



Stakeholder Engagement

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What are the key risks to not having a Stakeholder Engagement solution?

1. Managing Stakeholders engagements is time consuming

This task requires a significant amount of human effort to manage and ensure that all stakeholder databases and activities are monitored and kept track of.

This leads to an **increase in overheads**.

Solutions:

1. Centralised database
2. Automated Processes
3. Stakeholder self service

2. The nonexistence of a system can lead to risk exposure

If there is no stakeholder engagement system in place, it means that the mines or commodities organisations rely on manual processes. This can lead to **human error**.

Personalised tracking systems and workarounds create unnecessary overheads and still results in more potential for **human error**.

Solutions:

1. Dashboards, reporting and alerts
2. Workflow automation
3. Escalations

3. Disparate silos of stakeholder information

Very often a stakeholder engagement strategy is managed by spreadsheets, paper driven processes, or some other unstructured method, typically all resulting in **key stakeholder information not being consolidated into a single view**.

Solutions:

1. Centralised database
2. Communication and activity Audit trails



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4. Compliance and non-contract management

Compliance can be related to multiple different stakeholders. Areas for compliance are not just specific to license rights, and typically also include other legislative, environmental, land owner agreements and so forth.

Solution:

1. Compliance/agreement register

Compliance evidence such as contracts and agreements are often not readily accessible.

Solution:

1. Integrated SharePoint document management, for all related documents to be stored and recalled from the specific compliance record

5. Communication channels are limited and lead to inefficiencies

Ensuring that each stakeholder has their preferred method of communication available is complex and expensive, and thus often not implemented.

There are a number of pitfalls to limited channels of communication:

- Results in duplicate effort for communication
- Becomes expensive
- A number of stakeholders are tech savvy and as such, expect to engage digitally

Solution

A prebuilt multi-channel engagement platform that includes

- Skype for business (integrates to pabx)
- Isms Gateway charged at 20c /sms. Offers two-way communication and message tracking against stakeholder
- Self Service portals
- Social engagement capability



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6. Lack of insight into the various community upliftment and shared scheme programs

Often, local recruitment is a priority, but managing this process can become cumbersome, and if outsourced, it becomes very costly.

Pitfalls

- No searchable CV database for local recruits
- When sub-contractors are mandated to employ local staff, the process can be time consuming
- No register of evidence for local recruitment

Solution:

1. A searchable pre-configured CV Database, that is accessible via the portal by both potential employees and employers of the local community

7. Upliftment programs statuses are time consuming to report on or to provide feedback on

Data is stored in external systems, which once again means compiling information for feedback is time consuming

Solution:

1. Compliance register
2. Automated feedback document creation