

## Compliance Assessment Report CAR\_NRW0051495

**Permit being assessed:** DB3692HC.

**For:** R G Hire Ltd, **held by:** R G Hire Ltd

**At:** Refail Newydd, Caergeiliog, Holyhead, LL65 3DX.

**Type of assessment:** Site Inspection,

**Reason:** Routine.

**On:** 27/03/2026 between 10:55 and 12:39.

**Parts of permit assessed:** As below.

**NRW Lead Officer:** Kieran Evans, accompanied by Leon Williams.

**Report sent to:** Gareth Hughes, Technically Competent Manager, on 30/04/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W1A - Waste - Management - General management	Action only (X)	
W2A - Waste - Operations - Permitted activities	Assessed (A)	
W2C - Waste - Operations - Operating techniques	Action only (X)	
W2D - Waste - Operations - The site	Assessed (A)	
W2E - Waste - Operations - Waste acceptance	Assessed (A)	
W3G - Waste - Emissions and monitoring - Fire	Assessed (A)	
W4A - Waste - Information - Records	Action only (X)	
W4B - Waste - Information - Reporting	Assessed (A)	
W4C - Waste - Information - Notification	Assessed (A)	

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

Total non-compliances recorded	Total non-compliance score
0	0

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

## 2. What action is required?

Criteria	Action needed	Complete by
W1A	Notify NRW once continuing competence has been completed	31/08/2026
W2C	Notify NRW once the required hard-standing has been constructed, and when the site is to become fully operational.	31/08/2026
W4A	Amend the minimum storage time for records required by the site permit to a minimum of 6 years in the Environmental Management System (EMS).	31/08/2026

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.

**At this time, we do not intend to take any further action.**

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

## 4. Details of our assessment

This was a pre-arranged first site inspection of Huws Yard, Refail Newydd, Caergeiliog, Holyhead, Anglesey, LL65 3DX, following the site being granted standard rules SR2010No12 permit (treatment of waste to produce soil, soil substitutes and aggregate) EPR/DB3692HC.

Representing Natural Resources Wales (NRW) was Waste Regulation Officer, Kieran Evans, and Senior Waste Regulation Officer, Leon Williams. Representing R G Hire Ltd was Company Director, Gareth Hughes and Site Manager Gareth Jones. The site was in the pre-operational stage of it's permitted activity. Weather conditions on the day were dry overcast, with good visibility.

On this site visit myself and Senior Waste Regulation Officer, Leon Williams completed the first inspection checklist with Gareth Hughes and Gareth Jones, within the site office. Following this, we were provided with a tour of the newly permitted site by site.

### **W1A - General management**

**Permit condition 1.1.1 states "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 operation, 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"**

Upon review of the site EMS, it is noted that: section 1.2 "*EMS Review*" outlines that a member of senior management will review the site EMS on a regular basis to ensure that it continues to accurately reflect operations and systems undertaken on site, and to evaluate current effectiveness. In cases where review of the site EMS identifies areas where operations and systems undertaken at the permitted site are not accurately reflected, the relevant procedures will be updated. The EMS will be reviewed at a sooner date in any of the following circumstances:

- Changes in operations.
- Permit changes/variation.
- Changes to environmental legislation.
- Changes in site infrastructure.
- Pollution incidents.

**Permit condition 1.1.2 states: "Records demonstrating compliance with rule 1.1.1 shall be maintained."**

It is noted that a copy of the site Environmental Management System (EMS) was on site during our visit.

**Permit condition 1.1.4 states: "The operator shall comply with the requirements of an approved competence scheme."**

During the site visit, it was confirmed that both Gareth Hughes and Gareth Jones are currently in the process of completing their required continuing competence course.

**Action: Please notify NRW once continuing competence certification has been successfully completed.**

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### **WRAP quality protocol guidance**

To enable the operator to achieve end of waste status for recycled aggregates produced at Hughes' Yard. The company is required to comply with the requirements of the WRAP quality protocol which will involve the creation of a Factory Production Control document.

Please find further information relating to the WRAP quality protocol here:

[CD1.Y Quality Protocol. Aggregates from inert waste. End of waste criteria for the production of aggregates from inert waste. WRAP October 2013..pdf](#)

Please be aware, end of waste for soils and clays can not be established by the WRAP quality protocol. Any waste soil/clay leaving Hughes Yard must be transferred to a suitably permitted facility for recovery or disposal, along with accompanying Environmental Protection Act 1990 (duty of care) paperwork.

