



Republic of Cameroon
Capacity Building Project in the Mining Sector
(PRECASEM)

**Implementation of a Social Accountability Platform
for the Mining Sector in Cameroon**

CM-PRECASEM-101347-CS-CQS

R4 – FINAL REPORT OF THE MISSION



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1. Introduction and start of the project

1.1 The mission “Implementation of a Social Accountability Platform for Cameroon's Mining Sector” in the context of the PRECASEM project

The Mining Sector Capacity Building Project (PRECASEM) was created with the support of the World Bank/International Development Association (IDA) in 2012 to strengthen the capacity of the mining administration to deal with the expected development of the mining sector in Cameroon.

The need for a communication and cooperation platform between mining sector stakeholders is not new: A social accountability platform had been developed, with more than 700,000 visitors [1]. While it is no longer in use due to technical insufficiencies, the importance of exchange and transparency in the mining sector has increased, especially since the arrival of foreign operators using semi-mechanized mining equipment. This type of mining, especially the exploitation of gold from alluvial gravels in eastern Cameroon, consumes significant areas. The regional authorities and the inhabitants of the villages note that especially the Chinese companies begin the works without their opinion, often bypassing the contributions requested by the state according to the registered production, and degrading in the long term the agricultural and inhabited surfaces. They also note that the sites are abandoned in a state posing risks of accidents (landslides, drowning, etc.) and contamination by chemicals such as mercury.

The PRECASEM Project promotes the strengthening of transparency and accountability in the mining sector, to be respected by all stakeholders: artisanal and mechanized operators, traders and regional as well as local authorities. The project targets the establishment of tools to promote exchanges between mining operators, the government and civil society organizations on issues related to the Cameroonian mining sector, conferences and other mining events.

Social accountability can be understood here as the right, the capacity and the action of the populations affected by mining activities to demand accountability from competent companies and administrations, which have the duty to report clearly and impartially on the

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results and performance, with regard to the mandate and / or the objectives set, that is to say, the fact that their work was done according to the rules, standards and good practices agreed with a view to efficient and sustainable exploitation of mining resources. [1].

1.2 Compilation of the final report

This report is the final report of the project "**Implementation of a Social Accountability Platform of Cameroon's Mining Sector**" of the PRECASEM (Capacity Building Project in the Mining Sector, "The Client") implemented by the MINMIDT (Ministry of Mines, Industry and Technological Development) of the Republic of Cameroon and awarded to Beak Consultants GmbH ("The Consultant").

This is a compilation report of the relevant parts of the previous project reports, including:

- R1: Inception report, including the understanding of the mission, the general methodology of the consultant, and the timeline of the mission;
- R2: Report on the design, development, hosting and uploading, referencing and securing of the platform, describing the implementation technology, technical content, structure and functionality of the website set up for the PRECASEM project by Beak Consultants GmbH;
- R3 (**resulting from the merging of the two implementation reports originally provided for** in the Terms of Reference, after agreement between the Consultant and the Client to produce only one R3 report for the implementation of the Contract): Contract implementation report, presenting the progress of the mission, the activities of administration and animation of the website, the summary of interactive exchanges, the review of questions and complaints from PRECASEM stakeholders and the treatment of these requests.

The reports were also compiled using the following information sources:

- The Terms of Reference for the mission "Implementation of a Social Accountability Platform for the Mining Sector in Cameroon" (CM-PRECASEM-101347-CS-CQS) [1],

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- The consultant's technical proposal (TP) [2],
- The information provided by PRECASEM in a questionnaire developed by the Consultant [4],
- The results of the various project meetings,
- The structure and functionalities of the GOXI platform (<https://goxi.org/>).

1.3 Details of the Contract N°002/C/MINMIDT/PRECASEM/UCP/SPM/06-2020

- As the EOI was prepared in January 2020, the final technical and financial proposal was submitted on June 8, 2020.
- The contract was prepared and signed by the Client, concluded with the contract holder, Mr. Andreas Barth. The notification and the service order are number 004 / N / MINMIDT / PRECASEM / UCP / SPM /06-2020. They were received and signed by the Consultant on July 6, 2020, which is the starting date of the mission.
- Duration of the mission originally planned: 15 months
- The transfer for the registration of the contract to the Cameroon Treasury Department was made by the consultant on 14/07/2020.

1.4 Participants

1.4.1 Client

The Client of the work is the PRECASEM Project, with its coordination staff and technical specialists, partially supported by MINMIDT staff (Table 1).

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Table 1 *Client's responsible staff and information contacts*

Last name, first name(s)	Function	Phone number	Email
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ABONG Marie	Social Impact Monitoring Manager (PRECASEM)	676 96 45 71 694 60 61 30	abongmarie@yahoo.fr
Samuel Jacques Nadin DIBOMA	Software Engineer/MINMIDT	699 667 707 674 908 259	nadydiboma@yahoo.fr

1.4.2 Consultant

The main consultant is Dr. Andreas Barth, geologist, PhD in Geochemistry / Mineralogy and expert in geological and mining information systems. He is assisted by staff members of the consulting firm Beak Consultants GmbH, based in Freiberg / Germany (

Table 2).

Table 2 *Consultant and support staff information contacts*

Last name, first name(s)	Function	Phone number	Email
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1.5 Timeline of the mission

The timeline had to be modified during the mission to adapt to the constraints of the project, particularly the situation created by the covid-19 pandemic, which considerably slowed down the project (for more details, see part §5).

The final mission timeline adopted by the parties is as follows:

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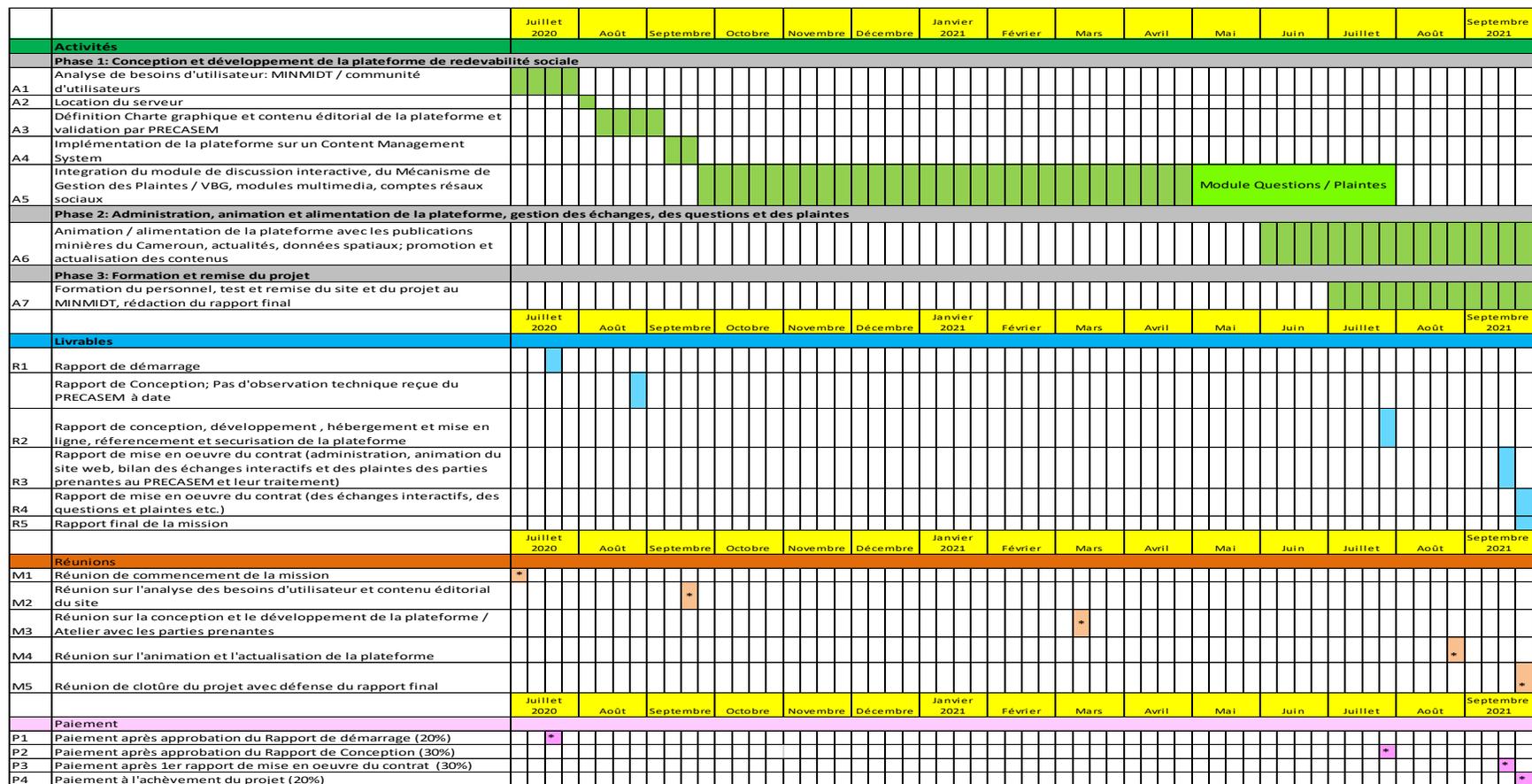


Figure 1 Project timeline

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1.6 Deliverables

Originally, the system of deliverables and timelines at the start of the project was as follows:

- **R1:** Inception report,
- **R2:** Report on the design, development, hosting and uploading, referencing and securing of the platform → **planned for early November 2020;**
- **R3:** Contract implementation report (administration, website animation, first assessment of interactive exchanges and complaints from PRECASEM stakeholders and their treatment) → **planned for the end of March 2021;**
- **R4:** Report on the implementation of the contract (interactive exchanges, questions and complaints, etc.) → **planned for the end of September 2021**
- **R5:** Final report → **planned for the end of September 2021;**

Finally, it was decided by mutual agreement between the parties to merge the R3 and R4 deliverables into a single R3 implementation report. Submission of the final report is finally scheduled for November 2021, which is relatively close to the original date, despite the delay in Phase 1 (see §5).

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2. Methodology

This methodology has been slightly adapted from the R1 Inception Report to take into account the evolution of the project. This is the methodology originally planned and presented at the start of the mission. Nevertheless, **many elements have evolved during the course of the project. These elements are mentioned when relevant, and it is possible to see the evolution of the design and some functionalities with the final version (see §3).**

The platform must include the following three modules:

- Publication of information on the mining sector in general and PRECASEM in particular,
- Communication among mining stakeholders,
- Questions and complaints.

The consultant proposes an approach that consists of a series of activities:

2.1 Step 1: Design and development of the social responsibility platform

- Analysis of user needs,
- State analysis,
- Conceptual planning and implementation of the website prototype.

For step 1, the *structured maintenance approach* is used as a basis for a step-by-step system design, including the development of the prototype.

At the beginning of the mission, the different stakeholders are identified, in order to be able to provide their opinion to the design of the system and its animation, concerning, among others:

- Organizational and legal responsibility,
- IT responsibility, data security, system security,
- Technical content,
- Interaction with users: clarification of responsibilities,

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- Operation and update/upgrade.

Depending on the situation of international travel bans, the consultant will use videoconferences with PRECASEM officials and the various actors in the mining sector.

On July 10, 2020, the Consultant provided a questionnaire (See Appendix 11.1) to PRECASEM officials to better understand the Client's expectations. However, the Consultant asked PRECASEM to inform which stakeholders the questionnaire (or a slightly adapted questionnaire, if any) should be provided to for information and preparation for the exchange.

The prototype accountability platform website will serve as the basis for the design and implementation of the system.

For the installation of the system, the Consultant recommends the use of an external service provider, as mentioned in the technical proposal. This approach has many advantages:

- No acquisition of expensive equipment. The owner of the system pays only a moderate monthly fee (~ 60,000 FCFA / month), included in the proposal for two years, after which the management can be transferred to MINMIDT.
- No specialist is needed to manage the hardware and system; expenses are covered by the specified costs.
- System security, as high-speed Internet access is also covered by the fee;
- The system can be installed and maintained remotely. It is not necessary for the administrator to be physically present at the server location;
- The consultant recommended the provider IONOS, based in Leipzig/Germany, as the hosting provider for the server during the execution of the mission. <https://www.ionos.de/server/dedicated-server>. This provider was subsequently selected in agreement with the Client.

Depending on the conditions for a possible server location at MINMIDT in Yaoundé, the final decision for external hosting vs. hosting in MINMIDT premises, may be taken by PRECASEM during step 2 of the mission.

At the time of finalizing the final report, the site is still hosted by IONOS and the Consultant is waiting for information from the Client for the transfer of the site to Cameroon.

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The following technologies have been proposed:

- Wordpress or Drupal as a content *management* system, e.g. for blogs, news, events, e-mails, documents, etc. (in the end Wordpress was chosen after consultation between the parties);
- Questions and complaints module integrated into the website and standalone as a PWA (*Progressive Web App*) :
 - Angular (from Google), Vue or React as a Web-Frontend ;
 - Leaflet or Google Maps as a web mapping framework;
 - ArcGIS Online or GeoServer as a map server (optional, depending on the data)
- Responsive and mobile-friendly.

Finally, the PWA solution was not chosen and the Q&A module was integrated directly into Wordpress (see §3).

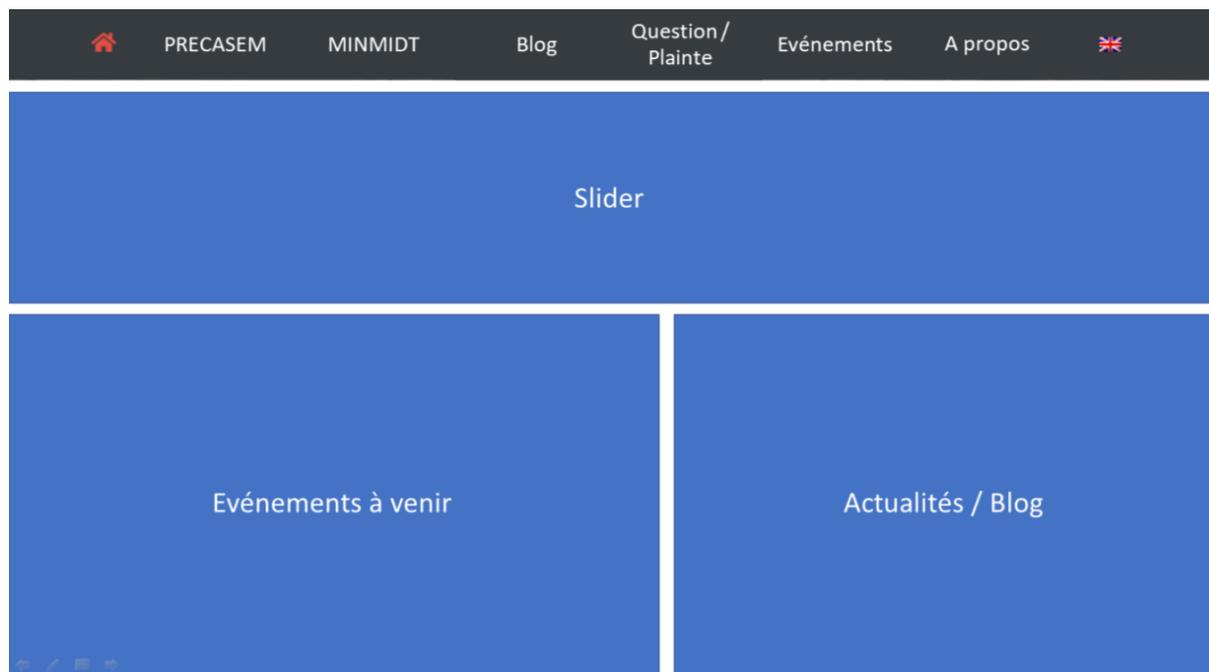


Figure 2 Original scheme of the website prototype as envisioned at the start of the mission (many elements have evolved)

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Concerning the functionalities of the site, the following sections are recommended:

- PRECASEM website
 - About the project,
 - Stakeholders in project contracts,
 - Contextual information: laws, regulations, best practices,
 - Related fields: water, environment, metallurgy, small mines / mining craftsmen,
 - Mining events,
 - Information from MINMIDT.

- Interactive discussions between:
 - The actors of the mining sector,
 - PRECASEM and all other stakeholders.

- Question/complaint module for PRECASEM responses to concerns and interaction with stakeholders.

The Questions/Complaints module is divided into a public section for complaints and a non-public section for staff who handle requests.

Both parts will be complemented by a simple interactive GIS capable of visualizing the locations of geological and mining information and the subjects of questions or complaints.

The public part will be posted on the website. The planned workflow was as follows:

- Navigate to / click on the point of interest
- The submission form opens
- The user fills in the complaint form and sends it to the backend
- He will receive a copy by e-mail
- The question/complaint will only be posted publicly when it is approved by the editor in the backend
- Approved entries are displayed on the map and the information can be viewed using an information tool.

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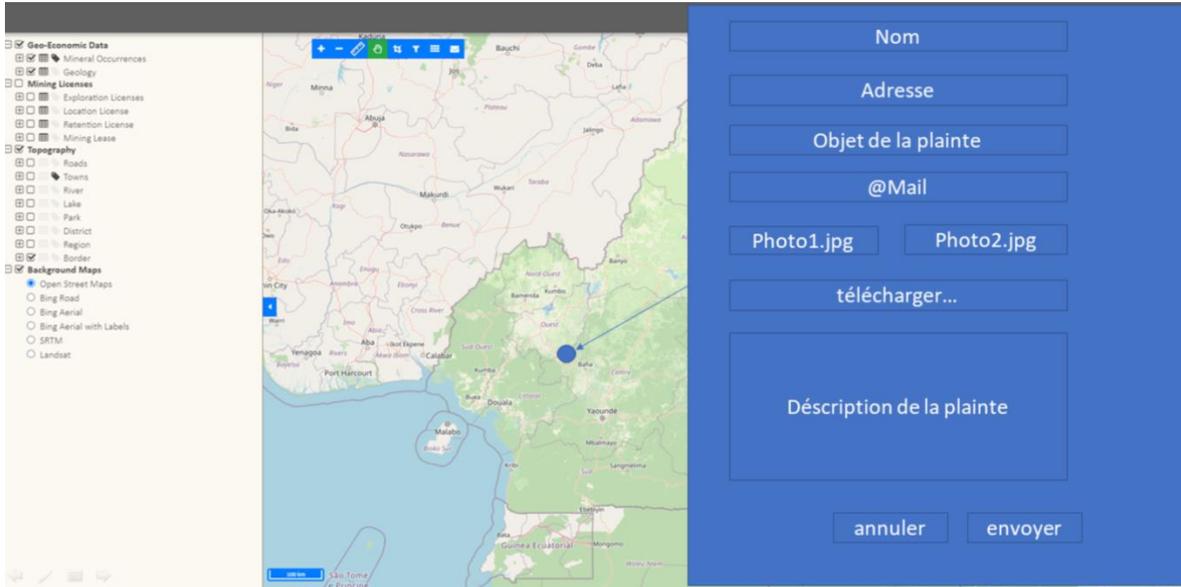


Figure 3 Prototype of the original design of the Public Issues/Complaints Module, at the time of the start of the mission

Finally, the Moderator interface has been programmed directly in the Frontend (part only visible for the Moderators, see §3.2.6.2.4) and not in the Backend. The administrator of the Client can always access the backend to make changes afterwards (see §3.3). The confidentiality parameters of the Q&C (public/private/public without name) have been improved, but the administrator will always have the possibility to know the identity of the complainant.

The PRECASEM response module will have a different URL and will be protected by a login. After login, a map and a table will be displayed. The editor can browse all questions/complaints on the map or on the table. He can answer / reject questions and complaints. It is also possible to make the submitted complaints public, provided that the complainant has given his consent.

Step 1 ends with the submission of the system design report, including the installation of a prototype, always protected by a password.

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2.2 Step 2: Administration and animation of the platform, management of exchanges, questions and complaints

- Administration and animation of the module of information publication by implementing material on the mining sector and PRECASEM provided by the Client (e.g. in the form of pdf documents):
 - Putting the information online,
 - Management of the interactive discussion module,
 - Support / recommendations for complaint management by PRECASEM.
 - Implementation of a GIS for spatial visualization of complaint locations.
- Host the site with an external provider (supplier in Germany) for two years (included in the budget) with:
 - Option to provide a technical specification for the implementation of the system on a server at MINMIDT for the migration of the site content. As expressed in the minutes of the inception meeting, this transfer is desired by the Client three months before the end of the mission (however, the Client was not able to provide the necessary infrastructure to the Consultant at the time of submission of the final report - see §3.1.3). The Consultant stressed that the conditions for error-free operation and installation must be met for successful local hosting.
 - During step 2 of the mission, having evaluated with the Consultant the feasibility under the existing conditions, the Client will be able to make a final decision on the location of the site on a server in Cameroon / MINMIDT. The Consultant's services will be launched independently. The implementation of the server would be done in a separate procurement process. If necessary, the purchase of equipment and recruitment of personnel should be carried out by the Client at the start of stage 2 (before the end of 2020) so that transfer of the system can be made three months before the end of the mission.

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2.3 Step 3: Training and handover of the system

- Introduction to the use of the site for PRECASEM / MINMIDT staff
- System maintenance

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3. Conception of the website

3.1 System environment

The PRECASEM website or "Social Accountability Platform of Cameroon's Mining Sector" will be implemented using well-known and widely used commercial and non-commercial software technologies.

This will ensure that system maintenance is less dependent on the specific knowledge of single software engineers, but can be maintained after some training by locally available personnel.

The proposed material is standard.

3.1.1 URL address

In accordance with the Client's decision [4] the following Internet address (URL) is used: www.precasem.cm. This address has already been purchased by the Consultant. At the end of the project, the ownership of the URL will be transferred to the PRECASEM project.

3.1.2 User Devices

The website works on the following user devices:

- Windows compatible devices
- IOS devices
- Android

It automatically adjusts to the different screen sizes of the final user's device, from 5 inches to regular computer screens (>15 inches).

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3.1.3 Hosting, server hardware and system software

During the development of the system and the first year of exploitation, the system will be hosted in Germany on a commercial IONOS platform (<https://www.ionos.de/>). This will ensure:

- Maximum availability (bandwidth and online time),
- Permanent backup and data security,
- Maximum protection against piracy,
- Low investment and operational costs (no hardware and system software required, no operator required, rental is available for 50 EUR/month),
- The use of popular technologies, including:
 - WINDOWS operating system
 - WORDPRESS as a content management system (CMS)

At IONOS, the following server technology is provided:

- Intel Xeon E3-1230v6 4 cores x 3.5 GHz
- 16 GB RAM
- 1000 GB data storage (1 TB)
- Windows Server 2019
- Fast internet access
- Data security and backup

Moving the IONOS-hosted system to a location in Cameroon is easily possible, as the technologies used are common.

The requirements for installation in Cameroon are as follows:

- The respective server (similar to the machine provided by IONOS) is available,
- Data security (backup and protection) is available,

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- Administrative staff is available,
- Stable power supply and other conditions of the server environment are ensured (air conditioning, dust-free air, ...)

The server has a stable and satisfactory connection to the Internet with the required bandwidth (we recommend 50 Mbit/s).

We can thus make the following technical recommendations for the installation of the site in Cameroon:

- Intel Xeon E3-1230v6 4 cores x 3.5 GHz
- 4-8+ GB RAM
- Data storage 2x 1 TB, RAID 2
- Windows Server 2019 or Linux with Docker
- Fast internet access (10Mbit/s)
- Data security and backup
- Security
 - Either with already existing devices (e.g., tape drive, NAS or similar),
 - Or with an additional NAS including a RAID system.

In order to confirm these technical recommendations, the Consultant made several requests to the Client for a videoconference to evaluate and discuss these recommendations with the Client's relevant engineering staff (computer scientist(s) and system administrator(s)). The responsible personnel (Mr. DIBOMA, system administrator of the Ministry of Mines) could be met on site in Yaoundé at the PRECASEM offices during the Consultant's visit in July 2021. It emerged from these meetings that the Client is still waiting for a return from CamTel (national telecommunications company). The Consultant assured that the site will remain available in Germany at IONOS until the Client has the necessary infrastructure. However, the Consultant will not install the hardware and system itself.

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3.1.4 Software products

The platform will be created using the following software products:

- WORDPRESS as CMS,
- MySQL as a database engine,
- Leaflet for the GIS,
- HTML as a programming language for custom application development.

3.1.5 Security

The website is secured using widely used tools to protect against bots (spam, viruses), hacking and other security vulnerabilities. To protect the site, the following tools and plugins have been installed in the backend:

- [ReCAPTCHA](#): free service developed by Google consisting of a security tool with automated detection, allowing to distinguish humans from bots, based on advanced algorithms. It appears at the user's login stage (Figure 4);

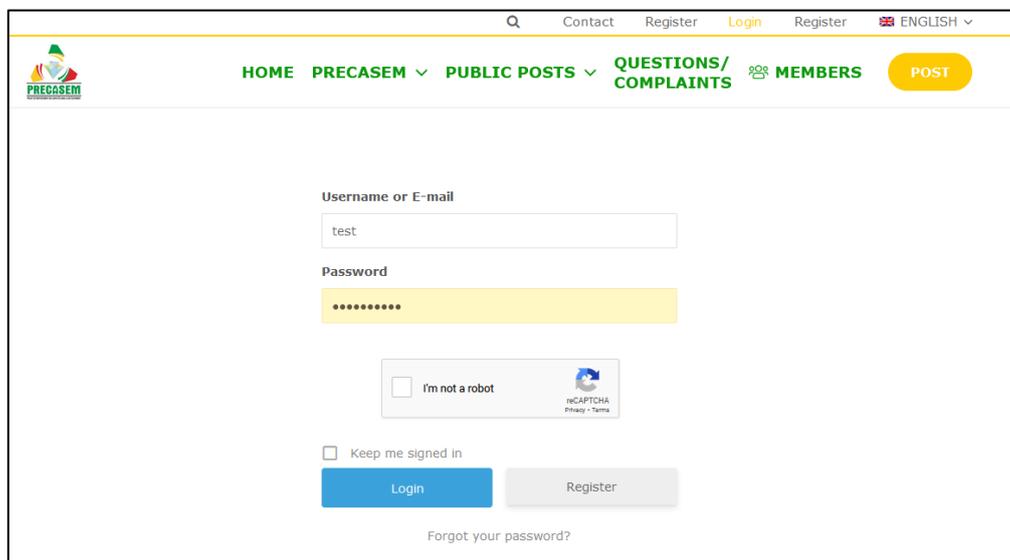


Figure 4 The user's login page including the reCAPTCHA plugin

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- [Wordfence](#) Plugin: This is a firewall specifically designed for Wordpress, including a malware scanner, suspicious IP address detection and the latest firewall rules. It is currently the most comprehensive security option available for Wordpress sites (Figure 5);

Wordfence activity in the past week

Wordfence
Securing your WordPress website

Top 5 IPs Blocked

IP	Country	Block Count
27.122.12.5	Hong Kong	1
84.17.42.56	France	1

[Update Blocked IPs](#)

Top 5 Countries Blocked

Country	Total IPs Blocked	Block Count
France	1	1
Hong Kong	1	1

[Update Blocked Countries](#)

Top 5 Failed Logins

Username	Login Attempts	Existing User
admin	9	No
bimiernest@yahoofr	3	No

[Update Login Security Options](#)

Updates Needed

No updates are available at this time.

Figure 5 The Wordfence plugin window seen on 08/17/2021 in the Backend of the PRECASEM site, showing two IP addresses blocked due to failed connection attempts, from France and Hong Kong.

The website domain is secured by the TLS (formerly SSL) protocol, which allows secure and encrypted communication between the web server and the client.

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To prevent abusive use of the electronic address, SPF and DMARC entries have been created in the DNS settings of the hosting company.

3.1.6 Optimization and referencing of the site on search engines (SEO)

To improve the website's SEO (Search Engine Optimization) on search engines such as Google or Bing, we installed the [Yoast SEO Free](#) plugin (Figure 6). It is an easy-to-use SEO tool that includes by default several important features to improve the website's search engine ranking.

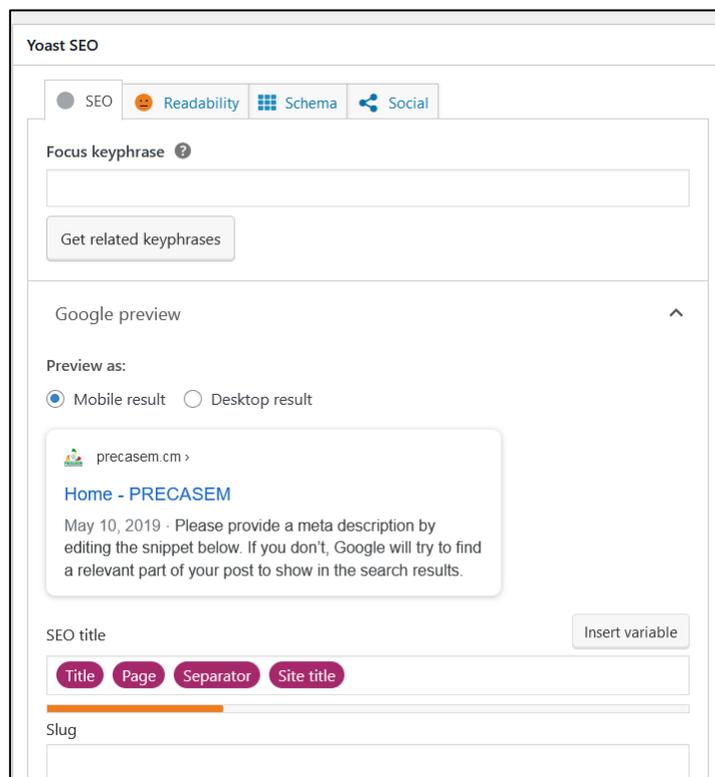


Figure 6 Yoast SEO plugin window in the backend.

Currently, the meta-descriptions of the main pages are being updated to improve the referencing of the site.

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In order to further improve the SEO, we would like to perform webmaster tool verification for the major search engines (Figure 7). For this purpose, the Consultant has made a request to the Client to create an account on behalf of Precasem for the biggest search engines, such as Baidu, Bing, Google or Yandex.

Webmaster Tools verification ?

Baidu verification code
Get your Baidu verification code in [Baidu Webmaster Tools](#).

Bing verification code
Get your Bing verification code in [Bing Webmaster Tools](#).

Google verification code
Get your Google verification code in [Google Search Console](#).

Yandex verification code
Get your Yandex verification code in [Yandex Webmaster Tools](#).

Figure 7 Webmaster tools for checking search engine profiles

To allow search engines to know which social network profiles are associated with the site, we will add the social profiles in Yoast (Figure 8).

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Social - Yoast SEO

Accounts Facebook Twitter Pinterest

Organization social profiles ?

Facebook Page URL

Twitter Username

Instagram URL

LinkedIn URL

MySpace URL

Pinterest URL

YouTube URL

Wikipedia URL

Save changes

Figure 8 Organization of social profiles in Yoast

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3.2 Design and functionality

In this chapter, first the graphic and editorial charts of the site are described, then the different modules and their functionalities will be reviewed in the logical order of the menu bar, from left to right.

3.2.1 Graphic chart

A clear graphic chart in the colors of the PRECASEM logo was defined.

To do this, a design model was made in Adobe Illustrator and presented to the Client (Figure 9) who agreed to continue programming according to this graphic model. The graphic chart must allow to keep a visual uniformity of the site on the various pages and for the future developments, if any.



Figure 9 Design model and preliminary conception conceived as a guide to the development of the site, showing the home page, text and buttons.

During development, this model was slightly modified to improve the ergonomics of the website (see the home page, Figure 16).

The colors, fonts and icons must follow the following recommendations which constitute the graphic chart of the site.

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3.2.1.1 Texts

The text colors are green (menu bar), white (text on photographic background or in buttons on orange background), black (body of texts/articles, titles), orange (type of post, buttons of articles, location of events).

The font of the texts is Verdana, Geneva, sans-serif.

Texts are generally in lower case, except for the header menu bar where the main menu titles are in upper case. The submenus are in lower case, also in green highlighted orange.

3.2.1.2 Buttons

The buttons for posting (creating posts) are always orange and have a long-rounded shape on the edges with white text in the center. They become black when the user moves the mouse over them. One of these buttons is integrated into the menu bar at the top of all pages of the site (Figure 15). On the home page, a second orange "POST" button is present under the presentation text. This button is larger, has a small round white arrow pointing to the right (Figure 10), and is highlighted in white when the mouse passes over it.

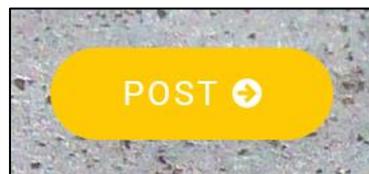


Figure 10 Design of the POST button on the home page

The buttons for navigating between pages are simple or square and have an orange border and a white fill (Figure 11). The displayed page appears in green.



Figure 11 Example of navigation buttons

In the articles visible on the home page or in the "Public Posts" section, two buttons "Download" and "View post" are displayed as needed. They are orange on the grey

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background of the article window. When highlighted with the mouse, they fill with orange and the text becomes white (Figure 12).

