

Compliance Assessment Report CAR_NRW0050618

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: Routine.

On: 06/02/2026 - 18/02/2026 between 10:10 and 14:35.

Parts of permit assessed: Biomass boiler K7 operations.

NRW Lead Officer: Rebecca Harwood, accompanied by Rick Prichard, Stuart Ross, Kathryn Bradshaw.

Report sent to: Chris Emery, Operations Director, on 19/03/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR2A - Installations - Operations - Permitted activities	Assessed (A)	
IR2C - Installations - Operations - Operating techniques	Assessed (A)	
IR3E - Installations - Emissions and monitoring - Monitoring	Assessed (A)	
IR4A - Installations - Information - Records	Assessed (A)	
IR1A - Installations - Management - General Management	C3 Minor	1.1.1

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

Total non-compliances recorded	Total non-compliance score
1	4

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
IR1A	see text below	Already

Criteria	Action needed	Complete by
		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.

You are non-compliant with your permit.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

Following the Regulation 37 Suspension Notice issued to Kronospan on the 8 January 2026, NRW agreed that the Biomass Boiler K7 could be restarted for emissions testing from both the biomass boiler (emission point A26) and the MDF2 cyclone (emission point A29).

This Compliance Assessment Report summarises the visits that officers undertook during this period.

The Operator submitted a proposal detailing the start up, monitoring and shut down programme, commencing on 6 February 2026, this was accepted by NRW.

Officers attended site on the following occasions:

Friday 6 February 10:10 - 12:30 (pre start up). Operatives were completing their pre start checks at the time of the visit, prior to the start up of the boiler. The boiler start up commenced during the afternoon, a photo dated 06/02/2026 15:20, sent by the Operator to NRW demonstrated that the pilot burner had been lit. Log yard shredding was being undertaken at the time of the visit to prepare the fuel for the boiler. Discussions were held with the Operator regarding controls put in place to ensure that the fuel met the permit requirements. Operatives were checking for and removing any non compliant material.

Saturday 7 February 08:55 - 10:40 (start up). The grate feed to the biomass boiler was started at 9:27 whilst officers were on site. During the visit to the log yard a load of shredded material was inspected and subsequently rejected due to plastic contamination. At least one piece of particleboard was present on the surface of waste wood stored within the 40 cubic yard MDF skip. This skip is used as bulk storage for the smaller process skips. This had the potential to end up in the K7 biomass boiler fuel stockpile.

Non compliant material should not be shredded and mixed into the boiler fuel. **A C3 compliance score has been raised against condition 1.1.1 General Management.**

The Operator subsequently stated that they have updated Work instruction KC/LOGY/WI0054 and no further contamination was observed by NRW officers within the boiler fuel preparation area during the subsequent site inspections. Officers did not observe any contamination within the K7 bunker.

Sunday 8 February 08:50 - 10:10. Operatives stated they had rejected a load of fuel due to its moisture content.

Monday 9 February The Operator informed NRW that they had paused the operation of the K7 boiler and had stopped fuel going to the boiler due to a possible oil leak. A small amount of oil had been identified within the IBA. No further oil was found following a thorough inspection and therefore the start up recommenced.

Wednesday 11 February 10:35 - 13:30. Dioxin & Furans monitoring was in progress during the visit.

Thursday 12 February 09:55 - 12:00. Heavy metals monitoring was in progress during the visit.

Friday 13 February 10:55 - 12:30. The Operator stated that there had been a rejected load of fuel due to high moisture levels. This was to be mixed further with drier fuel to reduce the moisture content. Combustion temperatures reduced for a short period over night due to a blockage in the granulate line and the granulate being dowsed with water.

Saturday 14 February 08:55 - 09:45. Bark was being mixed into the fuel.

Monday 16 February 10:20 - 12:20. Heavy metals monitoring was in progress during the visit.

Tuesday 17 February 10:45 - 12:40. Dioxin & Furans monitoring was in progress during the visit.

Wednesday 18 February 13:40 - 14:35. Officers confirmed that the boiler had entered shut down. The grate fuel feed and granulate feed had been switched off and the pilot burner was on to reduce the temperatures in a controlled manner.

During all the above visits officers visited the Boiler control room, checked the fuel in the K7 bunker, visited the log yard to check shredding operations for any contamination and inspected the IBA. Whilst the test house was on site undertaking the monitoring, officers visited both the A26 (Biomass Boiler K7) and A29 (MDF2 cyclone) emission points and spoke with the personnel undertaking the testing to confirm there were no issues.

Nb: The monitoring was undertaken concurrently at emission points A26 and A29.

The investigation into the exceedances from A26 during November 2025 is ongoing. Further scores may be applied following the conclusion of the investigation and enforcement action.

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.