



Risk Analysis and Mitigation for a Concrete manufacturing Company in Port Harcourt, Nigeria


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Risk is a likelihood of an adverse event to occur, thereby causing a negative impact. This paper studies a case of Okonto Concrete Manufacturing Company, located in Port Harcourt, Nigeria. Flood disaster within and around the company's plant site resulted in a chemical spill, which posed major risks cutting across aquatic life, health of staff and community residents, local authorities, and the company's economic performance. An analysis of Political, Economic, Social, Technological, Legislative, Environmental, and Competitive (PESLEC) risks was carried out. The risks were identified using Ishikawa's (fishbone) diagram. The PESTLEC analysis and mitigation resulted in recommended actions to be taken with those to be responsible for each action, at various timelines. The analysis and mitigation plans were designed for a period of one year, within which the company would be able to recover and address major staff, community, and government concerns. However, this research recommends further studies to address full disaster recovery plan to ensure complete restoration of the company's value chain.

Keywords: Concrete Manufacturing, Flood Disaster, PESLEC Analysis, Risk Analysis, Risk Mitigation

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1. Introduction

Okonto Concrete Manufacturing Company produces concrete in commercial quantities, which are distributed throughout Port Harcourt, the Rivers State capital, in Nigeria. The company has a concrete manufacturing plant situated outside in the Port Harcourt and is relatively close to three housing estates and a small village, which in total have a population of 3,000 people. A major river also passes directly alongside the plant site boundary. The river is a successful habitat for salmon and other species of wildlife. Concrete manufacturing is the central and the most profitable part of the Okonto concrete manufacturing company's business without which it would be difficult to survive. The manufacturing plant has been in its current location for over 20 years and is a prime location because of a major road utilized to transport raw materials such as sand, cement, granite, and chemicals such as admixtures, as well as finished products (concrete).

Recently, unusually heavy rains have caused the river to overflow its banks. This flooded the site and caused a large chemical leak from the company's storage tanks into the river. As a result, a section of the local community has been quite vocal with their objection to the company's continued presence at the site. However, because the company employs approximately 1,250 persons the majority of whom are from the nearby residential areas, there is a general tolerance to the company's business. Whilst the local authority would prefer the company to relocate, they cannot enforce the move through the planning laws as the site carries immunity. They are also acutely aware of the company's contribution to the area as a major employer. This problem of risks from the company's workforce, neighbouring community, and government, can also have an adverse effect on the company's economic performance.

A study carried out by [1] was focused on a comprehensive review of flood management and various approaches to address the risks involved. Their study recommended social and environmental aspects of flood management, and how the flood management factors can be evaluated in terms of risk. [2] also highlighted some international best practices in flood risk management strategies in Nigeria.

They recommended stakeholder collaboration, adoption of innovative flood risk adaptation strategies, investment in flood risk research, strengthening of institutional framework, and increased public awareness and education on flood risks in Nigeria. While previous studies have addressed flood related risks, none has addressed them politically, socially, economically, environmentally, competitively, technologically, and legally in a wholistic manner, in any construction related sector of Nigeria. This gap will be addressed by identifying the risks, and qualitatively analysing them using the Political, Economic, Social, Technological, Legislative, Environmental, and Competitive (PESTLEC) analysis. This concept has been used by several researchers [3], [4], [5], [6], [7], [8] to analyse and manage risks.

Risk is an uncertain effect on project performance [9]. It can be defined as the combination of two variables: the probability that an adverse event will occur and the impact it will have on the goals of the business [10]. The significant risks faced by an organization should be reviewed, examining the risks acceptable, the likelihood of their materializing, and the ability to reduce their impact if they do occur, also bearing in mind the costs and benefits of particular controls [11]. Risk Identification (or profiling or perception) is the subjective judgment that people make about the characteristics and severity of a risk [12]. Projects are exposed [13] to both internal risks (financial, design, contractual, construction, personal, involved parties and operational risks) and external risks (economic, social, political, legal, public, logistical and environmental risks). Hence risks should be analysed and mitigated both internally and externally.

