

# OFF-SITE SUPPORT SERVICES



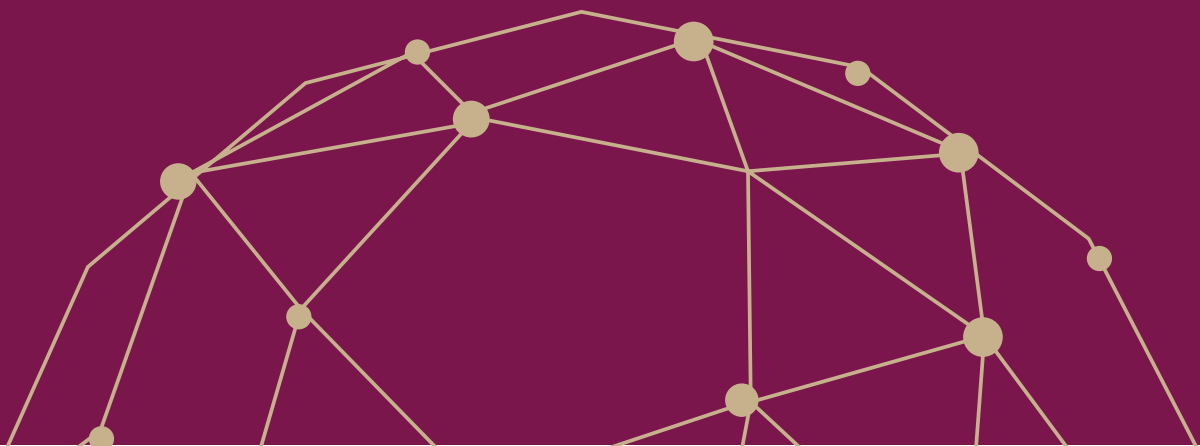
# OUR OFF-SITE SUPPORT SERVICES

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IDC SPECIALIZES IN PROVIDING PROFESSIONAL CONSULTANCY SERVICES. IN ADDITION TO THE SPECIFIC AREAS IDENTIFIED BELOW, OUR CONSULTANTS ARE AVAILABLE TO SUPPORT INDIVIDUALS, TEAMS AND ORGANISATIONS WITH STRATEGIC PLANNING, MENTORING, PEER REVIEW, AND COMPLIANCE/BENCHMARKING ADVICE.

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The options outlined in this brochure can be tailored as cost-effective solutions that will enable organisations to continue accessing professional support in the social and environmental areas of their business. Each can be provided on an off-site consultancy basis.





# IDC COMMUNITY RELATIONS

## **Community Engagement**

- Work collaboratively with teams to identify new mechanisms and approaches to stakeholder engagement.
- Develop community relations management systems such as stakeholder tracking systems, stakeholder engagement plans and targeted communication programs.
- Provide guidance on methods of effective group facilitation, dialogue and engagement.

## **Grievance Mechanisms**

- Develop specialized and internationally recognized grievance management mechanisms with recommendations and support for records management and implementation.
- Develop operational procedures to assist teams in managing social and project risk scenarios.

- Review existing mechanisms and management processes for receiving and handling community grievances.

## **Benefit Distribution Modelling**

- Develop detailed benefit distribution plans, based upon beneficiary status and risk influence, with mechanisms to ensure equity and encourage savings and wealth creation.

## **Community Support Agreements**

- Compilation of integrated community support or services agreements, outlining stakeholder obligations and roles and responsibilities.

## **Commercial Participation**

- Develop contract systems that maximize stakeholder participation, whilst safeguarding business risk.

# — IDC ENVIRONMENTAL SERVICES —

## Environmental Systems

- Develop written environmental management systems such as: management plans, standard operating procedures, safe work instructions, audit and inspection templates, monitoring and management schedules, incident management initiatives.
- Development of environmental communication packages for employees and community.

## Quality Management

- Quality assurance and quality control of collected environmental data (especially marine and fresh water, oceanographic, and biodiversity).

## Reporting and Permitting

- Drafting of environmental reports (weekly, monthly, annual and/or compliance reports).
- Development of permitting documents: Environmental and Social Impact Assessment, Management Plans, Regulator Liaison and management and Risk Assessment and Management.

