

Use case:

How natural resource development companies can use Jambo to manage Indigenous and stakeholder consultation information, ensure concerns are addressed, and support regulatory compliance.

Industries: natural resource development | natural resource management | forestry

Navigating the complexities of Indigenous and stakeholder engagement in Canadian natural resource development

Natural resource development in Canada is characterized by its intricate relationships with Indigenous communities, as well as with diverse stakeholders, including environmental organizations, government bodies, and industry players. As the demand for sustainable practices grows, companies involved in developing natural resources, find themselves navigating a complex ecosystem of regulatory requirements and managing community expectations.

Engaging with stakeholders is not merely a legal obligation; it's a crucial step toward fostering trust, enhancing collaboration, and ensuring that all voices are heard. Effective public consultation is vital for creating management plans that prioritize environmental health, social responsibility, and economic viability. However, gathering, analyzing, and addressing stakeholder feedback presents significant challenges, especially when traditional methods of managing engagement data fall short.

"Jambo makes compiling and completing Record of Consultation (ROC) requirements for consultation a seamless process. Keeping track of all supporting documents, and communications creates efficient, accurate and reliable reporting."

- Jill Dyck, Forest Resource Analysis Manager, Silvacom -

The challenges in developing comprehensive forest management plans without effective engagement data management

Our customer, Silvacom, a leading Canadian natural resource management company, collaborates with numerous forestry clients to develop comprehensive forest management plans that take several years to complete. These plans are designed to ensure that operations support sustainable forestry, preserve biodiversity, promote ecosystem health, and support the socio-economic well-being of local communities. Developing these plans involves extensive consultation with Indigenous communities and stakeholders, including environmental groups, government agencies, and industry representatives.

Silvacom faced significant challenges when it came to tracking, managing, and reporting on their engagement with Indigenous communities and stakeholders and the feedback received from public consultation initiatives like open houses. Before implementing Jambo, this data was often saved across different systems and locations. This made it difficult to gather all input on the forest management plan, which is essential for ensuring that all community concerns are addressed and critical for meeting regulatory reporting requirements. With no central location for storing contact information and records of communication, the risk of stakeholder fatigue from duplicate questions and broken trust from forgotten promises was a real risk.

Transforming Indigenous and stakeholder engagement with Jambo

To address these challenges effectively, Silvacom began using **Jambo** Stakeholder Relationship Management (SRM) software, transforming its approach to stakeholder and Indigenous engagement management. Jambo provides a centralized platform for efficiently managing all Indigenous, community, and stakeholder data, like contact information, communication records, and issues raised. This ensures that the entire history of Indigenous consultation and stakeholder engagement is easy to view, understand, and report on.

Silvacom uses Jambo to track all engagement and consultation projects that they facilitate for their clients. Jambo has been instrumental in monitoring communications across various consultation initiatives, enhancing the consistency and effectiveness of its engagement efforts. Silvacom team members have found Jambo especially helpful when running sizeable public consultation projects for complex forest management plans and during smaller projects with General Development Plans.

Addressing stakeholder and Indigenous concerns is a key focus for Silvacom and its clients, and Jambo's issues management module allows for the systematic tracking of community input and feedback. This enables timely responses to stakeholder concerns, helping Silvacom reinforce its commitment to community engagement and fostering trust with communities.

For Silvacom, Jambo is essential for fulfilling provincial government reporting requirements, such as Record of Consultation (ROC) logs and Consultation Concerns and Response Tables (CCRTs) submitted to the Aboriginal Consultation Office (ACO). Jambo has an ACO pack that simplifies the creation process for ROC logs and CCRT submissions, allowing Silvacom team members to auto-populate submission-ready ACO reports. This functionality saves enormous time and helps lower the risk of missing or incorrect information from manually creating reports and logs.

About Jambo

Jambo is Stakeholder Relationship Management (SRM) software designed to streamline and simplify Indigenous and stakeholder engagement for organizations and governments worldwide.

Tracking every interaction with stakeholders, communities, and Indigenous nations can become complex, time-consuming and challenging to report on. Unlike traditional CRMs and spreadsheets, Jambo was explicitly designed to address the unique challenges of engagement data management and provides a comprehensive solution for managing and reporting on all your stakeholder and community information in one secure, centralized location.

Sign up for a demo of Jambo today.

Jambo SRM: a comprehensive solution for effective Indigenous and stakeholder engagement in natural resource development

Jambo is a powerful tool that helps natural resource development and management companies streamline their stakeholder and Indigenous engagement.

Our customers have experienced several key benefits from using Jambo:

- **More effective consultations:** Jambo is a centralized location where information can be recorded from consultations. Being able to refer back to feedback from the consultations helps their stakeholders feel heard and valued. Information from consultations is more accessible and can be used to make informed project decisions and develop more inclusive projects and plans.
- **Streamlined stakeholder information management:** Centralized access to stakeholder data has eliminated information silos, improved resource efficiency, and reduced the risk of errors or gaps in data.
- **Proactive issue resolution:** Issues are tracked and can be centrally task-managed, enabling timely responses to concerns. This has helped build trust and accountability with their stakeholders and communities.
- **Increased regulatory compliance:** Simplified reporting capabilities have made reporting that adheres to regulatory requirements quick and easy. For customers in Alberta, Jambo's ACO Pack has facilitated the effortless creation of complete ROC logs that are submission-ready.

Using Jambo, natural resource development companies can streamline their approach to navigating complex consultation projects, make more informed decisions, and be better equipped to meet regulatory requirements. This enables them to foster meaningful relationships and revolutionize their Indigenous and stakeholder engagement processes and strategies.

"Jambo has made it easy to meet our client's consultation obligations and has been vital to the success of multiple projects over the years. I don't know how we would manage ACO reporting without Jambo."

- Erik Peterson, Lead, Forest Resource Analysis, Silvacom -



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