

Compliance Assessment Report CAR_NRW0041675

Permit being assessed: BL7108IM.

For: Port Talbot Steel Works , held by Tata Steel UK Limited

At: Tata Steel Strip Products UK , PORT TALBOT, PORT TALBOT,
WEST GLAMORGAN, SA13 2NG.

Type of assessment carried out: Site Inspection, Reason: Routine.

On 28/03/2023 between 09:00 and 17:00.

Parts of permit assessed: Blast Furnace - Site Inspection

NRW Lead Officer: Rhodri Morgan, accompanied by Jeremy Walters, Mark Broom, Neil Herbert.

Report sent to: Nathan Ace , Head of Environment TSUK Operations on 11/05/2023.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
A1 - Specified by permit	Assessed (A)	
G1 - Monitoring and Records, Maintenance and Reporting - Monitoring of emissions and environment	Action only (X)	
C2 - General Management - Management system and operating procedures	Action only (X)	
A1 - Specified by permit	Action only (X)	
A1 - Specified by permit	Action only (X)	
G1 - Monitoring and Records, Maintenance and Reporting - Monitoring of emissions and environment	Action only (X)	
A1 - Specified by permit	Action only (X)	
H1 - Resource Efficiency - Efficient use of raw materials	Action only (X)	

Result types are explained in more detail in the 'Important Information' section below.

Total number of non-compliances recorded	Total non-compliance score
0	0

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
G1	Action 041674/01 – TSUK to present demonstration of the Environment Advanced Analytic System following its deployment throughout the Site.	31/08/2023

Criteria	Action needed	Complete by
C2	Action 041674/02: Provide examples of changes to management system made as a result of root cause investigation into complaints.	Already completed
A1	Action 041674/03 – TSUK to update NRW following the conclusion of the investigation into the level crossing alarm.	31/07/2023
A1	Action 041674/04 – TSUK to provide an update on the noise source inventory report following the completion of discussions with the external consultants.	31/07/2023
G1	Action 041674/05 – TSUK to provide a copy of the management investigation into the plating emissions following completion of report.	31/07/2023
A1	Action 041674/06 – TSUK to provide a copy of the management investigation into the Blast Furnace Bleeder openings following completion of report.	31/05/2023
H1	Action 041674/07 – TSUK to present findings of trial using size sorted external scrap within the furnaces; including reductions in CO2 emissions.	31/07/2023

Action criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

At this time, we do not intend to take any further action.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

Tata Steel UK Limited

Site Description

Tata Steel UK Limited (TSUK) operates the Port Talbot Steelworks in accordance with Permit BL7108IM. The Steelworks has several identifiable processes which are carried out sequentially across the site to convert raw iron ores and coal to semi-finished (slab) and finished steel products.

Four other companies – Tarmac, Harsco Metals, Runtech and ICL – are contracted to undertake their own permitted activities at the steelworks on TSUK's behalf.

Introduction

NRW has initiated a targeted programme of compliance interventions; focusing on key areas of the Site which have the greatest ability to impact the surrounding community. This intervention focused on the Blast Furnaces and follows a period of instability within the furnaces which coincided with an increase in the number of complaints associated with the steelworks.

The site inspection was split into two distinct sessions. The morning session was held with members of the TSUK Sustainability & Environment Team and focused on the wider steelworks installation (the 'Site'). Topics included recent complaint themes and community engagement.

The afternoon session focused on the Ironmaking works area and was held with the management team of the Blast Furnaces; providing an opportunity to discuss the recent performance of the blast furnaces. Operational challenges and planned improvements for the financial year were also discussed.

Attendees

Tata Steel

Sustainability & Environment

- Peter Quinn – Director, Sustainability & Environment
- Nathan Ace – Head of Environment TSUK Operations, Sustainability & Environment
- Matthew Thomas – Environment Lead Governance, Sustainability & Environment
- Morgan Livingstone – Environment Liaison Officer, Sustainability & Environment

Blast Furnaces

- Ian Jenkins – Works Production Manager
- James Raleigh – Technical Manager
- Natalie Phillips - Blast Furnace No. 4 Production Manager
- Joel Young – Blast Furnace No. 5 Production Manager
- Emily Donovan – Fire and Environment Manager
- Nathan Ace – Head of Environment TSUK Operations, Sustainability & Environment
- Calum Hughes – Environment Lead Air Quality
- Gareth Goss – Environmental Engineer Air Quality

