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# RÉSUMÉ

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VANESSA VILJOEN

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## PERSONAL DETAILS

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Nationality	:	South African
Profession	:	Public Participation Practitioner
Qualifications	:	Public Participation Practitioner I&P2
Present position in Firm	:	Public Participation Practitioner/Process Project Manager
Firm Address	:	Golder Associates Africa (Pty) Ltd. Thandanani Park, Block A Matuka Close Halfway House South Africa
Years with present firm	:	April 1991 to October 2010 (19 years)
Language Proficiency	:	English (speak, read and write) Afrikaans (speak, read and write)
Identity Number	:	710606 0224 084
Marital Status	:	Married
Home and Postal address	:	83 Turnhouse Street HIGHVELD PARK Centurion 0169 South Africa
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## EDUCATION AND PROFESSIONAL STATUS

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Vanessa Viljoen

### Matriculation

Matriculated Hillview High School, Pretoria 1988.

#### *Subjects completed*

English (1<sup>st</sup> Language)  
Afrikaans (2<sup>nd</sup> Language)  
Mathematics  
Business Economics  
Home Economics  
Typing

### Additional Training/ Courses

***Public Participation:*** Completed the International Association of Public Participation IAP2 course (all 3 modules) for Public Participation Practitioners.

***Technical Writing:*** Completed a 2 day in-house Golder Associates course focussing on a broad range of writing principles.

***PM24:*** Completed a 3 day in-house Golder Associates course focussing on very specific project management areas applicable to Golder.

***Stand up, Speak out and Win*** (Associated Management Services), Dr Brian Jude, June 2010. *Topics covered:* Effective public speaking, writing presentations, group dynamics, verbal mannerisms, idiosyncrasies, voice control, visual aids and many more detailed aspects of presentation skills.

#### ***MBP Techniques and processes:***

#### ***MS Projects***

Other one day courses include communication and negotiation; Managing conflict; Business writing; Fresh Feel for Facilitation

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## SUMMARY OF EXPERIENCE

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Vanessa Viljoen

**Golder Associates Africa (Pty) Ltd.**, Public Participation Practitioner, April 1991 until October 2010.

**Public Participation Project Manager:**

Management of multi-party and multi-sectoral public participation and related projects to ensure achievement of client objectives with the integration of core values: reliable, innovative and cost effective solutions, integrity in relationships, commitments, quality service and punctual delivery. Manages public consultation and awareness creation processes concerning policy development and water-related initiatives, as well as Environmental Impact Assessment (EIA) public participation, and amendments to Environmental Management Programme Reports (EMPRs) for several large industrial and mining concerns in South Africa.

Organises and coordinates conferences, workshops, public meetings, forum meetings and other events with attendance ranging from 30 – 1 200 stakeholders at a time, focussing on a wide range of agendas (policy development, policy implementation, industrial development, mine closure, mining expansions, environmental issues, natural resource management and water management topics). These events range from half-day meetings to workshops lasting several days, often with simultaneous translation, in various parts of Southern Africa, including remote rural areas. Coordination of approximately 30 – 80 events annually, particularly with regard to Environmental Impact Assessments. Generate and develop extensive project-related stakeholder databases in cooperation with national, regional and local authorities, environmental groups and other stakeholders, through a process of networking and referral. Coordinates translations into relevant area-specific languages, and overseeing report reproduction and distribution to a wide range of stakeholders according to language preference and technical ability.

