

Compliance Assessment Report CAR_NRW0049610

Permit being assessed: BL7108IM.

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

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

Type of assessment: Site Inspection,

Reason: Routine.

On: 22/08/2025 between 09:30 and 16:10.

Parts of permit assessed: See Section 4.

NRW Lead Officer: Benjamin Taylor, accompanied by Kirsty Thomas, Rhodri Morgan.

Report sent to: Head of Environment, TSUK, on 08/10/2025.

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	C3 Minor	Permit condition 1.1.1.
IR3A(3) - Installations - Emissions and monitoring - Emissions to land	C3 Minor	Permit condition 3.1.1.
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	Action only (X)	
IR1A - Installations - Management - General Management	Action only (X)	

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

Total non-compliances recorded	Total non-compliance score
2	8

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	TSUK is to review their preventative maintenance procedures in order to prevent recurrence of failures associated with the	Already

Criteria	Action needed	Complete by
	LSO outfall in the future (action completed).	completed
IR3A(3)	As IR1A action above.	Already completed
IR3B	TSUK is to provide an update to NRW following technical assessments of submitted formal quotes relating to the 19 identified unbundled assets.	30/01/2026
IR1A	TSUK is to submit further information regarding the fate of the HMS and OMS including: -The location and quantities of current stockpiles of the HMS (described to NRW as legacy stockpiles). Information on storage arrangements and stockpile management is also required. -A progress update on the potential and preferential HMS processing option. -Confirmation of storage location and quantities of OMS (prior to removal offsite to an external recycling company) that are present on the Port Talbot Site. -Provide further information regarding the removal of OMS for external recycling (i.e. EWC coding, receiving company, location, etc). -Please also provide a recent copy of relevant waste transfer notes/consignment notes for the OSM.	31/10/2025

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

Introduction

This Compliance Assessment Report (CAR) is regarding a Site Inspection undertaken by Natural Resources Wales (NRW) on the 22nd of August 2025. The visit was to the Port Talbot Steelworks which is managed by Tata Steel (UK) Ltd (TSUK) under permit number EPR/BL7108IM.

Scope

This was a pre-arranged visit, with an agreed agenda that was shared with TSUK ahead of the visit to ensure the necessary information was collated, and the availability of key TSUK personnel. The scope of the visit is detailed below:

- WIRS/Complaint Discussions.
 - Recent noise complaints.
- Incident Updates.
 - S5N_25_02A – LSO (W1): Unauthorised release
 - S5N_25_05A – LSO CEMS Failure
 - S5N_25_04A – LSO Iron ELV Exceedances
- Review of Outstanding Actions from Previous CAR Forms.
 - *CAR_NRW0045038*.
 - *CAR_NRW0046079*.
 - *CAR_NRW0046394*.
- Oily Mill Scale and Hot Mill Sludges.
- Site Inspection
 - Cold Rolling Mills.
 - Continuous Annealing Plant (CAPL).
 - Hot Rolling Mills.

Site Meeting

NRW Officers attended Site at 09:30 and were met by representatives of TSUK. The visit began with a TSUK led presentation where requested information (from the set agenda) was provided to NRW. Key details from the component of this visit are summarised below:

WIRS/Complaint Discussions

General

TSUK informed NRW that they have received 10 complaints (made directly to them) in 2025, these have been for the following:

- Dust Fallout – 2
 - TSUK investigated and determined that there was no impact to the community in these instances.
- Odour – 1
 - TSUK undertook an investigation. The complaint also referenced alternative

sources within the area, the source was never determined by TSUK.

- Noise – 7
 - TSUK Investigated and actions undertaken, see below.

TSUK have updated its complaint handling procedure following the closure of the heavy end and a significant reduction in complaints. Complaints can now only be submitted via the online reporting portal ([Report a complaint | Tata Steel UK](#)) The revised form includes an option for complainants to request a call-back from a member of TSUK's Central Environment Team. NRW welcomes this change, with feedback previously provided by an external call centre who had limited knowledge of the site and local area.

