



	Standard Operating Procedure	Sustainability Department
	<b>EXTERNAL COMMUNICATION</b>	Date: 08/08/2023

**1. AIM**

The main aim of this procedure is to define communication channels to and from PSG to inform and guide communication between PSG and all external stakeholders.

**2. SCOPE**

The external communication procedure applies to the following;

- a. External stakeholders (Regulatory bodies and NGOs/CSOs).
- b. Communities
- c. Others (Media, Potential business partners and Other interested parties)

Communication within the company is guided by the Internal communication policy.

**3. RESPONSIBILITY**

- The Managing Director (MD) has the overall responsibility for the implementation of this procedure. These responsibilities include ensuring availability of publicly available company documents as well as documents or information available upon request. Communication with external stakeholders including but not limited to business partners, regulatory bodies, NGOs/CSOs, media, etc. are directly handled by the MD or his designate.
- The Sustainability Manager (SM) is responsible for coordinating information from the various departments to facilitate communication with external stakeholders. It also includes ensuring publicly available documents are updated regularly.
- The Community Relations Division (CR) in Sustainability Department (SD) is responsible for all communication with communities around PSG's operational area. The Division will also ensure all communities are provided with all relevant company documents and information.

**4. TIME FRAME FOR RESPONSE**

The time frame for response to request for information ranges from immediate, 7, 14-21, 30 or more than 30 days depending on the nature of information request. The time frame is defined in the Request for information log which captures all requests for information from stakeholders.

**5. DEFINE STAKEHOLDERS**

Defining the stakeholders who have influence or interest in the operations of the company helps to design and implement appropriate channels of communication. PSG's stakeholders are grouped into three (3) broad categories namely external stakeholders, communities and others.

External Stakeholders	Regulatory bodies; - Lands Commission - Forestry Commission/Forestry Services Division (FC/FSD) - Water Resources Commission
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	<ul style="list-style-type: none"> <li>- Environmental Protection Agency (EPA)</li> <li>- District Assemblies</li> <li>- RSPO</li> <li>- Etc.</li> </ul> <p>NGOs/CSOs;</p> <ul style="list-style-type: none"> <li>- Eco Care</li> <li>- Conservation Foundation</li> <li>- Forest Watch</li> <li>- Conservation International</li> <li>- Other NGOs/CSOs relevant to oil palm and rubber plantations.</li> </ul>
Communities	Over 30 local communities around PSG's concession (details in Social Management Plan)
Others	<ul style="list-style-type: none"> <li>- Media (television, radio &amp; newspaper)</li> <li>- Potential business partners</li> <li>- Other interested parties</li> </ul>

**6. CHANNELS**

PSG provides channels for a two-way communication with all stakeholders to facilitate the sharing of information, reporting of grievances and other engagements. The channels of communication are tailored to the specific stakeholder and appropriate language is used to ensure adequate understanding of message or information.

**PSG Communication to Stakeholders**

*Public documents on PSG Dashboard;*

The PSG Dashboard is a general communication channel readily accessible to all stakeholders. The aim of the PSG Dashboard is to make publicly available relevant PSG policies/documents to stakeholders without them having to request for the documents. Relevant PSG policies/documents include Human Rights, No Discrimination and Equal Employment, No Child Labour, Rare Threatened and Endangered (RTE) species, social programs, reports, minutes, etc. The link to the PSG Dashboard is:

<https://www.socfin.com/dashboard/en/plantations-en/psg-en/>

This link is posted on local communities' notice boards for easy access and reference for community members.

Other channels used by PSG to communicate to stakeholders include;

- Notice Boards posts
- Reports/Minutes
- Memos
- Phone calls from MD/Secretariat/HoDs/CR

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- Letters/enquiries
- Meetings/consultations
- Emails from MD/Secretariat/HoDs/CR

a. External Stakeholders

PSG communicates to external stakeholders through the channels below;

External stakeholders	Communication channels
Regulatory bodies	<p><u>Reports;</u></p> <ul style="list-style-type: none"> <li>- Social and Environmental Impact Assessment (SEIA) reports and quarterly reports on implementation of Environmental Management Plan (EMP) to EPA.</li> <li>- HCV-HCS reports to RSPO.</li> </ul> <p><u>Letters/Enquiries;</u></p> <ul style="list-style-type: none"> <li>- Letters providing updates on company operations to District Assemblies, FC/FSD, etc.</li> <li>- Letter of enquiry on land tenure or forest management to Lands Commission and/or FC/FSD.</li> </ul> <p><u>Meetings/Consultations;</u></p> <ul style="list-style-type: none"> <li>- Meetings with District Assemblies to maintain and/or improve collaborations regarding operational and developmental impacts in the catchment area.</li> <li>- Consultations with EPA, FC/FSD and/or Lands Commission to guide plantation operations and ensure compliance.</li> </ul> <p><u>Phone calls &amp; Emails from MD/Secretariat/HoDs/CR;</u></p> <ul style="list-style-type: none"> <li>- To provide information, make enquiries or schedule meetings.</li> </ul>
NGOs/CSOs	<p><u>Meetings/Consultations;</u></p> <ul style="list-style-type: none"> <li>- Consultations to collaborate with NGOs/CSOs to support local communities' development.</li> </ul> <p><u>Media releases;</u></p> <ul style="list-style-type: none"> <li>- To inform NGOs/CSOs of PSG's impact on local communities, including development projects.</li> </ul> <p><u>Phone calls &amp; emails from MD/Secretariat/HoDs/CR;</u></p> <ul style="list-style-type: none"> <li>- To provide information, make enquiries or schedule meetings.</li> </ul>

b. Communities

PSG channels for communicating to local communities include;

Notice boards;

PSG notice boards are placed in local communities to share company information that are relevant to them. PSG relevant documents/policies including Human Rights, No Discrimination and Equal Employment, No Child Labour and Rare Threatened and Endangered (RTE) species are posted on notice

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boards to make them publicly available to local communities. Other information such as job advertisements and memos are also posted on the notice boards.

