

## CASE 4: Baseline, design, and implementation of an operating framework for social projects

### — Business opportunity:

The corporate public affairs department of a mining group required an assessment of its current situation in terms of management and control of social initiatives, for subsequent implementation of a model for the development and monitoring of current and future initiatives. This implied an adaptation of company standards for smaller projects for managing the diverse social initiatives on location.

### Solution:

Vantaz worked with the customer to develop a social project standard, which included a specific initiative management module:

- Study of data and documentation from social projects on location to establish a baseline to identify gaps and opportunities for improvement
- Install a corporate control model (standard) for managing social initiatives in companies within the mining group, which implies different control points throughout the life cycle of a social project
- Structure an integrated implementation program for the social management model in the company and each of its companies
- Implement a structured working dynamic of meetings, progress reports, and management reports



### Results:

- Standardise the method for managing social initiatives in the company and its companies under a common model
- Install an organized work standard in the public affairs teams, supported with tools, based on the terms established in the standard
- Draw attention to the functions and responsibilities of public affairs for the customer and its companies
- Define the structure, roles, responsibilities, work program, and ongoing formal monitoring and reporting events
- Position and grow the standard reporting process on the group's executive agenda level, position social management, and give visibility to the actions of initiative management, incident reporting, and operational and regulatory risks