Cyfoeth Naturiol Cymru
Natural Resources Wales

Compliance Assessment Report CAR_NRW0052810

Permit being assessed: BR9685IX.

For: Barry Silicone Plant, **held by:** Dow Silicones UK Limited

At: Cardiff Road, Barry, Vale of Glamorgan, CF63 2YL.

Type of assessment: Site Inspection,

Reason: Routine.

On: 12/08/2026 between 09:00 and 16:00.

Parts of permit assessed: 1.1.1 and 3.1.2 and 2.3.3.

NRW Lead Officer: Geraint Harris.

Report sent to: Environmental Manager, Environmental Manager, on 01/09/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Installations - Management - General Management	C3 Minor	1.1.1(a)
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	C3 Minor	3.1.2
IR1A - Installations - Management - General Management	Action only (X)	
IR4B - Installations - Information - Reporting	Assessed (A)	
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	Assessed (A)	
IR2C - Installations - Operations - Operating techniques	Ongoing (O)	2.3.3
IR4C - Installations - 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
2	8

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

2. What action is required?

Criteria	Action needed	Complete by
IR1A	Action 1: Dow to review comparable plant configurations across the site to ascertain if similar incidents can occur. Dow to provide an update at the next compliance meeting.	02/11/2026
IR3A(2)	Bring the plant back into compliance	Already completed
IR1A	Action 2: Dow to reinstate the Bondstrand sewer investigation works into the maintenance programme and provide NRW with an update on completion of the cleaning works, CCTV survey findings, and any identified remedial actions. Dow to provide an update at the next compliance meeting.	02/11/2026
IR2C	NRW recommends that Dow further develop and document its internal waste classification procedures, including practical "how-to" guidance aligned with WM3. This would improve organisational resilience, support succession planning, and help ensure that waste classification activities can be undertaken consistently by suitably trained personnel in the absence of experienced staff.	Already completed

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

3. What will happen next?

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

You are non-compliant with your permit.

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

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

4. Details of our assessment

Dow Silicones Barry Plant (BR9685IX)

An inspection was undertaken on the 12th August 2026, to review progress against outstanding actions from CAR_NRW0051925, discuss permit variation matters associated with the site's ongoing transition and decommissioning activities, review environmental incidents and operational changes, and inspect relevant site infrastructure including the W1 discharge outfall.

1. **Basics Shutdown**

NRW received a further update on the shutdown and decommissioning of the Barry Basics Operations. Dow had previously advised that the site had entered a managed run-down phase, with raw materials

being consumed and process units progressively taken out of service. During that earlier phase, the Phoenix Process was shut down and bulk inventory removed, the W424 Grinder completed its final silicon metal grinding campaign, and the W348 TCS Plant was taken off feed while remaining TCS/STC inventory was transferred to Cabot for processing. Management of Change (MoC) reviews for de-inventory and cleaning activities had also been initiated.

During the compliance meeting on the 12th August 2026, Dow advised that the Basics train ceased production in late May 2026 and that approximately 70% of the chemical inventory reduction programme has now been completed. Since NRW's previous review, a significant number of process units have been shut down, de-inventoried and isolated as part of the site's managed transition into decommissioning. These activities are broadly consistent with the shutdown programme and updates previously provided to NRW and HSE.

Dow advised that the next phase of work will focus on plant decontamination and cleaning activities, which are scheduled to commence from late September 2026. The decontamination programme is expected to continue for approximately two to three years owing to the scale and complexity of the remaining process infrastructure and the continued operation of downstream finishing operations.

Given the increased reliance on vent and emission control systems during de-inventorying, cleaning and decontamination activities, NRW sought further information regarding the management of planned venting operations. Dow explained that a dedicated Vent Coordinator role has been established with responsibility for managing and coordinating venting activities across the site. A formal vent management process has also been implemented, including the use of a dedicated vent request system, to ensure venting activities are reviewed, scheduled and coordinated prior to undertaking the work.

Dow advised that these arrangements have been introduced to prevent simultaneous venting operations from placing excessive demand on the site's emission control infrastructure and to maintain the effective operation of the Emissions Recovery Unit (ERU) throughout the shutdown and decommissioning programme.

