

Compliance Assessment Report CAR_NRW0037054

Permit being assessed: BS6149IQ.

For: Pencoed Rockwool EPR/BS6149IQ, held by Rockwool Ltd

At: Rockwool Ltd , Bridgend , Mid Glamorgan , CF35 6NY.

Type of assessment carried out: Report/Data Review, Reason: Routine.

On 19/10/2020.

Parts of permit assessed: As detailed

NRW Lead Officer: Toby Griffiths.

Report sent to: Huw Edwards, EHS Manager on 20/10/2020.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
F2 - Amenity - Noise	Action only (X)	
E1 - Emissions - Air	C3 Minor	3.1.2
E1 - Emissions - Air	C3 Minor	3.1.2
F1 - Amenity - Odour	Action only (X)	
F3 - Amenity - Dust/fibres/particulates and litter	Action only (X)	

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

Total number of non-compliances recorded	Total non-compliance score
2	8

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
F2	Action 4: Please provide a report on the noise survey including an impact assessment in accordance with BS4142:2014 +A1:2019 and proposals for any mitigation required to minimise emissions of noise. Please also include a Noise Management Plan with reference to H3 Appendix 4.	30/11/2020
E1	Action 1: Please provide a report to NRW on the investigation into the ammonia exceedance at A13a and confirm the compliance status of ammonia emissions at A3 on 30th June.	30/11/2020
E1	On 16th October, Rockwool confirmed that Line 1 has ceased operation for the remainder of 2020 due to a reduction in demand. In addition, procedures have been updated to ensure the cleaning of monitoring probes before start-up.	Already completed
F1	Action 2: Please create an Odour Management Plan in	30/11/2020

Criteria	Action needed	Complete by
	accordance with the H4 Guidance	
F3	Action 3: Please create a Dust Management Plan and submit a report to NRW, together with the results of the DustScan work.	30/11/2020

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 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 CAR form responds to a range of reports and issues to **30th September 2020**. Reports following this date will be assessed by NRW and a separate CAR form issued.

1. Routine monitoring

Periodic: 6 monthly (Jan – June 2020) monitoring received on 28/07/2020. Forms received:

Metals. A1, A2 and A19.

Particulates (plus RSMs A12-A14).

Ammonia (plus RSMs A12-A14) A13A. (17/06/2020 exceedance of ammonia at A13A and query A3 on 30/06/2020) *

Formaldehyde (plus RSMs A12-A14).

Phenol (plus RSMs A12-A14).

VOCs (plus RSMs A12-A14). Air2A

Amines.

NOx.

Quarter 2 (April – June) Continuous monitoring

Emission point A1: Air 3, Air 4, Air 5, Air 8 (29/06/2020 exceedance of particulates) *

Emission point A2: Air 3, Air 4, Air 5, Air 8

Emission point A19: Air 3, Air 4, Air 5, Air 8

Emissions to water W1: Water 1.

- June monthly sample reported as lost by external lab, however there was no flow recorded to the stream during this month.
- Waste 1 form.

Remaining results were compliant with permit limits.

2. Schedule 5 Notifications

Ammonia exceedance July 2020

On 24th July, Rockwool reported an exceedance of ammonia of 68.72mg/m³ over limit of 40 at Point A13a (RSM1). This occurred on 17th June 2020 during the 6 monthly periodic monitoring. Rockwool provided feedback to NRW on 2nd October which noted that investigations were ongoing into the process conditions leading to ammonia emissions and NRW will request an update. The exceedance is a non-compliance with Permit Condition 3.1.2 and is considered minor (Category 3). At emission point A3 on 30th June the average of the 3 ammonia samples was 54mg/m³ over limit of 50, although this may be within the sampling uncertainty, which may not equate to an exceedance. NRW requests confirmation of this.

Action 1: Please provide an update to NRW on the investigation into the ammonia exceedance at A13a and confirm the compliance status of ammonia emissions at A3 on 30th June.

Particulates exceedance 29th June 2020

Elevated particulate emissions at A1 (17.6mg/m³ over limit of 10) were reported during the re-starting of Line 1, though these returned to compliance shortly after. Currently, we consider this a non-compliance with Permit Condition 3.1.2 and is considered minor (Category 3). On 16th October, Rockwool confirmed that Line 1 has ceased operation for the remainder of 2020 due to a reduction in demand. In addition, procedures have been updated to ensure the cleaning of monitoring probes before start-up. NRW will follow up this issue with Rockwool to determine whether any further improvements are required.

