Community Engagement Strategy

DISTRIBUTION

This Community Engagement Strategy is communicated to all employees. A copy is available at the Head Office, held in the sites folder and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

REVISION HISTORY

Issue Number	Review Date	Changes	Signed
01	22/09/2023	Original version (draft)	
01	22/09/2023	Signed off	
01	20/09/2024	Review	
01	19/09/2025	Review	
02	20/05/2026	Address Updated	
02	18/09/2026	Review	

PURPOSE

The purpose of this Community Engagement Strategy is to provide a consistent approach for the Company to communicate, listen to, and work constructively with the communities affected by its activities. The Company aims to build respectful relationships, understand local needs and concerns, and make a positive contribution wherever reasonably practicable.

SCOPE

This Strategy applies to the Company, its employees, managers, contractors and representatives when carrying out work or communicating on the Company's behalf. It covers engagement with residents, local businesses, clients, community groups, public bodies and other relevant stakeholders in the areas where the Company operates.

OUR COMMITMENT

The Company is committed to:

- Treating all community members with courtesy, dignity and respect, without discrimination.
- Providing clear, accurate and timely information about relevant activities and potential impacts.
- Listening to feedback, questions and concerns and responding in a fair and timely manner.
- Considering accessibility, language and other reasonable communication needs.
- Acting responsibly to minimise disruption, nuisance and avoidable impacts arising from our activities.
- Working collaboratively with clients, local organisations and relevant authorities where appropriate.
- Protecting personal information and handling all engagement records confidentially and in accordance with applicable data protection requirements.

IDENTIFYING AND ENGAGING STAKEHOLDERS

The Company will identify stakeholders who may be affected by, or have an interest in, its activities. Engagement methods may include direct conversations, meetings, written notices, telephone or email communication, feedback forms

and liaison through client or community representatives. The method and level of engagement will be proportionate to the nature, scale and likely impact of the activity.

COMMUNICATION AND INFORMATION

Where appropriate, the Company will explain the nature and timing of relevant work, expected duration, any foreseeable inconvenience and the contact route for questions or concerns. Information will be communicated in a clear and respectful manner and, where reasonably practicable, in a format that is accessible to the intended audience. Employees must not make promises or commitments on behalf of the Company unless authorised to do so.

FEEDBACK, COMPLAINTS AND RESOLUTION

Community feedback and complaints should be acknowledged promptly and referred to the relevant manager or Director. The Company will record the issue, consider the facts, determine any reasonable action and communicate the outcome where contact details have been provided. Matters requiring urgent attention, including safety concerns or allegations of misconduct, must be escalated immediately. Retaliation against any person raising a concern in good faith will not be tolerated.

ROLES AND RESPONSIBILITIES

The Managing Director has overall responsibility for this Strategy and its review. Managers are responsible for planning appropriate engagement for their activities, ensuring concerns are escalated and that agreed actions are followed up. Employees and representatives must communicate professionally, respect community members and report feedback or incidents to their manager.

MONITORING AND REVIEW

The Company will review community feedback, complaints, recurring issues and lessons learned to assess whether engagement is effective. This Strategy will be reviewed at least annually, and sooner if there are significant changes to the Company's activities, relevant requirements or identified community needs. Updates will be communicated to employees and made available through the Company's usual policy communication arrangements.

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APPROVAL

Managing Director

Name: Danish Iftikhar

Sign: 

Dated: 18/09/2026