

# Community engagement policy



Our vision is to be the UK's leading, most trusted housebuilder, creating exceptional homes and sustainable communities. To achieve this, we have developed an Environmental, Social and Governance (ESG) strategy that is central to business planning and underpins company culture and values. Safeguarding the environment is a key theme within our ESG strategy; climate change adaptation and mitigation, improve health and wellbeing, enhance the resilience of developments and communities.

We believe that a high quality placemaking positively benefits the physical, social, emotional, and ecological wellbeing of people and their locations. We collaborate closely with communities and partners to achieve this through a series of bespoke engagement strategies relevant to each location, whether it is a city centre location or a greenfield garden suburb.

We have reset our Sustainability Leadership Group (SLG) and its focus groups to operationalise our first Double-Materiality Review findings, and the resulting Principal ESG Risks and Uncertainties. These outcomes have informed our ESG pillars and the integrated 2030 net-zero pathways Roadmap (2030 Roadmap), and in the short-term compliance with the emerging 2025 Future Homes Standard (FHS).

This policy is to be read in conjunction with the 2030 Roadmap that sets out milestones to become a net zero company by 2030. Our 2030 Roadmap and associated objectives are steered by the FHS Framework, which requires places and developments to be low carbon, nature-rich, resilient, healthy, well designed, and beautiful. Our objectives are also informed through the Localism Act, the National Planning Policy Framework and Local Authority Statements of Community Involvement.

## **Our objectives:**

We always aim to create a positive, long-term vision for both new and local existing communities and residents:

- We undertake meaningful engagement throughout the project lifecycle with landowners and investors, the local community and its stakeholders, and local authorities through a range of media. Including but not limited to workshops, public exhibitions, social media, local member briefings for outline and/or full planning applications. By listening we aim to balance the aspirations of all parties to deliver sustainable places and communities.
- We aim to create sustainable places and homes, in accordance with the Hill Design Brief, to respond to the local community needs, by ensuring the dwellings and public realm are future-proofed in response to the climate emergency. This includes future-ready utility infrastructure and landscape led public realms that are locally distinctive.
- We invest and provide community infrastructures: including affordable homes; commercial space; civic facilities; education; healthcare; open space, green infrastructure, play, recreation, and public art; retail, and sustainable modes of transport, to create inclusive and connected communities.
- We support social value commitments including: education to employment; business support and mentoring; community belonging and connectivity, and safe and healthy life activities. Social value is delivered in line with Hill's Social Value Strategy to 2025.
- During construction we aim to be a considerate constructor and collaborate with local community stakeholders.
- We create management structures and companies to manage public realm, communal areas, and local amenities to ensure sustainable long-term stewardship.
- We engage with our customers through the National New Homes Customer Satisfaction Survey, HomeViews and related post occupancy surveys to ensure our customers satisfaction, to monitor their feedback and to improve our schemes.

## **Governance:**

To reflect priorities of Hill and our stakeholders, this policy will be periodically reviewed by the SLG Focus Groups and amended or revised where appropriate. This policy is shared and communicated to stakeholders and is available on our website.