Please find further information relating to the duty of care code of practice here:

[Waste duty of care code of practice.pdf](#)

During the visit, further information on standard industrial classification (SIC) codes were

requested. SIC codes are required to be detailed on waste transfer documentation. Please find further guidance here:

[Standard industrial classification of economic activities \(SIC\)](#)

### **W2A - Permitted activities**

**Permit condition 2.1.1 states: "The operator is only authorised to carry out the operations specified in table 2.1 below ("the activities")."**

<b>Table 2.1 Activities</b>	
<b>Description of activities</b>	<b>Limits of activities</b>
<b>R13:</b> Storage of wastes pending the operations numbered R3 and R5.	Treatment of wastes listed in table 2.3 consisting only of sorting, separation, screening, crushing and blending of waste for recovery as a soil, soil substitute or aggregate.
<b>R3:</b> recycling or reclamation of organic substances which are not used as solvents.	Secure storage of wastes listed in table 2.3 pending treatment.
<b>R5:</b> Recycling or reclamation of other inorganic materials.	Storage of wastes listed in table 2.4 shall not exceed 10,000 tonnes in total at any one time.
	All other wastes stored shall not exceed 40,000 tonnes in total at any one time.
	No more than 75,000 tonnes of waste shall be treated per year.
	Treatment of slags and ashes for disposal shall not exceed 50 tonnes per day, or if for a mix of recovery and disposal shall not exceed 75 tonnes per day.

With reference to table 2.1, permit EPR/DB3692HC limits the site to the treatment of wastes listed in table 2.3 of the site permit, via sorting, separation, screening, crushing and blending of waste for recovery as a soil, soil substitute or aggregate (via R3 and R5 recovery operations).

Permit EPR/DB3692HC also permits the site to store wastes listed in table 2.3 of the site permit pending treatment (via R13 recovery operations).

Permit EPR/DB3692HC limits the maximum volume of wastes to be treated per calendar year to a maximum of 75,000 tonnes.

Whilst the site is permitted to accept any of the wastes outlined within table 2.3 of the site permit, different storage (R13) limitations apply dependent upon the waste type in question. Table 2.4 of the site permit, lists wastes from table 2.3 of the site permit which are limited to a maximum volume of 10,000 tonnes to be stored at the site, at any one time. All other wastes from table 2.3 of the site permit (those not listed in table 2.4 of the site permit), are limited to a maximum of 40,000 tonnes to be stored at the site at any one time. Finally

treatment of slags or ashes for disposal are limited to a maximum of 50 tonnes per day. In cases of slags or ashes treated for a mixture of recovery and disposal, this will be limited to a maximum of 75 tonnes per day.

### **W2C - Operating techniques**

**Permit condition 2.4.1 states: "The activities shall be operated using the techniques and in the manner described in Table 2.4 below."**

<b>Table 2.4 Operating techniques</b>	
When located within groundwater Source Protection Zones 1 or 2 the specified wastes below shall be stored and treated on an impermeable surface with a sealed drainage system.	
When located outside groundwater Source Protection Zones 1 or 2 all permitted wastes shall be stored and treated on hard-standing or on an impermeable surface with sealed drainage system.	
<b>Waste Code</b>	<b>Description</b>
03 01 01	waste bark and cork
03 03 01	waste bark and wood
10 01 01	bottom ash and slag only
10 01 05	gypsum (solid) only
10 01 07	gypsum (sludge) only
10 01 15	bottom ash and slag only from co-incineration other than those mentioned in 10 01 14
17 05 06	dredging spoil other than those mentioned in 17 05 05
17 08 02	gypsum only other than that mentioned in 17 08 01
19 05 03	compost from source segregated biodegradable waste only
19 09 02	sludges from water clarification
19 12 12	treated bottom ash including IBA and slag other than that containing hazardous substances only
19 13 02	solid wastes from soil remediation other than those mentioned in 19 13 01
19 13 04	sludges from soil remediation other than those mentioned in 19 13 03

With reference to table 2.4 of the site permit, it is stipulated that if the permitted activity is to occur within groundwater source protection zones 1 or 2, the wastes as specified in table 2.4 of the site permit must be stored and treated on an impermeable surface with a sealed drainage system.

Reference to our mapping system confirms that the site of the permitted activity does not lie within a groundwater source protection zone 1 or 2. Therefore all wastes stored on site will need to be done so on hard-standing or on an impermeable surface with a sealed drainage system.

With reference to the below image taken during our visit, Gareth Hughes and Gareth Jones outlined to us areas within the permitted boundary where hard-standing and concrete legato blocks are to be installed/constructed, in order to facilitate the storage of wastes.



