

Compliance Assessment Report CAR_NRW0052479

Permit being assessed: WP3231NB.

For: The Creamery , **held by:** Dairy Partners (Cymru Wales) Limited

At: Aberarad, Newcastle Emlyn, Carmarthenshire, SA38 9DQ.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 12/08/2026.

Parts of permit assessed: 1. General management, 2. Operations.

NRW Lead Officer: Kirsty Thomas, accompanied by Alex Bowder.

Report sent to: Dairy Partners (Cymru Wales) Limited, HSE Manager , on 12/08/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR2C - Installations - Operations - Operating techniques	Action only (X)	
IR1A - Installations - Management - General Management	C3 Minor	1.1
IR1A - Installations - Management - General Management	Action only (X)	
IR1A - Installations - Management - General Management	C3 Minor	1.1.1(b)
IR1A - Installations - Management - General Management	Action only (X)	

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

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

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

2. What action is required?

Criteria	Action needed	Complete by
IR2C	Action Ref CAR_NRW0052479.1 - The operator is requested	31/10/2026

Criteria	Action needed	Complete by
	to provide supporting evidence to demonstrate FOG loading at the balance tank and demonstrate the tank is not an area where degradation occurs. Evidence may include the following: - Dissolved oxygen monitoring results within the balance tank. - Oxidation Reduction Potential monitoring results demonstrating that reducing/septic conditions are not developing. - Temperature monitoring. - Evidence of H₂S monitoring or other indicators of septic conditions. - Any available inspection and maintenance records. The operator is also requested to confirm/demonstrate through objective monitoring data that: - the balance tank remains under controlled aerobic/oxidising conditions; - significant FOG or sludge accumulation is not occurring; - septic conditions are not developing during the retention period; and - the current treatment sequence represents - BAT for odour prevention, rather than simply achieving wastewater treatment objectives.	
IR1A	Action Ref CAR_NRW0052479.2 - The operator must provide evidence to demonstrate inspection reports are formally documented and records maintained.	31/10/2026
IR1A	Action Ref CAR_NRW0052479.3 - (a) The Operator must confirm the date of the next planned partial inspection with 2 weeks of this report issue date. (b) Provide details of the inspection, maintenance and cleaning activities undertaken on the balance tank following the inspection undertaken on the date confirmed as part (a) of the action. Evidence must include, but not limited too: - the condition of the tank - findings of any accumulated material within the tank - odour observations - Review for the need of alternative test methods for tank integrity checks	31/10/2026
IR1A	Action Ref CAR_NRW0052479.4 - The operator must ensure adequate resources and competent persons manage and operate activities.	Already completed
IR1A	Action Ref CAR_NRW0052479.5 - NRW therefore still	31/10/2026

Criteria	Action needed	Complete by
	requires the operator to provide supporting documentation to demonstrate that effective measures are in place to maintain primary containment integrity and minimise the risk of pollution, including: - A documented inspection and integrity management programme (or Written Scheme of Examination) covering all permit-critical ETP containment assets, including tanks, pits, lagoons, associated pipework and valves. - Details of the inspection methodology, inspection frequencies and competency requirements applicable to each asset or asset type. - Evidence that the scheme is being implemented, including relevant inspection and integrity assessment records. - Confirmation of the actions arising from the recent crude pit inspection, including details of any interim risk mitigation measures. - An update on the Dairy Partners crude pit replacement plan, including proposed timescales for implementation - as per Action Ref: CAR_NRW0049949.3.	

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

This Compliance Assessment Report (CAR) documents Natural Resources Wales' (NRW) assessment of the information submitted in response to the actions raised within CAR_NRW0051581, following an audit of the site's Effluent Treatment Plant (ETP).

A two-day ETP audit was undertaken on 13/04/2026 and 15/04/2026, during which a number of actions were identified and subsequently recorded in CAR_NRW0051581. The ETP serves Dairy Partners' creamery located in Newcastle Emlyn.