2. Methodology

The risk involved in this case study is a fundamental static risk, since it occurred in a society, and is a natural disaster, such that the concerned individuals or firm has little or no control over it. The steps to be taken are: Profiling or identification of the risks; assessment and analysis; and mitigation.

A. Risk Identification and Profiling

To identify the risks the Ishikawa (fishbone) cause – and – effect diagram as shown in Figure 1 was used for the following categories:

Table 2: Risk mitigation and register

RISK SOURCE	TASK	RISK FACTOR (WITH SEVERITY)	RISK RESPONSE	RESPONSE REACTION	RESPONSIBILITY	ACTION DATE	INTERVAL
POLITICAL	RELATIONSHIP BETWEEN COMPANY'S PRINCIPAL OFFICIALS AND LOCAL COMMUNITY LEADERS AS WELL AS SHAREHOLDERS	SHAREHOLDERS ARE NERVOUS (H)	MITIGATION	BRAIN STORM WITH COMPANY EXECUTIVES AND UPGRADE SHAREHOLDERS OF THE WAY FORWARD	MANAGING DIRECTOR	IMMEDIATELY	ONCE IN THREE MONTHS
		PRESSURE FROM LOCAL AUTHORITY FOR PLANT SITE TO RELOCATE (M)	MITIGATION	ARRANGE MEETINGS FOR	PUBLIC RELATIONS OFFICER	IN THREE WEEKS	ONCE IN SIX MONTHS
		UNIDENTIFIED FORCES LOBBYING FOR COMPANY TO RELOCATE (L)	RETENTION	INVESTIGATE THE PENETRATORS AND RESIST THEM IF FOUND	PUBLIC RELATIONS OFFICER	IMMEDIATELY	THROUGH THE PROJECT'S LIFE CYCLE
ECONOMIC	COMPANY'S FINANCIAL CONTROL AND IDENTIFIED RISK	FALL IN ANNUAL SALES FIGURE (H)	MITIGATION	MORE ADVERTISING AND PROMOTIONS	MARKETING MANAGER	IN ONE WEEK	DAILY
		COST OF DAMAGED EQUIPMENT AND MATERIALS (H)	TRANSFER	TRANSFER TO INSURANCE COMPANY	INSURANCE COMPANY	IMMEDIATELY	THROUGH THE PROJECT'S LIFE CYCLE
		COST OF MITIGATION (H)	TRANSFER	MAKE A PLAN AND BUDGET, AND TRANSFER TO INSURER	INSURANCE COMPANY	IMMEDIATELY	THROUGH A PERIOD OF ONE YEAR
SOCIAL	COMPANY'S RELATIONSHIP AND ACTIVITIES WITH THE COMMUNITY	LOCAL COMMUNITY RESIDENTS ARE VOCAL (H)	MITIGATION	COMPENSATE THEM WITH IDENTITIES	PROJECT MANAGER	IN ONE MONTH	ONCE IN FOUR MONTHS
		COMMUNITY RESIDENTS' HEALTH IN DANGER (L)	TRANSFER	THEY COULD FALL SICK	INSURANCE COMPANY	IN ONE WEEK	THROUGH THE PROJECT'S LIFE CYCLE
		COMPANY'S IMAGE IS DETERIORATED BEFORE THE PUBLIC (M)	MITIGATION	ENLIGHTEN THE PUBLIC OF THE PROBLEM AND POSSIBLE SOLUTIONS	PUBLIC RELATIONS OFFICER	IN THREE MONTHS	ONCE IN TWO MONTHS
TECHNOLOGICAL	COMPANY'S SAFETY OF EQUIPMENT AND EMPLOYEE	FLOOD EFFECT HAS DAMAGED SOME EQUIPMENT, INFRASTRUCTURE, AND MATERIALS AT THE SITE (H)	MITIGATION	PREPARE A DISASTER RECOVERY PLAN AND INFORM INSURER	PROJECT MANAGER	IMMEDIATELY	ONCE
		POSSIBILITY OF ELECTRICITY POWER FAILURE (M)	MITIGATION	PROVIDE BACKUP ELECTRICITY	CONTROL SYSTEMS AND INSULATION MANAGER	IN ONE WEEK	THROUGH THE PROJECT'S LIFE CYCLE