**Summary Breakdown:**

- Project Management of all Public Participation (PP) activities and processes within the Environmental Impact Assessment (EIA) process, as required by legislation, and also separate from EIA projects.
- Design public participation involvement processes
- Planning and coordinating of public meetings/workshops/open houses; conferences, symposiums and seminars. Management of the above includes compilation of programmes, transportation and accommodation arrangements, co-ordination of venue, speakers, food and beverages and entertainment evenings
- Development of technical documents: business proposals and related budgets, PP chapter compilation for EIA reports, site notices (posters), invitation letters etc.
- Identify role players for specific projects and compile databases (local, national and international)
- Compile/prepare project and work schedules
- Manage individual project budgets
- Compilation of monthly invoices
- Assisting to compile proposals and related budgets to ensure new business for the company

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## PROJECT EXPERIENCE – PROJECT RELATED EXPERIENCE

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Vanessa Viljoen

Vanessa has 12 years experience in managing public participation projects and event coordination. Her experience includes designing and managing countrywide public participation, communication and awareness creation projects, including managing project schedules, budgets and achieving project goals. Experience in Southern Africa, coordinating extensive and comprehensive public participation processes, including the workshops, conferences and other multi-stakeholder events that constitute a large component of public participation activities. Coordinates the logistics and ensures streamlined group meetings such as conferences, symposia, workshops, public meetings, open days, multi-stakeholder workshops and other events, including meetings in remote rural areas conducted in several languages. Liaises with participants and speakers, establishing their logistical and other requirements, encouraging their timeous submission of materials, stimulating their constructive contributions and ensuring that their information requirements are met. Integrates participant requirements into workshop arrangements and logistics. Coordinates the production and distribution to delegates of workshop materials, and displays during workshops and other events. Ensures the smooth running of events through dealing with advance logistics requirements related to transport, accommodation, venue and audio-visual needs. Coordinates the final production, publication and distribution of workshop proceedings and reports. Develops and expands stakeholder databases through networking and referral.

## **PUBLIC PARTICIPATION PROJECTS**

### **Transnet (Pty) Ltd**

#### **National, South Africa**

Project Manager for a very sensitive public participation processes, an EIA for the proposed New Multi-products pipeline (NMPP) Project, Transnet Pipelines in all four Provinces. The NMPP Project is designed to efficiently transport diesel, petrol and jet aviation fuel to the inland of South Africa (the Gauteng region). It will consist of:

- A new ~525 km multi-products liquid fuel (fuel) pipeline (or 'trunkline'), including up to nine pump stations, running from Durban, KwaZulu Natal to Jameson Park near Heidelberg in Gauteng. A coastal fuel terminal to accumulate the fuels prior to their delivery into the pipeline. Two alternative sites are under consideration. The site at Durban International Airport will require three sets of interconnecting pipelines – one for each fuel type – between the terminal and Island View at the Port of Durban and, in the medium term, between the Sapref and Enref coastal refineries and the coastal terminal. An alternative site at Island View will also be investigated. In this case, the interconnecting lines would not be necessary.
- An inland fuel terminal at Jameson Park near Heidelberg in Gauteng, to accumulate the fuels delivered by the pipeline, prior to distribution into the inland pipeline network.
- The public participation processes involves personal liaison with potentially directly affected landowners, industries, businesses, local communities, the authorities, non-governmental organisations community based organisations and other key stakeholders, stakeholder workshops, focus group meetings, open houses and one-on-one consultation, coordination of mail shots and distribution of public documents, facilitation of small group meetings and regular progress feedback. (2008 -2009)

**Xstrata (Pty) Ltd**  
**South Africa**

Project Manager for a public participation processes, an EIA for the proposed Aerial Bulk transport ropeway by Kuka Mining Logistics (Pty) Ltd from Lydenburg, Mpumalanga Province extending to the South of Kennedys Vale, Limpopo Province. The function of the bulk aerial ropeway is to convey chrome ore from Thorncliffe Mine to the Xstrata Ferrochrome Smelter (located directly north of Lydenburg), and from Thorncliffe Mine to the Lion Smelter (located directly south-east of Ga-Manapane settlement). The public participation processes involves personal liaison with potentially directly affected landowners, industries, businesses, local communities, the authorities, non-governmental organisations community based organisations and other key stakeholders, focus group meetings, open houses and one-on-one consultation, coordination of mail shots and distribution of public documents, facilitation of small group meetings and regular progress feedback. (2008 -2010)

