



Board Handbook

Rev 1 July 2022





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Introduction

The Purpose of this Handbook

This handbook sets out Castlecomer Demesnes Company's, policies and procedures in relation to all aspects of the charity's governance from the perspective of the Board of Trustees. The handbook documents the legal obligations of the charity trustees as well as the processes that the charity has in place to meet good governance standards, including those set out in the Charities Governance Code.

This handbook will be reviewed every three years, although changes can be proposed at Board meetings and the handbook adapted accordingly. Any change that would affect the constitution of the charity must be ratified at an Annual General Meeting or Emergency General Meeting.

Principles Guiding the Board of Charity Trustees of Castlecomer Demesne Company

The Board of Castlecomer Demesnes Company is committed to the principles of the Charities Governance Code.

As such, each member of the Board of Castlecomer Demesne Company is understood to commit to:

1. Advancing the Charitable Purpose of Castlecomer Demesne Company
2. Behaving with integrity
3. Leading people within Castlecomer Demesne Company
4. Exercising control over Castlecomer Demesnes Company
5. Working effectively.
6. Being accountable and transparent.

Castlecomer Demesne is currently compliant with the Charities Governance Code.



1. Advancing the Charitable Purpose of Castlecomer Demesne Company

Charitable purpose has a specific meaning in charity law. The Charities Act 2009 sets out four categories of charitable purpose: prevention or relief of poverty or economic hardship; advancement of education; advancement of religion; and any other purpose that is of benefit to the community – Charities Governance Code.

1.1 The main objects of Castlecomer Demesne Company are:

To establish, promote and operate for the benefit of the community a programme to provide education on the following:

- The mining history in Castlecomer Plateau.
- Establish, promote, and operate for the benefit of our community a programme of education, environmental sustainability on a not-for-profit basis.
- The local flora and fauna of both past and present times in the locality and in the wider context of the geology of Ireland.

These objects fall under the definition of charitable purpose for public benefit as set out in the Charities Act 2009.

1.2 Castlecomer Demesne Company is satisfied that any private benefit arising to anyone employed or providing services to Castlecomer Demesne Company is reasonable, necessary, and ancillary to the public benefit that your charity provides.

1.3 Castlecomer Demesne Company conducts a strategic planning process involving the charity trustees, management, staff, volunteers, and other stakeholders and develop a 3-year strategy and strategic implementation plan. This plan is supported by annual operational plans for each functional area.

1.4 The Board of charity trustees commits to ensuring that Castlecomer Demesne Company has the resources it needs to carry out planned activities.

1.5 The Board of charity trustees regularly review our work to ensure we continue to act in line with our charity's purpose and provide public benefit We regularly review our constitution.

2. Behaving with integrity

Ethics are fundamental in the charity sector. Statements about ethos can undoubtedly play an important role, but it is when these values are lived out that they are at their most powerful. Charity trustees have the power to create an ethical culture and set a tone where agreed values are reflected in everything the charity does. The behaviour of individual charity trustees is very important; they must lead by example – Charities Governance Code.

2.1 The Board of Trustees have agreed the values of Castlecomer Demesne Company and publicise them widely (for example, on our website, annual report, employee handbook, Company reception area). The values are:

- Independent.
- Non-Violence
- Inclusivity.
- Continuous Learning.
- Transparent.
- Confidentiality.



- Equality and Diversity.

2.2 Castlecomer Demesne Company has Conflicts of Interests and Conflicts of Loyalties policies which all charity trustees are required to sign on joining the Board of Castlecomer Demesne, See Appendix 2.

The purpose of these policies is to assist charity trustees of Castlecomer Demesne to effectively identify, record and manage any conflicts of interest or loyalty to protect the integrity of Castlecomer Demesne Company and to ensure that charity trustees act in the best interest of the charity.

A conflict of interest is any situation in which a charity trustee's personal interests or loyalties could, or could be seen to, prevent the charity trustee from deciding in the best interests of the charity. This personal interest may be direct or indirect and can include interests of a person connected to the charity trustee. These situations present the risk that a person will decide based on, or affected by, these influences, rather than in the best interests of the charity and therefore must be managed accordingly.

2.3 Castlecomer Demesne Company has a Code of Conduct which all charity trustees are required to sign. This document sets out the standard of behaviour expected from trustees to ensure that:

- Castlecomer Demesne Company is effective, open and accountable
- the highest standards of integrity and stewardship are achieved
- the working relationship between charity trustees and any volunteers or employees is productive and supportive.

