Compliance Assessment Report CAR_NRW0049497

Permit being assessed: AB3298HZ.

For: Project Yellow Recycling, **held by:** Project Yellow Recycling Limited

At: Tynewydd Farm, Pendoylan Road, Groesfaen, Pontyclun, Rhondda Cynon Taff, CF72 8NE.

Type of assessment: Audit,

Reason: Routine.

On: 24/07/2025 between 10:10 and 12:00.

Parts of permit assessed: Waste inputs, processing, management.

NRW Lead Officer: Laoni Tye, accompanied by Dewi Williams, Marc Campbell.

Report sent to: Tom Prichard, George Harvey, Howard Oakes, Director, Environmental manager (&TCM) Recycling Manager, on 16/02/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W4A - Waste - Information - Records	C3 Minor	4.1.2
W1A - Waste - 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
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
W4A	See body of CAR. Notice requiring information to follow.	10/10/2025
W1A	See body of CAR. Notice requesting information to follow. Sampling plan to be resubmitted to NRW within 6 weeks of the date of this CAR.	30/03/2026

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

Version history

Original issue date: 29th September 2025.

Re-issued after a stage 1 appeal 5th December 2025

Re-issued following a stage 2 appeal 16th February 2026.

Senior waste regulation officer Laoni Tye visited Project Yellow Recycling Ltd (PYRL) on the 24th July 2025, accompanied by Officer Williams (Tackling waste crime), Officer Daniel Hopkins (Regulatory officer) and officer Marc Campbell (Regulatory officer). It was an unannounced audit and the weather was dry and warm. George Harvey, Environmental manager and Howard Oakes, Recycling manager met us on site. The site manager, Geraint Meech was also on site during the inspection. All site staff on arrival advised that we were required to wait for George and Howard before proceeding.

We remind you that Project Yellow Recycling currently operates under a Tier 3 bespoke permit for an inert, non-hazardous and hazardous waste transfer station with treatment facility. In October 2021, we received a proposal from you to operate outside of usual regulatory permit controls to produce soil products which you stated had met end of waste. We provided the following advice at the time:

‘Established processes such as the DoWCoP and the aggregates QP provide approved frameworks for demonstrating that soils and aggregates can be recovered as End of waste (EOW) through a clearly auditable process. Any decisions made outside of such frameworks would require the same level of audit trail and evidence to document that such wastes are able to be used, the elements of the test remain the same whether using the DoWCoP or your own assessments, for example, controlling and managing inputs is a key part of demonstrating soils are suitable for re-use and that the end of waste test is met. DoWCoP is the recognised best way of demonstrating that excavated soils can be re-used and this framework provides a clearly auditable process to do that. Operating within an approved and auditable EoW process can ensure legal compliance and provide commercial opportunities through enabling correct and proper use of an EoW material, providing the benefits of falling outside of permitting requirements. If any individual EoW assessments were made for any waste type we would expect a fully documented and auditable procedure following the in depth guidance as directed to via the link below to evidence meeting the legal requirements. It is the responsibility of the operator to review and ensure that an assessment has been undertaken and that

there is evidence available should we (the regulator) challenge the assessment'.

The purpose therefore was to conduct an audit of the site, with a focus on waste acceptance procedures and associated paperwork. The audit could not be completed as paperwork and documentation required to demonstrate compliance would/could not be provided to NRW officers.

W1A – General Management. Category 3 breach

Permit condition 1.1.1 (a) and 1.1.2

1 Management

1.1 General management

1.1.1 The operator shall manage and operate the activities:

(a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints; and

(b) using sufficient competent persons and resources.

1.1.2 Records demonstrating compliance with condition 1.1.1 shall be maintained.

There were numerous non-compliances attributed to issues with the management on site. These were in relation to pre-acceptance, waste classification, and failure to provide required documentation. Non-compliances in relation to duty of care forms part of this breach, due to misdescription which is outlined below.

Misclassification and misdescription of waste

During the inspection, we witnessed stockpiles of wastes resulting from the mechanical treatment of mixed inputs being classed as a soil. You advised that this 'soil' is being transferred off site as either 'high'- or 'low-grade soil' product. If the material observed, such as the 'low grade soil' is being moved/dispatched off site under a code other that 19 12 11 or 19 12 12*, and/or deposited within on land without a relevant permit or exemption, then the waste will have been moved without necessary controls. Soil outputs can only arise from mechanical treatment of soils. We consider that some of the waste you are producing which you referred to as 'low grade soil' should be coded as either 19 12 11* or 19 12 12.

Material described by PYRL as 'Low and High Grade Soil' has been coded as 19 12 09. 19 12 09 cannot be used for soil type material as soil cannot be considered a mineral. The composition of the input wastes mean that the waste would require classification as 19 12 11 or 19 12 12 and subsequently require testing to confirm the classification of the waste.

The production of 19 12 09 would require specific controls and/or treatment processes to be in place to manage and treat waste inputs to ensure that the output material can meet the description of 19 12 09 minerals (for example sand, stones).

NRW position on fines and classification

Fines are the residual small particulate fraction arising from the mechanical treatment of waste. As wastes are handled and treated to remove larger pieces of target or residual materials, a proportion of those materials will inevitably have fragmented into smaller sized particles. Therefore all ‘fines’ fractions arising from a mechanical treatment process will be representative of materials found within and removed from the inputs.

As particle size decreases, it becomes harder to identify and separate materials. Plus, the increased surface area of smaller fractions leads to a proportionally higher concentration of surface-bound contaminants compared to larger fractions. Studies have found fines from the mechanical treatment of non-hazardous waste inputs can result in fines that exceed hazardous thresholds.

Therefore, fines outputs from these processes treating mixed wastes or wastes comprising of more than one material, should always be categorised as either 19 12 11* or 19 12 12 following a hazardous waste assessment using WM3. And accompanied by an appropriate written description. A written description should include sufficient information to ensure the receiver can handle it properly. In the case of fines, it must include details of the treatment process and wastes from which it arose. Note that the WM3 code description or simply ‘fines’ is insufficient. When other materials are removed as part of the mechanical treatment, the use of 19 12 09 is not appropriate for fines fractions, even where the inputs are believed to be predominantly inert wastes.

Soil

17 05 03* or 17 05 04 can only arise from mechanical treatment of waste received coded as 17 05 03* or 17 05 04 respectively, providing the waste has not changed physically, biologically and/or chemically. If the waste has undergone physio-chemical treatment, sub-chapter 19 13 should be considered. Soil and aggregate washing is a physio-chemical treatment.

It is not appropriate for any outputs from the treatment of other wastes, to be coded as 17 05 03 or 17 05 04 where some of the inputs may comprise of soils that have been mixed or collected together in the same container with other wastes.

Where waste treatment produces what may appear to be a soil-like output, from the treatment of mixed or wastes collected together in the same container, the most appropriate code is 19 12 11* or 19 12 12. This is because, as with fines, due to the risk of contaminants present in the inputs and surface-bound contaminates being proportionally higher in the fine soil like output. These soil-like outputs must also be accompanied by an appropriate written description. In case of soils, it must include details of the treatment process and wastes from which it arose. Note that the WM3 code description or describing or implying the material is soil is not appropriate.

Fines and Soils Mirror entries Both fines and soils codes are mirror entries, therefore an assessment of hazardous properties, detailed in steps 4 to 7 in WM3, must be completed to determine if the waste is hazardous or non-hazardous. These steps include:

· Step 4. determine the chemical composition of the waste;

· Step 5. identify if the substances in the waste are ’hazardous substances’ or ’Persistent Organic Pollutants’;

· Step 6. assess the hazardous properties of the waste;

· Step 7. assign the classification code and describe the classification code.

A code cannot be assigned, and the waste cannot be moved, disposed of or recovered, until this has been done.

To make a reliable assessment, you must plan and conduct a sampling programme to ensure you obtain accurate and representative results. A sampling plan must be prepared before the first sample is taken to ensure all relevant factors have been considered and sufficient representative samples are taken. Detailed guidance on producing sampling plans is available in Appendix D in WM3.

Legal obligations

You must follow the guidance and procedures laid out in the WM3 guidance linked above when classifying your waste. By following these guidelines and other relevant legislations such as Duty of Care and Landfill Directive requirements you will ensure you can demonstrate that you understand the waste you are handling so it can be managed safely and legally.

We advised you of this at the time and in a follow up letter, we are now re-iterating, all waste must be handled in accordance with waste regulatory controls. All wastes due to leave site must be correctly classified and a waste characterisation assessment completed in line with WM3 waste classification guidance. This is also an offence in relation to duty of care requirements, with insufficient information to ensure the next holder can handle the waste safely and securely. Please see links below to relevant guidance:

https://assets.publishing.service.gov.uk/media/6152d0b78fa8f5610b9c222b/Waste_classification_technical_guidance_WM3.pdf

Natural Resources Wales / Waste duty of care

Natural Resources Wales / Completing waste transfer notes

During the inspection numerous documents and information were requested. We asked to focus on single stockpile of waste on site, which you had advised had come in under waste code 200202. This waste code is for municipal garden and park waste only and is therefore not suitable for the type of waste witnessed which was construction and demolition type of waste. This waste contained a mixture of materials including wood, plastics, rubble, concrete, fine unknown materials, soils & bricks. We were advised that the plastics, wood and other wastes are pulled out and segregated and the ‘soil’ then goes to be treated and made into a product. We requested documentation to understand the inputs into the process further. This was either not available to review or could not be provided.

