CCCCTS SERVICES CATALOG

SPECIALIST SERVICES FOR CULTURALLY SENSITIVE
SOCIAL DEVELOPMENT

Cross-Cultural Consulting Services, PLLC
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WHO IS CCCS?

Specialists in Cross-Cultural Collaboration for Sustainable Social Development

- International social development consulting firm based in the USA
- Experts in social policy frameworks, social impact management and project planning
- Adept at integrating national legal requirements and international social safeguard policies into cost-effective project sustainability planning
- Uniquely experienced managing issues related to Indigenous Peoples and other vulnerable stakeholders
- First consultancy in the world to successfully operationalize Free, Prior and Informed Consent (FPIC) for a private sector project

CCCS is an international consulting firm based in the USA that supports private and public sector actors in the field of international social development. Unique among other consultancies, CCCS specializes in policy frameworks safeguarding the rights of ethnic minorities, Indigenous Peoples and stakeholders who are particularly vulnerable to social impacts arising from development projects. Our particular emphasis is on establishing and maintaining cross-cultural dialogue that is sensitive to the needs of all parties involved.

We achieve sustainable results by bringing together corporate planners, local communities and government decision-makers in cooperative planning forums with cultural sensitivity—including the cultures and values of corporations and governments. CCCS helps all parties to understand and overcome the challenges of cross-cultural dialogue, and turn challenges into opportunities.

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Integrated Social Safeguards Compliance Services

Turning Compliance Into Win-Win Solutions

CCCS is ready to assist your organization meet its social sustainability objectives in an efficient, practical, and project-tested manner. We have more than a decade’s worth of experience in writing and refining social safeguards policies for IFIs like the World Bank, the IFC, the ADB, the AfDB, the EBRD, and the IADB. Drawing on this direct experience, CCCS has successfully aided a broad range of private sector clients in establishing and maintaining social safeguards compliance in a cost-efficient manner, especially when it comes to potentially-affected groups that are especially vulnerable such as Indigenous Peoples, women and the very poor.

What We Can Offer:

- Designing project plans that unify national legal requirements and international safeguards requirements in one integrated plan, which drastically reduces the cost of maintaining compliance
- Establishing cost-effective engagement mechanisms for establishing Free, Prior and Informed Consent (FPIC) of project-affected Indigenous Peoples, as required under IFC Performance Standard 7 and an increasing number of other international actors
- Developing and implementing Resettlement Action Plans and Compensation Frameworks in full compliance with IFC Performance Standard 5
- Crafting Public Consultation and Disclosure Plans and Stakeholder Engagement Guidelines adhering to international best practices, in which challenges are turned into opportunities
- Raising the capacity of company and project staff to deal with issues of social sustainability requirements

Get in touch today to receive a scoping assessment proposal for your organization, free of charge!

Cross-Cultural Consulting Services, PLLC
Fulfillment of “Local Contents” and International Sustainability Requirements. A mainstay of our work is the combination of highly qualified local specialists and international experts on dedicated project teams. This is the best way to comprehensively meet the needs of CCCS’ clients and foster sustainable social development generally.

Integrated CSR Programming. CCCS works with clients to create truly integrated programs that go beyond simply bunching together scattered charitable activities to create synergistic benefits. This, in our experience, is the best way to craft a CSR Program uniquely matched to local needs and desires.

Engaging Indigenous Peoples. We have nearly two decades’ worth of experience in developing Indigenous Peoples Development Plans (IPDPs) and engagement strategies, and we are one of the first consultancies to successfully operationalize Free, Prior and Informed Consent (FPIC) in the private sector.

Sustainable Stakeholder Engagement. Our intercultural approach engages stakeholders to actively take part in the implementation of CSR programs with an approach tailored to local cultures – both those of society at large as well as within organizations themselves.

