

BRIEF TO THE PEOPLE OF SOUTH DEEP

17 June 2020



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EVP: South Africa

LET'S TALK

New WiFi access points for employees



Dear Colleagues

As you know, one of our core values is innovation, and following feedback from the employee engagement survey regarding communication, we explored innovative ways to improve how we communicate with one another. The result was the introduction of the WhatsApp channel, which allows us to issue briefs, news alerts, conduct surveys and afford access to a set of questions and answers, via our mobile smart phones.

We have found this technology to be extremely useful in the light of the Coronavirus, and applied it to great effect in our return to work campaign, and now—using a second channel—as a tool for self-declaration of our daily health status.

In a very short space of time and with your support, we have built an accurate database of users and see high response rates to our WhatsApp campaigns. We have also seen the daily self-declaration tool speed up the on-site screening process significantly and allow for improved tracking of people's COVID-19 statuses. We encourage more and more people to use this to help us contribute to your health and wellbeing and to save time every day.

Looking ahead, we plan to use this technology extensively to communicate key messages from across our functional areas. It will also continue to be the quickest medium through which our messages are conveyed. If you have not already done so, we encourage you to join the WhatsApp channels so you can receive information in a timeous manner and offer your valued feedback when requested to do so.

More WiFi hotspots available on site

We understand that a limiting factor to the uptake of the WhatsApp channel use is access to data. We have been exploring ways to improve access on site and are pleased to advise you that we now have four more points on site where you can access the South Deep WiFi.

This WiFi access will be available from 16 June at the following locations:

- Main Building Entrance – 16 June 2020
- Twin Shaft Bus Stop Area – 17 June 2020
- South Shaft Change House – 17 June 2020
- Gold Plant Entrance – 17 June 2020

To access the WiFi, use the following details:

Network name: SDCovid-19

Password: 12345678

We ask that you encourage your colleagues who are not yet registered on the WhatsApp channels to sign up.

Using the primary WhatsApp communication channel

Contact the hotline on 072 515 9753 or 072 649 8255 and supply your details, which include your WhatsApp number and your industry number.

Expect a message from 087 250-3073 the next time a communication is issued.

Once registered on the system, you can use the WhatsApp channel to access a range of answers to common questions, including the code of conduct and helpful content around the Coronavirus. Text 'help' to 087 250-3073 and select from the information categories.

Using the WhatsApp self-declaration tool

Save the following number to your mobile phone contacts list: 087 250-2482.

In WhatsApp, select this contact number and text 'Hi'. Follow the prompts, which include submitting your industry number (you will only be asked for this once).

As communicated before, we have installed lockers outside the change houses and in the entrance to the process plant so that you can safely store your phone when doing work that doesn't allow you to have it with you.

Thank you as always for your support, as we continue to innovate towards being the mine of the future.

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safety



integrity



respect



responsibility



innovation



delivery



GOLD FIELDS