This included:

- All waste transfer notes for the inputs of the stockpile. A single waste transfer note was shown to us (photograph below) but no others would be provided
- Pre-acceptance records including sampling (insufficient documentation was provided)

- Waste classification assessments
- Weighbridge report

Records demonstrating compliance could not be provided and this is a breach of the permit as well as a failure to demonstrate compliance with Article 6 of the waste framework directive.

Photographs above shows construction and demolition waste which is being used to produce the

'low grade soil'.

Waste tracking and tracing

Officers requested information whilst on site to establish waste tracking and tracing of wastes, as well as quantities of waste types stored. No records could be provided demonstrating this and the site was therefore not able to demonstrate or provide assurance of what wastes have ended up where or in which quantities.

You should use an electronic or equivalent system to hold up-to-date information about the available capacity of different parts of your facility, for example reception, quarantine, treatment and storage areas. If you do not have an electronic system you still need to hold the equivalent level of information. You should use a pre-booking system to make sure that you have enough waste storage and process capacity for the incoming acceptable waste.

Your electronic or equivalent system must hold all the information generated during:

- pre-acceptance
- acceptance
- non-conformance or rejection
- storage
- repackaging
- treatment
- removal off site

This information must be readily accessible.

The electronic (or equivalent) system must be able to report for each of LoW code:

- the total quantity of waste present on site at any one time
- a breakdown of the waste quantities you are storing pending on-site treatment or awaiting onward transfer
- where a batch of waste is located based on a site plan
- the quantity of waste on site compared with the limits in your management system and permit
- the length of time the waste has been on site compared with the limits in your management system and permit

The electronic (or equivalent) system must also be able to report the total quantity of end-of-waste materials on site at any one time, and where that material is located based on the site plan.

You must store back-up copies of records off site. These records must be readily accessible in an emergency.

You were not able to provide this information to NRW which is a breach against the permit and further demonstrates article 6 of the waste framework directive cannot be met with no waste tracking and tracing.

Waste returns data

We have reviewed the waste returns data for 2024 which state that over 287,000 tonnes of waste has entered the site, including soil and stones, construction and demolition waste, glass and park and garden waste (which we understand to be C&D waste). Only 7,000 tonnes of waste has left the site. Given the waste types, treatment facilities and concerns around management on site we do not consider this to be an accurate reflection. We would expect to see outputs for plasterboard, metals, plastics etc that are usually present in construction and demolition skips.

Information in relation to receiver sites

You were asked where material from site was taken to and for a list of the receiver sites. Given the issues identified within this CAR, we have concerns about where waste has ended up and the possibility of unsuitable wastes being illegally deposited with potential to cause environmental harm. This information would not be provided to NRW during the inspection.

Waste sampling

Waste classification for outgoing wastes are also not being complied with. The waste fines which should be classified as 191212 or 191211* require waste characterisation and analysis before removal from site. We were advised that this happens and the documentation to support this was requested in the site office. We were provided with a document with two waste sample results (photographed). Two samples would not be sufficient to assess the waste characteristics and/or determine whether it was hazardous or non-hazardous. No further results could be provided and in which case waste characterisation as required by Appendix D of WM3 has not been demonstrated.

Photographs show what we would deem to be waste fines which have been produced from the mechanical treatment of waste, being stored ready for dispatch as 'low grade soil'. Appropriate waste characterisation assessments could not be provided.

Review of sampling plan – non in line with WM3

The classification of output waste depends on the input materials, and based on the information provided on the inputs for this waste at Project Yellow, the output is unlikely to be **19 12 09**.

The description of the inputs appears more consistent with **19 12 11*** or **19 12 12** trommel fines, which would require sampling to confirm. It's important to identify the sources and producers of the input waste to ensure correct classification. If the input is labelled as **20 02 02**, this must be verified, as inert skip waste from HWRC is not typically **20 02 02.** Construction and demolition waste under **17 01 06***, **17 01 07** would be more suited to this secondary waste, as would mixed construction and demolition waste under **17 09 03*** or **17 09 04**, depending on segregation and monitoring. However,

if the input is correctly classified as **19 12 09**, no sampling is needed since it is an absolute non-hazardous code.

We have reviewed the document to provide feedback to assist the operator achieve compliance.

The submitted Project Yellow sampling plan for soil like stockpiles classified **19 12 09**. The plan provides a basic sampling outline, but it does not meet the guidance requirements outlined in WM3, or the current permit conditions because:

Looking at the inputs of the waste, you this waste cannot be classified as 19 12 09

19 12 09 is absolute non-hazardous and does not usually require testing. However, Project Yellow generates mirror entries (such as **19 12 12**) for which sampling and testing are mandatory.

- The plan only covers one waste stream and omits stream specific, risk-based, and quality assurance details required by the guidance outlined in WM3.

Key Requirements (Permit & WM3)

- The permit and guidance outlined within WM3 require waste stream specific sampling and robust classification for all waste codes handled, with sampling required for the mirror entries in their permit (**01, 04 08, 17 01 01, 17 01 02, 17 01 03, 17 01 07 17 02 02, 17 03 02, 17 05 04, 17 05 08, & 19 12 12**) to prove they are non-hazardous.

Sampling frequency should reference weight/tonnage and homogeneity and not just volume (minimums: e.g. 11 samples for 1,000–10,000 tonnes).

Sampling plans must state the purpose, scope, method, frequency, QA/QC criteria, laboratory details, and direct links to the environmental management (EMS) system utilised by the site.

Assessment of the Project Yellow Plan

Issues identified

- Documentation only covers stockpiles as **19 12 09**; excludes **19 12 12**, residual fines, or other outputs. A separate plan needs to be produced for each waste. Inputs are the key factor on the waste code produced.
- Does not provide weight-based or risk-based sample frequency.
- Leaves critical elements blank: laboratory name/accreditation (UKAS/MCERTS), analyte lists, QA/QC procedures (field duplicates, blanks, acceptance limits, and actions on failures).
- Does not justify waste homogeneity assumptions with data.
- No reference to basic characterisation and ongoing compliance rounds (Stage 1/2 sampling).
- Fails to explain the decision process for assigning waste codes based on material content and properties.

- No integration with the permit's EMS.

The plan has a narrow scope, ignoring important waste outputs such as waste fines. There is a coding risk because stockpiles might be incorrectly classified as absolute non-hazardous waste under code **19 12 09**, when they may actually contain mixed or contaminated materials that should be coded **19 12 12**. Additionally, there is a clear gap in QA/QC procedures, as the plan lacks specifications for field duplicates, blanks, acceptance criteria, and requirements for resampling. The plan also lacks evidence to support assumptions of homogeneity within the stockpiles, such as particle size and density data. The sampling frequency is generic rather than tailored to the mass of waste or its variability, potentially undermining compliance. Furthermore, the plan does not demonstrate how it aligns with the Environmental Management System (EMS), particularly in terms of pre-acceptance and acceptance checks. Finally, there is no mention of a contingency plan for how hazardous results would be managed if identified during sampling.

Recommendations

To ensure compliance Project Yellow will need to submit stream specific sampling plans for each waste output, including with each treatment line having its own tailored sampling scheme. The plans should incorporate a clear coding decision process to distinguish between waste codes such as **19 12 09** and **19 12 12**, and related entries. Full laboratory details must be provided, including the name of the UKAS or MCERTS-accredited lab, its accreditation scope, and the list of analytes. Additionally, comprehensive QA/QC protocols should be specified, covering field and laboratory duplicates, blanks, acceptance criteria, and documented remedial actions if criteria are not met. All sampling approaches should be justified with current data on particle size and density to support assumptions about homogeneity and increment size. Sampling frequencies must be set based on risk and mass according to the latest WM3 guidance rather than relying solely on volume. The sampling plan must be explicitly linked to the Environmental Management System's pre-acceptance and acceptance checks. It should also include contingency measures for managing hazardous results, such as segregation, documentation, and disposal through authorised routes. Finally, the plan should describe both initial basic characterisation sampling and ongoing periodic compliance sampling as required by WM3 and the permit.

Conclusion

The submitted plan lacks essential compliance features: it covers only one stream, omits whole waste fractions, and is missing required QA/QC, lab, and code assignment details. There is no demonstration of EMS or up to date regulatory requirements.

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Action: Please update your sampling plan in line with WM3 using the advice and comments provided in this report and resubmit to NRW within 6 weeks of the date of this CAR.

