



ENVIRONMENTAL MANAGEMENT RECORDS

Subject: Schedule 1: Notification of abnormal emissions

Doc Id: WX-EMS-0023-EMR
Revision: 1
Date: March 2009

Part A:

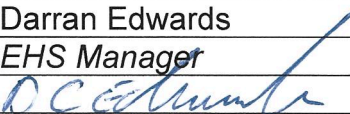
Permit Number	BV 8016 ID
Name of Operator	Kellogg's Company of Great Britain Ltd
Location of Installation	Wrexham Breakfast Cereals
Location of Emission	Missing Balancing Pond Sample
Time and date of Emission	11:59am 27 th January 2021

Substance(s) emitted	Media	Best estimate of quantity or rate of emission	Time during the emission took place
Missing BOD results	BOD		11:59am

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 and West balancing pond samples that had been collected from the Kellogg's Wrexham site on the 27 th January 2021 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 27 th January 2021 we had carried out the daily COD and TTS. I can confirm that both ponds where within the permitted limits. East balancing Pond = COD 0 mg/l and TSS 3mg/l West balancing Pond = COD 0 mg/l and TSS 4mg/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

16th March 2021

Your complaint with Eurofins, our reference 1883

Dear Nia,

Further to the complaint that you raised last week with my colleague Natasha, regarding order references EOL 005-10536-3308729 & 30 that we were unable to process recently, I just want to provide an update on this for you.

Firstly, please accept my sincere apologies again for this situation and any consequent problems this has caused, especially as this is the second issue you have had with your waters testing recently. A full investigation has been carried out into this latest service issue, and I have provided a summary of the findings and corrective actions below;

I can see that the samples had originally been due to be collected on 27th January. However, due to an issue at your site, our driver was unable to collect them on this date, and as such the collection was re-arranged for the following day.

At the time, we were in the process of doing a system sweep of old orders that had not been completed due to the samples being registered online but subsequently not delivered to our laboratory. This work was taking place on the morning of the 28th January, and as such the system recognised these particular samples as being in this status (i.e. registered on our system but not received as expected), and unfortunately they were therefore deleted prior to arrival.

When they did then arrive on site, there was no order to reconcile the samples with. Normally in this situation, the samples would have been put into a query status and followed up. This does not appear to have happened in this case, and as such no further action was taken on the samples, nor in terms of any communication back to you. It is not clear exactly what subsequently happened to the samples, except to say this this was a result of our poor management of our query process in this instance, which is clearly not the level of service you should expect from us.

Although this was a very unusual circumstance, we have nevertheless put in place the following corrective actions as a result of this;

- Going forward, any further system clean- up such as what caused this issue will exclude your account as you place orders in advance

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- On a general note, we have recently invested further resource into our registration team, and have done a full review and re-brief of our query management processes. This should ensure that going forward, these types of issues are picked up in an accurate and timely manner and that the query process is followed, including better communication back to you.
- We are working with the chemistry management and registration team on what further improvements can be made to reporting in this area, to assist in flagging these issues in a clearer and more timely manner going forward.

Due to this issue coming so closely off the back of the last issue you had with your waters testing, and which I wrote back to you on early last month, I have also confirmed with our Chemistry Operations Manager that the previous actions put in place are still operating effectively. Unfortunately, as this issue occurred prior to receipt of the samples, this would not have made a difference in this case and, as I say, this was ultimately caused by poor management of the query process in this instance.

I hope these actions give you some confidence in our service going forward. 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



Edward Everington
Customer Experience Manager
Eurofins Food Testing, Wolverhampton