



ENVIRONMENTAL MANAGEMENT RECORDS

Subject: Schedule 1: Notification of abnormal emissions

Doc Id: WX-EMS-0023-EMR

Revision: 1

Date: March 2009

Part A:

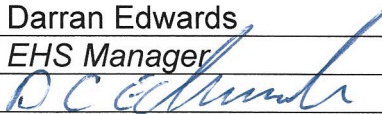
Permit Number	BV 8016 ID
Name of Operator	Kellogg's Company of Great Britain Ltd
Location of Installation	Wrexham Breakfast Cereals
Location of Emission	Missing Balancing Pond Sample
Time and date of Emission	10:10 14 th January 2021

Substance(s) emitted	Media	Best estimate of quantity or rate of emission	Time during the emission took place
Missing BOD results	BOD		10:10am

Measures taken or intended to be taken to stop the emission	Received a notification from Eurofins an external UKAS accredited Laboratory that they have mis placed the East balancing pond samples that had been collected from the Kellogg's Wrexham site on the 16 th December for BOD analysis.
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Part B:

Any more accurate information on the matters for notification under Part A	
Measures taken or intended to be taken to prevent a recurrence of the incident	Eurofins have carried out a review of there system and have provided a corrective action report. Please see attached.
Measures taken or intended to be taken to rectify, limit or prevent any pollution of the Environment or harm which has been or may be caused by the emission	At the time of the sample been taken on the 16 th December 2020 we had carried out the daily COD and TTS. I can confirm that both where within the permitted limits. COD 2 mg/l and TSS 19mg/l
The dates of any authorised emissions from the installation in the proceeding 24 months	N/A

Name*	Darran Edwards
Post	EHS Manager
Signature	
Date	31/03/21

* authorised to sign on behalf of Kellogg Company of Great Britain Ltd



Nia Jones
EHS Practitioner – Environment
Kellogg Company of Great Britain Ltd
Bryn Lane
Wrexham Industrial Estate
Wrexham
LL13 9UT

24th February 2021

Your complaint with Eurofins, our reference 1832

Dear Nia,

Further to the complaint that you raised on 14th January 2021 regarding the sample that went missing at our Wolverhampton facility (sample reference 400-2020-00725492, *east balancing pond 16th December 2020*)

Firstly, please accept my sincere apologies for this situation and any consequent problems this has caused. We take our responsibilities to our customers extremely seriously and it is always a disappointment when the high standards we set ourselves are not achieved. Clearly, this is one of those occasions, we have therefore investigated and advise accordingly.

Our Wolverhampton facility has 3 designated delivery points for different sample types, being, chemistry, microbiology and water samples.

We recognise that on occasion samples will arrive at the wrong delivery point. We have experienced sample receipt and registration teams in each area who are well versed in identifying a sample being at the wrong delivery point. They all appreciate the importance of getting it to the right delivery point without delay and on most occasions this will happen as a matter of course.

On this occasion the sample was registered as being received in Chemistry but seemingly has not been transferred to the water testing department. Although this is a very rare incident it is still extremely disappointing from our point of view.

Accordingly, we have introduced a transfer sheet for use when samples have been received by Chemistry but need to be transferred to microbiology or water testing. We are confident this will reduce the incidence of samples being lost between receiving locations.

Please accept my apologies once more for any inconvenience this has caused you and do not hesitate to get in touch if there is anything further I can do, either now or in the future.

Yours sincerely

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A handwritten signature in dark ink, appearing to read "E. Everington", written in a cursive style.

Edward Everington
Customer Experience Manager
Eurofins Food Testing, Wolverhampton