Compliance Assessment Report CAR_NRW0043902

Permit being assessed: AN0337201
For: Site drainage under storm conditions at Hafod Quarry, held by TARMAC TRADING LIMITED
At: Hafod Quarry, Abercarn, Newbridge, Caerphilly, NP11 5LH.

Type of assessment carried out: Site Inspection, Reason: Incident Response (Incident number: 2403713).
On 19/03/2024, between 15:15 and 16:55.
Parts of permit assessed: Site Operations

NRW Lead Officer: Elis Nuttall.
Report sent to: Graham Atyeo , Site Manager, on 03/06/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C2 Significant	PERMIT CONDITION 1
WQ-B1 - Water Quality - Operations - Permitted activities	C2 Significant	PERMIT CONDITION 3

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	Cease all discharges of polluting matter from the site.	03/07/2024
WQ-B1	Stop any discharges leaving site via the open culvert at ST2245896470.	03/07/2024

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.

You are non-compliant with your permit.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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

Incident Response: WIRS 2403713 - Hafod Quarry Silt Pollution, 19/03/2024

Site Report

This report details the site visits made on the 19/03/2024 and 20/03/2024 to Hafod Quarry, Abercarn. The permit reference number under assessment is EPR- AN0337201.

I (NRW Officer Elis Nuttall) attended Hafod Quarry at Hafod Asphalt Plant, Brook Street, Abercarn, NP11 5LH in response to a report of pollution in the River Ebbw (WIRS 2403713). I arrived on site at 15:15 where I met with the site manager. The weather was dry and overcast at the time of the visit but a period of extended wet weather had preceded the visit.

Site Observations

General Observations

The site is an active asphalt plant and sandstone quarry, owned and operated by Tarmac Trading Limited. The site holds a Trade Effluent Discharge Consent to discharge site drainage under storm conditions. This discharge is permitted to be made whilst adhering to the following limits:

- Nature: The discharge shall consist solely of trade effluent comprising of site drainage under storm conditions derived from the quarrying of gritstone at Hafod Quarry.

- As far as reasonably practicable, the treatment lagoons shall be operated as to prevent:

(a) Any matter being present in the discharge to such an extent as to cause the receiving waters, or any waters of which the receiving waters are a tributary, to be poisonous or injurious to fish in those waters, or to the spawning grounds, spawn or food of fish in those waters, or otherwise cause damage to the ecology of those waters; and

(b) The discharge from having any other adverse environmental impact

This site was operational at the time of the visit.

Site Infrastructure

At 14:35, prior to attending the site, I inspected the watercourse (River Ebbw) from the footbridge at ST2169995607. Brown discolouration was observed upstream (source not visible) and downstream for ~250m before the watercourse meanders left out of sight. Some odour was present but it was not prominent or distinguishable. Photos were taken as evidence (Figures 1 and 2). I proceeded to investigate potential sources.

Figure 1 – Site visit photo: Upstream view of the main river from the footbridge at ST2169995607. Source not visible.

Figure 2 – Site visit photos: Downstream view of the main river from the footbridge at ST2169995607.

At 14:55 I checked upstream from the road bridge at ST2164295798. No discolouration was seen upstream of this bridge. A brown discharge was seen entering the watercourse from a tributary (identified later as Nant Hafod-fach) ~100m downstream of this point at ST2165995732. This tributary is known to flow from the Hafod Quarry site. Photos were taken as evidence (Figures 3 and 4).

Figure 3 – Site visit photos: Upstream view of the main river from the road bridge at ST2164295798. No pollution visible.

Figure 4 – Site visit photos: Downstream view of the main river from the road bridge at ST2164295798. Brown discharge seen entering the watercourse from Nant Hafod-fach ~100m downstream of this point at ST2165995732.

At 15:00 I observed the watercourse (Nant Hafod-fach) within a concrete channel at ST2194295860. It was heavily polluted with silt and displayed very high turbidity. Photos were taken as evidence (Figures 5 and 6). It was decided that the Hafod Quarry discharge point was to be checked. A silty runoff was also seen flowing down Lower Brook Street (Figure 7).

Figure 5 – Site visit photos: Downstream view of silty water seen running within the concrete channel at ST2194295860.

Figure 6 – Site visit photos: Upstream view of silty water seen running within the concrete channel at ST2194295860.

Figure 7 – Site visit photos: Silty runoff seen flowing down Lower Brook Street.

