

**HEREFORDSHIRE COUNCIL
POLLUTION PREVENTION AND CONTROL ACT 1999
Environmental Permitting Regulations 2016 (as amended)**

Permit ref. no: PPC/6.8/001

Name and address of person (A) authorised to operate the installation ('the operator'):

Mr Gary Pitchford,
Finer By Nature Ltd Unit 1 ABC
Whitestone Business Park
Hereford
HR1 3SE

Registered number and office of company:

Company number 12732962

Address of permitted installation (B)

Finer By Nature Ltd.
Unit 1 ABC Whitestone Business Park
Hereford
HR1 3SE

The installation boundary and key items of equipment mentioned in permit conditions are shown on the plans attached to this permit.

Activity description

Site Description

The building itself is made up of 11400 sq ft of warehousing and a small office space. The warehousing is divided in to 3 distinct areas:

- Unit A is used for storage of dry goods and is used for pick, pack and dispatch.
- Unit B is used for storage and also contains a small retail outlet.
- Unit C is used for the production of raw dog food along with storage freezers and at the rear of unit C is a small office area.

The days and hours of operation vary depending on the time of year. Generally the working day is 8am until 5pm, however in the summer months these change to 6.30am until 2.30 for most staff although there is a presence in the building until 5pm.

Raw food production

A full HACCP process is in place for production which includes compliance with the food safety and hygiene regulations.

The process of raw food production is as follows:

1. Raw material arrives in frozen form by the pallet. Each pallet is delivered at a temperature between -18 and -25 degrees.
2. On arrival and as part of our HACCP the delivery is checked for quality, condition and accuracy.
3. From arrival the material is stored in a freezer until processing.
4. For processing the material remains frozen and is minced in a cold room which provides a temperature controlled environment.
5. After mincing the material is bagged straight away in the packing area, boxed and placed in the freezer.
6. The product will remain in the freezer until dispatch at which point it is packaged further to be shipped the same day.

Waste

Waste raw product or items in contact with raw product (packaging) is kept under temperature control within the freezers or chill room and stored in Dolvas until collected by licenced waste contractors, which is every couple of weeks.

Natural dried treats and chews

The picking, packing and distribution process of dried treats and chews is as follows:

1. Products arrive. These are ambient products contained within boxes or bagged.
2. Product is checked and inspected, anything not meeting acceptance requirements are rejected.
3. The product is booked in and placed in the warehouse for storage.
4. The product is picked and packed, once an order is received.
5. Product is packed and shipped in bags and boxes via national carriers

If the material is judged as failing quality control, it is assigned to waste. Waste collections take place twice per week.

Conditions

The operator (A) is authorised to operate the activity¹ at the installation (B) subject to the following conditions.

1. No cooking of pet foods shall take place within the premises.
2. The operator shall:
 - contain processing operations within the building and prevent the release of uncontrolled odour emissions;
 - maintain and implement an odour management plan. The Odour Management plan shall be approved by the Local Authority.

Buildings, ventilation

3. Buildings containing processing operations shall:
 - prevent the uncontrolled release of air from raw materials receipt, processing and storage.
 - maintain a chilled atmosphere inside the processing room.
 - all raw and processed raw product shall be stored within freezers.

Processing

4. Processing of raw meat shall be undertaken within the chiller/cold room which is maintained at a temperature of below 4 degrees.
5. Any raw product removed from the cold room or freezers shall be maintained within a temperature range of - 4 and below.
6. The product shall not remain out of a chilled atmosphere for longer than 8 hours.

Good hygiene for odour control

For the purposes of condition 6 only, the phrase “raw materials” is taken to mean “previously unprocessed animal protein”.

7. To minimise emissions of odour, the operator shall ensure that:
 - a) the buildings, floors, equipment and containers that hold raw materials and waste raw materials, shall be capable of being cleaned effectively, and be kept in good condition;
 - b) provision shall be made so that any liquids drain appropriately;
 - c) the drainage system shall be cleaned and inspected weekly to prevent blockages and build-up of material that could impact on the correct functioning of the drainage system and cause odour emissions. Where blockages occur frequently, the cause of blockages should be investigated. Inspections and cleaning actions will need to be reviewed and corrective action implemented.
 - d) raw materials shall be unloaded and stored within the freezers within 1 hour;
 - e) waste raw materials shall be clearly labelled as waste and stored within designated areas in the freezer and/or chiller room.
 - f) vehicles shall be cleaned appropriately;

¹ listed in 6.8 Part B (a) in Part 2 of Schedule 1 to the Environmental Permitting Regulations

- g) containers in contact with raw materials and product shall be cleaned as soon as possible and at least before the end of the working day;
- h) Raw materials and product shall be stored on suitable containers to collect any liquid/leakage from the product.
- i) any leaks or spillages, including from raw product shall be cleaned immediately.
- j) All floors and surfaces in contact with raw product shall be cleaned thoroughly, before the end of the working day.

