Compliance Assessment Report CAR_NRW0052928

Permit being assessed: BP3296EF.

For: Olleco Cymru Wales, **held by:** Olleco

At: New Quay Road, Felnex Industrial Estate, Newport, Newport, NP19 4PL.

Type of assessment: Site Inspection,

Reason: Routine.

On: 07/09/2026 between 11:30 and 12:20.

Parts of permit assessed: Various.

NRW Lead Officer: Anna Andrews, accompanied by Nicola Rossiter, Leah Golding.

Report sent to: Jason McCann, Site Manager, on 21/09/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W1A - Waste - Management - General management	Assessed (A)	
W2A - Waste - Operations - Permitted activities	Assessed (A)	
W2D - Waste - Operations - The site	Assessed (A)	
W2E - Waste - Operations - Waste acceptance	Assessed (A)	
W3B - Waste - Emissions and monitoring - Emissions of substances not controlled by emission limits	C3 Minor	Section 3.1.3
W3B - Waste - Emissions and monitoring - Emissions of substances not controlled by emission limits	Action only (X)	
W3C - Waste - Emissions and monitoring - Odour	Assessed (A)	
W3F - Waste - Emissions and monitoring - Pests	Assessed (A)	
W4A - Waste - Information - Records	Assessed (A)	
W4B - Waste - Information - Reporting	Assessed (A)	

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
W3B	Please provide appropriate containment measures for residual waste oil and plastic materials associated with the separation process and the storage of baled containers.	31/01/2027
W3B	Please consider providing a wheel wash and/or boot wash facility to minimise the potential for waste oil and other contaminants to be tracked beyond operational areas on vehicle tyres or employees' footwear.	31/01/2027

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 report details the site visit made on 7 September 2026 to Olleco Cymru Wales for an unannounced routine site inspection. Natural Resources Wales (NRW) officers Anna ANDREWS, Nicola ROSSITER and Leah GOLDING arrived at Newquay Road, Stephenson Street Industrial Estate, Newport, NP19 4PL at 11:30 am and met with the Site Manager. Weather conditions were overcast and still.

Permit Breaches

W3B - Emissions of substances not controlled by emission limits (one Category 3 Breach and one Action only):

During the site inspection, pools of waste oil were observed within the processing hall and on the hardstanding beneath stored palleted plastic bales. Waste shredded plastic was also observed outside the designated containment area. The waste oil appeared to be associated with the separation process and/or leakage from stored baled materials. Section 3.1.3 of the Environmental Permit states: *'All liquids in containers, whose emission to water or land could cause pollution, shall be provided with secondary containment, unless the operator has used other appropriate measures to prevent or, where that is not practicable, to minimise, leakage and spillage from the primary*

container.' The release and accumulation of waste oil observed during the inspection demonstrates that appropriate containment and/or spill prevention measures are not being adequately implemented.

Category 3 Breach: Please implement and maintain appropriate secondary containment, or alternative measures that prevent leakage and spillage, for waste oil arising from the separation process and residual waste oil stored within baled plastic containers. Appropriate measures should also be implemented to contain shredded plastic generated by the separation process and prevent its accumulation outside designated storage and containment areas by 31 January 2027.

No dedicated wheel wash or boot wash facilities were observed on-site during the inspection. As oil is not readily removed with water alone, a dedicated wheel wash system could provide a more effective method of removing oil contamination from vehicles before they leave the site. Upon leaving the site, officers also noted oil residue on their footwear, indicating that contamination may be being transferred from operational areas.

Action Only: Please consider the installation of dedicated wheel wash and boot wash facilities at appropriate locations on-site to minimise the potential for contaminants to be transferred beyond operational areas on vehicle tyres and employees' footwear by 31 January 2027.

Site Inspection Observations

The Site Manager escorted officers around the operational areas and provided an overview of the activities undertaken on-site. No offensive odours or noises were detected during the inspection, and no pests were observed. The hardstanding was in good condition, and during the site inspection it was being cleaned using a bowser containing hot water and detergent. Residual wash water was observed entering the site drainage system, the drainage systems were observed to be free from debris and flowing freely. Waste oil received from customers was stored in appropriate containers within secondary containment ready for processing.

The conveyor belt area contained accumulations of waste solids (see image 1). The Site Manager advised that this area is routinely cleaned following completion of daily processing activities.



Image 1: Waste collected under the conveyer belt.

