

SONI Landowner Charter

Our Commitment to You

At SONI, we recognise that ownership, control and use of land are very important to all landowners.

We are committed to working constructively with landowners. We will do so at all stages of our project development process.

It is our goal to achieve a fair balance. We need to protect the interests of electricity customers who will benefit from new infrastructure. However, we also aim to respect and respond to the concerns of landowners who agree to host new infrastructure.

We will provide landowners with clear and regular information on the work that we are doing. We will also seek and consider feedback at every stage.

Most importantly, we promise to explain why a particular development is needed. We will do this in the most timely, efficient and courteous manner possible.

Our landowner charter describes the level and quality of services that you can expect from us in a set of 10 clear promises.

We will:

1. Build a trusted working relationship with landowners
2. Encourage a two-way flow of information,
3. Respect people and their property.
4. Act with integrity, honesty and fairness.
5. Minimise impacts to farms and farming operations.
6. Fairly compensate landowners for costs and losses arising from our proposals.
7. Never compromise on safety.
8. Hire people who are best suited to the job.
9. Consult meaningfully and regularly with landowners.
10. Be accountable for our actions by providing a complaints process.



The current. The future.



Complaints Process

We are committed to engaging with all stakeholders in a courteous, clear, fair, accessible and respectful way.

If we fall short, please tell us. We will then try to resolve the issue as fairly and quickly as possible.

If you wish to make a complaint, please visit **www.soni.ltd.uk**

We welcome complaints, and will respect the confidentiality of those who make complaints.

When we receive your complaint, we will send you an acknowledgement. We will then investigate your complaint, and will contact you directly to explain how we propose to resolve it.

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