Documents provided by the operator are as follows:

Zip folder SOP WWTP 004 01.05.24 V.2 containing multiple documents submitted on

the 6th May 2026:

- CAR_NRW0051581.9 – Monitoring of Emissions to Water
- CAR_NRW0051581.10 – WWTP Results Spreadsheet and Missing Monitoring Data
- CAR_NRW0051581.2 – Upstream Screening of Raw Effluent
- CAR_NRW0051581.3 – Control of FOG Prior to Biological Treatment
- CAR_NRW0051581.4 – Tank Inspection and Integrity
- CAR_NRW0051581.5 – Nutrient Loading to Biological Treatment
- CAR_NRW0051581.6 – Operational Control and Monitoring of the Effluent Treatment Plant
- CAR_NRW0051581.7 – Sludge Age and Sludge Wastage Control
- CAR_NRW0051581.8 – Buffer Storage Capacity Following Removal of Divert Tank
- Comparison of Internal and External Effluent Monitoring Results
- Effluent Final 06.04.2026
- EHS-MISC-009 WWTP Tank Inspection and Integrity Management Statement
- Environmental Management System Alignment with ISO 14001 Principles
- ETP Asset Register 2026
- Site Waste Water Calculations
- SOP WWTP 001 (24.04.26, Version 2)
- SOP WWTP 002 (06.11.23, Version 1)
- SOP WWTP 003 (23.04.26, Version 3)
- SOP WWTP 004 (01.05.24, Version 2)
- SOP WWTP 005 (23.04.26, Version 2)
- SOP WWTP 006 (13.09.24, Version 2)
- Wastewater Treatment Process Diagram 2026
- WWTP Monitoring 2026WWTP Results 2026

Additional information was provided on the 16th & 17th July 2026:

- Clarification Responses - July 2026

- HCE-1863-STR-REP-001-R02 Jun 2026 HCE Ltd Structural Letter Report
- SOP WWTP 003 16.07.26 V.4

This report summarises the actions raised, the information provided by the operator and NRW's assessment of progress towards their completion.

Action Ref CAR_NRW0051581.1 - Update the ETP process control schematic in the control room to represent the current ETP operation. Submit the updated schematic to NRW.

The ETP process schematic has been updated and therefore NRW will acknowledge this action as complete. It is still noted that odour abatement is not reflected in the diagram at the sludge tanks themselves. However, NRW is aware that a permit variation has been submitted for a change to the sludge tanks (including odour abatement) and further update of this schematic will be required. The operator must ensure the ETP schematic is reviewed on a regular basis and updated as needed.

Action complete

Action Ref CAR_NRW0051581.2 – The Operator shall confirm whether any filtering or screening of raw effluent is in place upstream of the crude pit. Where such measures are installed, confirm its intended purpose and provide details of the arrangements for inspection, cleaning, and maintenance.

The operator has confirmed and provided evidence that there are two manually removable stainless steel screening baskets within the v-notch chamber immediately upstream of the crude pit to prevent large debris entering the system (not designed to remove fine/smaller materials). The operator states due to the high temperatures of the CIP and wash down systems that fats entering the ETP are generally in a liquefied state and pass through the screens.

Visual inspections of the screens are carried out by the ETP operator who has claimed that the accumulation of material is limited. The operator must ensure these checks are incorporated into the ETP operators checks & housekeeping tasks at a frequency deemed appropriate.

As it has been confirmed there are screening measures in place as per this action requirement, with inspection and cleaning plans in place, we consider this action complete.

Action complete

However, coarse screens are not designed to remove emulsified or dissolved fats, oils and grease (FOG). If fats remain in a liquid state due to the elevated CIP temperatures, this does not necessarily mean that these materials no longer present a risk further downstream. NRW is concerned that liquid fats oils and greases could be entering the ETP

with the potential to separate and solidify when the effluent cools within downstream tanks, resulting in accumulation on tank surfaces, base, walls etc. This could worsen conditions in the balance tank where retention times are around 31 hours. Further commentary is provided below under action 3.