Sensitization through community Public Announcement (PA) systems;

The PA system is used to complement the notice boards in sharing information in local communities. Information posted on the notice boards are explained in the local language (Twi or Fante) through the PA system to ensure community members understand the information being shared.

Meetings/Consultations;

Regular meetings are held in local communities to discuss development projects, grievances and complaints and other issues of mutual interest. It also provides a platform to train local communities on relevant company documents/policies.

Letters/enquiries;

Letters are sent to local communities to provide feedback on grievances or enquiries or to invite community members for a meeting/consultation. PSG usually follows up with phone calls to ensure local communities understand the contents of letters sent.

Phone calls to local community representatives;

Phone calls are made to local community representatives to provide feedback on grievances or enquiries or to schedule a meeting/consultation. CR or MD as a follow up use phone calls to discuss contents of letters, memos or job vacancies sent out to local communities.

## c. Other

Channels for communicating to other stakeholders include;

Other stakeholders	Communication channel
Media	<u>Meetings;</u> - To discuss the company's interest in a media release. - To provide feedback on enquiries from media. <u>Phone calls to media representatives;</u> - To provide feedback on enquiries or to schedule meetings.
Potential business partners/Other interested	<u>Phone calls &amp; Emails from MD/Secretariat/HoDs;</u> - To make enquiries about partnerships or business proposals. - To schedule meetings.

**Stakeholders Communication to PSG**

Channels used by stakeholders to communicate to PSG include;

- Meetings/Consultations
- Request for information from PSG
- Letters/Enquiries/Demand notice
- Phone calls to Secretariat/CR
- Emails to MD/Secretariat/HoDs/CR

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a. External stakeholders

External stakeholders communicate to PSG using the channels below;

External stakeholders	Communication channels
Regulatory bodies	<p><u>Letters/Demand notice;</u></p> <ul style="list-style-type: none"> <li>- Letters to invite PSG for meetings or consultations.</li> <li>- Letters to notify PSG of new regulations or standards for compliance.</li> <li>- Demand notice for payment of rent, property rate, business operating permit, etc.</li> </ul> <p><u>Meetings/Consultations;</u></p> <ul style="list-style-type: none"> <li>- Meetings to discuss operations or standard practices of the company.</li> <li>- Consultations to improve collaboration with PSG</li> </ul> <p><u>Phone calls &amp; Emails to MD/Secretariat/HoDs/CR;</u></p> <ul style="list-style-type: none"> <li>- To schedule meetings or consultations.</li> <li>- To provide information or feedback to enquiries made by PSG.</li> <li>- To follow up on letters/demand notice sent to PSG.</li> </ul>
NGOs/CSOs	<p><u>Letters/Enquiries</u></p> <ul style="list-style-type: none"> <li>- Letters to invite PSG for meetings or consultations.</li> <li>- Enquiries to know more about PSG's operations.</li> </ul> <p><u>Meetings/Consultations</u></p> <ul style="list-style-type: none"> <li>- To discuss collaborations with PSG to support local communities' development.</li> </ul> <p><u>Phone calls &amp; Emails to MD/Secretariat/HoDs/CR</u></p> <ul style="list-style-type: none"> <li>- To schedule meetings or consultations.</li> <li>- To provide information or feedback to enquiries made by PSG.</li> </ul>

b. Communities

Channels used by communities to communicate to PSG include;

Letters/Enquiries;

Local communities send letters to CR or MD's office to request for assistance or to report grievances or complaints. Letters are also sent to schedule meetings with PSG.

Visits to CR office by local community representatives;

Representatives from local communities visit the CR office regularly to request for assistance or report grievances and complaints. It is also a channel to follow up on grievance resolution processes or requests for assistance.

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Meetings/Consultations:

In addition to the regular meetings, local communities call for unscheduled meetings on issues of importance and urgency. This usually involves discussions on issues that needs to be addressed immediately.

Phone calls by community representatives to CR/MD:

Local community representatives make phone calls to CR or MD to request for assistance, report grievances or to follow up on issues discussed. They also use phone calls to provide information, make enquiries and schedule meetings.

Request for information (PSG documents publicly available upon request):

SOPs, policies and plans that are relevant to local communities are made available when local communities make requests to MD/Secretariat/CR for such documents. This provides information for local communities to understand company operations, impacts and to promote transparency as well.

c. Other

Channels used by other stakeholders to communicate to PSG include;

Other	Communication channels
Media	<u>Meetings:</u> - To discuss interest in media releases of PSG. <u>Phone calls &amp; Emails to MD/Secretariat/CR:</u> - To make enquiries about the company's operations, support for local communities, etc.
Potential business partners/Other interested	<u>Phone calls &amp; Emails to MD/Secretariat/HoDs:</u> - To make enquiries about company operations, projects, etc. - To establish interest in working with PSG.

**7. PARTICIPATORY PROCESS**

This procedure is developed with communities in a participatory manner through the SMP Q2 and Q3 participatory consultations in 2021 (refer to SMP for details).

**8. REFERENCES**

- Internal communication policy
- External grievance mechanism
- Social Management Plan
- Request for information log

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