

Compliance Assessment Report CAR_NRW0049276

Permit being assessed: JP3632ZH.

For: Barry CHP , **held by:** Dow Silicones UK Limited

At: Wimborne Road - Dock 2, Barry, Vale of Glamorgan, CF63 3DH.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 26/06/2025 - 02/09/2025.

Parts of permit assessed: 1.1.1.(a) and (b), 3.1.2..

NRW Lead Officer: Geraint Harris.

Report sent to: Environmental Manager, Environmental Manager, on 02/09/2025.

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	Ongoing (O)	1.1.1(a)
IR1A - Installations - Management - General Management	Ongoing (O)	1.1.1(a)
IR1A - Installations - Management - General Management	C3 Minor	1.1.1(b)
IR1A - Installations - Management - General Management	C4 No impact	1.1.1(a)
IR2C - Installations - Operations - Operating techniques	Action only (X)	
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	C3 Minor	3.1.2.
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	C3 Minor	3.1.2.
IR1A - Installations - Management - General Management	Ongoing (O)	1.1.1(a)

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

Total non-compliances recorded	Total non-compliance score
4	12.1

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
IR1A	Action 1: Does Dow have any evidence to show that when developing operating/MOC documents manufacturer's instructions should be considered and implemented. Could you please confirm whether such a procedure exists, and if so, provide a copy or reference to it?	10/10/2025
IR1A	Action 2: Please explain why the manufacturer's recommendations were not implemented in the management of change procedures for the replacement and calibration of the O2 sensors. Therefore, could you please clarify whether Dow's Management of Change (MOC) procedures apply to the replacement of standard consumables where manufacturer instructions are relevant? If not, how does Dow ensure that such instructions are consistently followed and embedded into operational procedures. Due October 10th 2025	10/10/2025
IR1A	Ensure that refresher training is complete and understood and that checklists etc are updated.	Already completed
IR1A	Already taken, See main body of text.	Already completed
IR2C	Action 3 Dow to provide a response to actions 18 and 19 by the 10th of October 2025.	10/10/2025
IR3A(2)	Action 4 submit a Schedule 5 Part B	10/10/2025
IR3A(2)	Bring Plant back into compliance	Already completed
IR1A	Action 5: Provide NRW with the Schedule 5 Part B at the earliest opportunity.	10/10/2025

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.

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

Dow CHP

EPR JP3632ZH

Outstanding Actions from Compliance report CAR NRW0046285**QAL 2's**

Compliance report CAR_NRW0046285 New Action 1: Please provide NRW with a copy of the QAL 2's for the new CEMs by the 30th of April 2025.

It is recommended in technical guidance note M20 that at least 3 months of QAL3 data is required to demonstrate that a CEM is stable before the QAL2 and AST exercises can be commenced. NRW have received copies of Dow's QAL2 reports for their newly installed CEMs. Dow have confirmed that the calibration functions have now been incorporated into the CEMs software. These Calibration functions are mathematical relationships that are used to correct the raw readings from the CEMs sensors to provide accurate concentration measurements. QAL2's also generate a valid calibration range (VCR) for each parameter. VCR's are defined as the range of emission concentrations for which the CEMs has been calibrated and is considered reliable for accurate measurements. The daily ELV for NO_x for the two HRSG's is 80mg/m³ and the resulting VCR's were 77.88mg/m³ and 77.89mg/m³ respectively. For CO the daily ELV is 80mg/m³ and the resulting VCR's were 47.90mg/m³ (extrapolated to 72.87mg/m³) and 34.83mg/m³ (extrapolated to 72.87mg/m³) respectively. For the fired boiler the ELV for NO_x is 110mg/m³ and the resulting VCR was 83.46mg/m³. For the fired boiler the ELV for CO is 110mg/m³ and the resulting VCR was 2.45mg/m³ (extrapolated to 79.94mg/m³).