Noise Complaints

TSUK provided an update to NRW regarding their investigation (and subsequent actions) following a series of noise complaints in Quarter 2 (Q2) 2025.

In May 2025, NRW received three noise complaints from the public regarding a two-tonal alarm sound. An NRW Officer attended the reporter's location and was able to substantiate the noise complaint on the 15th of May 2025. NRW informed TSUK that they had substantiated the noise on the following day and questioned whether they were aware of a potential source in the vicinity of the Cold Rolling Mills.

On the 18th of June 2025, TSUK submitted a report (*25-AP-PT-012 Crossing alarm noise June 2025*) detailing noise monitoring which was undertaken by TSUK in response to the aforementioned complaints. TSUK attributed the two-tonal alarm sound to their railway crossings associated with the Cold Rolling Mills. Due to this being a health and safety system, positioned within an area of high pedestrian traffic, TSUK opted to adjust the alarms tone and volume as opposed to removing the alarm. The submitted noise monitoring document concluded a reduction in generated noise by approximately 20% (8 decibels (dB)).

During the visit, TSUK outlined that they also altered the orientation of the alarm sounders to further mitigate noise impacts onto the nearby community, this was done using specialist brackets to direct the noise downwards towards the ground. NRW was informed that TSUK have also undertaken additional noise monitoring situated closer to the local community (Golf Course associated with Tata Sports & Social Club) following these alterations to the sounder orientation.

Incident Updates

S5N_25_02A – LSO (W1): Unauthorised release

TSUK informed NRW that on the 15th of April 2025 they identified a failure on pipework associated with the Long Sea Outfall (LSO), this resulted in an uncontrolled release of an unknown quantity of treated effluent to the surrounding ground. The loss was attributed to corrosion of a redundant 6-inch offtake pipe which TSUK were previously unaware of. The failed offtake is positioned approximately 100m down from the Sump 2 associated with TSUK's effluent system. TSUK submitted a Schedule 5 Notification (Part A) to detail the incident on the 19th May 2025.

TSUK submitted the Schedule 5 (Part B): Notification on the 23rd of June 2025. Within the Part B submission, TSUK outlined that on the 17th of April the (W1) Long Sea Outfall was isolated and diverted via (W3) Abbey Beach Outfall, this facilitated remedial works on the failed section of pipework. During this diversion, W3 was sampled in accordance with the permit; no exceedances were reported.

During the visit, NRW was informed that the failure occurred due to the offtake lacking cathodic protection (compared to other sections of the pipework that do benefit from this protection), this ultimately led to corrosion of the offtake's structure occurring until failure arose. In order to mitigate this going forward, TSUK have reviewed their preventative maintenance plans to incorporate routine inspections for air vents along the LSO (which would identify any leaks) in addition to regular visual inspections of exposed pipework. The root cause of the release is considered to be a result of insufficient maintenance on an unmapped transfer system. TSUK must ensure that all drainage and transfer systems associated with operational assets are fully mapped and suitable maintained.

Compliance:

Permit condition 3.1.1 is outlined below:

'There shall be no point source emissions to water, air or land except from the sources and emission points listed in schedule 3 tables S3.1, S3.2, S3.3, S3.4, S3.5, S3.6, S3.7, S3.8 and S3.9A.'

The release of treated effluent to ground is a contravention of permit condition 3.1.1. Consequently, a non-compliance score of C3 has been attributed against criteria IR3A(3) - Emissions to Land.

TSUK has also contravened permit condition 1.1.1 for the failure to manage and operate activities in accordance with a written management system that identifies and minimises risks of pollution including those arising from operations, maintenance etc. TSUK failed to implement sufficient maintenance and therefore a non-compliance score of C3 has also been attributed against criteria IR1A – General Management.

Action:

TSUK is to review their preventative maintenance procedures in order to prevent recurrence of failures associated with the LSO outfall in the future (action completed).

