Compliance Assessment Report CAR_NRW0048550

Permit being assessed: YP3937SH.

For: Amex Park, **held by:** Mekatek Limited

At: Llanstephan Road, Johnstown, SA31 3NF.

Type of assessment: Site Inspection,

Reason: Routine.

On: 20/05/2025 between 13:00 and 15:30.

Parts of permit assessed: Management, Operations, Emissions and Monitoring, Information.

NRW Lead Officer: Alex Bowder, accompanied by Elliot Jones.

Report sent to: Mekatek Limited, Technical and Compliance Director, on 13/06/2025.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Installations - Management - General Management	Action only (X)	
IR2A - Installations - Operations - Permitted activities	Assessed (A)	
IR2B - Installations - Operations - The site	Assessed (A)	
IR2C - Installations - Operations - Operating techniques	Assessed (A)	
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	Action only (X)	
IR3C - Installations - Emissions and monitoring - Odour	Action only (X)	
IR4A - Installations - Information - Records	Assessed (A)	

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

Total 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
IR1A	(i) Review and update the current Odour Management Plan (OMP) to address the areas identified in the report. (ii) Submit the revised OMP to NRW for review and assessment upon finalisation.	13/10/2025
IR3A(1)	Submit effluent sampling analysis results for the period before, during, and after 18 May 2025 for NRW's review.	20/06/2025
IR3C	The operator is requested to provide: (i) Compositional details and safety information regarding the Super-F formula; (ii) Evidence or justification supporting the selection of this ambient air treatment method over source-based odour controls, including an evaluation of its effectiveness under typical site operating conditions.	13/07/2025

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.

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

Site: Amex Park, Llansteffan Road, Johnstown, Carmarthen, SA31 3NF
Operator: Mekatek Ltd
Permit Reference: EPR/YP3937SH
Date of Inspection: 20 May 2025

1. Introduction

This Compliance Assessment Report summarises the observations and findings of Natural Resources Wales (NRW) Officers following a routine site inspection carried out on 20 May 2025 at the above location. The inspection was undertaken to assess the operator's compliance with the conditions of Environmental Permit EPR/YP3937SH, which authorises hazardous waste treatment activities at the site operated by Mekatek Ltd.

The inspection included a general review of site operations in line with the permitted activities and a partial audit of the operator's Odour Management Plan (OMP). Particular attention was given to the implementation and effectiveness of odour control measures currently in place on-site.

No breaches of permit conditions were identified during the inspection.

Attendees

- **Alex Bowder**, Senior Regulation Officer, NRW
- **Elliot Jones**, Senior Regulation Officer, NRW
- Technical and Compliance Director, Mekatek Ltd

The operator holds an additional environmental permit EPR/BP3098FC for a waste transfer station regulated under the Environmental Permitting (England and Wales) Regulations 2016. This permit lies within the same site boundary as the IED-regulated activities. It should be noted that the waste transfer station operation was not within the scope of this inspection.

The operator indicated an intention to pursue a future permit variation to consolidate both the IED and non-IED waste activities under a single environmental permit.

2. Inspection Summary

NRW officers arrived on site at 13:00 and signed in at the site office, where they were met by the operator's Compliance Director. During the initial meeting, officers outlined the purpose of the visit, which included reviewing recent incident reports submitted to NRW, assessing current odour management practices, and discussing Emission Limit Values (ELVs) in relation to the applicable BAT Reference Document (BREF) for waste water treatment.

Following the office-based discussions, a site walkover was conducted to observe key operational areas. The tour included the following process components:

- Waste reception chambers
- Effluent treatment infrastructure (including storage tanks, clarifiers, filter beds, Dissolved Air Flotation [DAF] units, and the humus chamber)
- Emission point W1
- Oil storage and separation systems
- The on-site waste transfer station

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3. Odour Management

On 12 May 2025, NRW received an incident report (WIRS 2504594) from a member of the public alleging strong effluent odours with a sulphurous character in the vicinity of Llansteffan Road. NRW officers were unable to substantiate the report at the time of receipt.