At 15:08 I checked Hafod Quarry's discharge point at ST2199795988. The same silty discharge was observed. At this stage it was assessed that an offence had been committed under The Environmental Permitting (England and Wales) Regulations 2016 (EPR 2016). Photos were taken as evidence (Figure 8). I took formal evidence samples from the monitoring point at ST2199195983 at 15:08 and 15:10 (2 litre Glass/GCMS and 2 litre Plastic/GEN). Photos were taken as evidence (Figure 9). Samples were to be split and served to site manager.

Figure 8 – Site visit photos: Silty water seen flowing at the permitted discharge point at ST2199795988.

Figure 9 – Site visit photos: The formal evidence samples taken from ST2199195983 to be split and served to the site manager at Hafod Quarry.

I arrived at Hafod Quarry site office at 15:15 and met with site manager. The site manager was on the phone when EN arrived and requested that the officer waited until he had finished his call.

A caution was issued to the site manager at 15:20 due to the belief an offence had been committed under the EPR 2016 for the discharge of polluting material to an inland waterbody. This caution was accepted.

At 15:23 the settlement pond at ST2227096357 was checked. The water level was very high and silt was not settling out. This water was clearly overtopping the weir and leaving site untreated. Photos were taken as evidence (Figures 10 and 11). The site manager noted they were dealing with high flow rate due to recent heavy rainfall at the time of the visit.

Figure 10 – Site visit photos: The settlement pond at ST2227096357 as observed during the visit. Silt was clearly not settling out before discharging off site.

Figure 11 – Site visit photos: Silty water seen exiting the settlement pond at ST2227096357.

At 15:26 the site drainage catch pit at ST2223896331 was observed to be working effectively and preventing runoff from site discharging to the road. Photos were taken as evidence (Figures 12 and 13).

Figure 12 – Site visit photos: Quarry road runoff seen entering the catch pit at ST2223896331.

Figure 13 – Site visit photos: The catchpit as observed during the visit at ST2223896331. Appears to be working as designed. No concerns noted.

At 15:30, on inspection, contaminated water was clearly seen leaving site via the concrete channel at ST2223596317. Photos were taken as evidence (Figures 14 and 15). I

explained the regulations and responsibilities regarding site discharges to the site manager who accepted but noted that it was natural runoff which crosses site and goes into their drainage system. I requested to investigate drainage infrastructure on site with the site manager.

Figure 14 – Site visit photos: The silty discharge observed leaving site and discharging into the concrete channel at ST2223596317.

Figure 15 - Site visit photos: The silty discharge observed leaving site and into the concrete channel at ST2223596317.

At 15:42 I inspected the top of quarry at ST2271596832. Two small attenuation ponds were observed; the site manager noted these were his attempts to contain the road runoff. No discharges were observed from these ponds at the time of the visit.

At 15:45 the watercourse (Nant Hafod-Fach) that runs onto site was observed at ST2265896942. There was no visible pollution present where the watercourse enters the site. Photos were taken as evidence (Figure 16). The site manager noted that this watercourse is culverted under settlement pond 2 and exits under the workshop/site office and discharges via the settlement pond near the site entrance at ST2227096357.

Figure 16 – Site visit photos: Nant Hafod-fach as observed during the visit where it enters the site. No visible pollution observed.

At 15:51 settlement pond 1 was observed at ST2257396557. Active pumping from settlement pond 2 was ongoing at the time of the visit. The site manager stated that the effluent "goes to ground" in settlement pond 1. I observed that the effluent was actively leaving settlement pond 1 and returning to settlement pond 2. The site manager clarified that the pump keeps the water in a circular loop in an attempt to keep it on site. He also stated that there is no drainage to manage these settlement ponds and that it is "all natural". Photos were taken as evidence (Figures 17, 18 and 19).

Figure 17 – Site visit photos: Settlement pond 1 as observed during the visit from ST2257396557. Active pumping from settlement pond 2 into settlement pond 1 is visible here.

Figure 18 – Site visit photos: Settlement pond 1 as observed during the visit from ST2257396557. The water appears heavily silted throughout.

Figure 19 – Site visit photos: Settlement pond 1 as observed during the visit from ST2257396557. At this point it was stated that the water infiltrates to the ground.

At 15:58 settlement pond 2 was observed at ST2243496478. An active flow was seen entering settlement pond 2, which GA confirmed was the discharge from settlement pond 1. Photos were taken as evidence (Figures 20 and 21). Pumping of effluent from settlement pond 2 was observed here which was described as an attempt to keep the effluent on site. The site manager then admitted that there is a leak of effluent into an open culvert with connections to the watercourse at the point where the discharge from pond 1 enters pond 2. He stated that they have attempted to reduce this leak by taking blocks out of the headwall and diverting as much effluent as possible into pond 2 and not into the open culvert. It was stated that the company have employed the services of a Hydro Geologist from Stantec to investigate the site drainage issues and to devise a solution. An initial report has been compiled with the main issue identified being the lack of area on site to deal with the volume of water present.