NRW

- Mark Broom – Senior Specialist Advisor, Industry & Waste Regulatory Approaches
- Jeremy Walters – Senior Specialist Advisor, Industry & Waste Regulatory Approaches
- Neil Herbert – Senior Specialist, Industry and Waste Regulation
- Erin Smyth Evans – Team Leader Industry & Waste Regulation (Sustainability & Environment Only)
- Rhodri Morgan – Senior Officer – Industry & Waste Regulation

Sustainability and Environment Team (Morning Session)

TSUK took the opportunity to run through developments and improvements which have been undertaken on the Site during the last five years. It was clear to NRW that significant investments have been made throughout the Site which have resulted in a range of process efficiencies and improvements, as well as offering environmental benefits.

A key driver of the site improvements over the last five years was the early and sustained dialogue with the individual work areas. This facilitated a Site wide review of operating practices and associated environment controls; allowing improvement opportunities to be identified.

Many of the site developments since 2018 have been covered in previous CAR forms; especially those related to specific work areas such as the Coke Ovens or Sinter Plant:

- Monitoring capability improvements throughout the site.
- Air Quality Management Audits.
 - Air quality auditing programme with a particular focus on reviewing the effective management of all potential dust sources.
- Stockyard Improvements
- Sinter Plant Dedust replacement incorporating upgraded abatement technology.
 - Replacement of ESP with a Bag Filter.
- MCO Ministerstein Hood replacement.
 - Replacement of key components.
- Blending Plant dust suppression.
 - Installation of new dust suppression system.
- Site wide road improvements.
 - Road drainage improvement with vegetation introduced to aid with dust containment.
- Development of integrated monitoring systems.
 - System designed to aid with identifying the root cause of emissions.

Some of these developments have already led to measurable improvements in the steelworks' environmental profile e.g. Sinter Plant Dedust bag filter plant. NRW intends to review some of the improvements detailed above during subsequent audits.

The work undertaken throughout the site has coincided with a reduction in the number of complaints TSUK receive from the surrounding community. Figure 1 highlights the steady reduction in complaints from FY18/19 – 1103 to FY21/22 – 375. The increase in complaints for the current year has been attributed to instability within the blast furnaces with 188 complaints received in January 2023; 134 of which have been attributed to a series of bleeder releases from No5. Blast Furnace (BF5).

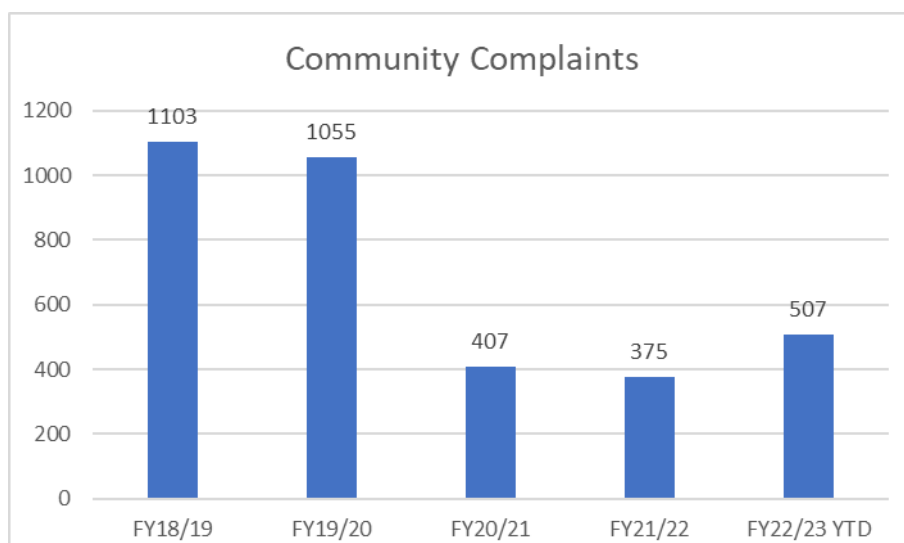


Figure 1 - Community complaints received by TSUK

Further site developments are planned for the coming year; each aiming to improve the environmental impact, efficiency and sustainability of the site. The planned developments include:

- Blast Furnace Dust Suppression
 - Installation of new dust suppression system at the point at which the burden is charged into the furnaces.
- Asset Integrity Management
 - Deployment of an asset integrity & performance condition monitoring regime to ensure efficiency of dust extraction systems adopting industry standard maintenance.
- Environment Advanced Analytic System
 - Tool to integrate critical process parameters and air quality data to support real time identification of root cause.
 - A trial of the tool is currently being run at the Sinter Plant as part of the updated regulation 61 improvement plan.