S5N_25_05A – LSO CEMS Failure

This failure has already been assessed and is captured in a previous CAR form (CAR_NRW0049233) issued by NRW on the 28th of August 2025.

S5N_25_04A – LSO Iron ELV Exceedances

This has not been assessed at this time due to these exceedances being subject of a previous CAR form (CAR_NRW0049233).

Outstanding Actions from Previous CAR Forms

CAR_NRW0045038 – Secondary Containment and Bulk Storage

Actions set by NRW within CAR_NRW0045038, including additional actions following TSUK response are illustrated below:

Action 1 (Action and Follow-up Action Completed)

- *‘TSUK to submit to NRW their plans regarding the decommissioning and subsequent demolition of redundant tanks. The plan should include an inventory of tanks to remain operational/standing at site post transition and include information regarding secondary containment measures in place for each tank. Improvements should be identified where needed.’*

TSUK submitted a response to the above action (titled: Pack for CA NRW Secondary and Tertiary Containment Inspection- for X2 CAR Actions) on the 6th of December 2024, details within this submission prompted NRW to set the following additional action for both **Action 1** and **Action 2** associated with CAR_NRW0045038.

- Follow-up Action (sent via email on the 28th of February 2025):
 - *‘TSUK is to submit improvement plans for the 19 assets not benefiting from secondary containment (detailed within Slide 10 of the provided Slide Pack) that are proposed to remain operational post transition.’*

In regard to the secondary containment of 19 assets (see *Action 1* above), TSUK informed NRW that since the visit on the 4th of July 2024, a tender process had been completed, with formal quotes submitted for tank improvements to be made for each works area with high-risk areas being targeted first. These are currently pending technical assessment by TSUK to ensure there will be no impacts to their current processes. TSUK also outlined that they are undertaking an assessment into the suitability of re-using now redundant double skinned tanks which were previously associated with the Heavy End Works Areas. TSUK should seek to make these improvements as soon as possible.

NRW considers that the requirements of Action 1: CAR_NRW0045038 have been met following provision of this information, and subsequently the action is completed.

The lack of secondary containment measures for assets bearing potentially polluting liquid has not been considered further as part of this CAR form. This may be considered as part of future inspections and on receipt of further information. TSUK is to progress with the action plan they have suggested and is to notify NRW should they need to deviate from it.

Note: Improvements to containment systems must adhere to the CIRIA 736 (2014– *Containment systems for the prevention of pollution; secondary, tertiary and other measures for industrial and commercial premises*) standards and NRW's "How to comply" guidance. TSUK must ensure compliance with permit condition 3.2.3.

Action:

TSUK is to provide an update to NRW following technical assessments of submitted formal quotes relating to the 19 identified unbunded assets.

Action 2 (Action and Follow-up Completed)

- *'Operator is to confirm with NRW that decommissioning works on the Oil Treatment Facility were undertaken, or outline proposed decommissioning plans regarding the vessels and associated secondary containment infrastructure.'*
 - Follow-up Action (sent via email on the 28th of February 2025):
 - *'TSUK is confirm whether plans to decommission the Oil Processing Facility remain. If the asset is to remain operational then TSUK should submit information detailing how the Oil Processing Facility is in line with CIRIA C736 or a subsequent improvement plan.'*

In response to *Action 2* above, TSUK confirmed to NRW that they are no longer proceeding with the decommissioning (and subsequent relocation) of the Oil Processing Facility (as was previously specified within CAR_NRW0038405 dated 2021). Instead, TSUK outlined that they have opted to implement improvements to the containment measures for the facility, so that they are brought in-line with legal requirements. These improvements were detailed within a submission to NRW on the 2nd of October 2025; specifying that TSUK had undertaken an inspection of measures associated with the Oil Processing Facility (PCB1/PCP2 and Latex Tank) against Control of Pollution (Oil Storage) (Wales) Regulations (OSR) 2016. Following this inspection, TSUK implemented overfill protection on both assets, in addition to a spill cabinet on PCB1/PCB2 (Processing Tanks). TSUK have claimed that the addition of these measures means the Oil Processing Facility has been brought in line with requirements specified by the OSR 2016.