**Phelps Dodge**  
**Katanga Province, Democratic Republic of the Congo**

Project Management and workshop/open house events coordinator of all aspects of an extensive public consultation process for an Environmental and Social Impact Assessment (ESIA) for the proposed Tenke Fungurume Mining (TFM) copper and cobalt mining and processing project in a concession area, Katanga Province, Democratic Republic of the Congo (DRC). The public consultation process involves consultation and liaison with potentially directly affected communities and other communities throughout the concession area, the authorities, non-governmental organisations (NGOs) including DRC-based NGOs and other international NGOs not in the DRC, but with a strong presence in Africa, donor organisations, community based organisations and other key stakeholders. It includes coordination of and recording of issues at focus group meetings, community briefings and open houses and, the preparation of simplified project documentation, posters and capacity building materials and, coordinating the translation thereof into French and Swahili in order to assist a broad range of stakeholders and the many illiterate community members to comment on the project. (2009 - 2010)

**CONFERENCE AND EVENT COORDINATION EXPERIENCE**

**International Finance Corporation**  
**New York, USA**

Coordinated a South African national event to launch the production of an HIV/AIDS Toolkit for the mining industry at the Park Hyatt Hotel, Rosebank. Compilation of a guest list, distribution of the invitations, dealing with responses, dealing with and coordinating all the logistical arrangements including visual displays. (2004)

**International Finance Corporation**  
**Stellenbosch, Western Cape Province, South Africa**

Acted as conference coordinator and did logistics management, the compilation of a guest list, distribution of the invitations, dealing with responses, dealing with and managing all the logistical arrangements (arrangement of flights, accommodation etc.), including visual displays. for a two-day international workshop to review the International Finance Corporation's safeguard policies.

**British Overseas Development Administration (now DfID)**  
**Pretoria, South Africa**

Acted as conference coordinator for the DfID-funded National Forestry Action Plan (NFAP) to implement South Africa's new National Forestry Policy, 1996. Arranged nine regional multi-stakeholder workshops and a forest industry national workshop in different parts of the country, all convened within a period of 15 working days, each attended by roughly 50 participants. Identified and notified stakeholders, distributed pre-workshop documentation, collated stakeholder comments, ensured venue and other logistics requirements, and distributed proceedings.

**International Union of Forest Research Organisations (IUFRO)**  
**South Africa**

Via the CSIR acted as logistics coordinator and head of secretariat, annual meeting of the International Union of Forest Research Organisations (IUFRO) Executive Board, and Board fact-finding mission to South Africa. Handled all logistics related to a 10-day, country-wide fact-finding tour programme by 70 international Board members (1996).

**CSIR, Forestek (UNDP-funded)**  
**Pretoria, South Africa**

Via the CSIR acted as logistics coordinator and head of secretariat, Intergovernmental Forest Panel Workshop in South Africa, coordinated on behalf of the United Nations Development Programme (UNDP), including travel and accommodation arrangements for 80 international delegates (1996).

**International Union of Forest Research Organisations (IUFRO)****South Africa**

Via the CSIR acted as logistics coordinator and head of secretariat, International Workshop on Forests at the Limit: Environmental Constraints on Forest Function, Skukuza, South Africa, for the International Union of Forest Research Organisations (IUFRO), including travel and accommodation arrangements for 120 international delegates. (1996).

**Department of Water Affairs and Forestry****Pretoria, South Africa**

Workshop coordinator for the Orange River Replanning Study project, a project spanning six of South Africa's nine provinces along the 2000+ km distance of the Orange River and its transfers, 1995 - 1997. Arranged numerous stakeholder workshops in various parts of South Africa as part of a public involvement process (through BKS Inc and Ninham Shand Inc).

**Department of Water Affairs and Forestry****Pretoria, South Africa**

Head of secretariat, National Workshop: Planning for the implementation of the water supply and sanitation policy, South African Department of Water Affairs and Forestry, attended by 150 delegates, 1995.

**CSIR, Forestek and SA Institute of Forestry**

Sabie, South Africa Coordinator of the Forestek Seminar Series. Arranged two seminars annually to facilitate communication between researchers, plantation managers and processors. These seminars were attended by roughly 150-200 participants each (1993 – 1996).