Action 041674/01 – TSUK to present demonstration of the Environment Advanced Analytic System following its deployment throughout the Site.

TSUK have developed a series of improvement programmes for activities and areas of the site which are frequently identified as the root cause of a complaint. These include; slopping events and charging activities at the BOS Plant, Black Push emissions from Morfa Coke Ovens (MCO), Casthouse emissions from the Blast Furnaces and Iron Plating activities. Each TSUK improvement programme will be examined by NRW in closer detail during future visits. We may adjust our compliance intervention plan in response to acute issues e.g. incidents or accidents, or an increase in emissions and/or complaints associated with particular works area(s).

In addition to TSUK, it is recognised that other companies hold environmental permits within the curtilage of the steelworks installation and these 'ring fenced' facilities are also capable of generating emissions. These installations are also considered when planning and delivering our compliance inspection work at Port Talbot.

Complaint Themes

Most complaints received by TSUK relate to either noise or fallout (dust) which is consistent with complaints received directly by NRW. The number of direct complaints to the Site (using the TSUK Community Support complaints hotline and online portal) significantly outnumbers those received by NRW, suggesting that the Sites complaint process is operating well.

Complaints reported via the NRW Incident Hotline related to the site for 2022 and 2023 are detailed in the table below. Most complaints originated from the Margam and Taibach ward along with Sandfields East.

	2022	2023 (January – March)
Air Pollution	61	23
Dust / Fallout	38	10

Noise	34	5
Odour	9	3
Other	2	2

1 - Complaints directed to NRW

The root cause of each incident is investigated, and changes made to the management system to reduce the likelihood of similar incidents occurring. Complaints are investigated by individual work areas unless in the case of multiple root causes when the Sustainability and Environment Team lead the investigation.

Action 041674/02: Provide examples of changes to management system made as a result of root cause investigation into complaints.

NRW may periodically audit this element of TSUK's management system and operating procedures to ensure the operator's complaint handling arrangements remain effective and comply with the permit requirements.

A significant number of the complaints received in FY2023 relate to a series of bleeder openings from BF5 which occurred throughout December 2022 and January 2023; generating both noise and fallout complaints. A management investigation has been launched by TSUK to determine the root cause of the bleeder openings.

Noise

Complaints relating to a two-tone alarm have been received by TSUK since the installation of a series of new level crossings following the rail Torpedo car incident in 2019. The crossings have been installed as a safety feature; preventing unnecessary access to the rail track. Alarms are an essential component of the safety system employed at these crossings.

An investigation has been launched to determine how the alarm noise can be appropriately mitigated without compromising safety. This has involved noise monitoring to understand the level of the alarm noise against the background noise.

Action 041674/03 – TSUK to update NRW following the conclusion of the investigation into the level crossing alarm.

Several complaints were received on the evening of the 3rd January 2023 following the activation of the safety valves at the Power Plant. The cause has been attributed to an electrical distribution fault (transformer trip), which was resolved later that evening. A message was shared on TSUK's social media platform apologising for any inconvenience caused by the noise.

Work is continuing towards identifying and prioritising high risk sources of noise within the Site, as part of a wider project to understand the impact of site noise sources at receptors in the town. Noise monitoring capabilities have improved with three noise monitors now deployed along the perimeter of the Site. TSUK are currently assessing the proposals of external noise consultants and will be able to provide an update in the coming months.

Action 041674/04 – TSUK to provide an update on the noise source inventory report following the completion of discussions with the external consultants.

Fallout

Root cause analysis undertaken on the fallout complaint data has identified four key areas of concern; BOS Plant, Morfa Coke Ovens, Blast Furnaces and Molten Metal Plating Activities (shared with Harsco).

Improvement plans have been initiated for each work area/ activity which will be reviewed by NRW in closer detail during future visits.

A management Investigation has been initiated following several visible emissions from plating activities in the recent months. The visible emissions have generated numerous complaints; including an event on the 4th March 2023, which was witnessed by several members of the Neath Port Talbot County Council (NPTCC) environment team.