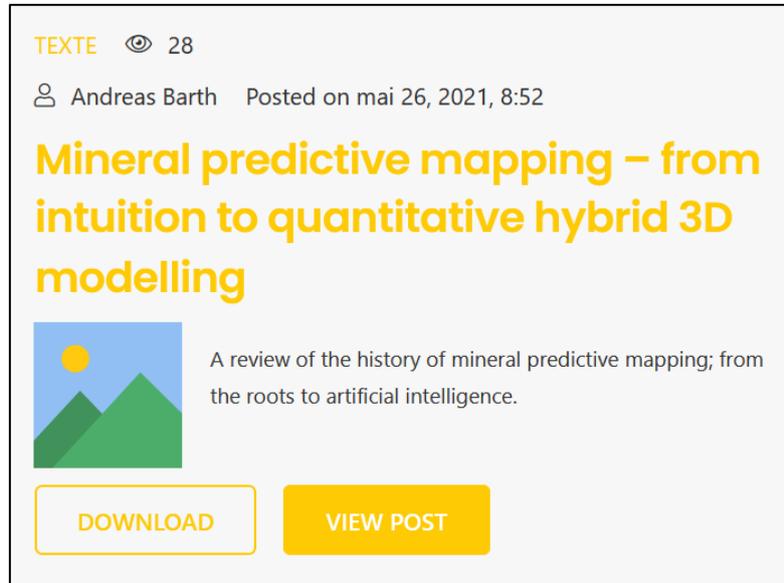


Figure 12 A "Document" type article with the "View Post" button highlighted by the user's mouse

3.2.1.3 Icons

To improve the readability and attractiveness of the site, icons have been used in different places (Figure 13 and Figure 14):

- Member's tab of the header menu bar,
- User Profile tab of the header menu bar,
- My Settings submenu,
- My Profile submenu,
- In the header of the Documents and Events sections (post creation forms, home page and public posts menu).

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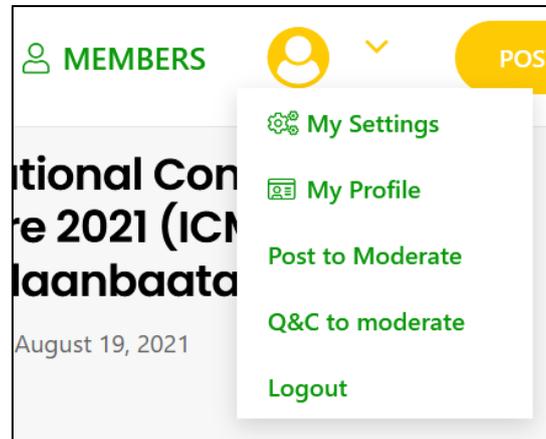


Figure 13 Icons visible at the top right of the screen (Members and User Profile menus) and in the submenus (My Settings and My Profile)



Figure 14 Icons indicating the two types of public posts (documents and events) visible on the home page, in the "PUBLIC POSTS" menu and prefiguring the publication forms.

3.2.1.4 "Post Boxes"

The "Post Boxes" are units containing summaries of articles (document or event) posted by users (Figure 12). They are visible on the home page or in the "PUBLIC POSTS" menu, and give an overview of the different articles posted publicly and published on the site. The background is grey and the text is black except for the buttons and the type of post. The title of the article is in bold. When the mouse passes over it, it is highlighted in orange. An image (preview) is displayed by default, and can be customized by the user when posting.

3.2.1.5 Color references

The references of the colors used are the following:

- Green #0b990b
- Orange #feca04

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- Gray #f6f6

Black and white are standard (#000000 and #ffffff respectively). Red is only present in the PRECASEM logo, which remains present in the menu bar at the top of all pages.

3.2.2 Editorial Chart

The Client provided the Consultant with a list of official documents related to the mining sector in Cameroon (articles of law, mining code, reports, and presentations related to PRECASEM, etc.). All these documents have been put online in the PRECASEM tab of the website, and are downloadable by the public from the "Official Documents" and "Technical Reports" sub-menus of the front-end.

The Consultant, in agreement with the Client, has also provided a list of documents related to the mining sector in Cameroon (reports, scientific articles, etc.) from his own bibliographic research. These documents were also put online in the same tabs.

The Client can modify and complete the documents available on the site directly via the back-end.

In addition, the Consultant proposes that the following contents continue to be posted as articles and events ("Public Posts" section) by the Consultant and then by PRECASEM (during phase 3 as training for PRECASEM agents and then after the end of the project), in order to feed the website during its launch and contribute to an active site, which is of major importance for the success of the project in the medium and long term:

- Major mining events and international conferences (e.g., Africa Mining Summit, PDAC...),
- Relevant videos available on YouTube on mining issues in Cameroon,
- Press articles related to the mining sector in Cameroon,
- Scientific or technical articles related to mining, deposits, or investors in general, etc.

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3.2.3 Menu bar

At the top of the page, the menu bar (Figure 15) is composed of different buttons in green and capital letters, corresponding to the different sections of the site:

- **HOME** (see §3.2.4): button allowing you to return to the home page from any page of the site;
- **PRECASEM** (see §3.2.5): a drop-down menu accessible to the public, consisting of the tabs "About", "Questionnaires", "Official Documents" and "Technical Reports". It contains the official information provided by PRECASEM (mining code, articles of law, etc.), a general description of the project (About tab), and a tab for questionnaires that can be filled in by the Client as needed via the backend;
- **PUBLIC POSTS** (see §3.2.6.1): drop-down menu with two sub-menus, "Documents" and "Events" ("posts"). These are posts made by users of the site, i.e., those who have created an account. The public can therefore post articles and events in this section, provided that they have created a profile and that the post is approved by the moderation. These posts are automatically displayed on the homepage as well.
- **QUESTIONS / COMPLAINTS (Q&C)**, (see §3.2.6.2): this drop-down menu gathers two sub-menus, the public list of published Q&C, and a description of the PRECASEM complaint management system, provided by the Client. Note that users have access to their own list of unpublished Q&C (see chapter §3.2.6.2 for more details on Q&C);
- **MEMBERS** (see §3.2.8): the member's section contains the list of all members registered on the site. The user can see and consult the profiles, and contact the members individually via this section;
- **USER PROFILE MENU** (see §3.2.9): located to the right of the Members menu, the user profile button is recognizable by its round icon with a silhouette on a green background. This button is only visible to users who have created a profile and are logged in. It is therefore not visible to the public who are not logged in. This menu, which is fundamental to the user's operation, includes the following submenus: My Settings, My Profile, Logout (also visible at the top of the page). Note that the Moderator has access to more functions: "Posts to Moderate" and "Q&C to

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Moderate". It is therefore from the User Profile Menu that the Moderator accesses the posts he/she must moderate (see §3.2.6.2.5 for more details on Moderating Q&C and §3.2.6.1 for more details on Moderating Public Posts);

- **POST:** the POST button, clearly visible on an orange background, is available on all pages of the site as well as the menu bar. It allows the user to create a post at any time (see §3.2.6.2.3 and §3.2.6.1 for the process of creating posts);
- **Contact:** the Contact button, located above, gives access to the contact form allowing users to contact PRECASEM;
- **Login / Logout:** allows users to log in / out of their user profile. Visible only for users who have a profile;
- **Register:** to create a profile (visible only to users who are logged out or do not have a profile);
- **Language (French / English):** button to change the language.



Figure 15 Menu bar visible at the top of all pages of the site

The following sections describe the different modules and their functionality, in the order of the menu bar (from left to right).

3.2.4 Homepage

The design of the homepage follows a clear and easy-to-understand structure and design (Figure 16).

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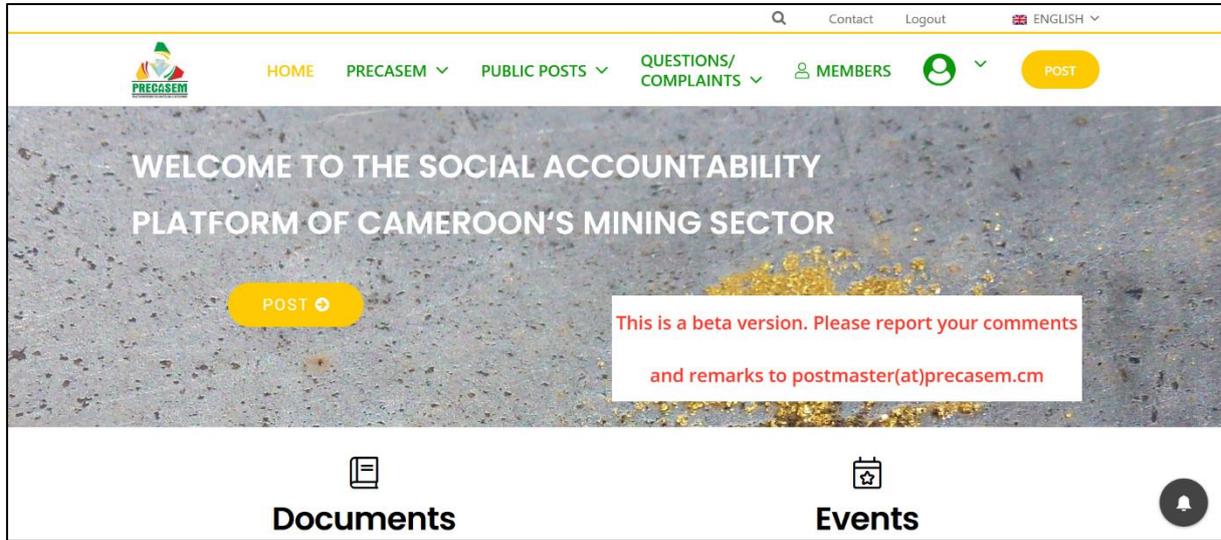


Figure 16 Homepage of the PRECASEM website, currently in beta version.

The menu bar is located at the top of all pages of the site. It allows for easy recognition of the site via the PRECASEM logo and colors.

Underneath is the homepage banner, consisting of a photo, the welcome text, and an additional POST button.

The homepage displays selected information from the subpages and automatically updated, such as documents and events posted by users (public posts).

From the homepage, it is possible to create posts (yellow buttons) and to access all the modules of the site.

3.2.5 The PRECASEM module

The PRECASEM module allows the Client to publish information that will be visible to all users of the site, whether logged in or not. It is therefore not necessary to have a profile to consult this information.

The Client can fill this module directly via the backend with his Administrator profile.

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File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

The Client has provided documents to the Consultant, who has then uploaded them to the PRECASEM module. These documents include the PRECASEM project presentation, the mining cadaster presentation, the MINMIDT user guide, and a number of decrees and laws. This list was completed by the Consultant's research.

The structure of the PRECASEM module is shown in Figure 17.



Figure 17 Drop-down menu of the PRECASEM module with sub-menus and view of the list of downloadable documents in the "Official documents" tab

Under the PRECASEM menu, the following tabs (or submenus) are available:

- **About:** contains the description of the PRECASEM project and its official information, provided by the Client;
- **Questionnaires:** PRECASEM can publish questionnaires for users in this module;
- **Technical reports:** PRECASEM can publish technical reports as pdf documents;
- **Official Documents:** Possible to publish any kind of technical documents (public information, legal information, application files, etc.)

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						



The tabs of this module have been modified several times following successive discussions with the client, who specified to the Consultant that a tab dedicated to job offers / tenders was not necessary.

In addition to these features, the user can contact PRECASEM via the contact form page, by clicking on the corresponding "Contact" button available at the top of all pages of the site.

3.2.6 Interactive public communication modules

The objective of the interactive modules is to allow communication between PRECASEM and the public as well as between the different stakeholders of the mining sector, for the publication of third-party documents and support for the organization of events organized by third parties. Beyond that, these modules will allow the emulation of professional networks in the mining sector of Cameroon, by allowing the sharing of information, news of mining companies or organizations, recruitment and sharing of offers, B2B / B2C, to make contacts, or to raise social / environmental issues via the Q&C module.

There are three interactive modules:

- **The Questions and Complaints (Q&C)** module, accessible via the "Questions/Complaints" menu from all pages of the site,
- **The Public Posts module** (non-PRECASEM): publication of any document or event by users, accessible via the "Public Posts" menu from any page of the site. The posts can be commented publicly and thus be the subject of public discussions,
- **The messaging (chat) module** (non-PRECASEM): all users with a profile (including PRECASEM staff) can use this module to discuss privately with other members. It is accessible via the user profiles in the "MEMBERS" menu or via the "My Profile" tab.

3.2.6.1 The Public Posts (Documents and Events) module

The important feature of this module is that the articles (documents or events) are displayed in the corresponding tabs of the Public Posts menu, but also automatically appear on the homepage where they are visible to all (Figure 16).

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
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This module provides an open discussion space between the users of the site. Each user with a profile can create a post via the yellow "POST" button, and then select the type of post they wish to create via the pop-up window (Figure 18).

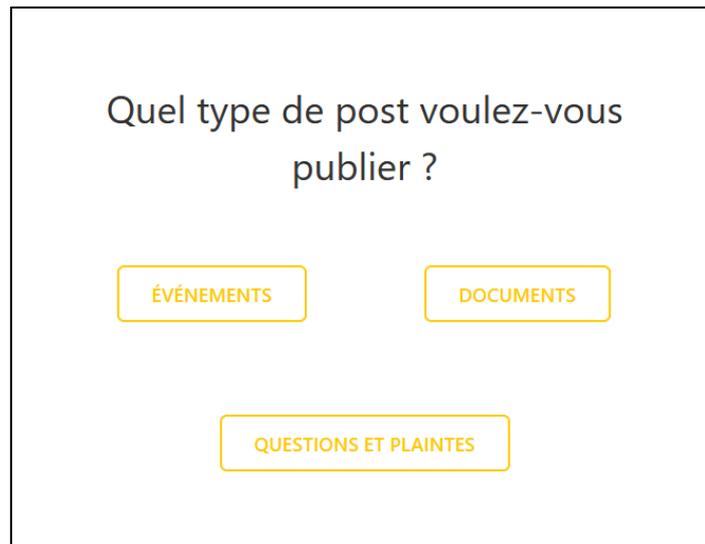


Figure 18 Pop-up window for selecting the type of post after clicking on the yellow "post" button

In this case, the user selects a document or event. For the creation of a question - complaint, which is a different process, refer to chapter §3.2.6.2.

3.2.6.1.1 Form for creation of "document" - type posts

The purpose of the "Documents" module is to provide a public tool for sharing documents related to the mining sector (reports, presentations, videos, laws, ...).

It consists of an interface for data submission and file upload. The categorization follows a simplified GOXI approach (see Figure 19 for the GOXI approach).

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

The screenshot shows a dark-themed interface for creating a post. It features a grid of category filters, each with a checkbox and a title. The categories are:

- EXTRACTIVES SYSTEMS:** Oil and Gas, Coal, Mining (with a dropdown arrow), Non-metallics, Geodata.
- SCALE/SIZE:** Small Scale and Artisanal, Medium and Large Scale.
- FOCUS AREAS:** Energy Transition, Conflict and Prevention, Data Use and Disclosure, Environmental Governance, Climate Change, Sustainable Development Goals.
- LIFECYCLE:** Permitting of New operations, Operations/HSE (Health, Safety and Environment), Closure.
- SUPPLY CHAIN:** (No sub-items visible).
- INFRASTRUCTURE:** (No sub-items visible).
- SHARED PROSPERITY:** Local Content, Benefit Sharing, Resettlement and Livelihoods.
- POLICIES, LAWS AND REGULATIONS:** Financial, Safeguards, Fiscal Policy.
- INSTITUTIONS:** Institutional Frameworks, Tax Administration, Revenue Management and Distribution.
- TRANSPARENCY AND ACCOUNTABILITY:** Contract Monitoring, Data Disclosure and Use, Monitoring, Evaluation and Reporting.

Figure 19 Example of event and/or publication categories (<https://goxi.org/>)

The form for creating a document-type post is divided into three types of articles that can be published (Figure 20, Figure 21, Figure 22):

- a text,
- an image,
- a video.

The form changes slightly depending on the type of document. For texts, it is also possible to upload a file which can then be uploaded to the site. For images, an image file must be uploaded. For videos, due to file size constraints, only URL links can be copied on the site, allowing to have videos hosted outside (e.g., Youtube). This has the advantage of not overloading the site and therefore having a faster site without having to pay for the corresponding space on a server.

For each type of documents, the user must select a focus area that will be used to index the article (e.g., artisanal mining sites, GBV¹, deforestation, gold, etc.).

¹ GBV: Gender-Based Violence

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
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In all cases, the user can save a draft and later resume it in his list of public posts, in the "My Profile" tab (see §3.2.9.2). **All posts must first be validated by a Moderator before publication.**

The screenshot shows a web form titled "Post Documents". At the top, there is a document icon and the title "Post Documents". Below this is a section "Type of Post *" with the instruction "Please select the content type." and three radio button options: "IMAGE", "TEXT", and "VIDEO" (which is selected). This is followed by a "Title *" field. The "Content *" section features a rich text editor with a menu bar (File, Edit, View, Insert, Format, Tools, Table) and various formatting options. Below the editor is a "Video URL" section with a text input field labeled "Enter URL" and a video icon. The "Focus Areas *" section has a dropdown menu with "Select an Option". At the bottom, there are two prominent yellow buttons: "SAVE" and "SUBMIT FOR MODERATION".

Figure 22 Form to create a Document post of type "Video"

Once the document is published and validated by the Moderator, it appears in the corresponding section of the public posts and on the homepage (Figure 23).

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

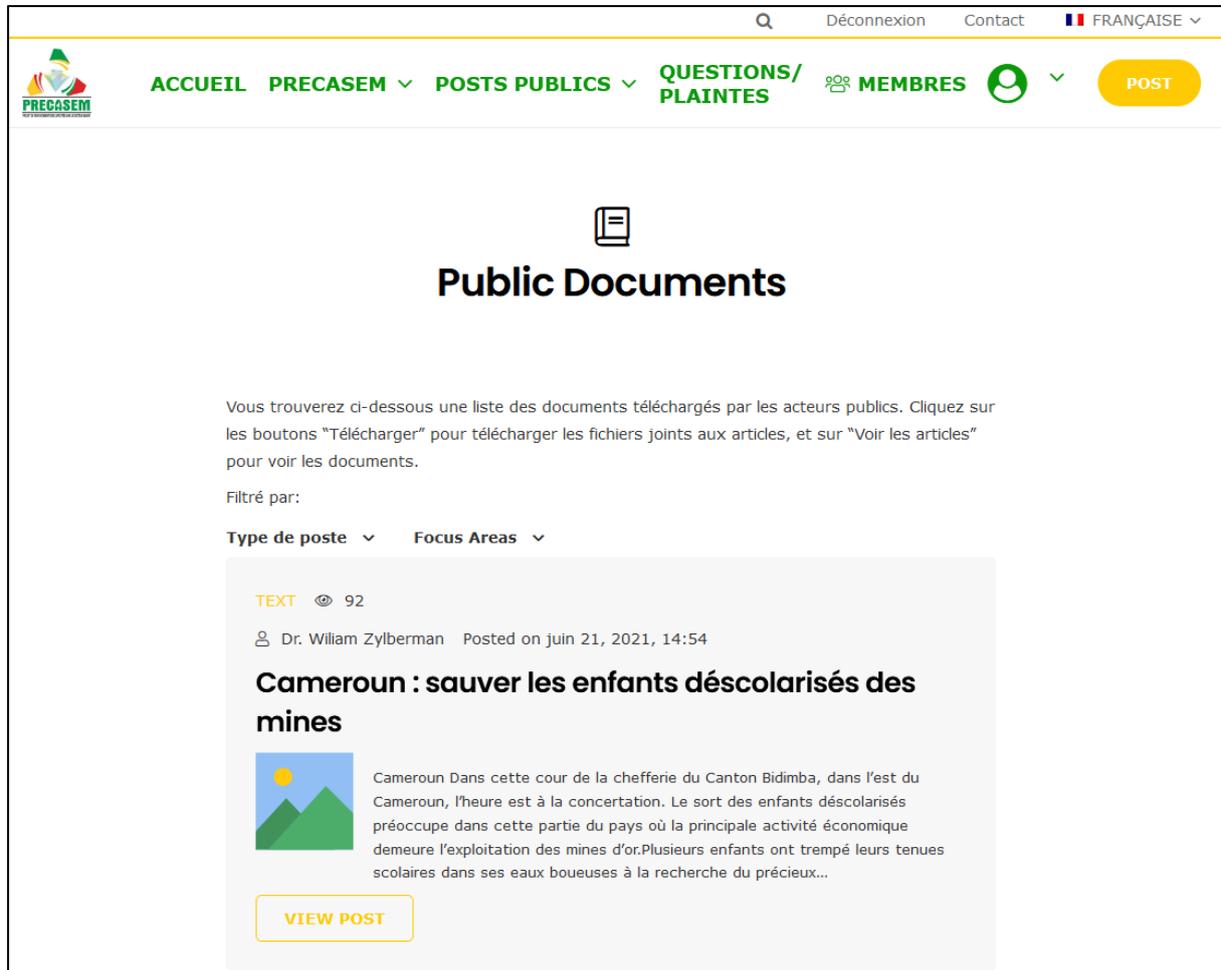


Figure 23 Preview of a text document published in the Public Posts section

3.2.6.1.2 Form for creating an “Event” - type post

The purpose of the events module is to provide a public instrument for sharing events related to the mining sector (conferences, forums, discussions, panels, training, ...).

As for the documents, the categorization follows a simplified GOXI approach (see Figure 24). The event information is published with the name of the user who created the event (Figure 26).

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						



Figure 24 Example of an event on Goxi

The form for creating an event is similar to that for creating a document. The difference is that here it is not possible to upload a file, and that the user must specify the date and type of event (Figure 25).

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	Authorized	x	1.0	01/11/2021	16/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

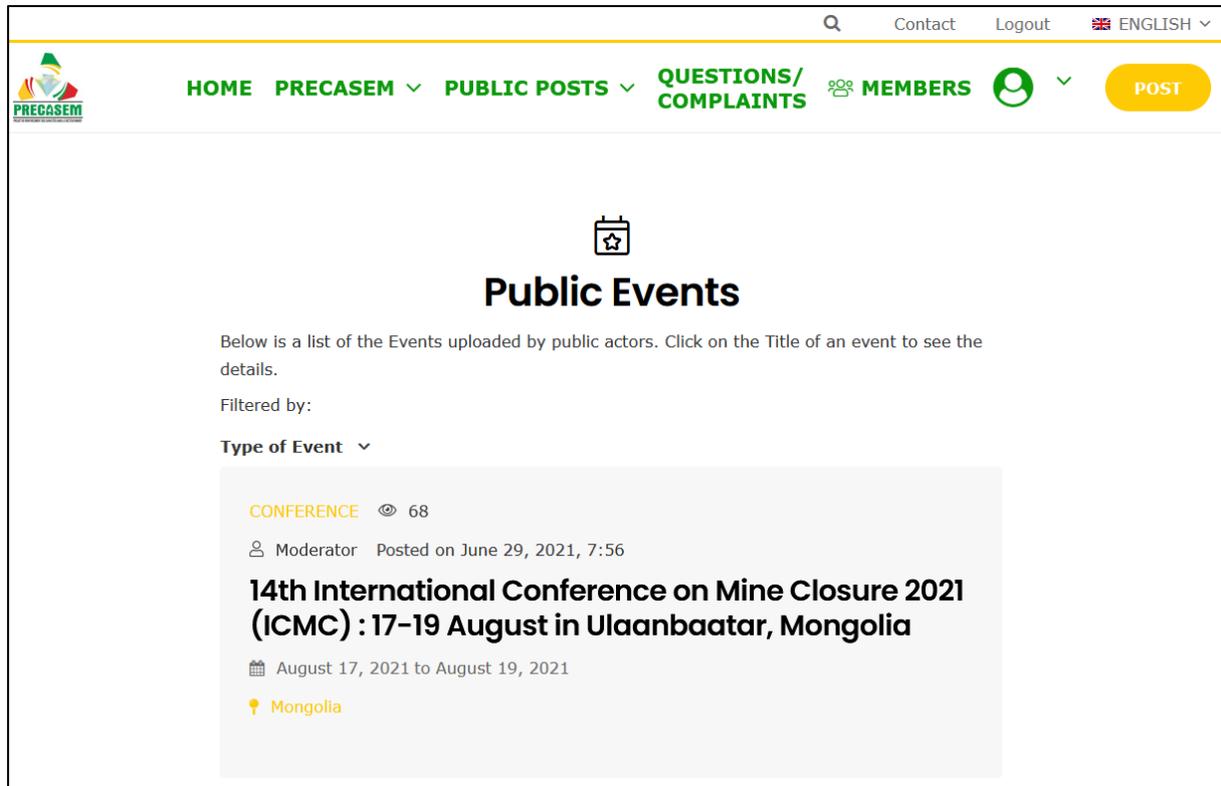


Figure 26 Preview of an event published in the "Public Posts" tab

3.2.6.1.3 Associated tools: statistics, PDF/print conversion and social networks

In accordance with the terms of reference, the public posts module is enriched with the following functionalities:

- **Statistical tool:** this is a counter of article views, displayed with an eye icon in the post boxes (Figure 28). It allows to see which articles are the most popular,
- **PDF conversion tool / printable versions:** each article can be printed, converted to PDF or sent by email thanks to this module (Figure 27),
- **Social network bar:** every user with social network accounts can share articles via the social network sidebar (Figure 27). This module integrates Facebook, Twitter, Pinterest and LinkedIn. To do this, the user simply clicks on one of the buttons on this bar, which is available in each public post.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
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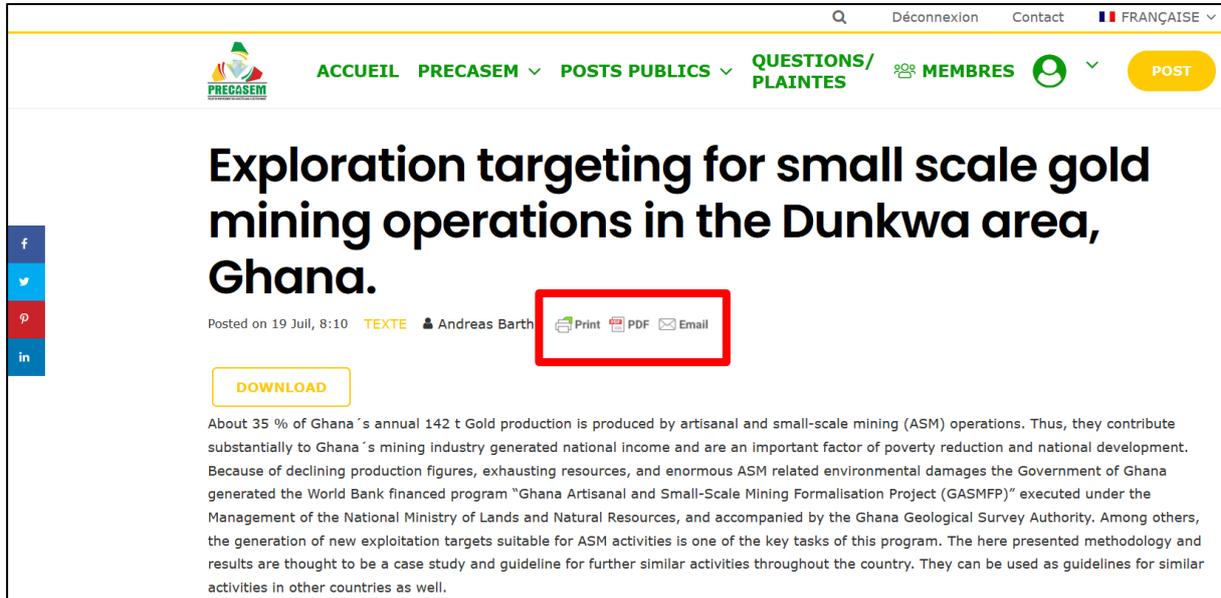


Figure 27 View of a Text Document article and print tool, conversion to pdf and redirection to email (in red). On the left: social networks bar

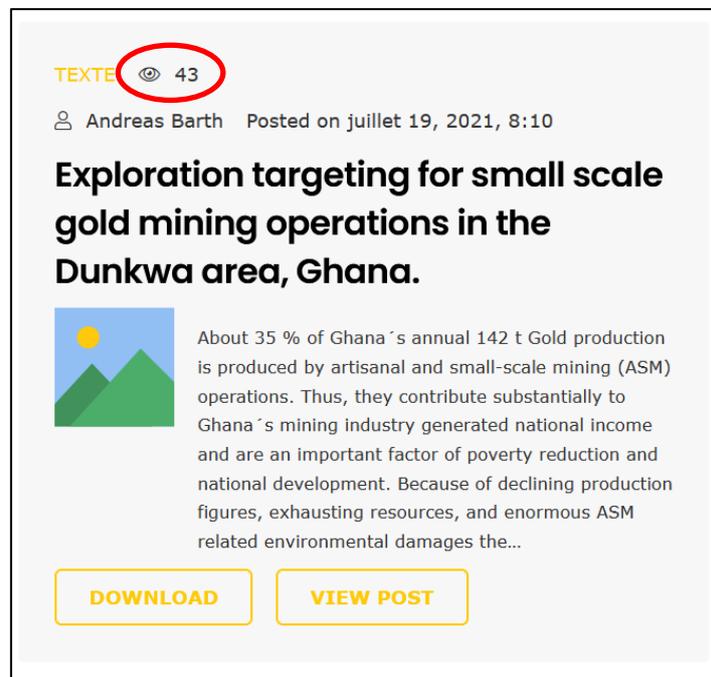


Figure 28 Article with its view counter

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					



3.2.6.2 The Questions/Complaints (Q&C) module

3.2.6.2.1 General description

The goal of the Questions and Complaints (Q&C) module within the Cameroon Mining Sector Social Accountability Platform is to establish interaction between the various actors in the mining sector, the public and PRECASEM / MINMIDT specialists. It is aimed at mining companies as well as employees, artisanal miners, civil society actors and NGOs. In this section we attempt to logically describe the Q&C processing by the user and then the moderator.

The objective of this module is to communicate with the public, to understand the problems, needs and requirements of different stakeholders and to find solutions in a communication process. In this sense, the questions and complaints module offers functionalities for submitting questions and complaints to PRECASEM, who answers or indicates possible solutions, procedures to follow, organizations or authorities where the complainant can go, etc.

The module of questions and complaints is not intended to replace or compete with the formal legal way of settling disputes using the respective legal means (police, court, etc., ...).

More broadly, this module is part of PRECASEM's complaint management system, which also includes a toll-free number and focal points available in different regions of the country (for more information, see the document in Appendix 11.2). This process is also described on the website in one of the tabs of the Q&C module.

The questions/complaints module offers the following main features: After providing personal information, the complainant can submit questions/complaints. As many complaints have a spatial reference (they relate to a certain location, site, village, mine, etc.), the questions and complaints module offers:

- forms / features for the description of the question/complaint,
- forms/features for uploading supporting documents (photographs, images, evidence, etc.)
- an interactive map to define the spatial reference.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
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The site offers functionalities for the treatment of complaints and questions by PRECASEM, which has a personalized interface in the frontend, visible only by the Moderator or Administrator profiles. It is also possible for the PRECASEM team to transfer Q&C between its members.

Users access the Q&C creation form via the yellow POST button, and can find their Q&C list in their profiles.

The questions and complaints menu thus consists of two tabs (see Figure 29):

- The public list of published Q&C with geolocation, directly accessible from the corresponding sub-menu,
- A description of the complaint management system provided by the Client.

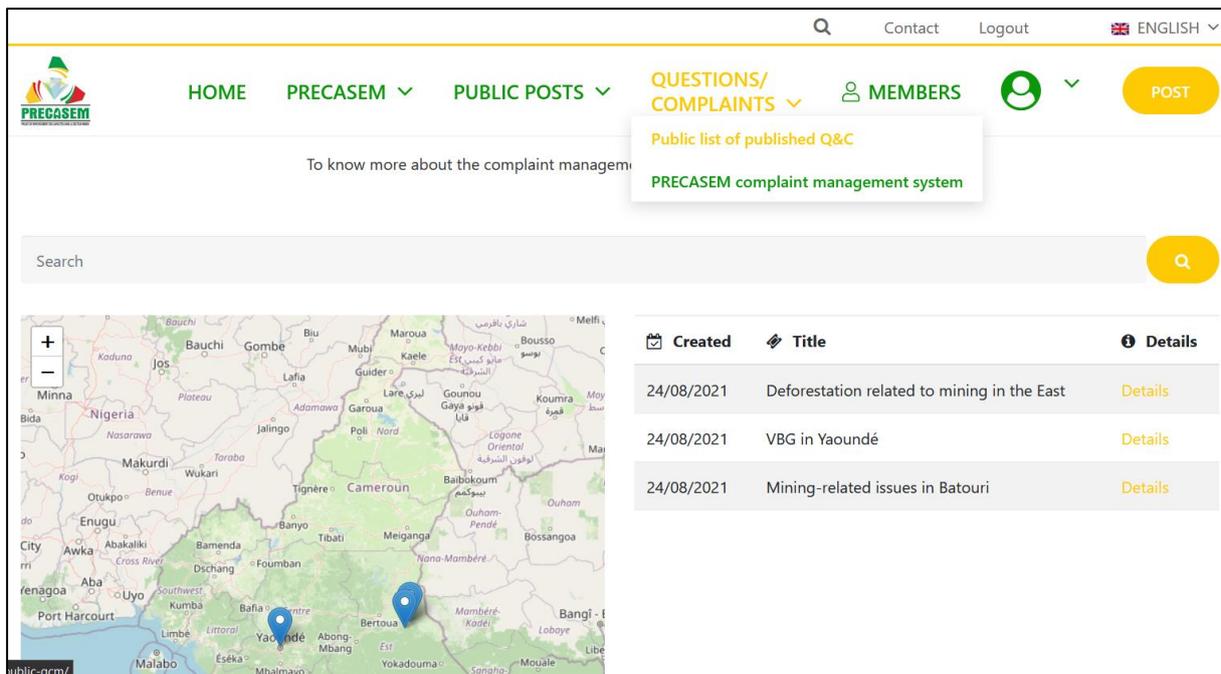


Figure 29 The two tabs of the Q&C module seen from the Q&C public list page (when the public list is selected, it is highlighted)

A search bar is also available to find Q&C using keywords. It is also possible to consult details of the Q&C by clicking on the map or on "details".

