

# REPOSITIONING FOR THE FUTURE

MINING BRIEF



// **Commodity prices are low and volatile, with fewer projects being built, and profit margins slim, so is the room for error... the need for great project management is acute.** //

Source: Getting Big Mining Projects Right: Lessons from (and for) the Industry  
McKinsey Report, 2017



## **BUILDING BUSINESS PARTNERSHIPS IN TODAY'S MARKET UNCERTAINTY, DISRUPTIVE REALITY**

There are many challenges facing the mining industry, one of which relates to the delivery of business plans and project management. As a result, procurement and contracting are quickly emerging as strategic business decisions, where the lowest bidder is no longer the most viable choice.

Identifying a trusted business partnership is especially important to safeguard against project distress. Unforeseen market and economic forces could result in project timeline detraction, often including:

- Suppliers ceasing to operate after six months of the project award, when they buckle under the pressure of unsustainable drops in demands or profit margins
- Timelines impacted by suppliers' downsizing
- Inability to fulfill previous commitments because of supply chain issues.

Other reasons for distress could simply come from having less effective plans and project management. The ability of the contracted team(s) to be staffed by experienced veterans and younger professionals, with strong analytical skills, will go far in mitigating the risks associated with a construction projection.

The benefit of working with Motorola Solutions as the prime project management team is summed up in a few words – We have a **proven team** serving the mining industry, and we are a **trusted brand** that has stood the ups and downs of a variety of economic conditions for over 90 years. By being your prime partner in your project, we will maintain a complete view of the project, enabling a diagnostic framework in our strong partnership, ensuring key construction activities and supporting functions required for the project are clearly mapped out, and kept on schedule as the work progresses. We will embark on active project management, including deploying any turnaround actions if needed, identifying root causes and qualifying fixes necessary to resolve the issues in the shortest amount of time.

As a company, much can be said about our singular focus to provide communications infrastructure and services to our customers, enabling safer operations and thriving businesses. Serving our customers' business-critical and mission-critical requirements has shaped our organisational motivation.

The Motorola Solutions' culture is also one where we invest in purposeful Research & Development to help further our customers' agendas, and welfare of our People, so we can keep driving forward our vision, innovation, expertise and delivery capabilities to serve our customers today, and into the future.

**We have the privilege to work with important Mining companies in Latin America and around the Globe.**



# BEYOND RADIO COMMUNICATIONS

ENABLING OPERATIONAL ECOSYSTEMS,  
SAFER OPERATIONS



## WHAT WE DO HAS EVOLVED

Today, Motorola Solutions is a global leader in business and mission-critical communications. Our technology platforms in communications, control room software, video security solutions and managed and support services ensure operations are safer, and businesses are thriving.

## INNOVATION IS KEY TO OUR VISION AND FUTURE

We are motivated by a passion to innovate and unceasingly advance the way our customers mobilise teams, connect and collaborate in the moments that matter, and also in the everyday moments.



It is our mission to capture our customers' imagination with human-centric problem solving and purpose-driven innovation.



We deliver practical innovation that accelerate the right technologies and shape new frontiers for safeguarding the security and safety of teams at work.



The innovation we are pushing forward today are nothing short of industry-changing breakthroughs, delivered by Motorola personnel through our longstanding history in innovation.



# DRIVING A COMMON LANGUAGE FOR SERVICE DELIVERY MODEL — ITIL SERVICE MANAGEMENT FRAMEWORK

Motorola Solutions is committed to proven Service Delivery standards. Our service delivery approach is built on established principles of Service Management under the Information Technology Information Library (ITIL) V3 framework. We apply the ITIL framework, including related processes and activities for our customers.

