

## REINFORCING AND RECOGNIZING EMPLOYEE SAFETY AND HEALTH PERFORMANCE

Reinforcing and recognizing positive actions and performance is a key factor in emphasizing good health and safety performance. People are motivated by positive rewards. When good efforts are consistently recognized in a timely way, most will be more inclined to align with the company's mission and goals.

### How To Reinforce and Recognize Positive Behavior

Establish a formal process. Watch for positive safety performances by miners and involvement in proactive activities. Reinforce safe behaviors.

- Select a team leader and team members.
- Decide on a management plan (refer to CORESafety).
- Identify employee actions to be rewarded.
- Agree on timing (intermediate, monthly, quarterly recognition).
- Decide what type of recognition (verbal, written, monetary).
- Determine the delivery method (informal or formal).

### Management / Leader Coaching

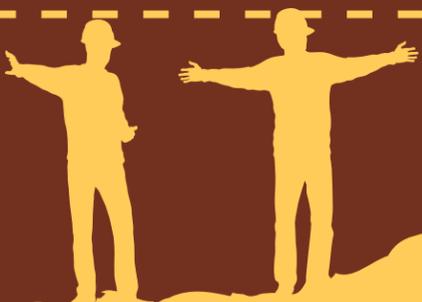
Establish an informal, but ongoing, process. Encourage all managers/leaders to conduct one-on-one interactions to build relationships and provide positive reinforcement.

- Select a team leader and team members.
- Determine the coaching process (refer to CORESafety).
- Identify which managers/leaders will receive coaching.
- Identify who will do the coaching.
- Set a schedule for the coaching.

### Auditing Process

Link reinforcement and recognition to employee behavior optimization.

- Set up an Auditing Committee.
- Select a committee leader and members.
- Determine the auditing process (refer to CORESafety).
- Set a review schedule (by date or frequency).
- Determine who will be audited.
- Identify expected outcomes.



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