

**Engagement Strategy for RG Group,
For Unite, Parkway Gate,
50 Chester Street, Manchester M15 6JH**

Engagement Strategy

Revision 0

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Project: Parkway Gate, Manchester.

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1. INTRODUCTION

RG Group has always committed to listening to local people in relation to where they construct their projects all over the UK. They developed a Consultation and Engagement Strategy to outline clearly our long-term approach to involving residents, businesses and all members of the surrounding local area in a consistent and coordinated way.

We are an associate member of the Considerate Constructors Scheme who are the national initiative, set up by the construction industry, to improve its image.

Our Projects and Offices that register with the Scheme sign up and are monitored against a Code of Considerate practice, designed to encourage best practice beyond statutory requirements.

The Scheme is concerned about any area of construction activity that may have a direct or indirect impact on the image, of the industry. The main areas of concern fall into three main categories: the environment, the workforce and the general public.

RG Group also where our Projects fall under a Section 106 Employment, Skills and Labour Plan, liaise with Councils across the UK, to help to deliver the best outcome for these requirements.

Engagement with local charities, organisations, schools and educational facilities to offer opportunities for training and work experience to all individuals within the local postcodes and encourage the supporting of local businesses in the purchasing of equipment and services to help bolster the area's economy.

RG Group are committed to continue using the existing methods of engagement and to investigate new and innovative ways of reaching the local community through social media, site screens and smart phones. Through the involvement of all the residents, students, site visitors, local businesses, local organisations, councils and the site operatives themselves, we ensure we create a positive impression of our Company and the Construction Industry as a whole, by respectful interaction and actively engagement of the Local Communities we work in by continually improving how we conduct ourselves within those communities.

2. PURPOSE OF THE STRATEGY

This Consultation and Engagement Strategy aims to support strong, active and inclusive communities, who are informed and involved in decision-making and enable us to improve our delivery of projects to have a positive impact on the quality of life of the local community across the areas we operate in.

This strategy is viewed as a 'living document' that will need to change to reflect the current environment that RG Group works within.

3. AIMS AND OBJECTIVES

RG Group strives to always put the needs of all our stakeholders at the heart of our work. Through carrying out Consultation and Engagement Activities, we aim to:

Promote mutual trust between our Clients, our Site Personnel and the Local Communities (residents, businesses/organisations and educational facilities).

Through our Considerate Constructors Scheme and Section 106 Requirements we aim to widen the opportunities for local people/groups to gain an understanding of what our Company as well as the Construction Industry can offer in terms of employment and career path. Showcasing how diverse a place of employment it is and the various roles that are within it.

Encourage all our relevant stakeholders (such as residents, businesses, visitors, clients, site personnel) to get involved and help influence how we deliver projects in the local communities as well as offering us improvements in how we perform on our next projects through valuable feedback through our Lessons Learned Process.

For RG Group to achieve these aims, the organisational processes and individual activities supporting consultation and engagement must be efficiently managed to:

Ensure that all exercises are accessible to all stakeholders from an diverse background including those that are more difficult to engage with, for example young people or more rural communities.

Ensure that the consultation and engagement activity is a positive and enjoyable experience for residents and stakeholders through the use of technology and innovative ways of communicating.

Ensure that we improve our partnership working by engaging with voluntary sector more

That we support Good Practice, high standards and continuous improvement across our Company and its projects, thus providing better quality Projects with less negative impact on the areas we work in.

Ensuring through our Quality Management System and accreditation of the ISO 9001:2015 standards, that all feedback from all our Stakeholders is used effectively across our future Company Projects and shown in the incorporation and feedback to the local community of how it is incorporated into our Company Strategic Reviews at Board Level.

4. PRINCIPLES

The following principles are used by RG Group employees, where relevant, to ensure that we support the continuous improvement of our Company, through our Associate Membership of the Considerate Constructors Scheme, and our accreditation of the ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System and ISO 45001:2018 Occupational Health & Safety Management System.

The principles are:

Appropriate Process: we will use the most appropriate method to consult and engage to make the experience interesting, relevant and worthwhile for participants.

Accessibility: We will make activities as accessible as possible in terms of location, time, language and support to encourage participations from the widest range of Stakeholders.

Evidence based/Efficiency: we will use available research and community knowledge to help us plan engagement activities. We will not carry out extra engagement activities if the information we require is already available. we will utilise existing forums and groups to make the most efficient use of resource to build up a framework of contacts.

Communication: we will be clear about the reasons for consultation and engagement, be open, honest and accountable when sharing information and responding from all participants. We will communicate a minimum level of information to the community so that they are informed of the process and how they can get involved.

Quality: – RG Group will work to ensure that staff responsible for engagement have the skills and capacity to achieve high quality engagement and will use feedback to continue to improve the process.

Partnership working: – RG Group will continue and improve our approach to joint working by encouraging further collaboration and partnership working (especially tapping into the expertise and knowledge of the voluntary and community sector). Promoting opportunities for shared communications and consultation activities where appropriate.

Monitoring and Review: – RG Group will monitor and the review the engagement activities that are carried out, ensuring that all sections of the community, have the opportunity to engage should they choose to, and change our practices accordingly. We will then evaluate effectiveness and share learning.