3. Incidents

This CAR report references the following incidents:

WIRS Ref	Type of issue	Date
2000627	smoke	31/01/2020
2001459	odour	24/02/2020
2002179	dust	26/03/2020
2004120	noise	11/06/2020
2004698	smoke	23/06/2020
2004680	noise	30/06/2020
2005571	noise	04/08/2020
2006369	odour	01/09/2020
2006441	dust	03/09/2020
2006798	noise, dust, odour	17/09/2020
2006799	noise	17/09/2020

Further to the Rockwool feedback reports received on 3rd June 2020 and 7th and 29th September NRW makes the following comments:

a. Smoke incidents: Refs 2000627 and 2004698

Two complaints of visible emissions were received in January and June 2020. Feedback from Rockwool indicated that the January incident may have been related to cupola cold starts, however there were no abnormal events reported. After investigations into the June issue, Rockwool stated that they were operating during the period prior to the complaint and although operating normally, there were occasions such as during start-up of the process on 17th June, where emissions could have been more visible due to

the nature of the coke fired process. On 3rd July, Rockwool confirmed that they were within the emission limits during this time and provided emission monitoring data on the 8th July to confirm. On 10th July Rockwool provided photographs of the plume, which has a grey tinge and considered to be typical of emissions. NRW will follow up this issue with Rockwool during our compliance work. Currently, we have not substantiated these incidents.

b. Odour incidents Refs: 2001459 and 2006369

NRW has received two complaints so far this year where odour was the principle concern, and others have been reported directly to Rockwool by residents, or via a local councillor. Incident 2001459 referred to sulphur odour. The Rockwool response on 3rd June for 2001459 notes that emissions of SO₂ were within limits, and that no other issues were noted during the February complaint. NRW received a second complaint 2006369 on 1st September which described an “eggy” odour which can be the result of sulphurous compounds. However, this incident was not substantiated either by Rockwool or following a visit to the area by NRW later in the day. In emails of 2nd and 7th September, Rockwool replied that a cupola start combined with the wind direction on the day could have resulted in the complaint, but that the odour would be of burning rather than sulphur. Additionally, a report of formaldehyde/coke odour was not substantiated. However, given the potential for odour, NRW recommended that an Odour Management Plan is created, with reference to the H4 Guidance. It is understood that Rockwool have been developing this over the summer.

Action 2: Please create an Odour Management Plan in accordance with the H4 Guidance [see below link].

c. Dust incidents Refs: 2002179 and 2006441, 2006798

NRW has received three complaints so far this year where dust was the principle concern, and others have been reported directly to Rockwool by residents. The response from Rockwool on 3rd June cited the quenching of hot cupola material and associated steam as a possible cause, as the steam can carry dust into the air. Measures to minimise this such as improvements to material handling were stated to have been implemented by Rockwool. However, NRW received further complaints on 3rd and 17th September (Rockwool responded on 7th September and were in dialogue with residents). NRW visited a property on 18th September and was able to collect a dust sample which we will share with Rockwool and their specialists to assist in identifying the source(s). It is unclear which activities could be sources of dust, and work to determine this is ongoing. On 29th September and 2nd October, Rockwool confirmed the planned analysis of dust samples by specialist contractor DustScan. A dust management plan is also being developed by Rockwool. NRW will review the outcome of these investigations and any associated improvements identified.

Action 3: Please create a Dust Management Plan and submit a report to NRW, together with the results of the DustScan work.

d. Noise incidents, Refs: 2004120, 2004680, 2005571, 2006798, 2006799

NRW has received five complaints so far this year where noise was the principle concern, and others have been reported directly to Rockwool by residents, or via a local councillor. Rockwool have engaged with local residents and are aware of some of the potential sources on site. No specific problems with equipment have been reported.

Rockwool undertook some sound level measurements during July 2020 and provided a report to NRW on

17th September. However, as the winds during this period were predominantly westerly (blowing towards Rockwool), the impact of Rockwool could be underestimated for receptors to the east. On 29th September Rockwool agreed to commission a more detailed survey which will include a wider range of residential areas where complaints have been received. Based on the results of this survey and any improvements identified by Rockwool, NRW will assess whether further mitigation is required to reduce noise levels. It is important that the survey meets BS4142:2014 (+A1) and include the information required in Chapter 12. This should also include details of:

- site measurements, including any individual prominent sources
- any modelling or calculations
- frequency analysis such as FFT
- wind directions in relation to the receptors to east, west and south of site
- proposals for any required mitigation

During recent visits to the area, NRW has not noted significant noise, although on the 18th September some potential sources were identified and shared with Rockwool. At the time, these were not considered particularly prominent, however Rockwool acknowledge that some site activities can be heard off site, particularly under certain weather conditions. The impact of these activities remains to be established. Rockwool are maintaining communications with residents and responding to complaints, which NRW considers to be good practice.

Action 4: Please provide a report on the noise survey including an impact assessment in accordance with BS4142:2014 +A1:2019 and proposals for any mitigation required to minimise emissions of noise. Please also include a Noise Management Plan with reference to H3 Appendix 4.

<https://naturalresources.wales/permits-and-permissions/environmental-permits/horizontal-guidance/?lang=en>

Please respond to the Actions by **30th November 2020**

NRW will also follow up these actions via remote compliance assessment and at the next site visit. Further work to investigate the exceedance of permit limits will also be undertaken.

END

Note Covid-19 restrictions during 2020.

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 only relating to the activity assessment
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.

What are suspended scores?

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 and Waste action criteria (used in section 1 and 2):**A: Permitted activities**

- A1 Specified by permit

B: Infrastructure

- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

C: General management

- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

D: Incident management

- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

E: Emissions

- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

F: Amenity

- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

G: Monitoring and records, maintenance and reporting

- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

H: Resources efficiency

- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

Enforcement response

Any permit condition non-compliance 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 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at 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.