

**Crisis-on-Call**



**AN ANSWER TO EMERGENCY MANAGEMENT FOR SMALL MINES**



**ASPASA**

**Small surface mine association**

L van den Berg on behalf  
of ASPASA member

Employee numbers low 3 to 100

Limited geographical footprint

Surface / Open pit

- Solid high walls – boulder release from high wall
- Or free digging – 1 to 3m high walls
- Not confined, at most restricted (chutes, hopper)

Few work areas, activities

Clear line of sight across workings

3 x in pit isolated at times

Commodity – Dolerite, dolomite, granite, lime

Stockpiles – dressing, overhangs managed

Visibility of employees

Morning production meetings

Check-ins

Radio contact

Cell phone contact



# Why is Emergency Preparedness Critical?

- ❑ It links directly to the Mine Health and Safety Act and COP Requirements
- ❑ Smaller Surface Mines with <50 employees are **not necessarily low risk** – fires, vehicle incidents, blasting, environmental emergencies can surely happen!
- ❑ The DMPR expect a functional system, not just documentation

**“Emergency Preparedness is not compliance paperwork –it is the Mine’s ability to prevent escalation, save lives, and demonstrate control during inspections”**



*Crisis-on-call  
Since 2017*

The Gap they  
Fill for us:

They provide the  
capability we cannot  
maintain internally

- ▶ Medical expertise
- ▶ Incident coordination
- ▶ Trauma support
- ▶ 24/7 structured response capability
- ▶ On the road response

# Key Benefits:

- 1) Immediate Expert Guidance
  - ✓ Real-time telephonic support during incidents
  - ✓ Helps supervisors make correct decisions under pressure
- 2) Structured Incident Management
  - ✓ Brings order to Chaos
  - ✓ Ensures correct escalation (ambulance, fire, environmental reporting)
- 3) Medical & Trauma Support
  - ✓ Guidance before ambulance arrival
  - ✓ Psychological support post-incident
- 4) Business Continuity
  - ✓ Faster stabilization = less downtime
  - ✓ Controlled response = reduced reputational risk
  - ✓ Cost effective

# Practical Example:

“operator roll-over in pit!!”

1. Supervisor secures scene
2. Calls **Crisis-on-Call**
3. Receives instruction on stabilizing patient
4. Ambulance dispatched with correct info
5. Incident escalated properly
6. Family communication managed professionally

**Outcome: Controlled, compliant, no escalation**

# Our Integrated System links:

## Risk Assessment

- Ensure ALL potential risks are identified, not only the obvious

## Emergency Plan

- Ensure Crisis-on-Call is included as control measure, not just add-on

## Training

- Include EPR in induction, toolbox talks & task specific training. Knowledge is power in case of an emergency!

## Equipment

- Identify equipment required in case of emergency – e.g. 2-way radios (are they maintained / properly used / charged)

## External Support

- Crisis-on-Call information updated regularly; contact numbers displayed around the site

# Small Mines' Risk Profiles

## ▶ Typical Emergency Risks at Smaller operations:

- ▶ *Blasting incidents (slopes / misfires / flyrock)*
- ▶ *TMM accidents (Collisions / rollovers)*
- ▶ *Crushing / screening entanglement*
- ▶ *Veld fires (high seasonal risk)*
- ▶ *Environmental incidents (oil spills leading to water pollution)*
- ▶ *Lightning exposure (strike alert critical)*
- ▶ *Medical emergencies (heart attack / stroke)*

*Immediate Response = on-site personnel*  
*Advanced Response = Crisis-on-Call*

# Small mines - implement immediately:

- 1) Define clear emergency **roles** and **authority**
- 2) Create a simple **decision** flow **diagram**
- 3) Standardize **communication** channels
- 4) Train** using real scenarios
- 5) Establish **external** support partnerships (like Crisis-on-Call)
- 6) Test** the system through mock drills
- 7) Ensure **documentation** matches reality (audit proof)

# Small mines - implement immediately:

- 1) Insurance on equipment and vehicles
- 2) What insurance do you have for your people on and off site?
- 3) RMA / COID
- 4) Include chronic condition response
- 5) Road Rail COP support
- 6) Armband link to follow soon
- 7) App for tracking location
- 8) Soon added benefits with discount as certain stores

# Small mines - implement immediately:

## Funeral Assist

From logistical arrangements to emotional guidance, our service ensures that no one has to navigate this difficult time alone.