WRAP QP non-compliances

Outputs & Storage

The WRAP Quality Protocol requires that finished products are stored in a way that prevents contamination, ensures segregation by product type, and maintains traceability. The EMS (Appendix 1, Section 5.2) states that finished aggregates are stockpiled separately, and clearly identified, to avoid contamination.

During the audit, it was observed that Type 1 (40 mm) aggregate were stored in a dedicated area, but there was no physical separation from other materials. No signage or batch identification was in place on the stockpiles at the time of the visit. The site did not demonstrate how they ensure that only compliant, tested material is loaded out.

You are being scored a category 3 breach against the permit under W1A – General management. Waste has not been correctly classified or handled with unknown volumes of contaminated waste leaving site as a soil product. It is reasonably foreseeable that some of the waste outputs could exceed the hazardous waste thresholds and should be leaving site consigned as hazardous waste but we have been unable to identify any such wastes leaving site. Lack of documentation and information on site demonstrates that the site is being poorly managed. This is being also being scored as a root cause breach to W4A below.

Action: A notice will be served in due course formalising further requests for information .

W4A – Records. Category 3 breach.

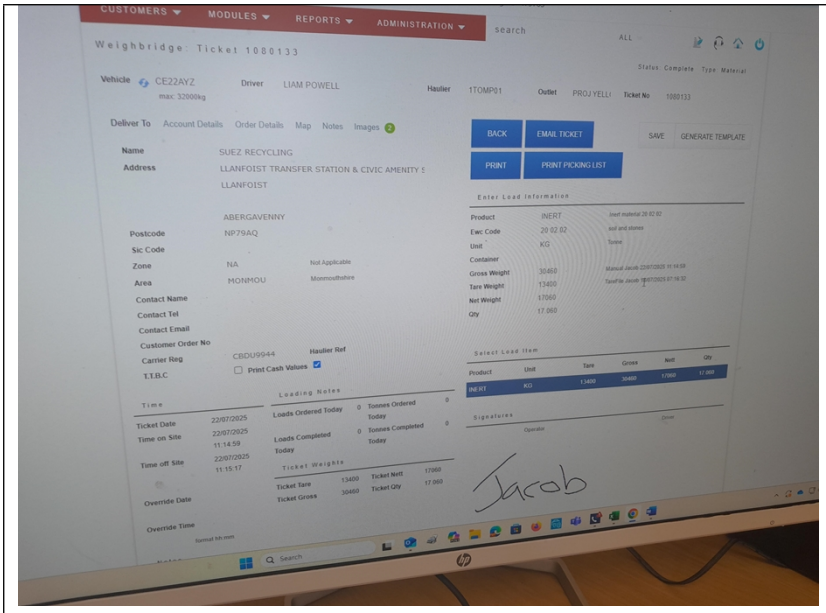
Permit condition 4.1.2 states The operator shall keep on site all records, plans and the management system required to be maintained by this permit, unless otherwise agreed in writing by Natural Resources Wales.

Whilst on site numerous documentation and records were requested by NRW officers, as outlined in the above breach which could not be supplied. Information requested included: site condition reports, waste characterisation assessments, waste transfer notes, weighbridge reports, sampling analysis information, customer details for the receiver sites of waste material. As has been discussed with both the Recycling manager and Environment manager on numerous occasions on other permitted sites, all documentation must be stored on site and readily available for site personnel as well as NRW officers.

You are being scored a category 3 breach against this permit condition, with the root cause being attributed to poor management W1A- General management.

Action: All records must be kept on site in line with the permit condition. A notice will be served in due course formalising requests for further information.

Photographs of all records provided on the day of inspection: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Signatures
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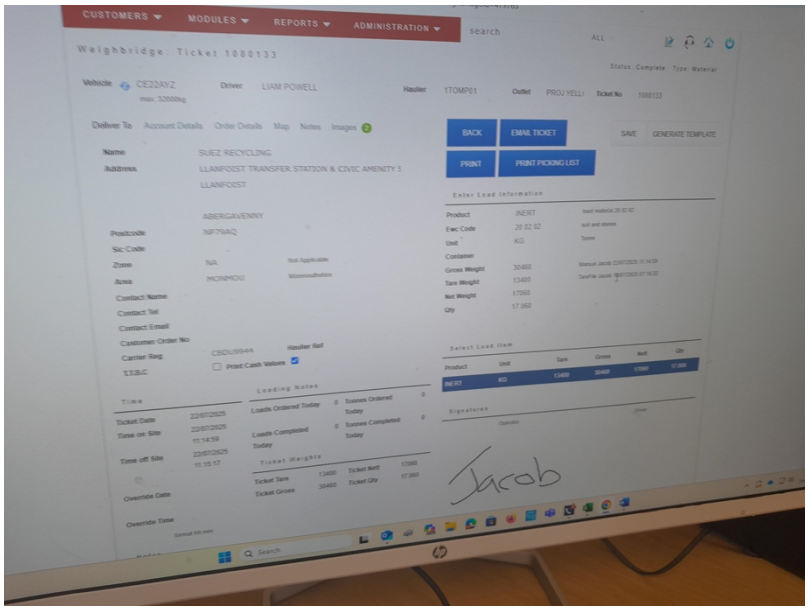
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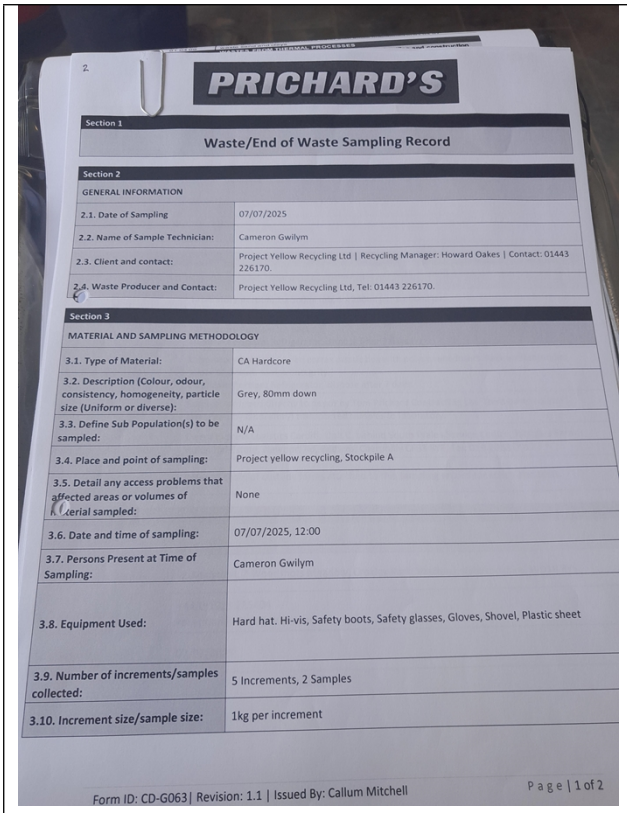


PRICHARD'S

Section 1

Waste/End of Waste Sampling Record

Section 2

GENERAL INFORMATION

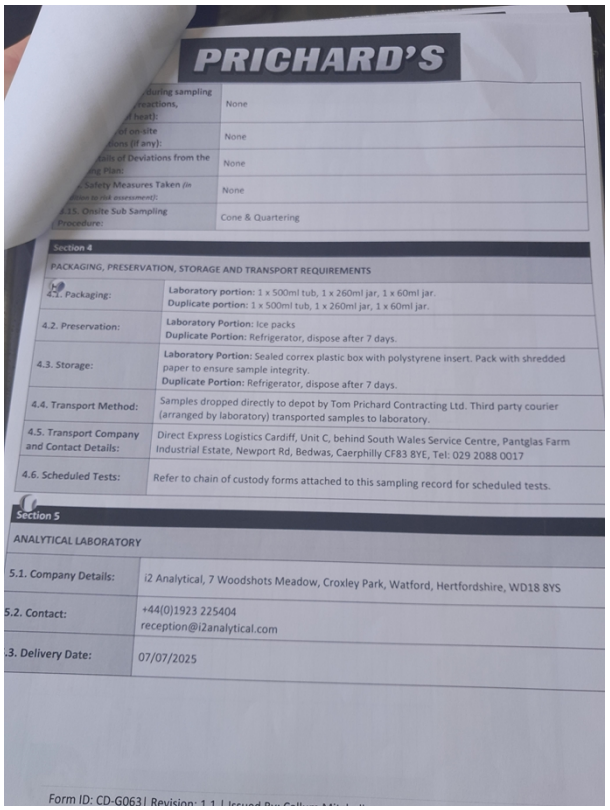
2.1. Date of Sampling	07/07/2025
2.2. Name of Sample Technician:	Cameron Gwilym
2.3. Client and contact:	Project Yellow Recycling Ltd | Recycling Manager: Howard Oakes | Contact: 01443 226170.
2.4. Waste Producer and Contact:	Project Yellow Recycling Ltd, Tel: 01443 226170.

