

Compliance Assessment Report CAR_NRW0038520

Permit being assessed: YP3632EM.

For: Sandycroft Poultry Processing, held by 2 Sisters Food Group Limited

At: VION Sandycroft Glendale Avenue , Sandycroft, DEESIDE, Clwyd, CH5 2QP.

Type of assessment carried out: Site Inspection, Reason: Routine.

On 08/07/2021 between 14:05 and 15:00.

Parts of permit assessed: Various

NRW Lead Officer: Rebecca Harwood.

Report sent to: Steven Van Der Keift, HS&E Manager on 21/07/2021.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
B3 - Infrastructure - Site drainage engineering (clean and foul)	Action only (X)	
C2 - General Management - Management system and operating procedures	C3 Minor	Condition 1.3.1 and Condition 2.9.1
C1 - General Management - Staff competency/training	Action only (X)	
F4 - Amenity - Pests/birds and scavengers	Action only (X)	
A1 - Specified by permit	Action only (X)	
B4 - Infrastructure - Containment of stored materials	Action only (X)	
C2 - General Management - Management system and operating procedures	Action only (X)	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C4 No impact	Condition 4.1.4

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

Total number of non-compliances recorded	Total non-compliance score
2	4.1

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
B3	See Action 1 below	31/08/2021
C2	See Actions 2-5 below	31/08/2021
C1	See Action 6 below	31/07/2021
F4	See Action 7 below	31/07/2021

Criteria	Action needed	Complete by
A1	See Action 8 below	30/11/2021
B4	See Action 9 below	31/07/2021
C2	See Action 10 below	31/08/2021
G4	See Action 11 below	31/08/2021

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 follows an unannounced inspection of the site on 8 July 2021.

An on-site inspection took place between 14:05 and 15:00 with 2 Sisters Food Groups HS&E Manager, Engineering Manager and Production Manager in attendance.

Odour

Improvement works have been completed and the odour issues previously identified relating to the screening tank appear to be better controlled having been connected to the scrubber unit. However, there was still an ambient odour around the back gate to the facility which may have been attributed to the live bird trailers. These trailers were being hosed down at the time of the visit. It was stated that approximately two trailers an hour are processed, so there are generally three live bird trailers on site at any one time. The yard is also hosed down after the trailers have been cleaned. It is understood that a drainage survey was undertaken on site to identify any issues, blockages or if remedial works were required.

Action 1: Please provide NRW with a summary of your findings and any actions resulting from the survey including an up to date site drainage plan by 31.08.2021.

The offal trailer was changed at 11:15 on the day of the visit, the feather trailer was due for collection later in the day. CAT2 waste is stored in dolavs in a refrigerated unit that is emptied daily. A strong odour was detected when the door was opened, but this door was shut at the time of the visit.

The Operator confirmed that they are monitoring trailer change over timings against

complaints and also ensuring that vehicles are not on site, or on the weighbridge for longer than necessary.

An updated Odour Management Plan was submitted to NRW on 24 May 2021, as part of this further daily checks have been incorporated along with more frequent cleaning in some areas.

Advice and Guidance: Please ensure that the Odour Management Plan is reviewed regularly and updated as changes are made to any operations on site, even if these are short term changes - see also Action 3 below.

Noise

Following works to enclose the 'vacuum pump (blower)' on the gantry close to the offal trailers, the whining noise previously detected could not be heard. There had been no further noise complaints at the time of the inspection.

The trailers in the despatch bay were running on electric and those parked in the corner of the site by Chester Road / Church View were not operational at the time of the visit.

A noise complaint was received on 12 July 2021. Following the site investigation, the Operator confirmed that diesel powered refrigerated units had been left running on the gravel area close to the Despatch Bay but were later moved. The Noise Management Plan recognises that *'diesel units left running are a particular cause of complaints'*, in addition it states that *'senior managers and supervisors should ensure that their areas are run in a way that minimises the potential for noise emissions'*. The specific Despatch Noise Minimisation Procedure states that *'All refrigeration vehicles to be run on electric when loading/unloading on bay 1-4'* and *'In the event that a fridge cannot be run on electric, the vehicle is to be pre-chilled on the fridge motor adjacent to the gatehouse. When pre-chilled the fridge is to be turned off and the vehicle returned to bay 1-4 and loaded as quickly as possible, when loaded the vehicle must return to the parking area adjacent to the gatehouse before re-starting the fridge engine'*.