Action Ref CAR_NRW0051581.3 – The Operator shall review and demonstrate the effectiveness of fats, oils, and grease (FOG) removal within the preliminary treatment system upstream of the biological treatment stage. This shall include evidence confirming that existing measures adequately control FOG loading to the biological system.

Fats, oils, and grease (FOG) can have a detrimental effect on effluent treatment systems and should be removed as far as practicable prior to entering the ETP. Physical separation techniques for the removal of FOG are considered Best Available Techniques (BAT) - BAT 12 of the Food, Drink and Milk BREF: BAT is to use a combination of techniques. Preliminary, primary and general treatment is equalisation, neutralisation and physical separation e.g screens, fat separators.

Although the operator has confirmed there is screening in place upstream of the crude pit, fats entering the ETP are described to be in a "liquefied state". The operator has also confirmed that fat-containing streams such as cream and whey are removed as a sellable by-product. DAF 1 provides physico-chemical treatment by means of coagulant and polymer dosing to aid separation of fats and fine solids prior to the biological treatment stage. Operational performance data (COD results) demonstrates a reduction in organic load following DAF 1. However, treatment at DAF 1 is undertaken after the balance tank.

The reported COD levels of incoming effluent indicate a substantial organic load entering the system. Even where visible accumulation is limited, FOG contributes significantly to the organic loading (COD/BOD) and increases oxygen demand, which can promote septic conditions if oxygen availability is insufficient. The effluent received in the balance tank with a high organic load could potential become septic and present an odour risk downstream (it is important that odour generation at source is prevented with effective operational controls in place rather than relying on end of pipe abatement).

NRW also requested confirmation if the balance tank was aerated (in addition to the mixers already present) to help prevent effluent becoming anoxic/septic. The Operator stated that the balance tank was not designed to maintain aerobic conditions and is designed as per the manufactures design.

Based on the information provided, NRW is concerned that the balance tank remains a credible degradation area and potential odour source. Primarily from the combination of:

- high-strength dairy effluent;
- significant retention time (approximately 31 hours);

- reliance on mixing rather than active oxygenation;
- limited evidence demonstrating aerobic conditions; and
- lack of documented inspection and desludging records;

Given the above concerns, further supporting evidence regarding FOG control & demonstration of odour control from a BAT perspective is required.

Action Ref CAR_NRW0052479.1 - The operator is requested to provide supporting evidence to demonstrate FOG loading at the balance tank and demonstrate the tank is not an area where degradation occurs. Evidence may include the following:

- Dissolved oxygen monitoring results within the balance tank.
- Oxidation Reduction Potential monitoring results demonstrating that reducing/septic conditions are not developing.
- Temperature monitoring.
- Evidence of H₂S monitoring or other indicators of septic conditions.
- Any available inspection and maintenance records.

The operator is also requested to confirm/demonstrate through objective monitoring data that:

- the balance tank remains under controlled aerobic/oxidising conditions;
- significant FOG or sludge accumulation is not occurring;
- septic conditions are not developing during the retention period; and
- the current treatment sequence represents BAT for odour prevention, rather than simply achieving wastewater treatment objectives.

Action Ref CAR_NRW0051581.3 superseded by the action above.

Action Ref CAR_NRW0051581.4 - The Operator shall provide evidence of Colubris' requirements and expectations for the desludging and cleaning of the balance tank. The Operator shall also provide evidence of the most recent balance tank inspection and cleaning activities undertaken.

The operator has confirmed that the twice yearly partial internal visual inspections during the planned shut down periods are undertaken by Dairy Partners Engineering Departments. At the time of the most recent partial internal visual inspection, no formal written inspection report was produced, therefore not formally documented. The operator has confirmed they will introduce a standard inspection record to document the findings of

each planned partial internal inspection.

Failure to maintain maintenance and inspection records is considered a contravention of permit condition 1.1 and subsequently a non-compliance score of C3 has been assigned against criteria IRA1 - General management.

Action Ref CAR_NRW0052479.2 - The operator must provide evidence to demonstrate inspection reports are formally documented and records maintained.

