

Community Engagement

A community engagement strategy is a planned, inclusive and continuous process for working collaboratively with stakeholders including residents, workforce and suppliers to inform decisions, build trust, and deliver effective projects or services.

The arrangements for delivery involve specific resourcing, defined roles, communication plans, a mix of engagement activities, and feedback mechanisms. Arrangements require Inclusive Policies and Strategic Commitment.

- **Policies:** Must be clear and establish explicit equality, diversity, and inclusion (EDI) policies that outline expected behaviours, non-discrimination rules, and conflict resolution procedures.
- **Commitment:** Senior Management shall ensure leadership visibly supports and enforces the EDI agenda, integrating it into the core business strategy.
- **Legal Compliance:** Proactively meet legal requirements, such as the Equality Act 2010 in the UK, which mandates reasonable adjustments for people with disabilities. – See BMP04
- **Performance Metrics:** Incorporate inclusivity goals into performance management and regularly monitor data related to recruitment, promotion, and satisfaction levels across different demographic groups to identify and address disparities.
- **Inclusivity:** Actively include diverse groups, by addressing their specific needs and any barriers to participation.
- **Transparency:** Clear purpose of engagement and how feedback will influence decisions. Ensure information is factually correct, free from political bias, and accessible to all.
- **Accountability:** Only use engagement processes when there is a genuine opportunity for influence, and provide feedback to the community on how their input was used.
- **Respect:** Listen to and respect all opinions, and individuals. Remain positive and constructive.

Social value initiatives supported:

- **Employment and Skills:** Creating new jobs, apprenticeships, and training opportunities, particularly for underrepresented groups.
- **Tackling Climate Change:** Reducing carbon emissions, minimizing waste, greater reuse and recycling and promoting green technologies.
- **Promoting Equality:** Driving equal opportunity and tackling workforce inequality (e.g., gender pay gaps, disability employment gap).
- **Improving Health and Wellbeing:** Supporting employee and community health initiatives and integration.
- **Supply Chain Resilience:** Creating opportunities for SMEs, charities, and social enterprises to be part of the supply chains.

My role, as Managing Director, is to provide the necessary communication, focus and support to ensure the above aims are met and expand the company's position as a leading sector supplier.



Bob Jacobs
Managing Director