

Compliance Assessment Report CAR_NRW0046371

Permit being assessed: NP3233XX.

For: Bridgend Waste Management Centre, **held by:** Tradebe Gwent Limited

At: Factory Lane, Pencoed, BRIDGEND, CF35 5BQ.

Type of assessment: Site Inspection,

Reason: Routine.

On: 05/12/2024 between 10:00 and 12:00.

Parts of permit assessed: 4.2 and 3.5 and 3.2.3.

NRW Lead Officer: Geraint Harris.

Report sent to: Site Manager, Site Manager, on 19/02/2025.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1C - Installations - Management - Energy Efficiency	Action only (X)	
IR1D - Installations - Management - Efficient use of raw materials	Action only (X)	
IR3E - Installations - Emissions and monitoring - Monitoring	Action only (X)	
IR4B - Installations - Information - Reporting	Action only (X)	
IR3E - Installations - Emissions and monitoring - Monitoring	Action only (X)	
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	Action only (X)	
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	Action only (X)	
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	Action only (X)	
IR3B - Installations - Emissions and monitoring - Emissions of substances	Action only (X)	

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
not controlled by emission limits		
IR4B - Installations - Information - Reporting	C4 No impact	4.2.3.(c)

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

Total non-compliances recorded	Total non-compliance score
1	0.1

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
IR1C	Please review your energy usage for 2024 to identify any energy-saving opportunities or energy efficiency improvements. Please report your findings by the 28th of March 2025.	28/03/2025
IR1D	Please review your water and raw materials usage for 2024 with the aim of identifying any opportunities for improvements. Please report your findings by the 28th of March 2025.	28/03/2025
IR3E	Of all the substances/parameters that are required to be tested daily, please confirm if the highest 24-hour (or single batch) composite concentrations for each parameter/substance are being reported in every reporting period. Due 4th of March 2025.	04/03/2025
IR4B	If your answer is no to action 3, then please resubmit your 2024 monitoring returns with the highest concentrations. (pH requires highest and lowest readings). Due 4th of March 2025.	04/03/2025
IR3E	For HOI, AOX, CrVI, BTEX, PFOS and PFOA Tradebe is required to take one batch or 24-hour composite per reporting period. Tradebe must adopt a randomised monthly, quarterly or 6-monthly single batch sampling plan for these substances to comply with the permit and to demonstrate effluent composition stability. Please submit your plan by the 28th of March 2025.	28/03/2025
IR3B	Tradebe is to provide a copy of their fill/empty cycles spreadsheet for their GRP tanks.	28/03/2025
IR3B	Tradebe to complete actions the containment audit actions 3, 4 and 5, before commencing operations of the tanks in the Non-Haz bund.	31/10/2025
IR3B	Please provide an action plan for improving the integrity of your site's tertiary containment.	28/03/2025
IR3B	Tradebe must provide an update on the inspection and leak testing of their sumps by the 28th of March 2025	28/03/2025

Criteria	Action needed	Complete by
IR4B	Resubmit the missing PFOA and PFOS data and the the correct performance data.	Already completed

Compliance 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.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