Our commitment to ITIL is underpinned by Motorola Solutions' certification to other best practice standards such as:



**ISO 9001**  
Quality Management



**ISO 27001**  
Information Security Management



**OHSAS 18001**  
Work Health and Safety Management

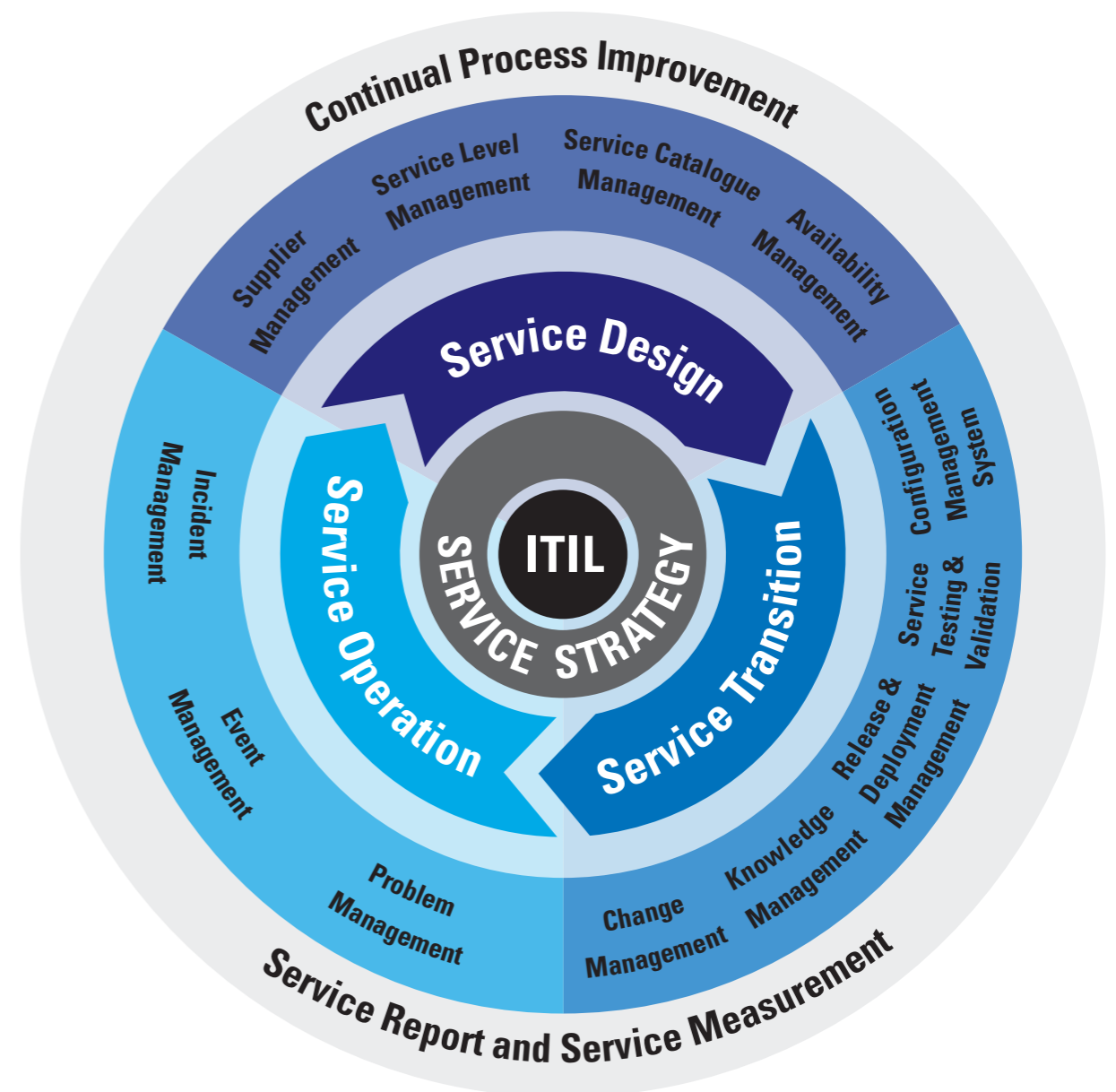
These certifications apply to processes employed for the ongoing management and delivery of the project. You are assured that Motorola Solutions' quality, security and EHS processes, facilities and systems are regularly examined and audited by a respected, external entity.