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File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					



3.2.6.2.2 Life cycle of a question/complaint

The process of treatment of a Question / Complaint (Q&C) is described in Figure 30 and takes place in 4 successive steps:

1. **Creation of the request by the user** with the possibility of uploading documents then submission or cancellation of the Q&C (also possibility to save a draft to be taken back later),
2. **Processing by the PRECASEM Moderator** who accepts (transfers the Q&C to the PRECASEM team) or declines (deletes in case of spam or requests additional information/documents from the user),
3. **Processing by appropriate PRECASEM team personnel** who accept or reject (delete or refer back to the user for additional information) the Q&C. Staff can transfer Q&Cs between different staff accounts,
4. **Implementation of action(s) following the analysis of the Q/C:** transfer to the competent authorities (off-site - e.g., police, fire department, administrations, etc.) and closure of the case on the site (no more actions required - the user is informed of the actions implemented and of PRECASEM's decision), classification of the case which will still be accessible in the database for further consultation. The case is published in a public way according to the user's will or kept private according to PRECASEM's will.

In Figure 30, the orange boxes correspond to the different user or PRECASEM interfaces that are programmed.

In practice, the Q&C will go back and forth between the user and the PRECASEM moderator/team, and this until the Q&C is accepted, rejected or published by PRECASEM. **This process requires a high level of reactivity and dedication from the PRECASEM Moderator, in order to provide answers to users in a correct time.** The reactivity of the Moderator is therefore essential to obtain satisfied users and therefore to the smooth running of the project. Ideally, PRECASEM's Moderation should be ensured by several people.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
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The Moderator as well as the Users are also notified by email when a response is made to the Q&C that concern them.

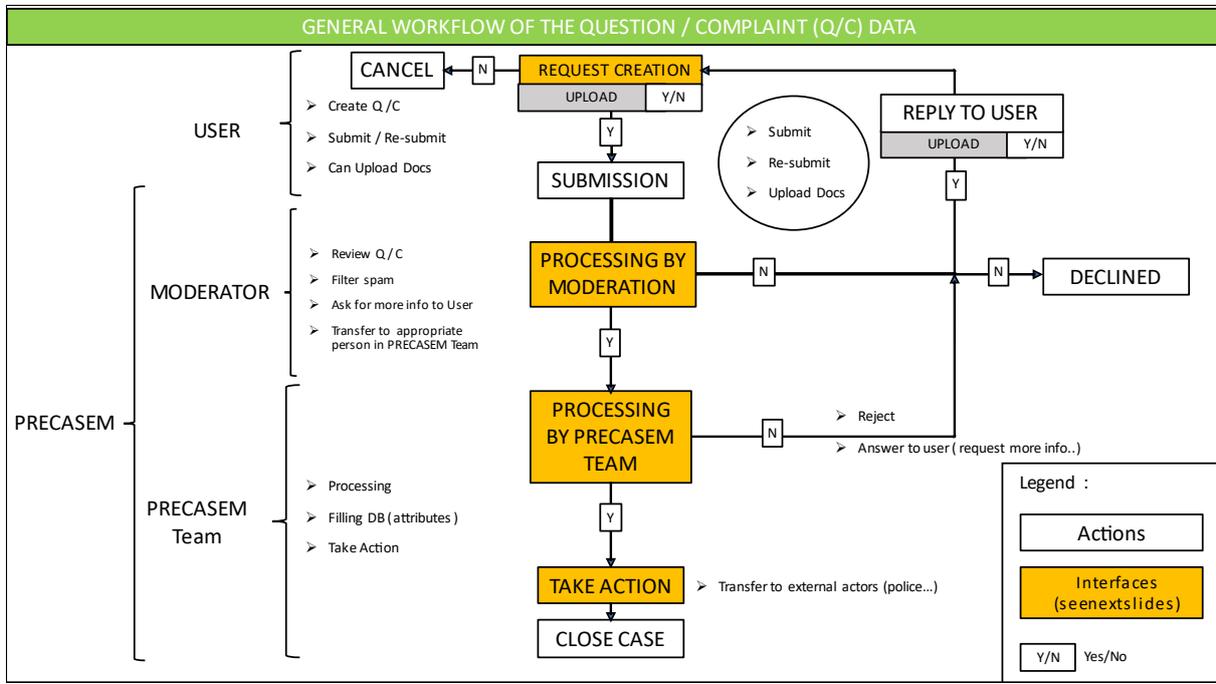


Figure 30 General data workflow of the Q&C module

3.2.6.2.3 User: complaint form and Q&C submission

Once connected, the user can send a Q&C to PRECASEM via the "POST" button and then "Questions / Complaint". The user then arrives at the Q&C creation form (§3.2.6.2.3). This form is composed of:

- Title,
- Subject (to be chosen from a drop-down list),
- Multiple choice questions:
 - What type of post? (Question or complaint),
 - Post concerning PRECASEM or the mining sector in general,
 - Public / private post (complainant's choice),

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File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

- Text of the question / complaint,
- An interactive map to geolocate the Q&C (1 point per Q&C): click on the blue button "add a location",
- Blue button to upload documents / supporting documents (note that it is possible, by default, to upload up to three documents of 1 MB each).

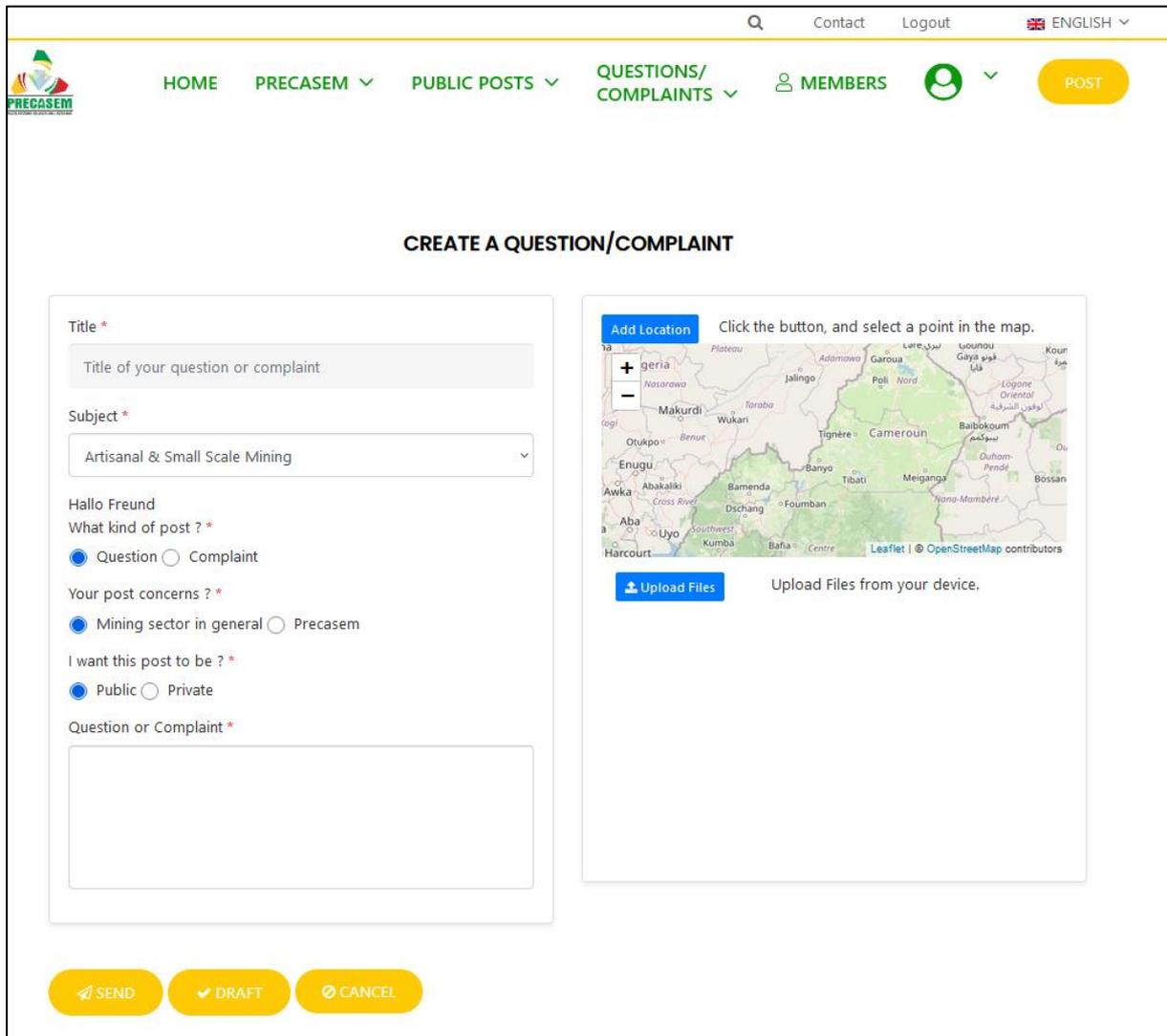


Figure 31 User form for creating a question-complaint

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						



Once all sections have been completed, the user can choose to submit their Q&C via the orange buttons at the bottom of the page. Other options are to save as a draft, or to cancel.

Once the Q&C is submitted, it is sent to the Moderator who receives it in his list of Q&C to moderate. While waiting for his action, the user can consult the Q&C in question in his personal list (User Profile > My Profile > Q&C; see §3.2.9.2)

3.2.6.2.4 Moderator: the role of the coordinator

One of the PRECASEM staff (Moderator or Administrator) must have the role of Coordinator. This role is assigned in the backend by the Administrator in the "Precasem Q&C" menu in the backend (at the top of the left sidebar) (Figure 45).

The coordinator can assign Q&C to different members of his team using the "Redirect To" function (Figure 32). To do this, he has an additional column in his list of "Q&C to moderate" (Figure 33).

This role is fundamental since it allows the coordinator to supervise the processing of Q&C by his moderation team.

When the Moderator does not have the role of Coordinator, he does not see the column "assigned to" (Figure 34). In this case, the Moderator will only see the Q&C assigned to him by the Coordinator. This function is particularly useful in terms of management in the ideal case where there are several moderators / administrators.

It would therefore be desirable to have several Moderators, one of whom would assume the role of Administrator and another would have the role of Coordinator and Administrator. **For reasons of site security, it is also important that at least one PRECASEM project leader also has Administrator access in addition to the Moderators and the officially designated Administrator.**

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

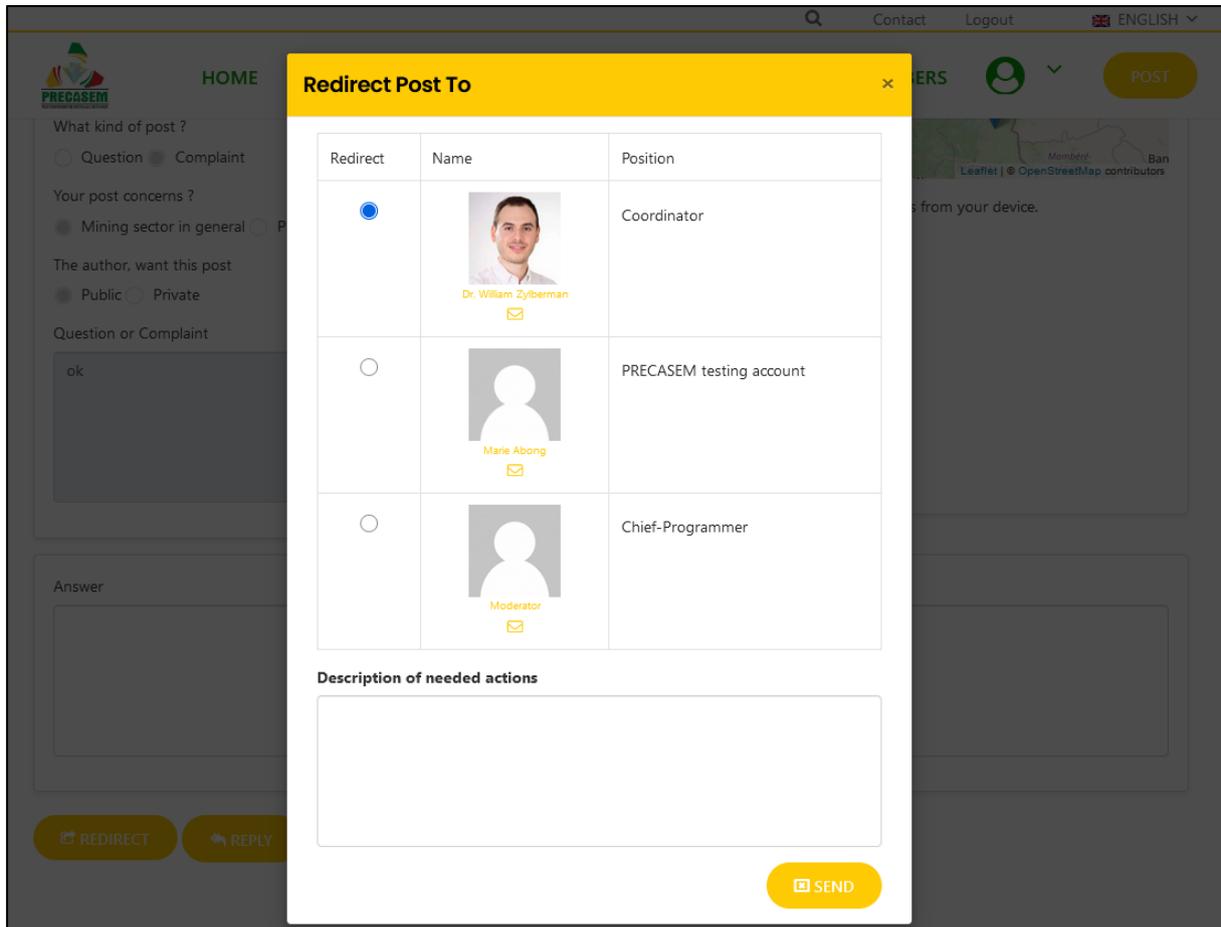


Figure 32 Thanks to the "Redirect To" function, the Coordinator can redirect or assign Q&C to his team members

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

The screenshot shows the PRECASEM web application interface. At the top, there is a navigation bar with the PRECASEM logo, menu items (ACCUEIL, PRECASEM, POSTS PUBLICS, QUESTIONS / PLAINTES, MEMBRES), and a language dropdown set to FRANÇAISE. Below the navigation bar is a map of Cameroon with several blue location pins. Underneath the map is a table listing questions and complaints. The table has columns for Created, Title, Status, Assigned to, and Details. The 'Assigned to' column is highlighted with a red box, showing names like 'Dr. William Zylberman' and 'Moderator'.

Created	Title	Status	Assigned to	Details
24/08/2021	Privé : Deforestation related to mining in the East	Done - Public	Dr. William Zylberman	Details
24/08/2021	Privé : VBG in Yaoundé	Done - Public	Dr. William Zylberman	Details
24/08/2021	Privé : Mining-related issues in Batouri	Done - Public	Dr. William Zylberman	Details
19/08/2021	Privé : test to change draft question TO complaint	Pending Answer	Moderator	Details
19/08/2021	Privé : test Q&C radio	Reply Needed	Moderator	Details
19/08/2021	Privé : test complaint	Reply Needed	Moderator	Details

Figure 33 List of Q&C to be moderated (moderator only: Coordinator view with "Assigned to" column displayed)

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

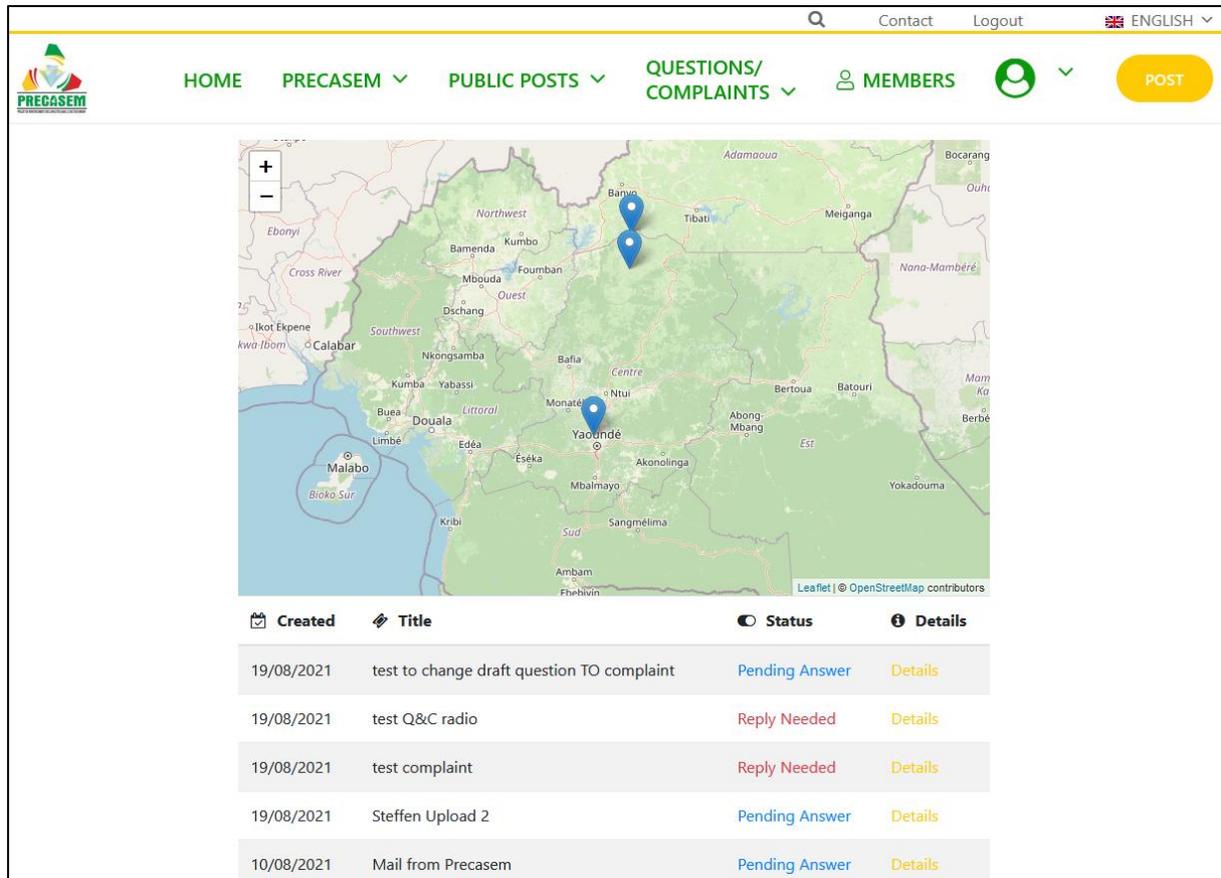


Figure 34 List of Q&C to be moderated (moderator view only, non-coordinator without the "assigned to" column)

3.2.6.2.5 Moderator: responding to a Q&C

The Moderator's response to Q&Cs is done in the frontend as follows.

Once the user submits a Q&C, the Moderator receives an email notifying him/her that there are new posts to moderate. He can then access them either by clicking directly on the link received by email, or by connecting to the site via his profile and the "Q&C to be moderated" tab. He then arrives on his list of Q&C to moderate (Figure 33 and Figure 34). This list fills up automatically as users submit Q&C.

The Moderator's Q&C list consists of the following columns, from left to right (Figure 35):

- Q&C Creation Date,

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File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					



- Title,
- Status: this column is very important because it is here that the Moderator sees in real time what actions are expected of him/her. In all cases, the Moderator must click on the "Details" button in the list to the right of the Q&C in question to respond. There are three possible cases:
 - **Pending Answer:** the Moderator has responded to the user and is waiting for the user to return. No action is required from the Moderator at this stage;
 - **Reply Needed:** the user has responded to the Moderator's request, it is now up to the Moderator to respond, transfer or conclude the Q&C;
 - **Done - Public/Private:** following exchanges with the user, the Q&C has been accepted and closed by the Moderator. Depending on its status (public/private), it will be visible or not in the public list of Q&C.
- Assigned to: visible only to the Moderator with the role of Coordinator (see §3.2.6.2.4), this column indicates to which Moderator profile this Q&C is assigned. The coordinator can re-assign the Q&Cs to his/her staff by transferring the Q&C to "Details";
- Details: button to open and view the Q&C and answer it.

Once the Moderator has chosen the Q&C he wants to deal with, he clicks on the "details" button in his list, and the Q&C window opens including the discussion thread between the user and the Moderator (Figure 35). The Moderator can then respond to the user. Eventually, there will be as many discussion windows as there are responses from the user and the moderator (Figure 36). The Q&C is classified when the Moderator decides to close it.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

The screenshot displays the 'Q&C from User: Moderator' interface. The form fields are as follows:

- Title:** Illegal mining in the East
- Subject:** Artisanat Minier et Petite Mine
- What kind of post?:** Complaint (selected)
- Your post concerns?:** Mining sector in general (selected)
- The author, want this post?:** Public (selected)
- Question or Complaint:** ok

The 'Answer' section contains the text: "Le Modérateur répond ici à la Q&C de l'utilisateur. Il ne peut pas modifier les éléments au-dessus." Below the form are buttons for REDIRECT, REPLY, CLOSE, and CANCEL.

Figure 35 The Moderator's first response to the user's Q&C, after clicking on "Details" from their list of Q&C to moderate

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

Q&C from User: Dr. William Zylberman

Title

Subject

What kind of post ?

Question Complaint

Your post concerns ?

Mining sector in general Precasem

The author, want this post

Public Private

Question or Complaint



[Upload Files](#) Upload Files from your device.

Uploaded Files



profil_WZ.jpg

Author

19-08-2021 09:15:41



Dr. William Zylberman
Moderator

Conversation

test to check if all 3 documents are uploaded / visible

Answer

REDIRECT
REPLY
CLOSE
CANCEL

Figure 36 Q&C with ongoing discussion thread (responses between user and moderator)

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					



3.2.6.2.6 Moderator: Closing a Q&C

Once the Moderator considers that the discussion is over and that the Q&C can be closed, or if it is spam, for example, he can click on the yellow "Close" button to close the Q&C. The "close case" window will then open (Figure 37).

In order to close the Q&C, the Moderator must fill in this window:

- A reply to the user explaining why the Q&C will be closed and what actions will be taken by PRECASEM, if any, by the user,
- Check the public or private nature of the Q&C,
- Click on the yellow "Close" button.

Note that if the user has indicated that he wishes to keep the Q&C private when submitting it, the Moderator will not be able to make the Q&C public for privacy reasons. A private Q&C will not appear in the public list of Q&C.

On the other hand, if the user has chosen "public", PRECASEM will be able to grant his wish and check "public" (then the Q&C will appear in the public list of the site's Q&C) or decide that this Q&C must remain private.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

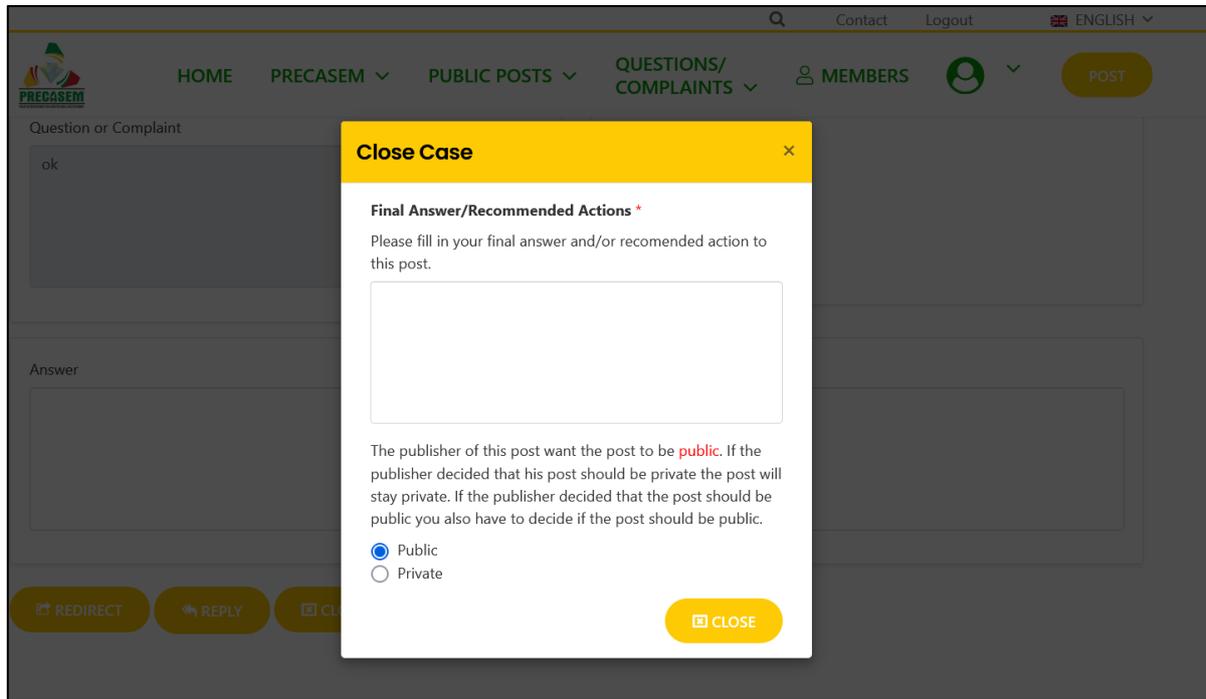


Figure 37 Closing window of a Q&C

3.2.7 Chat and notifications

A messaging module (chat) allows discussions between users.

This module is accessible via the My Profile tab (§3.2.9.2) by clicking on "Messages". This opens the discussion module (Figure 38). This module consists of a side menu on the left with the list of discussions showing each interlocutor with his or her name and profile photo, in the form of a "Facebook Messenger" type discussion.

The user will be notified, according to the preferences he has indicated in his profile, of new discussions. For this purpose, the notification sidebar can be displayed on the right side of the screen (regardless of the page the user is on) and summarizes all notifications (including comments, profile views, private messages, etc.) in chronological order (Figure 39).

It is also possible to download the history of discussions, to delete messages or entire conversations, and to block a user.

Status	Draft		Version	Creation date	Last change	Printed on	Page 64
	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

Note that this module is different from the discussions that can also take place as comments under the articles of public posts.

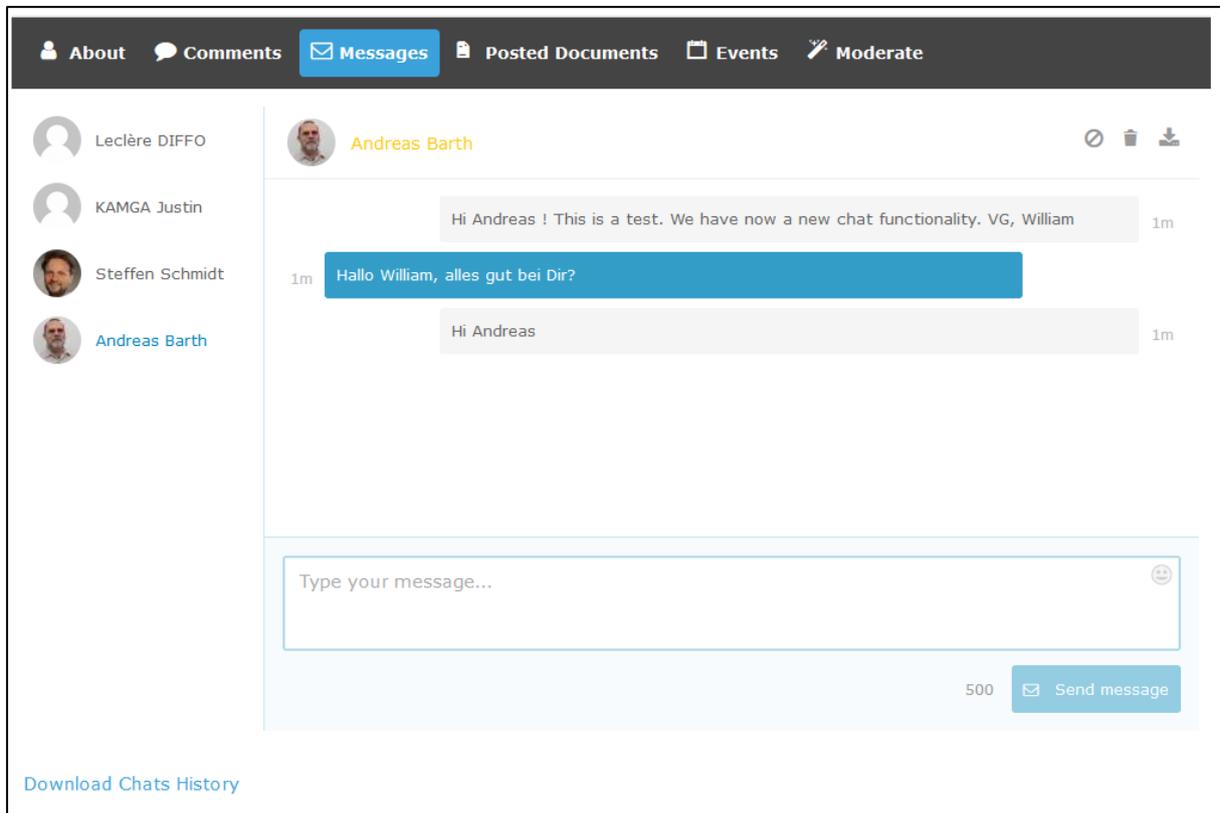


Figure 38 Messenger / chat module in the My Profile tab

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

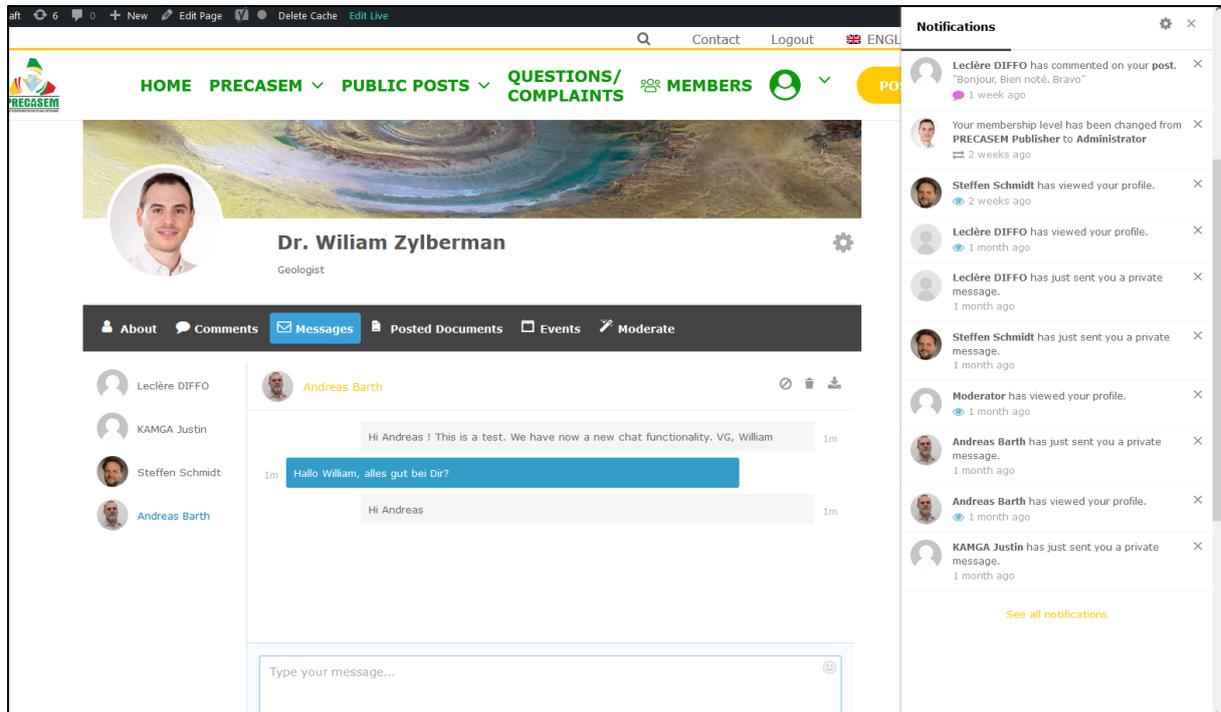


Figure 39 Chat module with notification bar displayed on the right (notifications can also be displayed on all pages of the site)

3.2.8 Members

The member’s menu accessible from the main menu bar, allows to visualize the profiles of all users registered on the platform. This section is equipped with a search function by keyword (profile names and their characteristics) and by filter (Figure 40). It should be noted that the moderator is allowed to modify or delete profiles in case of spam included in name/profile data.

