Cyfoeth Naturiol Cymru
Natural Resources Wales

Compliance Assessment Report CAR_NRW0050533

Permit being assessed: BL3986ID.

For: Aberthaw Works, **held by:** Tarmac Cement Limited

At: Aberthaw Works, East Aberthaw, Barry, Vale of Glamorgan, CF62 3ZR.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 31/12/2025.

Parts of permit assessed: Emissions, monitoring, notification, amenity impact management.

NRW Lead Officer: Antony Leakey.

Report sent to: Katie Smart, Company Secretary, on 04/02/2026.

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	1.1.1
IR3H - Installations - Emissions and monitoring - Monitoring for the purposes of the Industrial Emissions Directive (includes LCP)	C4 No impact	2.3.14
IR1A - Installations - Management - General Management	C3 Minor	1.1.1

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

Total non-compliances recorded	Total non-compliance score
3	8.1

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	Implementation of the locked access procedure.	Already completed

Criteria	Action needed	Complete by
IR3H	Training refresher for control room operators and improved CEMs reliability and fault response.	Already completed
IR1A	Training refresher for control room operators and improved CEMs reliability and fault response.	Already completed

Compliance criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

You are non-compliant with your permit.

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

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

Aberthaw Cement Works

Emissions and reporting review – 2025 and incident update

Summary of previous CAR action status			
Permit condition	Action summary	Due date	Action status
3.5.1	EOP4: Noise and Vibration review and noise action plan improvements.	Ongoing	
n/a	Tarmac to identify an appropriate opportunity to vary the new kiln hood release point into the permit.	Ongoing	Ongoing
3.1.2	Review coal mill bag filter inspection and maintenance regime and burst bag detection provision.	Ongoing	Ongoing
3.2.1	Review environmentally critical control functions and provide an update on implementation of improvements to minimise dust releases.	Ongoing	Follow up at future site inspection.

3.2.1	Review kiln restart process.	Ongoing	Follow up at future site inspection.
3.1.2, 3.3.1 & 1.1.1	Demonstrate implementation of RCA actions and provide updated monitoring data.	1/4/24	Complete. Follow up at future site inspection.
2.3.12	Review tyre temperature-residence time assessment.	Ongoing	Follow up at future site inspection.
3.5.1	Review scope for reduced cooler tube discharge chute degradation.	1/4/25	Complete.
n/a	Review protection of vehicle movement damage to infrastructure.	1/4/25	Further review required.
4.3.1	Review, confirm and demonstrate implementation of revised NRW notification procedures.	1/4/25	Further review required.

Noise assessment

Details of the cooler tube discharge snail PM, including inspection frequency, inspection criteria and actions to be taken if criteria are failed were provided on 19 June 2025.
There is a weekly running inspection as part of the Kiln Weekly inspection route and an annual inspection for the cooler tubes which records photographs of the overall condition.

Tarmac has installed height restriction bars on the raw mill doors which are vulnerable to damage by vehicle movements. No other doors are considered to require height restriction protection because they have not been damaged. However, it is considered BAT to protect doorways that could be damaged and result in offsite noise impact if subsequently unable to be closed until repair.

ACTION: Tarmac to review protection of vehicle movement damage to infrastructure that prevents or minimises noise and fugitive emissions and demonstrate implementation of identified improvements by 1 June 2026.

NRW colleagues were on site 4 February 2025 for an RSR inspection and reported that the raw mill door was open allowing significant breakout of noise. Tarmac had been working on the raw mill door shutter mechanism and scaffolding had been up inside the door to allow access but was removed earlier, so the door was open while the work was finished.

No complaints were received, and NRW did not substantiate any noise offsite, but there appears to be the potential for an offsite impact if left open, particularly overnight.

A noise complaint on 6/2/25 alleged significant night time impacts. The raw mill door was found open on the west side of site, which was causing noise breakout. The door had been

left open during the night shift after some work had been done in the building. This failure to use appropriate measures has been escalated with the shift teams and a lock is now used to secure the door, so it can only be accessed by obtaining the key from the control room.