BS EN 14181 allows the calibration range to be extrapolated to the daily ELV using reference materials. This is only valid if the difference between a reading from a reference point (for example a span gas) at the ELV, and the extrapolated calibration line at the ELV, is not more than the uncertainty specified by legislation. Upon review of Dow's QAL 2's their extensions of their VCR's satisfy this requirement.

Compliance report CAR_NRW0046285 New Action 2: Please confirm that Dow is checking the validity of their valid calibration ranges on weekly basis as required by 14181? Due 30th April 2025.

Dow are required to check, on a weekly basis, that the emission measurements taken during that week fall within the VCR according to criteria specified in EN 14181 (see action 2, compliance report CAR_NRW0046285). This test is performed on the reportable hourly emissions averages prior to deduction of the confidence interval. Reporting shall be by exception, i.e., the Competent Authority is informed if there is a non-compliance which would normally trigger a new QAL2. If the plant is not operated continuously then the percentage of hourly averages that exceeds the VCR may be calculated based on operating hours, rather than calendar hours.

In response to action 2 of compliance report CAR_NRW0046285 Dow have confirmed that they have such checks in place and have stated they may need to carry out another QAL2 for some parameters as the VCR's generated do not cover the full operating range for normal operation. It must be noted that carrying out a new QAL2 may not result in an improved VCR, which is dependent upon the spread of data during the test period for a given parameter.

Due to the process variability at power stations, the VCR can be extended up to the short-term (hourly) percentile ELV using linearity data for gases, i.e., up to twice the Daily ELV, provided that the level

of agreement between the linearity data and the QAL2 calibration line is within the Confidence Interval, at the Daily ELV . This extension improves confidence in the quality of the reportable data and is also used for the purposes of the weekly data check. **NRW recommend that Dow liaise with NRW prior to commencing any new QAL2's.**

Compliance report CAR_NRW0046285 New Actions 3 and 4 have been responded to and are considered complete.

New Action 5: Since the Schedule 5 Notice and the monitoring returns don't completely match, Dow must review their data and resubmit both forms with the correct data. Due 30th April 2025.

Compliance report CAR_NRW0046285 Action 5. Dow replied stating that both the Q4 monitoring returns and Schedule 5's are correct. The monitoring returns are split into "FD mode" and "TEG mode". The 19th December was part "FD mode" and part "TEG mode". The "FD mode" part of the day (which was >6 hours) was 201.43mg/m³, the daily mean for the entire reportable section of the day was 162.38 mg/m³. NRW accepts this response and considered this action complete.

New Action 8: Does Dow have any evidence to show that when developing operating/MOC documents manufacturer's instructions should be considered and implemented? Due 30th April 2025.

Following the recent shutdown, it appears that the burner O₂ sensors may have been calibrated "cold," which is not consistent with the manufacturer's instructions that recommend "hot" calibration once the sensors are brought online. After restart, CO emissions were found to be out of specification, prompting Dow to carry out a hot calibration in line with the manufacturer's guidance, which successfully brought emissions back into compliance. The requirement for hot calibration has since been added to the startup checklist, indicating a procedural update. However, this also suggests a potential gap in Dow's Environmental Management System (EMS) regarding the integration of manufacturer's instructions into operational procedures. As such, Question 8 seeks evidence that Dow has a formal process to ensure manufacturer's instructions are considered when developing or updating operating procedures or Management of Change (MOC) documentation. **Action 1: Could you please confirm whether such a procedure exists, and if so, provide a copy or reference to it? Due October 10th 2025.**

New Action 9: Please explain why the manufacturer's recommendations were not implemented in the management of change procedures for the replacement and calibration of the O₂ sensors. Due 30th April 2025.

Dow's response: The analysers were not replaced - only the sensors, which is a standard consumable replaced once or twice a year. They are a stores stock item and are replaced and calibrated when needed.