From this module it is also possible to click on one profile to view its characteristics (photos, name, etc. – see §3.2.9 for more information on user’s profiles) and to start a conversation via the “Message” button (see §3.2.7).

At the date of end of august 2021, 25 member pages already exist, corresponding to about 300 users on the platform. They include professionals of the Cameroonian mining sector, companies and NGOs. These profiles are the result of the Consultant’s work during the

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second phase of the project (animation and administration of the platform). The results of this phase are presented in the contract implementation report.

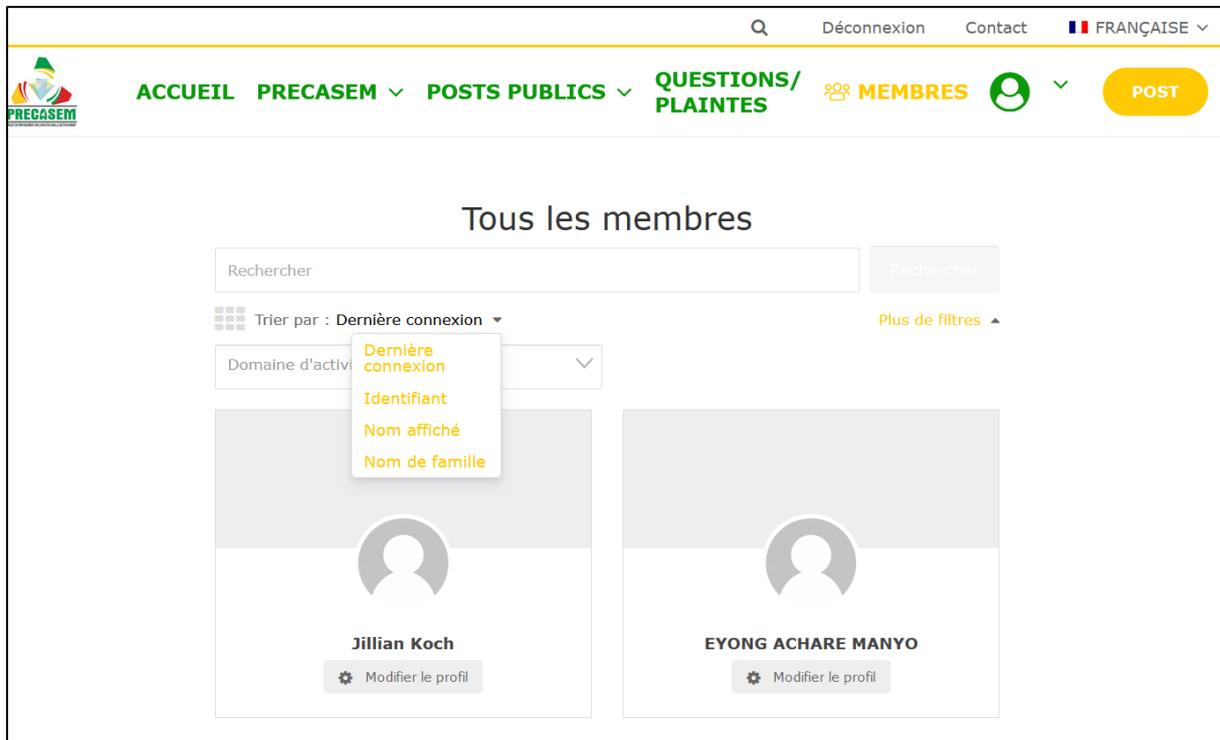


Figure 40 View of the Members section with search functions and filters

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3.2.9 User profile menu

The user profile menu is accessible via the round green icon on the right of the menu bar (Figure 41). For the user, it consists of two sub-menus (tabs):

- My Settings
- My Profile

For the Moderator, the following moderation sections are added:

- Post to Moderate (for public posts),
- Q&C to Moderate

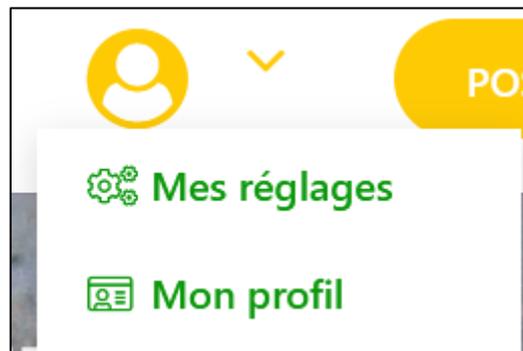


Figure 41 User profile menu button in the menu bar and tabs visible to the user (normally green, the button appears yellow on mouse contact)

3.2.9.1 My settings

The « My settings » section contains all the user's profile settings in the grey side-menu located just under the user's profile picture (Figure 42):

- Account: account data such as username, first name, last name, e-mail address,
- Change password,
- Privacy: some privacy settings can be customized such as profile visibility, indexing, sending messages, downloading or deleting data,
- Notifications: by email,

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- Web notifications: on the website directly,
- Delete account: any user can delete his account here. To do this, just enter the password.

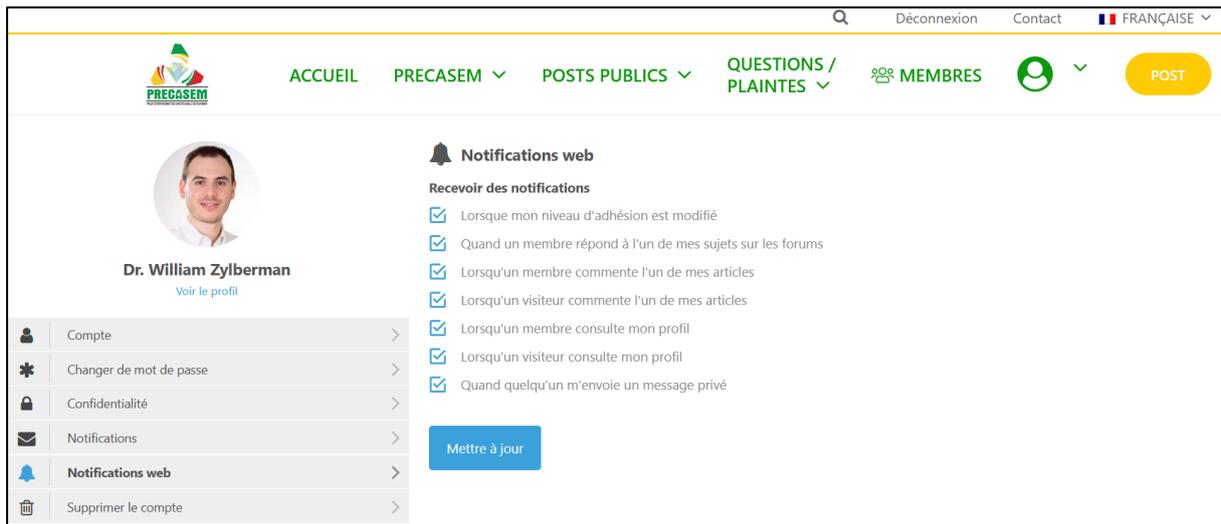


Figure 42 Profile settings

3.2.9.2 My Profile

The "My Profile" tab is probably the most important tab for the user. This is where they can see their lists of posts and find their comment history, data, and messaging (Figure 43). In addition to the profile and cover photo, My Profile consists of the following submenus:

- On the right, a small gray wheel: allow you to activate the **Edit Profile Mode**. This is where you can modify your profile or cover photo, as well as your personal information that will be visible to other users: description, first name, last name, gender, country, field of activity, biography, phone number, address and social network links,
- About: contains the user's information,
- Comments: comment history,
- Messages: Allows you to open the site's messaging system,

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- Q&C: list of the user's Q&C with their status,
- My Documents: list of the user's public documents, posted, in draft form or awaiting moderation (Figure 43),
- My Events: list of the user's public events, posted, in draft form or awaiting moderation.

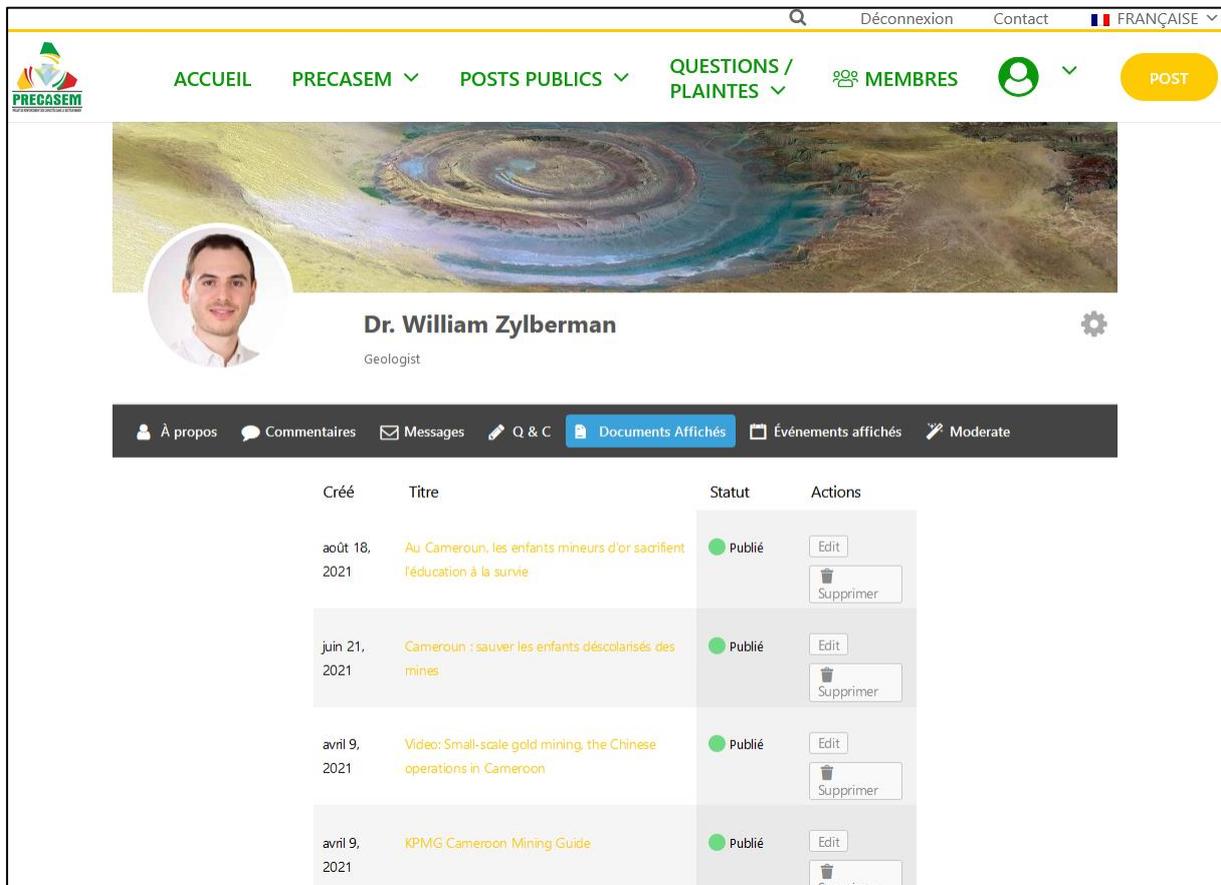


Figure 43 My Profile menu view with the user's profile and cover photos, and profile subsections

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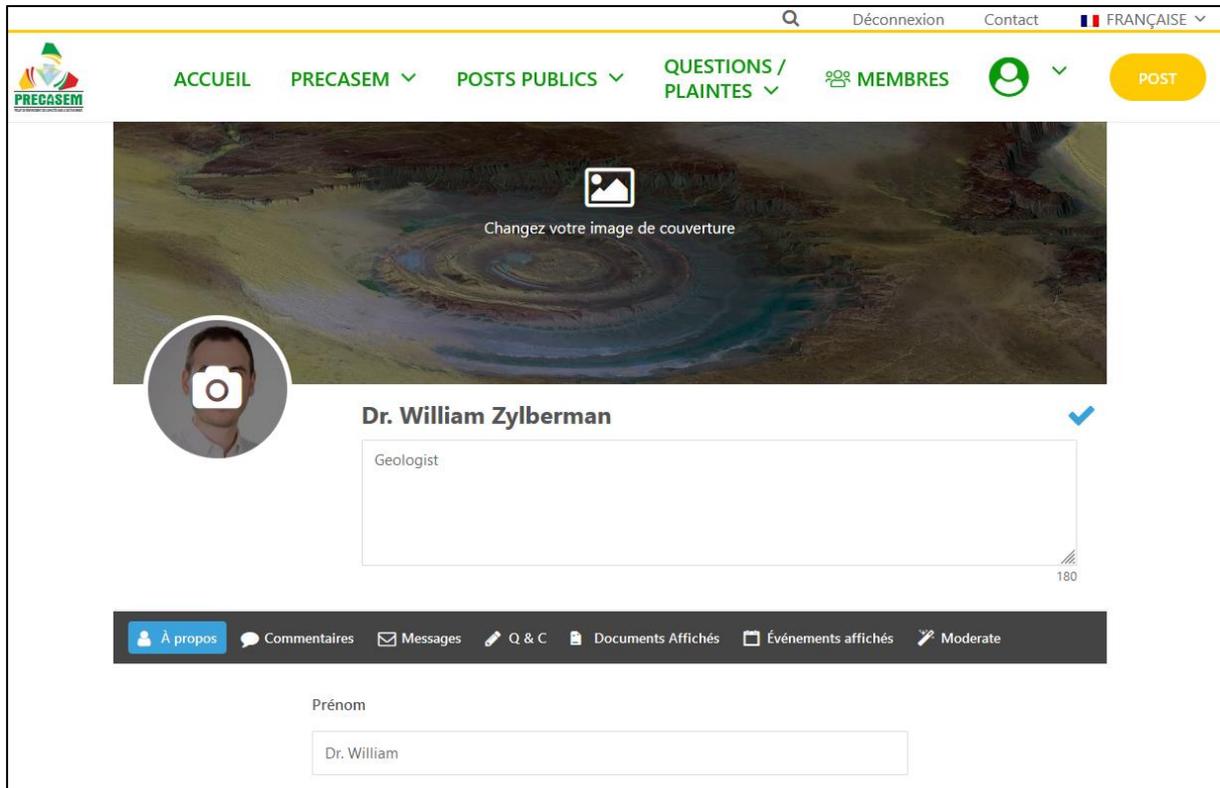


Figure 44 My Profile tab in Edit mode

3.3 Administrator: backend part

The PRECASEM Administrator has a fundamental role, since he/she has access to the website backend and can therefore modify the pages and structure of the website. Importantly for the Q&C module, he can also choose which moderator will have the role of Coordinator in the management of Q&C (§3.2.6.2.4 and Figure 45). To do this, he must access the "Precasem Q&C" tab located at the top of the side menu in the backend.

Note that any Moderator does not have access to the backend, only the Administrator.

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File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

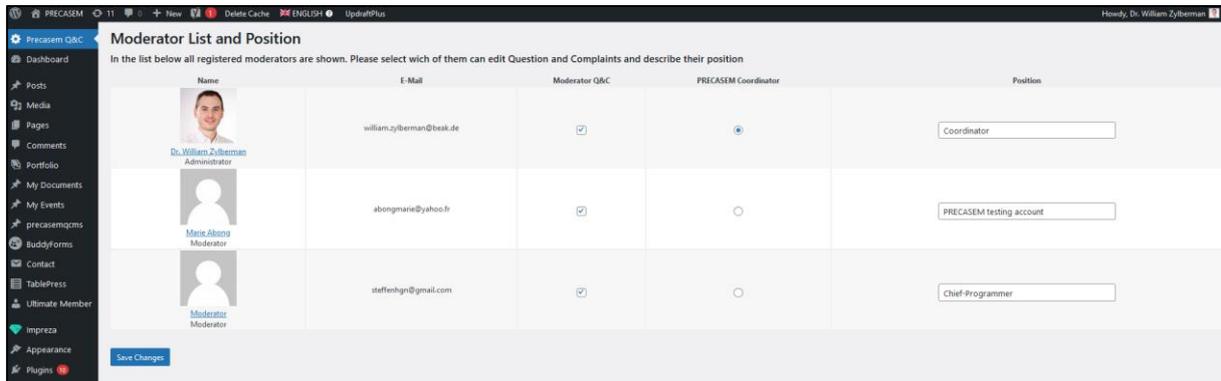


Figure 45 List of Moderators and roles assigned in the "Precasem Q&C" tab of the backend (CMS Wordpress)

From the backend, the Administrator can manage all the modules and plugins installed in the CMS, such as those described in §2.3 as well as others plugins like Impreza, WPBakery Page Builder, TablePress, BuddyForms, etc. **It is therefore important that the administrator be familiar with the management of a CMS such as Wordpress.**

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4. Portal concepts

4.1 Free of charge

The Social Accountability Platform portal can be used by all interested parties free of charge.

4.2 Easy registration

The following activities require a simple registration (name of the person, e-mail address, affiliation, interests):

- Creation of public posts,
- Creation of questions - complaints,
- Messenger,
- Creation of a profile.

4.3 Question / Complaint module registration

The registration for the questions and complaints module is identical to the registration for the profile creation. There is no separate registration, as the module is directly integrated into the CMS.

4.4 Responsibility for Data and Information

4.4.1 The PRECASEM module

PRECASEM is responsible for providing the data and information published in this module.

4.4.2 The questions/complaints module

Responsibility for the Q&C module data is shared as follows:

- The complainant is responsible for the content of the complaint,

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- PRECASEM is responsible for all other parts of the information contained, including the treatment of the complaint, responses provided, actions taken, etc.

4.4.3 Other modules

The information published under the other modules is exclusively the responsibility of the respective user.

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5. Course of the mission

5.1 Overview

The mission started on 6th July 2020 with the signature of the contract and should end on 30th November 2021 with the end of the PRECASEM project funding. Originally planned for a period of 15 months according to the terms of reference, the mission finally took place within the allotted time, despite a delay in the start of Phase 2 (platform animation and administration) due to difficulties encountered in the programming. As a result, Phase 1 (programming) was much longer than originally planned, to the detriment of Phase 2 (see Timeline §1.5).

The following sub-chapter is a detailed timeline of the mission, including a description of the exchanges and project milestones.

5.2 Detailed timeline of the mission

A kick-off meeting was held on 7 July 2020 by videoconference. Following this and in order to clarify certain aspects (website URL, PRECASEM logo, website content, etc.), the consultant had submitted a questionnaire to PRECASEM, who returned it completed in early August 2020. The inception report is submitted on 24 July 2020 and subsequently approved by the Client.

On 19 August 2020, the Consultant submitted a first R2 conception report which was rejected by the Client because not all of the elements mentioned in the TOR were included (e.g., social networks module) and especially because the website and its questions/complaints module were not yet finalized. The M2 meeting to analyze user needs was held on 17 September 2020, and a first test prototype was provided to the Client on 20 October 2020. Both parties agree on the final structure of the website (letter of 06 January 2021).

This was followed by a prolonged period of development and testing, as the Consultant encountered unforeseen difficulties in programming, and the covid-19 epidemic delayed the project considerably through a reduction of staff.

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The M3 meeting on the design and content of the platform was held on 11 March 2021. Credentials to test a first Beta version, including the interactive public communication module (Documents and Event) but not the Q&C module, were sent to the Client on 9 April, but the Consultant did not receive an answer, as mentioned in his letter requesting responses dated 14th May 2021. These issues were finally clarified by phone and PRECASEM agreed to put a first Beta version online without the Q&C module, which is confirmed in the Consultant's letter of 02nd June 2021. A trip to Cameroon was planned for early July 2021.

In order to be able to confirm the technical recommendations, the Consultant had made several requests to the Client for a video conference to be able to evaluate and discuss these recommendations with the relevant engineering staff of the Client (computer scientist(s) and system administrator(s)). The responsible staff (Mr. DIBOMA, system administrator of the Ministry of Mines) could be met on site in Yaoundé at the PRECASEM offices during the Consultant's stay. It emerged from these meetings that the Client was still waiting for a return from CamTel (national telecommunications company). The Consultant assured that the site would remain available in Germany at Ionos until the Client had the necessary infrastructure. However, the Consultant will not install the hardware and system itself.

Due to a significant delay in the design of the software in relation to the SARS-cov-2 pandemic, by the time the revised R2 conception report (v2.0) was delivered, the structure of the site and its functionalities had already been presented to the Client, notably during a work meeting in Yaoundé on 16th July 2021. The Client was then fully satisfied with the presentation and the planned functionalities. The schedule of activities was modified during the course of the contract after discussion and in agreement between the Client and the Consultant. The website is currently in the Beta Test phase and phases 2 and 3 of the project have been initiated.

The R2 conception report, originally submitted in August 2020, had to be revised to include the Q&C module and the new functionalities. At this stage it did not include any advanced development or the Q&C module. The Client requested that the report be reviewed once it contained the Q&C module. This revised R2 report was approved by the Client in its letter of 12th October 2021 also confirming the proposed timetable for completion of the project.

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The next steps were the organization of the M4 Platform Facilitation meeting and the submission of the deliverables R3 and R4 corresponding to the contract implementation reports (outcome of phase 2) and the final report (this report), respectively.

Considering the deadlines, the Consultant had requested the Client in a letter dated from 19th august 2021 to delete one of the two contract implementation reports and synthesize all elements in one report instead, in order to be able to conclude the contract as planned. The Consultant also requested permission to post the finalized Q&C module online. The Client agreed to these requests in its letter dated from 20th August 2021.

In a letter dated September 29th, 2021, the Consultant notified the Client of the actual release of the Q&C module, and followed up with the Client on several questions that remained unanswered:

- Has the revised R2 report been evaluated?
- Can the Client provide a list of participants for the training to be held in November and propose a date for this training?

In another letter dated October 1st, 2021, the Client notified the Consultant of the forthcoming termination of the PRECASEM project activities on November 30th, 2021 and the closing of the IDA funding. The letter stated, inter alia, that the Consultant must deliver all services with complete invoice payment files before that date, as services delivered or received after that date will no longer be paid.

The Consultant sent back a letter on 06th October 2021 to propose a timetable for the completion of the project and to mention the outstanding issues:

- Validation of the R2 report and agreement to print and send it to Cameroon,
- Transfer of the website to Cameroon,
- Transfer of the ownership of the domain name www.precasem.cm to MINMIDT (to date still registered at Beak),
- Execution of training for administrative and technical staff.

It was proposed in this letter, among other things, that Beak will continue to manage the website until the end of 2021 for PRECASEM in order to ensure a smooth transition with the

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MINMIDT services. The Consultant also proposed a second trip to Cameroon at the end of 2021 in case a final presentation of the projects was planned by the Client.

The Contract is therefore expected to be completed by the end of November 2021 as agreed with the Client, following the phase 3 of training and project handover which is expected to take place in November as well. The final M5 project closure meeting should therefore logically take place in November 2021.

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6. Administration and animation activities

According to Phase 2 of the project (Administration and animation of the platform), the Consultant worked continuously to publish, administer and animate the platform following its programming and launch.

6.1 Administration

6.1.1 WordFence

To increase the security of the site, the Wordfence plugin was installed. This is a plugin that takes over the tasks of a firewall and other security tasks such as protection against brute force attacks and IP blocking, thus increasing the security of the website. Wordfence is currently only installed as a free version, but informs the administrator by email of activities such as administrator login, new user registration, password change, spam, etc.

By sending the registration of new users to the administrator, fake accounts can be detected and immediately removed from the system. An example is shown in the screenshot below.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

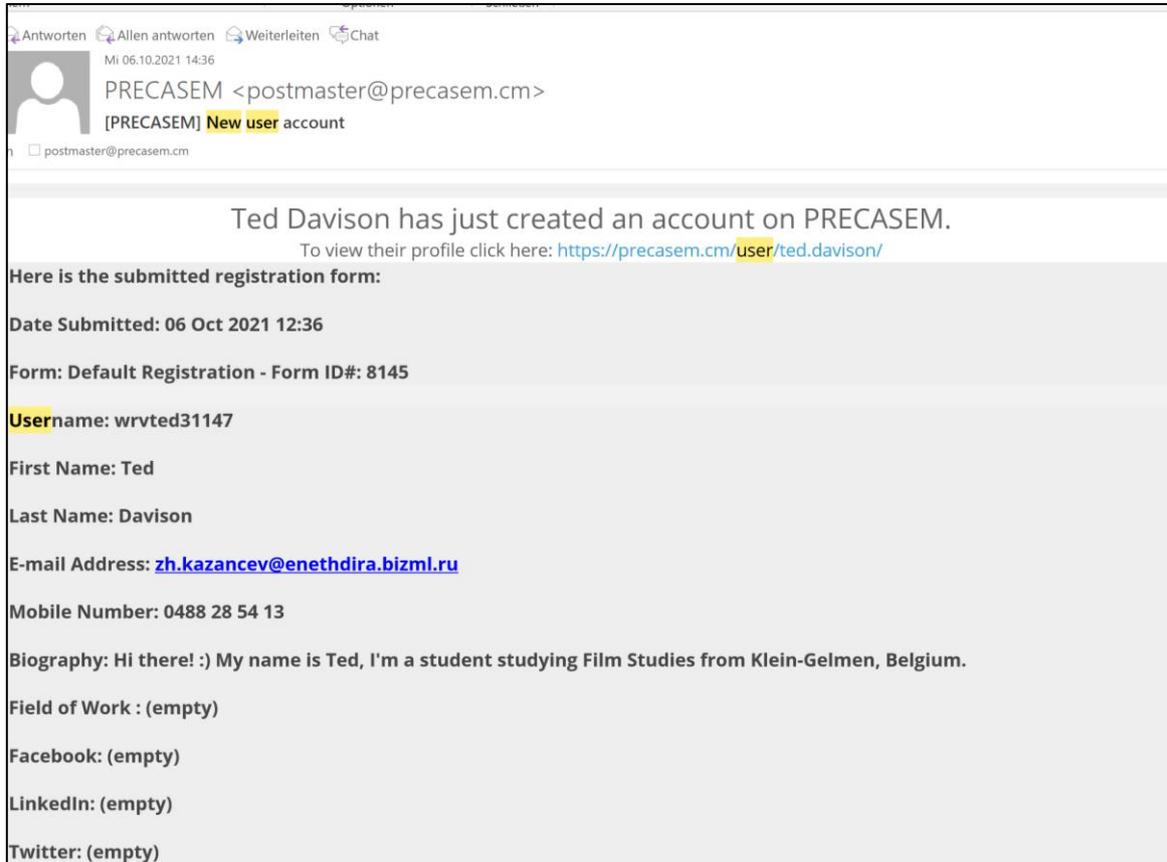


Figure 46 Screenshot of an automatic email showing the creation of a fake account in the system

Wordfence also notifies by email each time an administrator login to the system (Figure 47). This is a useful feature to have an overview of the administrative events in the system.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

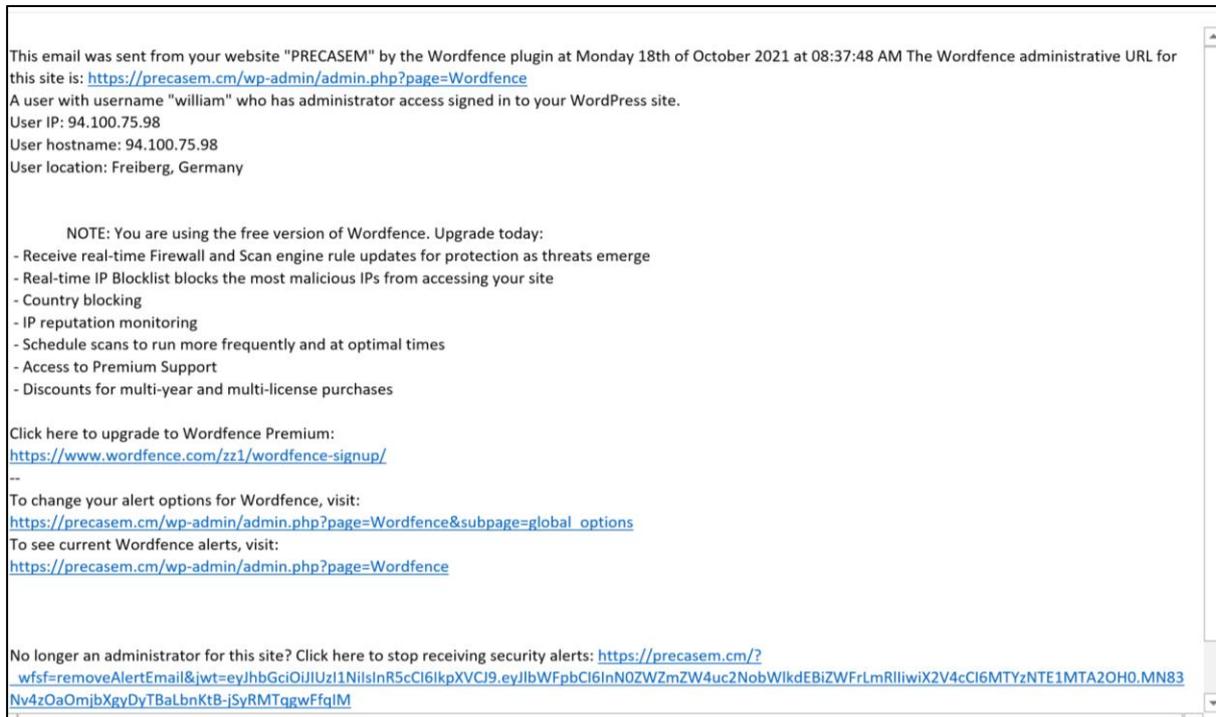


Figure 47 Example of an email sent by WordFence to notify that an administrator has logged in

In addition, Wordfence blocks the IP addresses and credentials of users who have tried to login too many times during a certain period (24 hours). This can prevent hackers from trying to guess users' names and passwords. A list of blocked IPs can be seen in the screenshot below, from the Dashboard in the site's backend.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

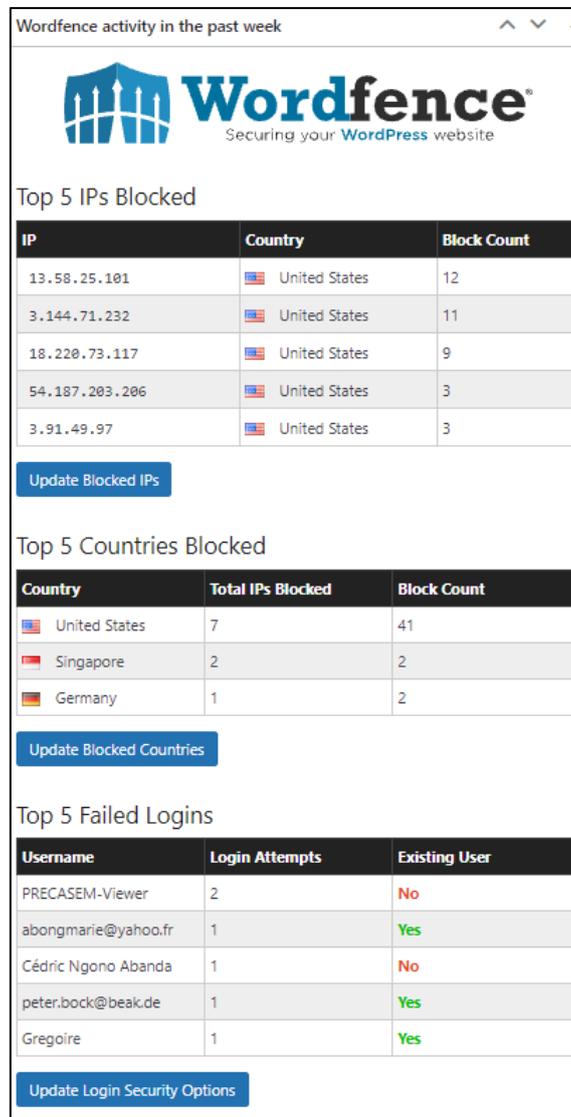


Figure 48 View of the Wordfence plugin from the Backend Dashboard

6.1.2 Maintenance and updates

As updates are also important to avoid security breaches, Wordfence also informs by mail which plugins need to be updated. After receiving these mails, the plugins have been updated in the WordPress backend. Access to the plugin update can be found via the following path: Wordpress -> Backend -> Tab -> Plugins -> Update.

