

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

Site	Peter's Food Service	Permit Ref	SP3635CS		
Operator/Permit holder	Peter's Food Service Limited				
Regime	Installations				
Date of assessment	29/11/2017	Time in	10:00	Out	12:30
Assessment type	Audit				
Parts of the permit assessed	Containment, annual returns				
Lead officer's name	Willey, David				
Accompanied by					
Recipient's name/position	Dafydd Davies/ Safety, Health, Environmental and Training Manager	Date issued	03/01/2018		

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
B4 - Infrastructure - Containment of stored materials	C3	3.2.3
	C3	3.2.3

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.

Number of breaches recorded	2	Total compliance score (see section 5 for scoring scheme)	8
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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

Peters Pies meeting – 29th November 2017

Agenda items

Site update / previous actions

Annual returns

Four yearly reviews

Food waste and recycling

BREF BATc update

Containment audit / site inspection

Site update / previous actions

Recommendation 2 – Have the waste accounting process written into the site EMS. This will ensure that all waste transfer notes can be audited. - Completed. Hardcopy examples of transfer notes to Stormy Downs AD Facility were provided. This has not been written into the sites IMS although there is a process in place at the site. Future updates to the IMS will benefit from bringing in processes not yet included to allow for a clear audit to be undertaken.

ACTION: Peter's Food Service Limited to ensure all IBCs / barrels containing chemicals and raw materials are stored in appropriately bunded area. - Completed. This action was included to target the oil storage area that was not appropriately bunded. This has now been rectified with oil being stored in a sealed container.

Annual returns

The annual returns were received with annual production consistent with previous years. Water usage, electricity and gas also remain consistent with previous years' submissions although there was a slight increase.

Food waste has shown an increase at the site of around 6% resulting in waste per tonne of product calculated at 0.4. (0.4 has been calculated by NRW based on the figures in Performance 1.)

ACTION: Peters Pies to confirm this calculation is correct. The submitted returns states a figure of 0.705 tonnes of waste per tonne of product. This however calculates to 18767.81 tonnes of waste.

ACTION: Please provide a breakdown of the wastes sent for recycling, previous submissions have values for cardboard, tin and stainless steel.

The site has a continual improvements department that looks at trending for food waste as well as other performance parameters to ensure the site operating as efficient as possible. Energy efficiency at the site is monitored through RUMM (Remote Utility Monitoring and Management).

DW queried the sites contingency plans if there are problems transferring their food waste off site. Currently food waste goes for recovery at Stormy Downs Anaerobic Digestion plant in Bridgend. If this site cannot accept the food waste there are agreements in place with AD sites in England operated by Agrivert Ltd. Stormy Downs generates digestate that is recovered and subsequently spread to land through the use of deployments.

The one concern on site was if the unloading fork lift truck broke down. On site contingency plans include temporary storage of food waste in dolavs pending removal from site. This isn't seen as an issue and does not pose any risk to the environment but would impact on the processing on site.

The site has a discharge to sewer with a new automatic sampler being considered. There are several health and safety issues to be addressed before it is installed but once installed the kit will monitor COD and will help provide more accurate readings to enable accurate charging by Welsh Water. The site confirmed that it will be M18 compliant.

Four yearly reviews

The four yearly permit requirements was discussed where the operator is required to review and record the following permit conditions:

1.2.1 – Energy efficiency

1.3.1 – Efficient use of raw materials

1.4.2 – Avoidance, recovery and disposal of wastes

As discussed these parameters are continually checked by the company on a regular basis.

Food waste and recycling

Peters Pies explained that new legislation brought in following the horse meat scandal has led to an increase in food waste. The new legislation requires species segregation and allergen control. In addition food waste can be generated as a result of supplying supermarkets and meeting their changing requirements.

BREF BATc update

An update was provided on the status of the draft Food, Drink and Milk BREF document with a final version due in 2018.

DW discussed the F Gas checks and maintenance at the site. Peters Pies explained that this is undertaken on site by six qualified staff. NRW will be undertaking a more focused F Gas audit

across the Food and drink Sector in Wales in 2018/19.

ACTION: Peters Pies to provide NRW with the preventative maintenance in place for the refrigerants systems as well as the procedure to account for and reporting any gas losses. The preventative maintenance plan should take into consideration the requirements of the F Gas Regulations 2016.

Containment audit on 29th November 2017

The following letter was sent to Peters Pies ahead of the audit with the associated checklist:

As part of Natural Resources Wales' ongoing compliance work we will be undertaking an audit of the tanks and storage lagoons, as well as the associated containment in place, at your site regulated by Natural Resources Wales.

The audit will be undertaken in line with the permit condition 3.2.3 for releases from liquids in containers where it states:

All liquids in containers, whose emission to water or land could cause pollution, shall be provided with secondary containment, unless the operator has used other appropriate measures to prevent or, where that is not practicable, to minimise, leakage and spillage from the primary container.

The objective is to ensure sites are compliant with the permit condition and that any risks are identified and avoid the potential for an environmental incident.

The audit itself will identify each tank / lagoon and have a series of questions that will be used to determine whether any further actions are required to bring them back into compliance.

To assist with the audit, and to avoid any unnecessary delays on the day, please could you provide an up to date inventory of the following:

- substances stored on site
- the number of tanks on site
- the size of the tanks
- a map identifying the location of the tanks/lagoons.