Figure 20 – Site visit photos: Settlement pond 2 as observed during the visit from ST2243496478. Pumping operations are seen here, which were noted to have been taking place on site for “a long time.”

Figure 21 – Site visit photos: Settlement pond 2 as observed during the visit from ST2243496478. The point where the discharge from pond 1 enters pond 2 can be seen here.

At 16:06 the point where the watercourse is culverted under the site was observed at ST2245396500. The water was clear on entry so any impact to it must be coming from the site. Photos were taken as evidence (Figure 22).

Figure 22 – Site visit photos: Nant Hafod-fach directly upstream of where it is culverted beneath the site at ST2245396500 as observed during the visit. No visible pollution present.

At 16:15 silted water was seen entering the open culvert at ST2245896470. This culvert connects to the culverted watercourse with no mitigation or treatment in place to remove the suspended solids or any other pollution. Photos were taken as evidence (Figure 23). I stated that the company must prevent the water leaving site via this culvert immediately e.g. by using sandbags or similar emergency methods. The site manager noted that this was not possible on the 19/03/24 but it would be actioned immediately and implemented as soon as possible on the 20/03/24. I requested that evidence of this emergency mitigation should be sent to me as soon as possible. No samples were taken due to access issues and H&S concerns. No further on-site investigations were undertaken after this point.

Figure 23 – Site visit photos: Silted water was seen entering the open culvert at ST2245896470. No samples were taken due to access and H&S concerns at the time of the visit.

I split the formal evidence samples in the presence of the site manager at 16:30 and due process was carried out. The sample receipt was issued at 16:43.

At 16:50 my visit observation notes were read back to the site manager who agreed that it was a fair and accurate account of what was observed and discussed. The site manager signed my notebook as evidence of his agreement.

I left Hafod Quarry site at 16:55 .

At 17:00 I checked the River Ebbw once more from the footbridge at ST2169995607. The silt was still visibly present as the site manager noted no actions to stop the pollution were feasible that evening. Daylight was diminishing at this point and access to watercourse was poor so no upstream or downstream samples could be taken at this time. Photos were taken as evidence (Figures 24 and 25).

Figure 24 – Site visit photos: Upstream view of the main river from the footbridge at ST2169995607 after site investigations concluded. Sediments still visible within the water.

Figure 25 – Site visit photos: Downstream view of the main river from the footbridge at ST2169995607 after site investigations concluded. Sediments still visible within the water.

I updated incident controllers on the incident progress at 17:13.

I left site and returned to the office at 17:15.

Sample Results

Full sample results can be seen in Tables 1 and 2 below.

Suspended solids results have been returned and have been measured at 2950mg/l, as seen in Table 1 below. NRW would raise concerns if suspended solids were measured at any concentration over 100mg/l.

Elevated levels of SS impact fish and invertebrates by stress, cause gill irritation and in extreme cases death. SS clogs spawning gravels meaning reduced reproductive success for various fish species. It also affects plant growth by reducing light available in water column which reduces food and oxygen for fish and invertebrates, smothering of plants and animals as water clarity is closely related to light penetration. It has important implications for the diversity and productivity of aquatic life that a system can support.

In addition to a breach in suspended solids concentrations, there are numerous breaches in the concentrations of Semi Volatile compounds as seen in Table 2 below. These compounds are environmentally detrimental and their discharge should be limited where possible to below the EQS limits (also listed in Table 2).

The sample results evidence a contravention of **The Environmental Permitting (England and Wales) Regulations 2016,** specifically **Regulation 38 (1) (a) & 38 Water Quality:**

Did cause a water discharge activity, namely the discharge of poisonous, noxious or polluting matter to an inland freshwater contrary to Regulation 12(1)(b).

As a result, formal enforcement measures will be undertaken.

