



Microsoft Dynamics – Stakeholder Engagement

Benefits include:

Sustainability management and reporting

Enable better management of risk and reputation

Increase efficiencies in communication

Get a multi-dimensional view of all stakeholders

Prioritise Stakeholders

Reporting and Dashboards

CV database

Social Listing

Compliance Management

Access from different location

Document Management

What is Stakeholder Engagement?

A stakeholder includes any person, group or organisation who is involved, affected or where they can have an effect on others by the project they plan to deliver or have undertaken. This is no different when it comes to mines, quarries, mills, plants and so forth.

Stakeholder engagement is the process used by an organisation to engage with relevant stakeholders.

It is now also recognised as a fundamental accountability mechanism, since it requires organisations to involve stakeholders in identifying, understanding and responding to sustainability issues and concerns, and to report, explain and answer to stakeholders for decisions, actions and performance.

Decision Inc. Immix has a Stakeholder Engagement Solution built in Dynamics CRM which facilitates the recording of stakeholder interactions (including emails & SMS's) and is well suited for Public Participation processes.



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Key functionalities:

Stakeholder Database

Projects, Mines or Plant Information System

Document Management System Communications Framework (including SMS, self service portal, Skype for Business and Social Engagement)

CV Database

Compliance Register

Reporting and Dashboards

Surveys, delivered both online and or via mobile device

Searchable pre-configured Database



How can it support your business?

A good stakeholder engagement system is no longer something that could just be useful. It has become an essential part of any mine or commodities company. Given that social responsibilities continue to rise, companies can no longer risk not taking these responsibilities seriously.

A good stakeholder engagement system can help mines and commodities companies effectively and efficiently manage their stakeholders and have the required processes in place to:

- Engage with stakeholders to understand their expectations about governance, policies, strategies, practices and performance.
- Transparent accounting to stakeholders on performance and on the issues that matter to them.
- Develop innovative and sustainable responses to issues that matter, presently and in the future.