The following diagram provides a high level view of our ITIL V3 Framework.

Our Service Management capability is founded on and developed in line with ITILv3 framework, covering:

- Service Transition
- Service Design
- Service Operations
- Continual Service Improvement
- Service Strategy
- Integrated Service Management

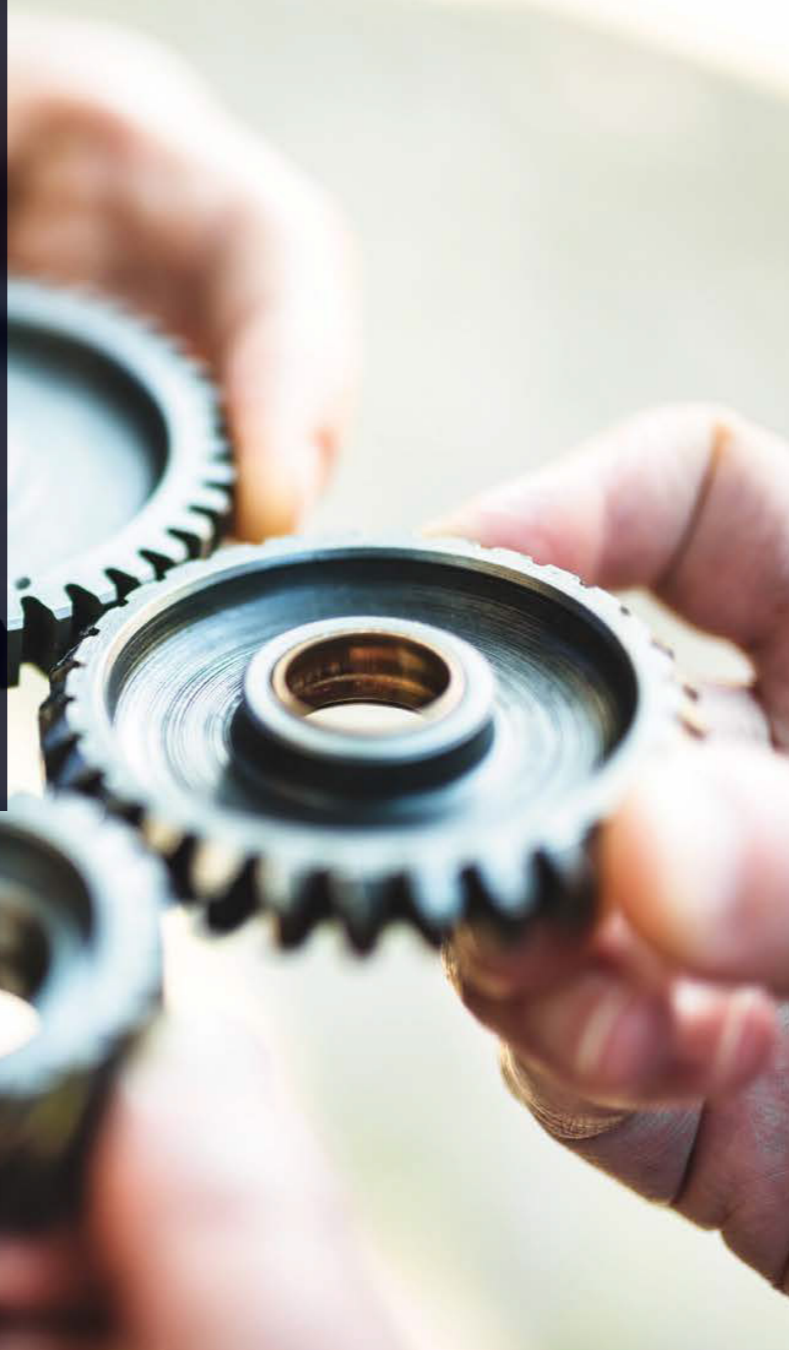




# A PARTNERSHIP OF TRUST

## A Proven and Repeatable Track Record

We take a comprehensive understanding of our resource base when we take on projects, ensuring we are in a strong position to optimize material and equipment flow, anticipate and improve on failures, actively monitor productivity and performance in real-time with relevant, innovative technology. We also pride ourselves to have decisive decision-making, transparent process guided by effective governance, and management alignment both within, and with our customers. Our track record in delivery has built **trust and confidence** with our customers throughout the years.



