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COMMUNITY AFFAIRS MANUAL

This document has been developed by TURRET ENGINEERING to define the Community Affairs Policy and Procedures which shall apply to this Contract undertaken by TURRET ENGINEERING.

The manual comprises two parts:

PART 1 : Community Affairs Policy Manual

PART 2 : Community Affairs System Manual

PART 1

Community Affairs Policy

COMMUNITY AFFAIRS POLICY STATEMENT

TURRET ENGINEERING places paramount importance on industrial harmony and good working relationship with the host communities wherever we operate. As a corporate body, we have therefore evolved policies towards the affairs of the communities in which we work as follows:

- 1) Maintain good relationship with the community in which we work at all times.
- 2) Participate to the best of our ability in their development programs.
- 3) Respect their culture and tradition by obeying and paying attention to their laws and customs.
- 4) Evolve and maintain a line of communication with the host community or government even during periods of crisis by using the option of dialogue.
- 5) Carry out our operations in such a manner that minimizes impact on the environment by maintaining minimum trace of waste products in any work site and also by our operations or products.
- 6) Generally carry out our operations in such a way as to positively contribute to the progress and development of the community.
- 7) Offer gainful employment to the youths of our host community, where possible and feasible.

Managing Director

HSE Manager

OBJECTIVES OF COMMUNITY RELATIONS POLICY

- a). To assist the local communities in improving their standard of living through provision of employment opportunities.
- b). Acknowledge and treat the community members and villagers, within the operating environment with respect.
- c). Make deliberate efforts to protect the environment where project is located
- d). Conduct operations to enhance the health and safety of our employees, subcontractors and the communities in which we work.
- e). Develop and provide a community relations plan to the satisfaction of NNPC before commencing work.

PART 2. COMMUNITY RELATION PLAN

COMMUNITY RELATIONS (CR)

1. INTRODUCTION

The purpose of this Community Relations (CR) Plan is:

- a). To implement a Community Action Plan that will be in line with NNPC policy on community affairs. This Community Relation plan will be distributed to TURRET ENGINEERING employees allowing for a mutually beneficial relationship throughout the entire contract duration.
- b). To identify all Community Affairs issues arising during the performance of the contract.
- c). To define the responsibilities and work of the Contractor's Personnel regarding Community Affair issues.
- d). To employ efficient communication with host communities and authorities to reduce or eliminate disruptions during the contract execution.

2. COMMUNITY RELATIONS PLAN

The main objective of the CR plan is to ensure better relationship with host community by employing efficient communication with host communities and authorities so as to eliminate or reduce disruptions during the contract execution.

The issues that are considered by TURRET ENGINEERING in its Community Relations Plan are:

- a). Employment of a liaison officer from the immediate community
- b). Use of Local Labour with preferential treatment to host communities
- c). Effective communication with Host Communities
- d). Community assisted projects
- e). Resolutions of disputes/conflict

- f). Use of NNPC approved local contractors for all non-skilled works. Host communities' contractors with reputable track records recommended by NNPC will be considered for skilled and technical services

TURRET ENGINEERING fully recognizes that Community Affairs concerns are of importance to satisfactory and proper execution of all contracts. TURRET ENGINEERING employees, regardless of operational level, have the personal responsibility to follow good practices concerning this Community Relations Plan. Should problem arise, staff working at site shall report to the Community Liaison Officer in order to rectify the situation and maintain communication. The Community Liaison Officer shall report to the Community Affairs Officer who will oversee all Community Affairs issues and intimate the Project Manager through the Compliance Manager of community problems and resolutions.

If an agreement is not achieved between TURRET ENGINEERING and the community through its Community Liaison Officer, IEFCL Community representative will be informed and will be asked for his opinion considering the matter and rights of both parties.

This manual will be distributed to all TURRET ENGINEERING personnel .

3. COMMUNITY RELATIONS STAFF FUNCTIONS.

a. Community Liaison Officer

TURRET ENGINEERING CLO shall be appointed from the immediate host community for the direction of Community Affairs issues within the area of operations. IEFCL Community Affairs Coordinator will be contacted to guide and approve the Community Liaison Officer appointed for this project.

