

## Compliance Assessment Report CAR\_NRW0052871

**Permit being assessed:** JP3632ZH.

**For:** Barry CHP , **held by:** Dow Silicones UK Limited

**At:** Wimborne Road - Dock 2, Barry, Vale of Glamorgan, CF63 3DH.

**Type of assessment:** Other,

**Reason:** Routine.

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

**Parts of permit assessed:** 3.5.1 and 1.1.1 and 3.1.2 and 3.6.2.

**NRW Lead Officer:** Geraint Harris.

**Report sent to:** Environmental Manager, Environmental Manager, on 07/09/2026.

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

| Part of permitted activity assessed (compliance criteria)             | Assessment result | Permit condition |
|-----------------------------------------------------------------------|-------------------|------------------|
| IR4B - Installations - Information - Reporting                        | C3 Minor          | 4.2.3            |
| IR3A(2) - Installations - Emissions and monitoring - Emissions to air | Assessed (A)      |                  |
| IR1A - Installations - Management - General Management                | C3 Minor          | 1.1.1            |
| IR3E - Installations - Emissions and monitoring - Monitoring          | Assessed (A)      |                  |
| 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       |
|----------|-------------------------------------------------------------------------------------------|-------------------|
| IR4B     | No action required. The Large Combustion Plant and associated CEM system are no longer in | Already completed |

| Criteria | Action needed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Complete by       |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|          | operation and the identified reporting issue cannot now be retrospectively remedied.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                   |
| IR1A     | No action required. The Large Combustion Plant and associated CEMS are no longer operational and the circumstances giving rise to the management system deficiency no longer exist.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Already completed |
| IR1A     | <p>NRW notes that the information provided identifies the failed equipment but does not adequately establish the root cause of the failure. Dow shall provide a further investigation report which includes:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> details of any previous air damper, actuator or combustion control failures on Unit FB or equivalent equipment elsewhere on site during the preceding five years;</li> <li><input type="checkbox"/> details of the corrective and preventative actions implemented following any previous similar events;</li> <li><input type="checkbox"/> the operator's assessment of the physical cause of the sticking damper mechanism, including whether this was attributable to wear, corrosion, contamination, lubrication failure, misalignment, actuator degradation or another cause;</li> <li><input type="checkbox"/> the operator's assessment of the cause of the actuator piston leak and whether it was the result of age-related deterioration, seal failure, mechanical damage or another defect;</li> <li><input type="checkbox"/> an assessment of whether the failure mode was foreseeable;</li> <li><input type="checkbox"/> an assessment of whether the failure was reasonably capable of being identified through the maintenance and inspection arrangements in place at the time;</li> <li><input type="checkbox"/> details of any condition monitoring, inspection records, maintenance findings or operational indicators that existed prior to the incident;</li> <li><input type="checkbox"/> justification for the current three-year overhaul frequency for this critical combustion control equipment;</li> </ul> | 02/11/2026        |

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

### 3. What will happen next?

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

#### **You are non-compliant with your permit.**

**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 CHP

#### **CAR\_NRW0052055 Action 1 - Sulphur and Dust Annual Emissions**

Dow has submitted a revised AR1 return and provided an updated calculation for annual SO<sub>2</sub> emissions from the LCP. The operator has confirmed that the total SO<sub>2</sub> emission for 2025 was **0.209 tonnes**, calculated using the SO<sub>2</sub> emission factors reported in the PM1 forms together with recorded boiler operating hours and flow rates.

The operator explained that, following the transfer of operational responsibility from Cofely, the methodology used to calculate and report SO<sub>2</sub> emissions was not formally transferred and emissions continued to be reported in accordance with the historical approach. As a result, previous submissions reported zero SO<sub>2</sub> emissions despite the requirement for emissions to be determined by calculation.

Having reviewed the revised submission, NRW is satisfied that the reported annual SO<sub>2</sub> emission figure of 0.209 tonnes is more consistent with the expected emissions arising from the combustion of natural gas and adequately addresses the requirements of Action 1.

Dow offered to review and retrospectively recalculate historic annual SO<sub>2</sub> emissions using the same methodology. However, NRW considers this unnecessary and disproportionate in the circumstances. The LCP has now been fully decommissioned and air-gapped from the gas supply, steam system and boiler feedwater systems. Furthermore, the revised 2025 calculation demonstrates that annual SO<sub>2</sub> emissions were very low. Given the insignificant magnitude of the emissions and the permanent cessation of operations, there is no regulatory benefit in requiring the retrospective recalculation and resubmission of historic annual emission figures.

#### **CAR\_NRW0052055 Action 2 - Response Review**

Action 2 required Dow to provide evidence demonstrating that the correct oxygen reference conditions are configured within the Envirosoft data handling system for emissions reported from the CHP plant.