## AUSTRALIA

### Motorola Solutions' Critical Communication Links Keep Essential Services Running for Rio Tinto Aluminium

- Mission critical **TETRA** communication consoles linked from mine sites to new Disaster Recovery Centre.
  - Advanced solution rapidly deployed in just **five days**.
  - System delivers reliable, uninterrupted communication to keep employees and infrastructure safe.
- [Read more here](#)

## CHILE

### Chilean Copper Mine Contracts Motorola for P25 Network Management, Monitoring

The company chose Motorola's premier communications system control and management service package, which includes local technical support, network monitoring from any of the **Motorola Solutions network operations center (NOC)**, ongoing radio hardware maintenance, cybersecurity monitoring, and prevention and diagnosis.

[Learn more](#)

## MONGOLIA

### Oyu Tolgoi copper-gold mine in Mongolia expands TETRA SYSTEM to improve production safety

OT signed an agreement with Motorola to use **Motorola's Dimetra IP** digital trunking system. A total of three MTS4 ground stations were built, covering the main park, the north and the south of OT respectively. Later, an outdoor MTS1 base station and a MTS2 base station for the open-pit mine coverage were built subsequently. At present, there are **1,800 subscribers** in the system, including the portable and mobile.

[Read more](#)

## UK SAFETY UNDERGROUND

Both **Salt Union** and **DeepStore** used analogue two-way radios to manage communications. However, the system was unreliable and, with safety of critical importance, Compass Minerals looked for a new two-way radio solution. After an extensive review of options, it partnered with two-way radio specialist 2CL Communications to deploy a **MOTOTRBO™ two-way digital radio system**.

[Read more](#)



## FURTHERING THE SAFETY AGENDA WITH PROACTIVE NETWORK MANAGEMENT SERVICES

Ensuring No Worker is Left Behind, or Alone In Harm's Way





### SUPPLIER SELECTION AND MANAGEMENT

We engage with our tier-one suppliers (suppliers we buy from directly) to assess their performance and encourage improvement and ownership of the issues. Supplier performance and responsiveness is included in the decisions made to award new business, and they are being tracked on each supplier's "scorecard".

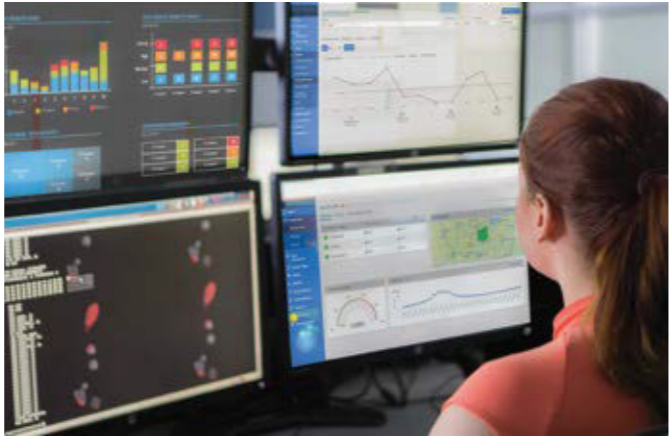
We also expect our tier-one suppliers to pass down social and environmental responsibility requirements to their suppliers. We've continued to prioritize responsible business practices and were recognized as a **top-tier U.S. Customs-Trade Partnership Against Terrorism partner for the 16th consecutive year in 2019**. This designation recognizes our work with suppliers and ensures they adhere to import, export and supply chain standards.