The operator has confirmed Colubris involvement is limited to process equipment and operational support and have not prescribed inspection or cleaning regimes for the balance tank. Therefore the operator has implemented its own risk-based inspection and integrity management approach as per the document EHS-MISC-009. This document applies to the balance and aeration tanks only. Further comments on tank inspection and maintenance are provided under action 11.

Action Ref CAR NRW0051581.4 is now superseded by the following action:

Action Ref CAR_NRW0052479.3 - (a) The Operator must confirm the date of the next planned partial inspection within 2 weeks of this report issue date.

(b) Provide details of the inspection, maintenance and cleaning activities undertaken on the balance tank following the inspection undertaken on the date confirmed as part (a) of the action. Evidence must include, but not limited too:

- the condition of the tank
- findings of any accumulated material within the tank
- odour observations
- Review for the need of alternative test methods for tank integrity checks

Action Ref CAR_NRW0051581.5 - The Operator shall provide evidence to demonstrate that the nitrogen and phosphorus loads entering the biological treatment process are within the design parameters specified for the ETP. This shall include appropriate influent monitoring data and a comparison against the biological treatment design criteria.

The operators response stated nutrient balance within the biological treatment stage is actively managed through controlled dosing of urea (as a nitrogen source) and phosphoric acid (as a phosphorus source), delivered via the Colubris automated dosing system. This system provides consistent and controlled chemical addition in line with operational requirements, supporting stable biological performance. This ensures that sufficient nutrients are available to support the activated sludge process and maintain stable

biological performance.

Given the above description and continued involvement of the manufacturer Colubris, NRW will note this action as complete.

Action complete.

Action Ref CAR_NRW0051581.6 - The Operator shall develop, implement, and maintain a documented procedure for aeration tank process control monitoring (following discussions with the ETP manufacturer). The procedure shall:

- define the routine monitoring arrangements necessary to demonstrate effective control of the activated sludge process;***
- identify the process control parameters to be monitored, including the frequency of monitoring for each parameter, with frequencies justified based on process risk and operational needs; and***
- define target operating ranges and performance trigger values, including thresholds that require investigation and, where necessary, corrective action.***

The operator's response stated plant performance is reliant on a trained ETP operative rather than predefined numerical limits for routine monitoring. However, in the absence of documented operating ranges and trigger values, it is not possible to determine whether monitoring results are within acceptable limits. Such criteria are fundamental and should be clearly defined and recorded. This help ensure information is retained and clearly available when the ETP operator is absent.

Establishing operating and alarm thresholds enables the early identification of off-specification effluent, plant overloading, product losses, and other abnormal operating conditions. This requirement is not limited to the aeration tank; a clear understanding of acceptable operating ranges, trigger levels, and expected performance is required at key stages throughout the treatment system.

As the required operating ranges, trigger levels, and associated corrective actions have not been adequately defined or documented, this action remains incomplete. Complete the actions outlined in Action Reference CAR_NRW0051581.6 and submit your response promptly.

In addition, based on monitoring data provided, the dissolved oxygen (DO) levels in the aeration tank appear to be low, increasing the risk of odour generation. Urgent review of these levels and discussion with your manufacturer is required.

Action incomplete

Action Ref CAR_NRW0051581.7 – The Operator shall confirm and document the sludge age at which the plant is intended to operate, to demonstrate effective control/support optimal performance. This shall include confirmation of the routine sludge wastage rate used to maintain the target sludge age. Such details should also be captured in procedure documentation.

The operator confirmed that sludge age within the system is controlled dynamically through routine sludge management practices. Where biomass condition is observed to be effective, activated sludge may be retained within or returned to the aeration tank to maintain treatment performance. Where sludge condition is poor, excessive or indicates reduced treatment efficiency, sludge is wasted to the sludge tanks to remove excess or under performing biomass from the system.

Sludge wasting is not undertaken at a fixed rate; instead, it is carried out on a routine, condition-based basis informed by MLSS levels, sludge tank capacity, observed biomass condition and overall process performance. NRW is satisfied with this response.

