Cyfoeth Naturiol Cymru Natural Resources Wales

Compliance Assessment Report

Report ID: CAR_NRW0034486

This form will report compliance with your permit as determined by an NRW officer					
Site	Maelor Foods Limited	Permit Ref	AB3591ZQ		
Operator/Permit holder	Maelor Foods Limited				
Regime	Installations				
Date of assessment	09/01/2019	Time in	14:00	Out	16:30
Assessment type	Site Inspection				
Parts of the permit assessed	Odour Control, Management Systems				
Lead officer's name	Ross, Stuart				
Accompanied by					
Recipient's name/position	Michael Howard/ Health, Safety & HR Manager	Date issued	21/01/2019		

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	
B1 - Infrastructure - Engineering for prevention and control of emissions	X	
C2 - General Management - Management system and operating procedures	X	
F1 - Amenity - Odour	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.

Number of breaches recorded	0	Total compliance score (see section 5 for scoring scheme)	0

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

This Compliance Assessment Report covers the findings of two routine planned site inspections completed 09/01/19 and 11/01/19. The main purpose of these visits was to assess the potential odour emissions arising from the dispatch of category 2 and 3 animal by-products (ABP) and feather trailers. The inspection 09/01/19 also included a review of ongoing actions relating to odour control.

1. Bulk Offal & Feather Trailer Removals

Section 4.2.5 & Table 4 (Odour Risk Assessment) of the site's Odour Management Plan (OMP) (version 3 issued 20/11/18) specify that offal and feather trailers shall be removed from the plant daily as to minimise any odours. Daily removal is generally considered to be Best Available Technique for odour control.

Currently Maelor Foods is dispatching category 2 offal trailers two to three times per week and feather trailers every other day. Maelor Foods report that based on the current production levels the category 2 and feather trailers are not (normally) filled daily and to collect daily would result in partially empty trailers being removed from site with the associated road transport impacts and costs.

The odour generated by offal/feathers following extended storage periods is primarily influenced by ambient temperatures within the building which are in turn influenced by weather conditions. Therefore, extended storage periods (>24hrs) may be permissible in cooler weather conditions subject to ongoing risk assessment by the operator.

09/01/19 - Category 3 ABP

A single category 3 ABP trailer (offal < 12hrs old generated 09/01/19) was removed from site, the entire process was witnessed by NRW and reportedly completed as per standard site procedure.

A Maelor Foods employee supervised the trailer removal and entered the offal building along with the driver through the pedestrian access door (all roller shutter doors remained closed). The trailer was sheeted inside the offal building and when complete the roller shutter door lifted on the bay to allow the tractor unit to hook up with the trailer.

The tractor unit cab occupied approximately 80% of the open-door way and no odours were detected indicating that the negative pressure exerted by the chemical scrubber is containing odour within the building. The roller shutter door was open for <4 minutes before the trailer was removed from the building and the door immediately closed. The lorry repositioned itself on the weighbridge adjacent to the offal house and an odour assessment of the trailer was completed by NRW – it was generally odour free and unlikely to give rise to any offsite odour complaints whilst manoeuvring within the installation boundary.

The lorry drove around the main access road to the rear of the site and up the main site gate, leaving via the main site entrance after a brief stop at the security lodge. A period of

approximately 5 minutes elapsed between the trailer leaving the offal building and leaving the site.

Category 3 ABP is removed from site daily and based on the observations detailed above no compliance issues or concerns are noted with the storage, handling and removal of this material from site.

An empty offal trailer had been brought to site to replace the category 3 trailer as removed. This trailer was parked on the yard with the cover open - very little, to no odour observed. The operator reported that incoming empty trailers are inspected and will be rejected if they are not in an acceptable condition. This process should be incorporated into the procedure that governs the removal of ABP and feather trailers from the site.

ACTION – Please provide NRW with the written procedure governing the removal of offal and feather trailers from the offal building by 31/01/19.

11/01/19 - Category 2 ABP and Feathers

The category 2 trailer (containing material approximately 52hrs old first generated 09/01/19) was removed from site in the same manner as described for the Category 3 trailer.

An odour, offensive by type but mild in intensity was observed within close proximity of the sheeted trailer parked on the site yard. The higher odour emission from the category 2 trailer (in comparison to the category 3 trailer) is almost certainly due to the additional time the material was present on site.

Based on the observations at this time, the handling and manoeuvring of the category 2 trailer within the installation boundary was unlikely to give rise to any offsite odour impact but an odour from the trailer may be detectable on the highway outside the site as the vehicle leaves the site entrance. In warmer weather conditions this storage period is likely to be unacceptable and therefore trailers would need to be removed more frequently e.g. daily.

A feather trailer (containing feathers approximately 8 hrs old first generated 11/01/19) was not due for collection but site operatives (upon agreement with NRW) removed the un-sheeted trailer from the building so that the odour from the trailer could be assessed. Once sheeted there was very little odour from the trailer and it is considered unlikely to give rise to any offsite odour complaints whilst manoeuvring within the installation boundary.

ACTION – If Maelor Foods is to continue to remove offal and feather trailers from the site less than daily then a risk assessment process must be developed and incorporated into the odour management plan to ensure that odour emissions from this activity are minimised and unlikely to give rise to an off-site impact outside of the installation boundary. A proposed methodology shall be provided to NRW by 31/01/19.

N.B NRW will provide additional (general) comment on the Odour Management Plan following the completion of the above action.

Odour Complaint

11/01/19 At 15:45 an odour complaint was received by NRW (during NRW's onsite attendance) reporting odour at a nearby property. The location was attended immediately, and no odour was detected.

The site wind sock observations (as made by NRW) and weather station data (from Maelor Foods) show that the wind was generally a NNE prior to and at the time of the complaint which would carry any potential odour from the abattoir towards farm land to the SSE and not to the

complaint location.

A category 2 ABP trailer was removed from the site at 15:24. This trailer was witnessed leaving site by NRW and the wind direction (as witnessed) would not have blown any potential odour from the trailer towards the property.

The cause of the complaint is not known.

No offsite odours were observed by NRW during the inspections 09/01/19 and 11/01/19.

2. Offal Building Odour Control

Maelor Foods report that the odour control system for the offal building is now achieving 4.2 air changes per hour which more than meets the requirement as set out in the permit application. Further modifications to duct work within the offal building are to be completed January 2019 to further increase this rate.

ACTION – Following the completion of the modifications as detailed above confirm the rate of air change achieved within the offal building (including associated calculations). Please do so by 31/01/19.

3. Effluent Balance Tank / Divert Tank Abatement System

An exhaust fan is due to be installed on the carbon filter w/c 21/01/19. No odour noticed from effluent balance tank during site inspections.

ACTION - Provide NRW with written confirmation that the fan has been installed and that the filter is abating odour effectively. Please do so by 25/01/19.

Cyfoeth Naturiol Cymru Natural Resources Wales	**EPR Compliance Assessment Report**	**Report ID: CAR_NRW0034486**

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Operator/Permit holder	Maelor Foods Limited	Date	09/01/2019

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			
B1	X	Refer details section	31/01/2019
C2	X	Refer details section	31/01/2019

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.