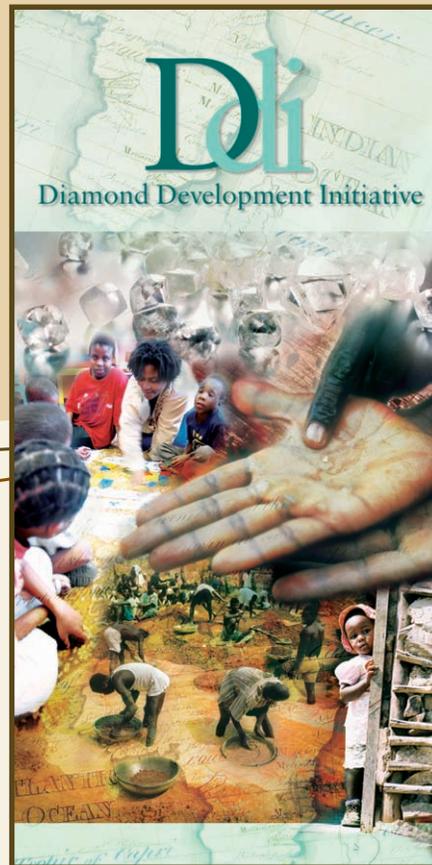


Conference report

Report on the Proceedings of the DDI Conference



Accra, Ghana

28-31 October

2005

Diamond Development Initiative

DDI Mission Statement

To gather all interested parties into a process that will address, in a comprehensive way, the political, social and economic challenges facing the artisanal diamond mining sector in order to optimize the beneficial development impact of artisanal diamond mining to miners and their communities within the countries in which the diamonds are mined.

Objectives

To gather and disseminate information on artisanal diamond mining.

To promote better understanding of, and possible solutions for:

- Government regulation and mining regulation;
- Distribution and marketing channels;
- Organizational aspects of artisanal production;
- Legitimate and transparent distribution channels;
- Organization among artisanal miners;
- Free and open markets for artisanally mined diamonds.

To promote wide participation in the process, including governments, donors, industry and development organizations.

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Introduction

How can artisanal mining, the dominant mode of diamond production in several African countries, be made more efficient and beneficial to the miners, and to the countries in which they work? Diamond occurrences in countries like Sierra Leone, Angola, Ghana, Guinea, the Central African Republic, the Democratic Republic of Congo (DRC) and Liberia are largely alluvial. As much as 90 per cent of production is done by artisanal labourers using simple tools and equipment, and living in conditions of insecurity and absolute poverty. These miners, numbering a million or more, produce a billion dollars worth of diamonds or more each year, but most subsist on less than a dollar a day. While governments of alluvial diamond countries recognize “the immense contribution of artisanal mining” to their national economies,¹ little has been done over the decades to improve either the remuneration or the working conditions of the miners.

The Mission Statement and the Objectives of the Diamond Development Initiative can be found on the opposite page. The DDI, initiated by a coalition of two NGOs and two diamond companies,² and supported by the World Bank’s Communities and Small-Scale Mining Initiative (CASM), organized the Accra Conference to discuss whether more could be done to address the issue, building on the important work of the Kimberley Process (KP) – the international, UN-endorsed regulatory framework for the international rough diamond trade.

The issue has profound economic and socio-political implications for several African countries and millions of people. There can be little doubt that the historical dereliction of artisanal miners in countries

like Sierra Leone, the DRC and Angola left them completely vulnerable to co-optation by predatory rebel forces, thus helping to build and sustain extreme levels of violence in these countries. These wars were the impetus for the Kimberley Process, but the KP addresses only the trade in rough diamonds, not their production.

The Accra Conference, held at the Golden Tulip hotel from 28 to 31 October 2005, was a “convening meeting” following two positive exploratory meetings held earlier in 2005. The Accra Conference discussed the political, social and economic challenges facing the artisanal diamond mining sector in Africa, and asked whether and how action to address the problems might be organized at concrete programmatic and policy levels.

Seventy five individuals attended the meeting, coming from as far afield as Australia, India, North America, Europe and several countries in Africa: Guinea, Sierra Leone, Liberia, Ghana, Central African Republic, the Democratic Republic of the Congo, Angola and South Africa. In addition to civil society and a cross-section of diamond industry representatives, there were participants from governments, bilateral and multilateral donors and the academic community. More than one third of the participants stayed on for an additional day to take part in a trip organized by the Precious Minerals Marketing Company to Ghana’s diamond fields and the Accra diamond bourse.