Indicative day-time sound level measurements taken by Tarmac at the residential property and possible background locations nearby showed that sound levels were 3-4 dB higher than background after the raw mill door had been closed. This implies that night-time levels with the door open could have been well above background.

The incident was not substantiated so actual impact cannot be confirmed, however, the failure to implement management procedures (controlled access) to ensure that critical enclosures (the raw mill door) remain closed, particularly at night, is considered to be a category 3 non-compliance with permit condition 1.1.1. Implementation of the locked access procedure is currently considered sufficient to address this non-compliance, although this has not yet been verified on site.

Additional acoustic cladding was not installed on the raw mill during the shutdown due to time constraints, but there is no requirement for the plant to be off for the work to take place and this should be prioritised to ensure compliance with permit condition 3.5.1.

An off site noise survey was undertaken between 14:30h and 15:00h on 12 November 2025 at the eastern access to the solar farm at West Aberthaw, near Boy's Village. Noise similar to clinker cooler discharge rattling was prominent and dominated the soundscape despite some audible building works at the Boy's Village site. Wind was from S-SSE 7-8 mph and the weather was dry. Significant wind focusing would not be expected under these conditions.

Dust control

A larger water bowser has been procured to allow more continuous damping down during very dry conditions. Also, a more effective and reliable road sweeper has been hired.

Some dust complaints were received during the exceptionally dry period in June and July.

A review of dust management arrangements at Tarmac identified that the "nuisance" deposition guideline of 200 mg/m^2/day in the M17 guidance is now quite old and has been withdrawn on GOV.UK [Withdrawn] M17 monitoring of particulate matter in ambient air around waste facilities - GOV.UK

However, the updated GOV.UK guidance appears to be more generally applicable and relevant than M17 Monitoring ambient air: particulate matter - GOV.UK, and although it states "Applies to England", will be equally applicable in Wales. The revised guidance covers aspects such as developing local background deposition rates for comparison with peak impacts that might be attributed to operations and using dust flux and wind direction data to quantify impacts, although the guidance still refers to the "custom and practice" deposition guideline of 200 mg/m^2/day as well.

The GOV.UK dust monitoring guidance also recognises that other aspects need to be considered when deciding whether sufficient measures are being taken to minimise fugitive

dust impacts. The 200 mg/m^2/day guideline is just that and cannot necessarily be used to determine whether complaints are justified or not. The guidance details how correlation of complaints with deposition rates can be used to determine required target levels. The baseline data is starting to do that (extract below), although it may be difficult to separate "natural" local sources from cement works activity because common mineral grains may include both cement works raw material handling impacts and agricultural/traffic impacts. Also, other industrial residues such as PFA from local activities (landfill restoration and power station demolition) may contribute to the cementitious matter quantification unless it can be identified as a distinct fraction. However, Tarmac state that DustScan report all materials that resemble cement works raw materials as cementitious material, which may include limestone from elsewhere, and therefore Tarmac may be over reporting the works contribution. This serves to illustrate the potential uncertainty in the characterisation process and the difficulty in source apportionment.