Only limited information has been provided by TSUK (i.e. no detailed data on containment capacities, construction material, etc), and as such, NRW is unable to verify the validity of the above claim. Furthermore, TSUK has not confirmed or evidenced compliance with CIRIA C736 to NRW.

CAR_NRW0045038: Action 2 is accepted as complete following TSUK confirmation that the Oil Treatment Facility will remain and shared high level details of containment improvements

made to date. TSUK must ensure appropriate containment systems are implemented and must adhere to the CIRIA 736 (2014– *Containment systems for the prevention of pollution; secondary, tertiary and other measures for industrial and commercial premises*) standards and NRW's "How to comply" guidance. TSUK must ensure compliance with permit condition 3.2.3.

Note: Further assessment of the Oil Treatment Facility has not been undertaken as part of this CAR at this time and will be subject to future inspections.

CAR_NRW0046079 – W4 Maintenance

TSUK representatives responsible for the 'Keep Safe' and Byproducts Works Areas provided an update on the W4 (and associated French Drainage) maintenance, which was the subject of the following actions:

Action 1 – (Action Completed)

- *'Operator is to submit to NRW their records detailing the maintenance and servicing that has undertaken on the W4 Sump, this should include both the time leading up to and since the water pollution incident on the 7th of October 2024.'*

In response to *Action 1* illustrated above, TSUK submitted a document (*W4 Outlet Quarterly Cleaning (1)*) on the 26th of August 2025 outlining maintenance on the W4 Outfall (prior to the incident on the 7th of October 2024) had been conducted on the 9th of September and 12th of June 2024.

Following submission of this document, it is considered that the requirements outlined by Action 1: CAR_NRW0046079 have been met, and the action is subsequently completed.

Action 2 – (Action Completed)

- *'Operator is to submit to NRW their updated Ad-Hoc Maintenance Procedure for the Primary Ore, Secondary and Morfa Coal Stockyard Areas. The procedure document must include details on how TSUK will implement the maintenance procedures and how they will be managed as the landscape of each stockyard continues to change.'*

In response to *Action 2* above, TSUK informed NRW that the 'Keep Safe' Team within the organisation have adopted a Cleaning and Maintenance SAP which runs on a 13 weekly cleaning cycle. Furthermore, TSUK submitted a document (*W4 outlet and French Drain Cleaning Procedure in Primary and Secondary Yards*) that illustrates the written procedure of maintaining W4 and its associated upstream drainage infrastructure.

Following submission of this written procedure, it is considered that the requirements of Action 2: CAR_NRW0046079 have been met, and the action has been completed.

It is important to highlight that portions of the Stockyards are positioned on land belonging to Associated British Ports (ABP). As part of the transition to EAF, it is the intention of TSUK to return this leased land back to ABP. To facilitate this, TSUK informed NRW that most of the material previously noted during the visit in December 2024 had been removed from Site, with the Stockyards now largely free of stored material.

TSUK are responsible for the management of the stockyards to ensure robust control of potential pollution risks. Continued oversight is essential to prevent environmental harm, maintain regulatory compliance, and uphold best practice standards in materials handling.

CAR_NRW0046394 – Cold Rolling Mill Asset Stirrers

Action 1 – (Action Completed)

- *‘TSUK is to submit documents to NRW detailing previous maintenance of the stirrers associated with the acid neutralising tank and flocculation tank of the Cold Mill Effluent Treatment Plant.’*

TSUK submitted two documents in response to *Action 1* illustrated above:

- *Cold Mill Effluent Treatment Plant SAP Plans* submitted on the 3rd of July 2025.
- *CMeff SAP data for stirrer* submitted on the 26th of August 2025.

