



GRC software that is integrated, visible, actionable

ISO METRIX

Social License to Operate

A mining company's license to operate depends on well-managed stakeholder engagements, and the efficient management of performance reporting on 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 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 that are often not accommodated within standard systems, such as governance and organization details

"Throw away Excel registers and do it in IsoMetrix." *Marie Engels (Health and Safety Manager, Rio Tinto Coal Mozambique)*

- **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 these into meaningful reports, is inherently cumbersome and inefficient
- **Lack of integration** - Departmental data management and reporting processes are typically run 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

- 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
- **Human Resource Development programmes** - ABET, 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.

Our solution

IsoMetrix provides a centralized, integrated web based solution for Stakeholder Engagement, Mining Charter and SLP Management which works at strategic, managerial and operational levels.

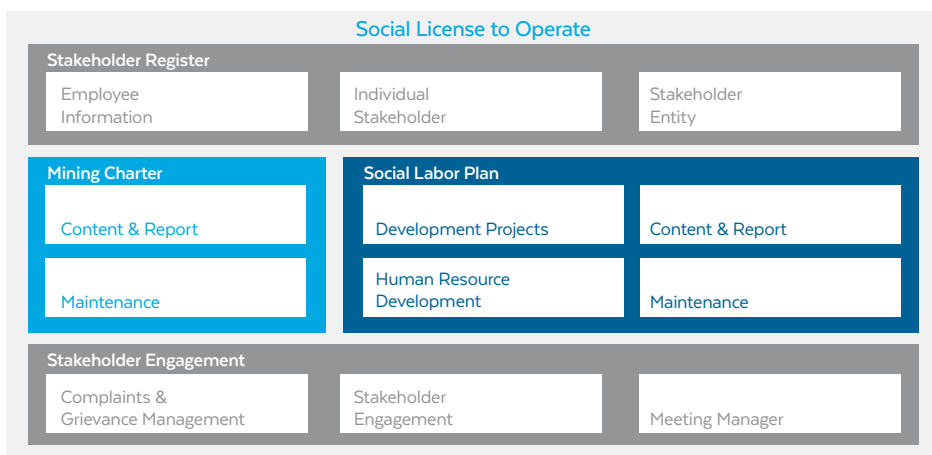
IsoMetrix provides a central repository for data integrated from the different systems within the Finance, Procurement, HR and HSEC departments. Data is collated and formatted into both SLP and Mining Charter reports at the push of a button, alleviating the onerous task of manually compiling reports.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

IsoMetrix is ultra-agile, and can easily be tailored to fit the specific requirements of each customer. Data can be fed into IsoMetrix through three different methods:

- Integration of data from existing systems

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

Features

Stakeholder engagement:

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

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

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

Socioeconomic development projects:

- Monitor poverty alleviation initiatives, business development, corporate social investment projects, SMME development and community infrastructure projects

Additional modules specific to the Mining Charter reporting:

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

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

Why IsoMetrix?

Unmatched agility. Get the exact solution you need. IsoMetrix is the most flexible GRC software solution in the market and can easily be tailored to fit your specific processes and methodologies. Designing input forms is a simple drag-and-drop process that non-technical people can carry out. Strategies are, by nature, dynamic – new initiatives can be set up at any point. The data-driven design of the IsoMetrix SLP solution makes it easy to accommodate changes to strategy as they occur.

Visibility. Understand where you need to focus your efforts. The IsoMetrix dashboards, powered by QlikView, provide sophisticated dashboards that allow you to manage by exception, analyzing trends and outliers, and ensuring that assigned tasks are closed out and targets reached. Real time information allows for informed decision making. 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.

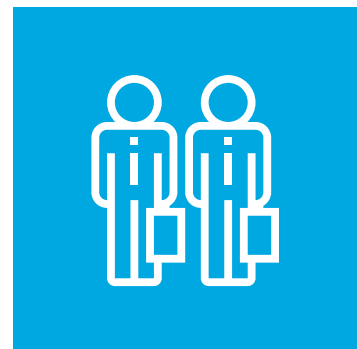
Extendable. Extend IsoMetrix into other areas of the organization. IsoMetrix offers solutions for other areas of Social and Environmental Sustainability. See below for a full list of available solutions.

Efficiency. Save time. Automating the management of your SLP allows your management team to spend less time on clerical manipulation of spreadsheets and more time actively implementing the plan itself.

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.

ISO METRIX

Good Business



www.isometrix.com

Our other solutions include: Business Continuity Management • Compliance • Contractor Management • Document Management • Environmental Sustainability • Enterprise Risk Management • Food Safety • Health, Safety & Environment • Land Access & Resettlement • Occupational Health • Occupational Hygiene • Performance Management • Primary Healthcare & Wellness • Process Compliance & Assurance Quality • Social Sustainability and many more...