In response, NRW requested a copy of the operator's current Odour Management Plan (OMP), which was submitted ahead of the site inspection. The operator subsequently investigated the complaint and reported that no deviations from normal operational conditions were identified at the time of the alleged incident. Additionally, no abnormal odour emissions were detected on site during the operator's internal assessment.

Permit Condition 3.3 addresses the management and control of odour emissions from the site.

3.3 Odour

3.3.1 Emissions from the activities shall be free from odour at levels likely to cause pollution outside the site, as perceived by an authorised officer of Natural Resources Wales, unless the operator has used appropriate measures, including, but not limited to, those specified in any approved odour management plan, to prevent or where that is not practicable to minimise the odour.

3.3.2 The operator shall:

(a) if notified by Natural Resources Wales that the activities are giving rise to pollution outside the site due to odour, submit to Natural Resources Wales for approval within the period specified, an odour management plan which identifies and minimises the risks of pollution from odour;

(b) implement the approved odour management plan, from the date of approval, unless otherwise agreed in writing by Natural Resources Wales.

Odour Management Plan (OMP) Review

During the site inspection, the operator's odour management plan titled *'Odour Management Plan – QP 85'* (OMP) was reviewed. The plan comprises five chapters:

1. Introduction
2. Description of Activities
3. Control Measures
4. Monitoring
5. Aerial View of the Site

Officers assessed the content of each section and identified several areas where further detail is required for the OMP to be considered comprehensive and effective.

The current version of the OMP was originally issued in 2019 and most recently reviewed in October 2024. It is recommended that a future review date be explicitly stated within the document to ensure periodic reassessment and updates reflecting any procedural or operational changes.

The OMP appropriately references *Guidance Note H4 – Odour Management: How to comply with your permit*, which provides the underpinning framework for the development of odour management plans across relevant industry sectors.

Odour Sources

The primary odour-generating activities on site include:

- Waste transfer station operations
- Oil reception and treatment processes
- Biological effluent treatment

Under the section addressing biological treatment - specifically activities such as the handling of domestic effluent, landfill leachate, and abattoir washings - officers noted that additional information should be provided. This includes a more detailed breakdown of waste types, identification of specific odorous components, and description of associated abatement or control measures.

While the OMP includes a comprehensive table of nearby environmentally sensitive receptors, it is recommended that this information be supported by a visual diagram. A site map indicating receptor locations and their proximity/direction in relation to odour sources would enhance clarity and usefulness.

Document Functionality and Accessibility

Officers reiterated that an OMP should function as a live, working document, consistent with the principles outlined in section 1.3 of the plan. While the Compliance Director demonstrated familiarity with the procedures contained in the document, the OMP must also be sufficiently detailed and accessible to allow other staff - particularly during periods of staff absence - to implement controls effectively. The plan should therefore be robust enough to ensure continuity in odour management regardless of personnel availability.

Integration with Other Operational Documents

The OMP makes reference to several supporting documents, including SOP116 (Outfall Monitoring), QP71, and MS390 (Monitoring Form). To improve ease of use and operational effectiveness, it is recommended that relevant sections or appendices from these documents be incorporated directly within the OMP. This would support the creation of a single, comprehensive reference for odour management activities and procedures.

Control Measures

The site operates under a strict pre-acceptance protocol designed to exclude waste streams that are deemed excessively odorous. However, the current Odour Management Plan (OMP) does not reference any routine cleaning or maintenance procedures for site infrastructure such as channels, gullies, and other material storage or handling areas where odourous substances may accumulate if not properly managed. This omission may present a risk of odour emissions if waste residues remain in situ for extended periods.

To strengthen odour mitigation controls, it is recommended that the OMP include:

- Defined maximum storage durations for each waste stream and relevant work areas.
- A commitment to routine inspection and cleaning schedules for areas prone to odour build-up.

It was also noted during the site visit that customer materials are not accepted or loaded into reception bays after 16:00 hrs, which serves as an operational control to reduce potential odour emissions during less supervised periods.