These two submitted documents provided evidence of maintenance being undertaken on stirrers associated with both the Flocculation Tank (2nd of July 2024) and Acid Neutralising Tank (17th of November 2024).

As a result of these submissions, Action 1: CAR_NRW0046394 is considered to be completed.

Oily Mill Scale (OMS) and Hot Mill Sludges (HMS)

Historically OMS/HMS was processed and reverted within the integrated steelmaking process (i.e. Sinter Plant and Blast Furnace respectively). Following closure of the Heavy End, the former outlets of these materials has ceased. Materials were previously processed in Yard Zero and utilised in the heavy end ironmaking process. TSUK is required to identify new processing techniques and outlets for the OMS and HMS.

TSUK explained that there are some legacy stocks of sludges that are still remaining onsite that will require processing and/or disposal. Currently, TSUK are in the process of exploring a variety of potential disposal/treatment options for the sludge material and is to update NRW as soon as possible. The oily mill scale already has an outlet in place. OMS material is being sold to an external recycling company.

TSUK proposes to relocate the processing area (Yard Zero) for this OMS/HMS to a new location which is a shorter distance from the material source streams, currently Yard Zero is situated within

the Heavy End portion of the Site. This relocation will need to be captured within a permit variation, under the substantial variation (PAN-029148).

Action:

TSUK is to submit further information regarding the fate of the HMS and OMS including:

- The location and quantities of current stockpiles of the HMS (described to NRW as legacy stockpiles). Information on storage arrangements and stockpile management is also required.
- A progress update on the potential and preferential HMS processing option.
- Confirmation of storage location and quantities of OMS (prior to removal offsite to an external recycling company) that are present on the Port Talbot Site.
- Provide further information regarding the removal of OMS for external recycling (i.e. EWC coding, receiving company, location, etc). Please also provide a recent copy of relevant waste transfer notes/consignment notes for the OSM.

Site Observations

The Site Walkover component of the visit commenced at 12:30.

Cold Rolling Mills

The Walkover began in the Cold Rolling Mills (CRM) where NRW Officers met with representatives of the CRM Works Area. NRW were informed that the Site currently receiving three to four imported slab railway deliveries per day.



Image 1: Location of proposed new Pickling Line

NRW Officers observed the proposed new location of the New Pickling Line, which will be undertaken as part of Project Invictus.



Image 2: Coils post Five Stand Cold Reduction Mill

NRW visited the Five Stand Cold Reduction Mill, which achieves the desired final thickness of the steel product via a series hydraulically controlled rollers.

Continuous Annealing Plant (CAPL)

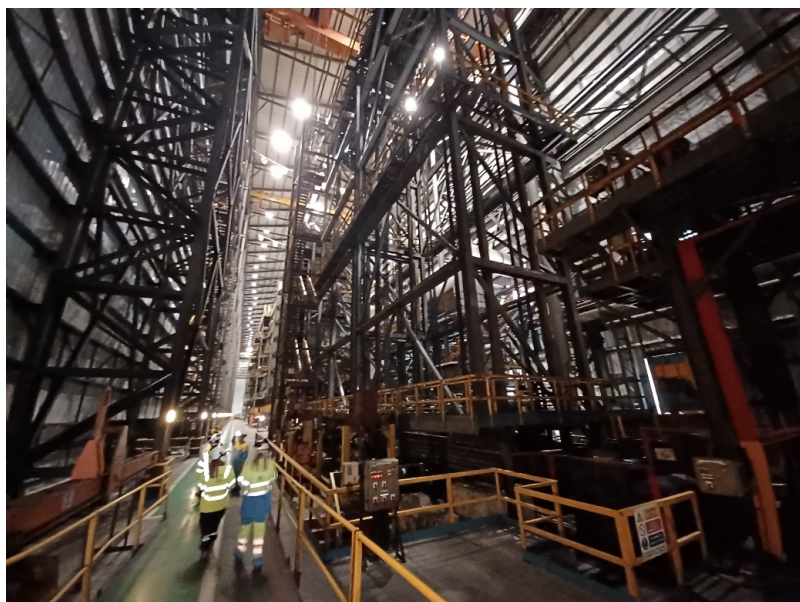


Image 3: View of CAPL, in process of being decommissioned

NRW Officers then observed the CAPL, which is no longer operational and in the process of being

decommissioned. This is due to the furnaces and actuators being deemed non-economically viable for reinstatement.