3. Leading people within Castlecomer Demesne

The most essential resource of any charity is its people. This means people should feel valued and have clarity around their own roles and the roles of others. Charity trustees are responsible for providing leadership to volunteers, employees, and contractors. This includes taking their duty of care towards these people seriously and promoting a culture of respect – Charities Governance Code.

3.1 All new charity trustees joining the board of Castlecomer Demesne Company receive an induction where their roles and duties as trustees are discussed. All new board trustees are given a formal letter of appointment which sets out their role, responsibilities, and duties as trustees of Castlecomer Demesne Company and their duties as directors which is signed by the trustee and a copy returned to the Secretary. All staff members and volunteers are given a job description which sets out their role and responsibilities.

3.2 Castlecomer Demesne Company does not have Volunteers and therefore does not have policy documents or handbook.

3.3 Castlecomer Demesne has arrangements in place that comply with employment legislation for staff members all of which are captured in our Employee Handbook which is approved by the Board and reviewed every 3 years.

3.4 In addition to policies contained within the Employee Handbook Castlecomer Demesne Company has a comprehensive range of other operational policies. Trustees on the board of Castlecomer Demesne Company are responsible for the development, approval, and review of all the charity's policies. See List of Policies in Appendix 4.



4. Exercising control over Castlecomer Demesne Company

All charities, no matter what their complexity, must abide by all legal and regulatory requirements that are relevant to the work they do. The charity trustees are responsible for making sure this happens. Charity trustees must understand that the governing document of a charity is a legally binding document. The trustees are also responsible for a charity's funds and any property or other assets that it holds. As much as is possible, they must also consider and reduce risks to which their charity is exposed – Charities Governance Code.

4.1 Castlecomer Demesne Company is a non-profit organisation and is registered as a charity. As such, it is governed by the Charities Act 2009. The Board is responsible for ensuring it remains aware and informed of future changes to the Act. It is the responsibility of the General Manager to keep the Board updated on this.

Castlecomer Demesne Company is a company limited by guarantee not having share capital.

As per the legal requirement of a company, the constitution of Castlecomer Demesne Company is comprised of a Memorandum and Articles of Association, which comprise the governing documents for Castlecomer Demesne Company.

All trustees are provided with a copy of the constitution on joining the Board. In line with legal requirements, the constitution is lodged with the Companies Registration Office (CRO) and Charities Regulatory Authority (CRA) and is publicly available. The Board is responsible for ensuring the constitution accurately describes the organisation's structure and activities.

Where there is a change in charity mission, objectives or structure, or a significant change in activities or governance procedures, the constitution is reviewed and amended if necessary. Legal advice may be sought where any significant changes are made, and changes are made at an AGM or EGM. The Company Secretary ensures the CRA and the CRO is informed of any changes.

4.2 The General Manager of Castlecomer Demesne Company provides a full compliance report to Trustees once a year. The General Manager may provide updates on some items during the year if needed. The compliance report includes updates on the following topics:

- Health and Safety
- Complaints
- Child Protection
- Staff Performance Management /Human Resources issues
- Data Protection
- Compliance with funders reporting requirements
- Any other issues in relation to risk management
- Compliance Requirements – CRO
- Compliance Requirements – CRA
- Employment Law Compliance Requirements
- Finance Compliance Requirements

The General Manager is responsible for informing the Board of any significant issues in a timely manner, determined by the nature of the issue. In serious or urgent matters requiring Board input, the Chairperson is informed as soon as possible. The Chairperson in conjunction with the General Manager then



determines the next steps in resolving the issue and ensures the Board is updated within an appropriate timeframe.

4.3 Castlecomer Demesne Company does not raise funds from the public and therefore does not require a policy document.

4.4 Financial Controls Castlecomer Demesne Company takes seriously its duty to maintain proper books of account and does so in accordance with the Financial Management Policy of the charity. The General Manager and Financial Controller presents management accounts to the Board monthly for consideration and discussion. The Audit & Finance sub-committee receives copies of the management accounts monthly and reviews the finances of the organisation regularly and in advance of the board meetings. Due to the nature of the Audit & Finance sub-committee's work, at least one member must have a financial qualification and experience as a financial manager, in financial accounting or similar. See Appendix 5.