Action 041674/05 – TSUK to provide a copy of the management investigation into the plating emissions following completion of report.

Complaint Handling

A series of process flow diagrams were presented; documenting the procedures which are taken following the receipt of a complaint through to its closure. Procedures exist for environmental complaints as well as 'claims' – instances where an individual may seek recompense for property damage perceived to have originated from the steelworks.

In some specific cases, written permission is needed (from an individual reporting a complaint) in order to open a dialogue with TSUK. A letter is first sent to complainants requesting permission to open dialogue. Following receipt of the signed letter TSUK can begin the complaint investigation. NRW welcome the addition of the section after previously raising the issue in CAR_NRW0034061.

Complaints are received either via the online reporting portal ([Tata Steel - Environmental Complaint Form](#)) or via telephone. Telephone complaints are handled by an external call centre based in Nantgarw. NRW welcomes plans to improve the call handlers understanding of the Site and complaints that may be received. [\[CD2\]](#) A concern raised by numerous members of the public is that call handlers rarely have sufficient knowledge of the local area or site processes to understand the complaint.

TSUK acknowledged that feedback to complaints can be vague with those associated with claims usually generating higher quality feedback. There are legal reasons which occasionally constrain the level of feedback which TSUK can provide. The site is looking to address this in the coming months as part of the improved community approach.

Community Engagement

An overview of the Site's community engagement including the current complaint response procedures was provided.

- TSUK is aiming to improve the community engagement of the Site, acknowledging that the relationship with the community from an environmental context has been cautious in recent years.

Local stakeholders including councillors, employees and members of the community have been consulted to aid in the development of an effective community engagement programme. Initiatives have included increased engagement with local schools and universities and the reinstatement of a community newspaper (Steel News) which includes a section dedicated to the environment.

It is encouraging to see the plans for a refreshed and wide-ranging approach to community engagement and interactions with stakeholders. The approach TSUK are taking on engaging externally and internally on environmental matters is welcomed by NRW.

Review of sites KPI's/ Targets regarding environmental complaints and community engagement

TSUK hold weekly leadership team updates, leading to an increased awareness of environmental issues throughout the organisation. All areas of the site have KPI's on performance that directly impacts the emissions from processes. It is clear from recent visits that stable operation of the major areas of plant is fundamental to environmental performance.

To aid the stable running of plant an asset integrity programme has been carried out to industry standards.

Organisational Review

Both parties took the opportunity to provide an update on recent organisational changes. TSUK personnel provided a brief history of the business including the recent separation of Tata Steel UK (TSUK) from Tata Steel Netherlands (TSN). The purpose and reach of the Sustainability & Environment team was discussed before organograms of the team structure and individuals was presented.

NRW explained the operational challenges the South West Industry Team are currently facing, with a number of outstanding vacancies. A recruitment campaign has been launched which has led to two recent appointments to the team.

NRW Strategy and Forward Plan

NRW have initiated a targeted programme of compliance interventions; focusing on key areas of the Site which have the greatest ability to impact the surrounding community. Technical experts from NRW's evidence, permitting and policy team have been made available for the interventions, who will be providing support to the site officer for the next six months.

A schedule of the planned interventions has been provided by NRW; it includes visits to the following work areas:

- Blast Furnaces
- Coke Ovens
- BOS Plant
- Sinter Plant
- Site Wide – Fugitive Dust Control
- Site Wide – Wastewater Treatment

Regular meetings will also be held with Sustainability & Environment team to discuss wider site issues such as complaints, fugitive dust and permit compliance.

Blast Furnace – Site Inspection (Afternoon)**Blast Furnaces Recent and Current Performance**

TSUK presented several slides on the recent environmental and operational performance of the blast furnaces, including the initial findings of the management investigation into the bleeder openings which have

occurred over the past 12 months.

Figure 4 shows that there were 44 bleeder openings between January 2022 and February 2023; the majority of which occurred at BF5 (31). A series of “bleeder” value openings occurred between December 2022 and January 2023, leading to over 200 complaints regarding fallout from the local community.