Action complete

Action Ref CAR_NRW0051581.8 – The Operator shall confirm and provide evidence that adequate specific buffer storage capacity remains available within the ETP in accordance with BAT 11 of the food, drink and milk industries BREF, following removal of the divert tank. This shall include confirmation that buffer storage equivalent to at least two days' full production waste, as previously stated by the Operator, is still provided.

The operator's response included wastewater calculations demonstrating that the ETP, under normal operating conditions, has an average daily flow of approximately 700 m³/day and a total hydraulic capacity equivalent to around 3.7 days' retention across the balance tank, aeration tank and downstream treatment stages. The sludge tank was described as providing contingency storage during abnormal events, with retained material either removed off-site by a licensed waste contractor or returned to the treatment process in a controlled manner.

While this information demonstrates the treatment capacity and residence time available within the ETP, it does not adequately address the requirements of BAT 11. BAT 11 requires the provision of appropriate buffer storage (or diversion capacity) as a contingency measure to prevent uncontrolled emissions to water during abnormal operating conditions. Such storage must be separate from the normal treatment process and should provide temporary containment for diverted effluent until it can be treated safely.

The operator has not provided sufficient information to demonstrate the available buffer storage capacity associated with the sludge pit, nor how this capacity been assessed as adequate for foreseeable abnormal events, such as treatment plant upset, excessive influent loading, equipment failure or other emergency situations. Evidence of the available

buffer storage volume and justification of its suitability are required to demonstrate compliance with BAT 11.

Action incomplete - Additional information required.

Action Ref CAR_NRW0051581.9 – The Operator is to ensure monitoring for emissions to water is undertaken as per the requirements of the permit. Investigation to the root cause of monitoring failure is to be undertaken and findings shared with NRW.

Action Ref CAR_NRW0051581.10 – The Operator is to provide a complete results spreadsheet for WWTP Results for 1st January to 31st March 2026. Any missing data must be explain and a root cause investigation undertaken as to why.

The operator undertook a root cause investigation and identified monitoring failures were from reliance on a single trained operative responsible for undertaking daily monitoring activities without having formalised cover arrangements in place to ensure continuity during periods of absence. The failure to monitor for several parameters as per the permit requirements and insufficient/incomplete records in accordance with the operators own procedures was capture in CAR_NRW0051581.

Following the root cause investigation, a further general management failure is considered as the operator did not have appropriate resources/competent people available to manage and operate activities as per the requirements of permit condition 1.1.1(b). The failure is considered a contravention of permit condition 1.1.1(b) and a non-compliance score has been assigned against criteria IR1A - General Management. A non-compliance score of C3 - minor has been assigned.

Action Ref CAR_NRW0052479.4 - The operator must ensure adequate resources and competent persons manage and operate activities.

The operator has already updated documentation (SOP WWTP 003) covering actions to be taken in the ETP operators absence.

NRW considers Action Ref CAR NRW0051581.9 & 10 and Action Ref CAR NRW0052479.4 complete.

Action Ref CAR_NRW0051581.11 – The Operator must develop and implement appropriate procedures for the primary containment of ETP infrastructure, including tanks, pipework, critical valves, and associated assets. This shall include, as a minimum, an up-to-date asset register and supporting management systems to demonstrate that effective measures are in place to maintain primary containment integrity and minimise the risk of pollution.

The operator submitted an ETP asset register in response to this action and confirmed that where available, supporting design, inspection and maintenance information is retained separately within the sites engineering and environmental management systems.

The tanks, pits, lagoons, associated pipework and valves that comprise the ETP primary containment system represent the key environmental barrier preventing the release of highly polluting substances to the environment. As such, NRW would expect the documentation/management systems to contain sufficient information to demonstrate that these assets are appropriately inspected, maintained etc. The operator has shared their own risk-based inspection and integrity management approach as per the document EHS-MISC-009. This document applies to the balance and aeration tanks only and is limited of specific details.

