



MINING'S NEXT ADVANTAGE: HOW A HIGH-PERFORMANCE EWP TURNS INDUSTRY HEADWINDS INTO MEASURABLE WINS

BY SERENITY CORPORATE WELLNESS

South Africa's mining sector is weathering a complex mix of pressures- price volatility in PGMs, labour tensions, grid instability, safety incidents that can halt production, and legal or restructuring overhangs that distract leadership and unsettle workforces. These are not just operational risks; they are human risks. And when human risk isn't managed well, it shows up in absenteeism, presenteeism, safety metrics, turnover, and reputational drag.

At Serenity Corporate Wellness, we believe the next competitive advantage in mining won't come only from ounces, cost curves, or engineering breakthroughs. It will come from how well leaders protect psychological safety and strengthen workforce resilience- shift by shift. That is the promise of a modern, evidence-based Employee Wellness Programme (EWP).

FIVE ISSUES EVERY MINING LEADER SHOULD BE PLANNING FOR—AND HOW A STRONG EWP HELPS

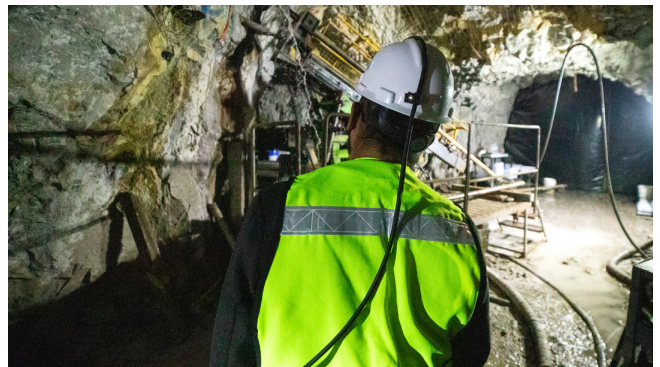
1) Market & margin pressure (especially PGMs)

Price swings squeeze margins, unsettle planning cycles, and drive cost reviews and workforce changes.

EWP impact: Proactive mental-health and financial-wellbeing support reduces stress-related distraction, error rates, and churn during volatile periods. Coaching leaders in “high-stakes conversations” keeps teams focused and stable when the numbers are moving.

2) Safety incidents and operational interruptions

Even near-misses elevate anxiety across shafts and can ripple into productivity dips and increased incident risk.



EWP impact: Psychological First Aid (PFA), onsite debriefs, and fast-track counselling lower acute stress, support safe return-to-work, and protect LTIFR by addressing the human aftershocks of an incident.



3) Labour climate and union engagement

Wage rounds, restructuring, and site transitions can spark mistrust, higher conflict loads, and productivity losses.

EWP impact: A labour-inclusive EWP- training shop stewards as Wellness Ambassadors alongside supervisors- builds trust, increases early help-seeking, and surfaces systemic concerns (fatigue, harassment, unsafe practices) before they become formal disputes.

4) Power reliability & production planning

Load curtailment and unpredictable outages amplify fatigue, rescheduling stress, and relationship strain between crews and management.

EWP impact: Fatigue-risk management, resilience micro-learning, and manager playbooks for shift changes help teams absorb volatility without a spike in human-error risk.

5) Legal, governance & ESG scrutiny

From litigation to ESG reporting, leadership bandwidth gets stretched while investors expect visible, data-backed care for people.

EWP impact: A compliant, metrics-driven EWP (aligned to ISO 45003, MHSA, POPIA) demonstrates duty of care, reduces legal exposure, and supplies credible wellbeing KPIs for the Integrated Report.

WHAT SEPARATES A HIGH-PERFORMANCE EWP FROM A TICK-BOX PROGRAMME?

1. Leader capability, not just helplines

Train managers and supervisors as Mental Wellness First-Aiders so they can spot red flags, open the right conversation, triage risk, and refer. This is the fastest way to bend the curve on incidents and absenteeism.

