

Stuart Clayton  
8 First Street  
Manchester  
United Kingdom  
M15 4RP

**Our ref: PAN-029671  
Your ref: EPR-BR9383ID**

**Date: 10/03/2026**

Dear Mr. Clayton

**We need more information about your application**

**Application reference: PAN-029671  
Operator: Knauf Insulation Limited  
Facility: Queensferry Mineral Fibre Works, Chemistry Lane, Queensferry, Deeside,  
Flintshire, CH5 2DA**

Thank you for your application received on 17/06/2025.

**Charging Tool**

You have completed the charging tool using the 2024-2025 version of the charging tool, which is incorrect. Consequently, the fee you sent is incorrect. I have calculated the required fee using the 2025-2026 charging tool to be £10,949 (Band 1 bespoke permit variation). Taking into account the £10,629 already paid, please could you arrange payment for £320. Details on how to pay can be found on [Natural Resources Wales / Apply to vary \(change\) a permit for installations](#)

**Request for Information**

I need to ask you for some more information before I can do any more work on it.

**Application Form C2, Part 5a**

Please could you provide an up to date site plan in accordance with the C2 guidance (section 5a). The proposed locations of the new plant and equipment should be clearly identified. The site plan will be included in the environmental permit.

**Application Form C2, Part 3d**

Please could you provide an ISO 14001 certificate as evidence of an accredited EMS.

Ebost/Email      Chris.Betteridge@cyfoethnaturiolcymru.gov.uk  
Chris.Betteridge @naturalresourceswales.gov.uk

Gwasanaeth Trwyddedu, Cyfoeth Naturiol Cymru, Adeilad y Goron, Parc Cathays, Caerdydd, CF10 3NQ  
Permitting Service, Natural Resources Wales, Crown Buildings, Cathays Park, Cardiff, CF10 3NQ

Gwefan/Website [www.cyfoethnaturiolcymru.gov.uk](http://www.cyfoethnaturiolcymru.gov.uk)  
[www.naturalresourceswales.gov.uk](http://www.naturalresourceswales.gov.uk)

Croesewir gohebiaeth yn y Gymraeg a'r Saesneg  
Correspondence welcomed in Welsh and English

## Noise

In accordance with Schedule 7 (4) of EPR 2016 and article 12 of IED all Applicants must undertake a noise risk assessment and propose technology and other techniques for preventing or, where this is not possible, reducing emissions from the installation.

It has been noted that there are residential properties in close proximity to the site.

Therefore, please provide a risk assessment in accordance with the guidance [Noise and vibration management: environmental permits - GOV.UK](#), noting that a Noise Impact Assessment may be required. Please include specifications (including the decibel rating) of the noise generating equipment being installed as a result of this application.

If you need advice about how to complete the form, please contact your local area office. Call 0300 065 3000 and ask to speak to your local area office or your site officer.

Please reply within 10 working days from the date of this letter. If we don't hear from you we must return your application and fee. We will keep 14% of the charge to cover the cost of the assessment work done.

If you email or write to us please quote the application reference PAN-029671 on any correspondence and send it to the relevant address below.

When we receive the missing items we'll continue to check the details in your application. If there's enough there for us to begin the process of deciding whether or not we can grant your application we say the application is 'duly made' and we'll let you know this by letter.

Please quote our reference if you contact us. If you have any questions please email [Chris.Betteridge@naturalresourceswales.gov.uk](mailto:Chris.Betteridge@naturalresourceswales.gov.uk).

Yours sincerely

Christopher Betteridge

Senior Permitting Officer (Secondment) (Installations and Radioactive Substances Regulation)