Section 2.8.1 of the site EMS states: "*All operational areas of the site benefit from a hardstanding surface. Any surface water will either evaporate or percolate through the surface to groundwater*". It is understood that this the EMS is written to reflect site operations once the site is fully operational, and that the hard standing is still under construction. Therefore should the hard-standing currently under construction cover the entirety of the required permitted area and be built to sufficient engineering standards, this will assist the site in complying with permit condition 2.4.1. Please notify NRW once this has been constructed.

**Action: Notify NRW once the required hard-standing has been constructed, and when the site is to become fully operational.**

### **W2D - The site**

**Permit condition 2.2.1 states: "The activities shall not extend beyond the site, being the land shown edged in green on the site plan attached to the permit.**

With reference to the image of the site plan attached to the permit, below. The area in which treatment of waste to produce soil, soil substitutes and aggregate is permitted to be undertaken, is within the area highlighted in green.



During the visit, a potential discrepancy was raised in regards to the correct postcode for the site.

Following the site visit, NRW reviewed the postcode locations of the site office and the area of permitted activity (outlined in green in the above image). It was established that the permitted area falls within the LL65 3DX postcode area, and the site office falls within the LL65 3EZ postcode area.

### **W2E - Waste acceptance**

**Permit condition 2.3.1 states: "Waste shall only be accepted if:**

- (a) it is of a type listed in table 2.3 of these standard rules;**
- (b) it conforms to the description in the documentation supplied by the producer and holder;**
- (c) its chemical, physical and biological characteristics make it suitable for its intended treatment;**
- (d) any excavated soil from potentially contaminated sites has been shown by prior chemical analysis and assessment to be suitable for intended use without significant risk of pollution; and**
- (e) it is visually inspected on arrival and before it enters the treatment process to ensure that it complies with these standard rules.**

With reference to table 2.3 of the site permit below, all waste types that the site is permitted to accept are listed.

<b>Table 2.3 Waste types</b>	
<b>Exclusions</b>	
Wastes having any of the following characteristics shall not be accepted:	
<ul style="list-style-type: none"> <li>• Consisting solely or mainly of dusts, powders or loose fibres</li> <li>• Hazardous wastes</li> <li>• Wastes in liquid form</li> </ul>	
<b>Waste Code</b>	<b>Description</b>
<b>01</b>	<b>WASTES RESULTING FROM EXPLORATION, MINING, QUARRYING AND PHYSICAL AND CHEMICAL TREATMENT OF MINERALS</b>
01 04	wastes from physical and chemical processing of non-metalliferous minerals
01 04 08	waste gravel and crushed rocks other than those mentioned in 01 04 07
01 04 09	waste sand and clays
<b>02 02</b>	<b>waste from preparation and processing of meat, fish and other foods of animal origin</b>
02 02 02	shellfish shells from which the soft tissue or flesh has been removed only
<b>03</b>	<b>WASTES FROM WOOD PROCESSING AND THE PRODUCTION OF PANELS AND FURNITURE, PULP, PAPER AND CARDBOARD</b>
03 01	wastes from wood processing and the production of panels and furniture
03 01 01	waste bark and cork
<b>03 03</b>	<b>wastes from pulp, paper and cardboard production and processing</b>
03 03 01	waste bark and wood
<b>10</b>	<b>WASTES FROM THERMAL PROCESSES</b>
10 01	waste from power stations and other combustion plants
10 01 01	bottom ash and slag only
10 01 02	pulverised fuel ash only
10 01 05	gypsum (solid) only
10 01 07	gypsum (sludge) only
10 01 15	bottom ash and slag only from co-incineration other than those mentioned in 10 01 14
<b>10 11</b>	<b>wastes from manufacture of glass and glass products</b>
10 11 12	clean glass other than those mentioned in 10 11 11
<b>10 12</b>	<b>wastes from manufacture of ceramic goods, brick, stiles and construction products</b>
10 12 08	waste ceramics, bricks, tiles and construction products(after thermal processing)
<b>10 13</b>	<b>wastes from manufacture of cement, lime and plaster products and articles and products made from them</b>
10 13 14	waste concrete only
<b>15</b>	<b>WASTE PACKAGING</b>
15 01	packaging
15 01 07	clean glass only
<b>17</b>	<b>CONSTRUCTION AND DEMOLITION WASTES (INCLUDING EXCAVATED SOIL FROM CONTAMINATED SITES)</b>
<b>17 01</b>	<b>concrete, bricks, tiles and ceramics</b>
17 01 01	concrete
17 01 02	bricks
17 01 03	tiles and ceramics
17 01 07	mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06
<b>17 02</b>	<b>wood, glass and plastic</b>
17 02 02	clean glass only
<b>17 03</b>	<b>bituminous mixtures, coal tar and tarred products</b>
17 03 02	road base and road planings (other than those containing coal tar) only
<b>17 05</b>	<b>soil (including excavated soil from contaminated sites) stones and dredging spoil</b>
17 05 04	soil and stones other than those mentioned in 17 05 03
17 05 06	dredging spoil other than those mentioned in 17 05 05
17 05 08	track ballast other than those mentioned in 17 05 07
<b>17 08</b>	<b>gypsum based construction material</b>
17 08 02	gypsum only other than that mentioned in 17 08 01
<b>19</b>	<b>WASTES FROM WASTE MANAGEMENT FACILITIES, OFF SITE WASTE WATER TREATMENT PLANTS AND PREPARATION OF WATER INTENDED FOR HUMAN CONSUMPTION / INDUSTRIAL WASTE</b>
<b>19 05</b>	<b>wastes from aerobic treatment of solid waste</b>
19 05 03	compost from source segregated biodegradable waste only
<b>19 08</b>	<b>wastes from waste water treatment plants not otherwise specified</b>
19 08 02	washed sewage grit (waste from desanding) free from sewage contamination only
19 08 99	stone filter media if free from sewage contamination only
<b>19 09</b>	<b>wastes from the preparation of water intended for human consumption or water for industrial use</b>
19 09 02	sludges from water clarification
<b>19 12</b>	<b>wastes from the mechanical treatment of wastes</b>
19 12 05	clean glass only
19 12 09	minerals (for example sand, stones)
19 12 12	treated bottom ash including IBA and slag other than that containing hazardous substances only
<b>19 13</b>	<b>wastes from soil and groundwater remediation</b>
19 13 02	solid wastes from soil remediation other than those mentioned in 19 13 01
19 13 04	sludges from soil remediation other than those mentioned in 19 13 03
<b>20</b>	<b>MUNICIPAL WASTES (HOUSEHOLD WASTE AND SIMILAR COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL WASTES) INCLUDING SEPARATELY COLLECTED FRACTIONS</b>
<b>20 01</b>	<b>separately collected fractions</b>
20 01 02	clean glass only
<b>20 02</b>	<b>garden and park wastes</b>
20 02 02	soil and stones