The CLO will be responsible for maintaining cordial relationship with local communities. He shall co-operate with IEFCL appointed Community Affairs Coordinator to ensure that a good relationship exists arising from working with the local communities.

b. Community Affairs Officer

The Community Affairs Officer shall be the direct hierarchic superior of the CLO. He shall keep the HSE Manager and senior management staff informed of all relevant CR matters through the Compliance Manager. The Project Manager must be informed as soon as any CR problem arises, and shall confer with the CLO before any decision is taken. The Community Affairs Officer reports CR matters to the Public Relations Coordinator of IEFCL.

c. Managing Director

The Managing Director shall be kept informed of all matters concerning Community Relations to ensure that the policy implemented on all sites follow the Community Relations policy. The Managing Director shall be advised by the HSE Manager on how to resolve CR situations.

In case of further disagreement with the community the client Community Affairs Officer shall be duly advised.

4. COMMUNITY RELATIONS TARGETS

a. Meeting with affected Communities

As soon as possible after signing the contract, TURRET ENGINEERING management will meet with the community representatives concerned at the work site and will pay a courtesy call on its leadership.

The appointed Community Liaison Officer selected from within the community would be officially presented to the community.

b. Employment of Local Labour

TURRET ENGINEERING will work as much as possible with the communities as stated hereunder:

- i). Shall request for experienced workers from the local labour employment organizations within the community. The non-skilled labour will as much as possible be from the immediate communities.
- ii). Qualification of staff shall be systematically examined by TURRET ENGINEERING management and training organized accordingly.
- iii). Organize courses and training for community workers, allowing them to reach the required standard on Quality and Safety.
- iv). Priority will be given to community workers who have demonstrated they can meet the required conditions.
- v). Priority will be given to professionals with the relevant qualifications from the communities.

c. Resolution of Conflicts

Any conflict arising with the host community must be immediately reported to the HSE Manager. The management shall report such conflict to IEFCL Public Affairs Officer for necessary information and action. The management will also contact the Community representatives to determine the nature of the conflict and search for a resolution.

d. Transport for staff

TURRET ENGINEERING shall provide buses for staff from the Community to convey them to and from job location on daily basis.

e. Community Assisted Project

As enshrined in TURRET ENGINEERING policy on Community Relations, TURRET ENGINEERING shall develop a Community Assisted Project in line with IEFCL Public Affairs Policy.

It is of paramount importance to TURRET ENGINEERING that all community assisted projects are geared towards the betterment of the locals to this effect, a meeting shall be held with the community representatives to agree on such project and TURRET ENGINEERING shall commit resources to the project once approval has been given by IEFCL.

5. COMMUNICATIONS AND RECORDING OF PERFORMANCE

a. Communication

For the duration of the project a **liaison office** will be established in the community to cater for amongst other things, recruitment of local labour for the project.

Proper communication channel shall be established between TURRET ENGINEERING, relevant IEFCL departments and the host communities. There will be interfacing meetings and consultations with the host communities through the Government Joint Labour Relations Committee (GJLRC).

Time will be allotted during every HSE meeting for discussion of Community Relations issues. In the event of a serious matter requiring special attention from all the employees, a special meeting shall be called (after approval from Project Manager and TURRET ENGINEERING Managing Director).

b. Recording of Performance

TURRET ENGINEERING CLO shall keep a central register of all the CR issues raised throughout the performance of the work, which shall state:

Date of the issue

Originator of the issue

Staff who was first point of receipt of the issue

Method of resolution/response

TURRET ENGINEERING authorized signature of the response

Close- out date of the issue

CL Officer/ HSE Manager's signature for close- out on the issue.

6. SPECIFIC PLAN

- ✓ TURRET ENGINEERING will cover all Community issues during the contract.
- ✓ Community Plan will be structured to comply with IEFCL corporate policy
- ✓ TURRET ENGINEERING manuals will be adapted
- ✓ Pro-active steps will be taken to eliminate delays throughout the project as a result of community problems
- ✓ At the end of the project, leave the environment of the host communities better than we met at the beginning of the project.
- ✓ Ensure safe working environment throughout the project.