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

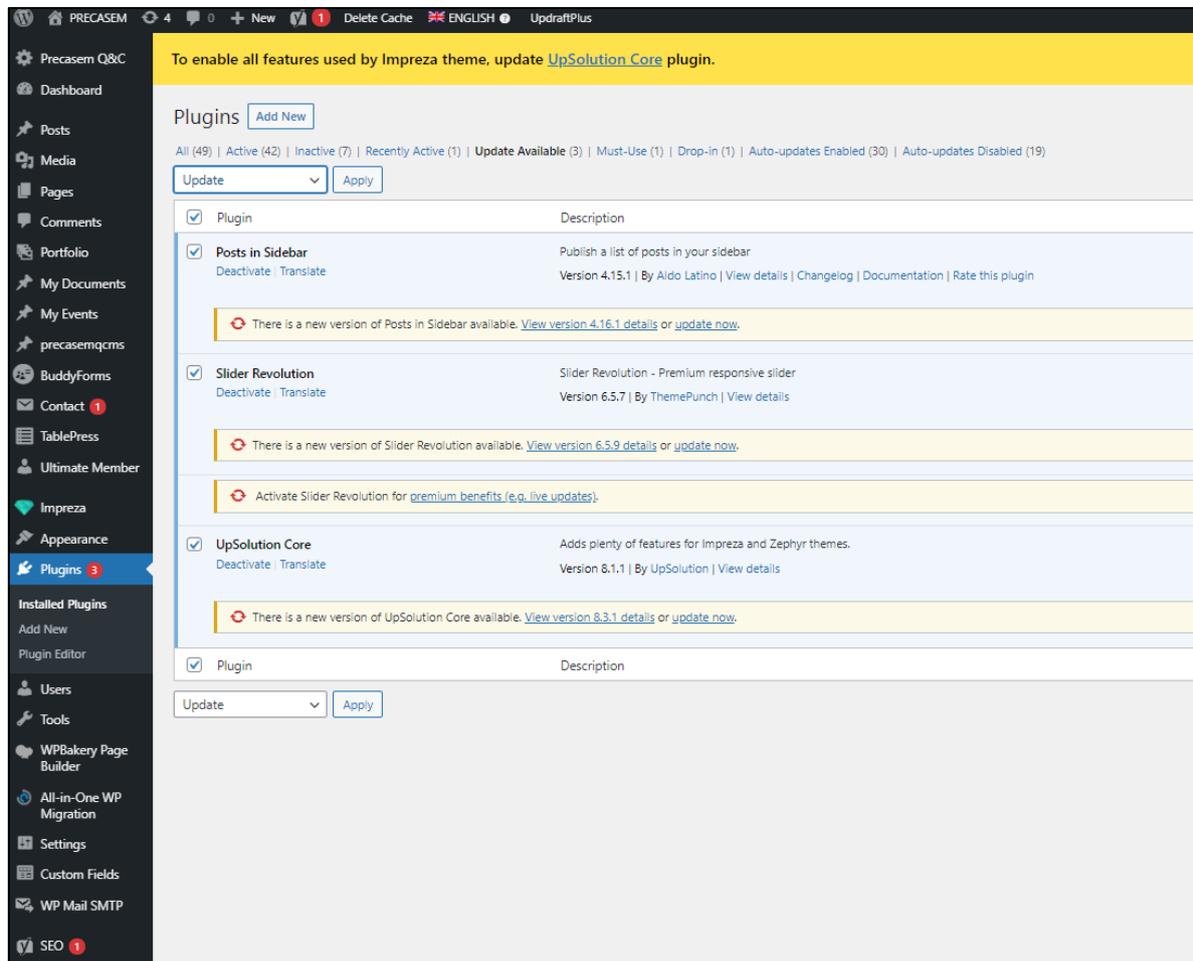


Figure 49 View of the Plugins tab with examples of plugins that should be updated

6.1.3 Bug fixing

For bug management, we used the Redmine tool, a free online project management software with an integrated bug tracking system.

Bugs reported to us by users as well as by internal testers were entered into the system. Our developers processed the bugs in order of priority. Before a bug is considered fixed, it is re-tested by the creator of the request on Redmine.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

#	Projekt	Tracker	Status	Priorität	Thema	Zugewiesen an	Aktualisiert
1666	Kamerun Webseite	Aufgabe (Task)	Neu (New)	Dringend (Urgent)	Write chapter "Administration" in the Report	Steffen Schmidt	15/10/2021 11:23
1616	Kamerun Webseite	Aufgabe (Task)	Neu (New)	Hoch (High)	Request from Client : Add an option to hide the name of the user in the case of a Q&C (this is a request from the meeting at PRECASEM) + with anonymous number	Steffen Schmidt	15/10/2021 11:21
1669	Kamerun Webseite	Aufgabe (Task)	Neu (New)	Normal	Is it possible to translate the buttons of the public posts on the FR version ? (homepage and public posts)	Steffen Schmidt	15/10/2021 16:01
1668	Kamerun Webseite	Aufgabe (Task)	Neu (New)	Normal	Change description of the Email to transfer a Q&C : "Le titre de la Q&C est" should be replaced with: "Message from the Moderator;" + add the real title of that Q&C	Steffen Schmidt	15/10/2021 15:21
1667	Kamerun Webseite	Fehler (Bug)	Neu (New)	Normal	On the map the QC still show "Privé" (only in FR) - SEE SCREENSHOT ATTACHED	Steffen Schmidt	15/10/2021 11:31
1657	Kamerun Webseite	Fehler (Bug)	Neu (New)	Normal	remove debug mode live version	Steffen Schmidt	05/10/2021 15:01
1638	Kamerun Webseite	Fehler (Bug)	In Bearbeitung (Assigned)	Normal	Page Agree Privacy Policy Needed	Steffen Schmidt	05/10/2021 11:44

Figure 50 View of the Redmine online software used by Beak for project management and bug fixing, with a list of bugs or requests created

6.1.4 Natural referencing / SEO (Yoast plugin)

The YOAST plugin was added to the Wordpress system to improve the natural referencing of the site. To do this, a key phrase, title and meta-description were written for each relevant page in the navigation bar. In addition, the referencing has been optimized for mobile screens.

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SEO
Readability
Schema
Social

Focus keyphrase ?

[Get related keyphrases](#)

Google preview ^

Preview as:

Mobile result Desktop result

precasem.cm

PRECASEM Social Accountability Platform of Cameroon's Mining Sector

May 10, 2019 - Welcome to the new PRECASEM website : the Social Accountability Platform of Cameroon's Mining Sector. Publish your questions and complaints !

SEO title [Insert variable](#)

Site title Social Accountability Platform of Cameroon's Mining Sector

Slug

Meta description [Insert variable](#)

Welcome to the new PRECASEM website : the Social Accountability Platform of Cameroon's Mining Sector. Publish your questions and complaints !

😊 **SEO analysis** v

PRECASEM

+ **Add related keyphrase** v

Cornerstone content v

Advanced v

Figure 51 SEO settings for an example of a page on the website

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						



6.2 Animation activities

The activities of animation carried out by the Consultant consisted in:

- The publication on the site of numerous posts of different types, as illustrated by the following examples (Figure 54, Figure 55, Figure 56, Figure 57, Figure 58). We can notice the view counters of the articles, which reach more than 300 views for the oldest events. These posts were also commented on by some users (Figure 53);
- The response to comments on the site (in public posts, Figure 53);
- Publishing two tutorials to explain to users how to post their articles and Q&C (Figure 56, Figure 57, Figure 58);
- Sending emails to all users with links to articles previously published on the site;
- Sending private messages to users to inform them (see also section §7.1 interactive exchanges, Figure 59);
- Sharing links and screenshots of the site on social networks (e.g., Figure 60).
- Sharing newsletters via the Beak network, including in Africa.

The article view counter, which can be seen in the Backend Dashboard, shows the view statistics for articles posted on the site (Figure 52). In October 2021, a clear increase is recorded with a peak of over 110 views on 13 October. This is more than the peaks recorded in previous months (around 45 views in September and 50 views in August 2021).

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File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						



Figure 52 Views counter of articles published on the site, on 19th October 2021

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
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6.2.1 Consultant publications, messages and comments

2 Commentaires. [En écrire un nouveau](#)

- 

Leclère DIFFO
[août 16, 2021 12:36](#)
Bonjour,
Bien noté.
Bravo
[Répondre](#)
- 

Dr. Wiliam Zylberman
[octobre 5, 2021 2:35](#)
Mme DIFFO merci beaucoup ! N'hésitez pas à poster avec votre association. Vous pouvez maintenant aussi créer votre Question/Plainte.
[Répondre](#)

Figure 53 Example of a response to a user comment on the publication of Tutorial 1

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

The screenshot shows the 'Public Events' section of the PRECASEM website. The page has a navigation bar with links for HOME, PRECASEM, PUBLIC POSTS, QUESTIONS/COMPLAINTS, MEMBERS, and a POST button. Below the navigation, there is a search icon, Contact, Logout, and ENGLISH language selector. The main content area is titled 'Public Events' and includes a brief description: 'Below is a list of the Events uploaded by public actors. Click on the Title of an event to see the details.' There is a 'Filtered by:' section with a 'Type of Event' dropdown menu. Three event cards are displayed:

- Africa Energy & Mining 2022**: 7 views, posted by Admin PRECASEM on October 12, 2021, 10:16. Dates: March 29, 2022 to March 31, 2022. Location: South Africa.
- 14th International Conference on Mine Closure 2021 (ICMC) : 17-19 August in Ulaanbaatar, Mongolia**: 159 views, posted by Moderator on June 29, 2021, 7:56. Dates: August 17, 2021 to August 19, 2021. Location: Mongolia.
- Africa Mining Summit 2021**: 129 views, posted by Admin PRECASEM on June 11, 2021, 7:33. Dates: September 21, 2021 to September 22, 2021.

Figure 54 Public posts of events related to the mining sector, published by the Consultant on the website (1/2)

Status	Draft		Version	Creation date	Last change	Printed on	Page 89
	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						



The screenshot shows a website interface with a navigation bar at the top containing 'HOME', 'PRECASEM', 'PUBLIC POSTS', 'QUESTIONS/ COMPLAINTS', 'MEMBERS', and a 'POST' button. Below the navigation bar, there are three event posts:

- Post 1:** Titled 'Africa Mining Summit 2021', categorized as 'CONFERENCE' with 129 views. It was posted by 'Admin PRECASEM' on June 11, 2021, at 7:33. The event dates are September 21, 2021 to September 22, 2021, and it is organized by GRV Global ltd. The event is online.
- Post 2:** Titled 'Join Major Industrial Events in Kazakhstan and Russia', categorized as 'CONFERENCE' with 159 views. It was posted by 'Admin PRECASEM' on June 11, 2021, at 7:30. The event dates are September 14, 2021 to October 7, 2021, and it is online.
- Post 3:** Titled 'GEOKARLSRUHE 2021 virtual conference & on-site excursions', categorized as 'CONFERENCE' with 300 views. It was posted by 'Andreas Barth' on May 27, 2021, at 9:14. The event dates are September 19, 2021 to September 24, 2021, and it is organized by The German Geological Society (DGGV). The event is online.

Figure 55 Public posts of events related to the mining sector, published by the Consultant on the website (2/2)

Status	Draft		Version	Creation date	Last change	Printed on	Page 90
	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						



Figure 56 Reduced view of Tutorial 1 published by the Consultant as a Public Document post, with 333 user views

The Consultant has published two tutorials in the form of public posts (document type), in order to explain to users:

- How to publish their own public posts (documents or events) on the site (tutorial n°1, Figure 56 and Figure 57),
- How to publish and manage their questions/complaints via the Q&C module (tutorial n°2, Figure 58).

These tutorials are available on the homepage or via the public posts menu. They are available in English and French and can be commented, like the other articles. They were also the subject of two emails that were sent to all users to inform them of the existence of these tutorials and encourage them to post on the site. Feedback was received from these emails (Figure 72) and questions/complaints were created.

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TUTO 1 : Comment poster avec votre compte personnel ? / How to post with your personal account ?

21 Juil, 18:45 **IMAGE** Admin PRECASEM [Print](#) [PDF](#) [Email](#)

Bonjour à vous, nouveaux utilisateurs de la Plateforme de Redevabilité Sociale du Secteur Minier du Cameroun ! (English below – scroll down for english)

Vous avez récemment créé un compte utilisateur, vous pouvez maintenant **poster vos propres articles, images, vidéos et événements** en lien avec le secteur minier du Cameroun !

Pour ce faire, suivez les quelques étapes suivantes :

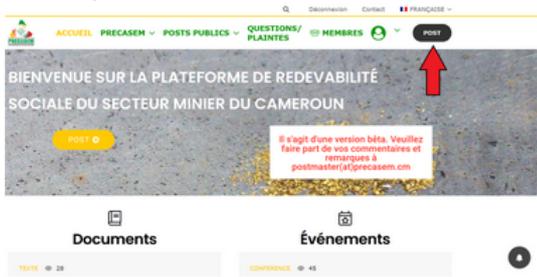
- Une fois sur le site, cliquez sur le bouton JAUNE "Post", en haut à droite :
 
- Une fenêtre s'ouvre. Cliquez sur le type de post que vous voulez publier : Document (texte, image ou vidéo) ou Événement (vous aurez bientôt aussi la possibilité de poster des Questions/Plaintes)
 

Figure 57 Extract from Tutorial 1 (once the post is open) published by the Consultant as a Public Document post

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					



Figure 58 Extract from Tutorial 2 published by the Consultant as a public document post

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

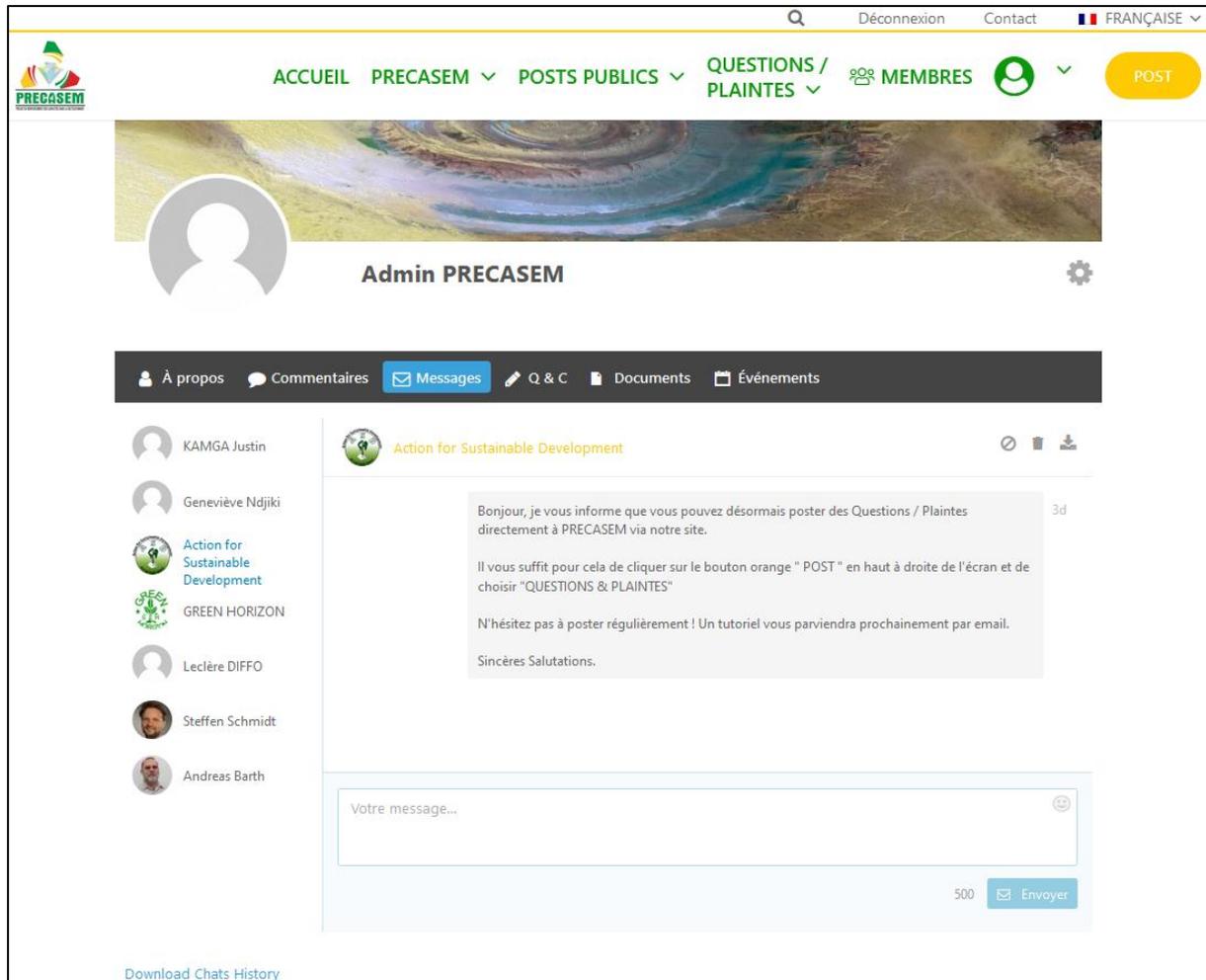


Figure 59 Example of an informative "Chat" message sent via the PRECASEM Admin account to a user to inform him/her of the release of the Q&C module

6.2.2 Publications on social media

The website has been promoted several times on social networks thanks to the accounts of the Consultant and his partners, notably Enangue Mines&Carrières. These are mainly publications on the social network Facebook, but also on Twitter. Some of these publications have been shared on numerous Facebook groups and have reached up to 25 shares. All in all, it is estimated that more than 11,900 people in Cameroon and around the world have

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File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

heard about the new website thanks to just 5 publications. All these publications can be found online on the respective accounts.

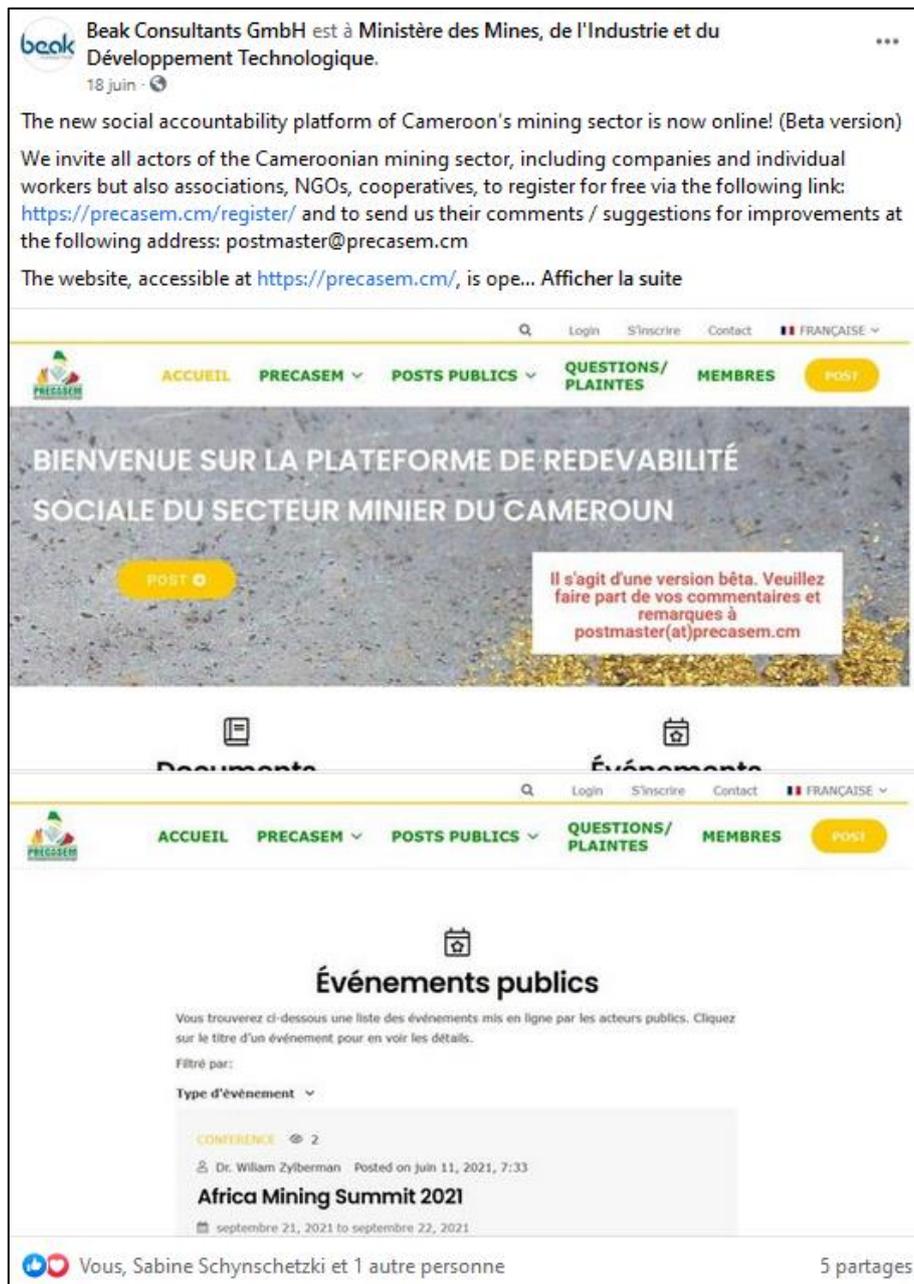


Figure 60 Facebook post n°1.

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

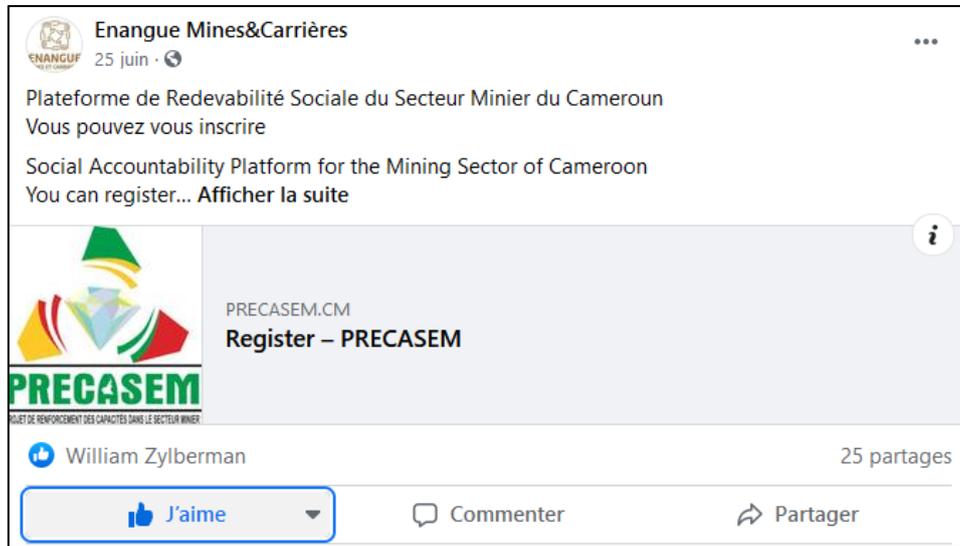


Figure 61 Facebook post n°2.

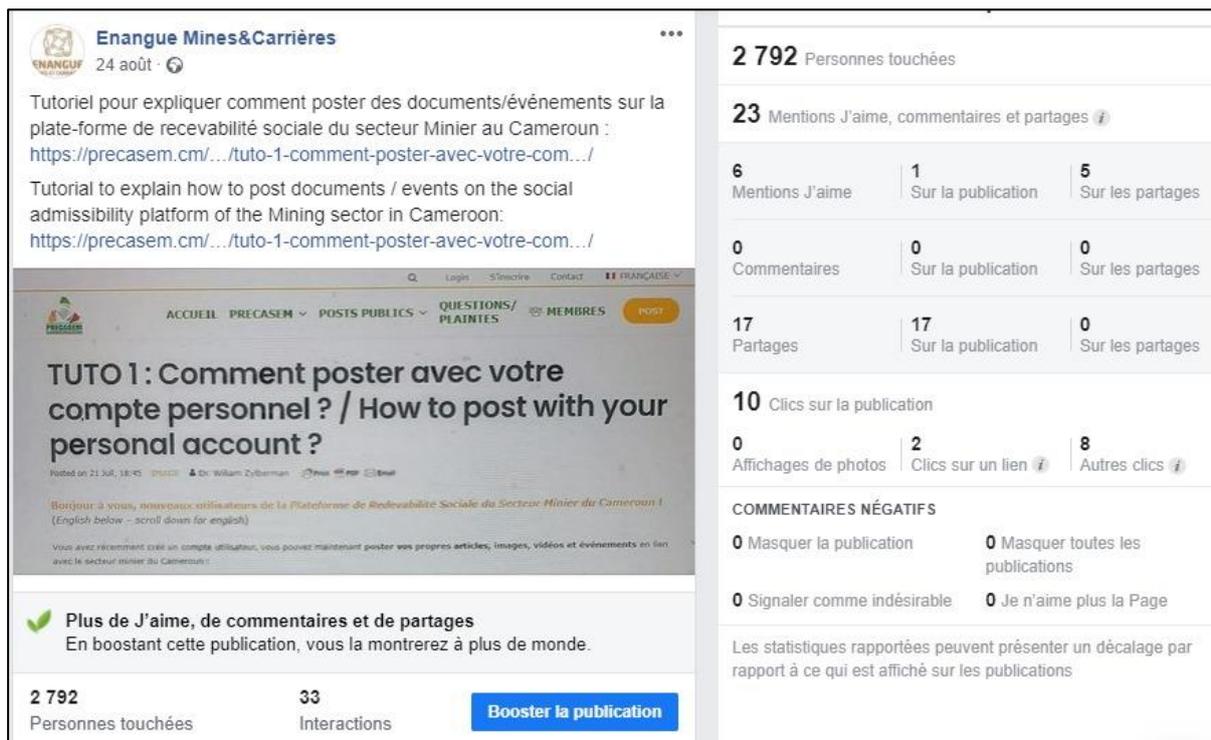


Figure 62 Facebook post n°3: Tutorial 1 with 17 shares, 23 likes and 2792 people reached

Status	Draft	Version	Creation date	Last change	Printed on	Page 96
	Authorized	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

Figure 63 Facebook post n°4 (reposted by Enangue Mines&Carrières from the original Beak article) with statistics updated to November 10th, 2021

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	Authorized	x	1.0	01/11/2021	16/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

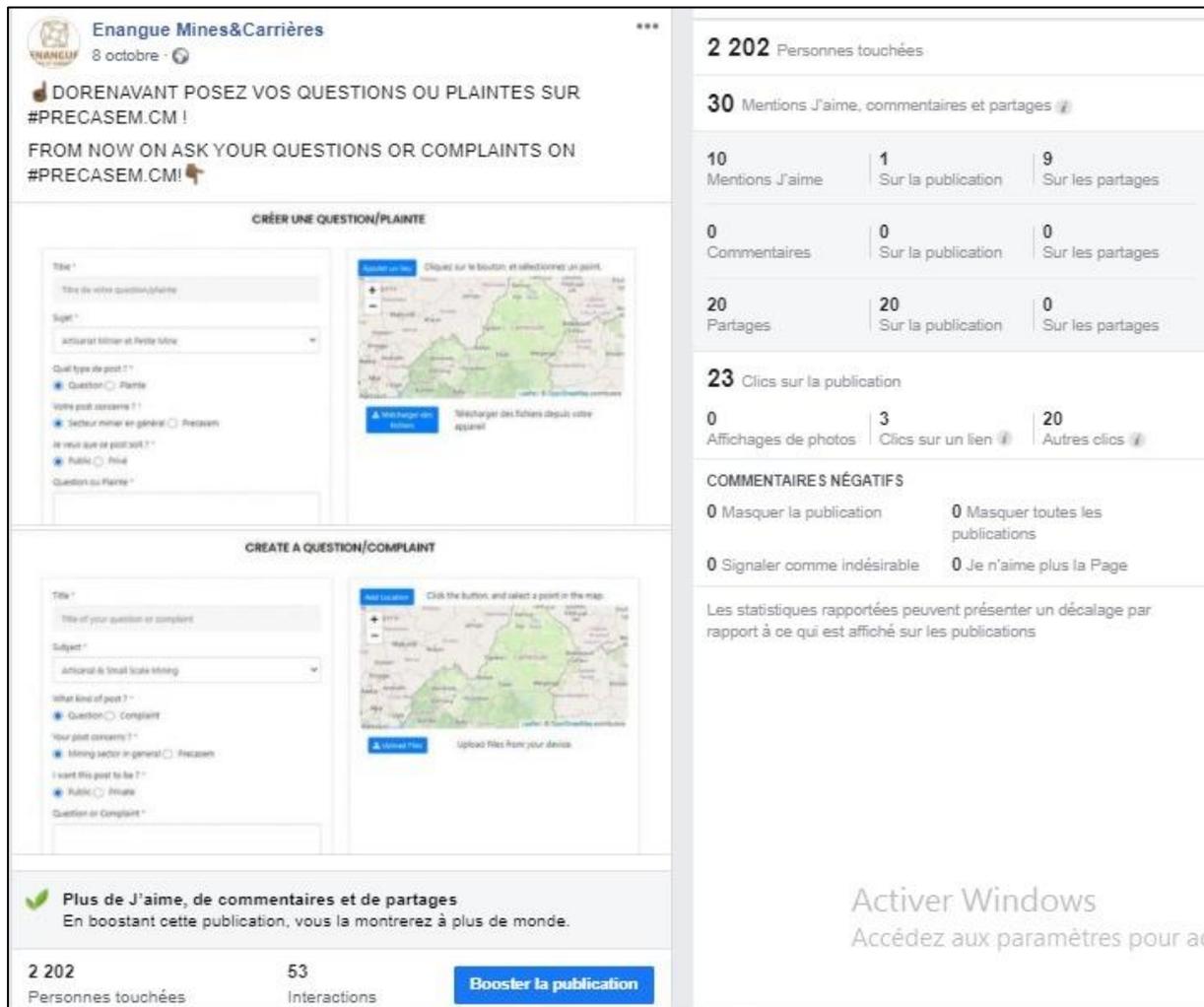


Figure 64 Facebook post n°5 with statistics as of November 10th, 2021

Status	Draft	Version	Creation date	Last change	Printed on	Page 98
	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

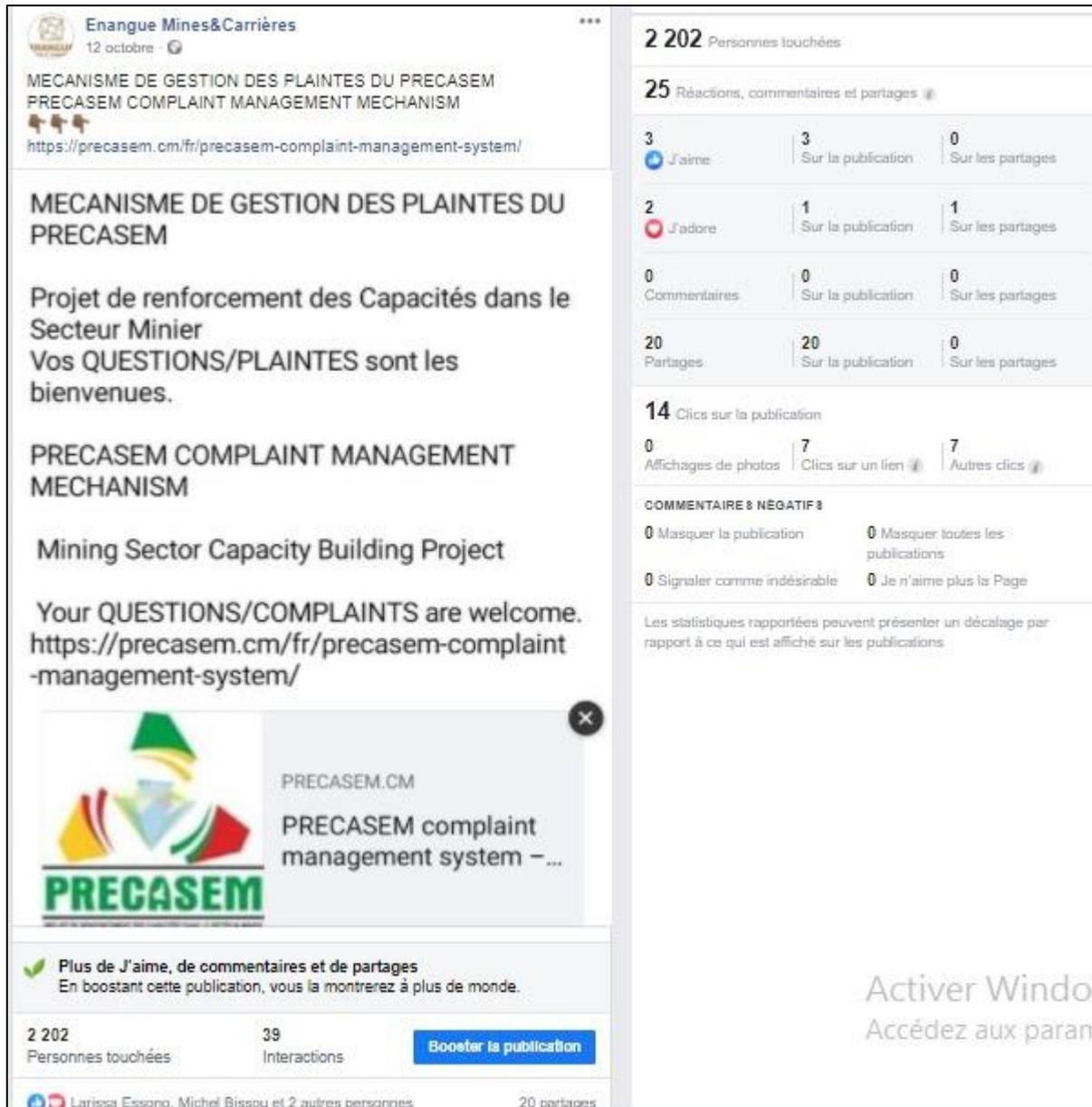


Figure 65 Facebook post n°6 with statistics as of November 10th, 2021

Status	Draft	Version	Creation date	Last change	Printed on	Page 99
	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