Thank you for your response to Action 9. However, it remains unclear whether the manufacturer's recommendations were considered during the replacement and calibration of the burner O₂ sensors. While Dow states that the sensors are standard consumables replaced regularly from stores stock, this does not explain why the manufacturer's instruction for "hot" calibration was not implemented at the time of installation. The fact that emissions exceeded permit limits due to incorrect calibration

suggests that even routine replacements can have significant compliance implications. **Acton 2: Therefore, could you please clarify whether Dow's Management of Change (MOC) procedures apply to the replacement of standard consumables where manufacturer instructions are relevant? If not, how does Dow ensure that such instructions are consistently followed and embedded into operational procedures. Due October 10th 2025**

New Action 10: Are there procedures/instructions for controlling the O₂ trim and CO emissions? Due 30th April 2025.

Dow responded saying "On Unit A only the use of O₂ trim to keep CO emissions within permitted limits was not needed prior to the 2024 shutdown. Post shut down, when running in FD mode without O₂ trim bias, the O₂ in the unit has been lower and hence CO has been present. At the point of the incident there were no specific procedures or instructions highlighting the need for the O₂ trim whilst in FD mode. There are now."

New Action 11: The fact that the nightshift missed the O₂ trim settings and CO emissions suggests either a lack of training or competence. Please investigate what the root cause was for the nightshift not identifying that the O₂ trim was zero and report your findings to NRW. Was it a lack of training? Due 30th April 2025.

Dow responded saying "The nightshift likely missed the high CO emissions alarm due to the numerous alarms triggered when the GT tripped and the subsequent efforts to get the unit running again. The unit ran for a prolonged period with the turbine on just before this incident, so it hadn't been identified at that point that using the O₂ trim was key when in FD mode and that when the turbine tripped, it also set the trim to zero. Although the operators were trained in the operation of the units when they began, periodic refresher training might have been beneficial. However, since the O₂ trim wasn't required frequently, it is understandable that the operators might not have considered it. New training manuals are being developed to cover all aspects of operations at CHP. These manuals will ensure that all operators receive consistent training."

New Action 12: With regards to the information displayed on the DCS control screens, what more could be done to ensure such a scenario doesn't occur again? Due 30th April 2025.

In response to Action 12, Dow has outlined several measures taken to improve operator awareness and visibility of emissions data on the DCS control screens. Operators have received detailed refresher training on O₂ trim bias and its role in mitigating CO emissions. PI screens have been developed to consolidate all permitted parameters for each unit into a single graphical view, reducing the need to navigate multiple DCS pages. Although stack NO_x, CO, and O₂ measurements have always been available on the DCS, it was only after the RCI and Schedule 5 Part B submission that their presence was actively highlighted to operators. Dow has also acknowledged that while more detailed data is available via the Envirosoft system, it may be beneficial to integrate some of this detail directly into the DCS interface. Additionally, the Technical Advisor has engaged with each operator shift to reinforce understanding of when and how to apply O₂ trim bias. These actions demonstrate progress, but further consideration may be needed to ensure that critical emissions data is not only visible but

actively monitored and acted upon to prevent recurrence of similar issues.

Breach of Permit Condition 1.1 – General Management

Dow Silicones has not fully complied with Condition 1.1.1(a) and (b) of their permit, which requires the operator to manage and operate activities:

- (a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, incidents, and non-conformances; and
- (b) using sufficient competent persons and resources.

The elevated CO emissions following the 2024 shutdown were directly linked to:

- Incorrect calibration of burner O₂ sensors (“cold” instead of manufacturer-recommended “hot” calibration).
- Lack of procedures for applying O₂ trim in FD mode, despite its critical role in controlling CO emissions.
- The nightshift’s failure to respond to high CO emissions due to alarm overload and lack of awareness that the GT trip reset the O₂ trim to zero.

These issues demonstrate that Dow’s EMS did not adequately identify or mitigate foreseeable risks of pollution arising from routine operations and equipment changes. The absence of clear procedures and reliance on post-incident corrective actions (e.g., updating checklists and training) indicates that the management system was reactive rather than preventative.

