The stakeholder landscape is changing and miners need to adapt the way they collaborate and share information internally to support the need for a stronger licence to operate.

LEARN MORE ON WWW.HARDHAT.COM

LICENCE TO OPERATE
the number one issue for miners in 2021

As social responsibility and broader stakeholder demands intensify during the current pandemic, licence to operate (LTO) and risk management have never been more important for miners and mining services.

According to Ernst and Young's recent report Global mining and metals top 10 business risks and opportunities – 2021, LTO was identified as the number one issue for miners.

EY broadly defines LTO as the perception that a broader group of stakeholders hold regarding a mining company's responsibility towards its approach to the Environment, Social Responsibility and Governance (ESG).

It's made clear that community and stakeholder sentiment now form a critical risk to how companies are perceived.

So, in an age when waves of information are available at the click of a button, transparency and open communication are crucial for corporations to maintain their licence to operate.

According to software company HardHat's executive consultant Noor Crookshanks, people are more vocal than ever around the need for ESG.

Mr Crookshanks said technology had significantly changed the landscape in which miners operated as the flow of news, social media and social ambassadors had increased visibility of company compliance.

"In the past people had to wait 12 months for an annual report or for an audit by external parties. Today a lot of that is digitised and available in real-time," he said.

"External stakeholders have a lot more influence than in the past, particularly when they include superannuation funds, which control a large amount of your equity, and technology has allowed people to trade daily from home.

"What they're saying is decisions need to be more than just about financial return, they need to consider the triple bottom line."

Compliance, a reduction of carbon emissions, protection of Aboriginal heritage and health and safety standards are some of the major community expectations towards mining corporates.

HardHat chief executive officer Tim Smith said in order to keep up with the current speed at which information is shared, miners needed to be able to easily access data in real-time to improve decision-making and find a means to communicate transparently with its stakeholders.

"That's why we built HardHat," Mr Smith said.

"The resources sector is still very much driven on paper-based processes.

"Yet, it is technology that can create the major changes ahead, which are seriously needed to improve data quality and decision making," he said.

Mitigating risk with HardHat

HardHat is a new breed of software that feeds data from all of an organisation's systems into one central location.

Those data streams can include a company's ERP (enterprise resource planning) solution, human resources information, their asset management solution, and any other relevant tool, collating it into a series of visual, easily manageable dashboards.

Tailored for companies in the asset and project intensive sectors such as mining construction, transportation and logistics and engineering and architectural; HardHat is designed to mitigate risk by improving communication and transparency between an organisation's departments and with their stakeholders through its client stakeholder management system.

Mr Smith said HardHat had created an overlaying visual data management solution for ease-of-use, which could be used company-wide from the supervisors, to sub-contractors, on-site teams, to marketing, through to executives.

"It will help to ensure solid governance by both simplifying data to improve decision-making and also creating greater visibility and compliance accountability," he said.

"The result is to efficiently get on top of any risk issues and maintain their licence to operate."

Encouraging collaboration and compliance

Technology allows real-time monitoring of compliance on an unprecedented scale.

Having the right data, easily accessible at the right time enables miners to build trust along the supply chain, from mining service companies to contractors to markets and traders.

And because accountability is now an imperative, data-driven collaboration from headquarters to the site must be transparent and seamless to maintain trust.

HardHat chief revenue officer David Sinclair said many industrial companies had been slow to adopt newer technologies.

"The future for these companies is to get the basics right," he said.

"That means investing in technologies that mitigate risk and increase productivity and collaboration, before you get left behind," he said.

"With HardHat's mobile application, all users can capture incident data, allowing them to communicate and collaborate on health and safety, resulting in improvements in incident reporting, reduction in incident investigation time and improvements in compliance across the organisation."

Mr Sinclair said HardHat offered training to ensure organisations adopting the software were fully equipped to get the most out of its features.

About HardHat

We believe the best-run businesses operate as one, so we bring together critical business intelligence about your people, operations and projects–all in one place. Our mission is to make the most complex operations infinitely more manageable so our customers can work safer, faster and smarter in a connected enterprise.

HARDHAT

Learn more about how HardHat can strengthen your licence to operate by improving your compliance, risk management and stakeholder communication at www.hardhat.com