With a deep respect for cultural traditions (beliefs and customs) and a commitment to seamless assistance, we stand by you every step of the way.

*Unlimited telephonic assistance & advice*



*Funeral Assist is there to provide comfort and support in the most difficult times.*

*Note: Standard rental conditions apply, including a valid credit card with available funds and driver's license.*



### Service Benefit/s

Location Identification

& Accommodation Sourcing Assistance



Undertaker Referral & Funeral Arrangements



Death Certificate & Legal Documentation Support



Post-Mortem & Pathology Referral

Counselling Referral



### Once-off Benefits

*Ability to increase R values*

Prepaid Airtime vouchers  
Starting from R 250.00 **once-off**



Prepaid Electricity vouchers  
Starting from R 250.00 **once-off**



Car rental\* for up to three consecutive days subject to a **R 1 000.00 per day limit.**

## Repatriation Of mortal remains



Offering a dignified and seamless logistics process by transporting the deceased from the place of passing to a funeral facility closest to their final resting place.

With expert guidance, nationwide support, and compassionate case management, we handle every detail - allowing the family to focus on what matters most.



Transportation (Repatriation)



Funeral Parlour Referral



Case Management



*Unlimited benefit occurring more than 100km from the member's normal residence.*

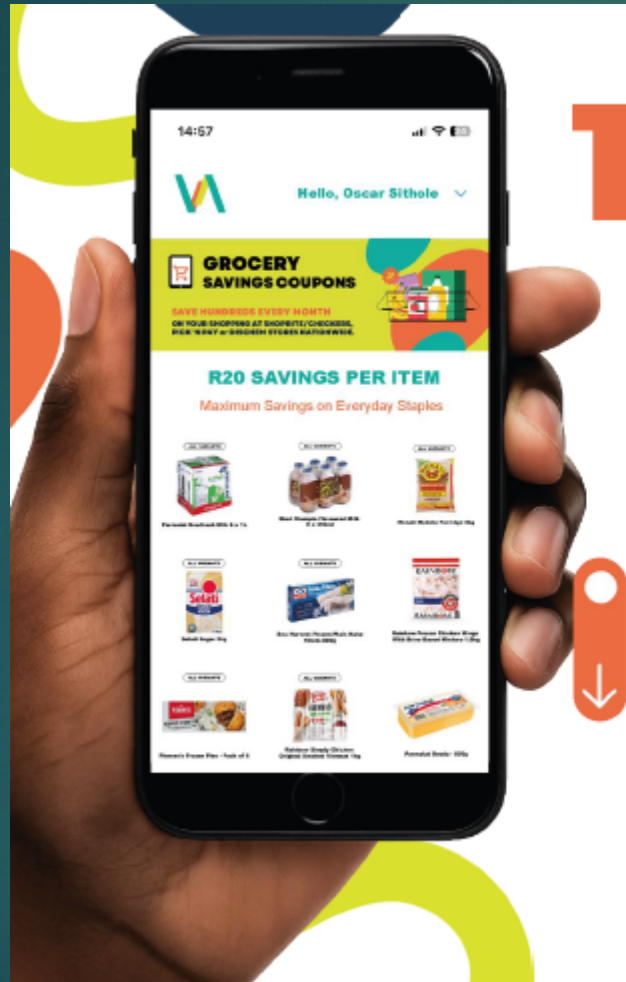


Accommodation Assistance

*Ability to increase R values*

Starting from R 1 000.00 once-off per family

# Small mines - implement immediately:



**1**


## Grocery Savings at National retailers

Instant Gratification, real relief.

Through Valnova's discount coupons, your customers gain access to:

- Exclusive grocery savings on everyday essentials like maize meal, milk, and cooking oil.
- Lifestyle discounts from leading South African brands - giving you more spending power for the things that make life easier and more enjoyable.