Parameter	Requirement
Environmental Management System	Is there a section of the EMS that addresses containment?
Maintenance / inspections procedures	Where are maintenance / inspection procedures kept within the EMS?
Accident management plan	Is there an up to date accident management plan in place?
Planned Preventative Maintenance	Is there one in place?
Location of tank / IBCs / drums / lagoons	Site map showing location
Safety Data Sheet	What does the tank hold?
Tank / lagoon Specification	Relevant BSI standard or SSAFO
Ancillary equipment	identify ancillary equipment specifications.
Secondary containment present	Yes / No
Secondary containment specification	Suitability of secondary containment.
Level of risk to environment	Use source / pathway / receptor approach for each source with the following criteria.

	<p>Consider flood, security here too. H – high rating M – moderate rating L – low rating</p> <table border="1" data-bbox="799 248 1437 629"> <thead> <tr> <th data-bbox="799 248 959 293"></th> <th data-bbox="959 248 1302 293">Associated risk</th> <th data-bbox="1302 248 1437 293">Rating</th> </tr> </thead> <tbody> <tr> <td data-bbox="799 293 959 405">Source hazard</td> <td data-bbox="959 293 1302 405"></td> <td data-bbox="1302 293 1437 405"></td> </tr> <tr> <td data-bbox="799 405 959 517">Pathway</td> <td data-bbox="959 405 1302 517"></td> <td data-bbox="1302 405 1437 517"></td> </tr> <tr> <td data-bbox="799 517 959 629">Receptor hazard</td> <td data-bbox="959 517 1302 629"></td> <td data-bbox="1302 517 1437 629"></td> </tr> </tbody> </table> <p data-bbox="799 674 1437 929">With overall rating assessed against: High – HHH, HHM, HMM (high potential for CICs category 1 incident) Medium – HHL, MMM, HML (medium potential for CICs category 2 incident) Low – MML, HLL, MLL, LLL (low potential for CICs category 3 incident)</p>		Associated risk	Rating	Source hazard			Pathway			Receptor hazard		
	Associated risk	Rating											
Source hazard													
Pathway													
Receptor hazard													
<p>Photos – primary and secondary Initial assessment, is further action required?</p>													

Containment audit / site inspection

The sites Integrated Management System (IMS) is saved on the companies' system, the IMS is not certified and the site is not looking to achieve the ISO standard at present.

ACTION: Peters Pies to supply NRW with an overview of the sites IMS as well as the document SHE014 and SHE013

Photo 1: Food waste storage



The above photo shows the waste food storage trailer used for the food waste that is not in packaging. There is the potential for a leak to surface water via the French drains pictured. The drains flow directly to the river with no interceptor.

The sites confirmed that there are only four members of staff which are trained to tip food waste ensuring control over the tipping process.

ACTION: Peters Pies to provide NRW with a copy of the most up to date drainage plan for the site.

ACTION: Peters Pies to propose measures to mitigate against a potential spill during loading and storage. Peters Pies to consider swapping the locations of the trailers with the packaged food waste that will reduce the potential for liquids from entering the surface water drains.

Photo 2: Caustic storage



Barrels of caustic are stored on a drip tray, however in this instance the barrels are not full on the tray to capture any leaks. At the time, it was confirmed that the barrel to the rear was empty. In this instance this should be removed to enable the others to be fully on the drip tray. **Considered a category 3 breach of permit condition 3.2.3 where appropriate measures should be taken to prevent spillages from the primary container.**

Photo 3: Dispatch Bay



Photo 3 is of the dispatch bay where there is the potential for surface water to be collected prior to

being discharged.

ACTION: Please can Peters Pies confirm whether there is an interceptor in place for this release to surface water?

Photo 4: New oil storage container



Photo 4 is of the new oil storage container that is fully contained and locked.

Photo 5&6: Storage of emulsifier



Containers of emulsifier were being stored near to the lorry exit gate. There was no containment to mitigate against any spills with a surface water drain located directly in front of the containers. **Considered a category 3 breach of permit condition 3.2.3 where appropriate measures should be taken to prevent spillages from the primary container.**

ACTION: Peters Pies to ensure these barrels are stored in a suitable place and ensure that there are appropriate procedures in place for the storage of deliveries.

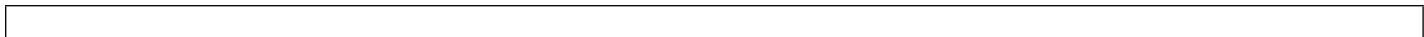
Recommendations from the containment audit.

Recommendation 1: Peters Pies to supply a copy of the preventative maintenance plan at the site and the associated checklists used on site to ensure tanks / bunds are not damaged or compromised.

Recommendation 2: Peters Pies to implement inspection checklists.

NRW will produce a detailed report following the containment audit

End



EPR Compliance Assessment Report

**Report ID:
CAR_NRW0032659**

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

Site	Peter's Food Service	Permit Ref	SP3635CS
Operator/Permit holder	Peter's Food Service Limited	Date	29/11/2017

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.

Other than the provision of advice and guidance, at present we do not intend to take further enforcement action in respect of the non-compliance identified above. This does not preclude us from taking enforcement action if further relevant information comes to light or advice isn't followed.

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			
B4	C3	Ensure containers are stored in an appropriately bunded area.	30/03/2018
B4	C3	Ensure full barrels are stored over the drip tray	30/03/2018

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. 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.