***Insert Company Name***

Delete this box and insert company logo

**Community Health, Safety and Security Management Plan**

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| ***General Instructions***   1. *Insert company logo in the header* 2. *Insert company name where indicated (“[insert company name]”)* 3. *Consider the guidance / follow the instructions given in the instruction boxes.* 4. *Review the Community Health, Safety and Security Management Plan (CHSSMP) and customise accordingly, if required* 5. *Delete the instruction boxes throughout when the document is completed, including this box.* 6. *This CHSSMP may be made public to inform the surrounding communities about the health, safety and security risks and impacts associated with the company’s activities.* |

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| **Document No.:** | XX |
| **Type of Document:** | Plan |

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| **Version No.** | **Issue Date** | **REVIEWED by (Team Members)** | **Reviewed by**  **(Relevant Manager)** | **Approved** | **Signature** |
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**Amendments**

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| *Instruction Box – Delete when complete*  General Instructions for Customisation and Compliance |
| This document provides a template from which your company can develop a Community Health, Safety and Security Management Plan (CHSSMP) to provide a clear set of actions and responsibilities for the control of impacts affecting the health, safety and security of the communities within your company’s area of influence (AoI).  A CHSSMP should be developed and implemented to safeguard the health, safety and security (HSS) of surrounding communities and their property in accordance with the Voluntary Principles on Security and Human Rights (VPSHR) and the International Finance Corporations (IFC) Performance Standard 4: Community Health, Safety and Security.  To ensure that the CHSSMP is practical and meets both lender and operational needs, please consider the following:   * Specificity: Tailor the CHSSMP to reflect the specific Community Health, Safety and Security impacts of your Company. Include details relevant to your operational context and geographic location. * Operational Integration: The CHSSMP must be integrated into daily operations. This involves training staff, establishing clear roles and responsibilities and ensuring on-going compliance. * Compliance with Standards: Align the CHSSMP with both international standard (e.g., IFC Performance Standards) and local environmental, health and safety (EHS) and security regulations. Ensure that the CHSSMP clearly demonstrates how these standards are to be met. * Detailed Procedures and Roles: Define specific roles and responsibilities for implementing the CHSSMP and provide detailed procedures for risk management, monitoring and reporting. * Resource Allocation: Commit to allocating the necessary resources, including personnel and training, to effectively implement and maintain the CHSSMP. * Continuous Improvement: Establish a process for regularly reviewing and updating the CHSSMP to reflect new risks, regulatory changes and lessons learned.   The CHSSMP should be developed or updated as part of the planning for a new project that may affect the HSS of surrounding communities; when there are significant operational changes that may result in HSS risks and impacts on surrounding communities; or when there are new regulatory requirements that need to be incorporated into the existing CHSSMP.  For additional guidance, you may wish to refer to [Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets, IFC, 2007](https://www.ifc.org/content/dam/ifc/doc/mgrt/ifc-stakeholderengagement1.pdf) when customising your CHSSMP. |

# Purpose and Scope

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| *Instruction Box – Delete when complete*   * *Describe the purpose of the CHSSMP.* * *Define the scope of application of the CHSSMP.* * *The text below is generic. Review and modify as required for your company.* |

The purpose of this Community Health, Safety and Security Management Plan (CHSSMP) is to provide a clear set of control measures, actions and responsibilities for safeguarding the Health, Safety and Security (HSS) of the communities within the company’s operational context. The CHSSMP applies to the existing [insert company name] operations, and to new developments.

# Objectives

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| *Instruction Box – Delete when complete*   * *State the objectives of the CHSSMP and what it aims to achieve.* * *The text below is generic. Review and modify as required for your company.* |

The objective of the CHSSMP is to ensure compliance with all applicable local, national, and international regulations, thereby protecting the organization from legal penalties and ensuring alignment with industry standards.