**National Aeronautics and Space Agency (NASA), USA****Victoria Falls, Zimbabwe**

Logistics coordinator for an international workshop on African savannas and global change: interactions of land use, climate, productivity and emissions, Victoria Falls, Zimbabwe for NASA, USA, through South African Council for Scientific and Industrial Research. Arranged all logistics related to workshop, including travel and accommodation for 65 high-level scientists from 20 countries (1993).

**Chemonics International (USAID-funded)****Gaborone, Botswana**

Conference coordination and logistics management (arrangement of flights, accommodation etc.) of workshops in the SADC region. Some examples are:

International collaborative workshop for United States Agency for International Development (USAID) co-sponsored by UNDP Botswana via Chemonics International as part of the Regional Activity to Promote Integration Through Dialogue and Policy Implementation (RAPID) on the Four-Corners Trans-boundary Natural Resource Management Area (TBNRMA). The workshop, held in November 2000 in Kasane, Botswana, deliberated the objectives and priorities for the implementation of the "Four Corners" TBNRMA initiative.

International workshop on Support For Transport And Telecommunication Reform In Southern Africa: Protocol Implementation, October 2000, Johannesburg, South Africa, to review the status of implementation of the SADC Protocol on Transport, Communications and Meteorology and to contribute to the proposed work plan to establish enabling frameworks to implement the Protocol. Part of the USAID Regional Activity to Promote Integration Through Dialogue and Policy Implementation (RAPID):

International workshop on Universal Service and Access, Social and Economic Development and Social and Economic Development and Promoting a Regional Framework for Licensing Practices, February 2001, Mbanane, Swaziland, convened by the Telecommunication Regulators Association of Southern Africa (TRASA). This workshop was hailed by TRASA as the most effective they ever had in reaching its objectives.

International workshop on Natural Resources-based Community Tourism (NRBCT) in Southern Africa, October 2001, Pretoria, South Africa, convened on behalf of the Regional Tourism Association of Southern Africa. The objective of the workshop was to discuss the concept and definition of natural resources-based community tourism (NRBCT), to identify the various constraints in marketing community tourism and to discuss marketing "best practices" and practical marketing strategies for NRBCT in the SADC region.

International Workshop on Development of Simple, Common Grain Quality Standards for Sorghum to Facilitate Grain Trade in Southern Africa, November 2001, Johannesburg, South Africa.

## **PUBLIC PARTICIPATION AND CONSULTATION EXPERIENCE**

### **Highveld Steel and Vanadium Corporation Limited Witbank, South Africa**

Acted as Project Manager of a public participation process for an Environmental Impact Assessment for a proposed new ladle furnace at the Highveld Steel Plant (2005 -2006). Highveld Steel proposes to implement a second ladle furnace as part of the existing Basic Oxygen Furnace (BOF) process at their Steel Plant. We developed and maintained a stakeholder database of 102 individuals and organisations, announced the EIA project to all stakeholders via a personal letter and a media advert, coordinated a multi-stakeholder meeting, distributed the proceedings and kept stakeholders informed during the course of the project. Ensured the timely production, distribution of a wide range of discussion, findings.