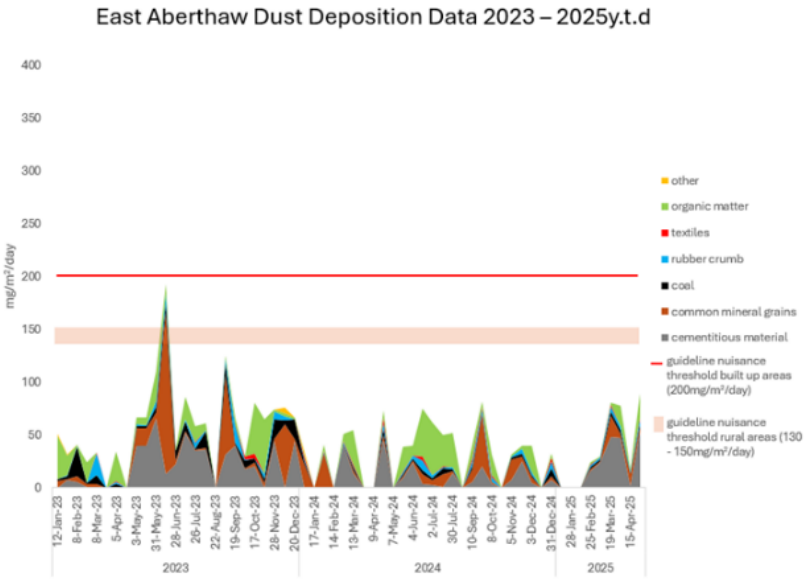
Nevertheless, it is clear from the characterisation data that cementitious matter periodically contributes a significant proportion of the deposition rate during some discrete events, even though the long-term trend has been reducing and the long-term baseline depositions rates are low.

The custom and practice mass deposition rate guideline of 200 mg/m^2/day is based on mean daily average over a monthly exposure and most of the Tarmac typically 2-week exposure results are well below this. However, it is the discrete events with high cementitious matter content included in a 2-week exposure result above the 11-26 mg/m^2/day long-term average background that need focus on mitigation.

To demonstrate that appropriate measures are being taken to prevent or minimise dust emissions it is important to review the efficacy of current measures and ask what further measures could be taken and why they are not being taken.

Aberthaw Fugitive dust register 2024.xlsx was provided by Tarmac for review. This spreadsheet lists the potential fugitive dust sources at the works and outlines risk level and control measures. The detail associated with each control measure and responsibility for implementation and verification isn't provided.

A detailed audit of the current dust management plan will be undertaken at a future inspection.



1.6% of samples above nuisance guidance limit for ***rural*** areas

0% of samples above nuisance guidance limit for ***rural*** areas with cementitious material primary component

Start-up emissions management

Tarmac was required to review start up emissions management and demonstrate implementation of identified improvements before restart after the 2025 shut down.

Following the RCA completed by Tarmac in February 2024, the restart procedure was reviewed. The sequencing process for opening individual bag filter bays was optimised to increase differential pressure, and improved the response of the filter bags upon start-up. Tarmac also commissioned a backup dust monitor to allow cross-checking of emissions data.

Further investigation revealed additional issues within the bag filter. A number of filter bags were replaced during the shutdown but further were bags failing leading to elevated dust, below the ELV, but emissions were higher than expected. All of the filter bags were subsequently replaced during the destock shutdown in April 2024, and all bags will now be replaced on a scheduled 3 year cycle. This allows Tarmac to track bag age more effectively as they will all be replaced at the same time before the expected end of their life cycle. It was also identified that there was corrosion evident on the cell plates that house the bags, allowing dust to travel from the dirty to the clean side. Although ad hoc inspections were being carried out, they weren't effective enough to identify the extent of the issue. Repairs were carried out around the perimeter of the bag filter, and there is now a maintenance schedule in place to inspect the same area thoroughly each shutdown.

Since the bag filter replacement and cell plate maintenance, dust emissions have been consistently very low and well below 1 mg/m^3.

Incident and complaints summary

6/2/25 – West Aberthaw night-time noise – see Noise section above.

25/2/25 – dust reported at Burton Hill. Deposition gauge results show an increase for this

period at Burton Hill compared to the over-winter data. Dry conditions for the last two days and a strong SW wind will have contributed to increased dust levels. A kiln trip occurred on 12 February and PHT clean down took place 15-16 February, which may have resulted in fugitive dust releases but this has not been confirmed. Tarmac had not yet started the clean stone yard dust suppression or water bowser deployment due to the risk of ice. The bowser and top nozzles of the dust suppression system were put back into operation. A review of the dust management plan is necessary to ensure that proactive assessment of dust risk is undertaken.

