

**1.0 PURPOSE AND SCOPE:**

**1.1** Respecting the interests of all our stakeholders is at the heart of our business. We are part of the community in which our manufacturing operations are located and will listen and respond to their concerns, being honest in our expectations and fair in how we communicate with any concerns that are raised with us.

**1.2** This policy is applicable to both the Brandon and Nazeing sites.

**2.0 POLICY:**

**2.1** Lignacite Ltd is fully committed to responding to and investigating all concerns raised by neighbours and members of the local community.

In order to manage this commitment, we have implemented a documented system for recording and handling any incidents reported by the local community, as well as documenting any subsequent and associated actions, including prosecutions.

**2.2** The company will thoroughly investigate all concerns raised by the local community and where required it will implement measures to resolve the reported issue and prevent a reoccurrence. All complaints raised by members of the local community are recorded.

**2.3** Regular site inspections are undertaken to monitor how our activities may be affecting neighbouring properties. The site is checked daily for issues such as dust and noise pollution, as well as strong odours, which may impact our neighbours.

Where issues are detected, these are investigated and actions taken to reduce to acceptable levels.

**2.4** The business is also committed to encouraging and supporting positive engagement with the local community. This means our engagement will not be restricted to merely responding to complaints. The business is fully committed, where practicable, to actively engaging with the local community in a positive way by supporting local charities, community events and projects to improve the local area.

**2.5** We carry out regular reviews of our performance in terms of local community relationships, liaison activities and complaints incidents.

**2.6** A report to stakeholders on our performance in terms of local community relationships, liaison activities and complaints incidents and on the use of local sourcing and local business is produced annually and can be viewed on our web site.

**2.7** This Policy is implemented through procedures, targets and objectives as appropriate, all of which are described or referenced on the Company's BES 6001 and ISO 14001 documentation.

**2.8** This Policy will be monitored by the Company's senior management.

Signed: GAJ de Lotbiniere Date: 28/4/25  
GAJ de Lotbiniere, Chairman

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