BP is grateful for the opportunity to provide further clarification in relation to community complaints management, socio-economic development and environmental monitoring around our Sangachal terminal.

As a responsible operator BP has a policy, procedures and agreed processes and mechanisms in place with regard to engaging with all of its neighbouring communities including with the communities of the settlements close to the Sangachal terminal and responding to concerns and grievances as they arise.

This is part of our commitment to the people and countries where we operate. In Azerbaijan we work together with the government and all neighbouring communities to contribute to sustainable growth, create jobs and invest in people.

Before we start any major project, we engage with stakeholders and conduct detailed environmental and social impact assessments (ESIAs) in affected areas and communities in order to be able to take all necessary action to avoid, eliminate where possible or minimize the impacts from our business. This has been the case with our ongoing project - Shah Deniz 2, where we started engagement and consultations with the communities well before the project early works commenced. The project conducted a Stakeholder and Socio-Economic Survey which informed the ESIA and associated plans and involved 200 household surveys in Umid, Sangachal, Azim Kend and Massiv 3, 12 focus groups and 66 interviews with key stakeholders.

Following the initial consultation, the project held ESIA disclosure meetings in 2013 and has regularly met with communities to share updates on project activities and respond to questions and grievances. This has been in addition to our Project Information Centres for communities at the settlements near the Terminal which have been active throughout the project implementation for liaising with local communities and addressing any concerns originating from work activities and related impacts.

We have an established grievance resolution mechanism for communities living in our neighbourhood. Our policy is to register and acknowledge community grievances within seven days, and address them within 30 days. The registration and response to community grievances and requests are managed by our community liaison officers whose job is to engage with the communities on a day-to-day basis.  This has enabled both parties to constructively address concerns and resolve disagreements helping maintain open dialogues and build strong, mutually beneficial working relationships.

At the peak of activities, the project created tens of thousands of jobs including 1449 people recruited from the communities near the Terminal.

In addition, we have implemented a large number of community development programmes in the settlements near the Terminal to build local capabilities and to enhance education. BP issues quarterly business updates as well as annual sustainability reports which include detailed information about our social investment and community development programmes and initiatives. For detailed information please go to <https://www.bp.com/en_az/caspian/press/businessupdates.html>; <https://www.bp.com/en_az/caspian/sustainability.html>

As part of BP’s Environmental Monitoring Programme we conduct routine monitoring around the Terminal including monitoring of air quality, surface and groundwater and soil monitoring. The results are reported to the national regulator, Ministry of Ecology and Natural Resources, on an annual basis. We also present the results of our monitoring programmes to the communities during regular community updates and make them publicly available through presentation sessions and monitoring overview booklets. Also, please see <https://www.bp.com/en_az/caspian/sustainability/environment.html>

In addition, we are working on the publication of the results of BP’s 20-year monitoring surveys in Azerbaijan which are planned to be published and presented to the public in 2018.