The conference was supported by two background documents,³ and it was opened officially by Ghana’s Minister of Lands, Forestry and Mines, Prof. Dominic K. Fobih. The proceedings were largely informal, and were broken down into five (later reduced to four) working groups which addressed the following key areas: Money, Banking, and

¹ Speech delivered by Prof. D.K. Fobih, Minister of Lands, Forestry and Mines, at the opening of the DDI Conference, 28 October 2005.

² De Beers, Global Witness, Partnership Africa Canada and the Rapaport Group.

³ Ian Smillie, “Diamond Development Initiative: Background Paper on Micro Development Issues”, and Chaim Even-Zohar, “Diamond Development Initiative: Background Paper on Macroeconomic Issues”. These are available on line, at <http://www.pacweb.org/>



Photo: Courtesy of Ben Kinzler; taken during a visit by conference participants to Ghanaian diamond mining sites.

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Parallel Economies; Policy and Regulatory Frameworks; Technical Issues for Miners; Social and Environmental Issues; and Security Issues.

The Conference organizers would like to thank the Government of Ghana and the Precious Minerals Marketing Company for their support. Special thanks is due to Dorotheé Gizenga Ngolo who handled much of the organization and administration, Lansana Gberie, who served as Conference Rapporteur, and the rapporteurs from each of the working groups for their assistance in compiling this report.

Report of the proceedings

A recent Government of Sierra Leone (GoSL) internal review of the mineral sector spells out some of the acute problems associated with artisanal mining, probably the most important economic sector in the country in terms of actual number of people employed, as well as its geo-strategic implications. Poverty in artisanal mining areas, it says, is “endemic, and security fragile.” Surprisingly, it notes, “little in-depth research has been done on [artisanal

miners’] livelihoods. Having a clear and comprehensive picture of [the] sector from a livelihoods perspective, as opposed to an economic or technical one...would provide a sound basis...for truly effective policies for reducing poverty and vulnerability among mine workers.”

In a way this sums up the focus of the discussions at the Accra Conference: the core concern of putting people at the centre of policy – in this case artisanal miners – rather than broader economic and technical considerations. Ghana’s Minister of Lands, Forestry and Mines, Prof. D.K. Fobih, made this the centerpiece of his address at the opening session of the Conference when he spoke about the “immense contribution” to the Ghanaian economy of the artisanal sector, as against the near-dereliction of artisanal miners and mining communities. The problem is universal. In Sierra Leone, there are as many as 150,000 artisanal miners; in Angola about as many again; in the DRC, more than 700,000. Together, the number of artisanal miners in Africa – Sierra Leone, Angola, DRC, Guinea, Ghana, Central African Republic, Côte d’Ivoire and Liberia – is a million, perhaps higher. And there are more in Brazil and other South American countries. These miners produce as much as a billion dollars worth of diamonds a year, but most of them live in absolute poverty, earning less than a dollar a day.

The communities in which diamonds are found are just as impoverished. Sierra Leone’s Poverty Reduction Strategic Paper (2004) cites Kono District, the centre of the country’s diamond industry – which has produced billions of dollars worth of diamonds over the decades, as among the poorest in the country, far poorer than districts subsisting on agriculture alone. The situation is similar in the diamond producing areas of the DRC. Income generated by governments from artisanal mining is also

generally low. This is partly because the sector is vulnerable to illegal behaviour, including illicit mining and smuggling. It is an extremely difficult sector to manage, and it is volatile. A comprehensive programme aimed at stabilizing and rationalizing the sector, therefore, is sound economics. It also has profound implications for governance and security.

