

Exxaro boosts employee engagement with adumo Payouts incentive cards

Exxaro Coal Mpumalanga is a subsidiary of Exxaro Resources, a leading South African black-owned resources company, that mines and supplies coal to Eskom's power stations. To support compliance with safety protocols and protect its most valuable resource – its people – Exxaro Coal Mpumalanga partnered with adumo Payouts for flexible, personalised employee incentives and rewards.

Instilling a culture of safety

Companies in the mining sector are subject to high levels of regulatory oversight regarding workplace safety. This makes it essential that every employee adheres to health and safety protocols to avoid safety incidents.

Exxaro Coal Mpumalanga wanted to instil specific types of safety awareness and behaviour in its workforce, including:

- ✓ Encouraging employees to always be conscious of their surroundings, not only at work but also on the road and at home.
- ✓ Encouraging employees to create and maintain a safe working area.
- ✓ Ensuring employees understand that safety pays, both in terms of creating a safer workplace as well as personally through incentives.
- ✓ Encouraging employees to see that safety is not only a business issue, but also benefits their personal life, career, family and lifestyle.

Flexibility is key

To incentivise its workforce to maintain high levels of compliance with safety policies, Exxaro Coal Mpumalanga chose to implement an incentives and rewards programme. The company had previously issued vouchers or hampers to incentivise positive safety behaviour, but employees wanted to choose how and where they could use their incentive payouts.

The company chose adumo Payouts to provide reloadable Mastercard-backed incentive gift cards that could be loaded with their rewards funds. Employees are free to spend the rewards according to their needs and preferences. Employees are rewarded for compliance to safety policies as well as for recognition of milestone achievements.

Exxaro Coal Mpumalanga has been an adumo Payouts partner for four years providing employees with flexible incentives and rewards. This has contributed to higher levels of safety awareness and compliance among employees.

Benefits unlocked.

Exxaro Coal Mpumalanga's use of adumo Payouts incentive cards has simplified and streamlined the process of incentivising and recognising employees. This has helped encourage safer workplace behaviour and ongoing safety awareness among employees at work and home.

The company is seeking to unlock further benefits and drive higher levels of employee performance/engagement, including:

- ✓ Implementing an SMS feature to notify employees of upcoming incentives
- ✓ Extending the use of the cards for online shopping
- ✓ Exploring ways to incentivise safety among contractors, as well as a reporting function to help contractors track their safety compliance

“Keeping our workers safe is a critical priority for our business and a core part of our success. The flexibility that adumo Payouts' incentive cards gives us has helped drive high levels of employee satisfaction and transparency, helping us keep our greatest asset – our employees – safe, motivated and productive.”

Nico Nel, Manager: Supply Chain Management at Exxaro Coal Mpumalanga