Parameter type	Concentrations (mg/l)
BOD ATU	3
COD as O2	515
Ammonia(N)	0.03
N Oxidised	0.95
Nitrate-N	0.946
Nitrite-N	0.004
Total suspended solids	2950
Chloride Ion	23.4
Orthophospht	0.029
N Inorganic	0.98

Table 1 – Sample Results: Water Quality

CAS#	Compound Name	Concentration (ug/L)	EQS Limit	Breach	
95-63-6	1,2,4-Trimethylbenzene	18.74	7.35518	Yes	
108-67-8	1,3,5-trimethylbenzene	6.92	9.11221	No	
91-57-6	2-methylnaphthalene	25.85	1.67585	Yes	
120-12-7	anthracene	<0.01	0.1912	No	
56-55-3	Benz[a]anthracene	15.51	0.01374	Yes	
50-32-8	benzo[a]pyrene	2.32	0.00175	Yes	
205-99-2	benzo[b]fluoranthene	6.94	0.00195	Yes	
92-52-4	Biphenyl	6.97	1.48608	Yes	
86-74-8	Carbazole	1.08	0.26325	Yes	
108-94-1	Cyclohexanone	6.15	79.39827	No	
132-64-9	Dibenzofuran	9.10	0.47447	Yes	
84-74-2	di-n-butyl phthalate	20.07	0.37356	Yes	
206-44-0	fluoranthene	4.88	0.04865	Yes	
86-73-7	fluorene	3.18	0.85911	Yes	
98-82-8	Isopropylbenzene	2.70	2.98671	No	
108-38-3	m-xylene	40.61	16.7388	Yes	
134-62-3	N,N-Diethyl-m-toluamide	1.89	20.04419	No	
91-20-3	naphthalene	24.35	2.90459	Yes	
104-51-8	n-butylbenzene	0.11	0.60527	No	
103-65-1	n-propylbenzene	5.72	2.75184	Yes	
95-47-6	o-Xylene	16.08	15.64672	Yes	

85-01-8	phenanthrene	29.22	0.1931	Yes
106-42-3	p-xylene	28.25	8.2124	Yes
129-00-0	pyrene	3.00	0.02859	Yes
10544-50-0	Sulfur (S8)	22.97	*No limit listed	*N/A
various	Naphthalene, dimethyl-	1.71	1.659	Yes
various	1,1'-Biphenyl, methyl-	2.09	*No limit listed	*N/A
various	Naphthalene, trimethyl-	0.54	0.44678	Yes
92-83-1	9H-Xanthene	1.22	1.48632	No
2156-97-0	Dodecyl acrylate	0.54	0.19859	Yes
1921-70-6	Pristane	<0.5	0.02577	*Outside measurable range
various	9H-Fluorene, methyl-	<0.5	0.38056	*Outside measurable range
various	Phenanthrene, methyl-	1.38	0.13798	Yes
612-94-2	Naphthalene, 2-phenyl-	2.73	0.19876	Yes
4389-09-7	4H-Benz[de]anthracene, 5,6-dihydro-	<0.5	*No limit listed	*N/A
723-98-8	1H-Cyclopenta[l]phenanthrene, 2,3-dihydro-	0.62	*No limit listed	*N/A
243-17-4	11H-Benzo[b]fluorene	2.48	0.07491	Yes
64401-21-4	Pyrene, 1,3-dimethyl-	0.70	*No limit listed	*N/A
479-79-8	11H-Benzo[a]fluoren-11-one	1.28	*No limit listed	*N/A
630-02-4	Octacosane	2.18	0.00517	Yes

Table 2 – Sample Results: Semi volatile compounds

Further information on the EPR 2016 can be found via: The Environmental Permitting (England and Wales) Regulations 2016.

Follow up visit 20/03/2024

I returned to site to carry out further investigations and take upstream and downstream samples if possible.

At 10:50 I arrived on site at the footbridge at ST2169995607. The watercourse was clear, with no silt or deposits visible. No visible downstream impact was observed. Photos were taken as evidence (Figures 26 and 27).

Figure 26 - Site visit photo: Upstream view of the main river from the footbridge at ST2169995607. Silt no longer visible in the watercourse.

Figure 27 - Site visit photo: Downstream view of the main river from the footbridge at ST2169995607. Silt no longer visible in the watercourse.

At 11:04 I checked downstream at ST2173295503. No visible impact was observed and no deposition of sediments was observed. Photos were taken as evidence (Figure 28).

Figure 28 – Site visit photos: Downstream of river checked at ST2173295503. No pollution or impact observed.

The downstream stretch of the river was checked as far as ST2166995381. At 10:10 I observed no impact and no deposition of sediments. Photos were taken as evidence (Figure 29).

Figure 29 – Site visit photos: Downstream of river checked as far as ST2166995381. No pollution or impact observed at any point.

At 11:25 Hafod Quarry's consent point was checked at ST2199795988. Silt was still

present and holding in deeper pools but the water column was a lot clearer than observed on 19/03/24. Photos were taken as evidence (Figures 30 and 31). No samples were taken during this visit.

Figure 30 – Site visit photos: Consent point checked looking upstream at ST2199795988. Silt still present and holding in deeper pools but water column significantly clearer. No visible impact was observed downstream.