Dow has provided screenshots and configuration details from the Envirosoft system showing the correction factors applied to emissions data for Units A, B and FB. The information confirms that oxygen correction is applied using the equation:

$$(21 - O_2 \text{ reference}) / (21 - O_2 \% \text{ dry})$$

and identifies the reference oxygen concentrations configured within the system. The information provided shows that:

- Units A and B are configured with a reference oxygen concentration of **15% O<sub>2</sub>**, consistent with the requirements for gas turbine plant.
- Unit FB is configured with a reference oxygen concentration of **3% O<sub>2</sub>**, consistent with the

applicable reference conditions for the boiler plant.

- The oxygen correction factor is applied to the relevant measurands (NO<sub>x</sub> and CO) within the calculation chain.

The information supplied satisfactorily demonstrates that the appropriate oxygen reference conditions are configured and applied within Envirosoft. This is consistent with the explanations provided during the audit regarding the use of dry extractive sampling and oxygen-based correction of emissions data. The evidence also provides assurance that the emissions reporting outputs generated by the system are being corrected to the appropriate reference conditions. NRW is therefore satisfied that the requirements of Action 2 have been met.

### **CAR\_NRW0052055 Action 3 Response Review - CEMS data availability and Invalid day assessment**

Action 3 required Dow to confirm the number of invalid days during 2025, including the total number of invalid hours, the number of days that exceeded the "more than three invalid hours" threshold, and the causes of those invalid periods.

In their response to this action, Dow included copies of the CEM1 reporting forms for Units A, B and FB covering the full 2025 reporting year. The forms identify individual invalidated hours and provide a cumulative record of invalid days for each unit. Dow has also provided an explanation of the likely causes of the invalid periods. None of the units exceeded the permit limit of 10 invalid days within a reporting year.

Dow's review indicates that invalidation events frequently coincided across the three units and were unlikely to have arisen from analyser failure. Dow states that data continued to be received and displayed within the Distributed Control System (DCS) during these periods, indicating that the analysers remained operational. The evidence suggests that the invalid periods were more likely associated with the Data Acquisition and Handling System (DAHS), communications infrastructure, or related server issues rather than CEMS malfunction.

NRW has reviewed the information provided and is satisfied that the operator has investigated the cause of the invalid periods and provided an explanation for the loss of data validity. Dow has further explained that, had the plant remained operational, additional investigation would have been undertaken to identify the root cause and improve the reliability of the data acquisition system. However, the CHP plant has since been permanently decommissioned and the associated monitoring system is no longer in service.

Given that the information requested has been supplied and there is no ongoing regulatory benefit in pursuing a more detailed investigation into a permanently decommissioned installation, NRW considers the requirements of Action 3 to have been met.

### **CAR\_NRW0052055 Action 4 - Schedule 5 Part B's**

Dow's investigation concluded that the immediate cause of the CO ELV exceedance on the 31<sup>st</sup> May 2025 was a sticking air damper mechanism which resulted in oscillating airflow and unstable combustion conditions. The investigation also identified a leaking actuator piston. These faults caused

fluctuations in burner CO levels, leading to elevated emissions and a breach of the daily mean CO emission limit value. The unit was subsequently shut down, the air damper mechanism serviced, and the faulty piston replaced, after which the issue was resolved.

In accordance with NRW compliance assessment guidance, regulatory officers must consider not only the immediate cause of a non-compliance but also the underlying root cause. Whilst the equipment failure was the direct cause of the emission limit breach, the underlying cause relates to whether the operator's management system adequately identified and minimised the risk of failure of critical combustion control equipment.

In response to NRW's investigation, Dow advised that there are 157 maintenance plans associated with the Unit FB boiler system, covering preventative maintenance, instrumentation, electrical systems, statutory inspections and other equipment checks. Dow further stated that the air damper involved in the incident is subject to a planned overhaul every three years as part of the statutory inspection programme. However, the response does not explain why the sticking damper mechanism and associated piston leak were not identified prior to failure, nor does it demonstrate that the existing maintenance strategy was sufficient to detect deterioration before it resulted in loss of combustion control.