Section 3

MATERIAL AND SAMPLING METHODOLOGY

3.1. Type of Material:	CA Hardcore
3.2. Description (Colour, odour, consistency, homogeneity, particle size (Uniform or diverse):	Grey, 80mm down
3.3. Define Sub Population(s) to be sampled:	N/A
3.4. Place and point of sampling:	Project yellow recycling, Stockpile A
3.5. Detail any access problems that affected areas or volumes of material sampled:	None
3.6. Date and time of sampling:	07/07/2025, 12:00
3.7. Persons Present at Time of Sampling:	Cameron Gwilym
3.8. Equipment Used:	Hard hat. Hi-vis, Safety boots, Safety glasses, Gloves, Shovel, Plastic sheet
3.9. Number of increments/samples collected:	5 Increments, 2 Samples
3.10. Increment size/sample size:	1kg per increment

Form ID: CD-G063| Revision: 1.1 | Issued By: Callum Mitchell Page | 1 of 2



PRICHARD'S

during sampling reactions, heat):	None
of on-site ions (if any):	None
ails of Deviations from the ng Plan:	None
Safety Measures Taken (in ition to risk assessment):	None
3.15. Onsite Sub Sampling Procedure:	Cone & Quartering

Section 4

PACKAGING, PRESERVATION, STORAGE AND TRANSPORT REQUIREMENTS

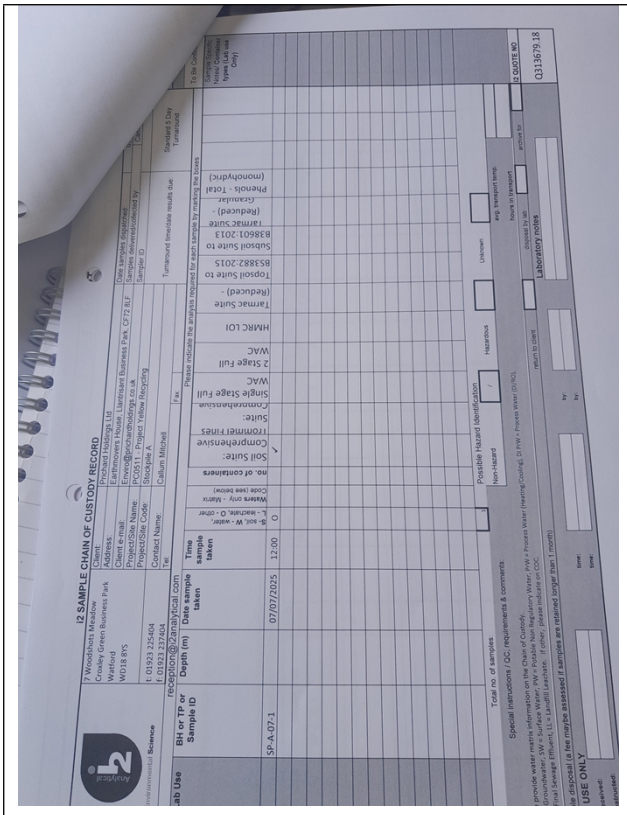
4.1. Packaging:	**Laboratory portion:** 1 x 500ml tub, 1 x 260ml jar, 1 x 60ml jar. **Duplicate portion:** 1 x 500ml tub, 1 x 260ml jar, 1 x 60ml jar.
4.2. Preservation:	**Laboratory Portion:** Ice packs **Duplicate Portion:** Refrigerator, dispose after 7 days.
4.3. Storage:	**Laboratory Portion:** Sealed correx plastic box with polystyrene insert. Pack with shredded paper to ensure sample integrity. **Duplicate Portion:** Refrigerator, dispose after 7 days.
4.4. Transport Method:	Samples dropped directly to depot by Tom Prichard Contracting Ltd. Third party courier (arranged by laboratory) transported samples to laboratory.
4.5. Transport Company and Contact Details:	Direct Express Logistics Cardiff, Unit C, behind South Wales Service Centre, Pantglas Farm Industrial Estate, Newport Rd, Bedwas, Caerphilly CF83 8YE, Tel: 029 2088 0017
4.6. Scheduled Tests:	Refer to chain of custody forms attached to this sampling record for scheduled tests.

Section 5

ANALYTICAL LABORATORY

5.1. Company Details:	i2 Analytical, 7 Woodshots Meadow, Croxley Park, Watford, Hertfordshire, WD18 8YS
5.2. Contact:	+44(0)1923 225404 reception@i2analytical.com
5.3. Delivery Date:	07/07/2025

Form ID: CD-G063| Revision: 1.1 | Issued By: Callum Mitchell



i2 SAMPLE CHAIN OF CUSTODY RECORD

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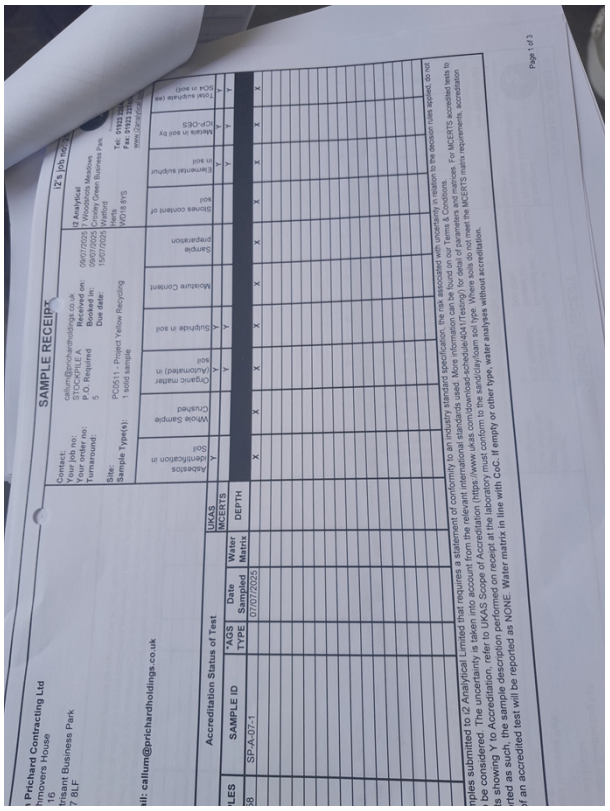