### **Department of Water Affairs and Forestry Pretoria, South Africa**

Acts as the logistic coordinator of the cross-provincial public participation process for the Olifants River Water Resources Development Project's (ORWRDP) Environmental Impact Assessment (EIA). The project entails the construction of a large dam on the Steelpoort River in the Mpumalanga Province and associated infrastructure including 350 km of water-pipelines, reservoirs, balancing dams and realignment of a provincial road in the project area. The pipelines traverse the Mpumalanga and Limpopo Provinces. Manages all aspects of this cross-provincial, sensitive public participation process including identification of stakeholders and key stakeholders representing a broad spectrum of society and potentially directly affected landowners, coordinating an extensive database categorised according to representative sectors of society, geographically according to the water management areas and provinces, language preference and those who have expressed interest, those who have commented, those who have requested documents, those who have registered for public meetings and/or issues-based focus group meetings and those who have attended these, coordination of mail shots, capacity building, media liaison, stakeholder and community mobilisation, logistical arrangements for eight multi-stakeholder public consultation meetings combined with open houses, about 25 community briefing meetings presented visually and in the language of stakeholders' choice and four high-profile issues-based focus group meetings focussing on the main issues, e.g., water quality and quantity, NGO's concerned with the building of dams, including those involved in the World Commission of Dams, local and district councils and potentially directly affected landowners, feedback at Project Management Committee meetings and compilation of a closure report. (2004 – ongoing)

### **Department of Water Affairs and Forestry Pretoria, South Africa**

Acted as the logistic coordinator of the national public consultation process in the establishment of a First Edition National Water Resource Strategy (NWRS) for the Department of Water Affairs and Forestry. The proposed NWRS describes the ways in which South Africa's water resources will be protected, used, developed, conserved, managed and controlled in future. The Department needs to ensure that the strategy can be implemented in practice and has therefore embarked on a nationwide consultation process between September 2002 and end January 2003. Managed all logistical aspects of this national, high-profile public consultation process including capacity building, stakeholder and community mobilisation, logistical arrangements for 25 multi-stakeholder public consultation meetings combined with open houses and five national level sectoral workshops focussing on sector-specific issues. Assisted with the coordination of complex, water management area-specific mail shots, compilation of an extensive database categorised according to representative sectors of society, geographically according to 19 water management areas and 9 provinces, language preference and those who have expressed interest, those who have commented, those who have requested documents, those who have registered for public consultation meetings and/or national workshops and those who have attended these. (2001 – 2004)

### **Samancor Chrome, Billiton North-West Province, South Africa**

Acted as Project Manager of a public participation process and acted as head events coordinator for an Environmental Impact Assessment for a proposed new ferrochrome smelter, 1999 - 2000. Developed a new stakeholder database covering 25 sectors of society with over 700 individuals and organisations, categorised into representative sectors of society and language preference. Coordinated almost 20 multi-party meetings during this 11-month process, at a range of venues (very informal to formal), attended by up to 500 participants, as well as sectoral focus-group discussions and all-government meetings to facilitate cooperative governance and decision-making. Ensured the smooth running of events through putting in place smooth venue, audio-visual, catering, transport and other logistics. Supported the compilation and production of almost 40 discussion documents, meeting proceedings, reports on findings and summaries of reports, as well as the translation, reproduction and distribution of several of these reports in four languages. Liaised with stakeholders, categorised and captured their contributions, and submitted these to technical specialists and decision-making authorities. Obtained media coverage (print and broadcast) and placed advertisements in several languages in national, regional and local media.

**Sasol Synthetic Fuels  
Secunda, South Africa**

Acted as Project Manager of a public participation process and acted as head events coordinator for Environmental Impact Assessments for two projects for the expansion in the production of synthetic gas from coal, 1997 - 1999. Developed and maintained a stakeholder database of almost 3 000 individuals and organisations, coordinated around 30 multi-stakeholder meetings including the coordination and distribution of advance discussion documentation in two languages, and distribution of proceedings. Ensured the timeous production, distribution and translation of a wide range of discussion, findings and summary reports. Obtained media coverage (print and broadcast) and placed advertisements in several languages in national, regional and local media.

**Department of Water Affairs and Forestry  
KwaZulu-Natal, South Africa**

Acted as Project Manager of a public participation process and acted as head events coordinator, including establishment of a Multi-Stakeholder Forum, for the Development of a Water Quality Management Plan for the Ngagane River Catchment, South Africa, 1997 - 1999. This catchment suffers from water quality problems caused by a variety of land users. The aim of the project was to pool the collective wisdom of stakeholders, government and technical specialists into developing an agreed-upon water quality management plan for their catchment. Rendered all logistics and information support to the successful establishment of a Multi-Stakeholder Forum. Coordinated meetings of the Forum, obtains contributions from technical specialists, government and stakeholders and provides members with advance discussion documentation and reports. Worked with the facilitator and scribe to meet stakeholder requirements and provide feedback.