Dow’s own response acknowledges that refresher training had not been routinely provided and that operators may not have considered the importance of O₂ trim due to its infrequent use. The incident suggests that operator competence in managing emissions during abnormal operating conditions (e.g., GT trips) was insufficient at the time, **breaching Condition 1.1.1(b)**.

The incident reflects a significant lapse in environmental control and operational oversight and has been classified as **Category 3 noncompliance** due to procedural and training deficiencies that led to a failure to maintain emissions within permitted limits. The elevated carbon monoxide (CO) emissions observed pose a potential environmental impact, as CO is a pollutant that contributes to poor air quality and presents risks to both human health and the environment. However, based on the nature of the breach and the corrective actions taken, the issue is not considered significant enough to warrant escalation to a Category 2 non-compliance.

The absence of a clear process within Dow’s EMS to ensure that manufacturer’s instructions are reviewed and embedded into operational procedures and MOC documentation indicates a potential breach of Condition 1.1.1(a). This condition requires the operator to manage and operate the activities in accordance with a written EMS that identifies and minimises risks of pollution. The failure to follow manufacturer guidance, and the lack of evidence that such guidance is systematically incorporated into site procedures, suggests that the EMS is not sufficiently robust in this regard. NRW awaits Dow’s response to Actions 8 and 9 (above) to confirm whether such a procedure exists and how

manufacturer's instructions are formally integrated into operational controls.

New Action 13: The blocking of inlet fans with debris is a reasonably foreseeable situation. NRW would like to know why this hasn't been considered in previous management system and operational reviews. Due 30th April 2025.

The fans do have a protective mesh over them to prevent the ingress of debris damaging or blocking the fan. Due to the storm, what actually covered the fan was an extremely large plastic sheet, which completely covered the entire fan. This is not something that would normally be blowing round the site - and we're not sure of its origin. We have now put up fencing around all 3 fans to prevent this from happening again.

NRW acknowledge that the fans are fitted with protective mesh to prevent ingress of typical debris. In this instance, however, a large plastic sheet, likely dislodged during the storm, fully covered one of the fans. While this type of material is not commonly present on site, its impact highlights a gap in preventative measures. NRW understand that fencing has now been installed around all three fans to mitigate future risk.

NRW encourages Dow Silicones to review its Environmental Management System (EMS) to ensure that reasonably foreseeable risks, including those exacerbated by extreme weather, are proactively identified and managed. The recent incident suggests that current procedures may not fully address such scenarios, and we welcome further information on how the EMS will be strengthened to support compliance with Permit Condition 1.1.1.

New Action 16: Please investigate the root cause for your failed submissions and report your findings to NRW. Due 30th April 2025.

Dow responded stating "This was human error. As the dust and SO₂ for A1-A3 are a calculation, we don't input anything on this form prior to submitting the returns. As a result of this inclusion of these forms was omitted by mistake. The summary page of the template does state for these forms to be submitted in Q2 and Q4. The template and procedure have been updated to make it more obvious that these 2 forms should be included."

Dow Silicones failed to submit required emissions data for dust and SO₂ from A1–A3 in accordance with permit requirements. The omission was attributed to human error, as the forms were not included in the quarterly submission despite being clearly indicated in the reporting template. This indicates that Dow's Environmental Management System (EMS) did not have adequate procedural safeguards to ensure complete and accurate reporting. The subsequent update to the template and procedure demonstrates a reactive correction, but does not mitigate the initial failure. Given the limited impact of the omitted calculated emissions from the reporting form, this has limited to no potential environmental impact and therefore constitutes a **Category 4 non-compliance** under Permit Condition 1.1.1.

New Action 17: Please complete IC7 by reviewing your operating data to establish a more realistic set of reporting thresholds for the CHP plant. Due 30th June 2025.

A complete version of IC7 has now been received. This action is now considered complete.

New Action 18: Can Dow operate stable steam and/or electricity supply to the site while operating under their current reporting threshold? Due 28th June 2025.