It was recognized by Conference delegates, however, that the DDI cannot by itself undertake programs on the ground, at least in the short run. What it can do, it was generally agreed, is convene, design, facilitate and coordinate the dissemination of information, based on solid research, relating to best practices and important lessons learned from past and existing projects. It can also explore collaborative relationships with groups like CASM-Africa and the work of the Kimberley Process on alluvial diamond issues.⁴

The idea of the DDI is a logical spin-off from the effort to halt “conflict diamonds”, which led to the Kimberley Process. The Kimberley Process Certification Scheme (KPCS), which came into effect in January 2003, is a mechanism to control the flow of rough diamonds to, and within international markets. The initial target was diamonds used by rebel armies, but more broadly it serves to reduce smuggled diamonds as well. Controlling the trade in rough diamonds, however, covers only one aspect of the problems associated with diamonds. The difficulties begin at the mining stage, where a huge proportion of mining in alluvial producer countries is of an illicit nature. Even where it is licit, however, artisanal alluvial mining is problematic. Artisanal miners are largely unregulated and unregistered, and they operate in conditions that make them vulnerable to a variety of predators. In addition to poor remuneration, they work in conditions where health and safety are virtually absent.

4 A presentation on the DDI was made at the November 2005 Kimberley process Plenary meeting in Moscow. In its final communiqué, the KP Plenary said “Liaison between the KP and the DDI was encouraged, in order to optimize synergies.”

Quite apart from the exploitative nature of their work – which is the core concern of the DDI – artisanal miners are vulnerable to various forms of criminal predation. Diamonds are a “fungible” commodity, which means that they are “a particularly attractive means of moving value across borders,”⁵ in other words, to money laundering. Serious, legitimate investors are reluctant to invest in the artisanal sector. It is a high-risk, hugely uncertain business proposition. It is a form of gambling – a “casino economy”, to use the terminology of Rich Man, Poor Man,⁶ a 2004 study on the issue. In fact, however, the volumes of money involved are enormous. The sector, therefore, is not wholly unattractive. Many small business people are involved, as well as others who are less concerned about a direct profit from diamonds than in how diamonds can be used as a cover for moving money acquired in unsavoury ways. This has important economic and security implications.

All studies of the sector suggest, however, that change is possible, and that artisanal mining can be geared towards positive development. For example:

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Given the large mark-up at the first point of sale, and the almost complete absence of a free market diamond economy in the digging fields, there are opportunities to increase earnings of miners. The constraints, however, are political, economic, social and historical....Real change could reduce the chaos and instability that the diamond fields spawn. At the minimum, diamonds could be a generator of decent incomes for hundreds of thousands of families, rather than the centre of unsafe, unhealthy, badly-paid piece-work.⁷

The operative words are “real change”. The DDI Conference discussed a number of pilot projects aimed at incrementally improving artisanal miners’ condition, most notably the USAID-funded Peace Diamond Alliance (PDA) in Sierra Leone. Such projects contain important lessons for others. But the artisanal sector is huge, with important geopolitical implications, involving cross-border trade or smuggling, money laundering, other forms of organized crime, human rights, labour rights, and child labour – and wider problems of governance. It was agreed that in countries where artisanal mining prevails – mainly in fragile and poor African countries – these issues must be approached through concerted international effort, as well as at the incremental project level.

An extensive study of the diamond sector in Liberia was presented at the Conference by UNDP. The “Diamonds for Development: Programme Framework” (2005) identifies two key problems that have bedeviled Liberia’s alluvial diamond sector for decades: “overall mismanagement of mineral revenues at the macro-level” and the “exploitative distribution arrangements at the local level.” It proposes a programme which will facilitate “the establishment of a transparent and accountable revenue management system based on fair and equitable distribution of revenues.” The program will involve interventions on three levels: the macro/policy level, the grassroots/micro level, and the regional level. The third level, in the Liberian context, is very important. But Liberia represents a very small part of artisanal mining in Africa. While its diamond sector has been chaotic, and while it has, in the words of the UNDP study, failed to contribute “to the alleviation of poverty that continues to prevail in the

⁵ Chaim Even-Zohar, “Diamond Development Initiative” Background Paper on Macroeconomic Issues”.

⁶ Global Witness and Partnership Africa Canada, Rich Man, Poor Man: Development Diamonds and Poverty Diamonds: The Potential for Change in the Artisanal Alluvial Fields of Africa (2004).

⁷ Rich Man, Poor Man, pg. 1.

mining communities,” the problems fade when compared to those of the DRC or neighbouring Sierra Leone, which have vastly more important alluvial reserves, and a far wider spread. The UNDP study, however, underlines the context of, and the challenges for the DDI.