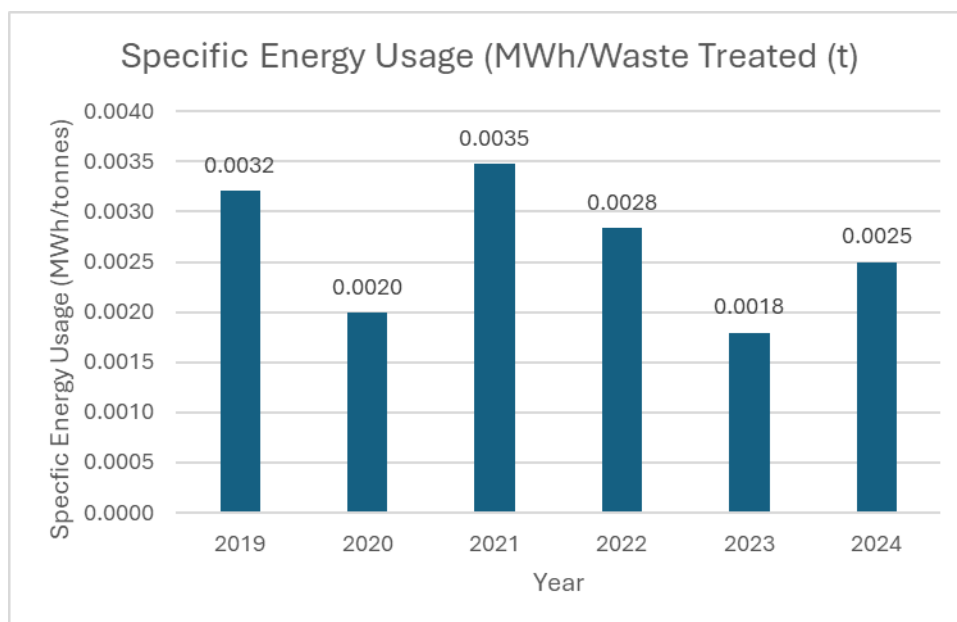
4. Details of our assessment

Annual Performance Report (4.2.2)

Energy:

Tradebe reported their specific usage value as the primary energy used per tonne of waste received that year. The graph below shows that Tradebe’s specific energy usage increased compared to the previous year. Tradebe’s permit requires them to take appropriate measures to ensure that energy is used efficiently.

Action 1: Please review your energy usage for 2024 to identify any energy-saving opportunities or energy efficiency improvements. Please report your findings by the 28th of March 2025.



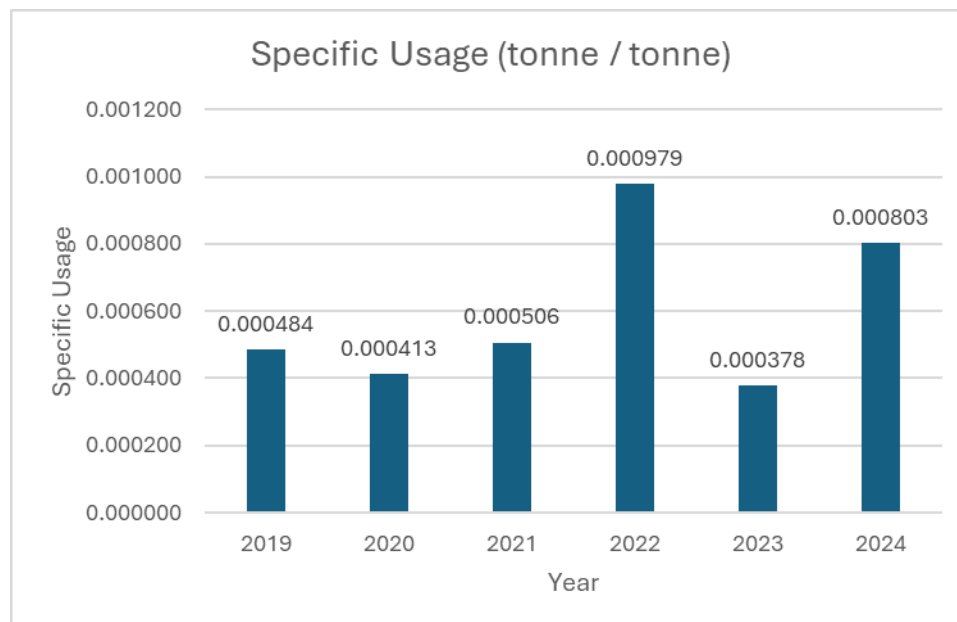
Water Usage:

A water meter has only been in operation for the past two years. Tradebe has reported that they used 618m³ of mains water in 2024 representing a specific usage of 0.03m³ of water consumed per tonne

of waste received on site. This is the same as 2023.

Raw Materials:

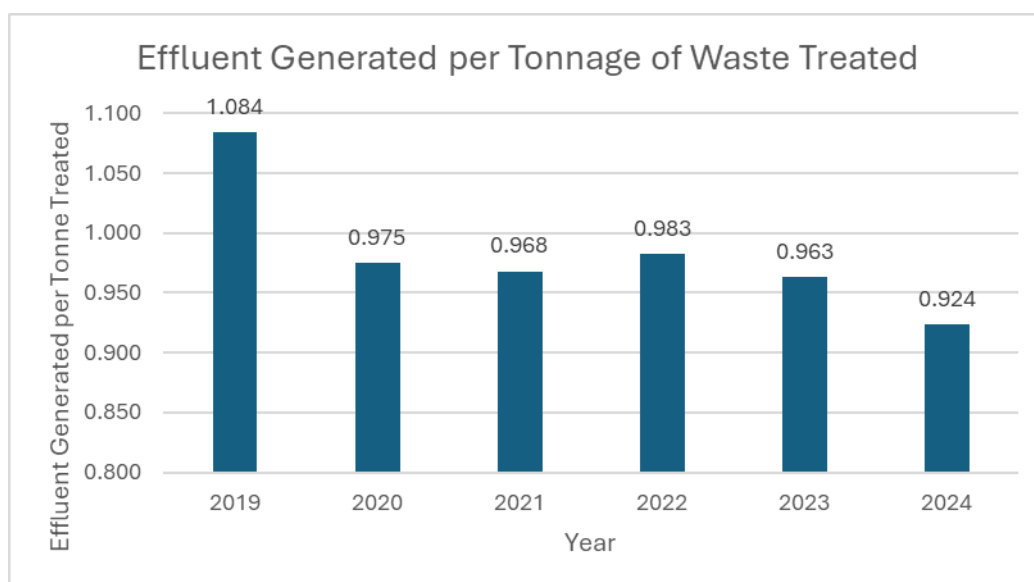
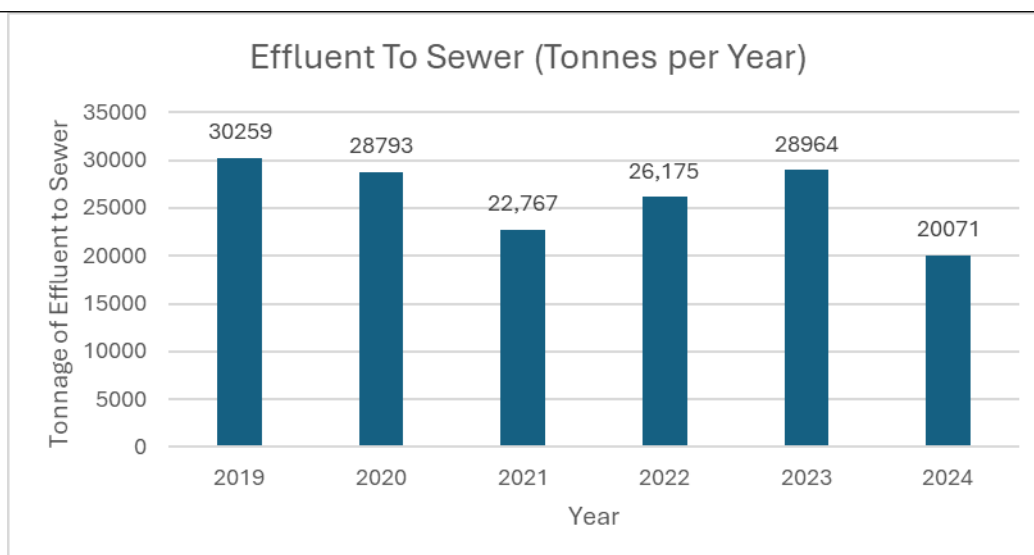
The site purchases two different raw materials for use as treatment reagents: a ferric chloride solution for both pH adjustment and grey water treatment in the DAF plant, and a polyelectrolyte to aid with clarification.



With regards to ferric chloride, Tradebe used 17.460 tonnes in 2024 to treat 21,732 tonnes of waste. This resulted in a specific usage of 0.000803 tonnes of ferric chloride per tonnage of waste. The graph (above) shows the trend in specific usage of ferric chloride over the past 6 years. 2024 shows a significant increase in usage compared to 2023, however, since the quality of the waste can vary from batch to batch it is difficult to relate these figures to process efficiency. Tradebe's permit requires them to take appropriate measures to ensure that raw materials and water are used efficiently in their activities.

Action 2: Please review your water and raw materials usage for 2024 with the aim of identifying any opportunities for improvements. Please report your findings by the 28th of March 2025.

Effluent Discharge:



Tradebe saw a decrease in the amount of waste received which resulted in a decrease in the amount of effluent to sewer in 2024. They also achieved a reduction in the amount of effluent generated per tonne of waste treated in 2024.

The effluent discharge monitoring and management systems achieved MCERTs recertification on the 22nd of March 2021, with renewal required by the March 2026. The flow meters are included in Tradebe's PPM system and undergo external verification annually. These are up-to-date with records on Tradebe's shared drive and available for audit.

Monitoring Returns

Action 1 (below) has been taken from compliance assessment report CAR_NRW0045335. It was issued in response to Tradebe submitting their Q2 monitoring returns late.