NRW notes that the information provided identifies the failed equipment but does not adequately establish the root cause of the failure. Dow shall provide a further investigation report which includes:

- details of any previous air damper, actuator or combustion control failures on Unit FB or equivalent equipment elsewhere on site during the preceding five years;
- details of the corrective and preventative actions implemented following any previous similar events;
- the operator's assessment of the physical cause of the sticking damper mechanism, including whether this was attributable to wear, corrosion, contamination, lubrication failure, misalignment, actuator degradation or another cause;
- the operator's assessment of the cause of the actuator piston leak and whether it was the result of age-related deterioration, seal failure, mechanical damage or another defect;
- an assessment of whether the failure mode was foreseeable;
- an assessment of whether the failure was reasonably capable of being identified through the maintenance and inspection arrangements in place at the time;
- details of any condition monitoring, inspection records, maintenance findings or operational indicators that existed prior to the incident;
- justification for the current three-year overhaul frequency for this critical combustion control equipment;

**Response due at the next compliance visit.**

**CAR\_NRW0052055 Action 5**

Action 5 required Dow to provide details of the risk assessment, operational procedures and contingency planning in place for managing steam demand during periods of reduced combustion plant availability, including assessment of high-load operation of Unit FB, any operational limits, safeguards or interlocks, and how loss of boiler redundancy is managed within the site's management system.

Dow's response to Action 5 does not provide sufficient evidence for NRW to determine whether the requirements of permit condition 1.1.1 were met at the time of the incident. Whilst Dow has confirmed that a steam shedding protocol exists and is used by operational and management teams to manage periods of reduced steam generation capacity, the response does not include the specific information requested by NRW.

In particular, Dow has not provided evidence of a risk assessment addressing operation of Unit FB at elevated loads, details of any operational limits, safeguards or interlocks intended to prevent operation outside stable combustion conditions, or documentation demonstrating how the loss of boiler redundancy is assessed and managed through the site's management system.

Dow has advised that the steam shedding protocol is a restricted document and therefore has not provided a copy, but has offered for the document to be reviewed during a future site visit.

NRW notes that Dow also stated that improvements to Unit FB operation and a review of the steam shedding protocol would have been beneficial had the high-pressure boiler system remained in service. Whilst this may suggest opportunities for improvement, NRW has not yet reviewed the relevant supporting documentation and is therefore unable to determine whether the existing controls were adequate at the time of the incident.

NRW will therefore review the relevant risk assessments, operational controls, contingency arrangements and steam shedding protocol at the next compliance meeting/site inspection before determining whether a breach of permit condition 1.1.1 occurred. Until that review has been completed, NRW has not reached a conclusion regarding root cause non-compliance. **To be discussed at the next compliance visit.**

**AST Failure**

On the 23<sup>rd</sup> March 2026, Dow notified NRW via submission of a CEM3 form that the Annual Surveillance Tests (ASTs) for NO<sub>x</sub> had failed at emission points A1 and A3. Emission point A2 was not tested due to plant availability constraints.

An initial review of the AST reports identified a significant discrepancy between the existing QAL2 calibration functions and the AST results, suggesting a potential systematic issue associated with data processing rather than analyser performance. NRW subsequently requested further information regarding analyser configuration, sampling arrangements, data handling and operating conditions at the time of testing. Dow also completed a further QAL2 exercise on Unit B during May 2026 while assessing future operation of the Large Combustion Plant.

Investigations undertaken by Dow, ABB and Element identified that the likely cause of the failed ASTs was associated with the interpretation of NO and NO<sub>x</sub> data within the ABB analyser and the Envirosoft

### Data Acquisition and Handling System (DAHS).

Information provided by Dow and documented within the May 2026 QAL2 report indicates that:

- The ABB EL3000 analysers are fitted with an SCC-K NO<sub>x</sub> converter which converts NO<sub>2</sub> to NO prior to analysis.
- The analyser therefore measures NO following conversion of NO<sub>2</sub> within the converter.
- No issues were identified with the sampling methodology and a valid calibration function was derived.
- Data historically labelled within Envirosoft as "NO<sub>x</sub>" were in fact NO measurements.

The May 2026 QAL2 assessment therefore converted the Standard Reference Method (SRM) results to NO to enable like-for-like comparison with the CEM data. When assessed on this basis, near-unity agreement was observed between the CEM and SRM datasets, and a revised Nitrogen Monoxide calibration function of  $y = 0.9575x - 0.1915$  satisfied the EN 14181 variability criteria.

Dow concluded that a misunderstanding existed during the original system configuration whereby ABB assumed conversion of NO to NO<sub>x</sub> would be undertaken within Envirosoft, whilst Envirosoft was configured on the assumption that the conversion had already been applied by the analyser. Consequently, emissions data identified and reported within the DAHS as NO<sub>x</sub> did not represent the permit parameter specified in Schedule 3. Historical QAL2 calibration functions were developed using data interpreted as NO<sub>x</sub> when they were in fact NO measurements.

Review of the historic calibration function indicates that the regression incorporated a slope of approximately 1.57, which is very close to the theoretical conversion factor of 1.53 required to express NO as NO<sub>2</sub>. This suggests that the calibration function largely compensated for the data interpretation error and that historical emissions results are unlikely to have been significantly affected.