Conference participants noted that the role of government, and programs aimed at a single country can be very important. But experience shows that a broader view is required. It is noteworthy, for example, that more than 80 years after artisanal diamond mining started in a country like Ghana (which has one of Africa’s better-functioning economies), artisanal miners still use simple, primitive equipment — shovels, sieves and pick axes — to mine diamonds, and most of the workers live in impoverished conditions, subsisting on less than a dollar a day. The same situation prevails – to even worse degrees – in Sierra Leone, the Democratic Republic of Congo, and Angola.

As noted earlier, one key reason for this is the reluctance of reputable investors to engage in the sector. Banks generally shy away from it, and there are only a few examples of successful cooperative mining. The sector is therefore dominated, in financial terms, by small-time dealers and middlemen. In most of Africa, these are often foreigners, or citizens with two passports. In 2004, for example, 91 per cent of diamond exports from Sierra Leone were controlled by such individuals, and the figure is higher for 2005. They also dominate the trading/buying sector. These individuals are said to enjoy large profit margins from their dealings with artisanal miners, but few invest anything back in mining communities. One way of ensuring that diamond actually mining benefits artisanal diggers and their communities is to reduce the stranglehold of the middleman. Better prices for diggers – closer to

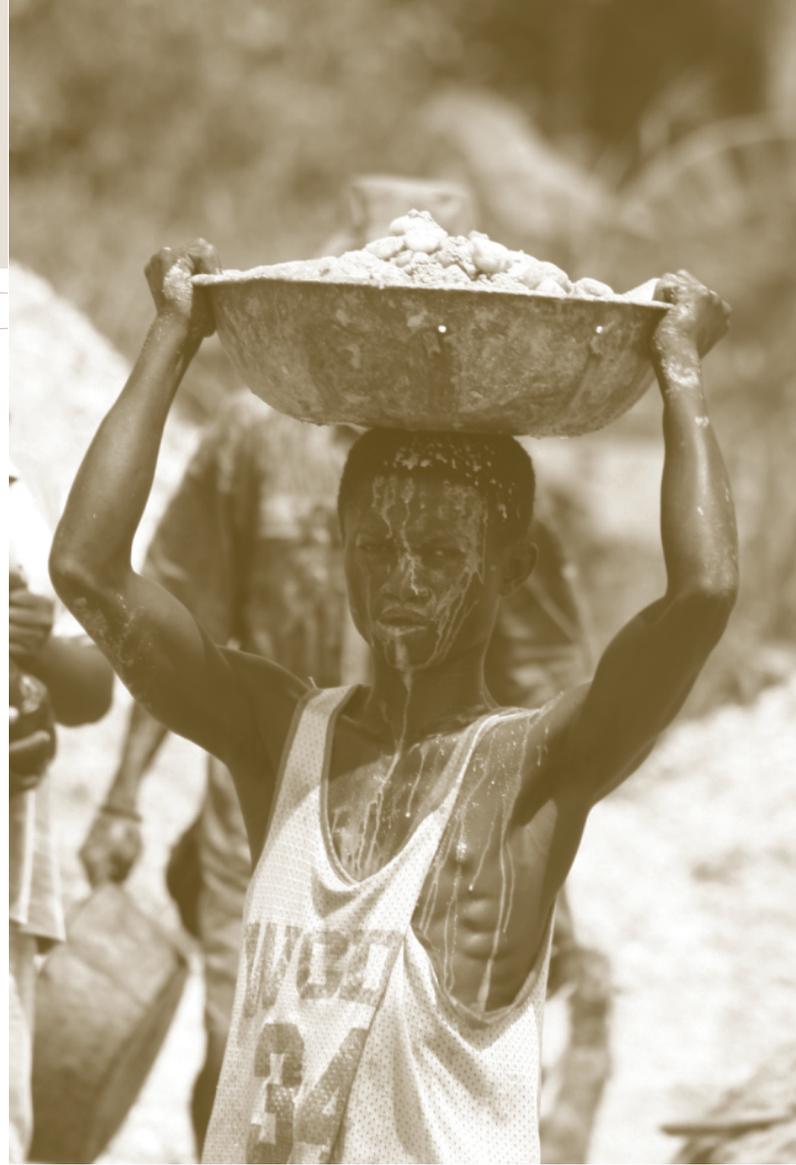


Photo: Courtesy of James Nicholson; taken during a visit by conference participants to Ghanaian diamond mining sites.

those of the international market – are essential to any thought of formalizing the artisanal diamond sector. Cooperatives are one approach to this. The creation of local bourses with greater price transparency is another. There could also be some engagement with middlemen, but their numbers need to be reduced significantly.

