Boafo Nsa
CIVIL WORKS · GHANA

BN-POL-13
VERSION 1.0

CORPORATE POLICY

Community Relations and Grievance Policy

EFFECTIVE DATE	VERSION	NEXT REVIEW
11 August 2026	1.0	12 months after approval

POLICY OWNER	APPROVED BY
Projects Director (operated by Community Liaison Officers)	Board of Directors, [date]

APPLIES TO
All Boafo Nsa projects and the communities affected by them

01 Policy statement

Our projects are built in people's neighbourhoods, farms and market streets. Boafo Nsa will engage communities early and honestly, respect traditional and local authorities, keep disruption to a minimum, and answer every complaint fairly and quickly. Projects that have community support finish sooner and stay safer.

02 Framework

- Local Governance Act, 2016 (Act 936) and the bye-laws of metropolitan, municipal and district assemblies
- Land Act, 2020 (Act 1036)
- Client and lender requirements, including IFC Performance Standards 1 (stakeholder engagement and grievance), 4 (community health and safety) and 5 (land acquisition) where they apply

03 Engagement

01 Before mobilising, introduce the project to the assembly, traditional authority (chief and elders), assembly members, landowners and community groups, including women and youth leaders.

02 Explain the works, timing, expected disruption, job opportunities and how to complain.

03 Hold regular meetings during construction and give notice before major disruption, such as road closures, blasting, utility cuts or night work.

04 Keep a stakeholder register and a record of all meetings and commitments.

04 Land and property

Boafo Nsa does not acquire land or demolish structures on its own account for client projects; that is the client's responsibility. We work only within land formally handed over to us, record the condition of nearby buildings, crops and access before work starts, and report any land dispute to the client immediately. Temporary use of land for yards or borrow pits is agreed in writing with the rightful owner, with fair rent and an agreed restoration plan.

05 Community health and safety

- Fence and light open excavations, especially near schools and homes
- Provide safe pedestrian routes and keep access to homes, shops and farms open
- Control speed and dust from haul trucks through communities
- Do not leave standing water that breeds mosquitoes
- Manage the risks of labour influx (BN-POL-12) and communicable disease

06 Community grievance mechanism

Anyone affected by our work can complain, free of charge and without fear of reprisal.

STEP	ACTION	TIMEFRAME
1. Receive	By phone or WhatsApp [number], in person to the Community Liaison Officer, at the site office, through the assembly member or the chief's palace, or anonymously	Any time
2. Log and acknowledge	Record in the grievance log; give the complainant a reference	Within 3 working days
3. Assess and act	Site visit; agree a fix such as repairing damage, adding dust control or adjusting hours	Within 14 days
4. Close out	Confirm with the complainant that the issue is resolved; record the outcome	Within 30 days
5. Escalate	If unresolved, refer to the Projects Director, then to the client, the assembly or traditional mediation	As needed

Complaints about SEAH are handed to the SEAH focal point and dealt with under BN-POL-12. Using the grievance mechanism does not prevent anyone from going to court or other authorities.

07 Community investment

Any donation or community project is transparent, agreed with community representatives and the client, recorded, and never linked to a business decision or to an official's personal interest (BN-POL-02).

08 Review

The Projects Director reports grievance numbers, types and closure times to the Board each quarter. This policy is reviewed at least every 12 months.

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