

**Lotte Chemical Pakistan Limited
Port Qasim**

PROCEDURE NO.	HSE&S Procedure No. 15.02-01	Page 1 of 4
TITLE	Community Relations Program	
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1. PURPOSE

The purpose of this procedure is to ensure development and maintenance of cordial relations with the community surrounding Lotte Chemical Pakistan Limited (LCPL) Plant Site by communicating information about the Plant's activities and its benefits to the community.

2. SCOPE

The scope of procedure requires a Site to have an appropriate community liaison program, consistent with local needs.

3. DEFINITIONS

Community – Community is defined as residents of areas around the LCPL Plant Site and is in particular focused at community notables, local authorities and the media.

4. REQUIREMENTS

- 4.1 The General Manager HR & IT should have system and procedure in place to ensure that:
 - 4.1.1 Relations with the community are as open as the constraints of businesses and security permit and opportunities are proactively sought to improve the reputation and image of the company.
 - 4.1.2 All public complaints about site operations are documented and investigated as quickly as circumstances allow. Actions are taken to prevent recurrence of the condition(s) that caused the complaint and the outcome of the investigation is reported back to the complainant.
 - 4.1.3 There is a process to assess community questions and concerns relating to the site operations and these are taken into account when preparing HSE Improvement Plans.
 - 4.1.4 Employees are made aware of the LCPLHSE&S Management System Program and how the site implements it through its own HSE&S systems. Employees should be encouraged and given an opportunity to take part in the Community Relations Program.
 - 4.1.5 Concerned Managers are trained in effective communication with the public and media.
 - 4.1.6 There is regular evaluation of the community communication effort and its effectiveness.
 - 4.1.7 Appropriate budget allocations are made to support the Community Relation Program of the company.

- 4.2 The General Manager HR & IT shall ensure that the Community Relations Programs includes the following:
- 4.2.1 The establishment of a Community Relations Committee, where matters of interest related to the site and the community may be reviewed periodically. The Administration Manager shall be nominated as the Community Relations Manager.
 - 4.2.2 Training and advising employees of the need to project a good external image and, in particular, the benefits of LCPL operations.
 - 4.2.3 The promotion of a good visual appearance of the site and a good housekeeping standard.
 - 4.2.4 Adequate liaison, consultation and briefing with persons of influence in the community, e.g. local representatives, local authority officers, media, police, teachers, emergency services.
 - 4.2.5 Community services and support for local initiatives, where these enhance the community relationship and impact positively on the Company's public image and identity.
 - 4.2.6 Publicity for emergency plans.
 - 4.2.7 Demonstrating an open operations style and open relations with regulatory authorities.
 - 4.2.8 Making the site's emergency resources available in the event of an emergency not related to LCPL operations.
 - 4.2.9 Making available, at appropriate intervals, a HSE statement and an improvement program through HSE & Technical Training Manager that identifies local concerns and demonstrates appropriate corrective action(s) is/are being taken.
 - 4.2.10 Providing information through HSE & Technical Training Manager in comprehensible terms about the operations on the site and associated hazards, and provisions in place for the control of risks and environmental impact.
 - 4.2.11 Assisting in the establishment of local environmental monitoring initiatives through HSE & Technical Training Manager.
 - 4.2.12 Assisting local government and others in the establishment of environmental programs benefiting the general public through HSE & Technical Training Manager.
 - 4.1.13 Preparation of Community Welfare Schemes such as scholarship schemes / merit awards for students, free medical camps, training

sessions for students and medical treatment programs for drug addicts etc.

4.1.14 Issuance of periodic “Community Welfare Bulletins” containing LCPL community welfare activities.

5. COMMUNICATION AND TRAINING

5.1 Community Relations Manager shall receive training in effective communication with the public and the media. He will arrange periodic sessions for concerned employees to brief them about complaints received from the community and also precautions to be taken to avoid such complaints in future.

5.2 All interacting managers shall be trained to respond to the public and media.

6. DOCUMENTATION

None

7. AMENDMENTS

This is the [sixth](#) revision.