A multifaceted donor approach will be essential, along with active government legislation to protect and support cooperatives and other interventions. Delegates suggested that diversification of the economy could be a spin-off from increased efficiency and higher net gains for mining communities from production in their areas. Government legislation will also be necessary to limit the number of mid-

dlemen involved in the artisanal sector. Such interventions would aim at making the artisanal sector more transparent, and more responsible. It could also involve introducing certain technologies of scale, although these have their drawbacks. More upscale technology could have serious implications for the environment: artisanal mining is one of the least environmentally-friendly economic activities anywhere, and experience shows that in Africa, land excavated by artisanal miners is never reclaimed. The use of more upscale technology could increase the damage.

Summary of discussions

- The issues raised by artisanal mining are complex, with broad political and economic implications. While there is general agreement on this point, it is noteworthy that very little effort has been made to tackle the problem in a holistic or effective way. Delegates at the DDI Conference generally agreed that the problem is a cognate of the wider issues raised by the Kimberley Process – of transparency, effective management, socially responsible corporate and government behavior, suggesting that the same kind of attention that “conflict diamonds” attracted is now needed for the artisanal mining sector.
- Like the problem of illegal or conflict diamonds, artisanal mining has important geopolitical implications, involving cross-border trade and smuggling, money laundering, other forms of organized crime, human rights, livelihood rights, labour rights, and children’s rights – and the

wider problem of governance. In fragile and poor African countries where much artisanal mining prevails, these issues can best be approached through a concerted international effort, building on the lessons of country-specific projects.

- Experience shows that reliance on market forces in the absence of a free market does little to improve the work and remuneration of miners. Piecemeal government intervention has little impact as well.
- Although there is money to be made in artisanal mining, it is generally a risky proposition, a gamble of sorts. Returns on investments are uncertain, and serious investors are often reluctant to make a significant financial commitment. Formal financial institutions, such as banks, generally shy away from doing business with artisanal miners, making formal credit scarce. The challenge for the DDI will be to create an enabling environment which might allow for greater capital investment. In this regard, at least in the short run, only a broad-based approach by donors and others will make a positive difference.
- The Peace Diamond Alliance (PDA), a coalition of NGOs, miners and dealers working with USAID support, has initiated a pilot in Sierra Leone, organizing miners into cooperatives and providing them with credit, training, and the incentive of better prices for their finds. This pilot scheme shows that a broader, more concerted, approach is called for.
- Such an approach would involve increased access to credit for miners; the reduction, through active governmental policy/legal intervention, of the multitude of middlemen whose key impact on miners is to water-down the value

of their finds; the provision of upscale, but appropriate, technology for artisanal mining; increased training of miners in diamond valuation; and ultimately the diversification of the economy.

- Some of these steps would have broad social and economic implications. Organizing miners into cooperatives and providing them with more upscale equipment, for example, would mean a reduction in the number of miners – in other words, a large number could be squeezed out of the sector. More upscale technology might also have implications for the environment. Delegates suggested that the answer to the first anxiety will be diversification of the economy, which could be a partial spin-off from the increased efficiency and higher net gains for mining communities from their finds. Environmental damage could be managed by the organization of miners into accountable cooperatives with legal status and legal responsibilities, including environmental recovery.
- The overarching concern of delegates was to put people – and general economic development – at the centre of artisanal mining policy. Artisanal mining involves a million miners or more. This means, in the African context, that as many as 10 million or more family members may be directly impacted in some way by artisanal mining. Even marginally increasing the benefits that accrue to mining communities will be a fundamental step forward. Delegates noted that this is actually a fairly modest approach: artisanal mining in Africa probably generates as much as \$1 billion worth of diamonds on the Antwerp market, but only a fraction of this gets to African mining communities. This is partly because prices paid to diggers are very low, and partly because the

artisanal diamond economy is wholly cash-based, and much of the money goes out with the actual buyers and exporters.

- The Accra meeting agreed that an important first step in the DDI process is to set up national focal points and a DDI Secretariat which can coordinate these focal points. Both the Secretariat and the focal points could facilitate networking and experience-sharing among mining communities across countries, governments, donors, and other local stakeholders.