Strengthening Internal Company Capacity. We work closely with clients to enhance the capacity of their various departments. It always entails directly involving client staff in developing the integrated CSR program, so as to ensure client staff "ownership" of a CSR program and their acquisition of skills needed to manage its implementation.

CCCS is well placed to assist your organization in overcoming the challenges generally associated with CSR programming and planning, and to turn them into opportunities for growth. Our teams consist of applied anthropologists and social scientists, combining international experts with national specialists who have extensive experience in various levels of public administration and most private sector industries. By tailoring solutions to your industry and needs, CCCS harmonizes the values of the three “cultures” of the Company, the Communities, and the Government to help you implement CSR activities and programs that are truly sustainable.
Introducing the Talaria Method

CCCS is proud to have partnered with Dr. Patrick Burns to offer the Talaria Facilitation Method (TFM) as an effective way to raise the intercultural competency of clients. Based on decades of experience in enhancing intercultural communication for several multinational companies, TFM engages participants in a collaborative process to strengthen their ability to proactively manage their intercultural relationships in the workplace. By emphasizing a “learning-by-doing” approach, participants learn crucial intercultural interaction skills such as how to question cultural assumptions, recognizing cultural differences, and integrating intercultural adaptation into day-to-day interactions — skills that can significantly increase your organizational efficiency.

Bridging the differences between cultures is an integral part of CCCS’ work, be it between communities with different cultural identities or between stakeholders with different goals, needs and mandates. As the world becomes more connected, sustainably managing communications between cultures is of paramount importance. Whether you are a multinational company looking to enhance the operational efficiency of your branch offices and multicultural staff, or a company looking to enhance the cultural sensitivity of your marketing materials, CCCS is ready to assist you in making the most out of the globalized marketplace.

Testimonials

I spent 2½ hours in a session with Patrick Burns. Wow! I absolutely loved it and found our discussion and the exercises riveting. Just the little bit that we did will be useful for me.

— Betsy Hale, President, Board of Directors: Pangea

The TIIIS Workshop snapshot, in just two hours, immediately engages you in the process of developing and practicing a set of skills and attitudes that are both exciting and mind expanding. No matter how much time you have spent overseas, you will see things differently, and more importantly, you will begin to act differently.

— JB Hoover, Executive Director: American Friends of the Asian Rural Institute

Get in touch today to receive an introduction to how TFM can work for your organization, free of charge!
The 100% RESPECT! Campaign is a social and emotional learning program offered by CCCS, designed and spearheaded by renowned education specialist Matthew Guldin. The Campaign offers schools that experience disrespectful behaviors, conflict or intercultural friction between students and teachers an inclusive and comprehensive framework to give teachers and students alike the means to ensure that everyone gets what they deserve: RESPECT!

Benefits of the Campaign

- Helps schools establish clear guidelines for behavior, reducing suspensions and time away from the classroom
- Reduces time and energy spent addressing classroom management issues, bringing the focus back to education
- Promotes the recognition and appreciation of the differences in both background and roles within the school community, teaching appreciation for the fundamental equality of all people
- Explores and addresses power imbalances within the school community and provides all concerned with the skills to communicate in spite of those differences
- Teaches participatory democracy and its application in a real world situation, allowing for students and teachers to collaborate on leading aspects of the Campaign
- Teaches conflict resolution skills to students, which can be used at home and in the future
- Provides professional development for adults and teachers in how to improve their relationships with teenagers
- With tools like the No Excuses Mediation, RESPECT! Reps, and Teacher-to-Student RESPECT! Exercises, the Campaign gives faculty the means to proactively address frictions in the classroom for future generations of learners
- Adaptable to any cultural and social context, and applicable to all levels of education — from kindergarten to university

Get in touch today to receive an introduction to how the 100% RESPECT! Campaign can help your school, free of charge!
CCCS and our Associates have been providing consulting services in Indonesia for more than two decades. Leveraging our extensive network of experienced anthropologists and social development experts, we offer a broad range of development assistance and strategic social management services. We are especially adept at formulating development and engagement plans to handle issues related to Indigenous Peoples (Masyarakat Adat). CCCS is uniquely positioned to assist organizations and companies to satisfy the both the social requirements of national law as well as the imperatives of international good practice.

