

COMMUNICATION POLICY - GENERAL STATEMENT

The purpose of this policy is to outline the requirements for a clear, transparent and ongoing communication with all employees and stakeholders of Stobart Group ('the Company'). Please note this is a policy and is not a contractual obligation.

The Company nurtures all forms of communication and feedback to promote employees to be confident in being open and truthful with whom it may concern. This form of communication develops credibility and trust between all parties adding to the positive working environment, achievement of our 'People Strategy' and integrity of our 'Stobart Values'.

This Communication Policy Statement summarises Stobart Group's commitment which shall be to:-

- Ensure that all employees have a shared understanding of Stobart Group's strategy, vision and values and that they are aware of the role they play in helping to achieve these.
- Ensure that all communication is accessible, understandable and available in alternative formats to meet the needs of all those to be communicated with.
- Support the mission of becoming a 'Just Culture' company by adhering to an open and honest reporting culture.
- Equip employees with the skills and knowledge required to perform effectively within their roles and respond efficiently to the level of communication required for purpose.
- Promote day-to-day practice of high quality and effective communication across all levels of the Company.
- Provide an effective introduction method of communication for all new employees.
- Ensure that communication is a core element of creating a positive working culture.
- Promote regular feedback so that good communication is always achieved via two-way means.
- Actively monitor and evaluate the Communication Policy to ensure it is always fit for purpose and reflects effective practice.
- Continue to monitor and measure the success of communication methods to ensure they are suitable to employee and stakeholder requirements.
- Demonstrate that everyone within the organisation is accountable for the effectiveness of his or her own communication, especially those who manage others.
- Ensure that employees and stakeholders understand what information requires formal communication and by whom, and what can be communicated informally.
- Supplement other forms of communication with face-to-face communication which can be more effective. This especially concerns the use of technology.
- Provide an environment where every employee's contribution to the business is valued.

Date: November 2018



Signed: Warwick Brady (Chief Executive Officer)