Based on the information reviewed, NRW considers that the failed ASTs were attributable to a long-standing data interpretation and reporting issue associated with the treatment of NO and NO<sub>x</sub> data rather than analyser deterioration, sampling deficiencies, sample line losses or failure of the NO<sub>x</sub> converter.

### Non-Compliance

Dow have been issued a **Category 3 non-compliance against permit condition 4.2.3**.

Condition 4.2.3 requires the operator to submit reports of monitoring and assessment carried out in accordance with the permit. Schedule 3 specifies the monitored parameter as "**Oxides of Nitrogen (NO and NO<sub>2</sub> expressed as NO<sub>2</sub>)**". However, investigations identified that historical emissions data labelled and reported as NO<sub>x</sub> within the DAHS were, in fact, NO measurements. Dow therefore failed to ensure that emissions reports submitted to NRW accurately represented the permit parameter.

Whilst the available evidence indicates that the calibration function largely compensated for the NO-to-NO<sub>2</sub> conversion factor and that historical emissions data were unlikely to have been significantly affected, the reporting arrangements did not provide adequate assurance that the parameter reported to NRW was the parameter required by the permit. The issue remained unidentified until investigated following the AST failures.

The non-compliance had the potential for a **minor impact** because it undermined confidence in the accuracy and reliability of emissions information submitted for compliance assessment. Accurate reporting of NO<sub>x</sub> emissions is necessary to demonstrate compliance with permit emission limits and to provide assurance that emissions are being appropriately controlled. Failure to ensure the correct parameter was reported created a foreseeable risk that reporting inaccuracies may not have been identified in a timely manner.

**Action:** No action required. The Large Combustion Plant and associated CEM system are no longer in operation and the identified reporting issue cannot now be retrospectively remedied.

### **Permit Condition 1.1.1 Management System**

Dow have been issued a **Category 3 non-compliance against permit condition 1.1.1(a)**.

Condition 1.1.1(a) requires the operator to manage and operate the activities in accordance with a written management system that identifies and minimises risks arising from operational activities and non-conformances.

The investigation identified that Dow's management system did not include adequate arrangements to oversee and verify critical emissions monitoring and data handling activities undertaken on its behalf. As a result, an error in the interpretation and reporting of NO and NO<sub>x</sub> data remained undetected over an extended period despite multiple monitoring, reporting and quality assurance cycles.

The persistence of the issue demonstrates that management system controls were insufficient to identify and correct a significant non-conformance affecting emissions monitoring and reporting. The management system deficiency did not cause the original configuration error but contributed to its continuation by failing to provide effective oversight, verification and challenge of the monitoring arrangements in place.

The non-compliance had the potential for a **minor impact** because inadequate management system controls reduced assurance that emissions monitoring activities were being implemented and verified in accordance with permit requirements. This created a foreseeable risk that monitoring and reporting errors could remain undetected for extended periods, thereby reducing regulatory confidence in the information used to demonstrate compliance.

**Action:** No action required. The Large Combustion Plant and associated CEMS are no longer operational and the circumstances giving rise to the management system deficiency no longer exist.

### **Site Inspection and Verification of LCP Decommissioning**

On the 12<sup>th</sup> August 2026, NRW attended the installation to undertake a site inspection and verify the decommissioning status of the Large Combustion Plant (LCP) and associated Continuous Emissions Monitoring Systems (CEMS).

The inspection was undertaken following receipt of information from the Barry Siloxane & Utilities Decommissioning Leader, confirming that all three High Pressure Boilers forming the W960 CHP facility had been physically isolated under the approved Management of Change process MOC BRY-UTI2026040015. The information provided stated that each boiler had been disconnected from the natural gas supply, steam export connection and boiler feed water supply, with air gaps installed to prevent future

operation of the plant. Photographic evidence was also supplied to support completion of the isolation works.

During the site inspection, NRW officers conducted a walkover of the LCP and associated plant areas. The inspection confirmed that the boilers and associated infrastructure had been physically disconnected and were no longer capable of operation without significant reinstatement works. The air-gap arrangements described within the Management of Change documentation were observed and appeared consistent with the photographs and information previously provided by the operator.

Based on the observations made during the inspection, NRW is satisfied that the Large Combustion Plant has been taken out of service and that the associated CEMS are no longer required for the purpose of demonstrating compliance with the emission limit values applicable to the plant. This was taken into account when determining that no further remedial actions could reasonably be required in relation to the identified EN14181 and management system non-compliances.

### **Q2 Monitoring Returns**

The Q2 monitoring returns were submitted on time. These have been reviewed and accepted. No further action required.

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](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.