2/3/25 - reports from East Aberthaw of dust, noise and odour alleged to be associated with a cement works problem. Complaints direct to Tarmac mention dust on the roads through East Aberthaw, but no Tarmac traffic takes this route. There was a planned shutdown of the kiln at 08:45h to repair a raw meal feed conveyor bearing. Wind direction was ENE at the time and switched to SE later. Wind speeds were low at 4-5 mph. Deposition gauge results do not show a significant increase for this period at East Aberthaw, although a higher result was found for West Aberthaw. The period was also associated with drier weather after low temperatures resulting in application of road salt/grit across the network. The event was not substantiated. DustScan sticky pad samples were found to primarily contain material characteristic of common mineral grains, including potential salt/grit associated with salt spreading, rubber crumb and material from combustion, with limited clinker and cement.

14/3/25 - West Aberthaw: horn sounder audible within a property affecting sleep as it runs through the night sounding around every 30 seconds. National Grid had a blowout in the 275 kV transformer building at the power station around this time which in turn sounded off a series of alarms and is thought to be responsible for this issue.

19/3/25 – East Aberthaw: allegation of no dust suppression at cement works and very dusty everywhere. Tarmac provided photographic evidence of extensive use of bowser, road sweeping and operational dust suppression.

22-25/3/25 – East Aberthaw (2 complaints), Fonmon (2 complaints) and Fontygary (1 complaint) reporting a recent noticeable increase in dust, descriptions varying – white ash-like, and light brown grit. No plant issues reported. Tree pollen alerts and Saharan dust episode affecting UK also associated with this period.

28/3/25 – dust at Fonmon and Burton Hill. Dustscan sticky pad samples were found to contain pollen as the primary component, although there was some cementitious material present in the Burton Hill sample. There was a kiln trip on 27/3/25 at 08:26h due to ID fan vibration. Tarmac report that there was minimal dust released and no evidence of fugitive dust leaving site. Deposition rates were elevated at Burton Hill and East Aberthaw during this period.

28-29/4/25 – West Aberthaw extensive noise from 20.00 hrs Monday night, very noisy at 01.45h Tuesday morning and 04.45h and continuing through to 08.35h. Coal stocks were low and there was an issue with getting the conveyor restarted. When the coal Redler conveyor runs empty it starts making a whining noise. This equipment is on the east side of the works and winds were from NW rather than E/NE so it is unclear if the conveyor was the sound heard.

9/6/25 - complaint relating to vehicle mobilised dust. This was not substantiated and all dust management measures were reported to be fully operational.

21/6/25 – CEMS failures

Tarmac notified that the operations team had continued to feed waste to the kiln for 13 minutes after the 4 hours “abnormal operation” period allowed by IED and the permit had elapsed. This has been established to be due to inadequate training of control room operators and refresher training has been provided. These are non-compliances with the IED implementing condition 2.3.14 and the management condition, 1.1.1.

Abnormal Operation is defined as “any technically unavoidable stoppages, disturbances, or failures of the plant or the measurement devices”, as set out in IED Article 45(1)(f).

NRW has considered whether the CEMs failure was avoidable, for example if suitable procedures, correct contact details, software updates, and maintenance arrangements had been in place.

Unavoidable CEM failure is defined in the guidance as where 3rd party actions beyond the Operator’s control caused the failure.

Both duty and standby CEMS failed, the former due to an air conditioning unit failure that appears to have been forewarned by a high temperature error message. An engineer does not appear to have been called out for around 24 hours because the standby CEM was available. The standby CEM failed due to loss of instrument air pressure to the sample eductor, which was quickly restored but a CAN bus/licence error, which was due to out of date software, prevented the CEM from restarting. However, there is a reset procedure, but the on-call engineer did not know about the reset procedure and did not use the correct contact details to obtain out-of-hours technical support from the CEM service provider, so this was delayed.