Grocery Savings ROI
Average monthly savings: ± R980
Annual savings: ± R11,760



**& many more**

# Small mines - implement immediately:



## Post Crime Support

24/7 Crisis Response & Immediate Relief



A comprehensive post-incident support service designed to stabilise and assist members following home invasion or vehicle hijacking events, ensuring immediate safety, communication and continuity.

### Core Benefits



#### Emergency Communication

Replacement handset with R100 airtime, delivered within a 30km radius



#### Locksmith Assistance

Emergency lock replacement services up to R 1000 per annum



#### 24-Hour Security Protection

On-site security guard deployment following a home invasion.



#### Temporary Accommodation

Hotel stay support up to R 1000 per annum



#### Alternative Transport

Taxi or car rental\* provision up to R 1000 per incident



#### Emergency Digital Voucher

R 500 SMS voucher for immediate essential purchases at selected retailers

*Access & Utilisation: 24/7 activation, subject to valid police case number.*

*\*Subject to valid drivers license and credit card security payment with car rental company.*

# Small mines - implement immediately:



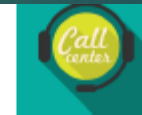
## Telephonic Legal Assist

Legal Assist is a structured, telephonic legal advisory benefit delivered through a dedicated call centre environment.

It provides members with immediate access to qualified legal advisors for everyday legal matters, without the complexity or cost of full legal representation.

*Members receive confidential legal guidance on matters including:*

- Debt and credit disputes
- Labour and employment issues
- Family and divorce matters
- Property and rental disputes
- Consumer rights
- Domestic violence and protection processes
- Advisors provide practical guidance, next-step direction, and procedural clarity.



*Members may request professionally drafted templates, including:*

- Small Claims Court Kit
- Letter of Demand
- General Power of Attorney
- Residential Lease Agreement
- Non-Disclosure Agreement
- Acknowledgement of Debt
- Domestic Worker Employment Contract
- Cohabitation Agreement
- Basic Will



**Escalation to Face-to-Face Consultation (Limited Use)**

Where necessary, one in-person consultation (typically 30 minutes) may be arranged through the legal network.

# Small mines - implement immediately:



## Value Vouchers

*Digital Rand Value Vouchers to Reward Engagement & unlock additional value for members*

Drive immediate engagement and deliver meaningful value with a digital voucher solution - a powerful entry point to a broader rewards strategy.

Whether integrated into your existing programme or as part of a full-scale platform, our voucher offering can be deployed instantly to support behaviour-based incentives and financial relief, aligned with your strategic goals.

1

### Behaviour-Based Rewards

Members earn vouchers by meeting predefined criteria set by the program, ensuring targeted and meaningful incentives.

2

### Qualification-Based Benefits

Vouchers can be issued based on program-specific milestones, engagement levels, or other defined triggers.

3

### Seasonal & Promotional Incentives

Offer additional support during key periods such as back-to-school, festive seasons, or special promotions.

### Sample Fast Food Value Voucher



# Small mines - implement immediately:



## Telephonic Tutor Education Support Line

Our telephonic education support service, backed by a team of experienced teachers, provides accessible, professional academic assistance for learners in Grade 1-12 telephonically via call-centre.

**Expert Curriculum-aligned Support over the telephone.**

Qualified, experienced teachers are trained to provide accurate, structured and reliable academic guidance across all major subjects in all 11 official languages.

**Affordable & Convenient**

Alleviate the financial strain of academic support services, all a member requires is a positive airtime balance to contact the call-centre, who can call the member right back in order to spare the members airtime balance.



### Empowered parents reducing household stress

Members can rest assured with access to trusted, expert resources critical to a child's academic success and the role a parent plays in the critical support of their understanding and perceptions in education.



# Small mines - implement immediately:

- 1) Risk assessment identifying emergencies
- 2) Identify controls
- 3) What can the equipment do to reduce the risk
  - 1) Can person locator systems work in water?
  - 2) Can person locator systems work under loose sand?
  - 3) Can person locator systems work under aggregates?
  - 4) Understand the technology to understand the necessary controls
- 4) Understand the operation needs in line with the requirement



*“Emergency preparedness is not about having resources – it is about having control.*

*Control comes from clarity, training, and the right support at the right time.”*