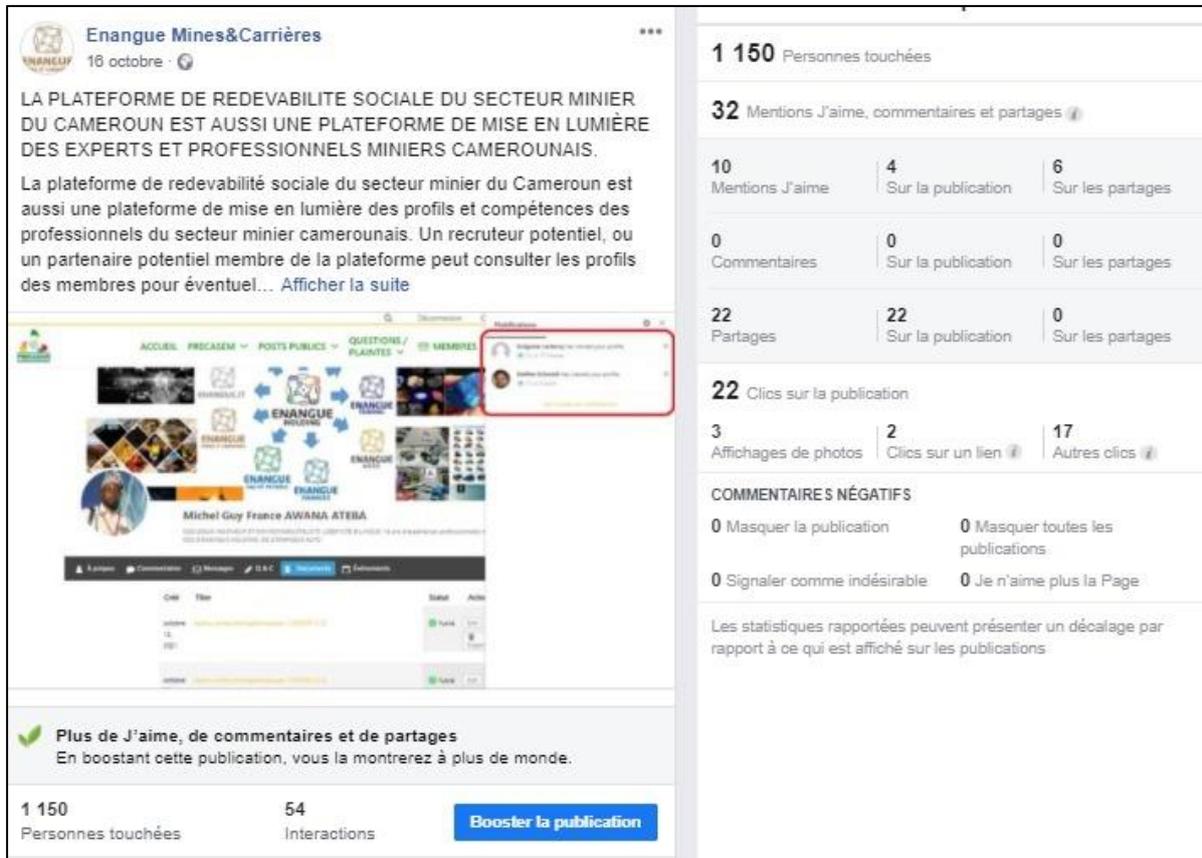


Figure 66 Facebook post n°7 with statistics as of November 10th, 2021

Status	Draft		Version	Creation date	Last change	Printed on	Page 100
	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

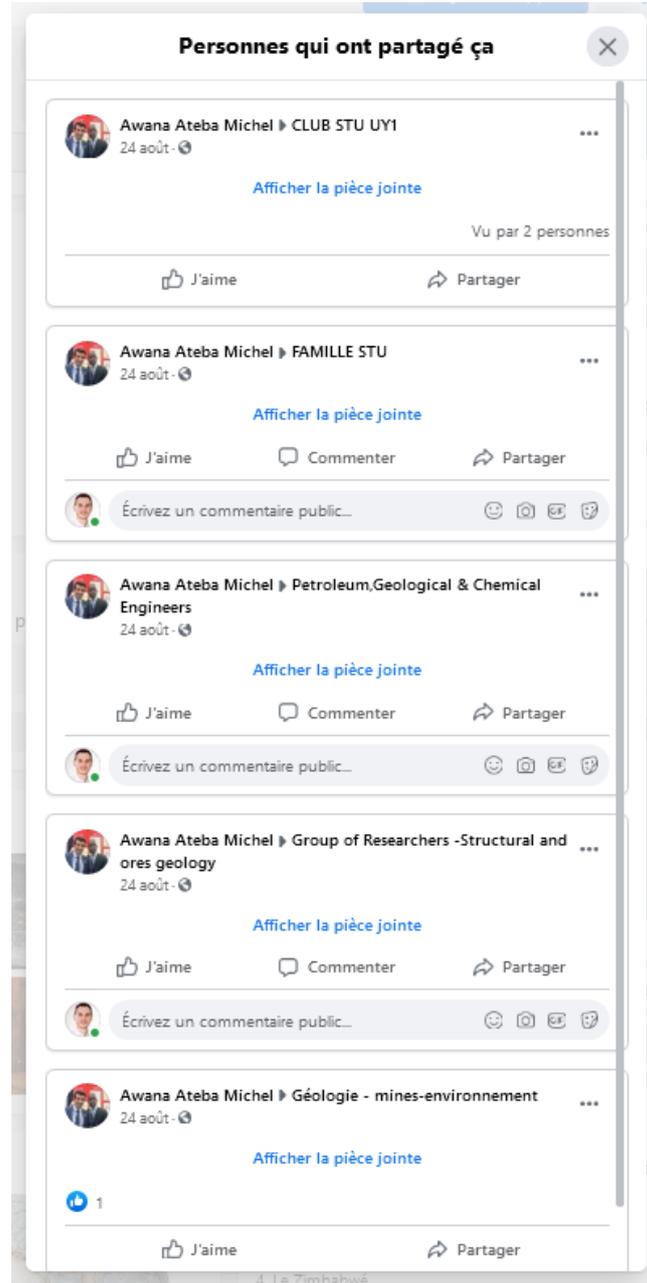


Figure 67 Example of a thread of shares of one of the publications on different Facebook groups

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

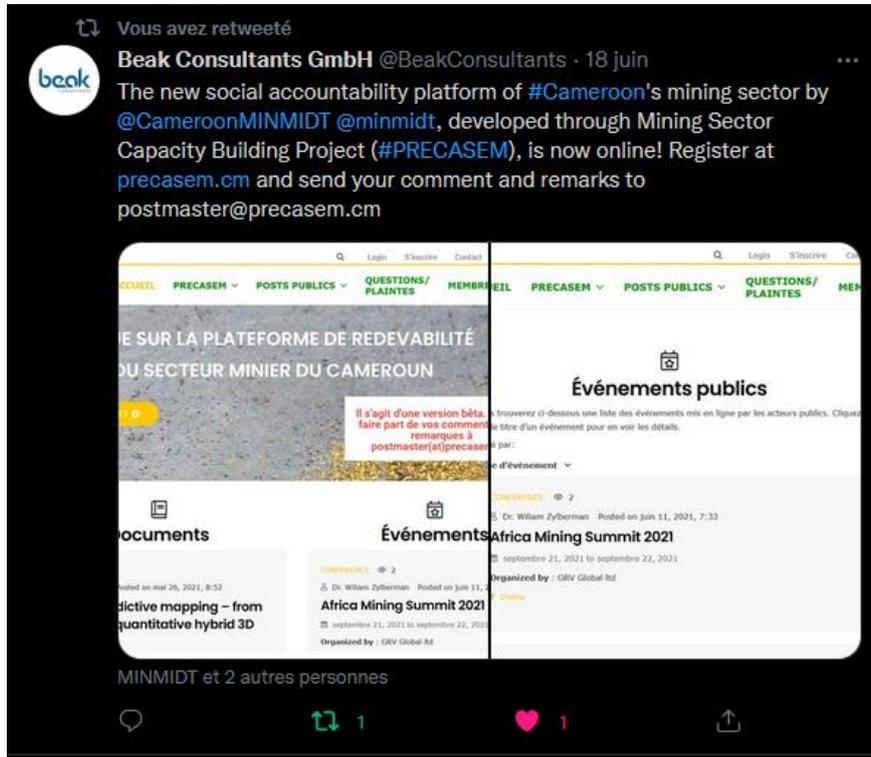


Figure 68 Retweet of the Beak Consultants GmbH post on Twitter.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

7. Assessment of the interactive exchanges

Interactive exchanges were generally categorized according to whether they took place directly on the website, in person with actors of the mining sector and Civil Society Organizations (CSO) in Yaoundé, or via email.

7.1 Interactive exchanges online on the website

Different types of interactive exchanges could take place on the site, such as:

- Conversations via the chat (Figure 69);
- Comments and discussions via the article comments (Figure 70);
- Questions or discussions via the Q&C module (Figure 71).

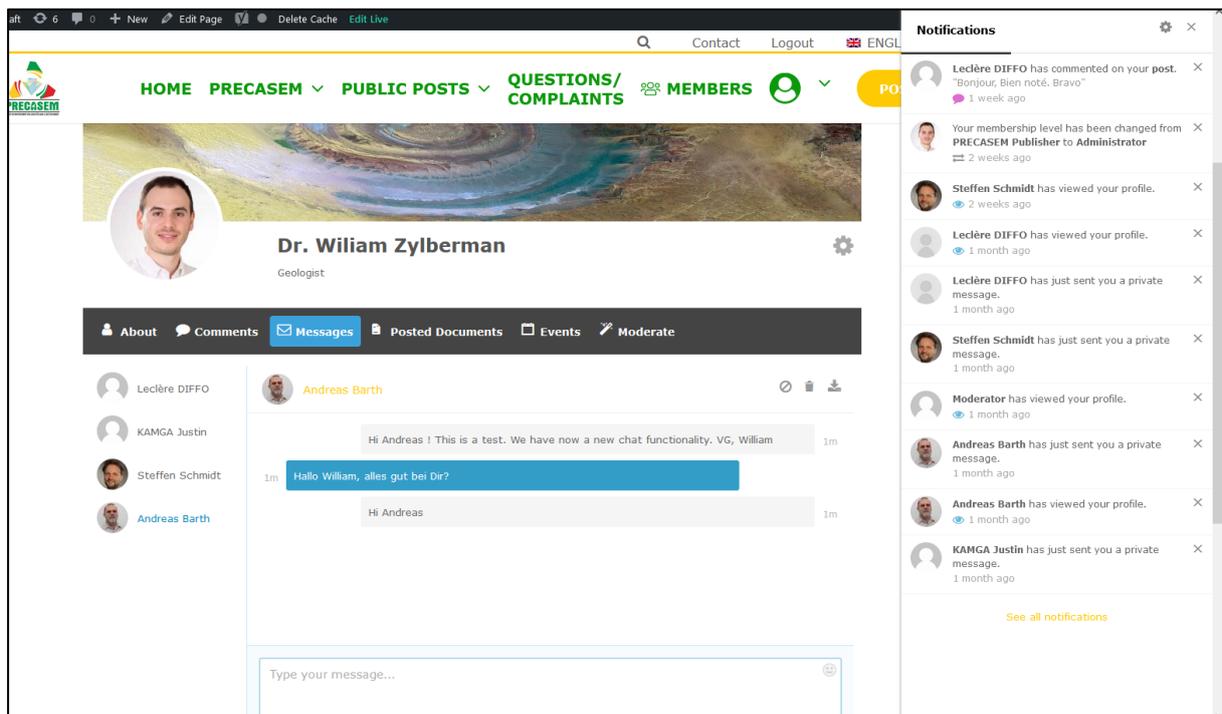


Figure 69 Example of an exchange via the chat messenger and interactions visible in the notification panel

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					



Figure 70 Example of a public discussion in the comments of an article, online on the website.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

The screenshot shows the 'Q&C de l'utilisateur: Tonye Armand Camille' page. The user's question is titled 'Économie et carrière' and is categorized under 'Artisanat Minier et Petite Mine'. The question text is: 'Bonjour monsieur. Je suis élève ingénieur tonye Armand Camille en économie des mines et pétrole. Je sollicite dans la mesure du possible savoir concrètement quel est mon rôle au sein d'une carrière, de l'exploitation de la mine solide et liquide'. The moderator's response, from Dr. William Zylberman, is: 'Cher Monsieur Armand Bonjour, Merci de votre question. Nous nous réjouissons de vous voir sur le site. Nous souhaitons prendre cette opportunité pour vous expliquer un peu plus avant le fonctionnement du site. Ce module des Questions/Plaintes est une interface pour les acteurs du secteur minier du Cameroun, soit : Pour poser leurs questions au Ministère des Mines (projet PRECASEM. Pour plus d'informations, consultez : https://precasem.cm/fr/qui-sommes-nous/) Pour poster des plaintes publiques ou privées et ainsi faire remonter les problèmes au Ministère. Nous vous recommandons de mettre à jour votre profil et d'être actif sur le site afin de vous créer un réseau. Vous pouvez poster vos propres articles, voir ici : https://precasem.cm/fr/precasemdocument/tuto-1-comment-poster-avec-votre-compte-personnel-how-to-post-with-your-personal-account/. Merci d'avance de communiquer autour de vous sur ce site et'.

Figure 71 Example of a user's question via the Q&C module and example of the moderator's response

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					



7.2 E-mail exchanges

Publicity emails were sent to users on several occasions to inform them about the various features of the site and in particular about the existence of tutorials (Figure 72).

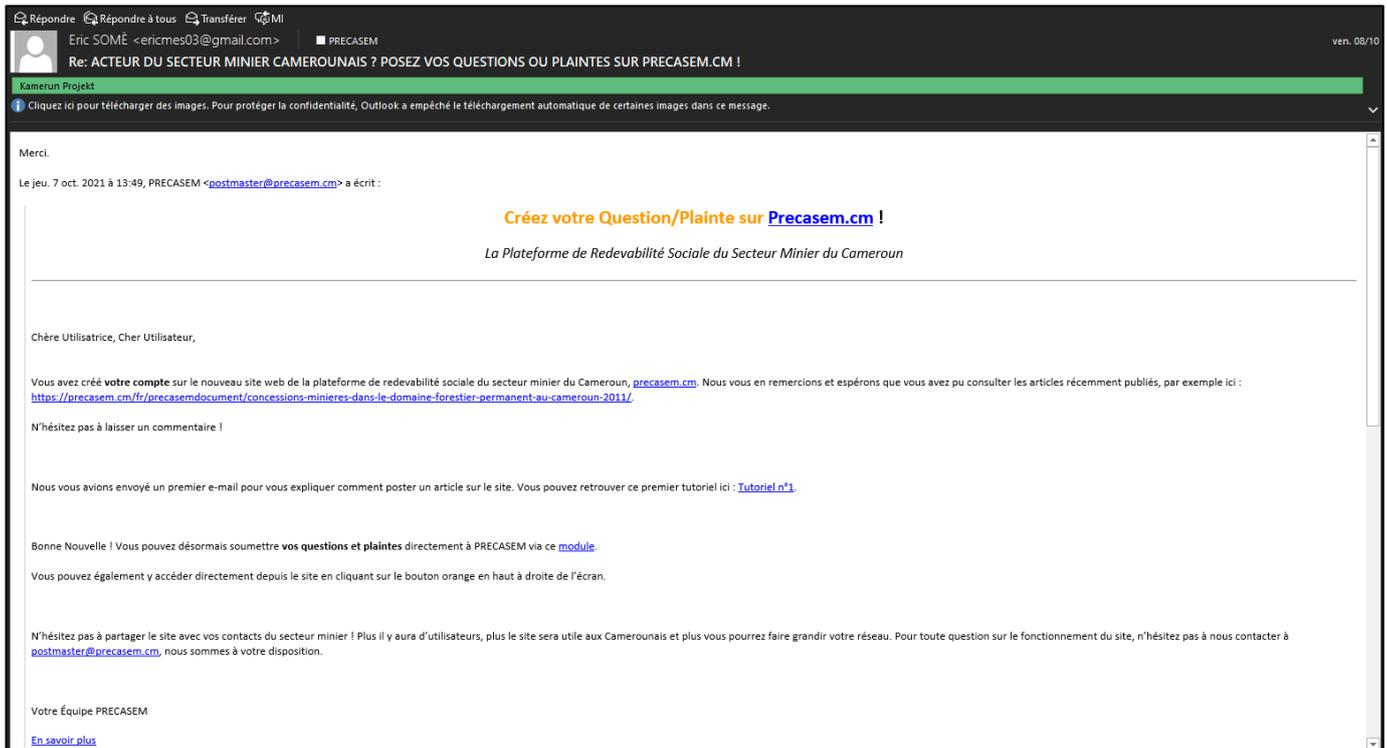


Figure 72 Example of an advertising email produced by the Consultant and sent to all users of the site via the address postmaster@precasem.cm, with a response from one user.

7.3 Reports of exchanges with PRECASEM and CSOs in Yaoundé

The Consultant was able to meet with various civil society organizations (CSOs) during his stay in Yaoundé from 3rd to 17th July 2021, in order to promote the accountability platform website at the local level. The following sections correspond to short reports of these meetings. On several occasions, it was difficult to meet with local actors in Yaoundé, as appointments were not always honored or it was difficult to get in touch to schedule a meeting. Environmental NGOs showed particular interest in the project and made themselves available.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						



7.3.1 Videoconference with Mr NJIKI HUGUES, BOCOM Group (MMEC - G-STONES) 09/07/21, 10am

The BOCOM group owns 2 mining companies in Cameroon: MMEC and G-STONES. They have 6 exploration permits for Au, Co, Ni, Mn.

The consultant presents the website through a PPT presentation.

The BOCOM group is interested in following the activities of PRECASEM, as well as having a professional space to develop the mining sector.

However, the group is skeptical about the long-term sustainability of the project, and would like to be assured that PRECASEM will continue to administer and moderate the platform.

7.3.2 Meeting with the NGO Action for Sustainable Development (ASD), 13/07/21, 11am

ASD works in the field of environment, forest governance, sustainability, agriculture, capacity building. The association has 5 people and works with the government. They are interested in the platform and in contributing to the mining sector.

The consultant presents the platform.

ASD comments: there should be an alert/notification system to know when someone posts something. It is also essential that the Moderator be proactive, to ensure that the site continues to be used. In other areas, they observed that the administration was not as active. An automatic messaging robot is suggested. The real problem in the long run is moderation, as NGOs cannot know if there is a message until the moderator has accepted it.

7.3.3 Meeting with the NGO FODER, 14/07/21, 16:30

The association works in the field of artisanal mining and related social/environmental issues. In terms of educational issues, FODER also formalizes artisanal miners. They have helped 200 miners obtain their artisanal card, and 8 cooperatives are functioning. FODER is equipped with drones and a GIS expert.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
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After an exchange, the consultant presents the website.

Regarding the functionalities of the website, FODER recommends to add a “work” field for the members profiles as well as the civil society VS the private sector, and to add a Focus Area (market/business). Overall, the NGO is happy with the project but fears that it is not sufficiently supported by the moderator/government.

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	Authorized	x	1.0	01/11/2021	16/11/2021	
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8. Review of questions and complaints (Q&C) and their treatment

At the time of writing, only a few Q&Cs have been submitted, mainly due to the additional time needed to complete the programming phase, leaving relatively little time for the animation phase.

Nevertheless, the Q&C module is now functional and has permitted several exchanges with users (see the following figures), who have also been informed by email of its existence and by a tutorial posted in the public documents of the website (Figure 58).

8.1 Current status: Q&C published and in process

5 Q&C are currently published or in process on the website (Figure 73). The Q&C in process includes:

- 1 ongoing technical discussion about a geophysical method and possible application in Cameroon (Figure 75, Figure 76),
- 1 question about the availability of more recent documentation than that posted on the website about the Lom-Pangar dam (Figure 77). Since the Consultant could not comment on the existence of such a document, this Q&C was transferred (via the transfer / "redirect" function of the questions/complaints module provided for this purpose [5]) to the PRECASEM Moderator, Mme Marie Abong. In addition to testing this functionality of the module, this provides a first exercise for the Moderator, in preparation for the training that will logically take place in November 2021.

The public list of Q&Cs (Figure 74) includes three published Q&Cs:

- 1 off-topic Q&C corresponding to a professional advice request from a student: the Consultant re-explained the concept of the website and published the Q&C as an example,
- 1 Q&C with an environmental topic,
- 1 Q&C with a social topic.

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	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

The screenshot shows the 'Q&C' management interface. At the top, there is a navigation bar with 'HOME', 'PRECASEM', 'PUBLIC POSTS', 'QUESTIONS/ COMPLAINTS', and 'MEMBERS'. A search bar and 'POST' button are also visible. Below the navigation is a map of Cameroon with two blue location pins. Underneath the map is a table listing the status of various Q&C items.

Updated	Title	Status	Assigned to	Details
20/10/2021	Impact environnemental et sociétal du Barrage de Lom-Pangar	Pending Answer	MARIE ABONG	Details
20/10/2021	Conséquences de l'exploitation mécanisée de l'or	Done - Public	Admin PRECASEM	Details
20/10/2021	ThermoVision Tomography (TVT)	Pending Answer	Admin PRECASEM	Details
18/10/2021	Économie et carrière	Done - Public	Admin PRECASEM	Details
15/10/2021	Stage académique pour les étudiants camerounais	Done - Public	Admin PRECASEM	Details

Figure 73 Status of the "Q&C to be Moderated" tab (moderator view) showing Questions-Complaints posted and in process as of 10/2021, and assignments between moderators

The Q&C module also has a tab on the PRECASEM Q&C management system, with text provided by the Client.

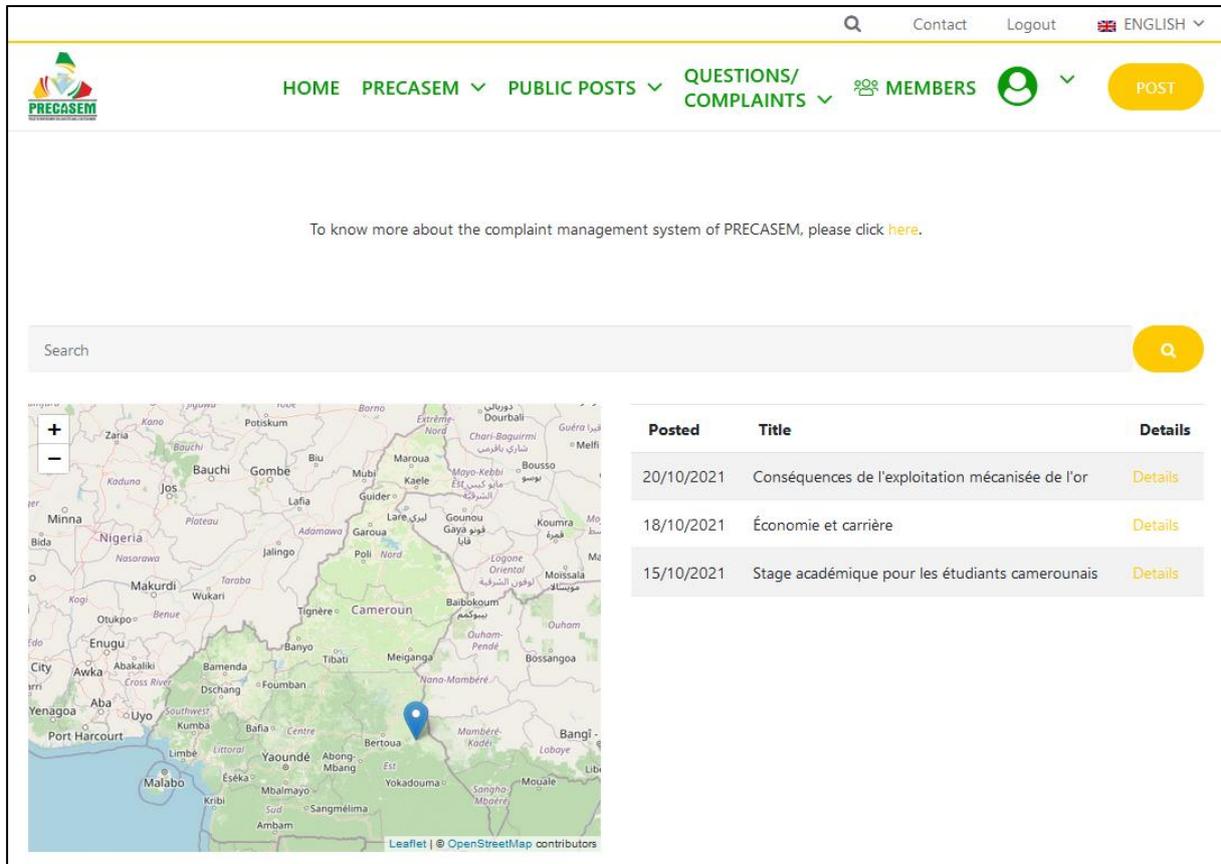


Figure 74 Status of the public list of Questions-Complaints (published) as of 20/10/2021

Status	Draft		Version	Creation date	Last change	Printed on	Page 111
	Authorized	x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf						

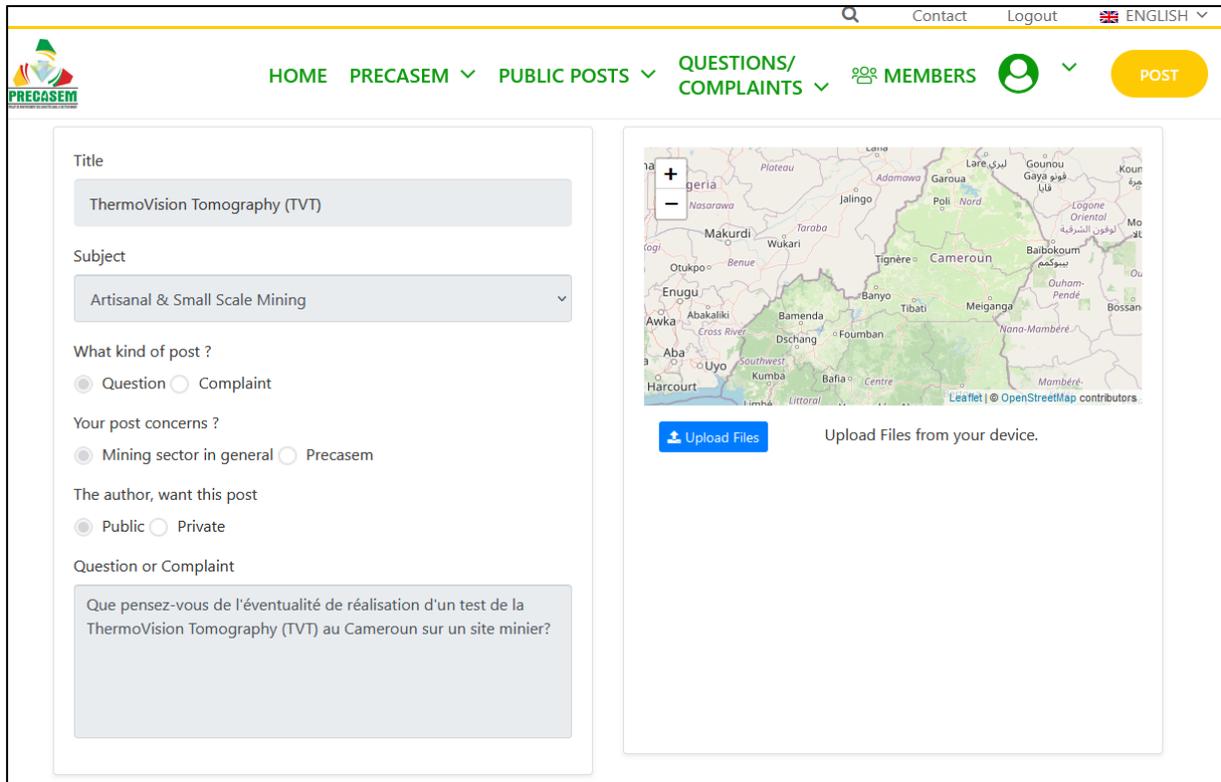


Figure 75 Q&C 1 on ThermoVision tomography posted by a user

In terms of results, these first Q&Cs show that the site is functional and that PRECASEM can indeed receive and process Q&Cs. The users are seizing the site and exploring the possibilities, but they do not always understand the concept of the website as a platform for questions or complaints, as shown in the student's Q&C (Figure 74), or have difficulty using it (Figure 76). It therefore appears necessary in the future to amplify the communication on the website and in particular how to use it, for example via tutorials as it has been initiated (Figure 56, Figure 57, Figure 58) or via explanatory videos.

In order to further increase the use of the Q&C module, it appears necessary to do more communication at the local level in Cameroon, with workers in the mining sector including artisanal miners, in order to make them aware of the existence of the site, but also at the institutional and mining industry level in Cameroon.

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	Authorized x	1.0	01/11/2021	16/11/2021	17/11/2021	
File:	20200016_Rapport_Final_Plateforme_PRECASEM.v.1.0_en.pdf					

Uploaded Files

Reponse_plateforme.png

Author	Conversation
<p>15-10-2021 09:51</p> <p>Admin PRECASEM Administrator</p>	<p>Cher Michel,</p> <p>Merci de votre question.</p> <p>Pourriez-vous nous en dire plus, notamment ce qu'est la TVT et où réaliser ce test ?</p> <p>À votre disposition, Cordialement Votre Équipe PRECASEM</p>
<p>15-10-2021 11:20</p> <p>Michel Guy France AWANA ATEBA</p>	<p>Cher PRECASEM,</p> <p>je vous prie de trouver ci-joint deux documents sur la TVT intitulé:</p> <ul style="list-style-type: none"> - "EXPOSÉ SUR LA TVT"; - "TVT_to whom is concern_Standard offer for Oil, Gas & Minerals search (Cameroon)_2021". <p>La Thermovision Tomographique (TVT) ou Tomographie par Thermovision est une technologie d'interprétation des données infrarouges, collectées via les satellites et traités en utilisant des algorithmes et logiciels brevetés en cartes 3D, 2.5D et 2D d'une zone donnée et sur une profondeur maximale de 100 Kilomètres.</p> <p>Contrairement à la mine liquide (Pétrole et Gaz) , un test n'a pas encore été fait au Cameroun dans la mine solide (Minerais). Cette technologie permet de réduire considérablement les coûts et la durée d'exploration minière. Ce qui serait un énorme avantage pour les entreprises minières détentrices des permis de recherches au Cameroun, et un atout considérable pour l'essor du secteur minier camerounais.</p> <p>Cordialement.</p>
<p>15-10-2021 08:59</p> <p>Admin PRECASEM Administrator</p>	<p>Bonjour Michel,</p> <p>Nous n'avons pas reçu les documents évoqués. Merci de les télécharger via le formulaire de réponse à cette question (cliquez sur le bouton bleu Télécharger ou Upload Files)</p> <p>Cordialement PRECASEM</p>
<p>18-10-2021 10:51</p> <p>Michel Guy France AWANA ATEBA</p>	<p>Cher PRECASEM,</p> <ol style="list-style-type: none"> 1- la plateforme ne me permet de joindre des fichier pdf, mais juste des images; 2- la plateforme ne me permet de joindre plus de trois fichiers. j'ai effectué la capture d'écran de la réponse de la plateforme et je l'ai joint à ma présente réponse; 3- Pour réussir à joindre 3 images à la fois, il faut que les trois soit dans le même dossier et joints en même temps. Car lorsque j'essaie de joindre un fichier qui est dans un dossier de mon ordinateur, et j'essaie d'ajouter deux autres images d'un autre dossiers, le second téléchargement annule automatiquement le précédent. <p>La solution serait peut-être d'envoyer plusieurs message avec des fichiers joints différents. Je vais essayer, sauf si vous avez d'autres instructions à me recommander.</p>

Figure 76 Extract from the discussion thread with the user who posted Q&C 1

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The screenshot displays the PRECASEM Q&C interface. At the top, there is a navigation bar with 'HOME', 'PRECASEM', 'PUBLIC POSTS', 'QUESTIONS/ COMPLAINTS', 'MEMBERS', and a 'POST' button. The main heading is 'Q&C from User: Grégoire Leclercq'. The user's question is titled 'Impact environnemental et sociétal du Barrage de Lom-Pangar' and categorized under 'Artisanal & Small Scale Mining'. The question text asks about a 2005 technical report on the environmental and socio-economic impacts of the Lom-Pangar dam. A map of Cameroon is shown on the right, with a location pin near Meiganga. Below the question, a moderator response is shown, dated 20-10-2021 14:52, from 'Admin PRECASEM'. The response states that the team will consult their services to answer the question and expresses appreciation for the user's patience.

Figure 77 Q&C on the Lom Pangar dam, transferred to the PRECASEM Moderator for further processing

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9. Conclusion

In conclusion, the PRECASEM project now has a functional and secure website in accordance with the Terms of Reference, with the following main functionalities and characteristics:

- PRECASEM information publication module: this module has been filled with documents provided by the Client;
- Interactive discussion module:
 - Between the actors of the mining sector in general (artisanal miners, companies, technical administrations, local populations), on the one hand,
 - Between PRECASEM and all the stakeholders and the public, on the other hand.
- Module for transmitting questions and complaints from stakeholders to PRECASEM and the processing of these requests by PRECASEM.

The communication made by the Consultant on the website and on social networks allows to conclude that more than 10 000 people have already heard about the website. As many parameters as possible have been tested and bugs have been corrected progressively. Interactive exchanges have started to take place via the instant discussion modules (messenger), the comments of public posts, and the Questions-Complaints module.