CEM ABB1 – over-temperature alarm was caused by the CEM internal air con unit failure, which also tripped to the sample train heating system, shutting the CEM down despite there being a separate A/C unit in the CEM instrument room. The A/C failure appears to be due to a “random” earth fault, so this could be considered justifiably technically unavoidable. There had also been an A/C compressor failure, but this failure may have been due to the earth fault. The A/C unit was 5 years old. “Maintenance required” and “analyser failure” alarms are flagged in the cement works control room. If an analyser alarm is activated this is relayed to the electrical department for action. In addition, The ABB CEMS do provide a basic panel temperature alarm. Additional cooling was in place during a period of very warm ambient temperature. ABB are modifying the Genix remote condition monitoring system to warn of increases in analyser internal temperatures. This will be flagged to ABB UK who will in turn contact Tarmac. ABB are improving their remote condition monitoring system as a result of these issues.

CEM ABB2 – there was a known sensitivity of the CEMS sample system to low pressure and a known marginal instrument air supply when high demand due to “open end” failures on plant occur. The sample system pressure issue was quickly resolved (as it has been on previous occasions presumably) but this time due to failure by the CEM supplier to undertake a software update (CAN bus/licence error) the CEM could not be restarted. There was a

routine reset procedure, but the Tarmac on-call engineer was unaware of this. This was compounded by failure to use an out of hours phone support number for the CEMs which should have been used to get an immediate response, rather than the Monday-Friday 9-5 online help system. Tarmac claim none of these aspects had been made known to them by the CEMS supplier. Tarmac has taken steps to procure an uprated load following compressor to improve resilience when the two main instrument air compressors cannot maintain system pressure.

NRW would want Tarmac to use the 4-hour period to rectify faults rather than come off waste fuel and cause higher emissions due to shut down and start up with potential for associated process instability. However, the management arrangements for prioritising repair of the primary CEM upon failure, rather than relying on the standby CEM over the weekend, could be improved. Also, the slow action to address the known instrument air pressure resilience issue should have been given higher priority.

NRW concludes that there was a technical (essentially administrative) category 4 non-compliance with the permitted 4 hours “abnormal operation” period (condition 2.3.14) and a minor (limited environmental impact risk) category 3 non-compliance with the management condition 1.1.1 for failure to adequately train personnel on permit requirements and prioritisation of known compliance critical repairs/improvements.

Implementation of the identified improvements will be verified as part of the next Operator Monitoring Assessment.

29/11/25 – Burton Hill dust deposit on vehicles. There was a kiln restart at 22:58h on Friday 28 November, with a SW wind, but there were no identified process issues. Deposition gauge results do not show a significant increase for this period at Burton Hill.

10 & 11/12/25 - Burton Hill dust deposit on vehicles. No production issues reported although deposition levels during this week were elevated compared to previous weeks at around 150 mg/m^2/day. Southerly winds with some gusting to 30 mph and from SE may have mobilised dust from the quarry area.

2/1/26 – cement dust reported on cars at East Aberthaw, alleged to be from stock piles in the quarry. External clinker storage is taking place in the quarry but the material is understood to be stable and dust free. Winds were moderate (up to 17 mph) and generally westerly or NW suggesting a source other than the quarry. Deposition rates were typical for the location.

28/1/26 – smoke and fumes from cement works stack. Likely to be condensation plume which tends to be more visible at this time of year due to atmospheric conditions. It is not possible for significant quantities of particulates to be emitted due to the bag filters on the stacks. Tarmac brought the kiln back into operation after the winter maintenance shutdown, and the continuous monitoring system data since kiln restart shows no deviation from the permitted ELVs for particulates, or any other parameters. A cold, idle kiln, preheater tower, ducts, and raw milling areas will also have accumulated ambient moisture, so the main stack condensate plume was more visible than normal following kiln restart. With weather conditions were relatively bright and cold and this would also have added to the plume visibility.