Experience Snapshot

- 2009-2016: Engaged by PT Weda Bay Nickel in Halmahera to conduct a Social and Health Impact Assessment and define a project engagement and development plan for the indigenous Forest Tobelo to establish project compliance with IFC Performance Standard requirements, and remain on retainer to provide ongoing Advisory Services for social interventions

- 2013-2016: Assisted INPEX Masela Ltd. and Shell Indonesia by serving as Primary Social Advisor for the Abadi LNG Project in Maluku, developing a Public Consultation and Disclosure Plan (PCDP), social impact assessments and baseline studies, and a full range of social strategy frameworks

- 2005-2010: Worked with BP Berau on the Tangguh LNG Project to integrate the needs of Indigenous Peoples and other marginalized people in Papua into an Integrated Social Plan (ISP)

- 2009: Engaged by a Rio Tinto mining project to perform a cultural heritage risk and impact assessment for the area in which the mining concession was located

- 2003-2005: Evaluated Social Assessments conducted by the World Bank in Indonesia, China, the Philippines and Vietnam, with recommendations to enhance their cultural appropriateness and operational usefulness
Experience Snapshot

- 2013: Conducted a week-long training workshop for Shell Oil in Sichuan for staff on conducting culturally appropriate stakeholder engagement


- 2005: Working with ADB on an Urban Project Technical Assistance, providing technical assistance on how to develop policy recommendations to enable poor urban migrants to access basic social services

- 2003-2005: Evaluated Social Assessments conducted by the World Bank in China, Indonesia, the Philippines and Vietnam, with recommendations to enhance their cultural appropriateness and operational usefulness

- 1999-2005: Carried out social risk assessments across the WB EAP portfolio

Experience Snapshot

- 2005-ongoing: CCCS assists the Sakhalin-2 LNG Project on the island of Sakhalin as an External Monitor and Social Advisor, assisting the project in its development planning and engagement with the indigenous minorities of Sakhalin; the Sakhalin Model of engagement, culminating in the Sakhalin Indigenous Minorities Development Plan (SIMDP), is the first private sector project to successfully obtain the Free, Prior and Informed Consent (FPIC) of affected Indigenous Peoples stakeholders. In 2011 CCCS presented the Model to the United Nations Indigenous Peoples “Side Event” in conjunction with company, indigenous and government representatives.

- 2012: Wrote the World Bank’s Indigenous Peoples of Russia Country Profile in close consultation with Bank staff and Russian Association of Indigenous Peoples of the North (RAIPON), Russia’s pre-eminent Indigenous Peoples Organizations; the Profile is available on the World Bank website.

- 2008-2009: Working with ERM London, CCCS assisted the Gazimiro-Zadovsky District Project by conducting a Social Impact Assessment focusing on impacts to Indigenous Peoples, conducting a field investigation, and providing social advisory services; the project concerned the planned construction of an oil pipeline across an area inhabited by Indigenous Peoples of the Russian Federation.

- 2006-2007: Supported the Environment Department of the European Bank for Reconstruction and Development (EBRD) in finalizing its draft Indigenous Peoples policy requirements by analyzing safeguard policies for vulnerable groups, facilitating policy consultations in the Russian Federation, and conducting a survey of relevant legislation of the Russian Federation as pertains to Indigenous Peoples.
Over the past decade, CCCS has been steadily enhancing its capacity to serve projects in Francophone and Anglophone Africa with top-quality social sustainability services. Our Associate base in Africa combines grounded, local knowledge in Sub-Saharan Africa with international policy and social development experience, and complements CCCS’ growing network of local partners for project implementation and local capacity building. Whether your project needs entail tailored ethnic minority (or Indigenous Peoples) engagement and development planning, baseline data gathering or compliance with international social safeguards, CCCS and our partners are ready to assist.