NRW notes that decommissioning activities, including de-inventorying, vessel cleaning, decontamination and removal of residual materials, have the potential to increase the frequency of venting operations and place additional demand on existing abatement systems. The introduction of a dedicated Vent Coordinator role and formal vent management process represents a positive control measure designed to reduce these risks and maintain effective environmental control during this transitional period.

NRW will continue to review the effectiveness of these arrangements during future compliance visits as decommissioning activities progress. Particular attention will be given to emission control performance, implementation of Management of Change procedures, management of residual inventories, and the environmental risks associated with large-scale decontamination and cleaning activities.

2. **Firefighting Foam and PFAS Transition**

Discussions were held regarding the site's ongoing management and phased removal of PFAS-

containing firefighting foams. As this matter relates to the requirements of the Persistent Organic Pollutants (POPs) Regulation (EU) 2019/1021, as amended, it falls outside the scope of the Environmental Permitting (England and Wales) Regulations 2016 and is being addressed separately.

3. **Copper Exceedance**

Following the copper emission limit exceedance at emission point W1 during Q1 2026, NRW requested further information regarding the integration of agency and third-party personnel into Dow's environmental management system. Specifically, NRW sought assurance regarding induction arrangements, environmental training, competency assessment, supervision and management of change arrangements for personnel undertaking activities that present a risk of pollution.

Dow provided a detailed account of the circumstances surrounding the incident. The investigation identified that the activity had historically been undertaken by an experienced contractor who had managed waste and weather-generated slurry within the Alamo waste handling area for several years. As part of the site's ongoing Basics shutdown programme and associated cost reduction measures, responsibility for these activities was transferred to an existing site operator.

Dow explained that the previous contractor had routinely managed weather-generated slurry by transferring it onto established waste stockpiles where it could dry naturally. At the time of the incident, however, waste stock levels within the Alamo area were significantly higher than normal as a consequence of the Basics shutdown and de-inventory programme, resulting in reduced available floor space and increased volumes of slurry requiring management. Under these circumstances, the operator pushed slurry material into a drainage system rather than onto the waste stockpiles.

The material contained copper-bearing residues associated with catalyst-containing wastes. Once introduced into the wastewater treatment system, the acidic conditions within the effluent treatment process increased copper solubility, resulting in elevated copper concentrations and contributing to the copper emission limit exceedance at W1. This is consistent with Dow's previously submitted root cause investigation.

Dow advised that improvements have subsequently been made to the site's management system. Procedure W805 Heavy Equipment Moving Wastes and Storage Area has been revised to provide clearer instructions regarding waste handling activities and management of drainage systems within the Alamo area. In addition, targeted toolbox talks have been delivered to relevant personnel to reinforce environmental expectations and communicate the lessons learned from the incident.

Having reviewed the circumstances of the incident and the corrective actions implemented, NRW is satisfied that Dow has adequately explained the competency, supervision and operational control arrangements associated with this activity, together with the management system improvements introduced following the incident. NRW considers that the information provided demonstrates that environmental risks arising from contractor and third-party activities have been appropriately reviewed and addressed.

NRW therefore considers Action 3 from CAR_NRW0051925 to be complete and no further action is required at this time.

4. **Waste Classification Process**

Dow provided further information regarding the site's waste classification arrangements in response to Action 1 contained within compliance report CAR_NRW0051925. During the compliance meeting, Dow's Environmental Manager and Waste Manager explained the process used to classify waste streams and assess hazardous properties.

The discussion included the application of the WM3 Technical Guidance, the assessment of hazardous properties, staff competency, internal review arrangements, and the classification of several waste streams, including the biological sludge stream. Dow demonstrated how WM3 is applied in practice, including the use of analytical data and adjustments for moisture content when assessing hazardous properties and determining waste classifications.

Dow advised that, following the shutdown of the Basics Train, copper concentrations within the biological sludge have reduced significantly due to the cessation of copper catalyst use. Dow explained that waste classifications are reviewed using current process knowledge and analytical data where required. The majority of waste is deemed as hazardous and so is potentially already classified as the worst case scenario when it comes to mirror entry waste streams.