Action 1: Please explain why the sampling was left until the last day of the reporting period and please explain how you intend to prevent this from happening going forward. Due 1st November 2024.

In response, Tradebe stated “As it was agreed that AOX would be carried out quarterly, the analysis was undertaken on a composite sample of effluent taken as aliquots of each daily sample for the quarter. Therefore, the sample date given was the last day of that quarter”. In addition to this Tradebe’s annual performance report states: “Final effluent discharges pass through flow meters, which record the instantaneous flow rate ($l s^{-1}$), and the cumulative total flow (m^3) and a GLS autosampler which takes a time-proportional composite sample over the discharge period. The composite sample is analysed in the site laboratory and is also taken to our Gwent site laboratory for further analysis using an ICP. Quarterly composite samples from all our final effluent discharge samples are produced and analysed in-house, both on-site and again at Gwent, and also sent to an outside accredited Lab for further cross reference.”

Schedule 3 of Tradebe’s permit contains the monitoring requirements for Tradebe to comply with. These requirements are taken from the Waste Treatment BREF. The Waste Treatment BREF (page 716) states that “unless stated otherwise, averaging periods associated with the BAT-AELs refer to either of the following two cases:

- In the case of continuous discharge, daily average values, i.e. 24-hour flow-proportional composite samples;
- In the case of batch discharge, average values over the release duration taken as flow proportional composite samples, or, provided that the effluent is appropriately mixed and homogeneous, a spot sample taken before discharge.

Time-proportional composite samples can be used provided that sufficient flow stability is demonstrated. All BAT-AELs for emissions to water apply at the point where the emission leaves the installation.”

As stated in the BREF the release duration is either a 24-hour composite or the duration of a batch discharge. Since Tradebe operates in batches, they should be taking a composite sample per batch. For the substances/parameters that are required to be monitored daily (per batch), the flow proportional composite taken for that day (batch) should be analysed and recorded. The highest daily or batch reading in that 6-monthly period should be reported to NRW, except for pH which requires the lowest and the highest results. For the daily testing requirements, there should be no bulk composites, i.e. no composites taken over a longer period 24 hours or a single batch.

PFAS and PFOA should be monitored 6-monthly. HOI, BTEX and Hexavalent Chromium should be monitored quarterly and AOX monthly. For these substances, the same composite rules apply. NRW expects one daily or one batch sample to be taken per reporting period, for example, one 24-hour composite per month for AOX. NRW would then expect this to be tested and used for reporting. This is because it is not appropriate to collect composite samples for periods over 24-hours due to the stability of some determinands, even when autosamplers are refrigerated. For example, BOD, pH, chemical oxygen demand (COD), volatile organic compounds and ammonia. Furthermore, Tradebe’s current bulk composite methodology has the potential to dilute noncompliant batches. NRW would expect Tradebe to adopt a randomised monthly, quarterly or 6-monthly (depending on the reference period) single-batch sampling plan to comply with the permit and demonstrate effluent composition stability.

In an email response to NRW dated the 18th of January Tradebe states “Quarterly Effluent Samples are prepared from stored composite samples. A representative aliquot of each day determined from flow meter data will be added to the Quarterly Effluent Sample. This sample will be of the required quantity for external analysis, usually 5L. e.g. 30 samples with equal discharge volumes will have the same volume added to the Quarterly Effluent Sample composite. All parameters with the exception of Daily Discharge, Peak Flow Rate, Temperature and Manoxal OT in S3.3 are measured in this sample.”

NRW requires some further clarity on these comments. After reviewing Tradebe’s Sampling for Monitoring & Compliance procedure PBPR 100 Issue 4, it appears that for the parameters/substances that are required to be tested daily (per batch), a quarterly composite sample is being tested as well as the daily composite samples. NRW would like to know which results are being reported in the monitoring returns. The results in Q4 for free cyanide and arsenic dated the 18th of December suggest that the composite results are being reported.

Action 3: Of all the substances/parameters that are required to be tested daily, please confirm if the highest 24-hour (or single batch) composite concentrations for each parameter/substance are being reported in every reporting period. Due 4th of March 2025.

Action 4: If your answer is no, then please resubmit your 2024 monitoring returns with the highest concentrations. (pH requires highest and lowest readings). Due 4th of March 2025.