Proposals emerging from the ACCRA Conference

Background

A series of proposals emerged from four working groups. These were joined into a single document for discussion in plenary. There were a number of overlaps and additional suggestions that emerged during the ensuing discussion, along with a proposed structure for the DDI. This section attempts to synthesize the proposals and the discussion. (A draft version was circulated to all conference participants and what follows benefits from several constructive comments.)

The recommendations do not reflect an endorsement by any specific participant at the meeting, nor do they commit any participant to a plan of action. Priorities will have to be further refined, and action will depend on the resources available.

Introduction

The DDI is about artisanal alluvial diamond diggers, their communities, and the context in which they work. Improving their situation and their contribution to national economies can be approached in many ways, both directly and indirectly. It is important, however, that the DDI keep development and people at the center of its thinking. It must be demand-driven, locally-owned and informed by robust research data.

In the short-term, the DDI cannot itself undertake projects directly with artisanal diamond miners. It cannot provide credit, for example. It can have an important role, however, in convening, designing, facilitating, coordinating and in the dissemination of information, best practices and lessons.

The DDI should not duplicate work that is already being done by others. It must be strategic in outlook, and it must be linked to other relevant policy areas and existing capacities. Its success will lie in things that others are not doing. It should explore collaborative arrangements — for example with CASM-Africa, benefiting from CASM's connections with donors and the inter-governmental African Mining Partnership (AMP), in order to ensure governmental acceptance.

The DDI should liaise with the Kimberley Process and its work on artisanal alluvial diamond issues in order to optimize synergies and avoid duplication.

The DDI should have a clear and specific workplan, with measurable targets and an in-built evaluation mechanism.

General themes

While there are many things that a well-resourced DDI could do, it is important that it focus on “quick wins” – clearly achievable and measurable, results-oriented activities over a 12-month period. A clear and specific work plan and an assessment in a year's time will help to validate and demonstrate the DDI's longer-term potential.

“Knowledge” is an organizing metaphor for many of the proposals emerging from the conference. The following areas are covered under this heading:

- **Information:** the need for better and more appropriate education and information for diggers, ranging from mining technologies to geological, legal, pricing and marketing information, as well as health, safety and environmental issues. It was agreed that information must be popularized and made available in local languages, through media that diggers can access, including radio, print media and meetings organized, possibly, by local DDI affiliates, “focal points” or “hubs” should these prove feasible. Information on artisanal diamond mining is also needed by governments, donors, NGOs, the banking community and others who are, or who could be, involved in the DDI. Monitoring and assessment will be required to ensure effective uptake.
- **Advocacy:** The DDI should be a “force for change”. Artisanal diamond mining areas tend to be much less developed and poorer than other areas. Given their contributions to national economies, more attention to their general development is essential: infrastruc-

ture, health, education and the creation of alternative livelihoods. The DDI should work to persuade government departments, donor organizations, the labour movement, cooperatives, standard and non-standard financial institutions, environmental organizations, child rights activists, civil society and companies to make much greater investments in these areas. The DDI should work to demonstrate clearly why artisanal diamond mining areas are important to long-term human and national development.

- **Technical Assistance:** The DDI should be a “reservoir of expertise”, and technical assistance should be one component of this. Expertise must be appropriate and accessible to the DDI’s intended beneficiaries. The DDI could arrange for the provision of technical assistance on a wide variety of issues related to artisanal diamond mining, for organizations, governments and companies interested in promoting DDI aims. This could consist of a roster of knowledgeable individuals and organizations who might be available on-line or in person to deal with specific requests for short- or long-term assistance. The DDI could also serve in a project advisory capacity.
- **Research:** A great deal of research and information is already available on artisanal mining and more specifically on artisanal diamond mining. The DDI should, however, be able to undertake specific research projects that will assist it and others in designing appropriate interventions, now and in the future.
- **Organization:** National participation and consultation will be important in any efforts aimed at reaching miners directly. The DDI should aim to establish “bottom-up” national focal points that can work with stakeholders on local action plans in artisanal diamond mining countries.

During its first 12 months, the DDI will also have to develop sustainable, longer-term, demand-led initiatives.

The following matrix provides a broad menu of possible DDI interventions for the next 12 months. Priorities will have to be further refined, based on available resources.