The information requested under Action 1 was discussed during the compliance meeting on the 12th August 2026. Dow's Environmental Manager and Waste Manager outlined the arrangements used to classify waste streams and assess hazardous properties. Dow explained how WM3 is applied in practice, including the use of analytical data, consideration of moisture content, and review of waste-specific characteristics when determining classification. Dow also demonstrated how the biological sludge classification had been reviewed following the change in operations associated with the shutdown of the Basics Train.

Dow advised that waste classification decisions are supported by multiple sources of expertise, including experienced internal staff, consultation with the receiving waste management facility, and input from specialist third-party consultants where required. NRW considers that these arrangements provide an appropriate level of technical support and challenge during the classification process.

Notwithstanding this, responsibility for the correct classification of waste ultimately remains with Dow as the waste producer. NRW notes that the current process relies significantly on the knowledge and experience of a limited number of individuals. Whilst no wider deficiencies were identified during this discussion, NRW recommends that Dow further develop and document its internal waste classification procedures, including practical "how-to" guidance aligned with WM3. This would improve organisational resilience, support succession planning, and help ensure that waste classification activities can be undertaken consistently by suitably trained personnel in the absence of experienced staff.

Outcome:
Action 1 closed. The information requested has been provided and discussed. No further regulatory action required at this time. NRW recommends that Dow strengthen and formalise its internal waste classification procedures to reduce reliance on key personnel and improve knowledge retention within the Environmental Management System.

5. **Permit Variation V012**

NRW discussed Permit Variation Application V012 with Dow. The application was received by NRW on the 20th May 2026 and proposes a range of operational changes associated with the ongoing transition and partial decommissioning of the Barry site. These include the installation of modular steam generation units, decommissioning of redundant plant, repurposing of storage infrastructure, modifications to the W410 process, and updates to site operating techniques and emission points.

NRW reviewed the scope of the variation and discussed the proposed future operating configuration of the site. The application indicates that further permit variations are expected as operational plant is decommissioned, decontaminated and removed from the permit.

Since the compliance meeting, NRW has written to Dow requesting further clarification regarding which activities will remain operational following completion of the current decommissioning programme. This information is required to support NRW's assessment of the future applicability of the Large Volume Inorganic Chemicals (LVIC) BAT Conclusions and to improve understanding of the long-term scope and relevance of the environmental permit. The information will also assist NRW with future regulatory planning and work programming.

The permit determination process remains ongoing and any technical matters arising from the application will be addressed through the determination process. Discussions held during this compliance meeting do not prejudice the final permit determination decision.

Outcome:

Permit Variation V012, received on the 20th May 2026, was discussed during the meeting. No further action is required under this CAR. Any outstanding matters will be progressed through the variation determination process and ongoing regulatory engagement with Dow.

6. **Flow Monitoring and Reporting Arrangements**

Further to Action 4, in compliance report CAR_NRW0051925, Dow provided additional information regarding the flow reporting error identified during an MCERTS audit and the arrangements in place for environmental data management and regulatory reporting.

Dow explained that flow data is automatically collected from the site monitoring system and processed using a series of reporting spreadsheets and pivot tables to derive daily average flow values from 15-minute monitoring data. The historic reporting error occurred because the spreadsheet was configured to select the first 15-minute average value of each day rather than the calculated daily average flow value, resulting in inaccurate reporting for the affected periods.

Dow advised that environmental reporting systems are designed to be highly automated to minimise manual handling and transcription errors. The site uses SampleManager LIMS 21.0 to manage environmental monitoring data, with laboratory results generally uploaded directly into the system and processed through automated reporting tools. Only a limited number of datasets require manual input or manipulation.

Dow outlined the quality assurance arrangements used for regulatory reporting, which normally include an independent review of submissions prior to issue. However, this secondary check was not

undertaken on the affected return due to staff absence and leave arrangements, allowing the spreadsheet configuration error to remain undetected until it was identified during an MCERTS audit.

NRW notes that the error did not result in any permit exceedances or environmental impact. Nevertheless, the fact that the issue was identified through audit rather than internal controls highlights the importance of maintaining effective reporting assurance arrangements during periods of staff absence and organisational change.

