

JG Pears is committed to improving communication and engagement and understands the importance of listening as well as communicating.

We recognise that communication and engagement is a key part of:

- Keeping our neighbours and stakeholders informed in many ways.
- Strengthening our identity and reinforcing relationships.
- Establishing and fostering our relevance in the community and reducing stigma.

This Policy deals with Public Communications.

The Managing Director, Operations Director, Financial Director and Environmental Management Lead are responsible for communications.

We recognise that timeliness is important. Information should be relevant and be communicated at the appropriate time through the right channels.

We will communicate-

- When odour abatement arrangements are temporarily not operating (Planned and Unplanned Maintenance and Emergencies etc)
- When construction operations on site and installation of new plant and equipment may have an impact offsite are proposed whereby we can give details, timescales and potential impact
- When abnormal vehicle movements are expected
- When we have to carry out routine maintenance works around the animal by-products or CHP site which could have a potential environmental impact such as noise
- When other events affecting the local community occur or are proposed.

We accept that "Keep it Simple" and "Plain English" is best and we will consider volume of information, technical detail of information and frequency of communication. We will use the available methods of communication including but not restricted to:

- J G Pears Website (Current issues will be found at the "News" tab on the web site)
- Leaflet or Letter Drops
- Personal visits from JG Pears staff
- Email
- Community Liaison through Local Organisations, Normanton on Trent with Low Marnham Parish Council (and it's Chair), The Environment Agency, Bassetlaw District Council

We welcome feedback on our operations (we commit to respond to feedback within 3 working days) and will put in place facilities to help you do this including the following:

- The Contact Us page on the JG Pears web site (www.iqpears.com)
- By Email: imcorrespondence@iqpears.com
- By telephone 01636 821218
- Post to: JG Pears (Newark) Ltd, Low Marnham, Newark, Notts NG23 6SP

This Communication Policy will be reviewed regularly and in light of feedback received.

I, as Managing Director, commit the Company to implement this policy

Signed:



Jeff Pears (Managing Director)
January 2020