## DELIVERING BEYOND COMPLIANCE

### ENVIRONMENT, HEALTH AND SAFETY MANAGEMENT

Our Environment, Health and Safety (EHS) management system is certified to the international standards ISO 14001:2015 and OHSAS 18001. Certifications cover our manufacturing sites, design centers and larger facilities. We ask our tier-one suppliers (suppliers we buy directly from) to implement an environmental management system in accordance with ISO 14001 or an equivalent standard and expect our suppliers to pass on this requirement through their supply chains.



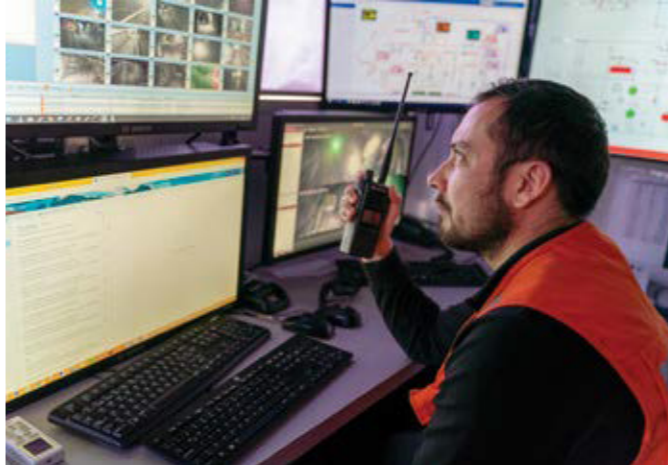
We monitor compliance with this requirement through our supplier assessment program. We conduct EHS audits at our sites to assess compliance with our EHS policy, management system and legal requirements.

**Our ISO 14001- and OHSAS 18001- certified sites each undergo one of the following audits:**

- Internal EHS management system audit: once within the three-year ISO certification period
- EHS legal compliance audit: once every three years by independent third-party auditors
- ISO 14001 and OHSAS 18001 surveillance audits: once every two to three years as scheduled by our ISO registrar.

In addition, our headquarters is audited annually by our ISO registrar to include an assessment of our ISO 14001 and OHSAS 18001 global management system and a status review of any non-conformances identified throughout the year.

Our general approach includes assessing risks and identifying controls through the use of our comprehensive job hazard and risk-assessment tool. All activities are assessed, including those within our facilities and in the field, to ensure that risks are addressed and hazard controls are identified and implemented. We maintain a training matrix that identifies EHS training requirements based on activities being performed.





# OUR PURPOSE, PROMISE AND VALUES

**BUSINESS CONDUCT** – At Motorola Solutions, we are committed to conduct our business with integrity, which is essential to earning the trust of our stakeholders and customers alike. Employees are aware of the standards and values we have set for ourselves, and we encourage colleagues and third parties to report any ethics concerns.

**INCLUSION AND DIVERSITY** – We are committed to fostering an inclusive culture rooted in our Purpose, Promise and Values. We actively seek globally diverse individuals, opinions, cultures and abilities to expand our talent pool, drive innovation and heighten customer intimacy.



Motorola Solutions 2020 inclusion and diversity plan encompasses driving change across the business in all areas.

## Our drivers for 2020 focus on:

- Leadership commitment through inclusive leadership goals for all people leaders
- Surveying our workforce for feedback
- Driving metrics that matter and being transparent in reporting
- Changes to recruitment practices and targets
- Deep dive on female participation in all talent review processes
- Implementing the “Innovate, Lean-In and Empower” program.

The three strategic pillars of our Inclusion and Diversity initiatives are :



### Our Customers

developing strong and multi-faceted relationships with our customers



### Our Communities

to be a leader in Inclusion and Diversity in the business and broader communities



### Our People

to attract, recruit, engage and retain diverse talent. This includes the embedding of inclusive practices within every part of our employee life-cycle.



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. [motorolasolutions.com](https://www.motorolasolutions.com)

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2020 Motorola Solutions, Inc. All rights reserved. 03-2020