

# **DEMINING NATIONAL STANDARD 07.40**

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## **Monitoring of demining agencies in Mozambique**

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## Introduction

Control of the demining process is achieved through the accreditation and monitoring of demining agencies before and during the clearance process, and by the inspection of cleared land prior to its formal release.

IND already applies external monitoring. The form and extent of this monitoring is developing, but the end process will confirm that demining agencies are applying their approved management processes and operational procedures in a manner that will result in the safe, effective and efficient clearance of land. Monitoring is essentially, a passive activity conducted by  $\sigma$  on behalf of IND. It involves observation, recording and reporting.

The aim of this Technical Standards and Guideline (NS) is to provide a nationally consistent framework for the implementation of the IND monitoring system as part of the Mozambique demining process. The goal is to promote a common and consistent approach to the external monitoring of demining operations.

## **Monitoring of Demining Agencies.**

### **1. Scope**

This NS provides guidelines for the implementation of a system for the monitoring of demining agencies.

Although this standard focuses on demining, the concept of monitoring can be applied to other components of mine action including impact surveys, stockpile reduction and mine awareness projects.

### **2. References**

A list of normative references is given in Annex A. Normative references are important documents to which reference is made in this NS and which form part of the provisions of this NS.

### **3. Terms and definitions**

A list of terms and definitions used in this standard is given in Annex B. The terms and definitions in this NS are in compliance with IMAS 04.10 (Glossary of mine action terms and abbreviations) and all terms that have been developed locally have been captured in NS 04.10 (Glossary of mine action terms and abbreviations in Mozambique).

Although the term 'national mine action authority or authorities' which usually refers to the government department(s), organization(s) or institution(s) in each mine-affected country charged with the regulation, management and co-ordination of mine action is used, in Mozambique under Government decree 38/99 IND has been designated to fulfill these responsibilities with regard to the supervision and implementation of demining operations.

The term 'demining agency' refers to any organization (government, NGO or commercial entity) responsible for implementing demining projects or tasks. Demining agencies include headquarters and support elements, and comprise one or more sub-units. Demining agencies in the NS refer to those organizations that are contracted and accredited by IND to carry out demining activities in Mozambique. The demining agency may be a prime contractor, subcontractor, consultant or agent. The term 'demining sub-unit' refers to an element of a demining agency, however named, which is licensed to conduct one or more prescribed demining activities, such as technical surveys, manual clearance, EOD or the use of mine detection dog teams.

The term 'monitoring agency' refers to any organization, which monitors the work of the demining agency and its sub-units on behalf of the national mine, action authority. IND or a Quality Assurance (QA) sub-contractor appointed by IND will carry out all external monitoring in Mozambique.

### **4. General Principles**

Monitoring is an essential part of the demining process. Together with accreditation and post-clearance inspections, it provides IND with the necessary confidence that the demining agency has cleared the land in accordance with its contractual obligations, and that the land is safe for its intended use.

To achieve this, monitoring must examine the demining agency's capability (people, equipment and procedures) and observe how this capability is being applied. External monitoring complements the demining agencies own internal quality management system. It verifies that the demining agency's quality assurance procedures and internal quality control inspections are appropriate and are being applied – but it does not replace the demining agency's responsibility for ensuring the application of safe, effective and efficient operational procedures.

Monitoring shall be used, at the beginning of a demining project as on-site verification of the demining agencies capabilities, which is part of the accreditation and licensing of a demining agency. Guidance on accreditation and licensing is given in IMAS 07.30. and NS 07.30

IND may subcontract the monitoring to an accredited agency; this may include post clearance sampling. The monitoring sub-contractor shall have their staff attend the IND Monitoring and Sampling course before they conduct external monitoring tasks and or contracts. If the monitoring sub-contractor is to conduct sampling then the agency shall have been accredited and licensed in sampling with monitoring staff (metal detector sampling) and MDD sampling.

## **5. General requirements**

### **5.1. Planning and preparation**

The role and responsibilities of the monitoring agency, including the Land Use level (LU1, LU2, or LU3) and Inspection Level (tightened, normal, reduced) should be determined prior to the task commencing. The demining agency should be informed of any changes to the LU level and or inspection levels as the task progresses. Different inspection levels can be applied to individual agency teams (sub-units). If a team has not been monitored previously then the default inspection level shall be set at tightened. This information should be recorded in the IND Task Form, which is compiled for each minefield task by IND.

Site visits should be well prepared. Prior to any visits the monitoring agency should have read all relevant documentation, including, the clearance contract, accreditation and licensing agreements, documented management practices, site plan and operational procedures, reports from previous visits by the monitoring agency, the results of post-clearance inspections, incident and investigation reports, established the current clearance depth, and all other information which will assist the monitoring agency develop a plan and programme for its site visit.