Dow demonstrated that additional controls have since been introduced, including enhanced verification procedures and the development of a site-specific How We Comply with Our Environmental Permit procedure following the previous OMA audit. NRW reviewed this procedure during the meeting and noted that it provides clear guidance on reporting requirements, responsibilities, compliance obligations and checking arrangements.

NRW is satisfied that Dow has identified the root cause of the reporting error and implemented appropriate measures to reduce the likelihood of recurrence. Based on the information provided, NRW considers the issue to be an isolated reporting error arising from a spreadsheet configuration issue and a temporary failure of the normal review process, rather than evidence of a wider weakness in environmental data management systems.

Outcome:

Action 4 closed. NRW is satisfied that Dow has provided the requested information and demonstrated improvements to data validation, reporting assurance and governance arrangements. No further regulatory action is required at this time.

7. **Silicon Release at W348**

Dow submitted a Schedule 5 notification detailing an unauthorised silicon powder release from the W348 process on 25/04/2026. The incident occurred during depressurisation of the 1009 ground silicon hopper to the 1006 bag filter system when valves were operated in the incorrect sequence. This caused excessive entrainment of silicon powder, overloading the bag filter system and resulting in a visible particulate release from emission point A55 lasting approximately 33 seconds.

Dow estimated that up to 3.83 kg of silicon powder was released, based on a conservative filter efficiency assumption of 95% against the design specification of 99.5%. Weather conditions were calm and the operator concluded that deposited material would have been confined largely to the immediate vicinity of the release point. Following pressure equalisation, bag filter differential pressure returned to normal, indicating no filter failure or equipment damage.

The investigation identified incorrect manual valve operation as the root cause. The valve is normally operated automatically, and the risk associated with manual operation had not previously been identified. Corrective actions included verification of bag filter integrity, removal of the manual valve operating function from the affected and similarly configured hoppers, completion of a process hazard review, and recovery of deposited silicon powder for off-site recovery. Dow also confirmed that the W348 process was permanently shut down on 14/05/2026.

NRW considers that the incident breached permit condition 3.1.2, which requires monitoring in

accordance with Schedule 3. Table 3.4 specifies that there shall be "no visible releases of dust with no evidence of deposition in the vicinity of stack discharge". A visible dust release occurred from emission point A55 and the operator estimated that approximately 3.83 kg of silicon powder was emitted, with deposition expected in the vicinity of the release point. The permit requirement was therefore not met.

The release was short-lived, localised and limited in extent, with no evidence of bag filter failure or significant off-site environmental impact. NRW considers that the incident resulted in a transient and localised effect on air quality and is therefore consistent with a Category 3 (Minor) impact non-compliance under NRW's compliance framework. Accordingly, a Category 3 non-compliance is recorded against permit condition 3.1.2.

NRW considers that the incident also demonstrates a failure to implement and operate the management system required by permit condition 1.1.1(a). The operator's investigation identified that the particulate release resulted from the incorrect manual operation of a valve during hopper depressurisation. Whilst the valve was normally controlled automatically within a programmed sequence, the investigation concluded that the potential for inadvertent manual operation had not previously been identified through the operator's risk assessment and control arrangements. The incident therefore indicates a deficiency in the identification and management of foreseeable operational risks associated with manual intervention. Corrective actions were subsequently implemented, including modification of the control system to remove the manual operating function and completion of a process hazard review**. Consequently a category 3 non-compliance is being issued against permit condition 1.1.1(a)** since the management system was not sufficiently effective in identifying and controlling the risk of incorrect manual valve operation, resulting in a visible dust emission. Although the resulting environmental impact was minor and localised, the failure led directly to a permit breach and required corrective action to prevent recurrence.

Action 1: Dow to review comparable plant configurations across the site to ascertain if similar incidents can occur. Dow to provide an update at the next compliance meeting.

8. **Bondstrand**

NRW requested an update on the Bondstrand sewer investigation previously discussed in CAR_NRW0051925, including progress with the planned sewer cleaning works and subsequent CCTV survey.