SAMPLE RECEIPT

Accreditation Status of Test

SAMPLES	SAMPLE ID	*AGS TYPE	Date Sampled	Water Matrix	UKAS MCERTS DEPTH
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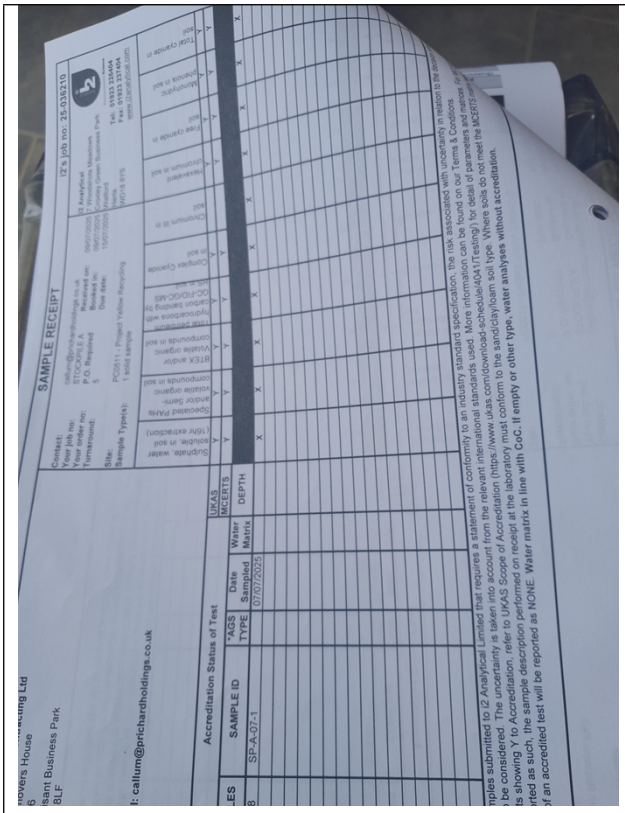
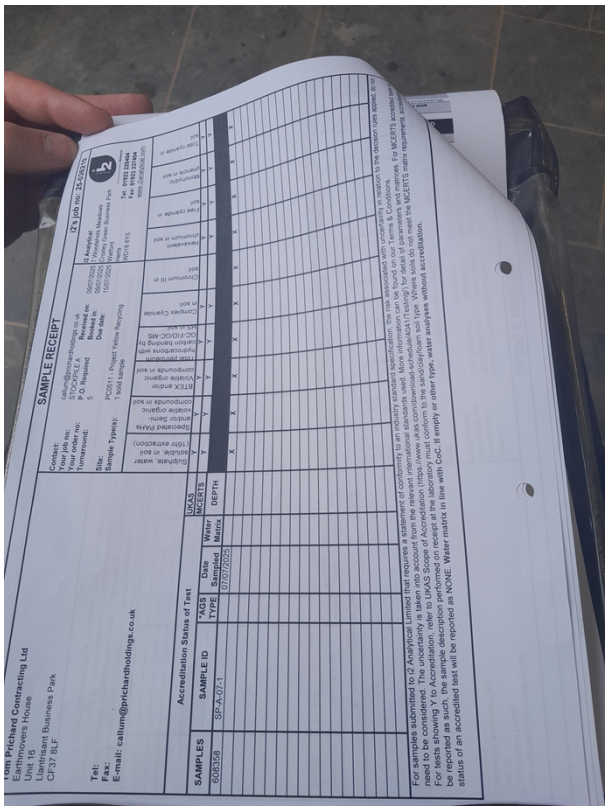
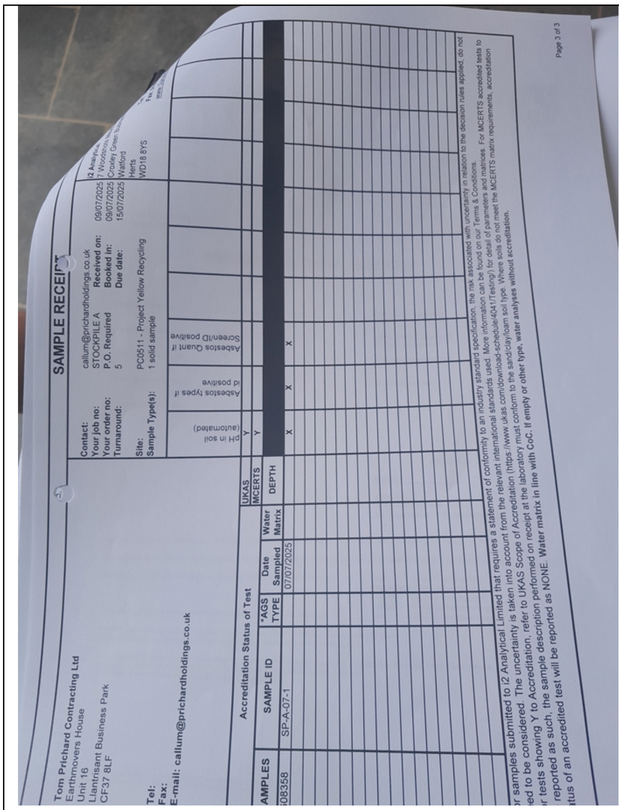
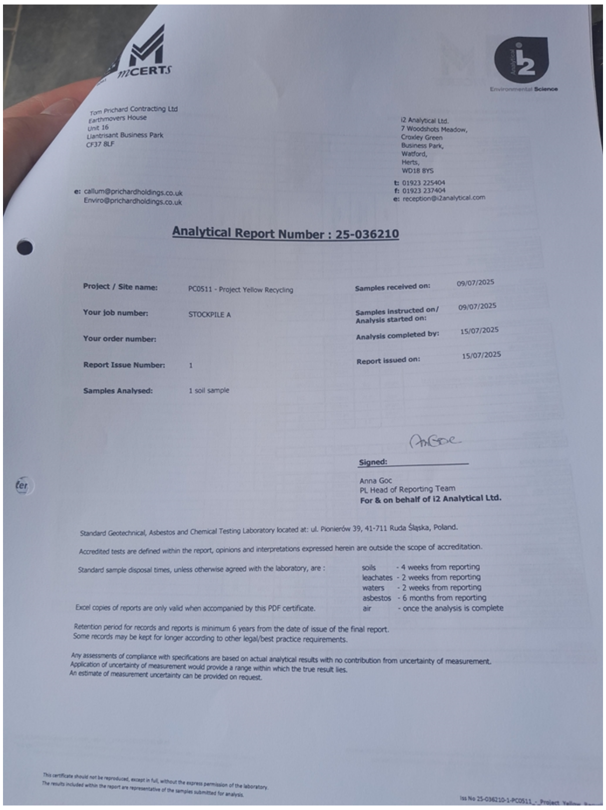
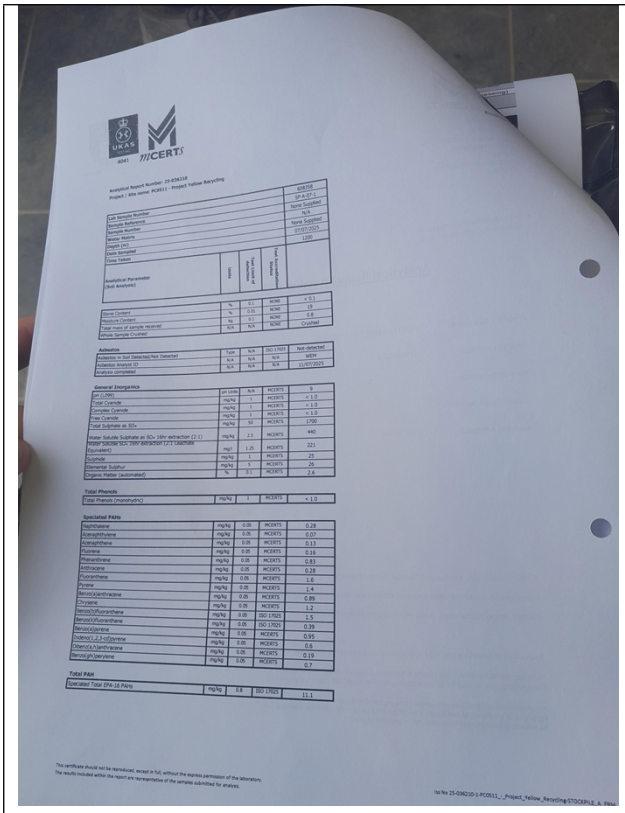





SAMPLE RECEIPT
Tom Prichard Contracting Ltd
Earthmovers House
Unit 16
Llantrisant Business Park
CF37 8LF
Tel:
Fax:
E-mail: callum@prichardholdings.co.uk
Contact: callum@prichardholdings.co.uk
Your job no: STOCKPILE A
Your order no: P.O. Required
Turnaround: 5
Site: PC0511 - Project Yellow Recycling
Sample Type(s): 1 solid sample
Received on: 09/07/2025
Booked in: 09/07/2025
Due date: 15/07/2025
WD18 8YS
Accreditation Status of Test
SAMPLE ID
SP-A-07-1
Date Sampled
07/07/2025
Water Matrix
UKAS MCERTS
DEPTH
pH in soil (automated)
Asbestos types if ID positive
Asbestos Quant if Screen/ID positive
Page 3 of 3


MCERTS
i2 Analytical
Environmental Science
Tom Prichard Contracting Ltd
Earthmovers House
Unit 16
Llantrisant Business Park
CF37 8LF
e: callum@prichardholdings.co.uk
Enviro@prichardholdings.co.uk
i2 Analytical Ltd.
7 Woodshots Meadow,
Croxley Green
Business Park,
Watford,
Herts,
WD18 8YS
t: 01923 225404
f: 01923 237404
e: reception@i2analytical.com
Analytical Report Number : 25-036210
Project / Site name: PC0511 - Project Yellow Recycling
Your job number: STOCKPILE A
Your order number:
Report Issue Number: 1
Samples Analysed: 1 soil sample
Samples received on: 09/07/2025
Samples instructed on/ Analysis started on: 09/07/2025
Analysis completed by: 15/07/2025
Report issued on: 15/07/2025
Signed:
Anna Goc
PL Head of Reporting Team
For & on behalf of i2 Analytical Ltd.
Standard Geotechnical, Asbestos and Chemical Testing Laboratory located at: ul. Pionierów 39, 41-711 Ruda Śląska, Poland.
Accredited tests are defined within the report, opinions and interpretations expressed herein are outside the scope of accreditation.
Standard sample disposal times, unless otherwise agreed with the laboratory, are : soils - 4 weeks from reporting; leachates - 2 weeks from reporting; waters - 2 weeks from reporting; asbestos - 6 months from reporting; air - once the analysis is complete
Excel copies of reports are only valid when accompanied by this PDF certificate.
Retention period for records and reports is minimum 6 years from the date of issue of the final report.
Some records may be kept for longer according to other legal/best practice requirements.
Any assessments of compliance with specifications are based on actual analytical results with no contribution from uncertainty of measurement.
Application of uncertainty of measurement would provide a range within which the true result lies.
An estimate of measurement uncertainty can be provided on request.
This certificate should not be reproduced, except in full, without the express permission of the laboratory.
The results included within the report are representative of the samples submitted for analysis.
Iss No 25-036210-1-PC0511



Analytical Report Number: 25-036210
Project / Site name: PC0511 - Project Yellow Recycling