When announced inspections are conducted the monitoring agency should inform the demining agency of the date and time of the inspection to ensure the necessary key personnel and documentation is available. Announced visits tend to be more productive and less disruptive, but some problems may be hidden from the monitoring agency. Unannounced visits tend to observe demining agencies in their normal working mode, but such visits may be disruptive and key members of staff may be absent. Both have advantages and disadvantages; a combination of both may be appropriate. In Mozambique the majority of monitoring visits should be announced inspections, however IND the monitoring agency reserves the right to conduct unannounced visits. The type of monitoring that is to be conducted in both announced and unannounced inspections will however not be made available to the demining agency until the monitoring agency arrives on site.

### **5.2. Monitoring**

#### **5.2.1. General**

IND or its monitoring sub-contractor shall monitor the demining agency and its sub-units to confirm that the management systems and operational procedures are consistent with the terms of the accreditation and licenses. Such monitoring should be random, non-intrusive and should not interfere with the conduct of planned demining activities.

On-site monitoring should include:

- a) visits to management, logistic and administrative offices or facilities including explosive storage areas, medical facilities and equipment maintenance areas;
- b) visits to sub-unit locations including work-sites and supporting workplaces;
- c) observing demining activities, including internal quality assurance and quality control procedures, and the destruction of mines and UXO. This is particularly important if the mines and UXO are being destroyed in bulk away from the work-site. Monitoring should involve the close observation of demining work and as such the monitoring agency may observe Manual and MDD demining drills closer than the prescribed safety distances listed in Annex C of NS 10.20;
- d) and if appropriate, observing and conducting field testing and evaluation of equipment.

#### **5.2.2. Management practices and documentation**

Monitoring should include the inspection of demining management documentation, for example: qualifications, training records, insurance cover, and general occupational health practices and records. Routine administrative documents and personal information on employees, and information of a classified, sensitive or confidential nature, should not be inspected.

Samples of all documentation and records referred to above should be selected randomly. Samples should be representative of all relevant documentation.

#### **5.2.3. Worksite safety**

The provision of a safe working environment includes the design and layout of a demining worksite by marking hazardous areas, controlling the movement of deminers, visitors and the local population, enforcing safety distances, and providing effective medical cover and casualty evacuation procedures. The work-site procedures shall be consistent with national policy and conducted in accordance with the demining agency's own SOP. The monitoring agency should assess the suitability of the work-site layout and safety procedures, and should assess how effectively the procedures are being applied. NS 10.20 provides guidance on demining work-site safety. Annex C of NS 10.20 lists minimum safety distances. NS 10.30 provides guidance on the minimum requirements of PPE to be worn on work-sites.

#### **5.2.4. Medical support**

Developing an appropriate medical support capacity requires good planning, well trained staff and the availability of medical services able to provide effective emergency treatment. The monitoring agency shall assess the medical support available on site including the qualifications of the medical staff, medical equipment, stores, supplies and drugs provided to the medical staff, and vehicles for casualty evacuation. Documented procedures for treatment and casualty evacuation shall be examined. The monitoring agency shall invite all teams of the demining agency to demonstrate its treatment and casualty evacuation procedures at least once every three months. NS 10.40 provides guidance on the minimum requirements for medical support to demining operations.

#### **5.2.5. Storage, Transportation and Handling of Explosive**

The provision of a safe working environment includes the safe storage, transportation and handling of explosives and explosive materials. This requires appropriate storage facilities, equipment and vehicles to be made available, and for demining agencies to develop and maintain appropriate procedures. The monitoring agency should assess the suitability of the demining agency's procedures for the safe storage, transportation and handling of explosives, and should assess how effectively the procedures are being applied. The monitoring agency should also confirm the availability of documented procedures for the accountability and transfer of explosive items and accessories, and should confirm that these procedures are being applied. NS 10.50 provides guidance on the safe storage, transportation and handling of explosives.

### **5.2.6. Investigations of incidents and accidents**

The monitoring agency should assess the suitability of the demining agency's procedures for reporting incidents and conducting post-incident investigations. Reports of recent incidents shall receive special attention and shall be forwarded to IND without delay. NS 10.60 provides guidance on the minimum requirements for reporting incidents and conducting post-incident investigations.