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### **Checking in and inspection of loads**

The following areas of the site EMS are noted in relation to checking in and inspection of loads:

- Section 3.2.1
- Section 3.2.2
- Section 3.2.3

The processes outlined cover:

- The arrival of incoming loads.
- Duty of care documentation.
- Visual inspection of loads during arrival and unloading.
- Waste rejection and quarantine processes.

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### **WM3 - Waste classification assessment**

Section 3.3.1 of the site EMS outlines the operator's requirements that loads containing excavated soil which originate from industrial sites, must be accompanied by written documentation, demonstrating that the soil is not contaminated, prior to its acceptance at the site. Such documentation is to be obtained by, and be proof of waste analysis in line with Technical Guidance WM3: "Guidance on the classification and assessment of waste (1st Edition v1.1)".

Sections 3.3.2 and 3.3.3 of the EMS outlines the specific information that waste producers are required to provide to the site/operator to ensure that only non-hazardous waste, along with the operator's right to reject such loads and contact NRW to ensure that loads are acceptable.

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### **Rejected Waste and Quarantine Area**

Section 3.4.1 of the EMS outlines that rejected wastes will be stored in the quarantined area / non-conforming waste area, either in a skip or via a stockpile. This section of the EMS outlines that dependent upon the capacity of the site, the location of this area may vary. The site will use clear labelling and management control to ensure correct use of the area. Rejected waste shall be recorded.

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### **Visual inspection of mirror non-hazardous wastes prior to treatment**

Following acceptance at the site, wastes which are classified as mirror non-hazardous LoW codes, will undergo further visual inspection, to ensure no hazardous contents are found within the load. The site will routinely sample stockpiles for both accepted and treated

waste to be removed, which have a mirror non-hazardous LoW code every 6-12 months, to ensure that such wastes are consistently non-hazardous, and suitable for acceptance at the site.

### **W3G - Fire**

It is noted that no condition requiring a Fire Prevention and Mitigation Plan (FPMP) is present within the site permit. Despite this, section 5.2.1 and 5.2.2 of the site EMS outline the site procedures in the case of a fire at the site.