Filing Accounts

Ensuring that the filing of accounts takes place at the appropriate time is the responsibility of the Company Secretary of Castlecomer Demesne Company takes seriously its duty to file an Annual Return and Annual Accounts, which are true copies as laid before the AGM and include:

- Balance sheet
- Statement of financial activities
- Directors' report
- Auditor's report

Trustees are responsible for approving the Financial Management Policy of Castlecomer Demesne Company which outlines all financial procedures, systems, and controls. This policy includes clarity on the level of financial authority given to the General Manager and other staff as applicable. Other finance relates policies which Castlecomer Demesne Company has in place include Reserves and Investment policies. See List of Policies in Appendix 4.

Auditing

As per the legal requirements of a company, Castlecomer Demesne Company accounts are audited annually. The audit is an examination of Castlecomer Demesne Company financial statements, providing an informed statement regarding to what extent the financial statements:

- have been prepared according to the companies acts, relevant legislation and standard accounting practices, and:
- give a true and fair view of the state of the company's affairs, profit or loss for the financial year and assets and liabilities at the end of that year.

The Board of Castlecomer Demesne is responsible for ensuring there are adequate internal financial controls and risk management systems including: budgeting and planning, appropriate financial procedures, monitoring of these and adherence to relevant legislation. Specific tasks are delegated to the Audit and Finance sub-committee on behalf of the Board. See Appendix 5.

Auditor

The appointment, remuneration and removal of the auditor is dealt with by the Finance and Audit sub-committee in the first instance, but approval for any such decision must be granted by Board. The removal of the auditor needs to be passed by ordinary resolution at a general meeting of the company.



Remuneration and Charity Trustees

Charity trustees on the Board of Castlecomer Demesne Company are entirely voluntary and receive no payment for their work. Expenses are reimbursed in accordance with the Financial Management Policy of Castlecomer Demesne Company. Charity trustees can choose not to reclaim expenses if they so wish. Trustees will not receive payment for a professional service from Castlecomer Demesne Company.

4.5 Risk Management – The Board of Castlecomer Demesne Company is responsible for ensuring that the charity has a risk management system in place including a business continuity plan. The risk management system consists of:

Risk Management Officer: General Manager.

Risk Management Policy

Risk Register

The Risk Register is reviewed annually by the Board of Castlecomer Demesne Company and is updated as required.

4.6 Castlecomer Demesne Company takes advice on insurance needs as needed and has appropriate and adequate cover in place including Public Liability, Employers Liability, Professional Indemnity, Directors & Officers Liability, Cyber Risk, Personal Accident.

5. Working effectively

Running a charity well means you need capable charity trustees who work together as an effective team. Board meetings are especially important, as this is where charity trustees exercise their collective authority. It is also important that there is a good mix of skills, experience and background amongst charity trustees and that these are refreshed on an ongoing basis. It is vital that new charity trustees receive a proper induction to the charity – Charities Governance Code.

5.1 Charity trustees are appointed to the Board of Castlecomer Demesne Company in accordance with the Castlecomer Demesne Company constitution and the Charities Act 2009. When recruiting new charity trustees Castlecomer Demesne Company also follows the guidance from the Charities Regulator as set out in their documents:

- Recruitment and Induction of Charity Trustees and

Before recruiting a new charity trustee, the board of Castlecomer Demesne Company will always consider what is working well with the current Board and what could work better. The Board will also be mindful of what skills, experience and knowledge are available to it already from existing charity trustees. This process is led by the Chairperson and should help to identify any competency / skills gaps on the board.

5.2 The Board of Castlecomer Demesne Company meets monthly with meetings planned a year ahead. The Castlecomer Demesne Company constitution states that the minimum number of Trustees required for the Board to conduct business (the quorum) is 3. Meetings may go ahead without a quorum, but decisions made require ratification (either virtually or at the next meeting of the Board).

Board members are expected to attend all meetings, although it is understood that there may be times where other events prevent attendance. Where appropriate, participation by conference call will be arranged. Where a Board member cannot attend, they are asked to send apologies in advance to the Chair as far as possible in advance.



If a specific decision must be made/ input is required, but the Board member cannot attend the meeting, the Chair may invite the Board member to indicate their position, which will be reported to the meeting.

Board members who miss three meetings in a row or four meetings in a rolling 12-month period will be contacted by the Chair. Non-attendance may result in a requirement to resign from the Board.

