

Compliance Assessment Report CAR_NRW0052674

Licence being assessed: WA/067/0006/006.

For: Process Water -Kronospan Ltd., Chrik, **held by:** Kronospan Ltd.

At: .

Type of assessment: Audit,

Reason: Routine.

On: 13/08/2026, between 10:30 and 13:00.

Parts of licence assessed: see below

NRW Lead Officer: Libby Hughes, accompanied by Richard Smith.

Report sent to: EHS Manager, EHS Manager, on 27/08/2026.

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

Part of licenced activity assessed (criteria)	Assessment result	Non-compliant licence condition
WR-A4 - Water Abstraction - Abstraction specified by licence - Purposes of abstraction	Assessed (A)	
WR-A2 - Water Abstraction - Abstraction specified by licence - Points of abstraction	Assessed (A)	
WR-B2 - Water Abstraction - Abstraction measurement and records - Recording	C3 Minor	9.5
WR-B2 - Water Abstraction - Abstraction measurement and records - Recording	Action only (X)	
WR-B3 - Water Abstraction - Abstraction measurement and records - Reporting	C4 No impact	8.2

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

2. What action is required?

Criteria	Action needed	Complete by
WR-B2	See Action 1 below.	14/09/2026
WR-B2	See Action 2 below	31/03/2027
WR-B3	See Action 3 below.	14/09/2026

Action 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 or civil sanctions being imposed depending on the circumstances of the offence.

You are non-compliant with your licence.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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 (CAR) has been completed following a visit to Kronospan on 13th August 2026 by NRW officers to assess compliance with the abstraction licence associated with borehole W3.

WR-A4 Purpose of Abstraction

The purpose of abstraction is industrial process water.

The Abstraction Returns submitted to NRW for the years 2024-2025 and 2025-2026 were recorded as a "Nil Return".

The operator advised that borehole W3 hasn't been used for many years. The primary sources of Kronospan's industrial process water currently come from the Llangollen Canal under abstraction permit 24/67/5/0081 held by the Canal & Rivers Trust, and via borehole W2 under abstraction permit WA/067/0005/015.

Kronospan is considering starting to utilise borehole W3 again in the near future to improve resilience.

WR-B2 Recording

Licence condition 9.5 states "*Manual groundwater levels shall be taken within the boreholes marked as W2, W3, A1, B, C, and D on a weekly basis*"

Licence condition 9.6 states "*the weekly groundwater levels.....shall be recorded....in terms of both metres Below Datum (mBD) and metres above Ordnance Datum (mAOD)*"

It is not possible to access borehole C. NRW officers were advised by Kronospan staff that Borehole C sits underneath a warehouse which was constructed in 2007, before the current version of the permit was issued.

Data provided to NRW before the visit highlighted that the groundwater levels have not been consistently recorded on a weekly basis. There are a number of gaps in the data recorded. When it has been recorded, it has been correctly recorded both in mBD and in mAOD.

The data has not been not being managed in conformance with permit condition 9.5, and has resulted in a C3 score being applied against WR-B2 recording above.

Action 1: Update internal procedures to ensure that manual groundwater levels are measured and recorded weekly for all boreholes. Submit procedures to NRW by 14th September 2026.

Action 2: By 31st March 2027 ensure that the permit is amended to remove Borehole C from future versions.

During the visit NRW officers measured the depths of the boreholes as follows:

A1 - 9.35m from top of pipe
W2 - 8.3m from top of grating / 7.2m from top of pipe
B - 32.9m from top of pipe
W3 - 34.9m from top of pipe
D - 33.72m from top of pipe.

WR-B3 Reporting

The Returns for 2025-26 were submitted late due to staff changes within Kronospan.

The data has not been not being managed in conformance with permit condition 8.2, and has resulted in a C4 score being applied against WR-B3 Reporting above.

Action 3: Contact waterresources.returns@cyfoethnaturiolcymru.gov.uk to update NRW with the correct site contact details for accessing the online portal by 14th September 2026.

The Operator is reminded that this licence is currently due to expire on 31st March 2027. If they wish to renew, the appropriate paperwork should be submitted to NRW at least 3 months beforehand.

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 licence is issued to you under the Water Resources Act 1991 as amended by the Water Act 2003. You have a responsibility to comply with the conditions of your licence and prevent pollution/harm to 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.

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 licence condition assessed to avoid non-compliance. No non-compliance scored at this time
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property

Full list of Water resource action criteria (used in section 1 and 2):**WR A: Abstraction specified by Licence**

- WR-A1 Source of supply
- WR-A2 Points of abstraction
- WR-A3 Means of abstraction
- WR-A4 Purposes of abstraction
- WR-A5 Period of abstraction
- WR-A6 Quantities
- WR-A7 Land
- WR-A8 Other specified on licence

WR B: Abstraction measurement and records

- WR-B1 Means of measurement
- WR-B2 Recording
- WR-B3 Reporting

WR C: Surface / Groundwater level and protected flow

- WR-C1 Minimum hands-off flow/level requirements
- WR-C2 Flow/level measurement devices
- WR-C3 Recording
- WR-C4 Reporting

WR D: Environmental monitoring and information

- WR-D1 Recording
- WR-D2 Reporting
- WR-D3 Notifications

WR E: Fish and eel passage

- WR-E1 Infrastructure specified by licence
- WR-E2 Maintenance and records

WR F: Discharge

- WR-F1 Point of discharge
- WR-F2 Infrastructure
- WR-F3 Measurement
- WR-F4 Recording
- WR-F5 Reporting

WR G: Impoundment specified by licence

- WR-G1 Inland water to be impounded
- WR-G2 Manner and extent of impoundment
- WR-G3 Point(s) of impoundment
- WR-G4 Construction and removal requirements
- WR-G5 Other specified on licence

WR H: Borehole infrastructure

- WR-H1 Infrastructure and accessibility
- WR-H2 Maintenance and calibration

Enforcement response

Any non-compliance with a licence condition is an offence and we may take legal action against you. Action we take can include prosecution or civil sanctions. 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.