

# COMMUNITY

## Matters

### UPDATE: Odour Reduction Equipment

#### Additional equipment

On beginning pet food production in Castle Cary, we were able to assess our new site and listen to feedback from some local residents experiencing pet food odour. We requested advice from independent experts on odour reduction equipment we could put in place, in addition to the 2 non-thermal plasma (APP) units already installed (considered an EU best available technique). Of the various available systems, carbon filtration was chosen as one which would give the best possible odour reduction, working well with our production schedule. In addition to 2 carbon filters, we decided also to install a condenser to further enhance their effectiveness.

**Non-thermal plasma:**  
high-energy electrons break down odour molecules

**Condenser:** cools the steam to increase life duration of the carbon filter

**Carbon filter:** highly porous activated carbon absorbs odour molecules



Condenser in-situ

#### Equipment delivery

Following weeks of intense preparation on site and a huge level of support and cooperation from our equipment suppliers, all components of our condenser and carbon filters have been delivered. This has included 3 large stainless steel modules for the condenser weighing more than 3 tonnes and 18 cubic metres of activated carbon for the two carbon filtration systems.

Results of a trial of carbon filtration at our sister operation in France have been extremely positive leading us to believe that we are on the threshold of resolving concerns raised by some residents and fulfilling our commitment to be a widely respected and progressive local employer.

We are pleased that following submission of our application for variation in operating permit to reflect our additional equipment, the four-week long consultation process undertaken by the Environment Agency has given everyone the opportunity to have their say, so we can work together in a spirit of cooperation, enabling us to implement a long term solution as we prepare for the future.

#### Current position 1st August

There has been much discussion this week with the Environment Agency team over final details of monitoring, prior to us receiving permission to use our additional equipment. Yesterday we requested a meeting with them, during which we all reached a solution and they took the opportunity to give us our variation of permit document.

We are now able to submit final written details to the Environment Agency, whom we thank for their hard work, & on receiving their confirmation in writing, can commission this additional equipment.

We are grateful to our equipment suppliers and specialist advisers for enabling us to meet the extremely challenging delivery and installation schedule and thanks to many people our equipment is now installed and ready to be switched on. We would also like to thank those many members of the local community who have given help, support & encouragement.

We remain as ever committed to being a respected member of our local community.

Francois Demauge  
Managing Director

#### How to contact us:

Please contact us with your questions or comments on **01963 353 305 / 0800 717 800**

(9am-5pm Monday to Friday and answering machine at other times) or by email to

[customerservices@crownpetfoods.co.uk](mailto:customerservices@crownpetfoods.co.uk)

or through the enquiry form on our website

[www.crownpetfoods.co.uk](http://www.crownpetfoods.co.uk)