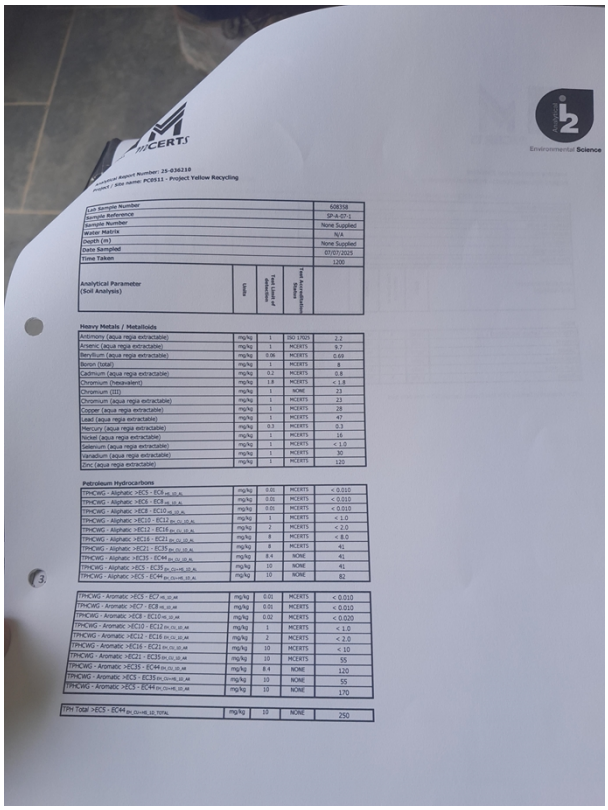
Lab Sample Number				608308
Sample Reference				SP-A-07-1
Sample Number				None Supplied
Water Matrix				N/A
Depth (m)				None Supplied
Date Sampled				07/07/2025
Time Taken				1200
Analytical Parameter (Soil Analysis)	Units	Limit of Detection	Test Method	
Stone Content	%	0.1	NONE	< 0.1
Moisture Content	%	0.02	NONE	19
Total mass of sample received	kg	0.1	NONE	0.8
Whole Sample Crushed	N/A	N/A	NONE	Crushed

Asbestos				
Asbestos in Soil Detected/Not Detected	Type	N/A	ISO 17025	Not detected
Asbestos Analyst ID	N/A	N/A	N/A	MEM
Analysis completed	N/A	N/A	N/A	11/07/2025

General Inorganics				
pH (1:2.5)	pH Units	N/A	MCERTS	9
Total Cyanide	mg/kg	1	MCERTS	< 1.0
Complex Cyanide	mg/kg	1	MCERTS	< 1.0
Free Cyanide	mg/kg	1	MCERTS	< 1.0
Total Sulphate as SO4	mg/kg	50	MCERTS	1700
Water Soluble Sulphate as SO4 16hr extraction (2:1 Leachate Equivalent)	mg/kg	2.0	MCERTS	440
Water Soluble SO4 16hr extraction (2:1 Leachate Equivalent)	mg/l	1.25	MCERTS	221
Cyanide	mg/kg	1	MCERTS	25
Elemental Sulphur	mg/kg	1	MCERTS	26
Organic Matter (Automated)	%	0.1	MCERTS	2.6

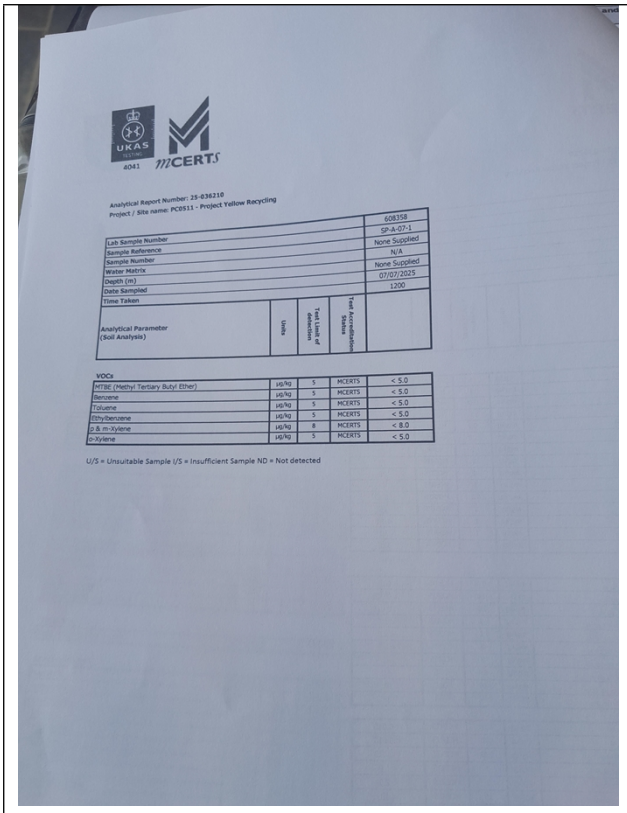
Total Phenols				
Total Phenols (monohydric)	mg/kg	1	MCERTS	< 1.0

Speciated PAHs				
Naphthalene	mg/kg	0.05	MCERTS	0.28
Acenaphthylene	mg/kg	0.05	MCERTS	0.07
Acenaphthene	mg/kg	0.05	MCERTS	0.13
Fluorene	mg/kg	0.05	MCERTS	0.16
Phenanthrene	mg/kg	0.05	MCERTS	0.83
Anthracene	mg/kg	0.05	MCERTS	0.28
Fluoranthene	mg/kg	0.05	MCERTS	1.6
Pyrene	mg/kg	0.05	MCERTS	1.4
Benzo(a)anthracene	mg/kg	0.05	MCERTS	0.89
Chrysene	mg/kg	0.05	MCERTS	1.2
Benzo(b)fluoranthene	mg/kg	0.05	ISO 17025	1.5
Benzo(k)fluoranthene	mg/kg	0.05	ISO 17025	0.39
Benzo(a)pyrene	mg/kg	0.05	MCERTS	0.95
Indeno(1,2,3-cd)pyrene	mg/kg	0.05	MCERTS	0.6
Dibenz(a,h)anthracene	mg/kg	0.05	MCERTS	0.19
Benzo(g,h,i)perylene	mg/kg	0.05	MCERTS	0.7
Total PAH				
Speciated Total EPA-16 PAHs	mg/kg	0.8	ISO 17025	11.1



Analytical Report Number: 25-036210
Project / Site name: PC0511 - Project Yellow Recycling

Lab Sample Number				608308
Sample Reference				SP-A-07-1
Sample Number				None Supplied
Water Matrix				N/A
Depth (m)				None Supplied
Date Sampled				07/07/2025
Time Taken				1200
Analytical Parameter (Soil Analysis)	Units	Limit of Detection	Test Method	
Heavy Metals / Metalloids				
Antimony (aqua regia extractable)	mg/kg	1	ISO 17025	2.2
Arsenic (aqua regia extractable)	mg/kg	1	MCERTS	9.7
Beryllium (aqua regia extractable)	mg/kg	0.06	MCERTS	0.69
Boron (total)	mg/kg	1	MCERTS	8
Cadmium (aqua regia extractable)	mg/kg	0.2	MCERTS	0.8
Chromium (hexavalent)	mg/kg	1.8	MCERTS	< 1.8
Chromium (III)	mg/kg	1	NONE	23
Chromium (aqua regia extractable)	mg/kg	1	MCERTS	23
Copper (aqua regia extractable)	mg/kg	1	MCERTS	28
Lead (aqua regia extractable)	mg/kg	1	MCERTS	47
Mercury (aqua regia extractable)	mg/kg	0.3	MCERTS	0.3
Nickel (aqua regia extractable)	mg/kg	1	MCERTS	16
Selenium (aqua regia extractable)	mg/kg	1	MCERTS	< 1.0
Vanadium (aqua regia extractable)	mg/kg	1	MCERTS	30
Zinc (aqua regia extractable)	mg/kg	1	MCERTS	120
Petroleum Hydrocarbons				
TPHCWG - Aliphatic >EC5 - EC6	mg/kg	0.01	MCERTS	< 0.010
TPHCWG - Aliphatic >EC6 - EC8	mg/kg	0.01	MCERTS	< 0.010
TPHCWG - Aliphatic >EC8 - EC10	mg/kg	0.01	MCERTS	< 0.010
TPHCWG - Aliphatic >EC10 - EC12	mg/kg	1	MCERTS	< 1.0
TPHCWG - Aliphatic >EC12 - EC16	mg/kg	2	MCERTS	< 2.0
TPHCWG - Aliphatic >EC16 - EC21	mg/kg	8	MCERTS	< 8.0
TPHCWG - Aliphatic >EC21 - EC35	mg/kg	8	MCERTS	41
TPHCWG - Aliphatic >EC35 - EC44	mg/kg	8.4	NONE	41
TPHCWG - Aliphatic >EC5 - EC35	mg/kg	10	NONE	41
TPHCWG - Aliphatic >EC5 - EC44	mg/kg	10	NONE	82
TPHCWG - Aromatic >EC5 - EC7	mg/kg	0.01	MCERTS	< 0.010
TPHCWG - Aromatic >EC7 - EC8	mg/kg	0.01	MCERTS	< 0.010
TPHCWG - Aromatic >EC8 - EC10	mg/kg	0.02	MCERTS	< 0.020
TPHCWG - Aromatic >EC10 - EC12	mg/kg	1	MCERTS	< 1.0
TPHCWG - Aromatic >EC12 - EC16	mg/kg	2	MCERTS	< 2.0
TPHCWG - Aromatic >EC16 - EC21	mg/kg	10	MCERTS	< 10
TPHCWG - Aromatic >EC21 - EC35	mg/kg	10	MCERTS	55
TPHCWG - Aromatic >EC35 - EC44	mg/kg	8.4	NONE	120
TPHCWG - Aromatic >EC5 - EC35	mg/kg	10	NONE	55
TPHCWG - Aromatic >EC5 - EC44	mg/kg	10	NONE	170
TPH Total >EC5 - EC44	mg/kg	10	NONE	250



