Compliance Assessment Report CAR_NRW0052900

Permit being assessed: EP3738NG.

For: Bridgend Paper Mill, **held by:** WEPA UK Ltd

At: Llangynwyd, Meesteg, Bridgend, MID GLAMORGAN, CF34 9RS.

Type of assessment: Site Inspection,

Reason: Routine.

On: 18/08/2026 between 10:00 and 14:00.

Parts of permit assessed: 3.2.1, 1.1.1, 2.1.1.

NRW Lead Officer: Dale Padfield.

Report sent to: ~, Energy & Environment Manager, on 09/09/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	C3 Minor	3.2.1
IR1A - Installations - Management - General Management	C3 Minor	1.1.1
IR2A - Installations - Operations - Permitted activities	C2 Significant	2.1.1

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

Total non-compliances recorded	Total non-compliance score
3	39

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
IR3B	Action 1 ~ WEPA UK Limited ~09th September 2026: Provide NRW with a copy of the formal fire investigation action plan, including all supporting reports and documentation that identifies each corrective and preventative action, the responsible person, implementation status, evidence of	31/10/2026

Criteria	Action needed	Complete by
	completion, and target and actual completion dates.	
IR1A	Action 1 ~ WEPA UK Limited ~09th September 2026: Provide NRW with a copy of the formal fire investigation action plan, including all supporting reports and documentation that identifies each corrective and preventative action, the responsible person, implementation status, evidence of completion, and target and actual completion dates.	31/10/2026
IR2A	Action 2 ~ WEPA UK Limited ~ 09th September 2026: See main body of report for action details.	31/12/2026

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

3. What will happen next?

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

You are non-compliant with your permit.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

WEPA UK Limited

EPR/EP3738NG

This compliance assessment report (CAR) details the following:

- Conclusions to fire investigation for the fire incident that occurred on the 2nd of February 2026.
- Non-compliance scoring in relation to unpermitted hazardous waste treatment occurring at the facility.
- Summary of site visit and site updates on the 18th of August 2026

Fire Incident – 2nd of February 2026

Summary of Incident

On the evening of 2 February 2026, a fire occurred at the facility, primarily affecting Converting Halls 1 and 2.

A site inspection was undertaken on 5 February 2026 to determine whether the incident had resulted in any environmental impact. The primary concern related to the management and fate of firewater generated during firefighting operations. Two potential pathways existed by which firewater could have entered the River Llynfi:

1. Via the effluent drainage system, through the Effluent Treatment Plant (ETP) and subsequent permitted discharge to the River Llynfi; or
2. Via the Nant Gwyn, which flows through the site before joining the River Llynfi downstream of the ETP discharge point.

The site holds an abstraction licence which allows the operator to divert 100% of the flow from the Nant Gwyn back into the site's process water system. At the time the fire started, at approximately 19:45 on 2 February 2026, the site's valve configuration was already operating in full recycle mode. Consequently, all water originating from the site, including any firewater entering the drainage system or Nant Gwyn, was retained within the site's water management system and prevented from reaching the River Llynfi.

A visual inspection of the River Llynfi was undertaken on 3 February 2026 during daylight hours. No evidence of firewater contamination or pollution attributable to the incident was observed.

The operator undertook analysis of water within the ETP following the incident. All results were compliant with the limits specified within the Environmental Permit. The operator also confirmed that no firefighting foams were deployed during the incident.

During NRW's inspection on 5 February 2026, the ETP, Nant Gwyn and River Llynfi were inspected. No visual evidence of environmental impact was identified and the process chemist confirmed that the ETP continued to operate normally throughout the incident. A 24-hour composite sample obtained from the Nant Gwyn also showed no evidence of contamination.

NRW is therefore satisfied that the firewater generated during the incident was successfully contained on site and did not result in pollution of controlled waters.

However, the fire resulted in the release of smoke and combustion products to atmosphere. These emissions arose primarily from the combustion of building materials and accumulated combustible paper dusts. The main fire persisted for approximately 4.25 hours.

Whilst the duration and scale of the incident were relatively limited and no significant off-site environmental impacts have been identified, it is reasonably foreseeable that the release of smoke and combustion products resulted in a temporary and localised deterioration in air quality in the vicinity of the site. The release constituted a fugitive emission to air from the permitted installation.

There is no evidence of significant environmental impact beyond the site boundary, but a minor and transient impact to local air quality is reasonably foreseeable, this would be contrary to permit condition 3.2.1. To have breached this permit condition, appropriate measures must also have not been in place to prevent or minimise such emissions.

In this instance, as described further below, the accumulation of combustible paper dust within a paper manufacturing facility, and the potential for ignition during hot work activities, are reasonably foreseeable hazards. Appropriate measures would therefore be expected to identify combustible dust accumulations, assess the presence of concealed void spaces, control hot work undertaken adjacent to combustible materials, and ensure effective contractor supervision and compliance with permit conditions.

