



ACTION PLAN FOR SOCIAL LICENCE TO QUARRY

Activity 3.2 - Illegal Quarrying

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ACTION PLAN FOR SOCIAL LICENCE TO QUARRY

Introduction

“The social license to operate” resides outside the government or the legally-granted right to operate a business. A company can only gain a social license to operate through the broad acceptance of its activities by society or the local community. Without this approval, a business may not be able to carry on its activities without incurring serious delays and costs.

The social acceptance of a quarrying activity is largely conditioned by a constant **communication** between stakeholders and social groups in order to protect the local communities, the environment and the interest of legal operators. The most important issue is to harmonize the expectations of both local communities and operators in order to achieve the socially acceptable quarrying over the mining works life cycle.

To better achieve social acceptance, the communities must be involved not only by informed about a determined company position, but by considering community feedback in the decision making process, i.e. using community expectations to make better decision. This can be achieved by community consultation, a two-way communication process between licensee and the community.

Proposed actions for the authorities

Authorities could stimulate and be actively involved in the social dialog on mining activities concerning aggregates by promoting the communication between the interested parts (authorities, companies, stakeholders and local communities).

In order to elaborate a **communication guide-line**, some issues must be taken into consideration:

- ✓ Impacts and benefits (how to communicate, challenges in communication):
 - The state of the arts,
 - Setting objectives,
 - Identifying constraints,
 - Prioritizing stakeholders,
 - Strategic approach, timing: What to communicate? When?
 - Mapping stakeholders,
 - Top messages for each stakeholder group,
 - Timing initiatives.
- ✓ Selection of the best tools & approaches (communication Program and Turning the Strategy into Action):
 - Dissemination vs. Dialogue,
 - When and how to use the Media,
 - When and how to use non-Media tools,
 - Cost of communication initiatives,

- Making the most of the funds available,
- ✓ Network development (to open the communication channel between authorities, stakeholders and public).

Proposed actions for the companies

- ✓ Develop a communication plan:
 - Introduction at media events / non-media events;
 - Development of case studies to maximize impact and to broaden dialogue;
 - Use of the media to raise awareness, deepen dialogue and improve stakeholder engagement;
- ✓ Provide to the community representatives accurate reports on the quarry operations, the environmental management, the community relations and other relevant information;
- ✓ Organize an effective dialogue for the establishment of working relationships between the company and the community in order to:
 - provide information on mining operations;
 - provide an opportunity to identify the community concerns on environmental performance;
 - identify the better ways to solve the community complaints;
 - receive the consultation feedback regarding quarrying operations and environmental management.

Proposed actions for the communities and other stakeholders

- ✓ Provide for the ongoing communication of information on quarrying operations as concern project assessment, implementation of licensee conditions, and other management plans, including rehabilitation plans.
- ✓ Identify and communicate the community concerns and complaints related to quarrying activities.
- ✓ Identify and provide the communities initiatives to which the operators could contribute.
- ✓ Share information of common interest with other stakeholders and neighbor communities having common issues.
- ✓ Provide to the relevant authorities and mass-media any information regarding illegal activities.