However, the website still needs to be promoted at the local level, directly to relevant civil society organizations, particularly mining workers and artisans and companies.

This work was briefly initiated by the Consultant during his stay in Cameroon (15 days in July 2021), both through meetings with CSOs in Yaoundé (see §7.3) and in the field at mining sites in the East region (distribution of information sheets to artisans and local authorities). Not only the associations (some of which already have a profile on the site) need to take advantage of this new tool and communicate with their communities, but also the Client and the government of Cameroon will have to do a great deal of communication and publicity work with the mining community in Cameroon. Currently, too few companies are present on

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the site. For example, it might be useful to organize a presentation at a mining industry conference or seminar in the country to publicize the tool.

The future of the site will depend fundamentally on the involvement and the means put in place by the government to support, animate and communicate on the site. In particular, a team of at least 3 moderators/administrators appears necessary from the beginning of the site's operation, not only to moderate the posts and Q&C, but also to administer the site (see §6.1), and finally to ensure external communication on this new social accountability platform for the mining sector, for example:

- Presentations in conferences, seminars, congresses,
- Advertising to companies and CSOs,
- Training at the local level in the regional delegations of the Ministry of Mines,
- Interventions on the mining sites to reach the artisans,
- Etc.

Finally, it is important to underline the important potential of such a site in terms of amplification of the mining sector in Cameroon via the networking functions (profiles, messaging, posts, etc.), thus allowing to truly strengthen the mining sector and therefore promote the attraction of investors in Cameroon.

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10. References

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2. Barth A. (2020): Proposal for the implementation of the mission: Establishment of a Social Accountability Platform for the Mining Sector in Cameroon (CM-PRECASEM-101347-CS-CQS)
3. PRECASEM / Barth A. (2020): Minutes of the kick-off meeting of the mission: Setting up a Social Accountability Platform for the Mining Sector in Cameroon (CM-PRECASEM-101347-CS-CQS)
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5. Barth A., Bock P., Schmidt S. (2020): Implementation of a Social Accountability Platform for the Mining Sector in Cameroon, Inception Report. 33 p., CM-PRECASEM-101347-CS-CQS
6. Zylberman W., Barth A., Schmidt S. (2021): R2 - Report of Conception, Development, Hosting and Putting on Line, Referencing and Securing of the Platform, revised version. 75 p., 2 annexes, CM-PRECASEM-101347-CS-CQS
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11. Annexes

11.1 Appendix 1: Questionnaire

(answers of the Client are in red)

Questionnaire à PRECASEM / MINMIDT

Mise en place d'une plateforme de redevabilité sociale du secteur minier du Cameroun

1) Données personnelles / *Personal information* :

- 1a) Nom / *name* : _____
- 1b) Email : _____
- 1c) Phone : _____
- 1d) Responsable de / *in charge of* : _____

2) Questions techniques générales / *general technical questions*

2a) Quel est le nom (URL) préféré du site / *what is the preferred name of the site*

- **www.precasem.cm**

- 2b) Y a-t-il un logo / couleurs / style préféré? Si oui, veuillez fournir une description, un échantillon ou une source / *Is there a preferred Logo / Colours / fonts? If so, please provide description, sample or source.*

- **Oui: le logo du PRECASEM**

- 2c) À quels autres sites Web la plateforme doit-elle être liée? / *Which other websites shall the platform be linked to / from?*

- **MINMIDT: www.minmidt.cm**

- **ITIE : <https://eitcameroon.org/>**

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- SIGM: <https://sigm-online.maps.arcgis.com/>

- **2d)** PRECASEM peut-il fournir les informations spatiales suivantes (sous forme de shape file) / *Can PRECASEM provide the following spatial information (as shape files):*
 - Cadastre Minier / *Mining Cadastre* (y / n)
 - **OUI**
 - Carte de gisements / occurrences minérales (SIGMines....?) / *Map of deposits / mineral occurrences* (y / n)
 - **OUI**

3) Module de publication / *Publication module:*

3a) Quels documents sont les plus pertinents pour être publiés (veuillez indiquer oui / non ou préciser) / *Which documents are most relevant for publishing (please indicate y / n or specify):*

- Lois et règlements: veuillez fournir une liste et les documents eux-mêmes / *Laws and regulations: please provide a list and the documents themselves*
 - **OUI : disponible sur le site du MINMIDT**
- Formulaire de candidature / *Forms for applications?*
 - **oui**
- Appels d'offres / *Tenders?*
 - **oui**
- Actualités / *News?*
 - **oui**
- Y a-t-il une newsletter prévue / *Is there a newsletter planned?*
 - **oui**
- Descriptions de projets (SIGMines, cadastre, cartographie, etc.) / *Project descriptions (SIGMines, cadastre, mapping, etc.):*
 - **Oui**
- Quoi d'autre / *What else?*

3b) Les termes de référence indiquent par rapport à la publication des informations contextuelles que le consultant créera une "liste de diffusion": D'après quelles critères sera

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établie cette liste (ou sera-t-elle une fonction des auto-inscriptions d'utilisateurs)? *Referring to the publication of contextual information, the terms of reference indicate that the consultant will create a mailing list: According to which criteria will this list be established (or will it be a state of self-registrations of users after a first operation period)?*

- **Rapports Études, ASMI, Manuel d'exécution, Manuel de procédures administratives et financières.**

4) **Module de discussions interactives / blog.** Le blog doit-il être structuré par thème? Si oui, sur quels sujets? / *Module of interactive discussions / blog. Shall the blog be thematically structured? If yes, in which topics?*

- **OUI : Secteur minier, Gouvernance, Redevabilité, Etc.**

5) **Module de questions / plaintes / Module of questions / complaints:** **OUI : objet de la réclamation**

5a) **Attentes concernant le flux de travail d'enregistrement / traitement / réponse / publication des questions ou plaintes / Expectations regarding the workflow of record / processing / answer / publication of the questions or complaints:**

- Inscription du plaignant (nom / adresse sont obligatoires pour la vérification des données): Quelles autres données doivent être enregistrées, le cas échéant? / *Registration of the complainant (name, address are mandatory for verification of the data). What other data shall be registered, if any?*

- **OUI**

Inscription du plaignant

- Age :
- Sexe : Lieu :
- Etat civil/Situation familiale actuelle[]:
- Adresse/Téléphone[]:

- **Objet de la réclamation (choix à partir d'une liste).** Veuillez ajouter des remarques (requis / non requis / remarque supplémentaire). / *Object of the complaint (choice from list). Please add remarks (required / not required / additional remark).*

Détails de l'incident

- **Plaintes hors VBG (Violence basée sur le genre) : (La décrire)**

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aux plaignants via la plateforme de redevabilité). Cette cellule comprend, outre le Coordonnateur du PRECASEM, les responsables ci-après : Madame ABONG Marie (Responsable du Suivi des Impacts Sociaux : Secrétaire de la Cellule), Monsieur ONDING ETEME François (Expert Environnemental) et DIBOMA Nadin (Ingénieur Informaticien), membres de la Cellule.

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11.2 Appendix 2: PRECASEM Complaint Management System

PRECASEM COMPLAINT MANAGEMENT SYSTEM

(Capacity Building Project in the Mining Sector)

The Capacity Building Project in the Mining Sector (PRECASEM) intends to define its complaint management system in the usual way in six well-defined steps. These six questions will address various complaints about issues related to the Project’s work, including substantiated complaints. Substantiated complaints are identified in two categories: complaints of a non-sensitive nature concerning, for example, the management or implementation of the targeted activity; and complaints of a sensitive nature concerning gender-based violence, abuse and exploitation of minors. The first stage of the mechanism will focus on access to information on the functioning of the complaints system, how users are informed of the existence of the system? What are the different ways of transmitting complaints? Then we will have the stage that concerns the sorting and processing of complaints; how are complaints and claims categorized, recorded and classified? To whom are they addressed and how are they classified? We will then have the acknowledgement stage, i.e. how are claimants informed of the progress of their claims? The fourth step will focus on verification and action, how is the information gathered to resolve the problem and who is in charge of implementing the corrective action? Then we will have the monitoring and evaluation of the actions of the mitigating measures and finally the feedback, how do we inform the users of the system and the general public about the results and the actions taken to resolve the complaints?

1. Method of filing complaints: several approaches will be used

- Telephone call (through the toll-free number set up at PRECASEM)

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- Social accountability platform (through the PRECASEM website)
- At the level of the focal points (through the consent forms).

For this third approach, we plan to designate focal points within the different GBV services; these focal points will have to ensure that complaints are forwarded to the PCU for sorting and processing. As far as communication is concerned, it is important that the beneficiaries are informed about the possibility of filing a complaint, the mechanism, the rules and procedures for managing complaints as well as the means of appeal regarding the implementation of PRECASEM activities. To ensure that this information is disseminated to all actors and at all levels, we will use the following methods:

- Sensitization of the staff present on the different building construction sites;
- Social accountability platform: brief presentation of the complaints management system and the possibilities of filing complaints;
- Flyers to be used during sensitization.

Posters informing the public about the complaint management system will be placed in the PRECASEM Coordination Unit; and also at the entrance to each building construction site.

2. Sorting and processing

The sorting and processing of complaints will depend largely on how the complaint is filed. Complaints will be forwarded to the PRECASEM Social Impact Monitoring Officer for sorting, and the processing of complaints will take place within the Complaints Management Unit set up by the PCU. A module dedicated to the complaints management mechanism will be available in the social accountability platform and will be used to receive any complaints. Substantiated complaints of a non-sensitive nature will be dealt with in an open and transparent manner in liaison with the platform’s stakeholders if possible. On the other hand, founded complaints of a sensitive nature will be handled confidentially by the Complaints Management Unit. A complaints register will be kept at the PCU by the Social Impact

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Monitoring Officer and will be used to record complaints, whether they are submitted by phone, email or in person.

3. Acknowledgement of receipt

All complaints received will be recorded through the project's social accountability platform and in a dedicated complaints register. These complaints can be received by phone, by email or directly from the focal points of the medical, psychosocial or legal services in charge of GBV issues in the different localities.

4. Checks and actions

Verification and action, on the orders of the Coordinator, are the responsibility of the Social Impact Monitoring Officer, and eventually under the responsibility of the members of the Grievance Management Unit, depending on the seriousness of the complaint, within a period not exceeding ten days. The members of the Grievance Management Unit will ensure that complaints are handled in a manner that promotes the amicable resolution of conflicts. As a last resort, and in the event that all possible attempts at settlement have been exhausted, the claimant may take the matter to court. The recourse to the courts, because of the exhaustion of all the ways of amicable arrangement, engages only the service provider through whom the offence will have been committed. This is especially true since all providers have been made aware of the risks of GBV and have signed the code of conduct.

The complainant will have to fill in and transmit the complaint registration form to the PCU through the Complaints Management Module registered in the Social Accountability Platform, under the following model

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11.3 Appendix 3: User Guide

User Guide to the Social Accountability Platform of Cameroon's Mining Sector

English Version 1.0

10/11/2021

Introduction

This user guide describes in a simple manner the functionalities of the new "Social Accountability Platform for the Mining Sector in Cameroon", whose website has the following internet address (URL): www.precasem.cm.

This platform is intended for all actors of the mining sector in Cameroon, that is to say, mining artisans, Civil Society Organizations (CSOs), Non-Governmental Organizations (NGOs), mining companies and all persons potentially involved or impacted by the Cameroonian mining sector.

The objective of this platform is to promote social accountability in the mining sector through the establishment of an interactive exchange framework on mining activities in Cameroon and the expectations of stakeholders for sustainable development of the mining industry.

This objective is now achievable thanks to the various functionalities of the site which allows, for example, all registered users to publish articles in the form of documents or events (see §9), questions/complaints (see §5), or to discuss with other users thanks to the integrated messaging module (see §0). Through the profile functionalities and the visualization of the members, the site has a social network function that will greatly benefit the sector, for example for job seekers and students who will be able to put forward their profiles and for companies and NGOs who will be able to identify their next members.

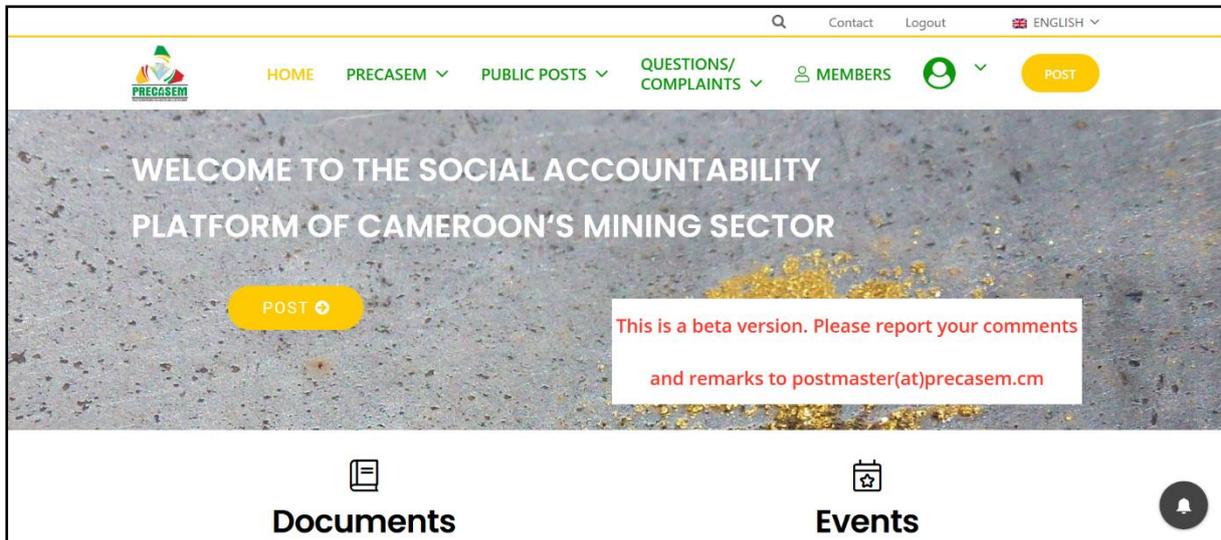
For any question, concern, or to report a bug, users can contact the MINMIDT staff via the contact form: <https://precasem.cm/fr/contact/>

Or directly by email at the following address: postmaster@precasem.cm

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1. Home Page



Home page of the PRECASEM website, currently in beta version.

The menu bar is located at the top of all pages of the site.

The homepage displays documents and events posted by users (public posts) in two columns ("Documents" and "Events").

From the home page, it is possible to create posts by clicking on the yellow buttons and to access all modules of the site through the menu bar located at the top of the page.



Menu bar visible at the top of all pages of the site

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2. The PRECASEM module

This module contains official documents and technical reports uploaded by MINMIDT for the public.

The screenshot shows the PRECASEM website interface. At the top, there is a navigation bar with links for 'ACCUEIL', 'PRECASEM', 'POSTS PUBLICS', 'QUESTIONS/PLAINTES', 'MEMBRES', and a 'POST' button. A dropdown menu is open under 'PRECASEM', showing options: 'À Propos', 'Questionnaires', 'Rapports Techniques', and 'Documents Officiels'. Below the menu, there is a search bar and a table of documents.

Description	Date de Publication	Téléchargement FR	Téléchargement EN
Code Minier	2016	Partie 1 Partie 2	Partie 1 Partie 2
Code Pétrolier	2019	Télécharger	
Loi N°99/013 instituant le Code Pétrolier	1999	Télécharger	
Loi N°2012/006 portant Code gazier	2012	Télécharger	
Décret N°2020/749 du 14 Dec. 2020 pour mettre en place la Société Nationale des Mines (SONAMINES)	2020		Télécharger
Décret N°2020/749 du 14 Dec. 2020 pour approuver les articles de la Société Nationale des Mines (SONAMINES)	2020	Télécharger	

Drop-down menu of the PRECASEM module with sub-menus and view of the list of downloadable documents in the "Official documents" tab

Under the PRECASEM menu, the following tabs (or submenus) are available:

- **About:** contains the description of the PRECASEM project and its official information;
- **Questionnaires:** contains the questionnaires published by PRECASEM for the users;
- **Technical Reports:** contains technical reports or scientific articles in PDF format;
- **Official Documents:** contains official documents and forms (public information, legal information, application forms, etc.)

In addition to these features, you can contact PRECASEM via the contact form page, by clicking on the corresponding "Contact" button available at the top of every page of the site.

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3. How to create my user account on the PRECASEM website?

1. Once on the site, click on the "register" button on the top right:



2. You are redirected to the registration form. Fill in the form and click on "Register". Only the fields login, e-mail address and password are mandatory, as well as the box "I'm not a robot". If you wish, you can fill in all the other fields such as your contact information (phone and e-mail), a short biography, your field of activity and links to your social network accounts.

Tip: All the information you enter will be accessible to other users with an account on the site.

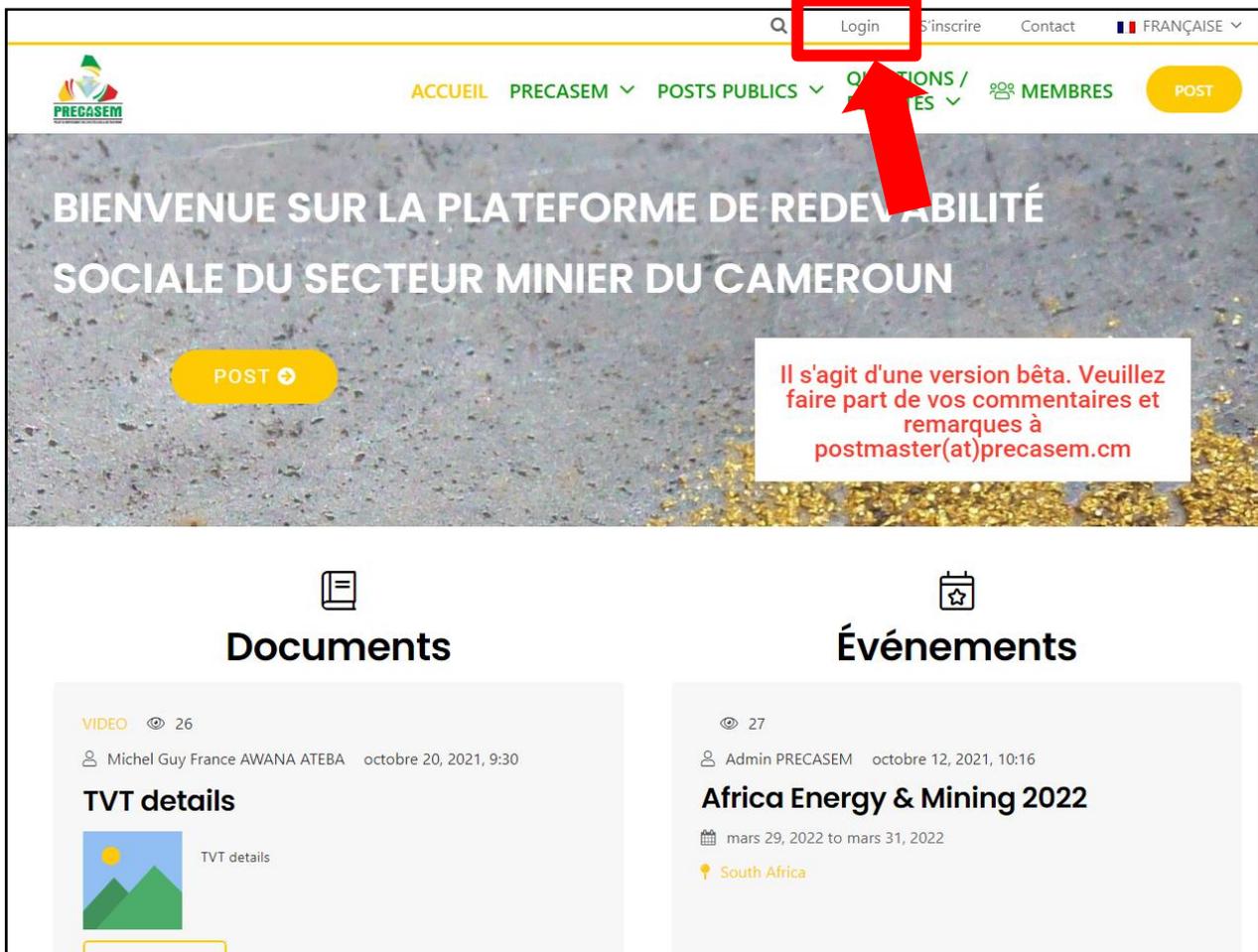
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3. After clicking on "Registration" you are redirected to the homepage. You are now successfully registered on the PRECASEM social accountability platform, and you can therefore post documents/events (see §9) or questions/complaints (see §5).

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- Now that you have an account, the next time you visit the site, if you want to log back in, click on login at the top right and simply fill in the form with your information.



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Q [Login](#) [S'inscrire](#) [Contact](#) FRANÇAISE

[ACCUEIL](#)

[PRECASEM](#)

[POSTS PUBLICS](#)

[QUESTIONS / PLAINTES](#)

[MEMBRES](#)

[POST](#)

nom d'utilisateur

Mot de passe

I'm not a robot 

Se souvenir de moi

Connexion

s'inscrire

[Mot de passe oublié ?](#)

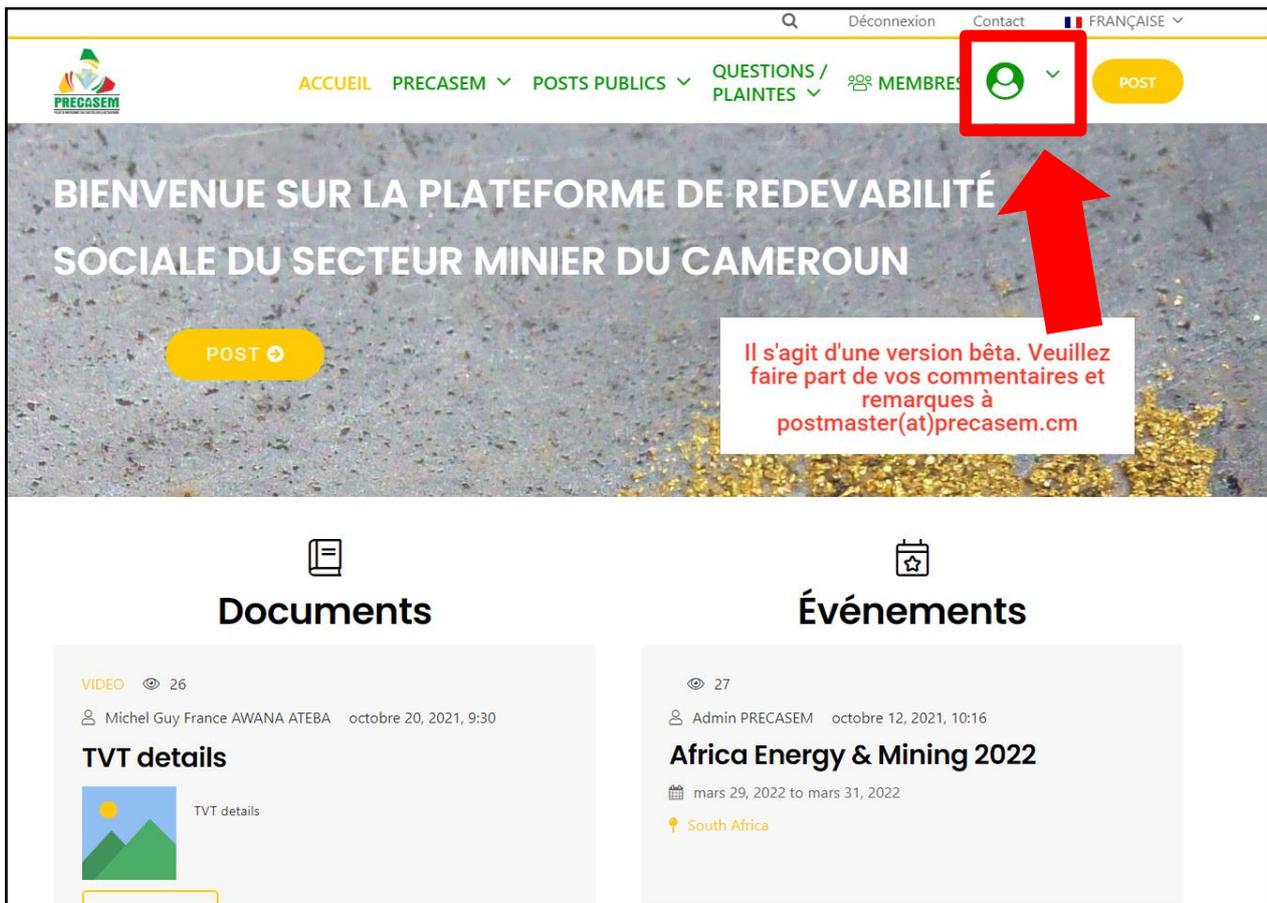
[QUI SOMMES- NOUS ?](#) [Contact](#)

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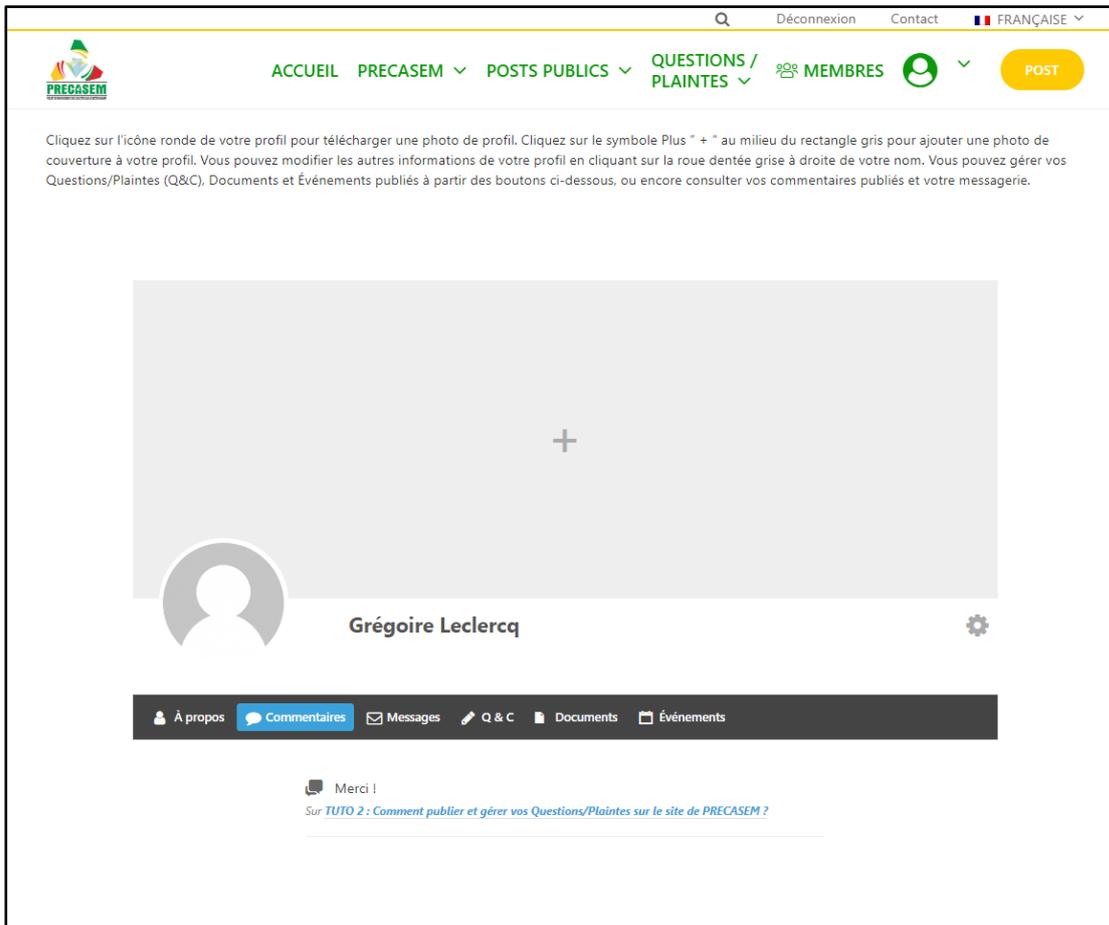
4. How to change my profile/settings and manage my publications on the PRECASEM website?

1. Once on the site, log in if you have not already done so (see §**Erreur ! Source du renvoi introuvable.**) then click on the round green button at the top right.

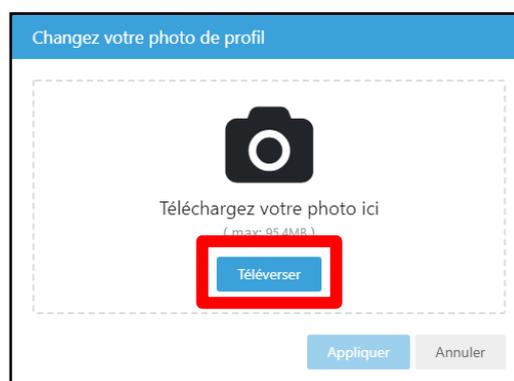


2. Select "My Profile" from the drop-down menu that appears. You will then be redirected to your profile where you can see an overview of all your information (About/comments/messages/Q&C/documents/events). By clicking on the small grey wheel, then on "edit profile" you can change all your personal information.

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3. Make any changes you wish and then click on "update profile" at the bottom left. In this mode you can also add/change your cover and/or profile picture. Simply click on the + symbol or on the camera, select "Upload Image" and then "Upload" in the window that opens.



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Q Déconnexion Contact FRANÇAISE

ACCUEIL PRECASEM POSTS PUBLICS QUESTIONS / PLAINTES MEMBRES POST

Grégoire Leclercq

Dites-en un peu à propos de vous...

180

À propos Commentaires Messages Q & C Documents Événements

Prénom
Grégoire

Nom
Leclercq

Sexe
 Homme Femme

Pays
Choose a Country

Domaine d'activité
Domaine d'activité

Biographie
Enter a bit about yourself...

Numéro de mobile

Facebook

Twitter

LinkedIn

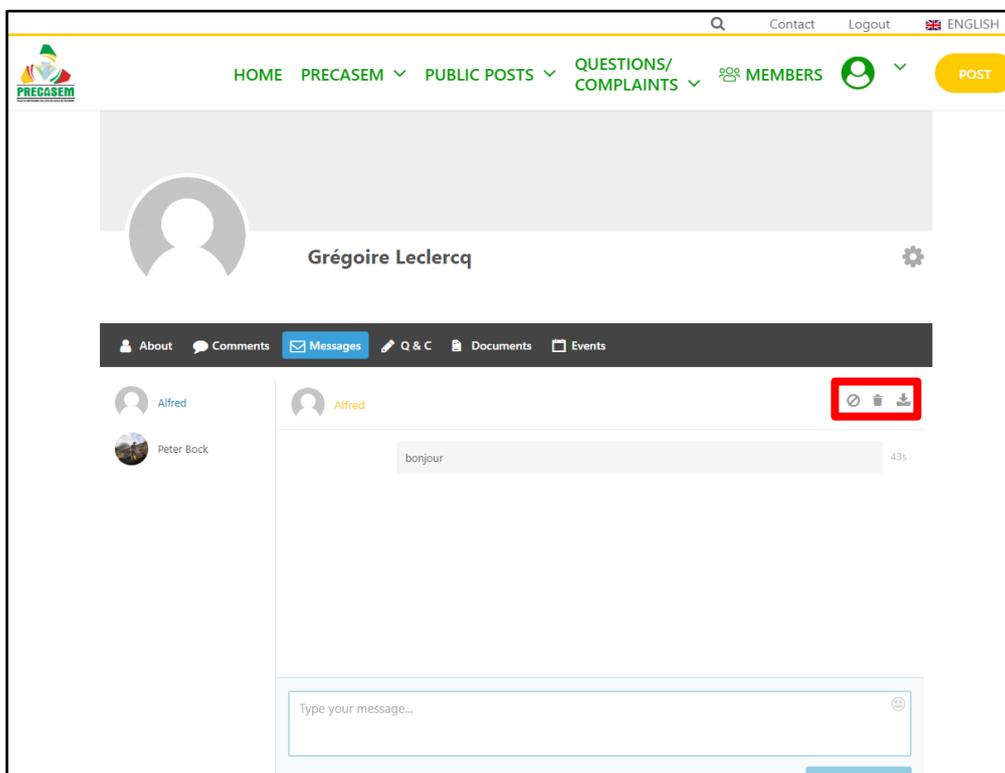
Mettre à jour le profil Annuler

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4. Still in "My Profile", you can consult your comments / messages / Q&C / documents / events history by clicking on the corresponding button.