**AWARENESS CREATION EXPERIENCE**

**Carl Bro International  
Pretoria, South Africa**

Project manager of project to consult on and create awareness of a strategy to counter water quality effects in dense settlements, 1997 - 2001. Coordinated several stakeholder workshops and obtained stakeholder comment on discussion documentation aimed at a strategy to counter the effects on water quality by dense settlements. An important aspect of the strategy was awareness creation of the problems at hand. Assisted in the compilation of publications and newsletters aimed at marginalized audiences, and coordinated the printing and distribution of such materials S.A., October 1991

**PROFESSIONAL AFFILIATIONS**

International Association for Public Participation (via company)  
South African Association for the Conference Industry (via company)

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**EMPLOYMENT RECORD**

Vanessa Viljoen

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<b>Name of Employer:</b>	Golder Associates Africa (Pty) Ltd
<b>Period:</b>	April 1993 – October 2010
<b>Position:</b>	Project Coordinator to Project Manager
<b>Main Responsibilities:</b>	As above and below

**Prior to working at Golder Associates Africa (Pty) Ltd  
Progression of Positions (Project Coordinator and Project Manager):**

<b>Name of Employer:</b>	Manyaka Greyling Meiring – Pretoria, South Africa
<b>Period:</b>	1997 to 2001
<b>Position:</b>	Project Manager

Coordinated numerous conferences, workshops and other events, several for international clients such as USAID, UNDP and others. Project managed public participation processes for environmental impact assessments and catchment water quality plans.

<b>Name of Employer:</b>	Greyling Liaison CC - Pretoria, South Africa
<b>Period:</b>	1993 to 1997
<b>Position:</b>	Head of secretariat and conference coordinator

Acted as Secretarial Coordinator for the following projects International projects:  
Workshop on Transboundary Natural Resource Management in Kasane, Botswana



Workshop on Simple, Common Grain Quality Standards for Sorghum in Johannesburg, South Africa  
Workshop on Universal Services/Universal Access, Social and Economic Development and Promoting a Regional Framework for Licensing Practices. Telecommunication Regulators Association of Southern Africa (TRASA) in Swaziland  
Workshop on Natural Resource Based Community Tourism Initiatives in Southern Africa in Johannesburg, South Africa

**Reason for Leaving**

Developed through the ranks, and now want to broaden my field of expertise and knowledge.

**Name of Employer:** Quality Support Services Ltd  
**Period:** August 1989 – March 1993  
**Position:** Personal Assistant to Managing Director

**Main responsibilities included:**

- General secretarial duties
- Bookkeeping i.e. income and expenditure, bank reconciliation's according to bank statement, cheque vouchers, monthly accounts (debtors and creditors), writing out of cheques, petty cash
- Filing of various types of documents ( Articles, Memorandums, share registers, etc)
- Paperwork for the issue/transfer of shares
- Share registers: Alphabetical and numerical on DBASE
- Payment of annual dividends register
- Assisted Managing Director with the registration of companies and the changing of company names
- Arranged meetings, training courses, annual general meetings and functions
- Placing of adverts in news media and handling responses
- General public relations work telephonically
- Client liaison
- Typing of various documents including Dictaphone and German typing

**Reason for Leaving**

Owner passed away and company closed down.

**Name of Employer:** Department of Water Affairs and Forestry  
**Period:** January 1989 – July 1989  
**Position:** Data Typist  
**Main Responsibilities:** Alphabetical and numerical data capturing  
**Reason for Leaving:** Offered better position

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## EXTRAMURAL ACTIVITIES

Vanessa Viljoen

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- Counselling (part of a ministry)
  - Camping (outdoors)

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## REFERENCES

Vanessa Viljoen

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1. Tisha Greyling  
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CV Last updated:

December 2010