To support odour risk identification and monitoring, the inclusion of a site layout plan is advised. This plan should:

- Clearly delineate key operational zones and potential odour sources.
- Be accompanied by a prevailing wind rose or wind direction chart to aid in assessing off-site odour risk.
- Officers also recommended installing a windsock at the site to provide a visual, real-time indication of wind direction, which would support the completion of odour monitoring records. The operator acknowledged this suggestion during the inspection.

Odour Abatement – Misting System

The operator currently employs a misting system as an odour abatement measure, which disperses an odour-neutralising agent into the atmosphere using a fan-based delivery method. This system is described in Section 3.2 of the OMP. As observed on 20 May 2025, the misting apparatus is located adjacent to the on-site laboratory and directed toward the Effluent Treatment Plant (ETP) (see Image 1).

Image 1

However, the OMP does not provide sufficient operational detail concerning the misting process. Specifically, the following information is absent and should be included:

- The composition and safety data for the **Super-F fragrance** formula.
- The operating schedule (e.g. continuous vs intermittent application).
- The criteria for placement of the misting units, particularly regarding wind direction and waste stream odour intensity.
- Details on dosing frequency, volume of solution used, and maintenance/replacement protocols.

In reference to **H4 Odour Management Guidance** (Section 4.4), it is important to note that odour neutralisation systems are generally most effective when deployed within enclosed spaces that allow for adequate mixing with odorous compounds. In contrast, ambient air applications, such as the current misting system, may offer limited efficacy due to uncontrolled dispersion and dilution. As such, any use of masking agents is discouraged, particularly if they function merely to overlay offensive odours with fragrances, as this may result in compounding perceived nuisance and contribute additional airborne pollutants.

Accordingly, the operator is requested to provide:

- **(i) Compositional details and safety information regarding the Super-F formula; and**
- **(ii) Evidence or justification supporting the selection of this ambient air treatment method over source-based odour controls, including an evaluation of its effectiveness under typical site operating conditions.**

Odour Assessment

An odour assessment form recently completed by the operator was reviewed by Natural Resources Wales (NRW) officers during the site visit. The operator reported undertaking odour and visual inspections at the W1 emission point three times daily. NRW queried whether these inspections are formally documented and recommended that distinct forms be maintained for odour assessments and outfall monitoring to ensure clear and accurate data recording.

The operator conducts monthly composite sampling of effluent, whereby a representative portion of wastewater is collected and submitted for laboratory analysis. In the event of an odour occurrence, abnormal discharge, or exceedance of permitted emission limits, the facility has the capability to redirect effluent through the recirculation system. This mechanism prevents further discharge and facilitates investigation into the potential cause of the incident.

Odour intensity is scored on a 1 to 5 scale. For odour events assessed at an intensity level of 3 or higher, the site's response protocol includes checking the odour neutralisation system, performing a full plant inspection, and considering a temporary shutdown if necessary. NRW recommends that a formal protocol be developed or updated to include clearly defined actions and response timelines for such events.

Officers discussed the application of the FIDOR framework for evaluating odour risk, encompassing the following parameters:

- **Frequency** – How often odour events occur and are detected in the vicinity.
- **Intensity** – The strength or concentration of the detected odour.
- **Duration** – The length of time the odour persists during each event.
- **Offensiveness** – The character of the odour, particularly its unpleasantness.
- **Receptor sensitivity** – The sensitivity of the local environment and population to odour exposure.

NRW queried the frequency and circumstances under which offsite odour assessments are conducted. It was stated that such assessments are only undertaken when odour is first detected onsite.

