COMMUNICATION GROUP POLICY

Doc no. Policy-012 Version 6.0 Date 01-07-25 Owner Head of People

Purpose

The purpose of the policy is to set out which channels are available, their purpose and their audiences. Stonbury's communication approaches will fall under three key areas:

- To inform
- To notify
- To respond

Communication is key to the health, safety, wellbeing and efficiency of our organisation. The Board is committed to providing transparent communication to ensure that the right information is given to the right people at the right time. This, in turn, allows for good decision making, fully engaged staff and relevant interested parties. The Board recognises that it is vital for staff at all levels to be able to provide feedback, and that feedback is acted upon. The Board wants to encourage both top down and bottom-up communication as well as lateral and diagonal communication in order to maximise collaboration and innovation within the organisation. Additionally, Stonbury is aware of its responsibilities to communicate effectively with relevant external agencies, including but not limited to, the Drinking Water Inspectorate, HMRC, the Health and Safety Executive and the Information Commissioner's Office.

Scope

This policy applies to all companies in the Stonbury.

Process

The channels available, their purpose, those required and authorised to create content, and the target audiences are detailed in Table 1 appended to this policy.

Approval

Signed by the Head of People

Adrian Young

Date 1st July 2025

To be reviewed annually or in the event changes to legislation, organisational changes or if failures to the system are highlighted.

Table 1

Description	Formal/ Informal	Frequency	Participation	Participants	Purpose	Associated Media	Those authorised to distribute communications
Board	Formal	Monthly	Compulsory	Directors: CEO; COO; CFO; CGO	Strategy/Performance/Risk	Minutes of meeting	CEO
Operational Board	Formal	Monthly	Compulsory	COO; Contracts Director, RDs, Commercial Director; SHWEQ Director	Receive instructions from the Board and convert to tangible actions for delivery and support teams to execute. Review progress against the business plan, taking corrective actions as required. Process feedback from Teams. Provide relevant feedback to the ME	Action Log	COO Delivery Director
Strategy Days	Formal	3 per year	Compulsory	CEO; COO; CFO; CGO		Meeting notes	CEO
Support Management Team Meetings	Formal	Monthly	Compulsory	HoDs	Receive information from the Board. Review progress against the business plan, taking corrective actions as required.	Action Log	HoDs P&C Director FD S&M Director
Regional Team Meetings	Formal	Monthly	Compulsory	RDs; SPMs PMs RCMs CMs	Receive information from the ME. Review progress against the business plan, taking corrective actions as required.		RDs and CD
Wellbeing Committee Meetings	Formal	Quarterly	Compulsory	Wellbeing Chair and volunteers	Gather feedback from the workforce and use to inform/develop wellbeing strategy and policies	Minutes of meeting	Chair
Safety Alerts	Formal	As required	Compulsory	All Delivery Staff	To provide learning to all staff from errors made to prevent a repeat of such errors and consequences. Distributed via email and on Workplace	Safety Alert Template	SHWEQ DIRECTOR
Functional Plans	Formal	Annually	Compulsory	Directors HoDs	To communicate the strategies to be implemented in the current financial year and the results expected. Shared during Support Management Team Meetings and Regional Team Meetings	PDF document	CEO
Letters	Formal	As required	Compulsory	All Staff	For private and confidential communication regarding employment matters		Head of People
Project News	Formal	As required	Optional	All Staff	To inform staff (and external parties) of our capabilities - i.e. the types of work we can deliver	PDF documents Workplace Channel	Head of Marketing
Site Briefings	Formal	Daily	Compulsory	PM/SC and all site supervisors	Receive instructions and information from Managers/Co-ordinators to action, feedback any issues to action by the team	Site walk-through; Daily Diary; PoWRA	Project Managers and Site Coordinators