### **5.2.7. Equipment**

Because of the numerous types of metal detectors used to enable a fair inspection system when metal detector sampling is conducted, the demining agency should provide to the monitoring agency up to two (2) metal detectors per task with battery charging accessories and or batteries for the purpose of conducting metal detector sampling. This equipment shall be inspected and tested prior to the monitoring agency signing for receipt of the equipment to ensure the equipment is functioning correctly and all items are accounted for. The equipment shall be returned upon completion of the sampling.

If the demining agency cannot provide the metal detectors, then the monitoring agency shall use its own detectors and the demining agency then shall accept the results provided by the monitoring agency. If mineralized soil prevents the detector sampling, then the sampling plan shall be amended to use either excavation (trenching) and or sampling MDD. Machinery may also be used to assist if deemed necessary.

The monitoring agency should assess the effectiveness and suitability of demining agency key equipment. This shall include the inspection of a sample of critical equipment (such as mine/UXO detectors), and examining records of equipment maintenance, repairs, upgrades and modifications. Repair facilities and tools should be inspected.

### **5.2.8. Demining activities**

The monitoring agency should observe demining activities to ensure that they are consistent with the demining agency's SOP. For clearance tasks there are two inspection functions the monitoring agency will conduct; monitoring and sampling. Monitoring addresses the effectiveness of the clearance process, whereas post-clearance sampling examines the product - i.e. the cleared land.

In Mozambique IND may appoint the same staff and or monitoring agency to conduct monitoring agency and post clearance sampling. Where specialist-demining activities are being used, such as the use of mine detection dogs or mechanical systems, the monitoring agency shall provide staff with the necessary specialist knowledge. NS 09.40 provides additional guidance on the monitoring of projects involving mine detection dogs. NS 09.50 provides additional guidance on the monitoring of projects involving mechanically assisted equipment.

### **5.2.9. Reporting**

The head of the monitoring agency shall debrief the head of the agency or team (sub-unit) being monitored on site before departure, drawing attention to any non-conformances. A summary copy of the monitoring report is to be left at the site with the team leader. These summary reports shall remain on site with the demining agency team documentation. This provides valuable external assessment information for the benefit of future internal demining agency QA visits to enable continued improvement.

The monitoring agency shall prepare and submit a report in accordance with procedures established by IND, and any other reports required by the clearance contract. Copies of the full report will be made available to the monitored demining agency. Reports should normally have the status of 'in-confidence' as they refer to the management and/or operational activities of the demining agency.

### **5.3. Corrective action**

Any non-conformances identified by the monitoring agency shall be addressed to the demining agency. If the non-conformances either major or critical, the demining agency shall present its corrected management or operational procedures to IND, and demonstrate that it is in full compliance with the stated requirements. Critical non-conformances identified by the monitoring agency shall be corrected immediately by the demining agency. Failure to conduct corrective action in a suitable time frame may result in cancellation of accreditation and or licenses by the Director IND.

## **6. Monitoring agency - general obligations**

### **6.1. General**

IND may accredit and appoint an agency to carry out the monitoring on its behalf. Any monitoring agency appointed by IND shall be adequately staffed, equipped and trained to monitor the demining agency and its sub-units in an effective and appropriate manner.

The monitoring agency shall have the necessary documentation that describes its responsibilities, the methods to be used in the monitoring process, and the technical scope of its activities.

Any monitoring agency appointed by IND will not act as a national accreditation agency. IND is the only organization that will issue accreditation and licenses.

### **6.2. Organization**

The monitoring agency shall have an organizational structure that enables it to maintain the capability to perform its technical functions quickly and satisfactorily. The agency shall have a technical manager, however named, who is qualified and experienced in the operation of the monitoring process and who has overall responsibility for ensuring that the monitoring activities are carried out in accordance with IMAS and the IND Mozambique NS. The technical manager should if possible be a permanent employee.

The monitoring agency shall have a sufficient number of permanent personnel with the range of expertise required to carry out its normal functions.

### **6.3. Management system**

The monitoring agency shall define and document its management system and procedures and shall ensure that its management policy is understood and its procedures are implemented and maintained at all levels in the organization. The working relationship between IND and an accredited monitoring agency shall be clearly defined and levels of responsibility and authority established, and form part of the contractual arrangements.

The monitoring agency shall establish and maintain procedures for site visits. These procedures shall be approved by IND.

The monitoring agency shall prepare and maintain records of all site visits, and any information needed to understand and interpret them. All records shall be safely stored for a period of at least five years, held secure and in confidence to the applicant, unless otherwise required by law.

### **6.4. Independence, impartiality and integrity**

The personnel of the monitoring agency shall be free from any political, commercial, financial and other pressures, which might affect their judgment. Policies and procedures shall be implemented to ensure that persons or organizations external to the monitoring agency cannot influence the results of observations, inspections and evaluations carried out by the monitoring agency.

