

Compliance Assessment Report CAR_NRW0037190

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 02/12/2020.

Parts of permit assessed: Q3 returns

NRW Lead Officer: Richard Taylor.

Report sent to: Huw Edwards, HSE Manager on 02/12/2020.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
E1 - Emissions - Air	C3 Minor	3.1.2.
G1 - Monitoring and Records, Maintenance and Reporting - Monitoring of emissions and environment	C3 Minor	3.5.2

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
E1	Comply to permit limits	31/12/2020
G1	Actions raised in CAR form wording	31/12/2020

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.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

Rockwool Ltd BS6149IQ

Round up of Q3 (Jul-Sept 2020)

Rockwool sent their Q3 reports to NRW on schedule. These have now been assessed with the following comments.

1.0 Q3 Air return

There were 10 exceedances during Q3 the quarter for SO₂ on line 3 (A19) stack, 7 exceedances occurred in July on 5th, 6th, 9th, 10th, 11th, 12th and 13th; A further 2 exceedances occurred on 5th and 6th August, with a further breach on September 9th.

Following Operational Instruction Compliance classification scheme guidance (OI CCS543_10) Annex 1A, we score one non-compliance for the limit values breached during Q3, but with complex installations with multiple unconnected emission points such as Rockwool, we score separate breaches for separate lines. This means the 10 breaches for Line 3 SO₂ will be combined to score as a single Cat 3 breach., Note, If a breach of the same substance occurred from a different line, then this would also be scored as a breach. In this case, the x10 n limit breaches all came from the same source, line 3 and constitute a single Cat 3 score for exceeding the ELV during the quarter under permit condition 3.1.2 which scored 4 compliance points.

1.1 Decision – 1 x Cat 3 non-compliance to permit limits for 10 exceedances during Q3 under permit condition 3.1.2.

2.0 Over- correction of reportable data issue and reporting of data issue – June 2018 - June 2020.

In October NRW received notification from site which detailed a problem with reported emissions from lines 1, 2, and 3 for CO from, SO₂, and NO₂. This issue is currently being investigated by NRW and a future CAR form will be issued when this is completed.

3.0 CEMS missing plug

On 2nd Oct 2020, site reported a loss of data from Line 3 CEMS for a 24-hour period. 7 of the hours were non-operational, but the remaining operational data for the day (17 hours), was lost due to an error in maintenance of the CEMS by the external company. The error was not identified because the line was offline. CEMS self-calibration occurs once per 24 hours at 13.00 hrs but was scheduled when the down time occurred. This meant that the issue was not picked up by the CEM until the next day's calibration occurred.

The explanation for the discrepancy was that an external service engineer had failed to reinstall a plug on the CEMS. Nevertheless, the system in place at the site should identify a non-functioning CEMS unit at the start of production. As it stands, the line emitted unrecorded data for CO, SO₂, and NO₂ for a 17-hour period. A post maintenance check should be able to identify any issues with the maintenance. A loss of signal from the CEMS should be alerted to the operational staff on line 3 at start-up.

The site reported that they are working with the instrument service contractors to identify improvements which have subsequently been carried out. One improvement made was to introduce a more robust written process for conducting and documenting a 'back in service' check to close every maintenance visit.

3.1 Improvements

NRW see the issue could be improved by introducing the following measures to ensure data is not lost and

the incident is not repeated.

1. System/line checks and sign off should be carried out after any maintenance procedures. This would have highlighted any issues with the missing cable.
2. A 'loss of signal' warning should flag up shortfalls in the monitoring system at start-up. An alert should be noticeable in the control room.

3.2 Action, Site is required to report the improvements carried out on the site system to ensure no repetition occurs. This will include how site has met the 2 improvement conditions listed above.

Provisional date for improvements report is 31st Jan 2021.

3.2 Decision

NRW applies a Cat 3 breach of permit condition 3.5.2 for this incident. The permit breach is for not maintaining monitoring data for a 17- hour period on Oct 1st due to a maintenance error which was left unidentified for a 24 hours period between 1st and 2nd Oct 2020.

1 x Cat 3 breach of permit condition 3.5.2 regarding recording data loss. This earns 4 compliance points.

End.

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.