Hot Rolling Mills

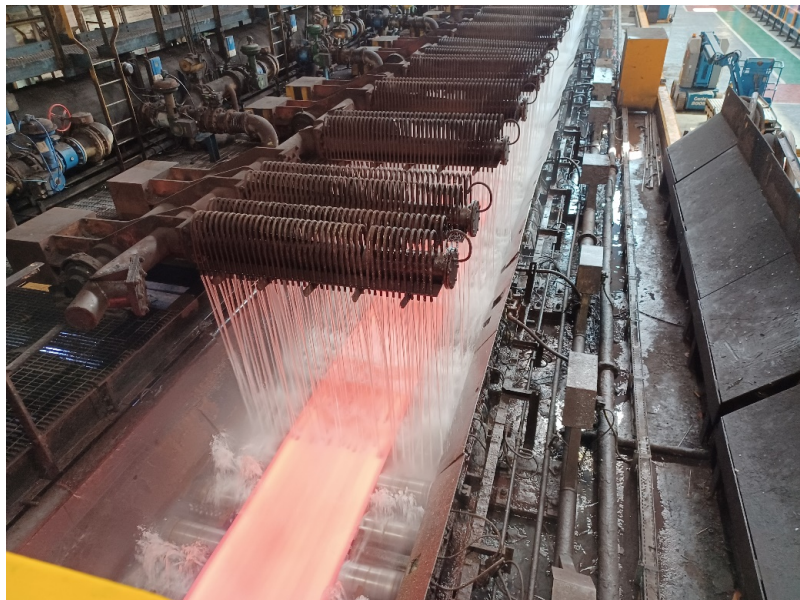


Image 4: View of Run-Out Table Cooling

NRW Officers observed from above the final cooling process of the 'finished' steel prior to coiling. TSUK informed NRW that to promote water efficiency, they adopt water circulation with a reservoir positioned beneath the Hot Rolling Mill (HRM).



Image 5: View of Coil Box and Leveller

Prior to the Finishing Mills, the steel is coiled to ensure maximum heat retention, this is controlled via the 'Coil Box' located within the Control Room. TSUK outlined to NRW that currently they are operating at reduced capacity, with approximately 22 coils processed per hour through the HRM. TSUK also informed NRW that as part of Project Invictus, they are proposing to make improvements to the current Hot Coil Box.



Image 6: View of Reheat Furnace B

Steel slabs are heated to around 1200°C via 170MW furnaces fuelled via Natural Gas, prior to closure of the Heavy End the fuel mix of these assets were blended with Coke Oven Gas (COG). As part of ongoing decarbonisation works, TSUK informed NRW that they are exploring possibilities into utilising Hydrogen within the Reheat Furnaces instead of Natural Gas. TSUK should update NRW on their progress with this feasibility study. Due to being on a reduced capacity, TSUK outlined that they are only operating one furnace at a time with Reheat Furnace B currently in operation as observed by NRW.

TSUK informed NRW that they have been undertaking NO_x experiments since January 2025 in order to meet the limits which are to be imposed by BAT-AELS within the *Best Available Techniques (BAT) Reference Document for Iron and Steel Production* for EAF Operations. TSUK informed NRW that these experiments have been successful, with <300mg/m³ NO_x achieved via reducing the amount of air ingress into the furnaces.

This was a high level inspection, the purpose of which was to gain familiarization and insight into the processes within the Rolling Mills. Subsequently, there were no non-compliances identified by NRW Officers during the visit.

The visit concluded at 16:10.

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.