

Compliance Assessment Report CAR_NRW0050666

Permit being assessed: BV41771S.

For: Volac Felinfach, **held by:** Volac Whey Nutrition Limited

At: The Old Creamery, Felinfach, Lampeter , Ceredigion, SA48 8AG.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 31/12/2025.

Parts of permit assessed: Emissions & Monitoring, Reporting.

NRW Lead Officer: Rhydian Cox.

Report sent to: Environmental & Energy Officer, Arla Foods Ingredients, on 13/02/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	Assessed (A)	
IR3E - Installations - Emissions and monitoring - Monitoring	Assessed (A)	
IR4B - Installations - Information - Reporting	C4 No impact	4.2.2(b)
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	Assessed (A)	

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

Total non-compliances recorded	Total non-compliance score
1	0.1

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
IR4B	Ensure that all future monitoring is undertaken within the correct reporting window as stated within the permit. Submit the results of the emission monitoring when available.	Already completed

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

Annual Monitoring Returns 2025

This Compliance Assessment Report (CAR) has been issued in response to the submission of the 2025 Annual Monitoring Returns by **Volac Whey Nutrition Limited (Arla)*** for activities at **Volac Felinfach, The Old Creamery, Felinfach, Lampeter, Ceredigion, SA48 8AG** under permit **EPR/BV4177IS**.

**Note: Volac International Limited was acquired by Arla Foods Ingredients in April 2024. A permit variation is pending to reflect this operational and ownership change.*

The following monitoring returns and reports have been assessed as part of this CAR:

- *Reporting of emissions to air for the period: 01/01/2025 to 31/12/2025*
- *Reporting of emissions to water (other than sewer) and land for the period: 01/01/2025 to 31/12/2025*
- *Reporting of Emissions to Sewer for the period: 01/01/2025 to 31/12/2025*
- *Reporting of Water Usage for the year 01/01/2025 to 31/12/2025*
- *Reporting of Energy Usage for the year 01/01/2025 to 31/12/2025*
- *Reporting of other performance indicators for the period: 01/01/2025 to 31/12/2025*
- *Reporting of Waste Disposal and Recovery for the year 01/01/2025 to 31/12/2025*

This CAR was completed on **13 February 2026**. However, the date on the CAR form has been amended to **31 December 2025** to ensure the Compliance Classification Scheme (CCS) score is attributed to the correct financial year for billing purposes.

Compliance Assessment

Table S4.1 (Schedule 4(b)) of the permit states that the 12 month reporting period for emissions to air commences on **1 January**. The 12 month reporting period for emissions to sewer, effluent treatment plant or other transfers off-site begins on **1 January**. The 12 month reporting period for emissions to water commences on **1 January**. Schedule 3(b) emissions and monitoring effective from **4 December 2023**.

The operator submitted the required 2025 monitoring returns on **30 January 2026**, in compliance with permit requirements.

Emissions to Air

The operator submitted the *Reporting of emissions to air for the period 01/01/2025 to 31/12/2025* using the agreed reporting format (**Form Air1 / 16/03/2022**). With the exception of the emission points noted below, monitoring data was provided for all other emission points and all reported parameters were within the Emission Limit Values (ELVs) specified

in the permit.

No monitoring data was provided for any parameters for emission point **A15a (Boiler 1)** and **A15b (Boiler 2)**. Discussions with the operator confirmed that emissions testing was delayed and the required monitoring for the 2025 reporting year did not take place. Instead, emissions testing was carried out on **26/01/2026**, outside the 2025 reporting period. The results of this testing remain pending and will be submitted to NRW upon receipt for review.

A **C4 non-compliance** has been issued to Arla Foods Ingredients for failure to provide the required monitoring data within the reporting period specified in **Condition 4.2.2(b)** of the permit. This has been scored in line with NRW's compliance scoring guidance under sub-criteria **IR4B**.

No monitoring data was submitted for emission point **A4**. The operator has confirmed that this emission point relates to a decommissioned food dryer. As the equipment is **no longer operational**, emission point A4 will be removed from the permit as part of the pending permit variation.

No monitoring data was submitted for emission point **A11**. The operator has stated that this emission point relates to a Reverse Jet dust control unit located on top of a silo, designed solely to prevent powder escape during silo filling. The operator reported that there is **no general volumetric throughput**, and therefore no external emission. This emission point will be removed as part of the pending permit variation.

No monitoring data was provided for emission point **A20**. The operator has confirmed that this emission point has **no external emission**. It will also be removed from the permit in the pending variation.

Emissions to Water

The operator submitted the *Reporting of emissions to water (other than sewer) and land for the period 01/01/2025 to 31/12/2025* using the agreed reporting format (**Form Water1 / 16/03/2022**).

- Monthly inspections of both W1 and W2 outfalls indicate that all inspected discharges were free from visible solids, oil and grease.
- **No non-compliances** were identified during the reporting period.

Emissions to Sewer

The operator submitted the *Reporting of emissions to to sewer for the period 01/01/2025 to 31/12/2025* using the agreed reporting format (**Form S1 / 16/03/2022**).

- All parameters required under the permit's Emission Limit Values (ELVs) were reported.
- **No exceedances** of ELVs were identified.

Performance Reports

Condition 4.2.3 of the permit requires that reports on the performance of the activities undertaken during the preceding year are submitted to NRW by **31 January**. The operator submitted the 2025 annual performance reports on **30 January 2026**, using the agreed reporting forms in accordance with condition 4.2.2(c).

Water Usage

The operator submitted the 2025 annual Water Usage data in accordance with Table S4.3, using the approved reporting format (**Form WU1 / 01/04/05**). The report highlights the total water usage from both mains water and the site boreholes for 2025, alongside the data trend from previous years.

- **No issues were identified** with the submitted information.

Energy Usage

The operator submitted the 2025 annual Energy Usage data in accordance with Table S4.3, using the approved reporting format (**Form Energy1 / 28/08/07**). A breakdown of the data was submitted by energy source (inc. Electricity, LNG, Kerosene, Ultra35 (Gasoil Substitute), and Biomass wood).

- **No issues were identified** with the submitted information.

Performance Indicators

Annual reporting for 2025 Performance Indicators was submitted using the approved form (**Form Performance1 / 16/03/2022**), in compliance with Table S4.2. The report included data relating to the Genesis Dryer, Aeron Dryer and Lactose Dryer.

- **No issues were identified** with the submitted information.

Waste Disposal and Recovery

Reporting on Waste Disposal and Recovery for the period 01/01/2025 to 31/12/2025 has been submitted to NRW in accordance with Table S4.3 and using the agreed reporting format. The report provides total quantities of hazardous and non-hazardous waste disposed of and recovered in 2025, accompanied by trend data from previous years.

The operator has indicated that the 2025 figures incorporate additional waste streams, including biomass plant bottom ash, APCr sent to landfill, and wastes dispatched for anaerobic digestion (AD). The introduction of the Workplace Recycling Regulations (2024) has contributed to an increase in waste recovery and a corresponding reduction in waste disposal.

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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(1) – Emissions to water
- IR3A(2) – Emissions to air
- IR3A(3) – Emissions to 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.

Disputing the Content of this Compliance Assessment Report Form

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

Concerns Not Related to the Content of this Compliance Assessment Report Form

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** 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.