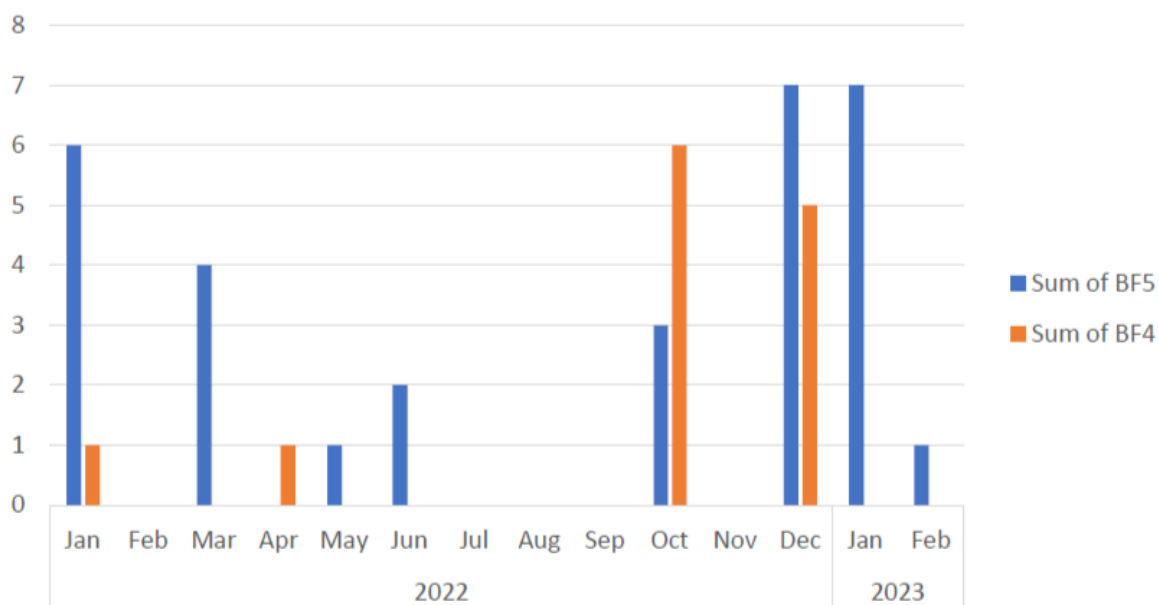


Figure 4 - Number of "bleeder" openings from Blast Furnaces

The investigation into the bleeder openings will be the subject of a specific CAR form following formal submission of the TSUK management investigation. In line with permit requirements, a Schedule 5 notification (S5N_22_71B) was submitted following a bleeder opening in excess of 30 seconds on the 7th October 2022.

Action 041674/07 – TSUK to provide a copy of the management investigation into the Blast Furnace Bleeder openings following completion of report.

Casthouse Emission Improvement Plan

An overview of the Casthouse Emission Reduction Programme which is being implemented at the Blast Furnaces was provided. Casthouse emissions have been identified as a potential source of fallout; with root cause analysis of FY22/23 complaints identifying approximately 100 complaints related to casting activities.

Each casthouse has its own fume extraction system designed to deal with the release of furnace gases, fumes and dust from casting activities. Casthouse emissions occur when the fume extraction capacity is exceeded; resulting in temporary fugitive emissions which can generate complaints from the local community.

There has been a clear reduction in casthouse emissions; with 311 emissions recorded in FY20/21 compared to 168 in FY22/23 (Figure 2). The aim of the emission improvement plan is to continue this decreasing trend, reducing the figure to below 50 emissions a year.