5.3 Agenda setting

The Chair of the Board should consult (in person or via telephone or email) with the General Manager in advance of the Board meeting to discuss any issues arising and develop the agenda for the Board meeting. Board members can propose items for the agenda by communicating directly with the Chairperson, Company Secretary, or the General Manager.

The General Manager or the Company Secretary will ensure that the agenda for the upcoming meeting is communicated to the members of the Board and any additional attendees (either by e-mail or post).

Supporting material should be circulated with the agenda to provide background to any topics included, i.e., minutes of previous meetings, agreed actions, management accounts, and relevant reports at least five days prior to the meeting.

The Chair of the Board will then decide whether to include the request/issue on the agenda. Where it is not appropriate to apply to the General Manager management team member should apply in the second instance to the Chairperson outlining the nature of their request.

The Chair has discretion as to whether items can be raised under Any Other Business (AOB) section of the meeting agenda. Items that require a board decision should not be taken as items under AOB, unless in exceptional circumstances and there is unanimous agreement by all Board members present that a Board decision can be taken on the item raised under AOB. It is good governance practice to restrict items raised under AOB to matters of information and not matters requiring a board decision.

5.4 A board pack with the necessary supporting board papers is prepared and issued 7 days before the meeting.

Minutes and Action Items

The Company Secretary, or a designated individual approved by the Board, will be responsible for taking the minutes:

- Minutes are a record of key actions and decisions discussed and agreed at the meetings.
- Before the meeting concludes, the Company Secretary or designated individual may be asked by the Chair to provide a summary of meeting's captured main points
- The Chair of the Board will review the minutes once they are drafted, prior to circulation.

The Company Secretary or General Manager will ensure that the minutes are circulated (within one week of the Board meeting). The minutes will include a summary document (1-2 pages) outlining key issues discussed, key decisions made, key actions agreed and associated completion responsibility and timeframe and a detailed minute of the meeting:

- These key actions agreed should be the fourth item agenda item at the next sitting of the Board (following apologies, declarations of any conflicts and previous meeting minutes).



Every effort should be made to ensure that key decisions have the full support of the board members. However, where necessary key decisions will be made using a majority of votes:

- Every board member shall have one vote
- Where there is an equality of votes, the meeting Chair shall be entitled to a casting vote
- Attendees and ex-officio members do not have voting rights. They may be asked to leave the meeting if a vote is deemed necessary.

Board decisions/approvals in between scheduled meetings

There may from time-to-time be a requirement for the Board to decide or approval a matter outside of a normal scheduled meeting. In situations where the General Manager requests a board decision or approval for a matter that cannot wait until the next scheduled Board meeting, the General Manager should contact the Chairperson, setting out the background to the matter and outlining why a decision or approval is required before the next scheduled meeting of the Board.

The Chairperson may decide depending on the nature of item requiring decision/approval to call a special board meeting where board members are physically present at the meeting or via conference call. The required quorum of 3 board members also applies to this type of meeting. If it is not practical to call a meeting, he/she may alternatively ask the General Manager or Company Secretary to email the board members setting out the matter requiring the decision/approval. All board members must give their consent by email for the approval to be valid. The matter must then be formally ratified and minuted at the next meeting of the Board.

The use of the email to board members procedure for board approvals in between scheduled meetings should only be used infrequently and should not become standard practice for making board decisions.

5.5 Charity trustees are appointed to the Board of Castlecomer Demesne Company for a term of 6 years. For further details on term limits see the Castlecomer Demesne Company constitution.

5.6 The induction process for new charity trustees to the Board of Castlecomer Demesne Company involves the provision of an induction pack, and meetings with the existing charity trustees, the Chairperson and other key employee(s) or volunteer(s) within the charity. An induction pack will also be given to each new trustee which will include the following key documents:

- A letter of welcome and appointment (from Chairperson), including A list of current charity trustees and the Chairperson, the charity secretary, and their contact details
- The charity's governing document
- A brief history of the charity and an outline of the current work
- An organisation chart
- The minutes of recent board meetings
- The annual report and accounts for the past two years
- The charity's Code of Conduct for charity trustees
- A Register of Interests form
- All policies within the charity, or a list of such policies and an indication of where they can be obtained
- Details of the guidance documents available on the Charities Regulator's website
- The Charities Governance Code.