The CHSSMP aims to:

* Identify potential community health, safety and security risks and implement strategies to minimise or eliminate those risks, such as environmental controls, safety measures, or community awareness programs;
* Proactively manage community concerns about safety and security to foster trust and build positive relationships;
* Ensure that there are clear procedures and systems in place for responding to emergencies or incidents, including natural disasters, accidents, and security threats, to protect both workers and the surrounding community;
* Ensure a system is in place for continuous monitoring and reporting of health, safety, and security conditions, ensuring that any emerging risks are quickly identified and addressed; and
* Ensure that both [insert company name] employees and local populations are informed and prepared for potential emergencies.

# Legal and International Requirements

## National Laws and Regulations

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| *Instruction Box – Delete when complete*   * *Review country and local legislation relating to community HSS and list all relevant national laws and regulations such as those governing fire protection associations or regulating security personnel, construction regulations, etc* * *List all relevant laws and regulations below.* |

The Plan has been developed to conform to the following national laws and regulations:

* *[Example of the types of names for such laws and regulations, include*
  + *National Environmental Management Waste Act;*
  + *Public Health Act;*
  + *National Road Safety Act;*
  + *National Building Regulations and Building Standards Act;*
  + *General Safety Regulations;*
  + *Construction Regulations;*
  + *Fire Prevention and Flammable Liquids and Substances By-Law;*
  + *Noise Abatement and Prevention of Nuisance By-Law*
  + *Emergency Services By-Law;*
  + *Private Security Industry Regulation; and*
  + *Walls and Fences By-Law].*

## International Standards and Guidelines

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| *Instruction Box – Delete when complete*   * *List all relevant international standards and guidelines, such as those provided below, and other lender standards* * *Modify/delete/add to the list as required.* |

The Plan has been developed to conform to the following international standards and guidelines:

* IFC Performance Standards (PS), 2012 listed below:
* Performance Standard 1 – Assessment and Management of Social and Environmental Risks and Impacts: Requires an assessment of all the potential impacts of a project on workers, affected communities and the environment, and the minimisation and/or mitigation of these impacts.
* Performance Standard 4 – Community Health, Safety and Security: Requires projects to anticipate and avoid adverse impacts on the health, safety, and security of the affected community from routine and non-routine circumstances; and to ensure that the safeguarding of personnel and property is carried out in accordance with relevant human rights `principles and in a manner, that avoids or minimizes risks to the affected communities.
* IFC General Environmental, Health and Safety (“EHS”) Guidelines (2007);
* IFC EHS Guidelines for Annual Crop Production (2016);
* IFC EHS Guidelines for Food and Beverage Processing (2007);
* IFC EHS Guidelines for Perennial Crop Production (2016);
* World Bank Environmental and Social Framework (2016);
* Equator Principles 4 (2020);
* Principles of Responsible Investment in Agriculture and Food Systems, 2014;The United Nations Guiding Principles on Business and Human Rights (UNGPs), 2011;
* Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets, IFC, 2007; and
* International Labour Organisation (ILO) conventions covering core labour standards and ILO conventions signed and ratified by host country, including ILO conventions covering the basic terms and conditions of employment, and ILO convention 190 – violence and harassment, including gender-based violence and harassment.

# Other Relevant References

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| *Instruction Box – Delete when complete*   * *List all relevant documents which are referred to in this document and / or which supported the drafting of this document.* * *Modify/delete/add to the list as required.* |

This CHSSMP should be read together with the following documents:

* [insert company name] Environment and Social Impact Assessment (ESIA);
* [insert company name] Biodiversity Management Procedure;
* [insert company name] Waste Management Procedure; and
* [insert company name] Emergency Preparedness and Response Procedure.