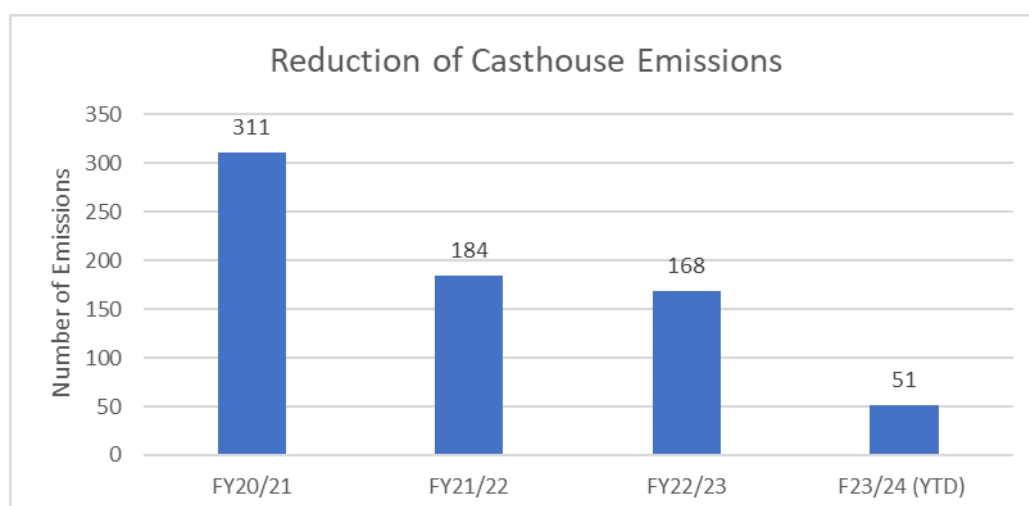


Figure 3 - Reduction of Casthouse Emissions

Casting optimisation has been identified as a key aspect of the improvement plan; reducing the number of “Wet Starts” which can lead to the generation of increased emissions during casting activities. Several workstreams have been identified to achieve this, including:

- The automation of clay guns and drills
- Reduced deviations from the ideal casting schedule
- Optimisation of clay performance
- Improved operator training and decision-making procedures
- Refractory Maintenance

An improved maintenance programme has also been implemented within each casthouse; focusing on key pieces of equipment such as the clay guns and taphole drills. This has led to a reduction in the number of “Wet Starts” by reducing the chances of a poor casting event.

The performance of the Casthouse Emission Reduction Programme will be reviewed by NRW during subsequent audits.

Blast Furnace Feedstock

Changes to the blast furnace feedstock have occurred due to various global factors; including TSUK’s decision to end the use of Russian materials. The site has looked to strengthen and increase the resilience of its supply chain; securing new supplies from North American and Australia. TSUK continually monitor the feedstocks to ensure the furnaces operate with as much stability as possible.

The coal injection blend has varied due to new coal sources being brought online, resulting in some instability in the performance of the blast furnaces. Historically the two furnaces utilised different feedstock compositions but now both furnaces run on essentially the same feedstocks.

A trial using size sorted external scrap has recently been completed, with the results currently being evaluated. It is thought CO₂ reductions can be made providing the scrap can be utilised without increasing

the instability of furnace operation.

Action 041674/08 – TSUK to present findings of trial including reductions in CO₂ emissions.

Blast Furnace Stoves

TSUK provided an overview of the improvement programme that has been undertaken on the Blast Furnace Stoves.

The stoves provide the hot blast for the furnaces; heating up the incoming blast from ~150°C to ~1100°C before it is injected into the furnaces. An increased blast temperature improves the efficiency of the ironmaking process, with reductions in the fuel rate, CO₂ output and the overall cost of the Ironmaking process.

Refractory damage within several of the stoves had restricted the temperature of the hot blast at both furnaces. The capex projects discussed during the visit aim to return the blast stoves to be able to produce blast air above 1100 °C. The refurbishment of Stoves 10, 11 and 13 will lead to an annual reduction of 169,200 tonnes of CO₂ along with savings of approximately £32.5M in reduced costs.

Further improvements are planned for 2023, with the refurbishment of Stoves 11 and 14, which will result in additional CO₂ reductions. Efficiency savings form a large part of the drive towards reducing CO₂ emissions and meeting Welsh and UK government targets. NRW will continue to track the improvement programmes in future visits.

Site Visit

A visit was undertaken to BF4; where we witnessed a cast from the “East” taphole. Scheduled maintenance was being undertaken on the “south” taphole which had resulted in a deviation from the casting schedule. This deviation led to the cast being undertaken prior to the taphole clay completing the curing process; resulting in a “Wet” cast.

Despite elevated emissions following the opening of the taphole, ultimately the ‘tap’ was clean with good capture of fume by the fume extraction system. No complaints were received by the NRW Incident Hotline during the cast.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator

Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

What are suspended scores?

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

Full list of Industry and Waste action criteria (used in section 1 and 2):**A: Permitted activities**

- A1 Specified by permit

B: Infrastructure

- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

C: General management

- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

D: Incident management

- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

E: Emissions

- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

F: Amenity

- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

G: Monitoring and records, maintenance and reporting

- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

H: Resources efficiency

- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

Enforcement response

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. 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 our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.