

Strategic partner in the Free State



COVID-19 EMPLOYEE WORK FROM HOME INFORMATION PACK

March 2020

GENERAL GUIDELINES FOR EMPLOYEES

The pack is for our Harmony managers and employees who will be working from home during the lockdown announced by President Ramaphosa.

HARMONITES are reminded that they are considered to be at work even if working from home.

- Each line manager and department will need to plan work based on their specific needs, priorities and capabilities of their department / function.
- The following employees are regarded as high risk and should take extra care to self-isolate during the lock-down:
 - People 55 years and older
 - People of any age with the following underlying medical conditions, particularly those that are not well controlled:
 - Chronic lung disease or asthma
 - High blood pressure
 - Congestive heart failure or coronary artery disease
 - Diabetes
 - Weakened immune systems

WHAT TO DO

- Adhere to the team schedule / plan as allocated by the department / function
- Keep your line manager informed of any changes to your health, personal circumstances or contact details
- Keep in regular contact with your team through virtual meetings / teleconference
- When working from home, keep to the normal working hours schedule, but also have flexibility in mind to cater for events such as load shedding
- Apply the same health and safety measures at home and in your community, as you would apply them in the workplace
- Build your immunity and health up as far as possible
- Make use of the Employee Wellness Programme if you need support
- Practise social distancing whenever you are in the company of other people – leave at least 1- 2 meter distance between yourself and other people
- Ensure you network / intranet access as required for your work
- Keep looking out for communication briefs as the situation develops
- Contact your line manager or HR if you have any queries or concerns
- Take note of the HARMONY health and emergency support contact details listed on the intranet
- Stay safe – adhere to Government lockdown directives

WHAT NOT TO DO

- Come into the office during the lock-down period. You will **NOT** be allowed on the operation if you are not part of the essential services as identified by the company
- Leave the house except for medical attention or critical supplies (e.g. food and TOILETPAPER)
- Spread fake news on any social platforms. Consult with your line manager if in any doubt
- Take part in panic buying or hoarding
- Ignore any directives that are put in place by the company
- Disregard protocols issued by the HARMONY Exco as well as the protocols set out by the South African government

HR POLICY DURING THE LOCKDOWN

- You will be updated using USSD/SMS

TECHNOLOGY, TOOLS AND SUPPORT – IS SUPPORT

- IS helpdesk to assist with IT and connectivity related issues
- IS communication will be used to inform the use community

IS Services Hub 21-day support



IMPORTANT NOTICE

Hello Harmonites

We are in full support of our president's announcement of a 21-day lockdown in order to curb the spread of COVID 19 in South Africa. We would also like to assure all Harmonites that the IS Services Hub will continue to operate as follows:

1. Monday – Thursday (06:30am - 16:30pm)
2. Friday (06:30am - 14:00pm)



Please take note of the below call logging process. The Service Desk call center has 4 options:

1. Self-help: Password reset.
2. Self-help: Password unlock.
3. Self-help: Any login issues.
4. Speak to a Service Desk agent.

Please note due the COVID 19 social distancing restrictions: All one on one support will **ONLY** be done remotely. Technicians will only travel to operations for priority one or critical calls **ONLY!**

What we need you to do?

We would like to encourage all users to utilise the services of the IS Services Hub. Please also adhere to all the necessary precautions to curb the spread of COVID 19.

For queries or questions related to this, please contact the IS service desk at 011-411-2113 OR ISServicesHub@Harmony.co.za