Clinker storage

Clinker stockpiling in the quarry resumed from 20 April 2025. Water damping has been employed at the loading area to improve cooling and reduce dust emissions during handling.

Throughout 2025 Tarmac has continued to stock clinker in the quarry and project further stocking out during 2026. Some of the stock will be approaching 3 years old, which will potentially constitute a landfill activity unless there is a clear plan for recovery of the clinker within a reasonable timescale.

Tarmac must now investigate the possibility of recycling older clinker stock back into production to stabilise the standing inventory rather than continue accumulation indefinitely.

ACTION: Tarmac to develop proposals for recovery/recycling/reuse of clinker stock older than 3 years and demonstrate implementation by 31 December 2026.

Notification procedures

Tarmac provided a copy of the current NRW notification procedure which is incorporated into "EOP 12 - Communications and Consultations". Section 6.2.1 and Appendix B detail the notifications required by the environmental permit.

It is noted that the procedure only requires non-compliance with ELVs to be notified to NRW "without delay" and within 24 hours. However, permit condition 4.3.1 also requires, if operation of the activities gives rise to an incident or accident which significantly affects or may significantly affect the environment, or in the event of a breach of any permit condition the operator must immediately inform Natural Resources Wales, and take the measures necessary to prevent further possible incidents or accidents and to ensure that compliance is restored within the shortest possible time.

Tarmac will need to review and update notification procedures to ensure future full compliance with condition 4.3.1.

ACTION: Tarmac to review, confirm and demonstrate implementation of revised NRW notification procedures by 1 April 2026.

Monitoring Assessment

NRW notes that the kiln gas CEMs were subject to a full BS EN 14181 QAL2 calibration check between 14–16 May 2024. Tarmac is working with the external testing organisation to improve the HCl CEM vs SRM correlation, and a new HCl and VOC QAL2 was completed 23 September 2025. The HCl calibration function appears significantly improved as a result. This work is continuing into 2026 and will be reviewed at the Operator Monitoring Assessment.

A full dust CEM QAL 2 calibration was completed between 23–26 September 2024. An AST was completed successfully on 24 March 2025.

Tarmac also confirmed that it is undertaking the following checks at Aberthaw and that the data are passing the criteria:

When undertaking a QAL2, a valid calibration range (VCR) is determined at the same time the calibration function is calculated. This is either the highest calibrated CEMs parallel measurement at reference conditions plus 10% (or plus 100% for particulate CEMs), or 20% of the ELV, whichever is the greater. The calibration range may also be extended to the ELV if suitable reference material is available. The extrapolation is valid if the difference between a reference material measurement at the ELV and the extrapolated calibration line at the ELV is less than the uncertainty specified in the relevant legislation. The difference at zero shall be less than 10% of the ELV.

Once the VCR has been established, the CEMs QA standard EN 14181 states, that if the ongoing CEMs measured values exceed the valid calibration range, a new QAL2 may be required. This is necessary if either of the following occurs:

1. More than 5% of CEMs calibrated and standardised values during a weekly period are outside the valid calibration range for more than five weeks between two ASTs.
2. More than 40% of CEMs calibrated and standardised values during a weekly period are outside the valid calibration range for one or more weeks.

Emissions review

Monitoring data for Q1, Q2, Q3, Q4 2025 and the 2025 annual report have been reviewed and no breach of permit conditions was identified other than those already addressed in previous sections of this report.

It is noted that emissions from the cement mill separator (A3) were consistently high and increasing, but remained below the ELV, during October and November 2025, before improving significantly in December.

ACTION: Tarmac to provide details of any actions taken to reduce these emissions and prevent future increases by 1 April 2026.

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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(1) – Emissions to water
- IR3A(2) – Emissions to air
- IR3A(3) – Emissions to 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.

Disputing the Content of this Compliance Assessment Report Form
If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales

Concerns Not Related to the Content of this Compliance Assessment Report Form
If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone**: 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email**: enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone**: 0300 790 0203
- **Email**: 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.