The operator's investigation demonstrated that these matters were not adequately identified, assessed or controlled. Consequently, NRW is not satisfied that appropriate measures had been taken. Based on the above information, the breach is assessed as a Category 3 (minor) non-compliance.

Non-compliance: A **Category 3 non-compliance** is issued for the unauthorised release of fugitive emissions to air arising from the fire incident, contrary to **Permit Condition 3.2.1**.

Summary of Fire Investigation

An investigation report titled 'Wepa Feb Fire Event' was received on the 17th of June 2026. The cause of the incident was a failure to adequately identify, assess and control the risks associated with combustible dust accumulations within concealed roof voids during the planning and execution of hot work activities. During the works, contractors used a cutting torch to create an access hole at ceiling level, which ignited combustible dust that had accumulated within a previously unrecognised void between the inner and outer roof structures. The fire was then able to propagate through the roof void and spread via dust deposits present on pipework and cable runs into Converting Halls 1 and 2. The incident was exacerbated by a lack of awareness of the existence and extent of concealed void spaces, inadequate inspection and cleaning arrangements for those areas, deficiencies in the assessment of fire and dust risks associated with hot work, and shortcomings in change management processes which failed to consider the fire hazards presented by combustible dust accumulations and building modifications. These factors collectively allowed the ignition source, fuel source and fire spread pathways to remain uncontrolled, ultimately resulting in the fire event.

The fire's development was exacerbated by a number of underlying factors identified during the site's investigation, including:

- A lack of awareness of the existence of concealed roof voids.
- Accumulations of combustible paper dust within the void and on services.
- Limited cleaning and inspection of inaccessible ceiling voids.
- Inadequate consideration of fire and dust risks during change management activities.
- Insufficient controls for undertaking hot work at height and in concealed spaces.

During discussions on 18 August 2026, Wepa confirmed that the contractors had operated outside the scope of work authorised by the hot works permit and advised that current dust accumulation controls include routine housekeeping and periodic "blow down" cleaning of inaccessible areas.

The investigation report identifies a number of corrective actions and additional controls arising from the incident. A copy of the formal action plan has been requested and is captured as an action within this CAR.

The root cause of the incident has been evaluated as a failure to adequately identify and manage combustible dust hazards, combined with poor planning and execution of hot work activities due to

incomplete information regarding the work area and task being undertaken, together with inadequate contractor oversight and training. This was compounded by deficiencies in site knowledge of building voids, housekeeping and dust management arrangements, hot work controls, and fire risk assessment processes, which collectively allowed the ignition and propagation of a fire through the roof void and into Converting Halls 1 and 2.

The operator has demonstrated that a number of management controls were in place prior to the incident, including risk assessments, safe systems of work, hot work permitting arrangements and housekeeping controls. However, these controls proved ineffective in preventing the ignition of combustible materials or limiting the subsequent spread of the fire. The incident therefore represents a management system failure, whereby foreseeable environmental risks associated with maintenance and hot work activities were not adequately identified, assessed or controlled.

A Category 3 non-compliance is considered appropriate as there is evidence that management controls had been implemented, but those controls were not sufficiently robust, comprehensive or effectively applied to prevent the incident. Whilst the fire resulted in fugitive emissions to air and required intervention by the Fire and Rescue Service, NRW's investigation concluded that firewater was successfully contained on site and no significant pollution of controlled waters occurred. Furthermore, there is no evidence of significant or lasting environmental impact arising from the incident. The environmental consequences were therefore limited, localised and temporary in nature. The breach is consequently assessed as a minor management system failure with a low environmental impact consistent with a Category 3 non-compliance.

Non-compliance: A Category 3 non-compliance is issued for failing to identify and minimise the risk of pollution arising from operations and maintenance, contrary to Permit Condition 1.1.1.

Action 1 ~ WEPA UK Limited ~09th September 2026: Provide NRW with a copy of the formal fire investigation action plan, including all supporting reports and documentation that identifies each corrective and preventative action, the responsible person, implementation status, evidence of completion, and target and actual completion dates. **Due 31st October 2026.**

Hazardous Waste Disposal

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During a routine regulatory inspection, including an audit of hazardous waste storage arrangements, Natural Resources Wales (NRW) became aware that WEPA UK Limited was disposing of hazardous aqueous wastes through the onsite effluent treatment plant (ETP) via the "Jupiter drain".

The operator stated that these disposals are undertaken in a controlled manner, with disposal rates determined through internal calculations. The wastes comprise unused, expired or spent chemical inventory arising from site operations.

