

Compliance Assessment Report CAR_NRW0051567

Permit being assessed: XP3538LD.

For: South Hook LNG Terminal, **held by:** South Hook LNG Terminal Company Ltd.

At: Dale Road, Herbrandston, Milford Haven, Pembrokeshire, SA73 3SU.

Type of assessment: Site Inspection,

Reason: Routine.

On: 05/03/2026 between 10:00 and 14:00.

Parts of permit assessed: W1 and W2 Emission Points. General site.

NRW Lead Officer: Daren Pike.

Report sent to: Eamon O'Loughlin, Environmental & Energy Coordinator, on 21/04/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Installations - Management - General Management	Assessed (A)	
IR2B - Installations - Operations - The site	Assessed (A)	
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	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?

No action required.

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

Site Inspection Report

Environmental Permit: EPR/XP3538LD

(Consolidated following Part Surrender S006, issued 14 June 2023)

Operator: South Hook LNG Terminal Company Ltd

Installation: South Hook Liquefied Natural Gas Terminal

Location: Dale Road, Herbrandston, Milford Haven, Pembrokeshire, SA73 3SU

1. Inspection Details

- **Attending Officer:**
Daren Pike, Senior Officer, Industry Regulation Team
- **Person(s) Met:**
Environmental & Energy Coordinator
- **Date and Time of Visit:**
05 March 2026, 10:00 hrs – 14:00 hrs
- **Type of Inspection:**
Routine site inspection, including a targeted focus on emissions to water from points **W1** and **W2**.

2. Purpose of the Visit

The purpose of the visit was to:

- Undertake a general inspection of the permitted installation.
- Assess site management, housekeeping, security and health and safety arrangements.
- Inspect infrastructure and monitoring arrangements associated with permitted emissions to water at emission points **W1** and **W2**, as specified in Schedule 3 of Permit EPR/XP3538LD.

3. Site Access, Security and Safety Arrangements

On arrival at the site, robust security and safety measures were observed, reflecting the nature of the installation and its role as strategic energy infrastructure.

Access procedures included:

- Verification of photographic identification.
- Security screening of the attending officer and personal belongings.
- Completion of a site safety induction via a safety briefing video prior to accessing operational areas.

These arrangements demonstrate a strong security culture and an effective approach to site access control and health and safety management.

4. Description of Site Activities (High-Level)

The South Hook LNG Terminal operates as a liquefied natural gas reception, storage and regasification facility, supplying natural gas into the National Gas Transmission System. Activities are regulated under Environmental Permit **EPR/XP3538LD**, which includes controls on emissions to air and water, waste management, and general environmental protection measures.

This inspection was focused on environmental management systems and compliance-relevant infrastructure.

5. General Site Condition and Management

During the inspection, the site was observed to be:

- Well ordered and well managed, with good standards of housekeeping.
- Clearly operated in accordance with a structured management system.
- Provided with readily identifiable health and safety provisions, including fire-fighting equipment, first-aid facilities, and appropriate signage.

No issues were identified in relation to general site condition.

6. Waste Management Arrangements

The inspection included a review of a newly commissioned waste management area.

Observations included:

- Clear segregation of waste streams.
- Appropriate containment, labelling and layout.
- Evident consideration of staff safety and contractor safety, including access and handling arrangements.
- A neat and well-organised presentation with no signs of poor storage or

mismanagement.

These arrangements appear consistent with permit requirements relating to waste management and application of the waste hierarchy.

7. Marine Offloading Activity Observed During the Visit

During the inspection, a Q-Max class LNG carrier was observed berthed at the jetty and actively offloading LNG.

A number of safety measures associated with marine offloading operations were apparent. These included a continuous curtain of seawater running down the hull of the vessel, forming part of the established safety systems during LNG transfer.

The offloading activity appeared to be undertaken in a controlled manner, with no visible environmental or safety issues observed at the time of the visit.

8. Emissions to Water – W1 (Site Drainage)

8.1 Infrastructure and Flow Management

Emission point **W1** relates to site drainage (surface and groundwater).

It was observed that:

- Drainage is channeled via a concrete gully structure.
- An attenuation pond is in place to manage flows prior to discharge, particularly during periods of higher flow.

This arrangement appears appropriate for controlling site runoff and managing variable flow conditions.

8.2 Monitoring and Access

- The emission monitoring point for **W1** was easily and safely accessible.
- Access arrangements were consistent with permit requirements for monitoring and sampling.

No visible issues were observed at the time of inspection.

9. Emissions to Water – W2 (Process Effluents)

9.1 Infrastructure

Emission point **W2** relates to process effluents discharged from the installation.

It was observed that:

- Effluent is conveyed via a dedicated pipework system to the emission point.
- The system incorporates **two MCERTS-certified flow meters**, with a bypass arrangement allowing continued monitoring during maintenance.

9.2 Monitoring, Calibration and Maintenance

The operator confirmed that:

- An annual external audit of the flow meters is undertaken.
- In addition to routine maintenance, the operator removes and cleans meter bores on an annual basis, exceeding standard maintenance requirements.

The emission monitoring point for **W2** was observed to be easily accessible, allowing safe sampling and inspection.

10. Conclusions

Based on observations made during the visit:

- The site was found to be well managed, orderly and controlled.
- Security and safety arrangements were robust and effective.
- Emissions to water from **W1 and W2** are supported by appropriate infrastructure, monitoring arrangements and access provisions.
- Waste management practices, including the newly commissioned waste management area, were of a high standard.
- Marine LNG offloading operations observed during the visit were conducted with visible safety measures in place.

No apparent non-compliances were identified at the time of inspection, and no follow-up or enforcement action was required.

END OF REPORT

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.