Waste oil containers are processed through a separation unit that utilises an Archimedes screw to

separate plastic packaging from the oil inside of the processing hall, the screw was not in use during the site inspection. The recovered oil is collected in a container located beneath the equipment pending further processing (see images 2 and 3). The shredded plastic is collected in a container from the top of the screw, which is located to the rear of the building (see image 4).



Images 2 and 3: Left – Archimedes screw equipment in the processing hall. Right – Overflowing oil drainage beneath the Archimedes screw in the processing hall.



Image 4: Waste plastic collection with plastic debris displaced away from the collection point.

A significant quantity of waste oil was observed pooled beneath the separation equipment (see image 3). The Site Manager advised that this oil is routinely pumped from the processing hall floor into the holding pit when the oil containment beneath the screw overflows. Shredded plastic arising from the separation process was observed being stored behind the processing hall.

Several bales of plastic containers were observed to the rear of the processing hall (see image 5).

Several of the baled containers contained residual waste oil, officers were informed that these bales are sent to a third-party facility which recovers and/or utilises the remaining oil. An accumulation of oil was observed beneath the stored bales, which the Site Manager advised was likely the result of residual oil draining from the baled containers. The Site Manager explained that the waste oil drained into the appropriate oil containment from this location.



Image 5: Baled plastic oil containers with oil residual beneath them.

Section 3.1.3 of your Environmental Permit states '*All liquids in containers, whose emission to water or land could cause pollution, shall be provided with secondary containment, unless the operator has used other appropriate measures to prevent or, where that is not practicable, to minimise, leakage and spillage from the primary container.'*

Please provide appropriate containment measures for residual waste oil and plastic materials associated with the separation process and the storage of baled containers. This may include bunding the processing hall and providing a suitable storage area for baled containers to limit oil run off, together with more appropriate containment for shredded plastic, to prevent the uncontrolled spread of waste and minimise the risk of environmental pollution. As well as reviewing internal operating procedures and housekeeping arrangements to ensure that processing equipment is operated within its designed capacity and is left in a condition that prevents the release, leakage or accumulation of waste oil and associated materials.

The site utilises steam cleaning equipment to wash vehicle tyres. Please consider also providing a wheel wash and/or boot wash facility to minimise the potential for waste oil and other contaminants to be tracked beyond operational areas on vehicle tyres or employees' footwear.

Site security measures were observed to include perimeter fencing and an automated access gate, which appeared to be in good condition during the site inspection. Officers departed the site at 12:20 pm.

Management System (EMS)

Officers requested the EMS and any related incident management plan, such as a Fire Prevention and Mitigation Plan (FPMP). Olleco provided digital copies of their companies EMS documentation, including but not limited to a site-specific Odour Management Plan, Environmental Permit

Compliance and Control Document for Wales, and a Group Emergency Response Procedure.

Please ensure that a copy of the EMS and any related incident management plan is '*kept at or near the place where those duties are carried out'* in accordance with section 1.1.3 of your Environmental Permit.

WAMITAB & Waste Returns

The site manager currently holds a WAMITAB which expires on 3 February 2028.

All quarterly waste returns have been submitted and are up to date. In 2025, Olleco received 18,502.39 tonnes of waste and removed 24,073.83 tonnes of waste, which is within the site's permitted annual allowance of 45,000 tonnes, which includes up to '30,000 tonnes/year of waste fats and oils'.

Contact Details

If you have any queries regarding this Compliance Assessment Report (CAR) please contact Dr Anna Andrews at anna.andrews@cyfoethnaturiolcymru.gov.uk.

In this document 'Natural Resources Wales' means the Natural Resource Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) Order 2012.

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 Waste compliance criteria (used in section 1 and 2):

1. Management
- W1A – General management
- W1B – Energy Efficiency (MCP/SG facilities only)
- W1C – Avoidance, recovery and disposal of wastes produced by the activities

2. Operations
- W2A – Permitted activities
- W2B – Waste recovery plan
- W2C – Operating techniques
- W2D – The site
- W2E – Waste acceptance
- W2F – Technical requirements
- W2G – Improvement programme
- W2H – Pre-operational conditions

3. Emission and Monitoring
- W3A(1) – Emissions to water
- W3A(2) – Emissions to air
- W3A(3) – Emissions to land
- W3B – Emissions of substances not controlled by emission limits
- W3C – Odour
- W3D – Noise and vibration
- W3E – Monitoring
- W3F – Pests
- W3G – Fire

4. Information
- W4A – Records
- W4B – Reporting
- W4C – 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.