ISOMETRIX

Land Access & Resettlement

The natural resources sector operates in a context of increased awareness and regulation regarding the potential social impacts of their activities, particularly in developing countries.

Activities with a significant social impact include:

- Mining
- Oil and gas extraction
- Large-scale infrastructure projects such as dams
- Renewable energy projects such as wind farms
- Other activities requiring large-scale land acquisition and population resettlement

Land access and resettlement addresses the physical and economic displacement of communities and people, which typically leads to loss of assets and disruption of livelihoods. There is growing awareness that the effective management of land access and resettlement should be beneficial to all parties. It should not solely address traditional impact mitigation but rather be an opportunity for positive and sustainable development.

Resettlement activities must result in measurable improvements in the economic conditions and social wellbeing of project affected people and communities. Attempting to manage these activities with spreadsheets and paper-based reports is not only inefficient, time-consuming and prone to loss of data, but it creates a significant delay in reporting. This leads to poor visibility, resulting in uninformed decisions and costly errors of judgement.

IsoMetrix provides a software application that assists organizations in the management of land access and resettlement activities in accordance with international best practice, including the guidelines of the International Finance Corporation (IFC).

The IsoMetrix Land Access and Resettlement solution allows you to identify the full range of people affected by a project and to manage their displacement. The solution helps organizations count, map and value impacted assets and establish rates for compensation. It outlines eligibility criteria for relocating or resettling displaced parties, and tracks assistance measures provided to resettle and restore livelihoods. The Land Access and Resettlement solution integrates smoothly into the broader IsoMetrix Sustainability solutions, which offer additional functionality such as Community Development and Environmental Sustainability.

Our solution

The IsoMetrix Land Access and Resettlement solution has been designed in collaboration with leading experts in social management, based on extensive, on the ground experience in land access and resettlement around the world.

The system has been designed to be practical and easy to use and maintain. Solution templates allow for rapid implementation, with the ability to tailor the system to fit existing and desired processes.

IsoMetrix provides sophisticated security controls, ensuring users are only able to access data relevant to their role.

IsoMetrix offers full multi-language functionality. The user interface can be translated into any of hundreds of languages, with users in different geographies able to use their home language. Captured text can be translated automatically into the company's core language.

The application can be hosted on-premise or in the cloud.

IsoMetrix Social Sustainability Interface
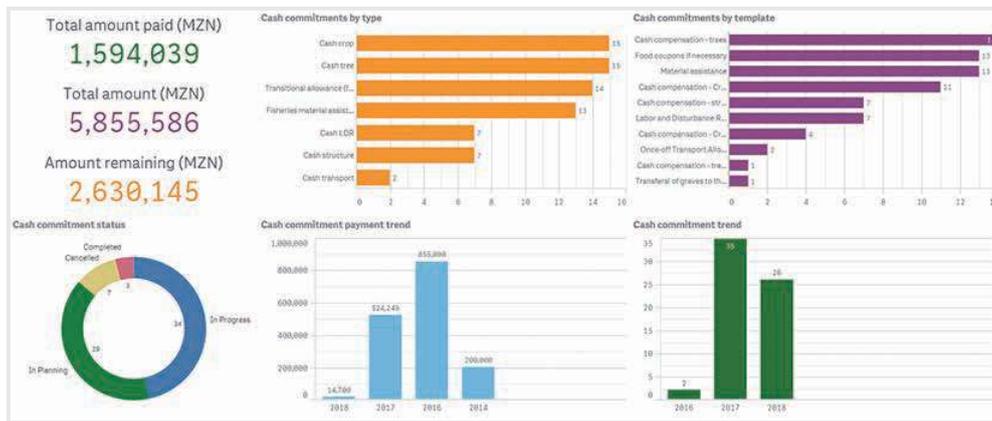
Compensation Commitments

Other benefits include:

- IsoMetrix integrates with leading GIS solutions such as ArcGIS or MapInfo
- IsoMetrix modules can be converted into apps on handheld devices running IOS and Android. These apps allow data to be captured when off-line and then synchronized with the central database when reconnected
- Auditable records are stored accurately and securely. This facilitates timely project execution, limits the risk of fraud and ensures that accurate records can be referenced in litigation if required

Key features

Central Action Manager

The Action Manager is the heart of any IsoMetrix system. Actions are assigned to users in the system ensuring the close-out of all tasks and processes. Actions manage the process by which employees are held accountable for their responsible tasks. Actions and their progress are easily visible via the dashboards where they can be filtered by user and status.

Dashboards & reports

The IsoMetrix dashboards allow for deep analysis of all data in the application through charts, graphs, tables and reports. Dashboards are designed around the organization's exact requirements.

All reports and dashboards in the IsoMetrix application can be exported as Excel, PDF or Word documents. Users can modify these dashboards, and create reusable story boards for management report packs.