# Definitions

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| *Instruction Box – Delete when complete*   * *Include a list of definitions of terms which may need clarification throughout the document.* * *Modify/delete/add as required.* |

|  |  |
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| **Term** | **Definition** |
| Ecosystem Services | The direct and indirect contributions of ecosystems (or natural/environmental resources) provide for human wellbeing and quality of life. |
| Hazard | Any source of potential damage, harm or adverse health effects to people, animals or the environment |

# Abbreviations and Acronyms

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| *Instruction Box – Delete when complete*   * *The table below includes a list of abbreviations and acronyms which are referred to in the document.* * *Modify/delete/add to as required.* |

| **Abbreviations and Acronyms** | **Definition** |
| --- | --- |
| AoI | Area of Influence |
| CHSSMP | Community Health, Safety and Security Management Plan |
| EHS | Environmental, Health and Safety |
| GBVH | Gender-Based Violence and Harassment |
| GM | Grievance Mechanism |
| HSS | Health, Safety and Security |
| IFC | International Finance Corporations |
| ILO | International Labour Organisation |
| PS | Performance Standards |
| SEP | Stakeholder Engagement Plan |
| UNGPs | United Nations Guiding Principles on Business and Human Rights |
| VPSHR | Voluntary Principles on Security and Human Rights |

# Requirements

## Community Health, Safety and Security Risk Identification

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| *Instruction Box – Delete when complete*   * *Identify and list or describe the communities near to company sites, specifically if the company has a small number of sites of operation, alternatively in generalities if the company has numerous sites of operations.* * *Identify the risks to communities in the company’s surrounding areas. These may include additional technical studies such as a groundwater study to determine local water user information, Environmental and Social Impact Assessment (ESIA), and other specialist studies.* * *Resources such as Google Earth or other map sources are also useful to identify nearby communities and residents.* * *The text below is generic. Review and modify as required for your company.* |

The following communities have been identified to be affected by the operations of [Insert company name] (*the examples below are generic, modify as required*):

* Smallholder farmers adjacent to our [insert facility/site name], from xx m away;
* List nearby communities, from xx km away; and
* List nearby towns, from xx km away.

[Insert company name] will identify HSS risks and impacts to the above stated surrounding communities. The following are potential risks associated with the company’s development and operations to these communities:

* **Air pollution**: associated with air emissions from operational activities, such as open burning of crop waste or burning prior to harvest, boiler emissions or exposure to odours from the use of manure;
* **Pollution of local water sources**: from agrochemicals due to spray drift and or agricultural runoff, processing waste disposal or fuel spills from refuelling facilities, or other operational activities;
* **Pressure on local water supply**: from the increased demand on water supply for operational activities;
* **Noise pollution**: generated by equipment used in operational activities;
* **Hazardous waste**: from improper disposal and management of waste such as chemicals and containers;
* **Traffic hazards**: from increased vehicle traffic due to transportation of materials and products to and from site facilities, warehouse or retail stores;
* **Health risks**: such as from exposure to harmful concentrations of chemicals or hazardous products, and polluted air or water;
* **Depletion of natural resources**: such as degradation of priority ecosystem services that protect communities, e.g. lands or wetlands which prevent flooding in communities downstream or building structures in a river, which prevent fish from migrating upstream where communities fish;
* **Security risks**: resulting from inadequate security measures and excessive use of force during security incidents such as protests, robbery, etc.; and
* **Emergency incidents**: these may include fires, chemical spills, floods, landslide, etc., which may affect surrounding communities.

Consideration should be given to how far risks can spread when identifying risks and those potentially affected.

## Community Health, Safety and Security Mitigation Measures

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| *Instruction Box – Delete when complete*   * *Provide a list of measures to be implemented by the Company to avoid, mitigate or manage identified HSS risks associated with the company’s operational activities to affected communities, in line with applicable laws, regulations and international standards.* * *Below are examples of mitigation measures which are brief and general.* * *The text below is generic. Review and modify as required for your company.* |

The following measures will be implemented by [insert company name] to avoid, mitigate or manage CHS risks associated with the plant activities.