5.7 Board of Charity Trustee Roles - The Board of Castlecomer Demesne Company has both the authority and responsibility to carry out the following roles:

Leadership

- To define, uphold and work towards the vision, mission, values, and objectives of Castlecomer Demesne Company and to fully comply with the constitution, charitable purpose and public benefit
- To provide overall strategic direction and leadership by developing and approving a strategic plan in line with the constitution.
- To monitor progress against the strategic plan through regular reporting from the General Manager and Board sub-committees as relevant and to review the plan periodically
- To ensure that an appropriate system is in place to assess the impact of the work.
- To approve all policy, systems and controls necessary to govern the activity and maintain the ethos of Castlecomer Demesne Company.

Roles

- To appoint a General Manager, agree the General Manager's job description and put appropriate systems in place for their support and performance management
- To ensure that appropriate systems are in place for the support and supervision of all staff by delegating the responsibility for other staff management to the General Manager.
- To establish and agree the terms of reference of any sub-committees that may be necessary
- To agree a schedule of matters specifically reserved for decision-making by Board. (See Appendix 7)

Resources

- To ensure that Castlecomer Demesne Company has the financial and human resources needed to implement its strategic plan and to promote the prudent and effective management of those resources.
- To ensure that appropriate financial management procedures are in place and are being implemented.
- To agree a risk management policy for the organisation.

Accountability

- To agree an appropriate process for communicating with and being accountable to funders, stakeholders, and the general public.



- To identify and comply with all relevant legal, regulatory, and funding requirements as outlined in this Board Handbook.
- To carry out board business efficiently and effectively.

Role of Individual Charity Trustees

- Comply with the constitution
- Ensure that Castlecomer Demesne Company. is carrying out its charitable purposes for the public benefit
- Act in the best interests of Castlecomer Demesne Company.
- Act with reasonable care and skill
- Manage the assets of Castlecomer Demesne Company
- Make appropriate investment decisions
- Ensure that Castlecomer Demesne Company is registered on the Charities Regulator's Register of Charities
- Ensure that Castlecomer Demesne Company keeps proper books of account
- Ensure that Castlecomer Demesne Company prepares and furnishes financial accounts to the Charities Regulator
- Ensure that Castlecomer Demesne Company prepares and furnishes an annual report to the Charities Regulator
- Ensure the Charities Regulator is informed if you are of the opinion that there are reasonable grounds for believing a theft or fraud has occurred (Disclosure obligation)
- Ensure that you comply with directions issued by the Regulator

Role of the Chairperson

Each board of charity trustees should have a chairperson whose duties include:

- Leading the Board of charity trustees
- Promoting good governance among fellow trustees

To ensure smooth running of Board meetings:

- Liaising with the General Manager and Company Secretary to ensure all relevant items are on the agenda.
- Consulting with other trustees to ensure concerns are reflected in the agenda.
- Allowing sufficient time for discussion and ensuring that meetings are kept to time (prioritising discussions when necessary).
- Ensuring adequate information is available for productive discussion.



- Promoting maximum participation from all directors.
- Ensuring decisions are understood, recorded, implemented and/or followed up on.

To promote good governance:

- Initiating annual performance reviews/skills audits/etc.
- Leading on recruitment of new trustees.
- Supporting new trustees' thorough induction.

To supervise and provide support to the General Manager:

- The General Manager reports to the Board, and the Chairperson is line manager to the General Manager.
- To support the General Manager in leading Castlecomer Demesne Company at the strategic level.
- To act as a Spokesperson for the Board or if required (e.g., The Chairperson of the Board may be required to act as media spokesperson, supported by the General Manager.

In the case where the Chairperson is aware that they will be unable to attend a Board meeting he/she will appoint another trustee to chair the meeting in their absence, as set out in the constitution. In the case where the Chairperson is unable to attend and does not give advance notice of same, the trustees who are in attendance may approve one trustee from their number to chair the meeting.

Where there is an unexpected or ongoing vacancy in the position of Chairperson the existing trustees may nominate from their number an interim Chairperson, for a period of up to six months.

Role of the Company Secretary

As per the legal requirements of a registered company, the Company Secretary will be one of the directors of the company supported by a member of the board, who is not the CEO. However, it is the Company Secretary's responsibility to ensure duties are completed. The duties of the Company Secretary follow the guidelines and requirements of the Companies Registration Office.

Role of the Secretary

The secretary is a trustee with a specific role on the board whose duties include:

- Administration and compliance
- Preparing for board meetings
- Notification of Board meetings
- Circulation of papers prior to Board meetings
- Taking meeting minutes
- Keeping an action log of all decisions taken
- Attending other meetings

Trustees must ensure that the person has the skills and resources to perform these duties.