Action 5: For HOI, AOX, CrVI, BTEX, PFOS and PFOA Tradebe is required to take one batch or 24-hour composite per reporting period. Tradebe must adopt a randomised monthly, quarterly or 6-monthly single batch sampling plan for these substances to comply with the permit and to demonstrate effluent composition stability. Please submit your plan by the 28th of March 2025.

The BAT AELs are now in full effect and so the temporary requirement to submit S1 monitoring returns every quarter has reverted to the 6-monthly reporting period as stipulated in the permit.

The monitoring returns for Q4 did not contain monitoring data for PFOS and PFOA for the second 6-monthly monitoring of 2024. The performance report submitted by Tradebe contained information in the wrong sections of the table. This information and a revised report were provided after chasing Tradebe. Tradebe should take more care when submitting information required by the permit. Consequently, they are being issued with a **category 4 noncompliance against permit condition 4.2.3.c.**

4.2.3 Within 28 days of the end of the reporting period the operator shall, unless otherwise agreed in writing by Natural Resources Wales, submit reports of the monitoring and assessment carried out in accordance with the conditions of this permit, as follows:

- a. in respect of the parameters and emission points specified in schedule 4 table S4.1;*
- b. (b) for the reporting periods specified in Schedule 4 Table S4.1 and using the forms specified in Schedule 4 Table S4.4 ; and*
- c. giving the information from such results and assessments as may be required by the forms specified in those tables.*

Waste Returns for 2024:

The waste returns were received on time.

Periodic Groundwater and Soil Monitoring

3.1.4 Periodic monitoring shall be carried out at least once every 5 years for groundwater and 10 years for soil, unless such monitoring is based on a systematic appraisal of the risk of contamination.

NRW has received a report encompassing Tradebe's 5-yearly groundwater monitoring and 10-yearly soil monitoring. The report and the subsequent proposals are currently being reviewed by NRW's Geoscience team. The outcome of this will be detailed in the next compliance assessment report.

Tradebe Bridgend Containment Audit -Follow up

As part of NRW's ongoing compliance work, NRW undertook an audit of the tanks and associated containment in place at Tradebe Bridgend. The audit was undertaken in line with permit condition 3.2.3 for releases from liquids in containers where it states:

"All liquids in containers, whose emission to water or land could cause pollution, shall be provided with secondary containment, unless the operator has used other appropriate measures to prevent or, where that is not practicable, to minimise, leakage and spillage from the primary container."

The results of the audit were published in compliance report CAR_NRW0044516 on the 18/06/2024. Within this report were several actions for Tradebe to complete, an update on these actions was provided at the most recent compliance meeting, undertaken on the 5th of December 2024. Progress on each of these actions is detailed below.

Audit Action 1: Tradebe to investigate why tank T5 was required to have a reduced inspection frequency and provide a response in the next compliance meeting.

Action 1 has already been addressed in CAR_NRW0045335 and is considered complete.

Audit Action 2: Tradebe to provide an update on the completion of action 1, listed below, at the next compliance meeting.

"The recent Tank T5 category 3 nonconformity 're-apply fractured support bracket for the tank fill line' was also observed on the WRN Issue Log. The following two category 2 defects are not on the WRN Log sheet and have a target date of the 19th of April.

- 1. Have venting calculations carried out – outstanding from previous examination.*
- 2. De-scale/re-paint areas of paint breakdown- upgraded from previous examination."*

Tradebe reported that the HAZID study of the whole site had been completed with the assistance of C3 Technical Solutions. Present at this 5-day study was Tradebe's Head of SHEQ as well as one of Tradebe's Process Safety Engineers. It was determined, upon completion of the HAZID, that no monitoring was required. Action 2 is considered complete.

Primary Containment

During the initial audit, the tanks were found to be in a reasonably good condition externally with no