New Action 19: If the answer to action 1 is yes. Then please report to NRW, how many hours you stably generated steam and/or electricity while operating under the current reporting thresholds in 2024. Due 30th June 2025.

Action 3: Dow to provide a response to actions 18 and 19 by the 10th of October 2025.

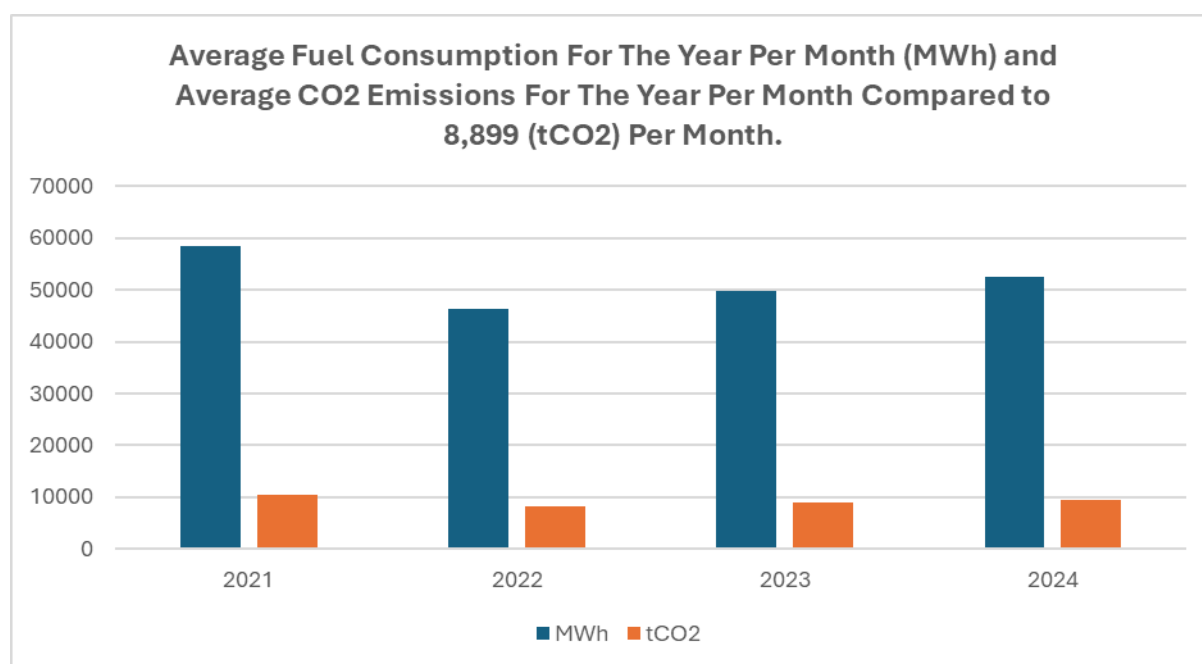
Annual report

The 2024 Annual Monitoring Report was received on time, in line with the agreed extension to 31st March (as previously arranged with NRW). The report meets the requirements of Permit Condition 4.2.2(a), providing a review and interpretive assessment of monitoring data. The key positives include:

- Instrumentation Upgrades whereby all three units received new analysers in 2024. QAL2s were completed in November, and training with Envirosoft is planned to support integration into the DAHS.
- Gas turbines were operational for longer periods in 2024 compared to 2023.
- Electricity was exported to the grid which had not occurred in 2022 or 2023, indicating improved plant performance and utilisation.

Average fuel consumption for the year was 52,535 MWh per month compared to 49,823 MWh per month for 2023.

Average CO₂ emissions for the year were 9,404 tCO₂ per month compared to 8,899 tCO₂ per month for 2023



The trend shows a slight increase for both parameters from 2022. However, fuel and emissions were

lower during 2022 due to heat demand being lower due to not operating W714 and W718. Also there was no electricity exported during 2022, so less gas was used to create export electricity. In 2024 fuel and emissions were slightly higher mainly due to producing electricity for export during 2024. This report has been accepted.