## Monitoring and Operational Management

- Operational environment functional performance audits and advice.
- Developing rigorous monitoring programs (for impact detection and credibility management).
- Environmental risk assessment of credible risk, likelihood and mitigations.
- Incident and crisis management of environmental impacts (including mitigations, written statements, incident investigation and regulator management).



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# IDC SOCIAL RISK AND ISSUES MANAGEMENT

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## **Social Impact Assessment**

- Development of permitting documents on social impact, including: legal requirements; social, cultural and economic impacts; and recommendations on mitigation.

## **Social Analysis**

- Identification of stakeholders, including, government, private sector, civil society, and traditional leadership.
- Designing and timing of socio-economic surveys, including: household survey; PRA; community issues and needs analysis; poverty and vulnerability index.
- Integration of socio-economic data into project risk assessment and budget cycles.

## **Social Monitoring**

- Development of social monitoring systems and frameworks for all project stages (initial exploration through to closure).

- Development of social monitoring systems and reporting templates tailored to requirements and provision of ongoing continuous improvement support.
- Provide quality assurance feedback on all social impact outputs (reports, audits, inspections and risk assessment).

## **Landowner Identification**

- Identification of customary or various “eligibility” groups through genealogy study – field collection family charts.
- Defining of resource owning, eligible or qualified community groups through history and land documents.
- Defining of land boundaries through GPS and collation on basic GIS mapping system.
- Compilation of inter-community inter-group agreements around resource rights and land boundaries.
- Provide coaching in social mapping and field work technique, including more in-depth training on landowner identification.

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# IDC LANDS AND COMPENSATION

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## Lands Management Systems

- Develop written lands management systems such as: lease management plans, standard operating procedures, payments procedures.
- Develop lands and compensation reports and criteria (weekly, monthly, annual and/or compliance reports).
- Work with site lands team to develop a tailored lands practice manual, including standard operating procedures for all aspects of lands, compensation, and payments work.

## Compensation Assessment

- Production of templates and procedures tailored to the site requirements, from assessment through to payments.
- Review compensation rates and categories and benchmark against industry standards.

## Compensation Agreements

- Compilation of overarching community compensation agreements, including water and land disturbance, loss of economic resources, and nuisance or inconvenience.
- Compilation of group or issue specific compensation agreements to resolve or manage legacy issues.

## Land Usage or Access Agreements

- Compilation of land usage or leasing agreements, tailored to local types of tenure, including but not limited to sand, coranus or other extraction pits, laydown areas, and road access.

## Data Information Management

- Develop lands and payments databases, including hard and electronic filing systems
- Provide quality control feedback on lands database and record management systems.

## Land Stewardship & Operational Access

- Develop land acquisition guidelines and strategic plans for acquisition of new land for leases for long term use or access into new areas for shorter term operational requirements
- Develop statutory documents for legal permitting or lease.
- Provide coaching for lands officers in compensation assessment technique, lands practice, development of land acquisition plans, including project plans and community compensation budgets.

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# IDC BUSINESS ANALYSIS SERVICES

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## Business Analysis

- Identification of major drivers of your business, department, project or social initiative.
- Construction of zero-base budgets and forecasts built from key physical drivers and data.
- Provision of in depth variance and trend analysis of costs from activity, driver or consolidated level.

## Effective Reporting

- Identification of the Key Performance Indicators (KPIs) for your business, department, project or social initiative.
- Creation of dynamic and customised one page reports and dashboards that display each KPI with commentary.

## Financial Modelling

- Scope the requirements of the model and necessary outputs.
- Collect data, input variables and assumptions and build robust models that assist in making financial decisions.

## Project Evaluation and Planning

- Execute Net Present Value calculations to analyse the profitability of a project.
- Create Gantt Chart templates to report on project progress.

## Data Analysis (All Things Excel) – Formulas & Macros

- Build spreadsheets and workbooks that are clean and concise.
- Write formulas for those tricky pieces of analysis and create macros that are useful and work.
- Training outlines for Excel or Gantt-Chart based budget and project planning templates, with ongoing support to staff in use.
- Review of existing budgets or project plans and provision of technical feedback to staff.
- Coaching of staff in understanding and managing project or program costs.







# CONTACT

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