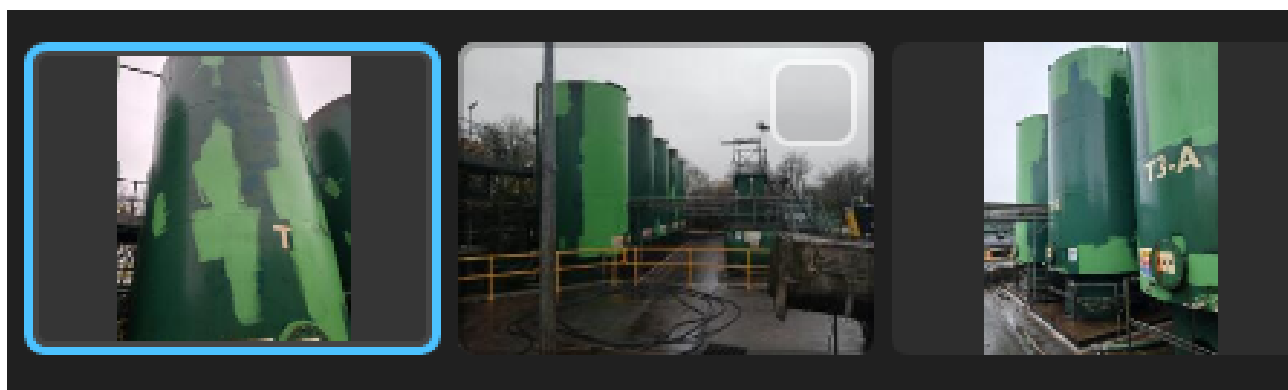
visible evidence of cracking, resin deterioration or chemical attack. Evidence was seen of aging and cracked paint on the sides of some tanks, with peeling and slight rust also evident. However, during the December follow-up inspection, the tanks were observed to have been cleaned and maintained. The pictures below show a significant improvement.

Carbon Steel Tanks:

Original Audit:



December visit:



GRP Tanks:

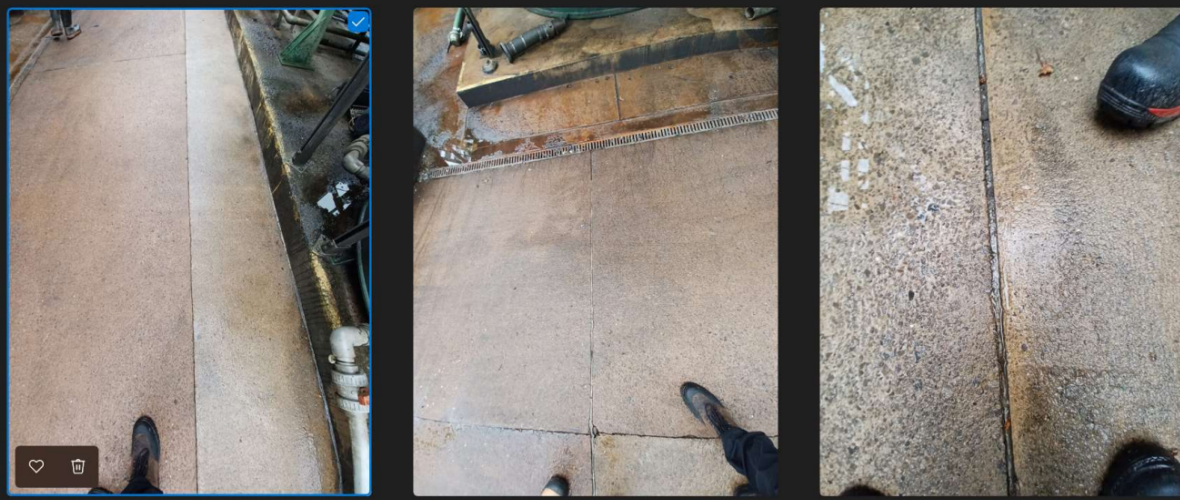
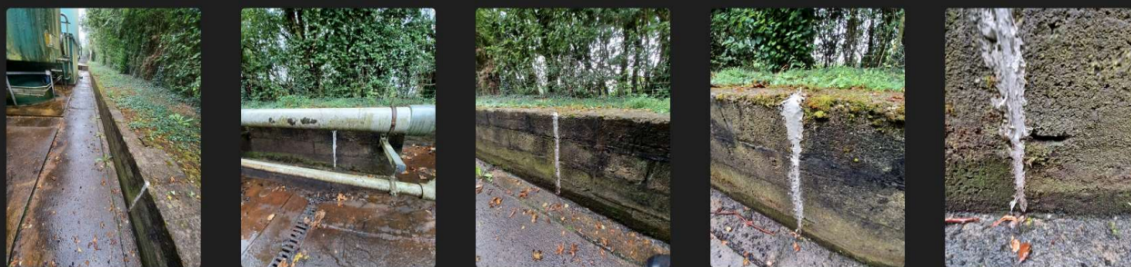
With regards to the GRP tanks, the tank manufacturers specified design life should always be used, if this is not known 20,000 fill/empty cycles is the accepted maximum duty". Tradebe was asked how this is recorded and complied with and in response stated that "these tanks are very rarely used, currently there is an exercise being carried out to calculate the number of times the tanks have been filled using the data regarding tank levels. Once this is done, we will keep a spreadsheet with a running total of fills. Until this has been done the tanks will not be used".