UKAS TESTING 4041

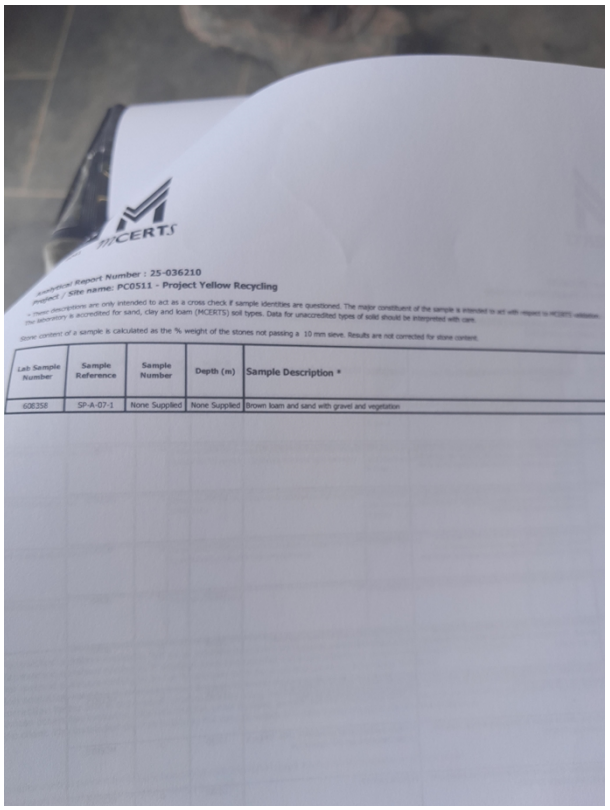
MCERTS

Analytical Report Number: 25-036210
Project / Site name: PC0511 - Project Yellow Recycling

Lab Sample Number	608358
Sample Reference	SP-A-07-1
Sample Number	None Supplied
Water Matrix	N/A
Depth (m)	None Supplied
Date Sampled	07/07/2025
Time Taken	1200

Analytical Parameter (Soil Analysis)	Units	Limit of Detection	Test Accreditation Status	
VOCs				
MTBE (Methyl Tertiary Butyl Ether)	µg/kg	5	MCERTS	< 5.0
Benzene	µg/kg	5	MCERTS	< 5.0
Toluene	µg/kg	5	MCERTS	< 5.0
Ethylbenzene	µg/kg	5	MCERTS	< 5.0
p & m-Xylene	µg/kg	8	MCERTS	< 8.0
o-Xylene	µg/kg	5	MCERTS	< 5.0

U/S = Unsuitable Sample I/S = Insufficient Sample ND = Not detected

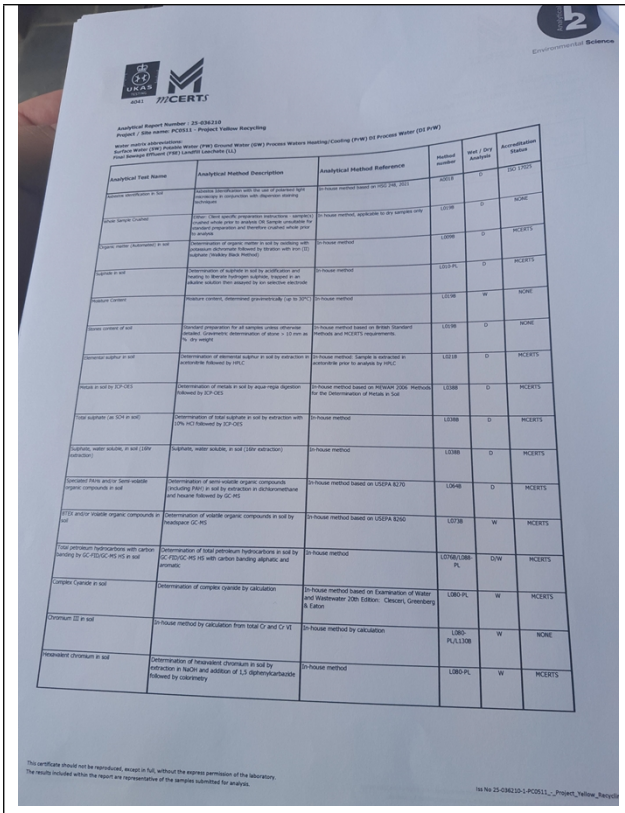


MCERTS

Analytical Report Number : 25-036210
Project / Site name: PC0511 - Project Yellow Recycling

Stone content of a sample is calculated as the % weight of the stones not passing a 10 mm sieve. Results are not corrected for stone content.

Lab Sample Number	Sample Reference	Sample Number	Depth (m)	Sample Description *
608358	SP-A-07-1	None Supplied	None Supplied	Brown loam and sand with gravel and vegetation



Analytical Report Number : 25-036210
Project / Site name: PC0511 - Project Yellow Recycling

Water matrix abbreviations:
Surface Water (SW) Potable Water (PW) Ground Water (GW) Process Waters Heating/Cooling (PrW) DI Process Water (DI PrW)
Final Sewage Effluent (FSE) Landfill Leachate (LL)

Analytical Test Name	Analytical Method Description	Analytical Method Reference	Method number	Wet / Dry Analysis	Accreditation Status
Asbestos identification in Soil	Identification by dispersion staining and examination under polarised light microscopy in conjunction with dispersion staining techniques	In-house method based on ISSO 248: 2021	A0019	D	ISO 17025
Moisture Content	Moisture content, determined gravimetrically (up to 30°C)	In-house method	L019B	W	NONE
Stones content of soil	Standard preparation for all samples unless otherwise detailed. Gravimetric determination of stone > 10 mm as % dry weight	In-house method based on British Standard methods and MCERTS requirements.	L019B	D	NONE
Elemental sulphur in soil	Determination of elemental sulphur in soil by extraction in acetonitrile followed by HPLC	In-house method. Sample is extracted in acetonitrile prior to analysis by HPLC	L021B	D	MCERTS
Metals in soil by ICP-OES	Determination of metals in soil by aqua-regia digestion followed by ICP-OES	In-house method based on MEWAM 2006 'Methods for the Determination of Metals in Soil	L038B	D	MCERTS
Total sulphate (as SO4 in soil)	Determination of total sulphate in soil by extraction with 10% HCl followed by ICP-OES	In-house method	L038B	D	MCERTS
Sulphate, water soluble, in soil (16hr extraction)	Sulphate, water soluble, in soil (16hr extraction)	In-house method	L038B	D	MCERTS
Speciated PAHs and/or Semi-volatile organic compounds in soil	Determination of semi-volatile organic compounds (including PAH) in soil by extraction in dichloromethane and hexane followed by GC-MS	In-house method based on USEPA 827O	L064B	D	MCERTS
BTEX and/or Volatile organic compounds in soil	Determination of volatile organic compounds in soil by headspace GC-MS	In-house method based on USEPA 8260	L073B	W	MCERTS
Total petroleum hydrocarbons with carbon banding by GC-FID/GC-MS HS in soil	Determination of total petroleum hydrocarbons in soil by GC-FID/GC-MS HS with carbon banding aliphatic and aromatic	In-house method	L070B/L088-PL	D/W	MCERTS
Complex Cyanide in soil	Determination of complex cyanide by calculation	In-house method based on Examination of Water and Wastewater 20th Edition: Clesceri, Greenberg & Eaton	L080-PL	W	MCERTS
Chromium III in soil	In-house method by calculation from total Cr and Cr VI	In-house method by calculation	L080-PL/L130B	W	NONE
Hexavalent chromium in soil	Determination of hexavalent chromium in soil by extraction in NaOH and addition of 1,5 diphenylcarbazide followed by colorimetry	In-house method	L080-PL	W	MCERTS

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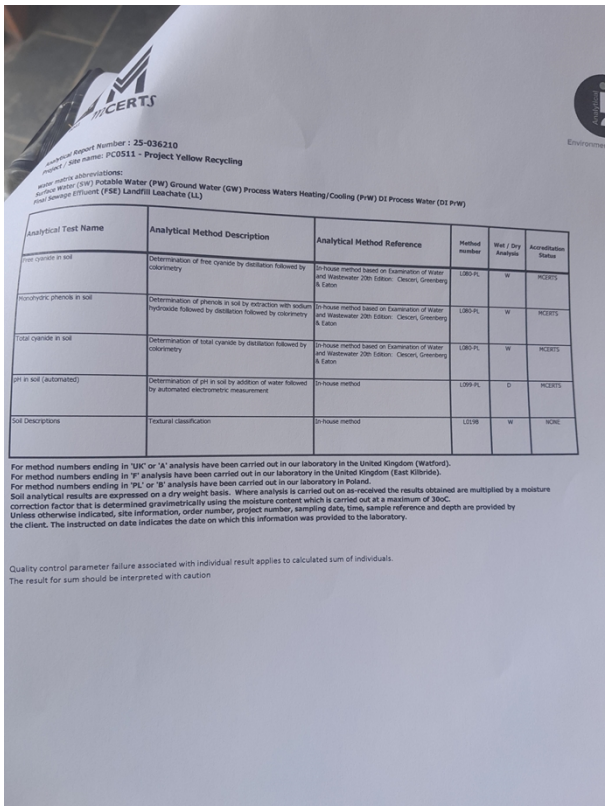
The results included within the report are representative of the samples submitted for analysis.

