



COMMUNITY RELATION POLICY

The purpose of this Community Relation Plan is to

- Implement a Community Relation Policy that must be distributed to all **FIX-IT HANDYMAN & FACILITY MAINTENANCE SERVICES LTD (FIX-IT)** Employees working on the job sites to facilitate a beneficial working relationship between all **FIX-IT** and the communities throughout the project.
- Endeavour to identify all Community Relations (C.R) issues arising during the performance of the work.
- Define the responsibilities and work of the project personnel regarding C.R issues.

Management Policy Statement

- a. **FIX-IT** is committed to maintaining mutual beneficial relationship with host communities.
- b. **FIX-IT** fully recognizes that community relations concerns are of prime importance for satisfactory and proper execution of the work in serving **FIX-IT** and the communities.
- c. **FIX-IT** Management will work in close liaison and in harmony with **FIX-IT** C.R organization so that **FIX-IT** community effort is not perceived to be in competition with that of the **FIX-IT**.
- d. The **FIX-IT** Management ensures that every employee, regardless of operational level is aware of his personal responsibility to follow good practices concerning C.R through a policy of instruction and awareness meetings.

The above policy will be augmented, as a minimum with the following procedures.

1. Should a problem arise, **FIX-IT** Staff working with employees from the host community will report to the community relations officer in order to rectify the situation and maintain communication.
2. Any problem arising from the host community must be immediately reported to the community relation officer and to the project management. The management will contact the community representatives to determine the nature of the problem and a resolution.
3. If the agreement is not achieved between **FIX-IT** and the community, **FIX-IT** through its Community Liaison Officers (CLO), will be informed and will be asked for its opinion considering the reasons and rights of both parties.

Community Relations Officer:

- The C.R Officer shall be nominated by the Project Manager for the entire direction of the work at its job site.
- The C.R office will be accountable to the Project Manager who shall be kept informed of all matters relating to C.R.
- The C.R officer is responsible for the execution of the community relations program and maintaining a cordial relationship with local communities and **FIX-IT**.
- The C.R Officer shall co-operate with **FIX-IT**.
- Appointed community liaison officers to ensure a coordinated approach to community relations.

- *The C.R Officer is responsible for opening and updating a C.R register, which will be maintained in the base office, where he shall record any problem arising from the relations with the local communities.*
- *Participates in investigation, assist in analyzing C.R uses of community incidents and makes recommendations for corrective and/or preventive actions.*
- *Processes all paper work and reports.*
- *Maintain working relationship with **FIX-IT**.*
- *Construction supervision, contractors / subcontractors, insurance and state safety agencies.*

*The community development projects are carried out by **FIX-IT** and are design to ensure that the community is aware that **FIX-IT** is committed to the wellbeing of the community. This process should ensure that the construction works are planned could be carried out with the minimum of disturbance. Community Relations will be implemented in a totally integrated way with **FIX-IT**. **FIX-IT** is to be informed at all junctures and **FIX-IT** will be instrumental in the execution of the majority of community relations initiatives.*

Signed,

Management