Sustainability reporting that gives information about economic, social and governance performance, in line with GRI or IIRC, can be generated directly from the system, in real-time.

GIS integration

The IsoMetrix GIS integration allows geospatial references and their corresponding attributes to be pushed from IsoMetrix to the GIS, typically through web-services, where they are rendered and displayed by the GIS. Coordinates can be displayed as points on a map. Polygons can be linked to records in IsoMetrix such as stakeholders. Typical GIS mapping includes:

- Identifying settlements, infrastructure, soil composition, natural vegetation, water sources, cultural heritage, land use, etc. by geospatial reference.
- Stakeholders, engagements and grievances by their geospatial location.
- Physical mapping of surveys and impacted assets at household, business and community levels.

IsoMetrix ships with a standard ESRI ArcGIS connector. This allows ArcGIS maps to be integrated and displayed within the IsoMetrix solution.

Document management

All company policies and procedures, and supporting documents such as guidelines, permits and approvals can be accessed centrally.

- The module allows easy accessibility, with the document either uploaded directly to the IsoMetrix server or hyperlinked to a document management system such as Microsoft SharePoint
- Documentation which needs to be periodically reviewed can have Actions with reminder notifications set against it
- Search for relevant documents in IsoMetrix using document metadata such as categorizations and keywords

Key functionalities

Social impact planning

Social Baseline and Impact Assessment are the first steps towards understanding the communities that are affected by the organization's activities. This understanding is essential for the organization to be able to work with the communities whose participation is key to the project's success and sustainability.

Social Baseline

- IsoMetrix provides a platform for the capture of qualitative and quantitative social baseline data and monitoring and evaluation surveys
- Demographic and household level social baseline survey data can be recorded for all project affected persons and are easily accessed
- All survey question outcomes can be assigned values and are therefore measurable
- Because of the agility of the IsoMetrix framework, project-specific surveys can easily be configured
- Provides visibility for analysis of baseline data to assess project impacts, establish compensation parameters, design appropriate livelihood restoration and sustainable development initiatives, and to track baseline monitoring indicators

Impact Assessment

Social Impacts are any changes to the social environment, whether adverse or beneficial, wholly or partly resulting from an organization's activities or products and services. With IsoMetrix:

- Identification of typical impacts can be pre-categorized
- Risk assessments can be performed in terms of the consequence versus the likelihood of each impact
- An holistic view of the consequences of the organization's activities, processes and projects is available through the dashboards

Impact Mitigation and Commitments Register

All impact mitigation and management planning focuses on the nature of the project, its impacts and the project stakeholders. IsoMetrix:

- Provides a platform for the registration, management and monitoring of mitigation measures (impact management plans) and commitments
- Ensures the impacts of the organization on the social environment are addressed
- Brings development in line with the objectives of sustainable development as articulated through regulatory policy

Land access and resettlement

The IsoMetrix Land Access and Resettlement solution allows organizations to effectively manage impacts of displacement on projects. One of the key objectives of the IsoMetrix Land Access and Resettlement solution is the facilitation of the Resettlement Action Plan that aims to mitigate adverse impacts of displacement, compensate losses, and provide development benefits that extend beyond the direct needs of the project.

The solution integrates easily with the the IsoMetrix Stakeholder engagement module and captures all affected assets, visualizes impacts, tracks processes, provides budgeting and compensation agreement management options, and is able to provide a quantifiable result on the improvement of quality of life of the project affected persons. The solution allows you to track how you are performing across compensation and livelihood restoration of all directly affected persons and thus truly measure your success.

Asset Register

- An inventory of all affected assets at the individual household and community level
- Visualizes land plots and crops with no overlaps through GIS integration
- Captures all cultural and religious sites that are affected by the project
- Provides tailored reports to facilitate assessment of displacement impacts

Project Affected Persons

- Identifies project affected persons and creates links to each surveyed asset
- Links project affected persons to categories of losses
- Assists in identification of vulnerable stakeholders and stakeholders requiring particular assistance

Resettlement and Compensation Management

- Outline resettlement and compensation eligibility criteria and entitlements
- Assess compensation values, establish and monitor rates of compensation, the type and level of compensation and assistance for all types of losses
- Document compensation agreements
- Document and plan compensation payment
- Prepare individual compensation reports for sign-off by the project-affected persons
- Prepare batch payments and document payments
- Track resettlement costs by categories of impact, entitlement and other resettlement expenditures including training, project management and monitoring
- Prepare, manage and track resettlement sign-off, moves, demolitions and assistance schedules
- Manage special assistance for women and vulnerable groups

Livelihood Restoration

- Define and plan livelihood restoration assistance based on the social baseline
- Identify vulnerability and manage specific mitigation measures

Monitoring & Evaluation

- Monitor implementation progress and the performance of each initiative
- Link disbursement of funds to performance based milestones

Individuals Table

GRI integration – stakeholder location with demographics

- Provide timely, concise, indicative information on whether compensation, resettlement and other impact mitigation measures are on track to achieve sustainable restoration and improvement in the wellbeing of the affected people, or if adjustments are needed
- Define and track process, output, outcome and impact indicators
- Facilitate evaluations and audits

Stakeholder engagement and grievances

Stakeholder Register

Companies increasingly have to maintain detailed records of the different stakeholders on their projects.

