Cyfoeth Naturiol Cymru
Natural Resources Wales

Compliance Assessment Report CAR_NRW0052913

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: 07/09/2026 between 11:30 and 13:25.

Parts of permit assessed: various.

NRW Lead Officer: Rebecca Harwood, accompanied by Rhys Ellis.

Report sent to: Chris Emery, Operations Director, on 11/09/2026.

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	Action only (X)	
IR4A - Installations - Information - Records	Action only (X)	
IR1A - Installations - Management - General Management	Action only (X)	
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	Assessed (A)	
IR3D - Installations - Emissions and monitoring - Noise and vibration	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
IR3A(1)	Action 1	17/09/2026
IR4A	Action 1	17/09/2026
IR1A	Action 2	17/09/2026
IR1A	Action 3	17/09/2026

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.

You are non-compliant with your permit.

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 follows an unannounced inspection of the site on 7 September 2026.

Off Site Assessment

An odour assessment was undertaken prior to the site inspection covering Chirk Green, Holyhead Road, Lodgevale, Maes Y Waun, Station Avenue, Castle Road, Llwyn y Cil. A strong MDF / wood odour was detected at numerous locations to the east of the site, this varied in intensity but was prevalent throughout. A distinct chocolate odour was also detected during the odour assessment in the Maes Y Waun and Chapel Lane areas.

There was some noise noted from the west of the site, this was industrial background factory noise. It was not deemed to be at the levels that would cause a pollution at the time of the inspection.

Site Inspection

Officers met with the Operations Director, Environmental Manager and Logyard Manager.

The site inspection covered the lagoons, logyard and boiler operations.

W1 was discharging at the time of the inspection. It was noted that there appeared to be sewage fungus near to the discharge point indicating that there may be high organic nutrients in the water.

Action 1: As per CAR NRW0052911 provide NRW lagoon monitoring data for the period 01/08/2026 - 11/09/2026 to NRW by 17/09/2026, including any readings from the auto samplers.

The air mist suppression system around the recycled timber compound was in operation at the time of the inspection. There were significant stockpiles of recycled timber in this area but there were no notable dust emissions at the time.

There was again pooling water adjacent to the chipper and the new sump, however the water could be seen draining into the new sump / drainage system. The Operator stated that the concreting work around the sump had not been completed and this was expected to be done towards the end of the week.

NRW remain concerned that blockages may occur in the new drainage system as a result of wash down water and debris from the chipper entering the pipework. This could potentially have a knock-on effect to lagoon discharge compliance.

Action 2: As detailed in CAR NRW0052767 procedures are being updated to reflect the new drainage layout, operation and responsibilities. This should include maintenance and cleaning of the sumps to ensure debris does not build up in the area around the sumps. NRW may review these during future inspections.

The 'chips' at the top of the conveyor from the sawmill to the silos identified by NRW on 30/08/2026 were being removed during the inspection. It was unclear why this had not been actioned when previously identified. There did not appear to be any dust emanating from this area or from the removal of the blockage at the time of the inspection, however, the Operator is reminded that any issues that may create dust off-site should be investigated in a timely manner.

A loud high pitched squealing noise was also detected in this area and subsequently identified as conveyor 3.01 - bunker outfeed to MDF. The conveyor was stopped at the time and an action taken by the Operator to inspect the conveyor to identify the source, believed to be as a result of lack of grease. The squeal was not heard off-site prior to the inspection; however, the Operator should be proactively addressing maintenance issues to ensure that activities are free from noise and vibration likely to cause pollution outside the site.

A category 3 score has been raised against permit condition 1.1.1 (compliance criteria (IR1A) General Management) for failure to identify and address the issues identified by NRW officers.

Action 3: Confirm to NRW by 17/09/2026 the reason for the squeal and subsequent remedial action taken. Provide information relating to the last routine inspection of this conveyor. Further scores may be applied on review of this information.

The shredder was not in operation at the time due to a breakdown. The fuel in the logyard for the K7 biomass boiler was therefore virgin woodchip and refiner. No contamination was identified within the K7 biomass boiler fuel. Granulate was being fed into the boiler as well as the grate fuel. No issues were identified with the boiler operations, temperatures were

as expected. K8 was undergoing a slow warm up using the support burner following the maintenance shut down.

Officers spoke with monitoring personnel who were undertaking the monthly dioxin and furan testing at emission point A26 (K7 biomass boiler). No issues were raised. NRW officers remain concerned at the vibration caused by the resi-gas fan despite being informed this had recently been rebalanced. The speed of the fan was adjusted whilst officers were on site to reduce vibration. The Operator should review the operation of the resi-gas fan to reduce, as far as reasonably practicable, the vibration caused by the fan. This will continue to be reviewed and assessed by officers.

No abnormal site operations were identified during the inspection that could be linked to the odours detected off-site.

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.