* **Air quality management**: the company will implement appropriate air quality management measures such as (*the examples below are generic, modify as required*):
  + Proper storage of manure;
  + Reducing open burning and promoting alternative methods of handling crop waste, such as composting, mulching, using crop waste as animal feed, etc.;
  + Use ventilation systems to control and disperse gas emissions effectively;
  + Use biofilters to treat air emissions; and
  + Periodically conduct air quality testing around the plant/site/facility to ensure compliance with air quality standards;
* **Pollution of local water sources**: the company will prevent contamination of local water sources by implementing measures such as:
  + Controlling runoff through developing and maintaining stormwater management systems (e.g., retention ponds, swales, and permeable pavements) to capture and treat runoff from reaching water sources; and
  + Ensuring appropriate handling of agrochemicals and other substances;
* **Water resource use management**: the company will monitor its water use and implement water conservation measures such as water recycling in line with the company’s **Water Management Plan** (insert reference if such plan exists);
* **Noise mitigation measures**: the company will implement measures to mitigate/manage noise pollution such as:
  + Limiting noise-generating activities to specific hours set out in the relevant laws and regulations;
  + Notifying surrounding communities, in advance, of blasting or other noise-generating activities during construction;
  + Notifying surrounding communities of any irregular construction activities taking place outside standard working hours;
  + Set and communicate rules/regulations to prevent certain noise-generating activities (e.g., hooting of delivery vehicles).
* **Waste management**: the company will follow the [insert company name] **Waste Management Plan** to reduce, reuse, recycle, recover, and dispose waste, and implement waste management in accordance with applicable waste legislation and international standards;
* **Traffic hazard control measures**: the company will implement traffic accident control measures such as:
  + Enforcing speed limits where company vehicles pass through communities or pedestrian crossing routes;
  + Regular monitoring of driver compliance via driver tracking to road safety rules to prevent accidents;
  + Periodic inspections of company vehicles to ensure that they are roadworthy; and;
  + Road safety awareness among affected communities, where necessary;
* **Health risks management**: the company will establish and implement measures to prevent communities’ exposure to harmful concentrations of chemicals or hazardous products (e.g. compliance to the recommended type, use and concentration of pesticides in agricultural products), and prevention of air and water pollution;
* **Protection of natural resources**: the company will establish and implement measures for environmental conservation, such as protection of wetlands, mangroves, and upland forests that mitigate the effects of natural hazards such as flooding, landslides, and fire, or the degradation of natural resources such as freshwater sources; in line with relevant legislation and regulations, and [insert company Name] **Biodiversity Management Plan** (include document reference);
* **Security management measures**: the company will establish and implement adequate security control measures in accordance with relevant international standards, legislation, regulations, and [insert company Name] **Security Management Procedure**, such as:
  + Screening of prospective employees for relevant training and experience, or ensuring that the security personnel are appropriately trained on proportionate use of force, and have adequate understanding of security requirements in accordance with the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the Voluntary Principles on Security and Human Rights (VPSHR);
  + Screening of prospective employees for history of abuse, sexual harassment, and/or excessive use of force;
  + If the company engages external security providers, assess the adequacy of equipment provided to security employees;
  + Providing guidance for incident reporting and investigation *(see example in the next section);*
  + Providing proper facilities for security employees; and
  + Implementing regular monitoring and periodic auditing to ensure compliance to security controls.
* **Emergency preparedness and response**: the company will engage with relevant stakeholders, including communities, to communicate emergency response measures in line with the [inset company Name] **Emergency Preparedness and Response Procedure** (include document reference).

## Incident Reporting, Investigation and Documenting

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| *Instruction Box – Delete when complete*   * *Provide guidance on how to report, investigate and document HSS incidents affecting surrounding communities.* * *The text below is generic. Review and modify as required for your company.* |

In the event of an HSS incident affecting nearby communities, [insert company name] requires that relevant personnel, including the Health and Safety Officer, and security providers/personnel follow the incident reporting and investigation guidance in the [inset company name] External Grievance Mechanism (include document reference).