Copies of relevant Safety Data Sheets (SDSs) and a document titled *Chemical Biodegradability* were provided to NRW. SDSs were not supplied for all products listed within the biodegradability assessment; however, those provided were reviewed alongside the information contained within that document.

The products reviewed exhibited a range of hazard classifications. The most significant environmental hazards were Aquatic Chronic Toxicity classifications, including H412 ("Harmful to aquatic life with long lasting effects"), with some products also carrying H411 or containing constituents classified as H400 and H410. Additional hazards included skin corrosion, serious eye damage, eye irritation and skin sensitisation. Several products also carry warnings against environmental release or display poor biodegradability characteristics. Overall, the predominant hazard themes are aquatic toxicity, skin and eye effects, sensitisation, and environmental persistence.

NRW acknowledges that some of these substances may be present in site effluent as a consequence of normal manufacturing operations. However, when used within a manufacturing process they serve an operational function and are consumed, transformed or otherwise utilised. By contrast, introducing surplus or spent chemical products to the Jupiter drain serves no operational purpose and constitutes disposal.

Under waste legislation, substances that are discarded, intended to be discarded or required to be discarded are classified as waste. Where such wastes exhibit hazardous properties or are assigned a hazardous European Waste Catalogue (EWC) code, they are regulated as hazardous waste and must be managed accordingly. NRW therefore considers the chemical inventory being disposed of through the ETP to be hazardous waste.

WEPA UK Limited's environmental permit authorises the biological treatment of non-hazardous waste effluent under Schedule Activity Section 5.4 A(1)(a)(i). By accepting hazardous waste chemical inventory into the ETP for treatment, NRW considers the operator to be undertaking a hazardous waste treatment activity falling within Section 5.3 A(1)(a)(i): Disposal or recovery of hazardous waste involving biological treatment with a capacity exceeding 10 tonnes per day.

This activity is not authorised by the existing permit. NRW therefore considers that WEPA UK Limited has been undertaking an unauthorised scheduled activity through the treatment of hazardous waste within the ETP.

A further concern relates to the *Chemical Biodegradability* assessment. The document presents 24-hour aeration test results for 34 chemical products and uses reductions in Chemical Oxygen Demand (COD) to estimate biodegradability. These results are then used, together with an assumed ETP flow rate of 4,000 m^3/day and a target COD differential of 6 mg/l, to calculate maximum disposal volumes for each product via the Jupiter drain.

NRW notes that several substances demonstrated little or no biodegradability, including some classified as harmful to aquatic life. Despite this, disposal limits were still assigned. The methodology appears primarily to rely on dilution within larger volumes of process effluent to maintain COD targets, rather than demonstrating effective treatment or removal of the hazardous properties of the waste.

The operator has not provided sufficient evidence to demonstrate the treatment efficiency, removal mechanisms, environmental fate or environmental impact of these substances. Where chemicals are not biodegradable and are not removed through other treatment processes, there remains the potential for them to pass through the ETP, accumulate within treatment infrastructure or sludge, or ultimately be discharged to the receiving environment.

Under Article 18 of the Waste Framework Directive (Directive 2008/98/EC), hazardous waste must not be mixed or diluted with other wastes or substances where this reduces the apparent hazardous nature of the waste or circumvents appropriate controls. Dilution cannot be used as a substitute for proper hazardous waste management. NRW is therefore concerned that the disposal practice represents a dilution-based management approach rather than treatment of the hazardous properties of the waste itself.

The disposal of hazardous chemical inventory through the ETP has not been assessed through the environmental permitting process. Consequently, NRW has not had the opportunity to evaluate the suitability of the treatment technology, assess environmental risks, determine the applicability of Best Available Techniques (BAT), or impose any additional permit conditions, emission limits or monitoring requirements necessary to protect the environment. By undertaking an unauthorised waste treatment activity, these regulatory safeguards have been bypassed.

Furthermore, existing permit monitoring requirements were developed on the basis of authorised waste streams and may not adequately identify or control pollutants associated with hazardous chemical waste. While some parameters, such as metals and priority hazardous substances, are monitored annually, the infrequent nature of this monitoring may not accurately characterise discharges during periods when hazardous wastes are being disposed of.

There is also concern that the introduction of toxic, inhibitory or persistent substances could adversely affect biological treatment performance, increasing the risk of reduced treatment efficiency, permit non-compliance and environmental impact. Hazardous constituents may additionally accumulate within sludges and other treatment residues, potentially affecting their classification, management and disposal requirements.

The practice also undermines the waste hierarchy, as hazardous chemical wastes would ordinarily require management through appropriately permitted hazardous waste treatment or disposal facilities. NRW further notes that the operator may have realised a financial benefit by avoiding the costs associated with lawful storage, transport and disposal of hazardous waste, potentially creating an unfair commercial advantage over compliant operators.