It is also unclear how inspection frequencies, methodologies and integrity assessments have been determined for all assets (as well as ensuring inspections are undertaken by suitably competent persons and that appropriate records are maintained). The operator has not demonstrated that inspection frequencies, inspection methodologies and competency requirements are defined within a documented inspection programme or Written Scheme of Examination.

This expectation is particularly relevant for ageing assets, such as those recorded as having been installed in 1976 and which are being relied upon to contain polluting materials. In such circumstances, NRW would expect a documented inspection and integrity management regime, such as a Written Scheme of Examination or equivalent system, to demonstrate that the assets remain fit for purpose and that risks of pollution are being adequately controlled.

While NRW acknowledges the submission of the asset register and the clarification that supporting information is retained within the site's engineering and environmental management systems, the information provided does not yet demonstrate that a comprehensive inspection and integrity management regime is in place for all permit-critical primary containment assets.

Action Ref CAR_NRW0052479.5 - NRW therefore still requires the operator to provide supporting documentation to demonstrate that effective measures are in place to maintain primary containment integrity and minimise the risk of pollution, including:

- 1. A documented inspection and integrity management programme (or Written Scheme of Examination) covering all permit-critical ETP containment assets, including tanks, pits, lagoons, associated pipework and valves.**
- 2. Details of the inspection methodology, inspection frequencies and competency requirements applicable to each asset or asset type.**
- 3. Evidence that the scheme is being implemented, including relevant inspection and integrity assessment records.**

Crude pit - It is appreciated that a recent inspection has been carried out on the crude pit.

The crude pit inspection report however is for a visual inspection only and limited in its scope. Recommendations are included in the report, including what appears to be immediate measures that could be taken as an interim position. We still require a response on the Dairy Partners crude pit replacement plan and next steps following this recent inspection. Please provide:

- 4. Confirmation of the actions arising from the recent crude pit inspection, including details of any interim risk mitigation measures.**
- 5. An update on the Dairy Partners crude pit replacement plan, including proposed timescales for implementation - as per Action Ref: CAR_NRW0049949.3.**

Until this information is provided, NRW cannot be satisfied that adequate measures are in place to maintain primary containment integrity and minimise the risk of pollution. **Therefore, Action Ref. CAR NRW0051581.11 remains incomplete.**

END

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

Full list of Industry compliance criteria (used in section 1 and 2):**1. Management**

- IR1A – General management
- IR1B – Finance (only applicable to Landfill)
- IR1C – Energy efficiency
- IR1D - Efficient use of raw materials
- IR1E - Avoidance, recovery and disposal of wastes produced by the activities
- IR1F - Multiple operator installations

2. Operations

- IR2A – Permitted activities
- IR2B – The site
- IR2C – Operating techniques
- IR2D – Technical requirements
- IR2E – Improvement programme
- IR2F – Pre-operational conditions
- IR2G – Landfill engineering (only applicable to Landfill)
- IR2H – Waste acceptance (only applicable to Landfill)
- IR2I – Leachate levels (only applicable to Landfill)
- IR2J – Closure and aftercare (only applicable to Landfill)
- IR2K – Landfill gas management (only applicable to Landfill)

3. Emission and Monitoring

- IR3A(1) – Emissions to water
- IR3A(2) – Emissions to air
- IR3A(3) – Emissions to land
- IR3B – Emissions of substances not controlled by emission limits
- IR3C – Odour
- IR3D – Noise and vibration
- IR3E – Monitoring
- IR3F – Pests
- IR3G – Air quality management plans
- IR3H – Monitoring for the purposes of the Industrial Emissions Directive (this heading includes Large Combustion Plants)
- IR3I – Fire

4. Information

- IR4A – Records
- IR4B – Reporting
- IR4C – Notification

Enforcement response

Any non-compliance with a permit condition is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within twenty working days to let you know if we agree to your request.

Disputing the Content of this Compliance Assessment Report Form

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

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

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

Concerns Not Related to the Content of this Compliance Assessment Report Form

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

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

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

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

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

- **Telephone:** 0300 790 0203
- **Email:** ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.