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ISO▲**METRIX**

Social License to Operate

Social related risks are one of the largest facing the mining industry. A mining company's license to operate depends in part on well-managed stakeholder engagements, and the efficient management and performance reporting of their Social and Labor Plan (SLP) and Mining Charter commitments. Managing and reporting on these social license to operate (SLO) areas face a number of challenges:

- **Multiple systems:** The submissions require input from different departments which normally have different information systems
- **Cost of gathering data:** It is time consuming and also costly to audit multiple, disparate systems
- **Constant change:** The Mining Charter's requirements change frequently
- **Missing information:** There are elements within both the SLP and Mining Charter reports which are seldom accommodated within standard systems, such as governance and organization details
- **Measuring performance:** Performance against key indicators is not measurable as the information is not readily at hand
- **Collating manual information:** The process of manually aggregating spreadsheet-based data from different parts of the organization, and converting this data into meaningful reports, is inherently cumbersome and inefficient
- **Lack of integration:** Departmental data management and reporting processes are typically managed within silos, preventing the centralization and analysis of common data in areas such as Procurement, Compliance, HR and Community Liaison

- **Pressure on senior management time:** Senior managers end up frustrated as too much of their time is spent doing the clerical work of report generation and they are not able to give their full attention to the implementation of the SLP itself
- **Data manipulation:** The same information has to be manually manipulated for input into various reports, such as the Mining Charter report and the SLP report
- **Inadequate feedback:** Feedback mechanisms, linking SLP programs and projects to community and labor stakeholders, are limited

Our Solution

IsoMetrix provides a centralized, integrated web based solution for stakeholder engagement, socio-economic development, Mining Charter and SLP Management which works at strategic, managerial and operational levels.

IsoMetrix provides a central repository for data integrated from the different systems within the Finance, Procurement, HR and HSEC departments. Data is collated and formatted into both SLP and Mining Charter reports at the push of a button, alleviating the onerous task of manually compiling reports. IsoMetrix provides a single source of data, a single source of reports, and a single platform for auditing.

IsoMetrix can easily be tailored to fit your specific requirements.



Social License to Operate Interface

Data can be fed into IsoMetrix through three different methods:

- Integration of data from existing systems
- Imported from Excel spreadsheets
- Captured directly into IsoMetrix forms

Having all data in one system provides the organization with an audit trail of all information logged. The IsoMetrix Social License to Operate solution has planning and performance management modules for:

- **Stakeholder Engagement:** Stakeholder register, stakeholder engagement planning, stakeholder engagement and grievance management
- **Ownership and Procurement:** Mine ownership, discretionary spend, suppliers, BEE (Black Economic Empowerment) and eEnterprise development
- **Human Resource Development Programs:** Research and Development, scholarships, bursaries, apprenticeships, artisan training, learnerships, internships, career progression, school development and training
- **Performance Measurement:** The IsoMetrix dashboards allow for visible measurement of performance against both submitted SLP and Mining Charter commitments.

Benefits

- Effective stakeholder mapping and engagement
- SLP and Mining Charter reports at the press of a button
- Centralized platform for all required data from various systems across different departments
- Visibility of information through powerful management dashboards
- Reduced audit time
- Ability to modify initiatives to meet objectives
- Responsibility and accountability for all assigned actions
- Visibility of progress against commitments in the SLP and Mining Charter on a real time basis

“The application is user friendly and can be adapted to meet organizational needs and requirements”.

*Leonard Maluleka (General Manager:
Group SHERQ, Omnia Group)*

Features

The IsoMetrix’s solution ensures that the critical Social elements and Mining Charter management are provided for. These features are outlined below.

Stakeholder Engagement:

- Categorize and register all stakeholders
- Track all engagements with all stakeholder groups
- Manage all meetings and interactions
- Manage the grievance process
- Record all agreed minutes and actions from forums and meetings

Human Resource Development:

- Monitor human resource development with the company’s employee base, surrounding communities as well as in the extended supply chain
- Track all training courses and tuition provided to employees and community members

- Track bursaries, learnerships, internships and scholarships granted to employees and community members
- Ability to generate Independent Development Plans

Socio-Economic Development Projects:

- Monitor poverty alleviation initiatives, business development, corporate social investment projects, SME (small-medium enterprise) development and community infrastructure projects

Additional Modules Specific to the Mining Charter Reporting:

- Reporting
- Ownership
- Procurement and contributions by multinationals
- Employment equity
- Housing

Additional Modules Specific to Social and Labor Plan Reporting:

- Operational details
- Social and economic background
- Hard to fill positions
- Historically Disadvantaged South Africans (HDSA) in management
- Future forum establishment
- Downscaling and retrenchments

“IsoMetrix has assisted us to identify the risks that the company’s been exposed to.”
Aurey Mareme (Risk co-ordinator at Sephaku)

Why IsoMetrix?

Powerful visualization. Greater visibility enables better decision-making. The IsoMetrix dashboards present visibility around leading indicators, as well as the analysis of trends and exceptions. All data captured into the system is immediately available in the dashboards, from which you can drill down to record level when needing to understand specific results or trends.

Integration. The ease with which new modules can be created in IsoMetrix means that systems that are usually not integrated – islands of information such as standalone spreadsheets and databases – can be consolidated into a single system, with centralized administration and security. Integrating systems in this way drives organizational efficiency. IsoMetrix integrates with the Internet of Things, Active Directory, GIS solutions and various third-party systems such as ERP and HR.

Security. IsoMetrix offers multi-dimensional security, ensuring that all users only have access to data they have permissions for, based on the organizational structure, user groups and risk disciplines. As a business, we align with international guidelines on Information Security and Data Privacy, so you can have peace of mind.

Assurance. Trust your data. Because data is only captured once, there is less room for error. All reports aggregate records from source and allow drill down to specific record details, allowing for full assurance and effective audits of the reported data.

✉ If you have any questions about IsoMetrix or our solutions, please contact the sales team at sales@isometrix.com

isometrix.com