Q1 Monitoring Returns

All parameters except for carbon monoxide (CO) from emission point A1, in January, were compliant. NRW received a Schedule 5 Notice on the 21st of February detailing the exceedance of the carbon monoxide daily mean for 28th of January 2025. This notice states: *“For all of January 2025 Unit A had been running in TEG fired mode until 03:20 on 28th January when the unit tripped. The unit was started back up at low rates in FD mode to troubleshoot and see if they could identify the reason for the trip. When the unit was then ramped back up to normal operation the CO measurement was unsteady. The operator tried using the O₂ trim value to reduce the CO, but was unable to steady it out. After consultation with engineers the O₂ trim value was increased and the CO settled and operated at very low rates for the rest of the day. 5 hours of the day the unit was operating with high CO, the max daily mean for 28th January was 86.1 mg/m³. The RCI for CO issues in December has now been carried out and the actions include changes to the operating system to prevent further CO issues on Unit A.”*

The elevated carbon monoxide (CO) emissions observed pose a potential environmental impact, as CO is a pollutant that contributes to poor air quality and presents risks to both human health and the environment. However, taking into account the nature of the breach, its short duration, and the corrective actions implemented, the incident is not considered significant enough to warrant escalation to a Category 2 non-compliance. Therefore, a **Category 3 non-compliance is being issued against permit condition 3.1.2** for exceeding the CO emission limit value (ELV) specified in Schedule 3.

In March 2025 Dow reported that the RCI from the December exceedance had not been finalised by the time the incident occurred on the 28th of January. Dow put together detailed information and reviewed it with each of the operating shifts straight after 28th January, rather than waiting for an official action to come through to ensure no further occurrence. As an outcome of the RCI, actions have been put in place to be completed. In the short term, trips will be applied for Unit A and Unit B if low O₂ is detected in the stack. Reconfiguring of the existing low O₂, high CO and high NO_x alarms to ensure that they are at appropriate thresholds, and repeats are introduced if necessary. In the longer term, a permanent SIS trip will be put in place for Low O₂, air:fuel ratio and fuel:steam ratio.

The root cause of this noncompliance is related to the noncompliance's in December 2024 and so have been consolidated in to the non-compliance scoring in CAR_NRW0046285.

Action 4: Dow to provide NRW with the Schedule 5 Part B at the earliest opportunity.

Q2 Monitoring Returns

All parameters except for carbon monoxide (CO) from emission point A2 in May 2025 were compliant. Dow reported, via a Schedule 5 Notice, that Unit FB (A2) had been operating steadily for 18 hours at a consistent rate. At approximately 04:00 on 31st May, fluctuations in air flow were observed, which led to an increase in CO emissions. Operators investigated the issue and attempted to stabilise the air flow to bring CO levels under control. These efforts were unsuccessful, and the decision was made to shut down the unit, which resulted in an immediate reduction in CO emissions.

Although the unit exceeded the CO emission limit value (ELV) for only two hours, it was operational for more than the six-hour threshold within the 24-hour period, resulting in a breach of the daily mean limit. The recorded daily mean was 274.4 mg/m³, against a permit limit of 110 mg/m³. The root cause of this incident will be investigated by Dow, with findings to be reported in Part B.

Since carbon monoxide (CO) is a pollutant that contributes to poor air quality and presents risks to both human health and the environment, its exceedance is taken seriously. However, taking into account the nature of the breach, its short duration, and the corrective actions implemented, the incident is not considered significant enough to warrant escalation to a Category 2 non-compliance. Therefore, a **Category 3 non-compliance is being issued against permit condition 3.1.2 for exceeding the CO emission limit value (ELV) specified in Schedule 3.**

Action 5: Dow to provide NRW with the Schedule 5 Part B at the earliest opportunity.

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.