

Compliance Assessment Report

Report ID:
CAR_NRW0034393

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

Site	Llangefni prepared meats	Permit Ref	SP3430RL			
Operator/Permit holder	2 Sisters Food Group Limited					
Regime	Installations					
Date of assessment	04/12/2018	Time in	13:40	Out	15:40	
Assessment type	Site Inspection					
Parts of the permit assessed	Odour					
Lead officer's name	Kelk, Matthew					
Accompanied by	Moore, Paul					
Recipient's name/position	Steve Jones/ Interim HSE Manager	Date issued	21/12/2018			

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
B1 - Infrastructure - Engineering for prevention and control of emissions	A	
B5 - Infrastructure - Plant and equipment	A	
C2 - General Management - Management system and operating procedures	C3	1.3.1
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	1	Total compliance score (see section 5 for scoring scheme)	4
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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

An inspection of 2 Sisters Llangefni was carried out on the 4 December 2018 following a number of odour complaints from a local business.

At the time of the visit very little odour could be detected off site.

During a site walkover of the site, all abatement systems were checked including sludge tank scrubber and return valve, effluent balance tank carbon filter, blood scrubber and scald tank scrubber. All were running correctly and working within required parameters.

Following investigation by site it has been established that a potential odour source was the Animal by Product (ABP) lorries arriving on site part laden with waste.

Condition 1.3.1

Without prejudice to the other conditions of this Permit, the Operator shall implement and maintain a management system, organisational structure and allocate resources that are sufficient to achieve compliance with the limits and conditions of this Permit

Following similar complaints regarding part laden ABP lorries arriving onsite in 2015, SHE Manager Richard Bladon instigated an EMS procedure ENV2015 -15 dated 01.09.2015 (forwarded to NRW 24.11.2015) that ensured that lorries arriving on site part laden with ABP waste did not occur.

There was some confusion in the post inspection meeting, a different EMS procedure for ABP collection was found which had identical issue numbers and dates as the EMS procedure created by Richard Bladon in 2015. The duplicate procedure did not include measures to prevent the reception of lorries part laden with ABP waste.

It was unclear which the most up to date EMS was during the inspection.

As it could not be identified which the current procedure was, it appears that either the EMS procedure forwarded to NRW on 24.11.2015 was not being followed or had been changed to allow part laden ABP lorries to arrive on site. As this had been identified as a potential source of odour, the EMS procedure did not constitute appropriate measures and would not be fit for purpose.

Breach of permit condition 1.3.1 for non compliance with ENV2015-15 forwarded to NRW by Richard Bladon on 24.11.2015 or EMS procedure is not fit for purpose.

Scored one category 3 score.

Action

2 Sisters Llangefni to review ABP collection procedure to ensure that lorries part laden with ABP waste do not arrive on site during working hours as discussed on site 04.12.2018. This procedure had since been forwarded to NRW by Steve Jones on 07.12.2018. (No further action required).

It should be also noted that your document control for EMS procedures is poor allowing 2 different EMS procedures to exist with identical version numbers and issue dates. Please review your EMS document control, this will be reviewed at the next inspection/audit on site.

EPR Compliance Assessment Report

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Operator/Permit holder	2 Sisters Food Group Limited	Date	04/12/2018

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.

In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.

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			
C2	C3	Action complete as 07.12.2018	21/12/2018

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.