### **W4A - Records**

**Permit condition 4.1.1 states: "All records required to be made by these standard rules shall:**

**(a) be legible;**

**(b) be made as soon as reasonably practicable;**

**(c) if amended, be amended in such a way that the original and any subsequent amendments remain legible or are capable of retrieval; and**

**(d) be retained, unless otherwise agreed by Natural Resources Wales, for at least 6 years from the date when the records were made, or in the case of the following records until permit surrender;**

**(i) off-site environmental effects; and**

**(ii) matters which affect the condition of land and groundwater.**

With reference to the below table, taken from the site's EMS, the retention times for specified documents and records in the site office are outlined. Permit condition 4.1.1 (d) stipulates that records required to be made by the permit shall be retained for a minimum of 6 years (unless otherwise agreed with NRW). With reference to the site permit, permit condition 2.3.3 states that: "*Records demonstrating compliance with rule 2.3 (including analysis and assessment of any excavated soil from potentially contaminated sites) shall be maintained*".

### Documents to be retained in site office

The Environmental Permit (original & any subsequent variations)  
 This Environmental Management System (Natural Resources Wales (NRW) agreed document)  
 Current site diary (to record all inspections/visitors to the site)  
 Environment Agency inspection (CAR) forms  
 In-house inspection sheets/recording forms  
 Duty of care transfer notes (for 2 years minimum)  
 Duty of care product notes (aggregates/topsoil (for 2 years minimum))  
 Hazardous waste consignment notes (rejected waste, etc., kept for 5 years)  
 Waste delivery tickets  
 Accident book (& 1st aid kit)

Rule 2.3 of the site permit pertains to the waste acceptance requirements of the site permit, and as a result, documents such as duty of care transfer notes are required to be retained for a minimum of 6 years under permit condition 4.1.1 (d). With reference to the above table, taken from the site's EMS, the minimum retention timeframe for duty of care transfer notes is noted as 2 years. A 2 year time period is not a sufficient storage period in order for the site to comply with permit condition 4.1.1 (d). In order to comply with permit condition 4.1.1 (d) the site will need to ensure that the stipulated minimum storage timeframe for records required by the permit are for a minimum of 6 years.

**Action: Amend the minimum storage time for records required by the site permit to a minimum of 6 years in the site Environmental Management System (EMS).**

#### **W4B - Reporting**

**Permit condition 4.2.2 states: "Within one month of the end of each quarter, the operator shall submit to Natural Resources Wales using the form made available for the purpose, the information specified on the form relating to the site and the waste accepted and removed from it during the previous quarter."**

On the 20th of April 2026, NRW sent the operator a copy of the waste returns template along with guidance to assist the site in submitting it's waste returns. EMS section 3.8.5 also outlines the site's process in regards to meeting it's obligation under permit condition 4.2.2.

#### **W4C Notification**

**Permit condition 4.3.1 states: "Natural Resources Wales shall be notified without delay following the detection of:**

**(a) any malfunction, breakdown, or failure of equipment or techniques, accident or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution;**

**(b) the breach of a limit specified in these standard rules; or**

**(c) any significant adverse environmental effects".**

During the visit to the site, it was established that both Gareth Hughes and Gareth Jones are aware of the requirement to notify NRW in the event of any incident as outlined in permit condition 4.3.1. Section 7.10.1 of the EMS outlines that all site employees undergo induction into the site operations, and are also to be made familiar with the location of the on site copies of the permit and EMS. It is hoped that such staff familiarisation with procedures such as those outlined in permit condition 4.3.1, will serve to make staff fully knowledgeable and competent in their requirements to notify NRW in the case of any incident as outlined in permit condition 4.3.1.

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NRW would like to thank Gareth Hughes and Gareth Jones for their time during this visit, and in following correspondence.

**\*ENDS\***

Yours faithfully

Kieran Evans

Waste Regulation Officer

*"In this document "Natural Resources Wales" means the Natural Resource Body for Wales established by Article 3 of the Natural Resources Body for Wales (establishment) order".*

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Please find below relevant links:

- NRW guidance on how to comply with your environmental permit:
  - [How to comply with your environmental permit](#)
- Service to change to, or vary a bespoke waste permit:
  - [Natural Resources Wales / Apply to change to, or vary, a bespoke waste permit](#)
- This document explains how we assess the compliance of permit holders:
  - [regulatory-guidance-note-5-operator-competence.pdf](#)
- NRW guidance on how business compliance is assessed:
  - [Natural Resources Wales / How we assess business compliance](#)
- NRW guidance on charging schemes and annual subsistence fees:
  - [Natural Resources Wales / Our charging schemes](#)
- Link to an Operational Risk Assessment (OPRA) spreadsheet:
  - [opra-v26-2026-27.xlsx](#)

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](mailto: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](mailto: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.