Dow advised that the sewer cleaning and CCTV inspection works have not yet commenced. The operator explained that maintenance activities associated with the shutdown of the Bondstrand plant had taken priority, resulting in the sewer investigation works being inadvertently removed from the maintenance schedule. Dow reported that the reason for the omission is currently unknown; however, the work has since been identified and will be reinstated within the maintenance programme.

Dow further advised that adjacent ponds require cleaning before the sewer investigation can be undertaken safely and effectively. Consequently, no CCTV survey has been completed and no information is currently available regarding the condition of the pipework, the presence of leaks or defects, or any maintenance requirements arising from the investigation.

Dow confirmed that, although the Bondstrand plant has now been shut down, the sewer infrastructure will be retained as part of the wider site drainage network. NRW therefore reiterated the importance of completing the investigation to establish the condition and integrity of the sewer system and to identify any defects, deterioration or remedial works that may be necessary to ensure the continued integrity of the retained asset and minimise the risk of future environmental pollution.

Action 2: Dow to reinstate the Bondstrand sewer investigation works into the maintenance programme and provide NRW with an update on completion of the cleaning works, CCTV survey findings, and any identified remedial actions. Dow to provide an update at the next compliance meeting.

9. **Inspection of W1 Outfall**

NRW attended the W1 discharge outfall to the River Cadoxton to obtain visual confirmation of the discharge arrangements and assess the general condition of the outfall and receiving watercourse. At the time of the inspection, there were no visible signs of pollution associated with the discharge. NRW observed no evidence of discolouration, foaming, oil sheen, deposited solids, or any other indicators of an adverse impact on the receiving watercourse.

River conditions during the inspection were characterised by extremely low flow resulting from the prolonged dry weather and extended drought conditions experienced across the region. These conditions reduced dilution within the receiving watercourse and therefore emphasise the importance of maintaining effective control of site discharges.

NRW noted that vegetation growth and site access arrangements should continue to be managed to ensure safe and unobstructed access to the outfall and adjacent watercourse. Maintaining access is important to facilitate routine inspections, incident response activities, and access in the event of any future spill or pollution investigation.

10. **HCL Spare Cylinders**

NRW reviewed the status of the HCl cylinder storage arrangements previously discussed with the operator. During the inspection, NRW confirmed that the relevant plant has now been shut down as part of the Basic Train decommissioning programme. The full HCl cylinders previously associated with the process have been removed from site, and only two empty cylinders were observed within the designated empty cylinder storage area. Based on the observations made during the inspection, NRW is satisfied that no further investigation or follow-up action is required in relation to the storage of spare HCl cylinders at this location. This matter can now be considered closed unless future site changes reintroduce the use or storage of HCl cylinders.

11. **CAR_NRW0051925 Action 6**

NRW requested clarification regarding the management of hydrochloric acid (HCl) generated during the decommissioning of the Basics Train, including any interim period when methyl chloride (MeCl) production was no longer operational and the management of HCl returned from Cabot during processing of residual chlorosilane stocks.

Dow subsequently provided NRW and HSE with regular updates on the shutdown and

decommissioning programme. These updates confirmed that feeds to the W348 TCS Plant had ceased, transfers to and from Cabot had stopped, line clearing activities had commenced and the remaining chlorosilane inventory was being progressively removed from the process. Dow further advised that dedicated de-inventory, flushing and cleaning arrangements were being implemented for the chlorosilane infrastructure, including the pipeline connection between Dow and Cabot, with residual materials being managed through controlled flushing, collection and disposal routes.

NRW notes that the shutdown programme has now progressed significantly, with the relevant chlorosilane production facilities shut down and inventories substantially removed. The information provided demonstrates that HCl generation associated with residual chlorosilane processing has been considered as part of the decommissioning programme and that arrangements were in place to safely manage residual chlorosilanes and associated by-products during cleaning and decontamination activities. Feeds to Cabot have ceased and there is no indication that ongoing HCl recovery represents a continuing environmental risk requiring further regulatory intervention.

On the basis of the information provided, NRW is satisfied that the intent of Action 6 has been addressed and no further information is required at this time. The action is therefore considered complete and closed.

12. **Q2 2026 Monitoring Returns**

NRW received Dow's Q2 monitoring returns within the required reporting timescales. There were no exceedances of the permitted emission limit values. The report has been accepted.

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.