Toolbox Talks	Formal	Minimum, weekly at each site	Compulsory	All Site Staff	To provide important safety information to site staff on specific tasks about to be undertaken on site	BOP 30 Toolbox Talk; Attendance Sheet	Project Managers, Site Coordinators Supervisors
Internal comms platform	Informal	As required	Compulsory (specific channels)	All Staff	To provide an accessible channel to communicate company news and announcements. To promote our company vision and values. To increase levels of collaboration between staff and improve knowledge sharing between regions and teams. While certain groups are optional, Announcements, SHWEQ and respective Teams are mandatory.	Comms platform Recognition platform	All staff
Email	Formal	As required	Compulsory	All Directors, Managers, Coordinators, Supervisors and Admin Staff	For more formal communication between colleagues and line managers. All internal emails must be read and action accordingly	MS Outlook	All staff with company email account
Positive Interventions	Formal	As required	Compulsory	All Delivery Staff	To inform the SHWEQ and Delivery teams of potentially dangerous conditions and inform strategy on SHWEQ matters. Distributed to Delivery teams via email in Head of SHEWQ monthly report.	Safety Culture	All staff
Accident reports	Formal	As required	Compulsory	All Delivery Staff	To inform stakeholders of the root causes of accidents and the preventative measures that will be taken to prevent a repeat of these	Safety Culture	All staff
Non-conformance reports	Formal	As required	Compulsory	All Staff	To inform the relevant teams of issues in order that actions can be taken to correct these	Non-conformance reports	All staff
PIMS	Formal	As required	Compulsory	All Staff	To inform the relevant teams of issues in order that actions can be taken to correct these	PIMS Portal	Those with Portal accounts to which the issue has been assigned
One to One meetings	Informal	Monthly	Compulsory	All Staff	To provide support to staff on an individual basis and identify opportunities for improved performance or job satisfaction. Promote mutual trust, resolve issues at an early stage. Provide coaching and mentoring	PeopleHR	Line managers
Policies	Formal	Annually and during staff induction	Compulsory	All Staff and relevant interested parties	To ensure that all persons doing work under Stonbury's control are made aware of policies relevant to the management system. To be made aware of their contribution to the management system and improve performance	eSite; Comms platform, CMS; Company website	SHWEQ Team/Compliance Coordinator
PDR Meetings	Formal	Annually with	Compulsory	All Staff	To review individual performance. Identify opportunities for improved performance,	PeopleHR System	Private and Confidential.

		interim review at 6 month point			job satisfaction and career progression and provide plans around these. Identify and agree objectives and goals		Record held by People Services
PeopleHR News Feed	Formal	As required	Compulsory	All Staff	To disseminate important company news and announcements	PeopleHR System	People Team
Website	Formal	As required	Optional	All Staff	To provide staff (as well as external organisations) with information regarding our capabilities and activities. Acts as a repository for our project references (called "Project News")	N/A	Head of Marketing
Client Portal	Formal	Weekly	Compulsory for PM/SC/PC to post updates and respond to comments	All Staff	To provide staff (as well as selected external organisations) with information regarding our current projects on site along with the ability to provide constructive and appropriate comments	Web based app accessed via Stonbury.com	All staff with user accounts
Community Portal	Formal	As required	Optional	All Staff	To provide selected external organisations with information regarding our current projects on site along with the ability to provide constructive and appropriate comments	Web based app accessed via Stonbury.com	All staff with user accounts
LinkedIn	Formal	As required	Optional	All Staff	To provide selected external organisations with information regarding our current projects on site along with the ability to provide constructive and appropriate comments	Web based app	Head of Marketing
HSE	Formal	As required	Compulsory	Directors and Managers	To report If someone has died or has been injured because of a work-related accident. RIDDOR Reportable accidents are specified by the HSE and include those which result in an employee being away from work for more than seven consecutive days	N/A	SHWEQ Director
ICO	Formal	Annual	Compulsory	DPO	Data Protection Fee	N/A	Data Protection Officer
HMRC	Formal	As required	Compulsory	Finance Team	Tax returns (e.g., Income Tax, VAT, p11d)	HMRC Portal	CFO
DWI	Formal	As required	Compulsory	COO; Contracts Director, RDs, Delivery Teams	To ensure public water supplies in England and Wales are safe and drinking water is acceptable to consumers	N/A	COO