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HUMAN RIGHTS & COMMUNITY RELATIONS POLICY STATEMENT

SOCIAL LICENSE TO OPERATE, COMMUNITY ENGAGEMENT & ETHICAL LABOR GOVERNANCE

ENTERPRISE SOCIAL RESPONSIBILITY MANDATE: This Policy Statement establishes the corporate commitment of EuniServ Limited (RC NO: 9729797) to respect fundamental human rights, maintain proactive community relations, uphold fair labor practices, and secure a sustainable social license to operate across all project locations. Formulated in alignment with the United Nations Guiding Principles on Business and Human Rights (UNGP), International Labour Organization (ILO) Core Conventions, and the Voluntary Principles on Security and Human Rights (VPSHR), this document governs all interactions with workers, host communities, security providers, and regional stakeholders across West Africa.

1. EXECUTIVE POLICY DIRECTIVE & PHILOSOPHY

1.1 Executive Leadership Mandate

Executive Management at EuniServ Limited believes that sustainable commercial success and technical operational excellence are intrinsically linked to social responsibility, community trust, and the uncompromising respect for human dignity. Operating as a *Specialized Energy, Industrial Procurement & Technical Supply Chain Partner*, EuniServ Limited is committed to maintaining harmonious relations with host communities, protecting worker rights, preventing forced or child labor, and ensuring that security measures operate with full respect for human rights.

1.2 Core Policy Commitments

- Respect for Fundamental Human Rights:** Uphold and protect international human rights standards across all direct operations, warehouse staging yards, freight corridors, and supply chain networks.
- Proactive Host Community Engagement:** Foster transparent, inclusive, and culturally sensitive dialogues with host community leadership, traditional councils, youth associations, and local stakeholders prior to and during project execution.
- Zero Tolerance for Forced & Child Labor:** Enforce strict age verification protocols and fair employment terms across all internal operations and third-party contractor supply chains.
- Voluntary Principles Alignment (VPSHR):** Ensure all private security guards and public security personnel deployed for asset or convoy protection act strictly within the bounds of human rights law and proportional force guidelines.

2. ENTERPRISE SCOPE & SERVICE-SPECIFIC COMMUNITY RELATIONS FRAMEWORK

This Policy applies to all personnel, project sites, logistics transit corridors, and sub-contractor operations under the management of EuniServ Limited across its 6 core business divisions:

EUNISERV CORE DIVISION	OPERATIONAL SCOPE & SUB-CATEGORIES	MANDATORY HUMAN RIGHTS & COMMUNITY CONTROLS
1. Industrial Procurement & Energy Supplies	Technical vendor vetting, bulk procurement, factory-gate sourcing, pre-dispatch inspections, 100% BOQ matching, and MTC documentation. • <i>Mechanical Equipment & Fluid Handling</i> • <i>Electrical Infrastructure & Power Distribution</i> • <i>Instrumentation & Process Control</i> • <i>MRO, Site Operations & Safety Gear</i>	Equal opportunity hiring for local warehouse labor in Port Harcourt, strict adherence to national labor laws, fair wage governance, and safe working conditions during equipment staging.
2. Solar Energy & Renewable Power Infrastructure	Engineering, installation, and maintenance of off-grid/hybrid renewable power systems for high uptime and durability. • <i>Turnkey Power Configurations</i> • <i>PV Solar Array Installation</i> • <i>Specialized Electrical Appliances & BoP</i> • <i>Energy Auditing & Preventive Maintenance</i>	Prior consultation with community leaders and site owners before site installation, prioritizing local technician recruitment, and maintaining polite, respectful workplace conduct.
3. Fleet Management & Transport Logistics	Safe movement of workforce, commercial goods, machinery, and project equipment across regional/national transit corridors. • <i>Corporate & Field Vehicle Hire</i> • <i>Haulage & Freight Operations</i> • <i>Dedicated Fleet Management</i>	Community road safety briefings for haulage drivers, strict enforcement of speed caps (<40 km/h) in urban/village zones under Journey Management Plans, and respectful transit interactions.
4. Modular Accommodation & Site Facilities	Rapidly deployable, climate-resilient container housing and prefabricated structures engineered for immediate field readiness. • <i>Site Offices & Living Units</i> • <i>Auxiliary Modular Structures</i> • <i>Turnkey Site Preparation</i>	Pre-mobilization community notification, noise and dust suppression controls during crane offloading and installation, and engagement of local sub-contractors for site groundwork.
5. Medical Devices & Pharmaceutical Procurement	Distribution of certified medical equipment and consumables under strict ISO/NAFDAC-aligned quality frameworks. • <i>Diagnostic & Clinical Equipment</i> • <i>Medical Consumables & PPE</i> • <i>ISO-Aligned Supply Handling</i>	Ethical distribution practices, ensuring non-discriminatory supply chain access for healthcare facilities, and safeguarding community health through sterile supply handling.
6. Supermarket & Retail Operations	Management of bulk consumer merchandise, retail store inventory, and downstream supply channels. • <i>Bulk FMCG & Downstream Supply</i> • <i>Store Inventory & Merchandising</i>	Fair wage standards for retail and warehouse staff, non-discriminatory employment practices, fair consumer pricing, and ethical downstream supply chain governance.