Password Reset & PC switch off



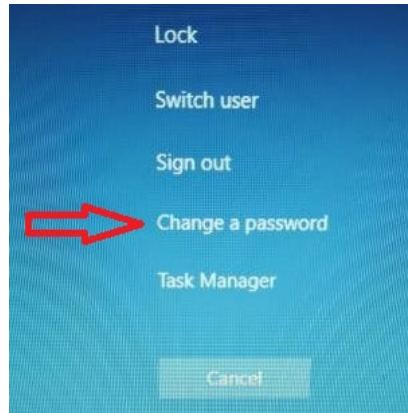
IMPORTANT NOTICE

Hello Harmonites

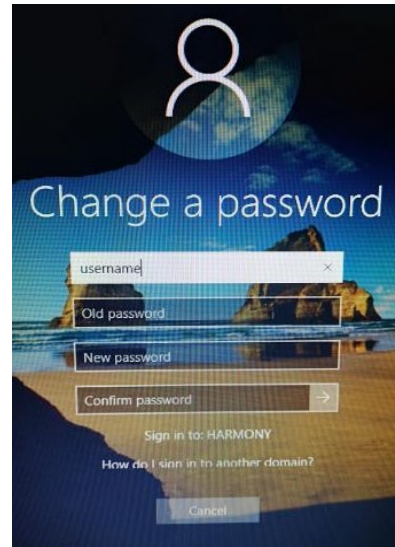
We would like to request that you reset your Harmony login password, between today and tomorrow before close of business. Please do this while at the office, so that if you experience any issues, we can assist you while on site.

Please follow the below simple self-help process to reset your password:

1. Press **Ctrl+Alt+Del** on your keyboard all together to access the options as seen on the screen below.



2. Please select the “**change password**” option. You will then see the following on the screen below:



3. Username: There is no need to fill in your username as it will already be filled in automatically, you can proceed to type your old password.

Old password: Please type in your old PC password (This is the password that has expired/ needs to be changed).

New password: You can now create a new password. The password must contain at least 15 characters.

Confirm password: You can re-type the new password that you have created.

4. You can now login to your account with your new password.

Hope this process was useful. If you encounter any issues, please contact the IS Services Hub for assistance.

Please also completely switch off your office PCs when leaving the office tomorrow, 26 March 2020.

For queries or questions related to this, please contact the IS service desk at 011-411-2113 OR ISServicesHub@Harmony.co.za

USEFUL CONTACT NUMBERS

Up to date list of emergency telephone numbers must be communicated
Refer to your existing Mimic control room list

	Number	Function
Harmony COVID-19 Hotline	0800 111 724	All calls relating COVID-19 - Health related will be screened and directed
HR number	<i>As per list on next slides</i>	HR related calls from employees (remuneration and leave)

USEFUL CONTACT NUMBERS

Operation	Bobebe Centre	Resp Person	Contact Number
Joël Shaft	057 733 7017	Pearl Ramaphiri	083 989 6219
	057 733 7102		
	057 733 7092		
MOAB Shaft	018 478 1667	Makena Makoro	082 832 7068
	018 478 1682		
GN Shaft	018 478 8309		
Target Shaft	057 452 4618	Maureen Roberts	082 443 3164
	057 452 4424		
FS IMS	057 904 8424	Peter Lehlekiso	074 506 7731
	057 904 8425		
	057 904 8291		
Phakisa Shaft	057 916 7141	Richard Rapapali	083 240 5507
	057 916 7136		
	057 916 7146		
MOAB Central	"018 478 8600	Vincent Lelosa	073 437 6117
	018 478 4319		
FS One Plant	057 904 3024	Londy Dubase	083 683 1859
	057 904 3008		
Kalogold Plant	018 332 1145	Manana Botswe	072 037 7794
Bambanani Shaft	057 904 6267	Joseph Seboka	078 336 7877
	057 904 6268		
	057 904 6269		
DNK Shaft	011 278 6747	William Mawela	073 646 7351
	011 278 6750		
DNK Plant	011 411 2509		

USEFUL CONTACT NUMBERS

Operation	Bobebe Centre	Resp Person	Contact Number
Office Park	011 411 4087	Mathabo Pene	071 361 9935
	011 411 2372		071 613 4961
Unisel Shaft	057 237 2633	Tefo Chobokane	073 623 5541
	057 237 2605		
Tshepong Shaft	057 907 2270	Daniel Tsiane	076 155 5803
	057 907 2058	Godfrey van Wyk (acting)	063 241 3709
	057 907 2412		
	057 907 2297		
Masimong Shaft	057 907 2294		
	057 910 5743	Mpho Potse	072 066 9151
	057 910 5776		060 508 7816
	057 910 5656		
	5907		
Kusasaletu Shaft	018 782 9452	Jacob Jaase	071 013 4848
	018 782 9282		076 607 8587
	018 782 9479		