

Compliance Assessment Report CAR_NRW0051984

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: 18/05/2026 - 08/06/2026 between 13:30 and 11:40.

Parts of permit assessed: various.

NRW Lead Officer: Rebecca Harwood, accompanied by Eleanor Pierce, Libby Hughes, Kathryn Bradshaw.

Report sent to: Chris Emery, Operations Director, on 11/06/2026.

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)	
IR3E - Installations - Emissions and monitoring - Monitoring	Assessed (A)	
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	Action only (X)	
IR2E - Installations - Operations - Improvement programme	Action only (X)	
IR3C - Installations - Emissions and monitoring - Odour	Assessed (A)	
IR1A - Installations - Management - General Management	Action only (X)	

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?

Criteria	Action needed	Complete by
IR3A(1)	see text below	21/06/2026
IR2E	see text below	21/06/2026
IR1A	see text below	21/06/2026

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

This compliance assessment report covers three site inspections undertaken on 18 May, 26 May and 8 June 2026.

Site Inspection 18 May 2026

Officers met with the Operations Director. Dioxin monitoring was being undertaken concurrently at emission points A26 (K7 Biomass Boiler) and A29 (MDF2 cyclone) at the time of the visit. Officers spoke with the test house operatives and no issues were raised.

The Resi Gas Fan, adjacent to emission point A26, was still causing a vibration on the platform, although to a lesser degree than previously noted. The Operator undertook work to rebalance the fan during a shutdown in April and identified that the chimney stack flap was not fully closing. A temporary repair has been made to the flap, and a permanent repair will be made during the summer when the replacement chimney stack flap has been received.

The shredder in the logyard had been off line for repair and peeled chips had therefore been used as fuel alongside refiner and granulate material. The misting system was not operational at the K7 bunker as the trailer had recently been removed, this was rectified at the time of the visit. The Operator is reminded that the air mist system should be used to control dust from the K7 bunker. K7 boiler temperatures were stable and as expected.

Stockpiles within the logyard appeared high and close to the limit specified within the Kronospan document *Stockpile Heights, Separation Distances and Fire Walls (reference NRW IC 44, 45, 46)*. The Operator was reminded that the height of stockpiles should be managed in accordance with procedures.

Site Inspection 26 May 2026

Officers met with the Operations Director and Environmental Coordinator.

Officers visited the lagoons as a sample of the discharge was requested prior to the lagoons being cleaned, scheduled for 1st June 2026. The lagoon was not discharging at the time of the visit and therefore no sample was obtained. The Operator was requested to keep officers updated of discharge times and any changes to the planned lagoon emptying, inspection and maintenance works. Subsequently there has been a delay to the planned works.

Action 1: Ensure NRW are kept informed of progress with the lagoon works and any changes to dates.

Commissioning and training of staff to operate the continuous sampling equipment has been delayed due to the supplier being unable to attend site. The auto sampler is due to be commissioned alongside the new MCERTS meter.

Action 2: Ensure NRW are updated as to the progress with the commissioning and use of the continuous / composite sampler. An update should also be provided to NRW in relation to the MCERTS flow meter including installation timescales following the previous update received on 01/05/2026.

The mist air system on the recycled timber area of the logyard was not fully operational at the time of the visit, the generator supplying the west side of the compound had failed. The material was therefore being stockpiled to the east side where the mist suppression was operating. The Operator stated that the contractor would be onsite during the week to repair the system. Officers will continue to review the operation of the mist air system.

Dioxin monitoring was being undertaken concurrently at emission points A26 (K7 Biomass Boiler) and A29 (MDF2 cyclone) at the time of the visit. Officers spoke with the monitoring personnel and no issues were raised. Officers spoke with operatives in the boiler control room. No issues were identified in relation to the operation of the K7 biomass boiler. Operating temperatures appeared to be stable. The MDF2 line temporarily stopped operating during the testing period resulting in a change to the K7 chimney flap opening. Turbulence had been noted by the monitoring personnel and this was discussed with the Operator at the time.

Site Inspection 8 June 2026

Prior to attending site, officers visited several locations within Chirk and detected a strong off-site odour to the east of the site. This odour was a mix of MDF and virgin wood. Officers also noted a strong chocolate odour at the B5070 Colliery Road junction. The weather was dry, overcast with a gentle westerly breeze. No issues with operational processes were identified during the visit.

Officers met with the Operations Director and Environmental Manager.

Dioxin monitoring was being undertaken concurrently at emission points A26 (K7 Biomass Boiler) and A29 (MDF2 cyclone) at the time of the visit. Officers spoke with the monitoring personnel and no issues were raised.

Officers spoke with operatives in the boiler control room. No issues were identified in relation to the operation of the K7 biomass boiler. Officers viewed temperature trends from the previous week and although generally stable there were a couple of spikes in temperature. When discussing the spikes with the boiler operative and reviewing the shift logs the higher temperatures were reported to be as a result of drier fuel on the grate, while lower temperatures were as a result of issues with the feed conveyor.

Boiler fuel within the K7 bunker and on the logyard appeared free from contamination. The Operator confirmed that the board breaker within the logyard only operates Monday to Friday 08:00 -16:30. Contaminated skip waste from internal processes is being rejected and re-sorted prior to use as boiler fuel.

Action 3: The mist cannons within the K7 boiler fuel shredding area need to be cleaned and maintained to avoid plant failure due to dust, as identified and raised on previous visits.

The mist air system on the recycled timber area of the logyard had been repaired and was operational during the inspection.

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.