

# BisConnect

## Special Update

Dear Alumni,

**I hope you all had a safe and happy Easter break.**

I think we can all agree that 2020 is not the year that we expected. Since our last update, the world has turned upside down as a result of the COVID-19 pandemic. COVID-19 has impacted every aspect of our lives - from the way we connect with our friends, family, colleagues and communities, to the way we work. What we are facing is unprecedented, but I am comforted by the way our communities have pulled together, the measures that have been put in place and the acts of kindness that we are seeing across the world.

As part of my own effort to keep connected during this unusual time, I wanted to check in with our valued Bis alumni community. Although we find ourselves in uncertain times, this pandemic will pass and I want to make sure we keep our connection going and that we keep you updated on our business and our response to COVID-19.

We at Bis feel very fortunate to be working in the resources industry which, with some modifications, has been able to continue to operate. We have worked hard to ensure our people can continue to safely perform their jobs during this time, because our customers rely on us to be able to continue to operate. Mining is crucial to the economies of Australia and Indonesia and will be very important to the economic recovery on the other side of the pandemic. We must keep delivering every day, so that our customers can too.

I am proud of the way Bis team members have given their support to the measures that we introduced to keep our business operating. From an operational point of view, many of our teams agreed to change rosters, adopted new social distancing and health and hygiene rules and some have even temporarily relocated to another State. Our office-based employees switched to working from home, in a seamless manner, almost overnight. I am sure that many of you have had to deal with rapid changes in the businesses that you work in. On the other side of COVID-19, it would be good to catch up with you and reflect on what we learned from these experiences.

As always, our commitment to Zero Harm is paramount. Like others in the industry, we are concerned about the potential impact of COVID-19 measures on mental health. We are also aware that social distancing and isolation makes some of the traditional mental health support systems difficult to tap into. With this in mind, we are connecting our people with a range of mental health and wellbeing Apps to provide another way for them to stay mentally healthy.

Amongst all these challenges, we're also focussed on opportunity. In particular, we continue to explore opportunities to grow our business. To help us, we recently introduced a new Executive Team member, Todd Peate, to our business. Todd has joined us in the new role of Director,

Strategy and Development and has hit the ground running. You will hear more about Todd in our next full issue of BisConnect. We will also update you on what several of our returning Bis Alumni are up to in our business.

Earlier this year, we rolled out a mobile phone app called Beekeeper to our business. It's an employee engagement tool that allows us to communicate directly with our people. It works like a private WhatsApp platform and is particularly important because it allows us to directly reach our many operational people who don't have Bis email accounts. It can also serve as a portal for disseminating information like shift rosters and leave applications. Most importantly, we hope that it creates much better communication across our business and shared empathy and understanding between groups and employees who may not otherwise know about each other's job and experiences at Bis.

During this time, Beekeeper has been my main channel to speak directly with our people. Important updates go straight to people's smartphones so there's less chance of anyone missing out. While the timing has been coincidental, it has also been a useful tool to communicate on our COVID-19 response. However, my favourite experience has been seeing people across Bis sharing good news stories that keep spirits up and employees connected.

It's well known that some of the world's greatest innovations were born during times of adversity. I am pleased to say that work on our Bis innovation pipeline has not stopped. Rexx 2 is almost complete and will be heading east to one of our customer's mines and we have a number of other innovations to follow later this year. At a time like this it's so important that we continue to push forward with innovation and encourage creative thinking.

So, a quick glance at what we are up to at Bis. We look forward to sharing more with you when the time is right. I hope to see you all strong and well on the other side of this.

Until then, take care of yourselves and each other.

Brad

**"We must keep delivering every day, so that our customers can too."**



Brad Rogers  
CEO