# Training and Awareness

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| *Instruction Box – Delete when complete*   * *Indicate any training that is provided to relevant personnel on the requirements of the CHSSMP, including risk mitigation measures.* * *Indicate measures the company will take to inform affected communities about HSS risks affecting communities and how the company is managing them.* * *The text below is generic. Review and modify as required for your company.* |

## Internal Training

[insert company name] will ensure that all relevant personnel are adequately trained to manage HSS risks that may affect members of nearby communities, in accordance with the requirements of this Plan and other company management plans, including:

* Emergency response training;
* Appropriate security response training

## Community Awareness

[insert company name] will ensure that members of the affected communities are informed about HSS risks and mitigation measures. This could be undertaken through engagement methods such as community meetings or relevant stakeholder information sessions.

Carrying out effective stakeholder information sessions involves careful planning, clear communication, and active engagement. Communities can be informed about HSS risks and mitigation measure via the following methods:

* In-Person Meetings: For direct interaction and discussion;
* Webinars: Online sessions for a broader reach, especially if stakeholders are geographically dispersed;
* Social Media: Engaging posts on Facebook or Twitter/X to reach a wider audience; and
* Workshops: To facilitate deeper engagement and collaborative problem-solving.

# Monitoring and Review

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| *Instruction Box – Delete when complete*   * *Include measures for regular monitoring of the effectiveness of the CHSSMP, based on the data from your Company’s Incident Register and feedback from community members and other stakeholders such as regulatory bodies, media, NGO reports, etc. [specify relevant personnel] who will conduct regular monitoring to track implementation and ensure compliance to the CHSSMP.* * *State the frequency of the review and update of the CHSSMP to ensure that it reflects and caters for any emerging HSS issues and/or that it aligns with changes in regulations.* * *The text below is generic. Review and modify as required for your company.* |

## Monitoring

[insert company name] will regularly monitor the effectiveness of the community HSS measures in line with the requirement of this Plan and related management plans. Monitoring will be based on the data from the **Incident Register**. The [specify responsible personnel] will also conduct regular inspections to ensure compliance with the Plan and other requirements.

## Review

[insert company name] will review and update the CHSSMP every year [modify as required] to ensure that it reflects and caters for any emerging HSS issues that affect surrounding communities, based on feedback from community members and other relevant stakeholders, and/or any changes in regulations.

# Roles and Responsibilities

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| *Instruction Box – Delete when complete*   * *Provide the names and positions of the personnel that are responsible for managing all aspects of community HSS.* * *Give a brief description of the roles and responsibilities of each identified person and provide the responsibilities of subcontractors at your company.* * *Select responsible employees, perhaps from your existing management team, to take charge of the CHSSMP.* |

The key roles and responsibilities for the implementation of this Plan are described in **Table 10.1**.

**Table 10.1: Key Roles and Responsibilities**

|  |  |
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| **Role** | **Responsibility** |
| **Environmental, Social and Governance (ESG) or Sustainability Manager** | * Oversight of the overall implementation of the Plan and related management plans, including regularly reviewing and updating the plans as required. * Provides or organises training to relevant personnel to ensure efficient implementation of the management plans. * Ensures that appropriate aspects of the Plan are communicated to relevant stakeholders including affected communities. |
| **Operations Manager** | * Responsibility for the implementation of the Plan and related management plans. * Provides or facilitates the provision of training to employees and contractors on the Plan. * Ensures that service providers comply with the requirements of the Plan. * Reports HSS incidents to relevant personnel, and participating in incident investigations. |
| **Health and Safety Officer** | * Implements the health and safety requirements of the Plan to prevent adverse company/plant/project related impacts that can affect the surrounding communities. |
| **Security personnel** | * Implements the security requirements of the Plan to ensure the security of affected communities to the extent that they are affected by the company/plant/project activities. |
| **Community Liaison Officer** | * Engages and communicates with the affected communities about the HSS risks to which they are exposed and how the company/project is manging them; * Receives and communicates community grievances related to HSS issues affecting communities to the Operations Manager or other relevant personnel. |