Area of focus	Advocacy	Information	Technical assistance
	<p>Objectives:</p> <p>To target and involve companies / governments / organizations that could make a difference to artisanal diamond miners, either directly or indirectly</p>	<p>Objectives:</p> <p>To create an information platform (website) with a view to presenting the best and most relevant information on DDI-related issues.</p> <p>To help create and disseminate useful & accessible information for miners (e.g. print, radio; in local languages)</p> <p>To promote / identify potential hubs which could act as mediums of informational exchange</p>	<p>Objectives:</p> <p>To provide technical assistance for organizations and governments on DDI-related issues</p> <p>To create a roster of companies / individuals (paid or voluntary, onsite or from a distance, short or long-term) who could assist with technical and professional advice, and help with project development and assessment</p>
Market Info / Prices			
Organization (Co-ops & Unions)			
Health / Safety			
Geology			
Legal Issues			
Technology			
Environment			
Gender			
Children			
Employment Security			
Alternative Livelihoods			
Infrastructure Development			

Suggested early priorities

Good Practice Guidelines

Much is known about artisanal mining generally, and there have been several experiments in the artisanal diamond sector as well. DDI should build a “best practice” guideline for development organizations, governments and companies interested in becoming involved in the sector. This should include lessons that have been learned from successful interventions, as well as those that have not been successful.

Research: A Map of Revenue Flows

Although much is known about diggers and exporters, not much is known about the intermediary diamond economy. The DDI should create a map of revenue flows with a view to better understanding about how revenues might be reallocated to the digger community:

- a. Focus on the chain between digger and export;
- b. Clarify the role and returns to the middle layer and identify areas where the middle layer is vulnerable to change;
- c. Examine both legal and illegal paths;
- d. Determine how to engage more formal revenue sources – banks, cooperatives, development assistance;
- e. Develop a clear picture of the revenue return to diggers and consider how this might be changed.

This study could be based on two countries where good data is already partly available – Sierra Leone and the DRC were suggested.

Child Miners

The DDI should target child miners as an advocacy issue, and work to involve as many organizations and government bodies as possible, with a view to ending the most abusive and harmful aspects of the practice. It should work with and support the ILO’s International Program on the Elimination of Child Labour (IPEC).

Structure

The DDI requires an “active, effective, permanent⁸ executive secretariat” that will coordinate activities, disseminate information and advocate positions than have been agreed by its membership. It will establish best practices and guiding principles; it will assist in the design and promotion of activities, but will not itself be a project implementer.

The DDI must be inclusive of all interested parties, but its work must be free and independent of any commercial self-interest.

A mixed organizational structure is likely to work best, given issues of time, distance and cost.

In order to receive funding and undertake activities, the DDI will require legal incorporation as a non-profit organization, possibly with charitable status (enquiries are currently under way regarding legal requirements and obligations in Europe and North America).

⁸ The word “permanent” is used here to distinguish the physical secretariat from the secretariat functions that have until now been divided among various parties on an ad hoc basis. The DDI should be formally reviewed after a 12-month period of activity to determine what its role after that should be.

Membership

Something like the Accra Meeting could serve as an “annual general meeting” – a meeting and an agenda open to all interested parties from the business, government and non-governmental sectors. It is important that Africa and artisanal miners be kept at the forefront in planning such meetings.

Advisory Board

A representative Advisory Board, drawn from the membership (above), could serve to advise on a wide range of issues. It could be sub-divided into technical, ad hoc and/or support-related working groups. It and/or sub groups could meet as required, or could operate on a virtual basis through conference calls and other means.

Trustees

The DDI will require a Board of Trustees, responsible for the legal and financial obligations of the organization, for the appointment of management and for the implementation of policy decisions. This body should include individuals with knowledge of the DDI, as well as others who can help to advance the aims and objectives of the DDI with a wider public.

Secretariat

The Board of Trustees will be responsible for obtaining the financial support required to create a DDI Secretariat. In the first 12-month period, or until a clear work plan has been developed and funded, the secretariat should consist of an Executive Director and appropriate levels of administrative support. A budget will also be required for travel and for the generation and dissemination of DDI-related material.

Ideally, in order to minimize administrative costs, the Secretariat should be housed under the umbrella of an existing body. Given the spread of artisanal mining in both Francophone and Anglophone countries, facility in both languages will be necessary.

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