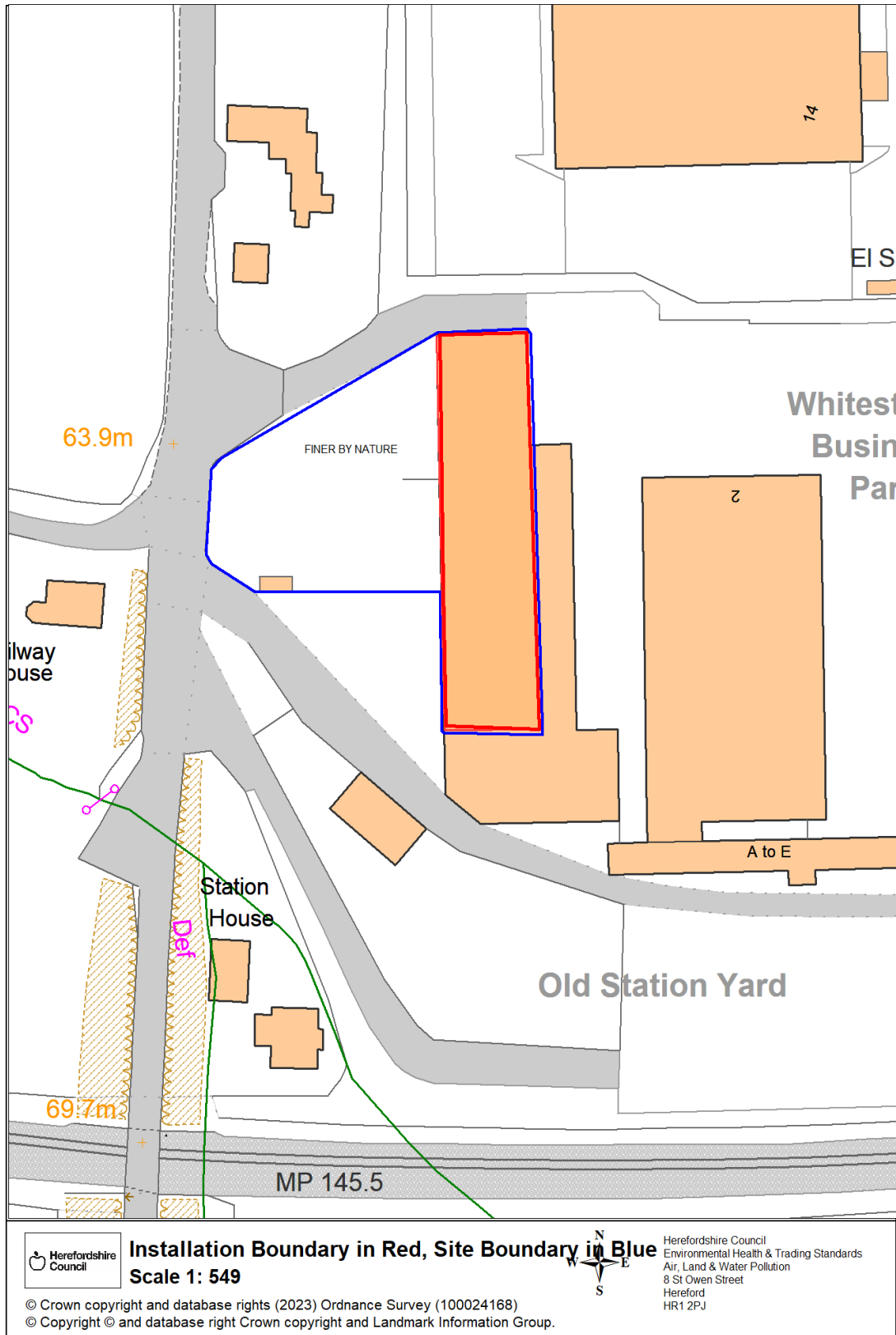
Effluent and Wastes capable of causing an odour

8. Waste effluent storage tanks shall be adequately covered.
9. Collection tank should be inspected on a weekly basis to check levels and determine if it requires emptying.
10. Waste made up of raw materials and product, including packaging that has been in contact with raw product, shall be removed frequently from site. When waste is moved between buildings, and when it is outdoors, it shall be in sealed containers.

