

Best Practice: Community Alliance Program

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Category: Communications
Location: Shell Tabangao Refinery, Batangas, Luzon, Philippines
Date Observed: 19 July, 2005
POC: Mr. Mansueto Flores, Facility Security Manager

- Description:** Community Alliance Program – partnership with five local “barangays” or neighborhoods bordering on the facility. The company funds public works projects in these communities and has fostered a community watch program. This program has resulted in an increased level of vigilance, the increased reporting of suspicious activity and a marked reduction in pilferage from the facility.
- Discussion:** This program has resulted in an increased level of vigilance, the increased reporting of suspicious activity and a marked reduction in pilferage from the facility. Most of the facility workers are from the neighborhoods being helped.
- Potential Down-side:** Neighborhoods may become dependant on facilities or a feeling that once started a facility is obligated to increase its funding of projects because of a threat of public backlash.
- Conclusion:** Program is beneficial to all involved. Not only in supported neighborhoods whose borders touch the facility’s fence line but also by creating “protective bubble” around the facility.
- Cost:** Cost of the public works projects is shared by all members of the program which keeps costs down. Though all share rewards in communities increased vigilance. Overall cost depends on the size of projects versus the cost benefit of reduction in pilferage.