This has been scored a CCS3 breach of Condition 1.3.1 as the procedure has not been followed, and Condition 2.9.1. as BAT has not been used to prevent or reduce the emissions of noise and vibration from the Permitted Installation, specifically in relation to the timing and location of noisy activities and vehicle movements.

Action 2: Ensure all refrigerated trailers at and within the Despatch Bay area are running on electric and not left on diesel. Any diesel powered units should be sited away from sensitive receptors. This should be undertaken immediately.

Your investigation indicated that this had occurred because of the works on site which meant space was constrained. Consideration should be given to amenity impacts when works are being planned which may mean that operations may need to be altered whilst the works are undertaken.

Action 3: Review your Management Systems and the Noise Management Plan in light of the above, to include a section on the impact of change and consider what amenity

implications there maybe during the works phase if there are to be subsequent interim operational changes. Please update NRW by 31.08.2021.

Following further feedback from the complainant regarding additional noise of 'poles clanging', the Operator believes that *'a third party haulier may have taken the load securing bars out of the trailer and if they were dropped this could have caused the noise'*.

Action 4: Reiterate to all drivers the rules around noise, particularly at night when residents at sensitive receptors may be trying to sleep. This should be undertaken immediately.

The noise survey remains outstanding and must be completed by the end of August 2021 once all internal and external works at the facility have been completed.

Action 5: Complete noise survey by the end of August 2021

Pests

The number of birds seen at site at the time of the visit was an improvement on those observed following a visit on 11 June and a drive by on 30 June 2021. The bird scarer was operational at the time of the visit.

It was observed that the dolavs were not always immediately covered when being transported around the yard. In addition, a number of chicken feet were being cleared of the ground by the offal gantry – the Operator stated that this was likely to have occurred following the emptying of a dolav. Both of these activities could attract birds to the site and create odour issues.

Action 6: Ensure dolavs are correctly covered when stored as per your Odour Management Plan and ensure a responsible person undertakes regular checks of the yard areas for cleanliness. This should be undertaken immediately.

Following a review of pest control at the site the Operator has agreed to look into covering additional areas of the site where the dolavs are stored.

Action 7: Report back to NRW by 31.07.2021 on any additional proposed works.

The Operator should continue to monitor the presence of birds at the site to ensure that they are controlled and do not cause pollution, hazard or annoyance outside the boundary of the site.

Site construction works

The Operator stated that improvements are currently being made to the production line inside the factory with works mainly be undertaken at the weekend.

Works were also being undertaken to the chill storage area at the time of the visit, these are new units for product coming in and allow for an increase in the number of carcasses that are to be bought to the site for cutting and portioning. There were a significant number

of refrigerated trailers parked uncoupled around the site to accommodate product whilst the works were being undertaken.

It was discussed that a permit variation is required to regularise all the works that have happened on the site over the years, including the improvements to the scrubber units and the refrigeration area. Section 2 of the current Permit, Operating Conditions, refers to the Permit Application. Having reviewed the documents referred to these no longer reflect current operations, therefore the changes on site need to be addressed formally.

Action 8: Please submit a Permit Variation to regularise the activities within the facility by 30.11.2021

The blood tank is due its 10 year integrity inspection this month.

Action 9: Please ensure 10 year inspection is completed if the replacement blood tank installation is delayed beyond the inspection date and inform NRW when this is completed.

Outstanding annual reviews

As per Condition 2.8.1 a review of your Accident Management Plan is required. The 'Last review' appears to be 18.03.2019, however the document also states 'Reviewed Date' as 28.02.2020.

Action 10: Update Accident Management Plan to reflect current changes to site operations and submit to NRW by 31.08.2021.

As per Condition 4.1.4 a review of your 2020 annual Fugitive Emissions remains outstanding. **The is a CCS4 breach of Condition 4.1.4.**

Action 11: Submit your annual review of fugitive emissions by 31.08.2021.

Schedule 1 notifications

A Schedule 1 notification of abnormal emissions was submitted in accordance with condition 5.1.1 on the 9 April 2021. Following the failure of the evaporator expansion valve on the 24 March 2021, approximately 20kg of R407f was released over a 2 hour period. The expansion valve was replaced, and the system rechecked to confirm integrity and no leaks were present. The release was picked up by the leak detection system.

A Schedule 1 notification of abnormal emissions was submitted in accordance with condition 5.1.1 on the 31 May 2021. An issue was identified within the despatch department relating to the cable on the air intake of the boiler. Smoke was emitted for a few minutes at around 17:00 on the 28 May 2021. This cable was checked and adjusted to prevent reoccurrence.

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.