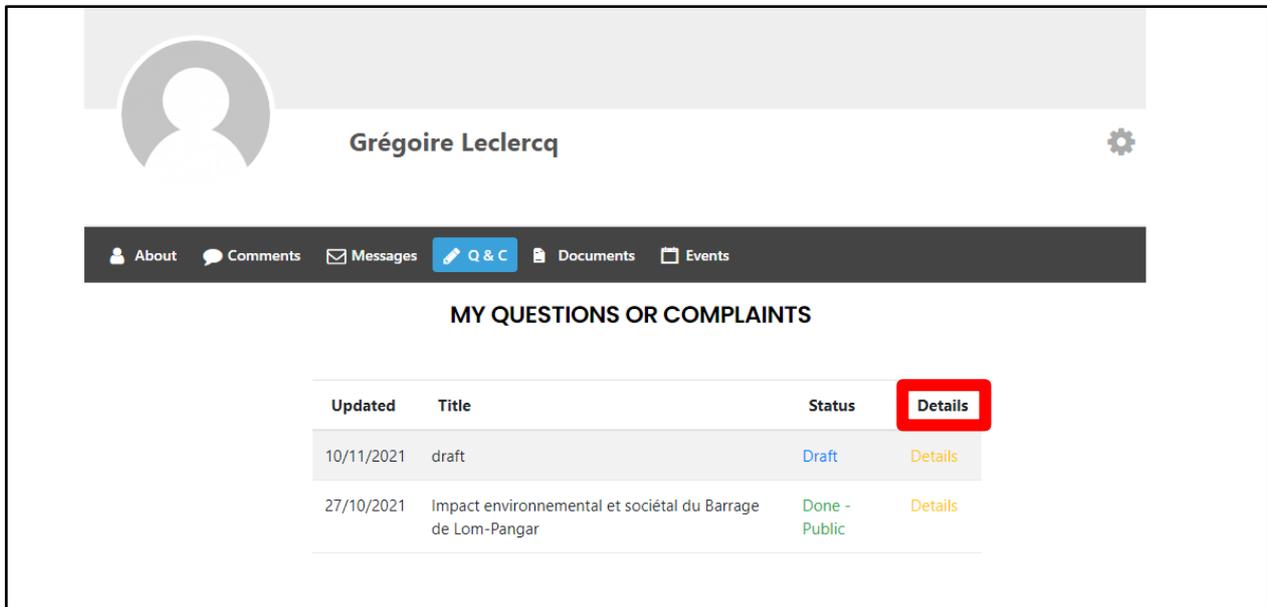


5. In the "Messages" menu you can also block a user, delete a conversation or finally download a conversation, by simply clicking on the corresponding button.

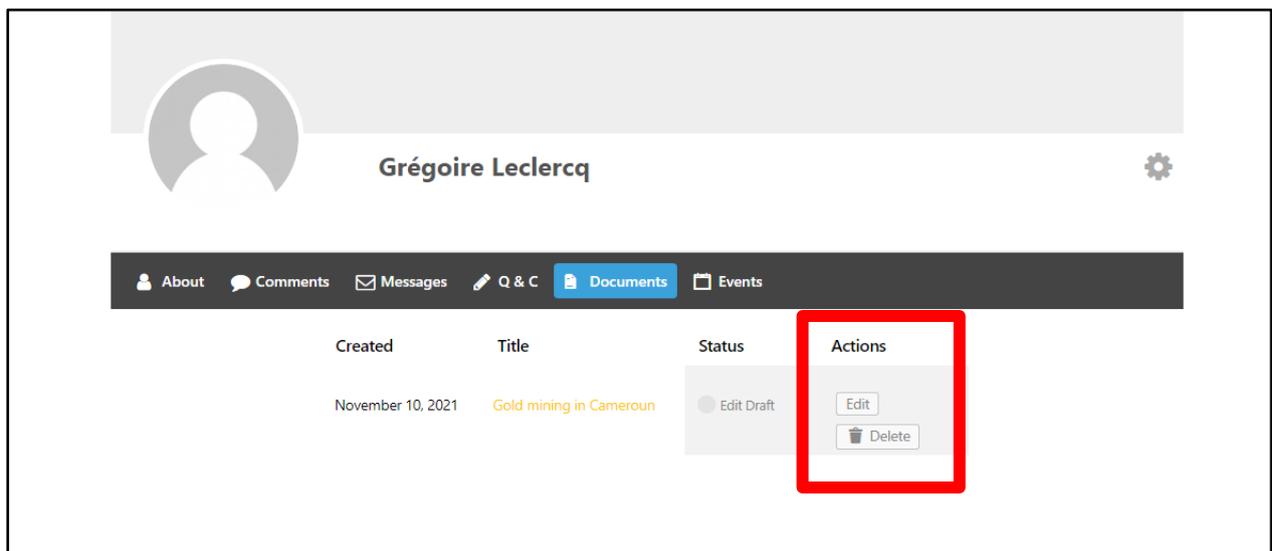


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- In the Q&C menu, you can resume your drafts by clicking on "Details". You will then be redirected to the questions/complaints module

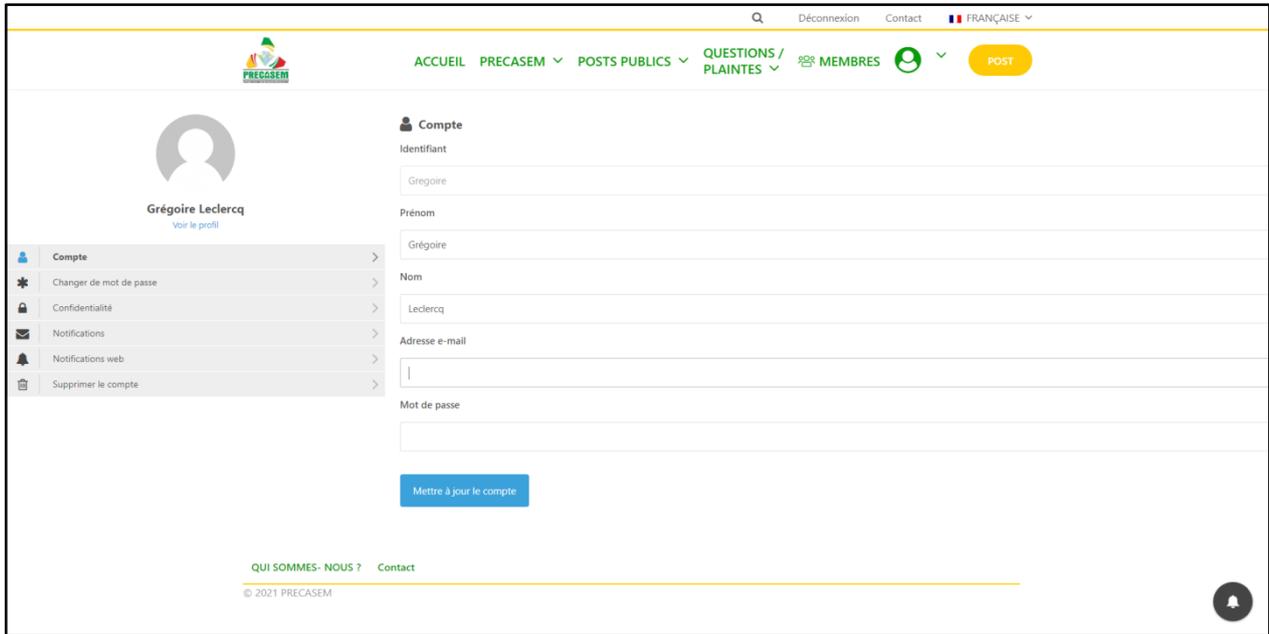


- In the Documents/Events menu you can delete your publication or edit your drafts.



- To change your settings, select "my settings" from the drop-down menu that appears after you click on the round green button in the upper right corner. You will then be redirected to your settings.

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9. From this menu you can change the following parameters:

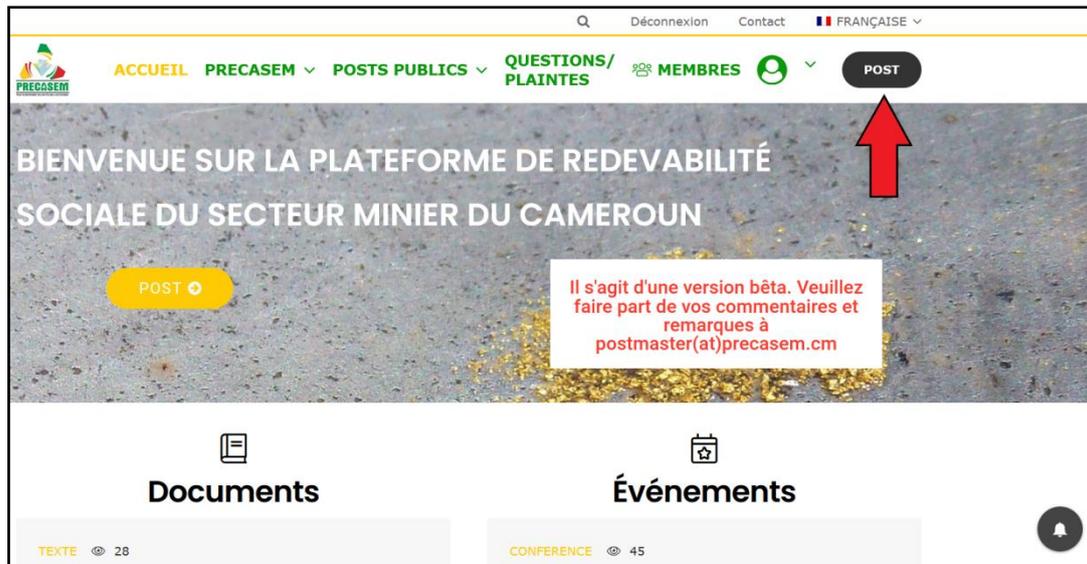
- a) Account: account data such as login, first name, last name, e-mail address
- b) Change the password,
- c) Privacy: some privacy settings can be customized such as profile visibility, indexing, sending messages, downloading or deleting data,
- d) Email notification settings
- e) Internal site notification settings
- f) Delete the account

To do this, click on the corresponding menu and follow the instructions given. Don't forget to validate your changes by clicking on "update".

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5. How to post with my personal account?

1. Once on the site, click on the YELLOW button "Post", on the top right. The button turns black when you move the mouse over it:



2. A window opens. Click on the type of post you want to publish: Document (text, image or video) or Event.



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- If you are not yet logged in, you will be automatically redirected to the Login page. Enter your login information. Otherwise, you will be taken to the post submission form.

The screenshot shows the 'Poster un Document' form. It includes a navigation bar with 'ACCUEIL', 'PRECASEM', 'POSTS PUBLICS', 'QUESTIONS/PLAINTES', 'MEMBRES', and a 'POST' button. The form has three main sections: 'Type de post' with radio buttons for 'IMAGE', 'TEXTE', and 'VIDEO'; 'Titre' with a text input field; and 'Contenu' with a rich text editor. Red arrows point to each of these sections with the following instructions: 'Choose the type of document here / Choisissez le type de document ici', 'Enter your title here / entrez ici votre titre', and 'Write your content / écrivez le contenu'.

- Once on the form (Document or Event), enter the title and text of your article, the type of post, and the attached files if any (e.g., PDF document, Youtube link for a video, or image to download directly from your computer).

This screenshot shows the lower part of the 'Poster un Document' form. It features a rich text editor at the top. Below it is the 'Télécharger le document' section with a text input 'Aucun fichier sélectionné' and a yellow 'Ajouter un fichier' button. A red arrow points to this button with the text 'download files here / téléchargez des fichiers ici'. Below that is the 'Domaines d'intervention' section with a dropdown menu 'Select an Option'. A red arrow points to this dropdown with the text 'Choose a theme / choisissez un thème'. At the bottom, there are two yellow buttons: 'ENREGISTRER LE BROUILLON' and 'SOUMETTRE À LA MODÉRATION'. A red arrow points to the 'SOUMETTRE À LA MODÉRATION' button.

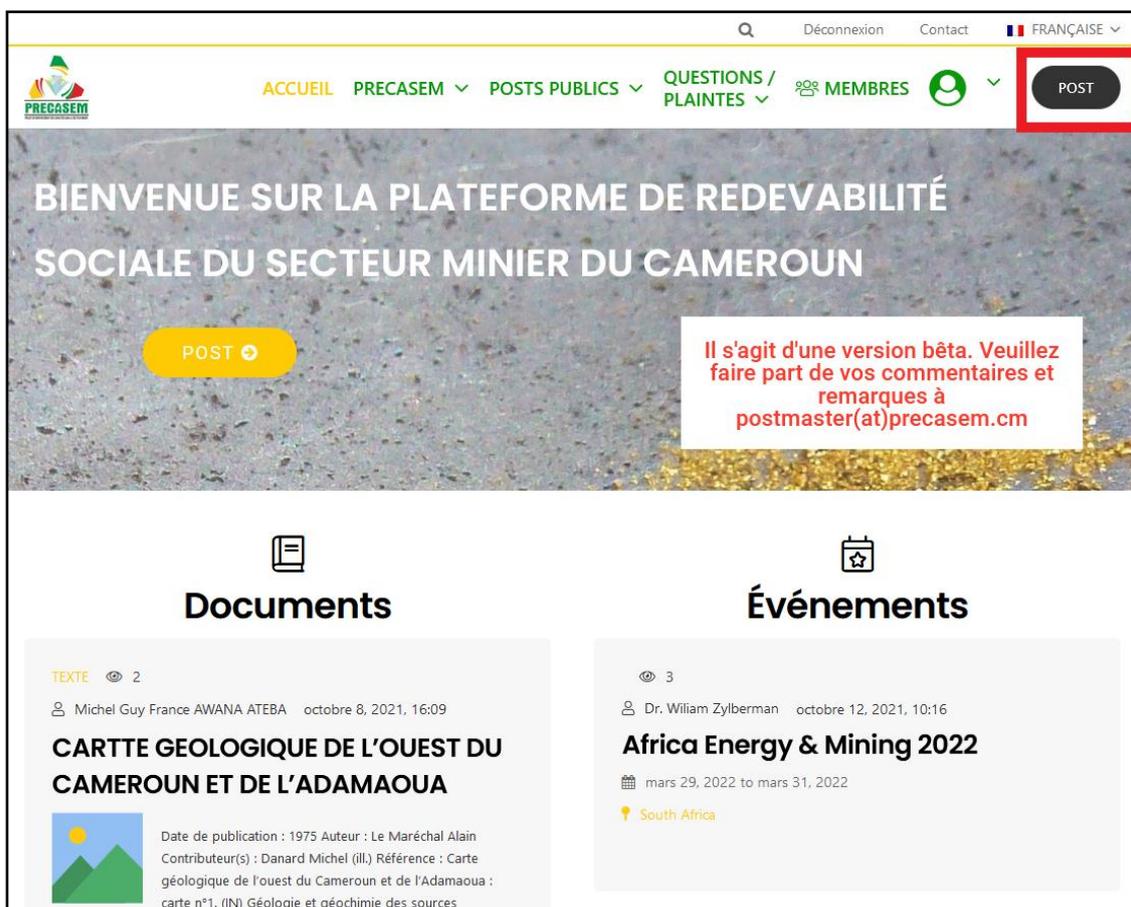
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5. Once finished, just click on "Submit to moderation"!
6. Your post will be reviewed by a Moderator and then published.
7. Once the post is accepted, you will receive a notification and can view it in the "Public Posts" tab in the top menu bar.

6. How to publish and manage my Questions/Complaints on the PRECASEM website?

1. Once on the site, click on the YELLOW "Post" button at the top right:



2. A window will open. Click on "Questions & Complaints".

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Quel type de post voulez-vous publier ?

ÉVÈNEMENT DOCUMENTS

QUESTIONS & PLAINTES

3. You are redirected to the Questions/Complaints form. Fill in all the fields and click on "Submit" to send your Q&C to the Moderator. After review, your Q&C will be published. You can also click on the blue button "Add a location" and then click on the mini-map to geolocate your Q&C, or upload documents to support your request.

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- Once your Q&C is completed, you can see the uploaded documents and geolocation as follows. To change the location if you make a mistake, just click on "Add Location" again and then on the map. You also have the option to save your work for later by clicking on "Draft".

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- You can always access your published or saved Q&C from your profile (see example below), where you can see the status of each Q&C. To access your profile: click on the green round button at the top right and then on "My Profile" in the drop-down menu.

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Dr. Wiliam Zylberman
Geologist

À propos Commentaires Messages Q & C Documents Événements

MY QUESTIONS OR COMPLAINTS

Updated	Titre	Statut	Détails
11/10/2021	Privé : test send draft	En cours d'approbation	Détails
11/10/2021	Privé : test cancel + send	En cours d'approbation	Détails
11/10/2021	Privé : test 4	En cours d'approbation	Détails
29/09/2021	Privé : test exploration MyQuestion	Réponse requise	Détails
04/10/2021	Privé : TEST Q/C FR UPLOAD	En cours d'approbation	Détails

Tips:

- By selecting "Public" in the Q&C questionnaire, you are telling PRECASEM that you want your Q&C to appear publicly. If PRECASEM approves, your Q&C and your username will appear in the public list of Q&Cs. Note that PRECASEM reserves the right to keep your Q&C private.
- If however you want the Q&C to be private anyway, check the corresponding box and your Q&C will not be displayed publicly. But the Moderators and Administrators of the site will still have access to your name and your Q&C.

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	Authorized <input checked="" type="checkbox"/>	1.0	01/11/2021	16/11/2021	17/11/2021	
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- You can also choose to check the "Public but Name hidden" box. In this case, your Q&C, subject to PRECASEM approval, will appear in the public list of Q&C. However, other users will not have access to your name. Note that the administrator may still know the author of the post.

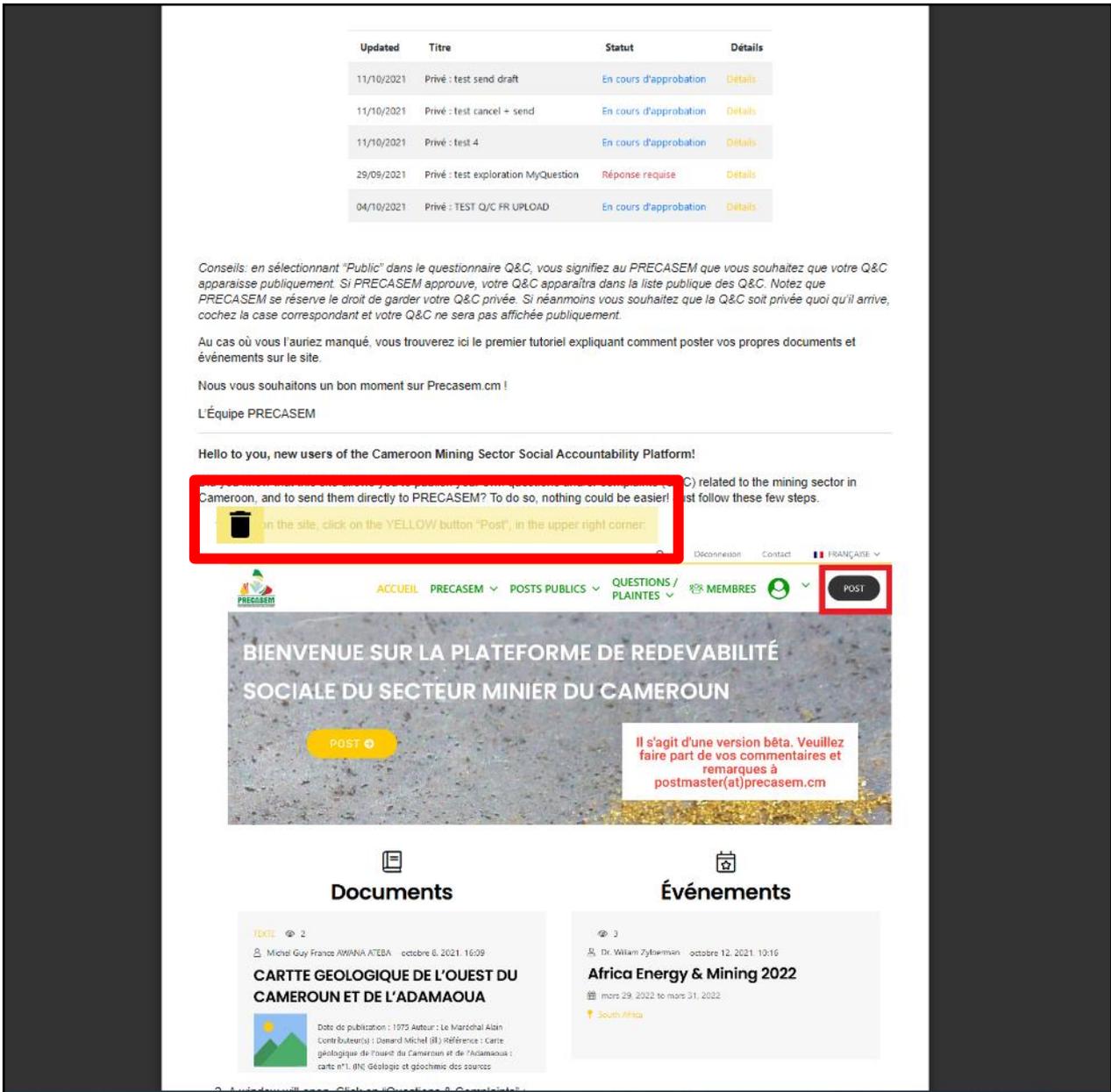
7. How to convert an article to PDF, print it or share it on social networks?

1. Once on the site, log in if you have not already done so then select the article you are interested in (either from the home page or from the Post Publics - *documents* tab).

The screenshot shows the PRECASEM website interface. At the top, there is a navigation bar with the PRECASEM logo, menu items 'ACCUEIL', 'PRECASEM', 'POSTS PUBLICS', 'QUESTIONS/PLAINTES', 'MEMBRES', and a 'POST' button. The main content area features an article titled 'Exploration targeting for small scale gold mining operations in the Dunkwa area, Ghana.' Below the title, it says 'Posted on 19 Jul, 8:10 TEXTE' and 'Andreas Barth'. A red box highlights three icons: 'Print', 'PDF', and 'Email'. Below these icons is a yellow 'DOWNLOAD' button. The article text begins with 'About 35 % of Ghana's annual 142 t Gold production is produced by artisanal and small-scale mining (ASM) operations. Thus, they contribute substantially to Ghana's mining industry generated national income and are an important factor of poverty reduction and national development. Because of declining production figures, exhausting resources, and enormous ASM related environmental damages the Government of Ghana generated the World Bank financed program "Ghana Artisanal and Small-Scale Mining Formalisation Project (GASMFP)" executed under the Management of the National Ministry of Lands and Natural Resources, and accompanied by the Ghana Geological Survey Authority. Among others, the generation of new exploitation targets suitable for ASM activities is one of the key tasks of this program. The here presented methodology and results are thought to be a case study and guideline for further similar activities throughout the country. They can be used as guidelines for similar activities in other countries as well.'

2. To print, convert to PDF or send a document by e-mail, click on the corresponding buttons. You will then be redirected to an external platform where you can delete parts of the document to print/convert/send. To do this, just click on the little trash can that appears when you move the mouse over it.

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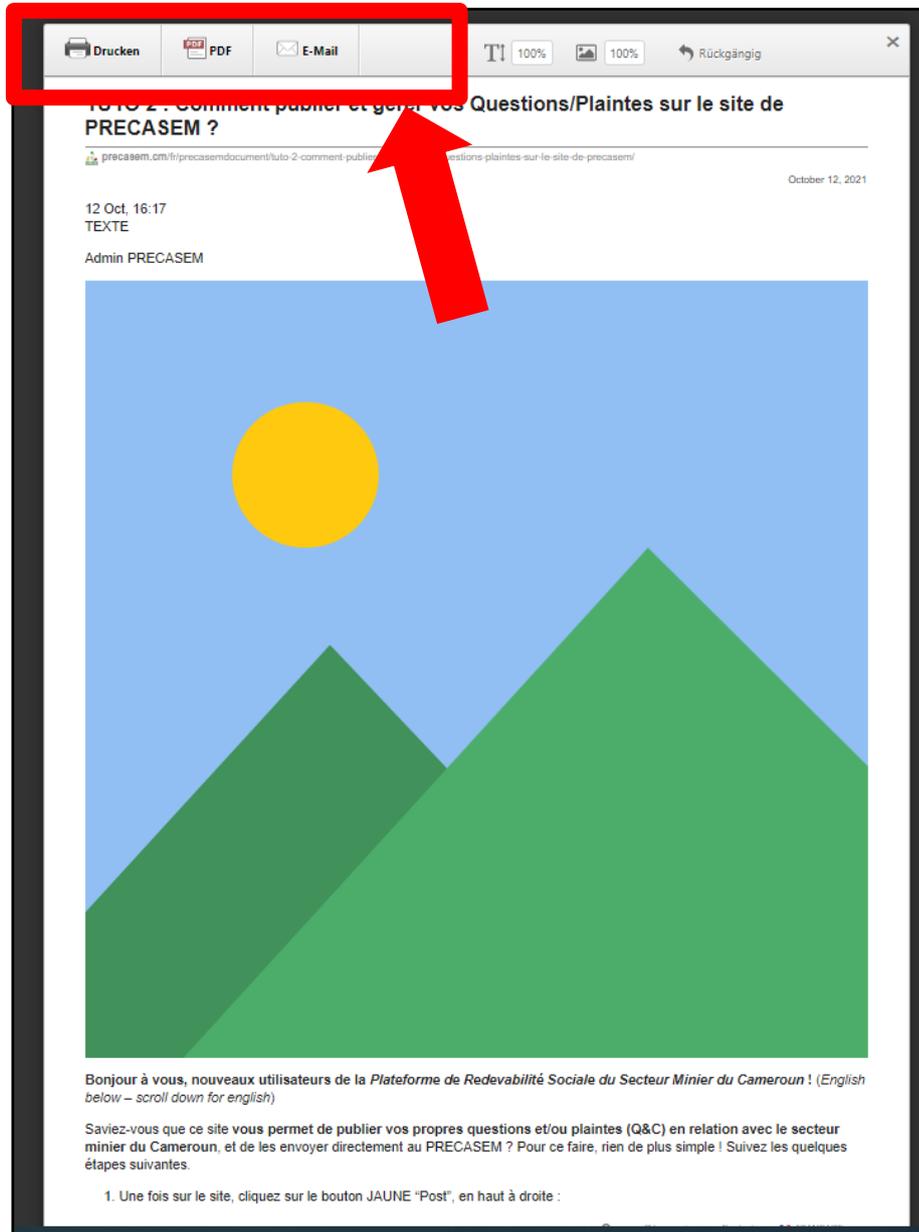


3. Once you like the document, click on the button corresponding to the desired action at the top left and you will be redirected:

- If you click on print you will be redirected to your computer's printing platform;
- If you click on PDF you will get a PDF version of the document;

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- If you click on E-Mail a new window will open. You just have to enter your e-mail address and that of your recipient and then click on send.



4. To share the document on social networks, click on the button you are interested in in the middle left of the screen (Facebook, Twitter, Pinterest, LinkedIn). You will then be

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redirected to the social network in question. You will then just have to connect if it is not automatic and click on publish.



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8. How to send a private message to another user and how to comment on publications?

1. Once on the site, log in if you have not already done so (see §**Erreur ! Source du renvoi introuvable.**) and then click on the green "MEMBERS" button at the top right.

The screenshot shows the website's navigation bar with the following items: ACCUEIL, PRECASEM, POSTS PUBLICS, QUESTIONS PLAINTES, MEMBERS (highlighted with a red box and a red arrow), and a user profile icon. Below the navigation bar, the main content area features a large banner with the text "BIENVENUE SUR LA PLATEFORME DE REDEVABILITÉ SOCIALE DU SECTEUR MINIER DU CAMEROUN". A yellow "POST" button is visible on the left. A red text box on the right contains the message: "Il s'agit d'une version bêta. Veuillez faire part de vos commentaires et remarques à postmaster(at)precasem.cm". Below the banner, there are two main sections: "Documents" and "Événements". The "Documents" section shows a video titled "TVT details" by Michel Guy France AWANA ATEBA, dated October 20, 2021, 9:30. The "Événements" section shows an event titled "Africa Energy & Mining 2022" by Admin PRECASEM, dated October 12, 2021, 10:16, with a location of South Africa.

2. Then click on the profile of the member you want to chat with (you can use the search bar in the MEMBERS menu or the "Sort by" function)

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ACCUEIL PRECASEM ▾ POSTS PUBLICS ▾ QUESTIONS / PLAINTES ▾ MEMBRES ▾ POST

Liste des membres

Utilisez la fonction "Rechercher" ci-dessous pour trouver un membre, triez par nom affiché/nom de famille/connexion/identifiant, ou cliquez sur "Plus de filtres" pour trier les membres par domaines d'activité. Vous pouvez aussi simplement faire défiler les membres jusqu'en bas de la page, où vous trouverez les boutons de navigation entre pages.

Vous êtes nouveau ici ? Pas de problème, créez votre profil utilisateur [ici](#) !

Rechercher

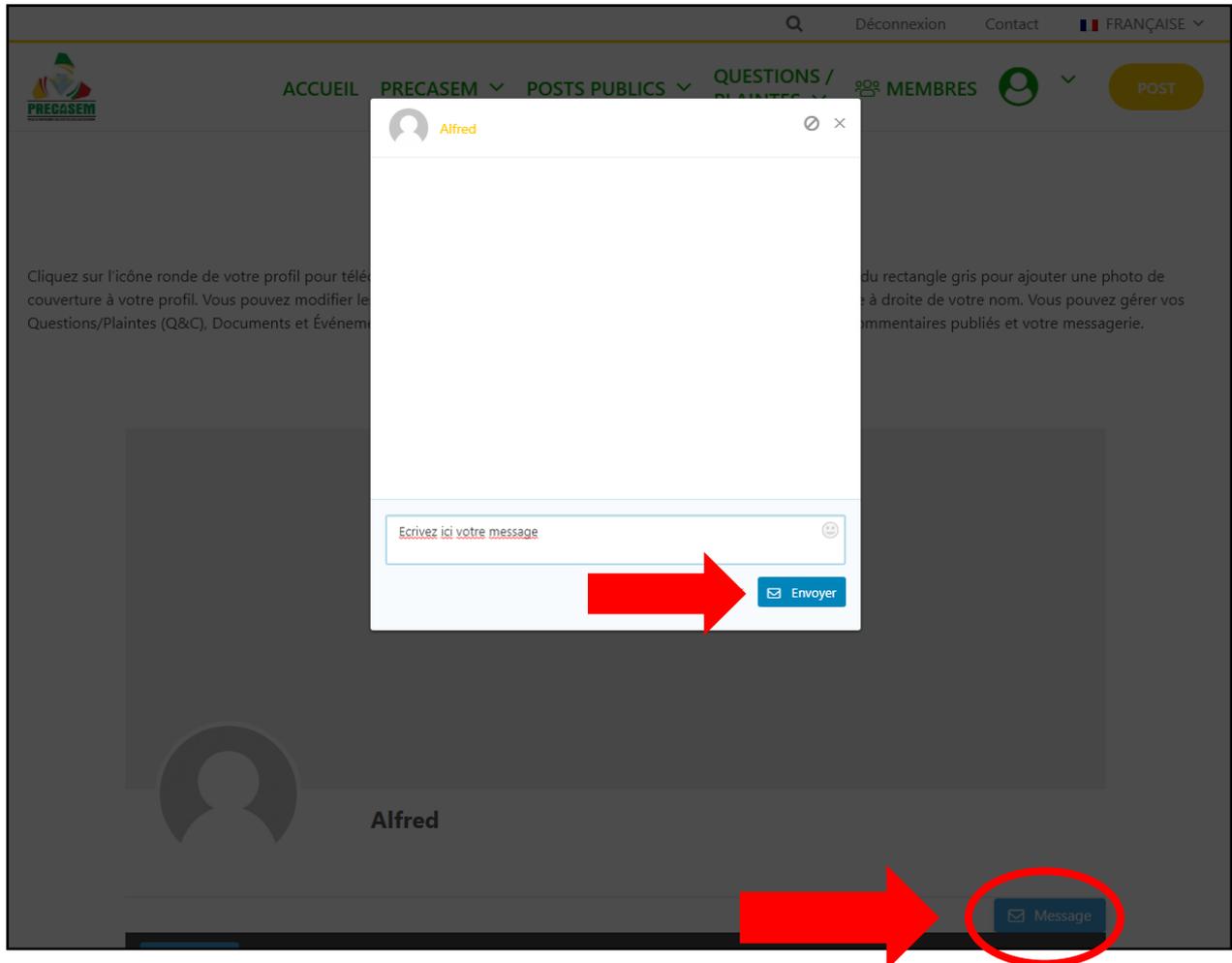
Trier par Dernière connexion ▾ [Plus de filtres](#) ▾

Grégoire Leclercq
[Modifier le profil](#)

Alfred

3. Once you are on the profile of the person in question click on the blue "Message" button. Then simply write your message and click on send.

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4. The user you have reached will then receive a notification and the discussion can continue!
5. To comment on a document/event, go to the document in question, then to the "Leave a comment" section (at the bottom of each document/event). Write your comment and click on "Leave a comment".

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ACCUEIL
PRECASEM ▾
POSTS PUBLICS ▾
QUESTIONS / PLAINTES ▾
MEMBRES
PERSONAL PROFILE
POST

Rechercher
Déconnexion
Contact
FRANÇAISE ▾

Article précédent
Article suivant

< CARTTE GEOLOGIQUE DE L'OUEST DU CAMEROUN ET DE L'ADAMAOUA
Aperçu cartes photogéologiques 1/200000 (2/2) >

1 **Commentaire.** En écrire un nouveau

- 

Grégoire Leclercq

novembre 9, 2021 5:27

Merci !

Répondre

Laisser un commentaire

Connecté en tant que Grégoire Leclercq. [Déconnexion ?](#)

Ecrivez ici votre commentaire

LAISSER UN COMMENTAIRE

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