Odour Management Plan (OMP) – Recommendations for Inclusion/Expansion

NRW recommends that the operator’s Odour Management Plan be reviewed and updated to include or expand upon the following key areas:

- **Training and Awareness**: Staff training on odour recognition and response, including odour sniff testing procedures and awareness of potential odour impacts.
- **Infrastructure and Operations**: Specifications of odour source vessels, plant operation routines, inspection and cleaning schedules, plant control and monitoring systems, and maintenance of odour abatement systems.
- **Meteorological Considerations**: Procedures for normal and abnormal meteorological conditions and how these influence odour dispersion and control.
- **Incident Management**: Protocols for managing incidents, emergencies, and equipment breakdowns, including contingency arrangements and the role of human error.
- **Monitoring and Assessment**: Offsite odour monitoring protocols, designated daily inspection routes, and use of specialist odour testing where appropriate.
- **Community Engagement and Complaints Handling**: Mechanisms for recording,

investigating, and responding to odour complaints, including communication protocols and complaint trend analysis.

- **Review and Governance**: Assignment of management responsibilities for odour control, periodic review schedules for the OMP, and ongoing performance reporting.

Action Required

The operator is required to:

- **(i) Review and update the current Odour Management Plan (OMP) to address the areas identified above.**
- **(ii) Submit the revised OMP to NRW for review and assessment upon finalisation.**

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4. Effluent Treatment Plant (ETP)

Regulatory officers were provided with a walkthrough of the Effluent Treatment Plant (ETP), covering the full treatment process. The ETP includes two filter beds, with treated effluent conveyed via open channels to subsequent treatment stages. Officers raised concerns regarding the potential for these open channels to act as a source of odour emissions. Localised odour was substantiated during the inspection in this area, and as such, this odour source should be included within the site's Odour Management Plan (OMP).

The Dissolved Air Flotation (DAF) unit was introduced following the last environmental permit variation, which incorporated Best Available Techniques Associated Emission Levels (BAT AELs) and specific phosphate limits. The DAF is currently operated on an ad hoc basis rather than continuously, due to operational cost considerations. It was noted that the final effluent may occasionally present with a darker appearance when the process is not fully effective in removing suspended solids. While operational costs were cited as a limiting factor in running the DAF for extended periods, NRW emphasises the importance of achieving permit compliance and mitigating risks of environmental harm to sensitive receptors.

The operator is advised to review current DAF operational practices and consider increased utilisation of the unit to ensure consistent compliance with permitted Emission Limit Values (ELVs) and related performance obligations.

Officers also visited the sludge filter cake production area, where discussions were held regarding the potential installation of walls or screening panels to provide containment within the waste storage zone.
The anti-foam dosing station was inspected within the pump house, as well as the refrigeration unit used for composite sample storage. The final treatment stage, located in the humus chamber, facilitates the removal of any residual suspended solids.

Oil Treatment and Storage

The site undertakes recovery and disposal of waste oils and oil/water mixtures in the designated free oil separation area. These waste streams are received by road tanker from external sources including interceptor waste and gully washings. Separation is achieved using an ultrafiltration (UF) system; an additional UF2 unit has been installed to manage increased material throughput. Recovered oil is stored on-site in secure Intermediate Bulk Containers (IBCs) for a period of up to six months to allow natural phase separation. No deficiencies or concerns were noted in relation to

the drainage system during the inspection.

Emission Point W1 (Outfall to River Tywi)

Regulatory officers inspected emission point W1, located at the outfall to the River Tywi, situated beyond the permitted site boundary. At the time of inspection, no visible signs of discolouration or detectable odour were observed at the discharge location.

Based on operator-submitted monitoring data, discharges from Q1 2025 (January–March) were reported to be in full compliance with all permitted emission limit parameters.

Image Reference: Photograph of Emission Point W1 discharge to the River Tywi, captured at 14:32 on 20 May 2025.

5. Incident - WIRS 27124603

On Sunday 18 May 2025, NRW received a report of a potential pollution incident involving a dark-coloured liquid being discharged from the outfall at the Mekatek site into the River Tywi. NRW out-of-hours officers attended the location and observed a visibly dark effluent being released from the outfall. A sample of the discharge was collected and submitted to the NRW laboratory for analysis.