2. Peer power on every crew

Build a distributed support network by training Wellness Ambassadors (including union representatives). Peers see changes first; their credibility drives uptake and reduces stigma.

3. Rapid trauma response & reintegration

PFA within hours, clear referral pathways, and structured return-to-duty checklists protect both people and production.

4. Mining-specific content

Address fatigue, trauma exposure, substance use risks, and the realities of underground work. Generic content doesn't stick at the stope.

5.Data, or it didn't happen

Dashboards tracking stress-related absence, EAP utilisation, case-mix and time-to-support show executives what's working- and where to tune the system.



6.Compliance designed-in

A clear mapping to MHSA, ISO 45003 and POPIA reassures boards, auditors, and investors that psychological safety is managed like any other material risk.

SERENITY'S MODEL: BUILT FOR MINING, MEASURED FOR ROI

MindSafe 360 is Serenity's two-phase architecture that meets crews where they are:

- **Phase 1: Mental Wellness First-Aiders (Leaders)**

Three essentials: early-warning detection, the **PAUSE-CARE™** conversation model, and high-confidence referral decisions. Delivered in two concise sessions (4 hours each) to protect production.

- **Phase 2: Wellness Ambassadors (Peers-including union reps)**

Ambassadors complete the same core training, then join monthly virtual circles for six months to debrief, share lessons, and grow a practical community of practice across shafts.

The Toolkit: Managers and Ambassadors get mobile-ready quick guides, decision trees, micro-learning videos, and crisis numbers hosted on the HR portal- so support is **portable** and available **before, during, and after shifts**.

What results look like:

- Quicker time-to-support after an incident
- Reductions in stress-related absence and near-miss correlation to fatigue
- Higher EAP utilisation (earlier, voluntary help-seeking)
- Improved engagement sentiment in high-risk teams
- Stronger union-management trust, fewer escalations

IMPLEMENTATION THAT RESPECTS THE LINE

A credible EWP must slot into mining reality. Our approach minimises downtime and keeps the line running:

- **Cohort-based training** priced per cohort (not per head), with in-person hubs and Teams simulcast for remote sites.
- **Pilot first, then scale:** a six-month pilot to prove impact and tune content by shaft, followed by a two-year rollout with predictable monthly cohort calendars.
- One planning month each year to finalise rosters, comms, and union alignment- because execution detail is where adoption lives or dies.

WHY SERENITY

- Sector-seasoned faculty who have debriefed underground fatalities and understand how crews, supervisors, and unions really work together.
- **Evidence-based design** aligned to **ISO 45003** and **MHSA**, with **POPIA**-compliant data practices.
- **Operational empathy-** we work around production windows, shutdowns, and audits.

- **Dashboards that talk to the board**- clear, credible metrics for Safety, HR, and Investor Relations.

THE BOTTOM LINE

In a world of thin margins and high expectations, people risk is business risk. A high-performance EWP converts that risk into a competitive advantage: safer shifts, steadier output, and a workforce that trusts leadership when it matters most.

Serenity Corporate Wellness partners with mining companies to design, implement, and measure EWPs that **move the metrics that matter**- from LTIFR and absenteeism to engagement and ESG credibility. If you're ready to strengthen psychological safety and resilience across every level- from the control room to the face- let's talk.

Message us to see a sample dashboard, a monthly cohort calendar, or our MindSafe 360 playbook tailored to your sites.



*For People Who Matter **By** People Who Care.*

The journey to self-awareness and emotional resilience begins with a single step.

At Serenity Corporate Wellness, we provide expert counselling services designed to help individuals and organizations cultivate healthier, more productive environments. Whether you're facing personal challenges or seeking to build a stronger workplace culture, our tailored support ensures you never have to navigate these struggles alone. Take the first step toward unlocking your full potential — to learn more visit: www.serenitycorporatewellness.com