		COMPANY'S EXPERTISE IS AT STAKE (M)	MITIGATION	INVOLVE FLOOD AND EROSION EXPERTS	COMPANY EXECUTIVES	IN TWO MONTHS	THROUGH A SIX-MONTH PERIOD
LEGISLATIVE	COMPANY'S LEGAL AFFAIRS	POSSIBILITY OF LAW SUIT BY LOCAL COMMUNITY (L)	TRANSFER	INFORM SOLICITORS ABOUT IT	COMPANY'S SOLICITORS	IN TWO MONTHS	THROUGH THE PROJECT'S LIFE CYCLE
		HAZARD MAY OVERTWEIGH IMMUNITY FROM PLANNING LAW PROVISIONS (L)	TRANSFER	INFORM SOLICITORS ABOUT IT	COMPANY'S SOLICITORS	IN THREE MONTHS	THROUGH THE PROJECT'S LIFE CYCLE
		LEGISLATIVE AUTHORITIES MAY REVERSE LEGAL CONDITIONS (L)	TRANSFER	INFORM SOLICITORS ABOUT IT	COMPANY'S SOLICITORS	IN SIX MONTHS	THROUGH THE PROJECT'S LIFE CYCLE
ENVIRONMENTAL	THE LOCATION WITH RESPECT TO THE FLOOD	AQUATIC LIFE IS IN DANGER (H)	TRANSFER	TRANSFER TO INSURANCE COMPANY	INSURANCE COMPANY	IMMEDIATELY	THROUGH A SIX-MONTH PERIOD
		COMPANY'S STAFF AND COMMUNITY RESIDENTS' HEALTH AND SAFETY IN DANGER BECAUSE OF SPLT CHEMICAL (M)	TRANSFER	TRANSFER TO INSURANCE COMPANY	INSURANCE COMPANY	IN ONE MONTH	THROUGH THE PROJECT'S LIFE CYCLE
		ENVIRONMENTAL POLLUTION (M)	TRANSFER	TRANSFER TO FLOOD AND EROSION EXPERTS	TRANSFER	IN ONE MONTH	THROUGH A SIX-MONTH PERIOD
COMPETITIVE	THE VALUE AND REPUTATION OF COMPANY'S PRODUCTS	COMPETITORS' INTRODUCTION OF CHEAPER AND BETTER SELLING PRODUCTS (H)	RETENTION	CARRY OUT A VALUE CHAIN ANALYSIS	VALUE ENGINEER OR PROJECT MANAGER	IN ONE WEEK	ONCE IN SIX MONTHS
		THE VALUE OF OUR PRODUCTS WITH RESPECT TO OUR CUSTOMERS MAY HAVE DEPRECIATED (M)	MITIGATION	MAKE A TEMPORARY TRIAL DISCOUNT	MARKETING MANAGER	IN TWO MONTHS	ONCE IN THREE MONTHS
		OUR PRODUCT STRATEGY MAY BE OBSOLETE (M)	MITIGATION	INTRODUCE THE SIX-SIDED CONCEPT TO IMPROVE PRODUCTION STRATEGY	PROJECT MANAGER	IN ONE MONTH	ONCE IN SIX MONTHS

4. Conclusion

The flood disaster that befell Okonto concrete manufacturing company's plant site encountered risks capable of crumbling the company's business. This study has provided a risk management solution by way of applying the PESTLEC analysis. The risks were identified using Ishikawa's (fishbone) diagram. The assessment and mitigation were carried out with recommended responsible personnel, actions and timelines. These solutions were designed for a period of one year, within which the company is expected to gradually recover as well as settle staff, community and government concerns. However, the value chain of the company is also at a major risk. This was not fully addressed in this study. It is therefore recommended that further studies be carried out to address a comprehensive disaster recovery plan, in order to revitalise the company's value chain.

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