

It is TOTAL's policy to make a positive contribution to the communities that we live and work in. This means TOTAL engages positively with local neighbours and takes care to minimise any negative and maximise any positive impact that the company's work might have on them.

Our aim is to build and maintain sustainable community relationships so that our partnerships have lasting results.

Specifically, TOTAL will:

- Ensure we take care to achieve the highest levels of performance on our sites to ensure the safety of our employees, local communities and other stakeholders.
- Adopt and integrate robust business processes to minimise impacts from our operations and ensure compliance with regulatory noise, vibration and dust emissions.
- Operate our sites in line with The Considerate Constructor Scheme aims and consult widely with all third-party stakeholders and implement neighbourhood and positive working environment policies on our projects
- Work with community stakeholders to agree key performance indicators at the outset of contracts, and provide regular progress reports via meetings, open days, site tours and/or newsletters, to ensure the agreed indicators are being met.
- Have an open-door policy and welcome visits to our sites.
- Minimise complaints by operating safely and responsibly communicating our activities to the local community.
- Close out any complaints as quickly as possible. Where this is not possible, we are committed to engaging in dialogue and consultation to promote understanding for our work.
- Employ local labour and suppliers, where possible, to support our communities.
- Engage with our communities to promote safety including road and cycling safety and support local and national not for profit initiatives and organisations through volunteering and funding.
- Help tackle disadvantage through apprenticeships and employment opportunities, and work with organisations such as Bounce Back, Crisis and The Princes Trust to offer work placements to young and hard to reach people.

Our sustainable development report has more detailed information about the above commitments. It is published on the TOTAL website. For more information, see total-demolitionservices.co.uk.

TOTAL and its management team fully support this policy and are committed to provide competent personnel and financial resources to implement it. This policy statement shall be reviewed at least annually by all interested parties. All TOTAL policies are available on the TOTAL Business Management System. New employees are briefed on the use of the Business Management System and locations of the TOTAL policies and any reviews or key changes in the policies are advised to employees.

This policy is governed by and supports our TOTAL Code of Practice and recognises the facility afforded by the Whistleblowing policy statement POL022

Refer to the list of TOTAL companies this Policy covers.



L BRASH | Director

Total Controlled Demolition Services Limited

Date: January 2025