The monitoring agency and its staff shall not engage in any activities that may conflict with their independence of judgment and integrity in relation to their observations, inspections, and evaluations. In particular they shall not become directly involved in organizations that design, manufacture, supply, install, use or maintain services or equipment for demining agencies operating in the mine action sector, or similar fields.

All interested parties shall have access to the services of the monitoring agency. The procedures under which the monitoring agency operates shall be administered in a non-discriminatory manner. The monitoring agency shall ensure confidentiality of information obtained in the course of its activities. Proprietary rights shall be protected.

## **7. Responsibilities**

### **7.1. IND responsibilities**

IND shall:

- a) establish a system for the monitoring of demining agencies which complements the procedures for accreditation and post-clearance inspections;
- b) specify the national standards and provide guidelines for the monitoring of demining agencies;
- c) ensure monitoring agency staff are trained and qualified on the IND Monitoring and Sampling course;
- d) accredit and appoint a monitoring agencies as required;
- e) oversee the work of the monitoring agency, ensure that the monitoring system is being applied in a fair and equitable manner, and that monitoring does not interrupt or delay demining projects; and
- f) ensure appropriate follow-up action is taken on the monitoring agency's recommendations.

### **7.2. Demining agency's responsibilities**

The agency undertaking demining shall:

- a) apply management practices and operational procedures which aim to clear land to the requirements specified in the clearance contract works plan, or formal agreement;
- b) maintain and make available documentation, reports, records and other data on demining activities to the monitoring agency;
- c) provide the monitoring agency with access to all sites, buildings and other facilities, which need to be visited as part of the monitoring requirement;
- d) Retain a copy of each external monitoring summary reports on-site; and
- e) Retain a copy of each internal QA summary reports on-site

### **7.3. Monitoring agency's responsibilities**

The monitoring agency shall:

- a) attain (from IND) accreditation to operate as a monitoring agency;
- b) ensure all monitoring agency staff employed are trained and qualified on the IND Monitoring and Sampling course;
- c) monitor the demining agency and its teams (sub-units);
- d) monitor and make available documentation on site visits and inspections as required by IND;
- e) leave a duplicate summary report at each site after each visit; and

- f) Submit to IND a detailed narrative monthly report with copies of each inspection report included as an Annex.

**7.4. Criteria for the monitoring of demining agencies**

IND has prepared criteria and monitoring forms for conducting monitoring in a standard manner. These criteria and forms are issued separately to this NS.

## **Annex A (Normative) References**

The following documents when referred to in the text of this NS, form part of the provisions of this NS.

- a) IMAS 07.30 and IND NS 07.30 Accreditation of demining agencies
- b) IMAS 09.40 and IND NS 09.40 Guide for the use of mine detection dogs
- c) IMAS 09.50 and IND NS 09.50 Guide for the use of mechanical equipment
- d) IMAS 10.20 and IND NS 10.20 Demining worksite safety
- e) IMAS 10.30 and IND NS 10.30 Personal protective clothing
- f) IMAS 10.40 and IND NS 10.40 Medical support to demining operations
- g) IMAS 10.50 and IND NS 10.50 Storage, transportation and handling of explosives
- h) IMAS 10.60 and IND NS 10.60 Reporting and investigation of demining incidents

The latest version/edition of these references shall be used. IND hold copies of all references used in these IMAS and IND NS. A register of the latest version/edition of the IMAS standards and references is maintained by UNMAS, and can be read on the UNMAS website: (See [www.un.org/Depts/dpko/mine/](http://www.un.org/Depts/dpko/mine/)). MAP employers and other interested bodies and organizations shall obtain copies before commencing mine action programmes from IND HQ.

## **Annex B** **(Informative)** **Terms and definitions**

**1.1. accreditation**

the procedure by which a demining agency is formally recognized as competent and able to plan and manage demining activities safely, effectively and efficiently. The IND will be the Mozambique government organization, which approves and issues accreditation.

**1.2. demining agency**

any organization (government, NGO or commercial entity) responsible for implementing demining projects or tasks. The demining agency may be a prime contractor, subcontractor, consultant or agent.

**1.3. license**

a certificate issued by IND to a demining agency which indicates an endorsement of the agency's demining capabilities such as survey, manual clearance or the use of mine detection dogs.

**1.4. monitoring agency**

an agency, normally an element of the MAP or a subcontractor, responsible for management and implementation of the national monitoring system.

**1.5. monitoring summary sheet log**

a file, which contains a summary sheet of all internal and external monitoring visits to each site. These summary sheets are to form part of the documentation for the site completion report.