3. LABOR GOVERNANCE, FAIR EMPLOYMENT & WORKPLACE RIGHTS

EuniServ Limited enforces comprehensive fair labor practices in strict compliance with the Nigerian Labour Act and ILO Core Conventions:

3.1 Non-Discrimination & Workplace Equality

EuniServ guarantees equal opportunity in hiring, compensation, professional development, and promotion regardless of race, ethnicity, religion, gender, age, disability, or marital status. Discrimination, harassment, bullying, or abusive behavior in any form is strictly prohibited and subject to immediate disciplinary action.

3.2 Fair Compensation & Freedom of Association

- **Fair Wages & Working Hours:** Ensure all employees receive fair compensation meeting or exceeding statutory minimum wage requirements, with structured limits on duty hours and mandatory rest periods.

- **Freedom of Association & Collective Bargaining:** Respect the statutory rights of workers to form or join lawful trade unions and engage in constructive collective bargaining.
- **Safe & Healthy Working Environment:** Provide clean, safe, and health-compliant working conditions, certified PPE, and clean sanitation facilities across all operational sites.

4. COMMUNITY ENGAGEMENT, GRIEVANCE REDRESS & SOCIAL LICENSE

To preserve a strong social license to operate, EuniServ implements a proactive community relations protocol for field activities:

ENGAGEMENT STAGE	KEY COMMUNITY RELATIONS ACTIVITIES	MANDATORY DELIVERABLES & OUTPUTS
Phase 1: Pre-Mobilization Consultation	Identifying key community leadership, traditional authorities, youth leads; conducting social risk assessments; presenting project scopes.	Community Contact Registry, Social Impact Risk Log, Early Stakeholder Briefing Minutes.
Phase 2: MoU & Local Employment Agreement	Negotiating terms for local non-specialized labor engagement, community security participation, and local vendor participation.	Signed Community MoU, Local Labor Recruitment Schedule, Host Community Liaison Officer (CLO) Appointment.
Phase 3: Operational Grievance Management	Establishing accessible, transparent channels for community members to submit concerns, property damage claims, or environmental feedback.	Community Grievance Register (EUN-CLO-REG-01), 72-Hour Grievance Acknowledgment Notice, Resolution Reports.

5. SECURITY & HUMAN RIGHTS GOVERNANCE (VPSHR)

Where security personnel are required for facility, site, or transit convoy protection, EuniServ enforces the Voluntary Principles on Security and Human Rights:

- **Pre-Deployment Security Vetting:** All private security contractors and public security escorts undergo mandatory background checks and human rights orientation prior to deployment.
- **Proportional Use of Force:** Security personnel are instructed that force may only be used as a last resort, strictly proportional to the threat, and solely for protecting human life or property.
- **Reporting Security Misconduct:** Any allegation of human rights infringement, excessive use of force, or unlawful detention by security personnel must be reported immediately to Executive Management and investigated within 24 hours.

MKPAH EUNICE MAURICE
Executive Director, Strategy & Commercial Operations
Date: August 15, 2026

KALAIYO SOALA RAYMOND
Executive Director, Technical Operations & Logistics
Date: August 15, 2026

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