NRW's concern extends beyond the regulatory breach itself and includes the potential risk posed to the receiving environment. The treated effluent from the site ultimately discharges to the River Llynfi, a watercourse which supports aquatic ecosystems and is used by anglers and other recreational users. The River Llynfi has historically been impacted by industrial pollution, with substantial improvements in water quality achieved through environmental regulation and pollution control measures over many years. The disposal of hazardous waste through an unauthorised treatment process introduces uncertainty regarding the nature, fate and potential effects of hazardous constituents entering the aquatic environment. Where substances exhibit limited biodegradability or contain environmentally

hazardous components, there is a risk that they may pass through the treatment process, accumulate within treatment residues, or ultimately be discharged to the river. Although NRW has not identified evidence of pollution arising from this activity, the operator has not demonstrated that these wastes were effectively treated, removed or otherwise managed in a manner that would prevent adverse impacts on the receiving environment.

The significance of this breach does not depend upon evidence of actual environmental harm having occurred. Environmental permitting controls exist to ensure that potentially polluting activities are assessed before they are undertaken. By accepting hazardous waste into an effluent treatment plant not permitted for hazardous waste treatment, NRW was denied the opportunity to assess whether the treatment system was capable of adequately treating those wastes, whether the receiving River Llynfi was appropriately protected, whether additional monitoring was required, and whether further permit controls were necessary. Consequently, the activity created a significant environmental risk and uncertainty regarding potential impacts to controlled waters, treatment residues and the wider environment. The following non-compliance will be issued.

Non-compliance : A **Category 2 non-compliance** is issued for WEPA UK Limited carrying out an unpermitted activity, namely the disposal of hazardous waste as defined by Section 5.3 A(1)(a)(i) of the Environmental Permitting Regulations (England and Wales)2016, contrary to **permit condition 2.1.1**.

As discussed during the site visit, WEPA UK Limited **must immediately cease disposing of hazardous waste via the onsite ETP**. Should WEPA UK Limited seek to recommence this practise, a permit variation application should be sought to include the correct scheduled activity. The following action is also issued to establish the root-cause:

Action 2 ~ WEPA UK Limited ~ 09th September 2026: Undertake and provide NRW with a documented root cause investigation into the unauthorised disposal of hazardous aqueous wastes via the Effluent Treatment Plant. The investigation shall identify:

- How and when the practice was introduced.
- The decision-making process that led to the activity being undertaken.
- The legal, technical and environmental assessments undertaken prior to commencement of the activity.
- Why the activity was not identified as requiring assessment against permit requirements, environmental permitting legislation and hazardous waste controls.

- Why the activity was not identified through internal compliance audits, environmental management reviews, operational risk assessments, management review processes or other governance arrangements.

- Whether the practice was subject to any formal change management process and, if so, why that process failed to identify the regulatory implications.

- Whether deficiencies existed in procedures, competence, training, management systems, communication arrangements, compliance assurance processes or management oversight.

- Whether permit condition 1.1.1 was being effectively implemented in relation to the identification and control of environmental risks associated with hazardous waste management.

- The extent to which the practice occurred, including the waste streams involved, quantities disposed of, disposal frequency and the period over which the activity was undertaken.

The report shall include a corrective and preventative action plan, including timescales and accountable persons, to address identified deficiencies and ensure ongoing compliance with permit condition 1.1.1, hazardous waste legislation and the requirements of the Environmental Permit. **Due 31st December 2026.**

Site updates

Progress continues on the new paper machine project, with building and civil engineering works remaining on schedule. Commissioning is expected in early 2027, subject to the successful determination of the permit application. Permitting Officer Emily Lloyd was present during the site visit to gather additional information to support the permit determination process.

A tour of the new paper machine building was undertaken, including the basement, paper machine level, and upper levels. Various aspects of the process and construction progress were discussed throughout the visit.

The business continues to investigate water efficiency measures, including a proposed trial of a small-scale desalination unit to assess whether water recirculation periods can be extended. This could become increasingly important during drought conditions, which are expected to become more frequent as a result of climate change.

The Jupiter machine has now been permanently decommissioned due to its high energy consumption and maintenance requirements. The building will be repurposed as a warehouse. This has had implications for the Effluent Treatment Plant (ETP), as the reduced organic load now requires supplementary feed to maintain biomass activity. Given the associated costs, WEPA is currently exploring alternative solutions.

Efforts to increase recycled fibre content continue; however, customer demand for higher recycled-content toilet tissue products remains limited. Compared with other European markets, UK consumers have been slower to transition to these products, with demand continuing to favour traditional white toilet tissue.

The site remains committed to increasing recycled fibre content to 30% and is currently operating at approximately 15%.

Other sustainability initiatives include the evaluation of a 100% recycled-content film wrap to replace the current packaging material, which currently contains 50% recycled content.

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.