Figure 31 – Site visit photos: Consent point checked looking downstream at ST2199795988. Silt still present and holding in deeper pools but water column significantly clearer. No visible impact was observed downstream.

At 11:30 I arrived on site and met with the site manager and the H&S and Environmental Advisor. The main purpose of visiting site was to issue the Code B form for the visit on the 19/03/24 to the site manager. Whilst discussions were held, the site manager noted that the emergency mitigation had been installed that morning (20/03/24). Photos were shown that they had installed sediment matting and sandbags as a barrier which appears to have contained the water on site. This would explain the reduced impact seen to the main river. I requested that these photos be provided via email as evidence of their actions. Stantec are now in discussions with the site to devise long term solutions for water management. Dosing to reduce silt transportation was mentioned.

At 11:40 I issued a Code B Notice of Powers and Rights form for the visit conducted on the 19/03/24 and for this visit on the 20/03/24 to the site manager.

I answered several questions regarding the caution issued on the 19/03/24 and the powers that NRW operate under. Both the site manager and the H&S and Environmental Advisor accepted these answers.

Site permits were attempted to be accessed via the NRW system to check discharge conditions but a lack of internet access hindered this. I checked this on returning to the office and provided the necessary information to the site manager via email.

I left site at 12:00. No physical observations of the on-site drainage or actions undertaken to divert the discharge were made during this visit.

Breaches of permit condition:

Below are the permit breaches that were identified during the site inspection.

1. PERMIT CONDITION 1 – The discharge

(a) The discharge shall not contain any poisonous, noxious or polluting matter or solid waste matter.

(b) Provided that the discharge hereby consented is made in accordance with the following conditions of the consent, such discharge shall not be taken to be in breach of condition (a) above by reason of containing substances or having properties identified in and controlled by these conditions.

Based on the sample results it is clear that both total suspended solids and semi volatile compound breaches are present in the sample results. This stands as a breach of this permit condition as well as the EPR 2016 regulations.

2. PERMIT CONDITION 3 – Location of the discharge

The discharge shall be made in the manner and at the place specified as:

a. *Discharging via existing drainage channel;*
b. *Discharging to the Nant Hafod Fach;*
c. *At National Grid Reference ST2199795988;*
d. *Shown marked 'consent point' on plan AN0337201 attached as Annex 1.*

The untreated/contaminated discharge is entering the Nant Hafod Fach via the open culvert at ST2245896470 and not via the consented discharge point stated in condition 3 of the permit.

Action required by dates specified.

1. Contain all site drainage on site and restrict any discharges leaving site via the open culvert at ST2245896470. This should be done as an emergency, temporary measure and not a long term site drainage solution.

Deadline: Already completed (20/03/2024).

2. Undertake improvement works on site drainage infrastructure to ensure the system has capacity to manage the volumes of runoff experienced on site. This should also include techniques that ensures no polluting material is discharged to Nant Hafod-Fach.

Deadline: Non-specific due to extended period this action may take. Please keep NRW informed of the progress of these works.

3. Provide flow monitoring data for the period from 01/03/2024 to 01/04/2024. Flow monitoring should be undertaken at site as per condition 6 of the permit.

Deadline: 03/07/2024.

3. Provide continual updates to NRW on the progress of improvement works to site drainage.

Deadline: Until works are complete

4. Provide details of future site drainage plans to NRW.

Deadline: 03/07/2024.

Other advisory comments

No other advisory comments noted at this time.

If we do not receive the information requested within specified deadline and have not been informed as to why there is a delay then we may serve a Regulation 60 Notice requiring the information under Environmental Permitting (England and Wales) Regulations 2016.

Contact details:

If you have any queries regarding this CAR form or to provide an update on any actions above, please contact me using the following details: Elis Nuttall, Environment Officer, elis.nuttall@naturalresourceswales.gov.uk, 03000 65 4651.

Thank you,

Elis Nuttall.

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

If your assessment result in Section 1 is suspended, what does this mean?

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

Full list of water quality action criteria (used in section 1 and 2):

WQ A: Management
- WQ-A1 General management

WQ B: Operations
- WQ-B1 Permitted activities
- WQ-B2 The site
- WQ-B3 Operating techniques
- WQ-B4 Improvement programme
- WQ-B5 Pre-operational conditions

WQ C: Emissions and monitoring
- WQ-C1 Emissions to water
- WQ-C2 Emissions to land
- WQ-C3 Emissions of substances not controlled by emission limits
- WQ-C4 Installation of monitoring boreholes

WQ D: Information
- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

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.