Sub-committees

Sub-committees of the Board are established, when deemed necessary by the Board, to deal with ongoing areas of work or to progress specific pieces of work.

All sub-committee members are appointed by the trustees and all trustees can be members of sub-committees. Each sub-committee will have a minimum of two trustees with one of them chairing the sub-committee. External individuals may be invited to join based on their particular skills and/or experience. The Audit & Finance sub-committee should have a minimum of two trustees and at least one with recent and relevant financial experience. Each sub-committee will nominate a Chair and their appointment will be approved by Board. The Chairperson of Castlecomer Demesne Company does not Chair of the Audit & Finance sub-committee.

At the behest of the General Manager and approval of the Chair of the sub-committee, members of staff may also be asked to attend sub-committee meetings but are not considered members of the sub-committee. Any trustee, including the Chair, may attend any sub-committee meeting and may be invited by the sub-committee to do so.

Meetings of sub-committees may take place in person or virtually (e.g., via conference calls). All sub-committee members, apart from any additional trustees in attendance, have voting rights on sub-committees.

Sub-committees always have Terms of Reference agreed by the full Board and detailing the name, purpose, membership, and authority of the group. Sub-committees deliberate issues within their remit separately from the full Board, and present recommendations to the full Board for ratification. See Appendix 5 for the Terms of Reference of sub-committees. The General Manager] may be invited to attend sub-committee meetings. All sub-committees report to the Board.

Working Groups

From time to time, Board working groups may be established to progress specific pieces of work (if applicable):

5.8 Trustees are committed to resolving problems and emerging issues as quickly as possible and in the best interests of Castlecomer Demesne Company This is achieved by:

- Effective engagement in the strategic planning process
- Holding regular board meetings and ensuring that emerging problems or issues are included in the General Managers' report or put on the meeting agenda
- Board sub-committees reviewing and assessing emerging issues or problems
- The development and review of the Risk Register and
- Comprehensive financial management

5.9 Review of the Board – Good practice recommends that the performance of the Board should be formally appraised on an annual basis. The Chair of the Board will ensure that a process is put in place with the approval of the Board to assess the performance of the Board.

The Chair will recommend and appropriate approach for conducting this performance appraisal. Examples of possible approaches include:

- Self-Assessment Questionnaire completed by Board members. Under this approach, the questionnaire to be



circulated to board members is developed and analysed by the Chair.

- Interviews with Board and Sub-Committee members - would be conducted by the Chair or an external (independent) third party to bring increased objectivity
- Board / Sub-Committee group discussion – this could be led by the Chair of the Board, or one of the Chairs of the Sub-Committees or by an independent facilitator.

6. Being accountable and transparent

Accountability for your charity does not just mean accounting for the money you have brought in and spent (although that is clearly very important). It involves being open and transparent about all charity matters. It is about being able to: stand over what your charity does and how it does it; and justify this to any person or group who queries what your charity has done or is doing. As an organisation set up to provide public benefit, this means you should be able to explain this to anyone who asks – Charities Governance Code.

6.1 Castlecomer Demesne Company displays our RCN, CRO and CHY numbers on our official Charity letterheads, website, emails, annual report and social media platforms.

6.2 Stakeholders are any individuals or groups of people who have a legitimate interest in our work. Identifying who they are is important before in order for us to consider how we might communicate with them and how they might communicate with us. Castlecomer Demesne Company stakeholders include:

- Beneficiaries
- Members
- Employees and volunteers
- Partner organisations and supporters
- Funders and donors
- Regulators
- Public representatives
- The public

Has a Communications Strategy in place to ensure that all stakeholders are communicated with and can easily communicate with Castlecomer Demesne Company.

6.3 Involves relevant stakeholders in the strategic planning process and, where appropriate and possible, involves stakeholders in other significant decisions involving Castlecomer Demesne Company.

6.4 Has a Complaints policy in place detailing the procedure to be followed in the event of a complaint being made. The policy is displayed on the Castlecomer Demesne Company website. See List of Policies in Appendix 4.

6.5] Is committed to following the reporting requirements of all our funders and donors, both public and private.



**Castlecomer
Discovery Park**
Yours to enjoy

**Castlecomer Demesne Company - CLG.
Castlecomer Discovery Park.**

Appendices