

**This form will report compliance with your permit as determined by an NRW officer**

Site	Intertissue Neath	Permit Ref	BU2489IT		
Operator/Permit holder	Intertissue Ltd				
Regime	Installations				
Date of assessment	07/08/2019	Time in	10:00	Out	13:00
Assessment type	Audit				
Parts of the permit assessed	See Below				
Lead officer's name	Dunn, Karen				
Accompanied by					
Recipient's name/position	Kerry MacKinnon / Environment Manager	Date issued	08/08/2019		

### Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit conditions and compliance summary	CCS Category	Condition(s) breached
A1 - Specified by permit	A	

**KEY:** See Section 5 for breach categories, suspended scores will be indicated as such.

**A** = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only,

**O** = Ongoing non-compliance, not scored.

<b>Number of breaches recorded</b>	<b>0</b>	<b>Total compliance score</b> (see section 5 for scoring scheme)	<b>0</b>
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**If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response**

## Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

Operator representatives throughout the handover visit were:

Kerry MacKinnon -- Environment Manager

Rhiannon Wilcox - Environment Assistant

The following persons were also present during various areas of the visit and introductions between the site manager and the new NRW site inspector were made:

Pavlos Tatsis - Site Manager

Ertan Mantar - Production Manager

Matt Cove - Production / Converting Manager

The following agenda items were provided prior to this handover:

- Introductions
- Overview of the mill / to include site visit
- Return submissions – New inspector will pick up from 1/July/2019
- Any updates / proposed future work
- AOB

### Introductions

There have been staff changes in NRW following a re-organisation which took effect on 1 July 2019. The NRW Industry Regulation Team in SW Wales has had a site reallocation as a result of the changes and Guy Baskerville (Guy.baskerville@cyfoethnaturiolcymru.gov.uk) is now assigned to the regulation of the environmental permit for the paper mill.

The operator has also experienced change where Intertissue Ltd became Sofidel UK Ltd on the 1 July 2019. The operator explained that due to established departments at the former Intertissue Ltd mill this has meant that it is now the Sofidel UK headquarters. The officers expressed that this was great news to have the UK headquarters in Wales.

The main purpose of this visit was to undertake a handover tour of the mill for familiarisation purposes for the new NRW inspector as the next planned routine audit is due in Q4 (NRW work planning is based on the financial year so January, February and March 2020).

#### Overview of the mill / to include site visit

The operator provided a full site tour which was very useful for the NRW officers prior to the routine visit proposed for later in the financial year. The visit was most beneficial for a better understanding of the installation in advance of any environmental permit submissions or queries.

#### Return Submissions

It was advised that all submissions in respect of the EPR permit should be submitted to the new site inspector and copied to the [industryregulation.swwales@cyfoethnaturiolcymru.gov.uk](mailto:industryregulation.swwales@cyfoethnaturiolcymru.gov.uk) team inbox.

It was agreed that the operator was up to date and all submissions from 1 July 2019 will now go to the new site inspector.

#### Any updates / proposed future work

The last routine audit was undertaken on the 8 March 2019. There was a brief discussion regarding the actions on the last compliance audit report (CAR\_NRW0034889) and the biological oxygen demand (BOD) on the effluent plant. For ease of reference the actions have been replicated below. It can be confirmed on this CAR form that all the actions (below) from the last audit are complete:

**Action:** Operator to complete a notification to inform NRW of the information and steps taken in respect of the fire which occurred on a converting line just prior to the visit. **Complete.**

**Action:** Operator to review the hazardous waste consignment note guidance and ensure they are completed in line with the requirements. **Complete.**

It should also be noted that the position concerning the biomass plant has not changed since the last NRW audit whereby the corporate decision has meant that it is on-hold.

AOB

On the 30 September 2018 the Best Available Techniques Conclusions (BATc) came into effect following the publication of the revised Best Reference document (BREF) 4 years prior. The operator noticed a typographical error on the reporting forms concerning the footnote which outlines a different set of priority hazardous substances than in 'Schedule 6 Interpretation' of the permit. The reporting forms can be amended and agreed between the inspecting officer and the operator.

[End]

## EPR Compliance Assessment Report

**Report ID:  
CAR\_NRW0035551**

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Site	Intertissue Neath	Permit Ref	BU2489IT
Operator/Permit holder	Intertissue Ltd	Date	07/08/2019

### Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition. Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

### Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	CCS Category	Action required/advised	Due Date
See Section 1 above			

## Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

**See our Enforcement and Civil Sanctions guidance for further information**

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

### Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance that could have a major environmental effect	60
C2	A non-compliance which could have a significant environmental effect	31
C3	A non-compliance which could have a minor environmental effect	4
C4	A non-compliance which has no potential environmental effect	0.1

**Operational Risk Appraisal (Opra)** - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

## Section 6 – General information

### Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. 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 its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

### Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

### Customer charter

#### What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk). If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

#### Welsh Language

If you would like this form in Welsh please contact your Regulatory Officer.