Sample Results

The analytical results of the effluent sample are summarised below:

Parameter	Result
BOD (ATU) [mg/l]	61.9
COD as O_2 [mg/l]	806

Ammonia (as N) [mg/l]	2.56
Nitrate-N [mg/l]	135.52
Nitrite-N [mg/l]	8.48
Oxidised Nitrogen [mg/l]	144
Inorganic Nitrogen [mg/l]	146.56
Suspended Solids [mg/l]	384
Chloride [mg/l]	404
Phosphate [mg/l]	3.88

Operator Response

On 19 May 2025, the operator submitted an image of the effluent which confirmed a discoloured discharge. The operator advised that this appearance is typical of the site's operations. Upon questioning, the operator suggested that the observed darkening may be linked to the clarifier process. Specifically, "fluffing" within the clarifier can cause solids to rise and exit via the final discharge. Factors such as ambient temperature and atmospheric pressure - particularly recent warm weather - were cited as contributing factors.

Required Action 3:

- **The operator is instructed to submit effluent sampling analysis results for the period before, during, and after 18 May 2025 for NRW's review**.

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6. Permit Variation and BREF Consideration

The site's environmental permit was varied in 2021 following the publication of revised Best Available Techniques Reference Documents (BREF) for Waste Treatment. The associated BAT Conclusions were formally published on 17 August 2018 in the Official Journal of the European Union.

During the inspection, officers discussed exceedances of total nitrogen recorded at emission point W1 during the previous compliance year. The operator has responded by implementing changes to the biological treatment process, including modifications to bacterial strains used for denitrification. Sampling data indicates recent compliance with nitrogen-related Emission Limit Values (ELVs). The operator is continuing to assess treatment capacity and has implemented dedicated tanks to better manage effluent volume.

A broader question was raised regarding the suitability of the current BREF categorisation. The site is currently permitted under the category of "biological treatment of waste," which prescribes lower nitrogen ELVs. The operator has questioned whether "treatment of water-based liquid waste" may be a more appropriate classification, which would permit higher nitrogen limits, more consistent with actual site operations.

Current Permit ELVs for Ammonia (as N):

Period	ELV (mg/l)
Summer (1 Apr – 30 Sep)	15

Winter (1 Oct – 31 Mar)	20

The current ELVs were transposed from earlier permit versions during previous variations and were not subject to objection. NRW reviewed relevant BAT conclusions for water emissions under the Waste Treatment BREF and has shared relevant guidance with the operator.

Selection of Applicable BREF and Determination of Emission Limit Values (ELVs):

The selection of the applicable Best Available Techniques Reference Document (BREF) was guided by the need to establish ELVs at the upper range of BAT-associated emission levels (BAT-AELs), as supported by the relevant decision documents. However, it is acknowledged that local site-specific factors ultimately influence the final ELVs imposed in the environmental permit.

Site-Specific Considerations in ELV Determination:

In determining the final ELV, several critical factors must be taken into account, including:

- The sensitivity of the receiving waterbody;
- Existing pollutant loads and background concentrations;
- Applicable regulatory frameworks and water quality objectives;
- The cumulative impact of multiple dischargers in the area;
- The technical and operational feasibility of achieving lower emission levels through available treatment technologies.

These considerations are essential to ensure that site-specific ELVs are both environmentally protective and technically achievable.

Consideration of Reclassification:

Should reclassification of the receiving environment or discharge category be considered appropriate, the aforementioned factors must still be thoroughly evaluated during the ELV-setting process. It is recommended that decision documents be reviewed to verify whether and how local environmental sensitivities have influenced the ELVs specified in the permit.

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5. Conclusion and Regulatory Expectations

Following site attendance, officers returned to prepare an inspection summary. Action requirements were noted, and expectations regarding regulatory compliance moving forward have been communicated to the operator.

Time Off Site: 15:30

Report Compiled By:
Alex Bowder
Senior Officer – Southwest Wales Industry Regulation
Email: Alex.Bowder@cyfoethnaturiolcymru.gov.uk

END OF REPORT

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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.