Tradebe stated that this has been completed but no evidence has been provided to date.

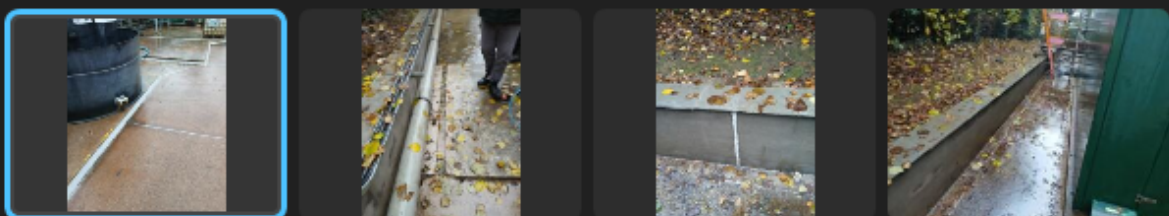
Action 6: Tradebe is to provide a copy of this spreadsheet via email, Due 28th March 2025.

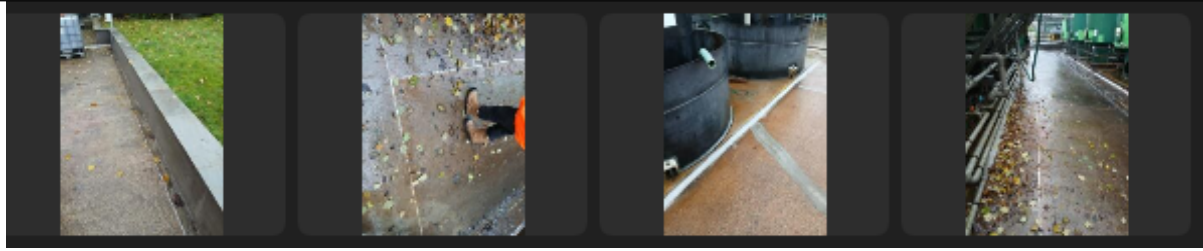
Secondary Containment Maintenance and Inspections

Haz-Bund:



Although it appears, on paper that Tradebe is aware of the requirements for maintaining secondary containment, evidence from the audit demonstrated that this wasn't being put into practice fully. Within the Hazardous bund, the material used to join various concrete slabs appeared to be missing in sections (pictured above) and even had some vegetation growing in the joints. This is a potential pathway for oils or other hazardous materials to reach the environment below. Within the same bund, some wall joints had a silicone layer coated on them (pictured above). Some of this silicone was coated on top of patches of moss causing poor adhesion. Since this inspection, Tradebe has made several improvements to this bund including resealing the vertical and horizontal joints. Pictures of such improvement can be seen below.





Section 7.3.2 of CIRIA 736 states that “the inside face of a blockwork bund should be rendered with a sand/cement render. Further protective coatings may then be required depending on the material stored in the primary containment”. With regards to the Haz Bund, Tradebe employed a third-party specialist contractor to make the improvements pictured above. Upon inspection, all of the joints were resealed and the inside walls were rendered with a chemical-resistant render.

Audit Action 3: Tradebe to provide an update on the completion of the bund integrity and leak tests at the next compliance meeting.

Tradebe provided evidence that the bund integrity and leak test had been completed for the Haz bund. With regards to the Non-Haz bund, this hasn't been undertaken yet. The area is not in use and so the Haz bund was prioritised. The only area of the Non-Haz bund that has been improved is the rendering of some of the internal brickwork (pictured below).

Non-Haz Bund:



Audit Action 4: Tradebe to provide an update on upgrading and reinforcing their secondary containment blockwork walls and expansion joints at the next compliance meeting.

Audit Action 5: Tradebe to provide an update on the inspection of the pipework at the next compliance meeting.

Since actions 4 and 5 are related to the Non-Haz bund, and this area of operations isn't currently in use, these actions haven't been completed yet. However, for the inspection of underground pipework from the Non-Haz bund, the written scheme of examination was still being developed during the December inspection.

