 8 |

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 |
|----------|--|-------------|
| IR3E | Please see Operator Monitoring Assessment (OMA) actions list within the main report and attached OMA report. | 31/03/2026 |
| IR3B | Poeton to check all remaining bunds to ensure bund liners are welded and fit for purpose. Provide NRW with | 31/01/2026 |

| Criteria | Action needed | Complete by |
|----------|--|-------------|
| | confirmation once complete. | |
| IR1A | Poeton should ensure that all new plant and infrastructure is subject to formal commissioning and sign-off, this will be of particular importance with regards to the new ETP. Provide NRW with confirmation once this has been implemented. | 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

Poeton (Cardiff) Limited

EPR/BP1772IZ

This Compliance Assessment Report (CAR) details the following compliance activities:

- Operator Monitoring Assessment (OMA)
- Incident involving the cyanide oxidation sump within the effluent treatment plant

Operator Monitoring Assessment (OMA)

-

An operator monitoring assessment was undertaken at site on the 27/11/2025. Overall, Poeton scored relatively well in the OMA with a score of 72%, demonstrating good systems and procedures in place for complying with the monitoring aspects of the permit.

Some aspects, where the standard have not been met will require attention, where this is the case, actions have been issued which are also repeated and noted within this CAR. The OMA report provides details of the assessment, and provides recommendations to areas where aspects are acceptable but could be improved to achieve a higher score. The OMA report can be found as an attachment to the CAR.

OMA Action List

Action OMA1~1: Poeton to review their method against the standard (ISO 11885) to ensure all relevant aspects are covered, if gaps are identified, corrective actions should be implemented. Additionally, the relevant staff should familiarise themselves with the

MCERTS programme, particularly the sections regarding self-monitoring and the associated quality assurance expectations.

Action OMA2 ~ 1: Poeton to confirm the sample probe end the auto-sampler is suitably located.

Action OMA 2 ~ 2: Modify collection vessel lid to ensure it fits the vessel correctly.

Action OMA 2 ~ 3: Identify and implement a suitable means to preserve a proportion of the composite sample for cyanide analysis.

Action OMA 2 ~ 4: Poeton to review PCD 54 against ISO 11885 to ensure all requirements of the standard are incorporated in the method, or that any deviations provide equivalent quality.

Action OMA 3 ~ 1: It is expected that any flow measurement requirements meet the MCERTS specifications, including assessment of the flow meter and the associated aspects of the sites management system by an MCERTS inspector. The assessments are then reported to the CSA group, who in turn report to the respective agencies – Environment Agency and NRW. These are seen as minimum requirements for self-monitoring of flow and it is expected that all installations undertaking an EPR activity producing and releasing effluent adhere to these requirements. As such, Poeton will need to comply with this aspect, an action with a deadline will be issued in the accompanying CAR form for this OMA report. Guidance can be found [HERE](#).

Action OMA 2 ~ 5: Poeton to introduce a formal review to ensure in house methods used for analysis remain in-line of the most appropriate standard. In particular, any development in standards directly referencing the use of MP-AES for the analysis of waste waters and effluents. Should any developments occur, Poeton should update any internal methods to reflect the most appropriate standard.

Action OMA 2 ~ 6: Identify and implement an appropriate method of analysis for free cyanide.

Action OMA 4 ~ 1: Implement a formal review procedure for assessing validity of data, including the use of analytical quality control charts, root cause investigation and recording of outcomes. Helpful guidance can be found [HERE](#).

The above actions will require completion by the **31st of March 2026**.

Cyanide incident 08/10/2025

A routine compliance sample taken by Dwr Cymru Welsh Water (DCWW) on the 8th of October recorded a cyanide concentration of 1.6 mg/l, which is above the TEC limit of 1.5 mg/l and permit limit of 1.0 mg/l.

An investigation by Poeton concluded the following. On the morning of the 8th of October Poeton maintenance identified that the cyanide transfer pump had failed, this resulted in the treatment sump overflowing. Poeton believed that the cyanide treatment sump had been welded to the bund, however this was not the case. As such, the effluent from the overflowed cyanide treatment sump escaped under the bund liner where it then entered the chromium treatment side of the effluent plant.

The investigation found that the level float had become entangled with other wires within the sump, preventing activation of the pump.

The spot sample taken by DCWW is not regarded as a permit breach as this was not a complete weekly composite sample. However, the incident identified a containment failure, whereby the liner for the bund on the cyanide treatment sump was not welded, allowing the escape of the cyanide containing effluent. In this instance, the effluent was captured within another sump of the ETP. This resulted in the cyanide escaping destruction and entering and mixing with the chromatic acid effluent. Cyanide can form complexities with any metals within the effluent, making them more difficult to remove, likely resulting in increased emissions during the period over which this occurred. Additionally, cyanide gas can be released under acidic conditions, potentially leading to fugitive emissions when the cyanide effluent entered the chromatic acid sump.

The bund failure is seen as a breach of permit condition 3.2.3, as in this instance, the secondary containment in place was not effective, as such the following minor non-compliance will be issued.

Non-compliance: A category 3 minor non-compliance is issued for the secondary containment failure on the cyanide sump of the effluent treatment plant. Permit condition 3.2.3.

Action 1 ~ Poeton 10th December 2025: Poeton to check all remaining bunds to ensure bund liners are welded and fit for purpose. Provide NRW with confirmation once complete. Due January 31st 2026.

In terms of root cause, the above is likely an issue with plant and infrastructure checks and sign off following installation and commissioning. New plant and infrastructure should be assessed following instalment to confirm that plant operational & instalment specifications have been met. This can be particularly important with any pollution control equipment, ensuring it will operate as designed to prevent or minimise pollution.

If not already in place, Poeton should ensure that all new plant and infrastructure is subject to formal commissioning and sign-off, this will be of particular importance with regards to the new ETP.

The root cause for the level float failure was identified as procedural, with no formal checks in place to ensure the float remained functional. Poeton have rectified this, with checks now in place. The new ETP will avoid this issue due to different design of float switch planned to be used. No further actions will be issued in relation to this aspect.

For the above root causes, a non-compliance will be issued against the management system, which will be consolidated into a single minor category 3 non-compliance, as both root causes a procedural

in nature and relate to aspects of the ETP.

Non-compliance: A category 3 minor non-compliance is issued for the procedural failures, namely, failing to have adequate checks in place for the sump level float and failing to have adequate commissioning checks following the instalment pollution prevention equipment. These are seen as a failure to identify and reduce the likelihood of pollution. Permit condition 1.1.1.

Action 2 ~ Poeton 10th December 2025: Poeton should ensure that all new plant and infrastructure is subject to formal commissioning and sign-off, this will be of particular importance with regards to the new ETP. Provide NRW with confirmation once this has been implemented. Due January 31st 2026.

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.