Records and training

11. Written or computer records of all tests and monitoring shall be kept by the operator until the next inspection, or for at least 24 months whichever is the longer. They shall be made available for examination by the regulator. Records shall be kept of:
 - operator inspections, including those for odorous emissions
 - temperature checks
 - drainage checks
 - odour complaints and details and outcome of investigations
12. Staff at all levels shall receive the necessary training and instruction to enable them to comply with the conditions of this permit. Records shall be kept of relevant training undertaken
13. The best available techniques shall be used to prevent or, where that is not practicable, reduce emissions from the installation in relation to any aspect of the operation of the installation which is not regulated by any other condition of this permit.
14. If the operator proposes to make a change in operation of the installation, he must, at least 14 days before making the change, notify the regulator in writing. The notification must contain a description of the proposed change in operation. It is not necessary to make such a notification if an application to vary this permit has been made and the application contains a description of the proposed change. In this condition 'change in operation' means a change in the nature or functioning, or an extension, of the installation, which may have consequences for the environment.

Appendix 1 Site Plan

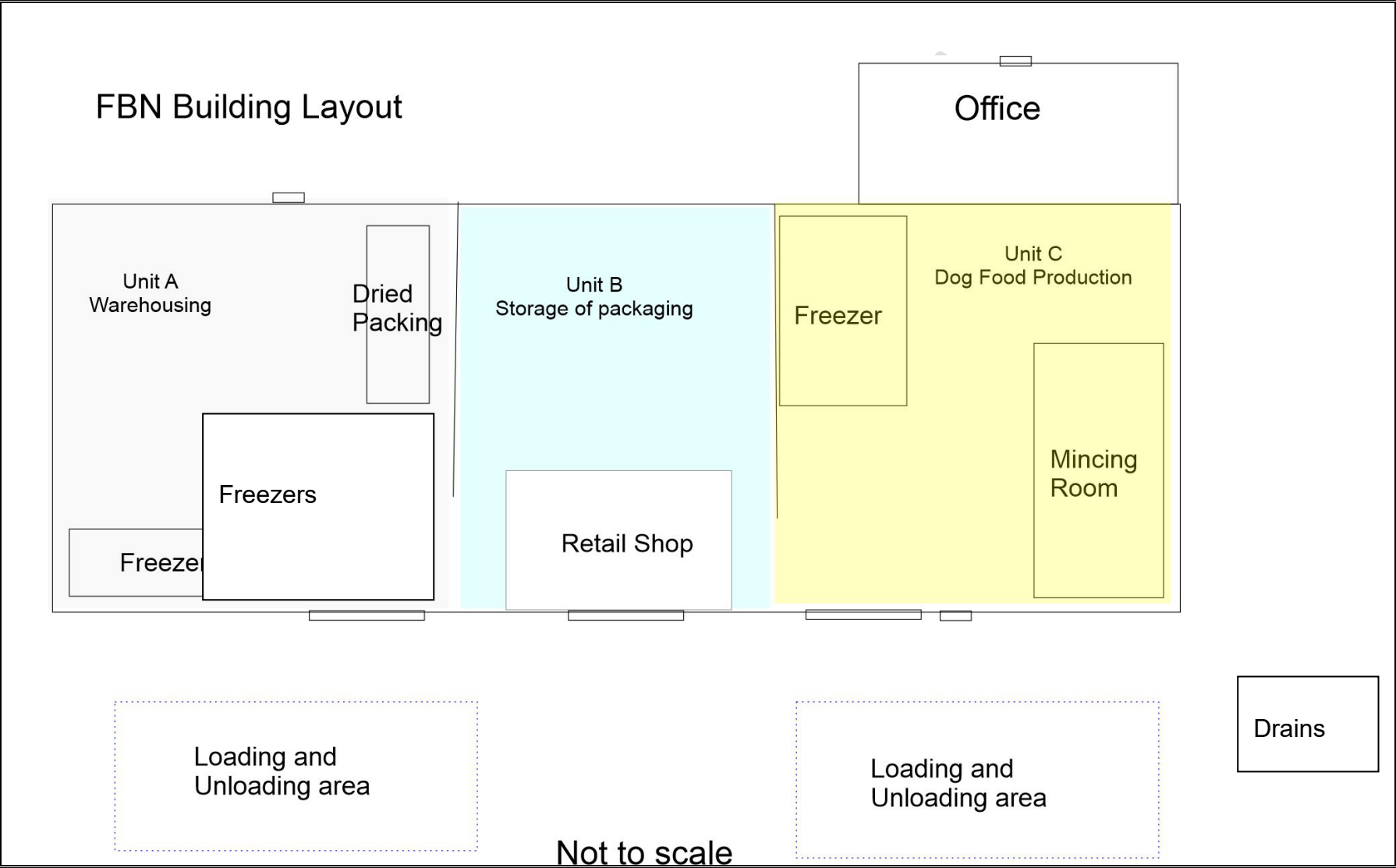


Installation Boundary in Red, Site Boundary in Blue
Scale 1: 549



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 Environmental Health & Trading Standards
 Air, Land & Water Pollution
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Appendix 3 – Drainage Plan (Raw product)

