

# JG Pears Public Communication Policy

## Statement

The JG Pears Group is committed to improving communication and engagement with the public. We recognise that listening to feedback as well as communicating is a key part of keeping our neighbours and stakeholders informed. Our communication policy not only seeks to foster and reinforce our relationships and relevance in our local communities, but also strengthen our identity and reduce the stigma associated with the food waste industry.

## Our Commitment

### Dedicated Team

The Managing Director, Operations Director and Environmental Manger, in conjunction with the PR Team are committed to driving communications.

### Timeliness

Information shall be relevant and communicated at the appropriate time.

### Jargon Free

All our communications will be simple and in plain English.

### Accessible Channels

Our communications will be shared through suitable channels for the purpose and intended audience.

## We will communicate when...

### Noise

When there is the potential for noise to be heard beyond the site boundary for a short period.

### Maintenance

When we need to carry out essential maintenance works which could have an environmental impact.

### Vehicle Activities

When there are unusual vehicle movements, planned or unplanned.

### Abnormal Operations

When our odour abatement arrangements are temporarily not operating, planned or unplanned.

### Construction

When construction is taking place on site, with details, timescales and potential impacts.

### Community

When any events are proposed or occurring with the potential to impact the local community.

We will use the available methods of communication, including but not restricted to:

- The JG Pears Website ([www.jgpears.com](http://www.jgpears.com))  
Current issues, on and off site, will be found on the "Latest News" and 'Community Liaison' tabs on the website.
- Social media, including Twitter, Facebook, and LinkedIn, @JGPears.

- Leaflet or letter drops in our local communities.
- Personal visits from JG Pears staff.
- Email.
- Local Organisations (including Normanton on Trent with Marnham Parish Council), The Environment Agency and Local Authorities.

We welcome feedback on our operations, and you can contact us via the following:

- The “*Contact Us*” page on the JG Pears website (<https://jgpears.com/contact-us/>)
- By email: [lmcorrespondence@jgpears.com](mailto:lmcorrespondence@jgpears.com)
- By telephone: 01636 821218 or 01636 529494 (Newark specific)
- By post: JG Pears (Newark) Ltd, Low Marnham, Newark, Notts NG23 6SP

We are committed to responding to feedback within 3 business days.

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

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

Signed:



**Jeff Pears (Managing Director)**  
**October 2021**