- Identify each stakeholder and record key demographics by location and role
- Stakeholders can be captured as individuals or as entities
- Classify according to stakeholder type including:
  - Communities, households and individuals
  - National and local government authorities
  - NGOs
  - Shareholders, investors and financers
  - Government and NGOs
  - Other organizations
  - International bodies such as IFC and OECD

Stakeholder Analysis and Mapping

Stakeholder mapping consists of profiling and analyzing the identified stakeholders through level of interest/impact and influence assessments, and risk ratings. Stakeholder mapping helps to define the stakeholder engagement strategy and actions.

- The different stakeholders are categorized based on a number of criteria including the level they operate at and the stakeholder group to which they belong
- Stakeholders' levels of influence/impact and interest in the project can then be analyzed and a ranking can be assigned

Stakeholder Engagement Action Plan

The strategy of how, where, when and on what to engage with project stakeholders.

- Based on the Stakeholder Mapping identification of the different engagement methods for each stakeholder
- Assign key engagement topics, frequency of engagement and identify the person/department responsible for engaging with the particular stakeholder
- The dashboards allow analysis of actual versus planned engagement actions

Stakeholder Interaction

- Any interaction with stakeholders is captured together with the outcome of the engagement
- Enables the organization to identify emerging issues, shape their responses, and continue to drive performance improvements
- Consultation with affected communities and authorities regarding the planning and implementation of impact mitigation measures and enhancement opportunities
- Documents information disclosure and public consultation efforts
- Provides a platform for a common approach to all engagements ensuring continuity in communication

- Storing photographs and videos of such interactions provides assurance that correct process has been followed, for example the documentation and tracking of the process of informing affected people of their options and rights concerning the project

Complaints and Grievance Management

A good grievance process can enhance outcomes and give people satisfaction that their complaints and grievances have been heard, even if the outcome is less than optimal.

IsoMetrix provides a platform to comprehensively manage:

- Procedures for recording and processing grievances
- Mechanisms for adjudicating grievances and appealing judgments
- Scheduling with deadlines of all typical process steps in the grievance redress process including:
  - Receive and acknowledge
  - Classify and assign
  - Investigation
  - Respond and resolve
  - Follow-up and close-out

Meeting Manager

This is used for all external (stakeholders) and internal (organization) scheduled meetings.

- Manages scheduling, attendance, agendas and ensuing actions which may arise from the meeting
- Meeting minutes are easily accessible
- Helps ensure action items are closed out in the timeframe agreed in the meeting

STAKEHOLDER PROFILE REPORT

Forename:	ADAMA	Location:	Bondoukou
Surname:	TRAORE	Address:	No 4, Tsui Bleoo
Gender:	Male	ID type:	National Card
Contact #:	087 548 7765	ID number:	6207121100001162

FIELD SURVEY AND COMPENSATION STATUS

Date	Farm code	Chit #	Farm type	Location	Interest type	Amount	Payment Status
06.11.2015	P4-04036	10045	Intercrop	Tambi	Share cropper	28 582.27	3. Paid
16.08.2015	P4-05276	10034	Main crop	Tambi	Farmer	16 626.24	3. Paid
22.06.2016	P5-09412	10076	Intercrop	Kangbe Creole	Farmer	21 255.54	1. Processing
					Total:	66 464.05	

STRUCTURE ASSESSMENT AND ENTITLEMENT STATUS

Date	Structure ID	Asset usage	Construction status	Interest type	Amount	Entitlement
06.03.2016	P5-054	Annex	Complete	Farmer	529.66	Compensation
16.02.2014	P5-124	Residential	Complete	Farmer	28.72	Relocation
				Total:	558.38	

GRIEVANCES LOGGED

Date rcvd	Type of grievance	Submission	Stakeholder	Contact #	Brief description
08.10.2014	Property litigation	Unresolved	Mr ADAMA TRAORE	087 548 7765	Two family members are claiming ownership to farms that belonged to their late father.

AGRICULTURE RESTORATION

Date	Land location	Crop	Administrative note	State
14.08.2015	Akyiawa	11	Land to be checked and verified. Some assistance to be provided in documenting the	Approved

VULNERABLE PEOPLE PROGRAM

Date	Recommendation	Food supply	Supply expires	Health insurance	Insurance termination date
14.08.2015	Approved	Yes	15.08.2014	No	01.01.2015