Test No 25-036210-1-PC0511_-_Project_Yellow_Recycli



Analytical Report Number : 25-036210
Project / Site name: PC0511 - Project Yellow Recycling

Water matrix abbreviations:
Surface Water (SW) Potable Water (PW) Ground Water (GW) Process Waters Heating/Cooling (PrW) DI Process Water (DI PrW)
Final Sewage Effluent (FSE) Landfill Leachate (LL)

Analytical Test Name	Analytical Method Description	Analytical Method Reference	Method number	Wet / Dry Analysis	Accreditation Status
Free cyanide in soil	Determination of free cyanide by distillation followed by colorimetry	In-house method based on Examination of Water and Wastewater 20th Edition: Clesceri, Greenberg & Eaton	L080-PL	W	MCERTS
Monohydric phenols in soil	Determination of phenols in soil by extraction with sodium hydroxide followed by distillation followed by colorimetry	In-house method based on Examination of Water and Wastewater 20th Edition: Clesceri, Greenberg & Eaton	L080-PL	W	MCERTS
Total cyanide in soil	Determination of total cyanide by distillation followed by colorimetry	In-house method based on Examination of Water and Wastewater 20th Edition: Clesceri, Greenberg & Eaton	L080-PL	W	MCERTS
pH in soil (automated)	Determination of pH in soil by addition of water followed by automated electrometric measurement	In-house method	L099-PL	D	MCERTS
Soil Descriptions	Textural classification	In-house method	L019B	W	NONE

For method numbers ending in 'UK' or 'A' analysis have been carried out in our laboratory in the United Kingdom (Watford).
For method numbers ending in 'F' analysis have been carried out in our laboratory in the United Kingdom (East Kilbride).
For method numbers ending in 'PL' or 'B' analysis have been carried out in our laboratory in Poland.
Soil analytical results are expressed on a dry weight basis. Where analysis is carried out on as-received the results obtained are multiplied by a moisture correction factor that is determined gravimetrically using the moisture content which is carried out at a maximum of 30oC.
Unless otherwise indicated, site information, order number, project number, sampling date, time, sample reference and depth are provided by the client. The instructed on date indicates the date on which this information was provided to the laboratory.

Quality control parameter failure associated with individual result applies to calculated sum of individuals.
The result for sum should be interpreted with caution

……

Actions only – further information required to make an assessment

WRAP QP

Officer Hopkins carried out an inspection of the quality protocol for the production of aggregates from inert waste, with Howard Oakes and Geraint Meech. Documentation was not requested during the inspection. We are therefore requesting this information to be sent to us, actions of which are detailed at the end of the CAR.

Waste Inputs and Acceptance Controls

The site's Environmental Management System (EMS) details operations in Section 2.2 & 2.3 , outlining how waste acceptance and waste rejection procedures are carried out on site. This includes waste being visual checked, weighed, batch numbered, verification of EWC codes, and the rejection processes. Records demonstrating this is being complied with were not checked at the time of the inspection and will be requested.

During the audit, the site operators stated they receive construction and demolition waste at the rear of the site and that *' acceptance checks are undertaken by the Quality Control operative, with loads not meeting criteria rejected. Waste is segregated at acceptance, with stone and soils processed separately to minimise contamination'.*

Processing & Treatment

The EMS, (section 2.5 & 2.6) detail processes and treatment undertaken on site. The site permit allows the manual and/or mechanical treatment, including sorting, screening, and crushing, for the purpose of recovery. The EMS also states *"Mobile crushing and screening machinery will be based on the site to crush and screen wastes to produce a range of graded stone and fill materials suitable for re-sale. All aggregates that undergo this process are done so in line with the requirements of the WRAP QP and are tested routinely to ensure that they comply with the requirements"*

During the audit, it was confirmed that stone is sorted and crushed to produce an aggregate Type 1 (40 mm), which is then stockpiled. No washing or wet treatment is carried out. The operator did not explain the process for dealing with material that fails to meet product specifications or is considered "too fine".

Factory Production Control (FPC)

The WRAP Quality Protocol (Section 2.4) requires that the producer has a Factory Production Control (FPC) system in place to ensure consistent production of aggregates meeting end-of-waste criteria. The site does not have a separate FPC manual but uses its EMS as the documented quality system. The EMS Appendix 1 covers most of the required FPC elements, including:

- Waste acceptance procedures (Section 4.0)
- Method Statement of Production (Section 5.0)
- Accepted inert EWC codes (Table 1)
- Sampling and testing frequency (Table 3)
- Stockpile management (Section 5.2)

- Product use and specification (Table 2)
- Record keeping/tracking (Section 4.0)
- Rejection procedures (Section 4.1)

Sampling & Testing

The WRAP Quality Protocol (Table B2) requires that products are tested for grading, particle density, water absorption, sulphate content, and contaminants in accordance with the relevant BS EN standards, at frequencies appropriate to production volumes. Sampling must be carried out in a representative and consistent manner, following the standards referenced in the protocol.

The EMS (Appendix 1, Table 3) describes the types of tests undertaken and states that sampling is carried out in line with BS EN standards. The section specifies each test done for each product type and frequency. During the audit, the operator confirmed that samples are taken from finished Type 1 stockpiles, but the following points were noted:

- No sampling records or test certificates were provided for review during the visit and it was agreed with NRW these could be emailed after.
- The operator did not demonstrate how sampling is carried out or whether it follows BS EN 932-1 (sampling of aggregates) standards.

Delivery Documentation & Traceability

The WRAP Quality Protocol requires that every load of end-of-waste aggregate leaving the site is accompanied by documentation stating compliance with the protocol and referencing the relevant BS EN standard. This documentation must be linked to the batch identification and corresponding test results. It also states that delivery notes should include a statement of compliance with the WRAP QP. The EMS (Appendix 1, Section 4.0) states that each batch is identified and linked to incoming waste records, and processing records, but does not confirm that this information is provided on delivery notes.

It was discussed during the audit that the delivery notes are issued for all outgoing loads with the correct documentation required under WRAP QP. However, no sample delivery notes were reviewed during the visit, so it could not be confirmed whether they include the WRAP QP compliance statement or BS EN reference.

Non-Conforming Product Control

The WRAP Quality Protocol requires that producers have documented procedures for identifying,

segregating, recording, and dealing with aggregates that fail to meet the required specifications. This includes assigning the correct waste code, ensuring the material is not dispatched as end-of-waste, and recording its onward destination. The EMS (Appendix 1, Section 4.1 & 5.2) states that failed batches are to be clearly identified, segregated from compliant product, and either reprocessed or sent off-site as waste under the appropriate EWC code.

During the audit the operator stated that non-conforming material is identified visually and either reprocessed or removed from site. No physical examples of non-conforming stockpiles were observed during the visit. No records were reviewed showing instances of failed batches, their quantities, EWC coding, or onward destinations.

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 Waste compliance criteria (used in section 1 and 2):

1. Management
- W1A – General management
- W1B – Energy Efficiency (MCP/SG facilities only)
- W1C – Avoidance, recovery and disposal of wastes produced by the activities

2. Operations
- W2A – Permitted activities
- W2B – Waste recovery plan
- W2C – Operating techniques
- W2D – The site
- W2E – Waste acceptance
- W2F – Technical requirements
- W2G – Improvement programme
- W2H – Pre-operational conditions

3. Emission and Monitoring
- W3A(1) – Emissions to water
- W3A(2) – Emissions to air
- W3A(3) – Emissions to land
- W3B – Emissions of substances not controlled by emission limits
- W3C – Odour
- W3D – Noise and vibration
- W3E – Monitoring
- W3F – Pests
- W3G – Fire

4. Information
- W4A – Records
- W4B – Reporting
- W4C – 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.