Our Associates are based and have experience in the following countries:

- **Western Africa:** Benin, Burkina Faso, Ghana, Liberia, Nigeria, Sierra Leone, Togo
- **Central Africa:** Cameroon, Rwanda
- **Southern Africa:** Botswana, Lesotho, Namibia, South Africa, Zambia, Zimbabwe
- **Eastern Africa:** Kenya, Tanzania

**Experience Snapshot**

- **2016:** Conducted an IFC Performance Standard 7 (PS7) Applicability Assessment on behalf of an extractive industries project in Kenya, determining whether project-affected groups fit the PS7 definition of Indigenous Peoples and providing recommendations with regards to Free, Prior and Informed Consent (FPIC)

- **2013-2014:** Worked with OPIC to conduct a Socio-Cultural Acceptability Assessment for a wind power project in Kajiado County, Kenya, and evaluated whether the community consultation and consent process was carried out in a manner consisted with IFC socio-cultural safeguard requirements
Between 2013 and 2016, CCCS served as the Primary Social Advisor for the Abadi Project advising on the social aspects of project activities and social impact management. Services provided included advising Project staff on IFC Performance Standards compliance, document preparation and Action Plan implementation; advising project staff on social issues, including Indigenous Peoples issues, stakeholder engagement and community development planning; and assisting in the preparation of social management documents and policies. CCCS also took the lead in designing the project’s Public Consultation and Disclosure Plan (PCDP) to guide the Abadi Project’s interactions with potentially affected communities and other stakeholders.

Services Provided
- Social Safeguards Compliance
- Public Consultation and Disclosure
- Social Impact Assessment
- Indigenous Peoples Issues
- Stakeholder Engagement

References

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Since 2009, CCCS assists the Weda Bay Nickel (WBN) Project and the project owner Eramet by facilitating project planning and report preparation to establish and maintain compliance with the social requirements of the IFC Performance Standards. Aside from taking the lead in preparing the social aspects of the project’s Environmental, Social and Health Impact Assessment (ESHIA), including a comprehensive Resettlement Framework (RF) and a Community Development Plan (CDP) and thereafter acting as Social Advisor to the Project, CCCS prepared a Management Plan for the Project’s engagement with the nomadic indigenous Forest Tobelo groups. The plan formalized efforts to inform the Forest Tobelo about the company’s plans for the area, and was designed towards eventually securing their Free, Prior, and Informed Consent (FPIC).

Services Provided

- Indigenous Peoples Development Planning
- Migration Management Assessment
- Integrated Development Planning
- Resettlement Planning
- Social Impact Assessment
- Social Safeguards Compliance
- Stakeholder Engagement
- Cross-Cultural Facilitation
- Public Consultation and Disclosure

References

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CCCNS has assisted the Sakhalin-2 LNG Project in its Indigenous Peoples engagement since 2005. CCCS helped SEIC formulate an indigenous community engagement process which culminated in an innovative social impact management and social investment—the Sakhalin Indigenous Minorities Development Plan (SIMDP), which is currently in its third iteration. SIMDP brings together the company, the government and Sakhalin’s indigenous minorities into a collaborative working relationship founded on mutual respect, transparency, participation and shared decision-making.

As the first Indigenous Peoples Development Plan to be based on achieving the Free, Prior and Informed Consent (FPIC) of a private sector project-affected indigenous population, the Sakhalin Model has been hailed by the IFC and other major IFIs as a model for Indigenous Peoples engagement.

Services Provided

- Indigenous Peoples Development Planning
- Indigenous Peoples Engagement
- Integrated Development Planning
- Social Safeguards Compliance
- Cross-Cultural Facilitation
- Public Consultation and Disclosure

Reference

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