



COMMUNITY LIAISON, CONSULTATION AND COMPLAINTS POLICY



Capital Concrete will do everything reasonably possible to build relationships with all of our stakeholders including regulatory bodies, local communities, suppliers and customers.

In order to achieve this we will:

- consult with relevant authorities and the community regarding new developments and business proposals as appropriate and in a timely and open way
- prior to any new development undertake the relevant assessments so that mitigating actions can be incorporated into plans
- treat all of the people, communities and businesses that are involved in or affected by our activities with respect
- maintain our sites in a way that protects the community from hazards or dangers through boundary management, security and awareness programmes
- work with local people to minimise inconvenience from vehicles, noise, dust or light
- monitor and manage the environmental and planning performance of our operations, including areas such as water, waste and planning compliance, using the information to continually improve how we operate and minimise our impact
- use local suppliers and labour where practical, possible and economic to do so

- maintain relationships with our neighbours through community and employee sponsorship and charitable donations including donating construction materials, time and expertise
- establish and maintain Community Liaison Groups, where appropriate, to provide regular opportunities for local communities, parish councils and other key stakeholders to discuss our operations, ask questions and share feedback.

Capital Concrete operate complaints systems whereby:

- all complaints are logged, considered and investigated
- the outcome of an investigation is recorded and communicated back to the complainant in a timely and appropriate manner
- investigations of complaints include a review of trends in performance and the management systems to identify areas for improvement in operational control as well as improving customer services in the future.

Luke Smith
Managing Director
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