Action 7: Tradebe to complete actions 3, 4 and 5 above, before commencing operations of the

tanks in the Non-Haz bund.**Tertiary Containment**

Audit Action 6: Tradebe to provide an update on the inspection of the tertiary containment at the next compliance meeting.

Tradebe's tertiary containment consists of a large concrete pad that covers much of the site. This pad has several purposes including minimising the consequence of a failure of the primary and secondary containment systems. It also serves as a storage pad for waste stored in IBCs as well as being used as a tanker offloading bay and car park. Should there be a spill from a tanker then this pad acts as the only source of containment. Consequently, this pad must be maintained to prevent source-receptor-pathways developing for pollution to interact with the environment. Tertiary containment must be impermeable to water and entrained or dissolved pollutants. The original inspection identified several cracks and aged joints within the tertiary containment and therefore it is highly likely that the tertiary containment is not impermeable to water. While attending the site in December, the tertiary containment at Bridgend was observed to have several cracks (pictured below). Tradebe are to be reminded that regular maintenance and inspection regime is essential if defects or leaks that could compromise the integrity of the primary, secondary or tertiary containment are to be identified in a timely manner. The EPR regulations require adequate inspection/maintenance procedures to be in place. Being unaware of defects in the containment facilities would be no defence should a pollution incident occur. The area designated as the tertiary containment area is actually the secondary containment for the IBCs. Therefore, it is in Tradebe's best interest to ensure that any source receptor pathways are eliminated.

Tradebe's procedure states that tertiary containment must undergo a thorough inspection once every 5 years. Tradebe was asked to provide evidence that a thorough inspection is being undertaken every 5 years at Bridgend. In response, Tradebe stated that the last inspection was in 2012 and that the next one has been arranged for this year (2024). Tradebe was unable to provide any previous WSE for the tertiary containment. It is recommended that Tradebe undertake routine inspections on a more frequent basis than 12 years. It is important to maintain copies of previous WSE and previous investigations so that any deterioration identified during the examinations should be fed back into the WSE to advise where future examinations and tests need to be concentrated. During the December inspection, Tradebe reported that their written schemes of examination were in the process of being approved.

Action 8: Please provide an action plan for improving the integrity of the site's tertiary containment. Due 28th March 2025.



Underground Pipework and Sumps

Audit Action 7: Please send a copy of the CCTV inspection report to NRW by the 10th of July 2024. Completed.

Tradebe was asked when the last time the sumps at Bridgend, including the main collection sump below the screen, were visually inspected and whether any hydraulic or leak testing had been undertaken in the past. In response, Tradebe stated that such testing hadn't been undertaken previously. However, they have a plan to inspect both sumps in 2024. In response to action 8 (below), Tradebe stated that they hadn't undertaken such testing to date (December 2024) but that it was planned for early 2025. This is because it requires some operational planning since such testing will require downtime.

Audit Action 8: Tradebe to provide an update on the sump leak tests at the next compliance meeting.

Action 9: Tradebe to provide an update on the inspection and leak testing of their sumps by the 28th of March 2025.

End.

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.

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

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 compliance criteria (used in section 1 and 2):

1. Management

- IR1A – General management
- IR1B – Finance (only applicable to Landfill)
- IR1C – Energy efficiency
- IR1D - Efficient use of raw materials
- IR1E - Avoidance, recovery and disposal of wastes produced by the activities
- IR1F - Multiple operator installations

2. Operations

- IR2A – Permitted activities
- IR2B – The site
- IR2C – Operating techniques
- IR2D – Technical requirements
- IR2E – Improvement programme
- IR2F – Pre-operational conditions
- IR2G – Landfill engineering (only applicable to Landfill)
- IR2H – Waste acceptance (only applicable to Landfill)
- IR2I – Leachate levels (only applicable to Landfill)
- IR2J – Closure and aftercare (only applicable to Landfill)
- IR2K – Landfill gas management (only applicable to Landfill)

3. Emission and Monitoring

- IR3A – Emissions to water, air or land
- IR3B – Emissions of substances not controlled by emission limits
- IR3C – Odour
- IR3D – Noise and vibration
- IR3E – Monitoring
- IR3F – Pests
- IR3G – Air quality management plans
- IR3H – Monitoring for the purposes of the Industrial Emissions Directive (this heading includes Large Combustion Plants)
- IR3I – Fire

4. Information

- IR4A – Records
- IR4B – Reporting
- IR4C – Notification

Enforcement response

Any non-compliance with a permit condition 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 twenty 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 to 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.