Accommodation Policies and Governance.

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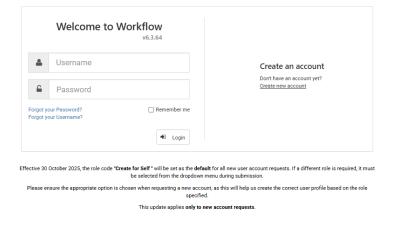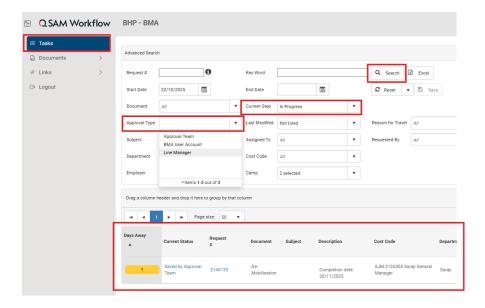# Introduction

This guide explains how to access the booking system, navigate key options, and manage accommodation requests in compliance with governance rules.

1.1 Access the System

Log in: Open the booking system's URL <u>Workflow: Login</u> and enter your credentials (username/password).

Welcome to Workflow
v6.3.64

👤 Username

🔒 Password

Forgot your Password?   ☐ Remember me
Forgot your Username?

🔑 Login

Create an account

Don't have an account yet?
<u>Create new account</u>

Effective 30 October 2025, the role code **"Create for Self "** will be set as the **default** for all new user account requests. If a different role is required, it must be selected from the dropdown menu during submission.

Please ensure the appropriate option is chosen when requesting a new account, as this will help us create the correct user profile based on the role specified.

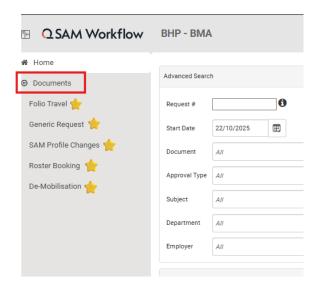This update applies **only to new account requests**.

Dashboard: Upon successful login, you will land on your main dashboard, which typically displays pending booking requests, completed booking requests, and requests awaiting to be submitted.
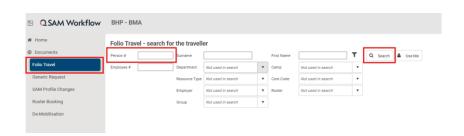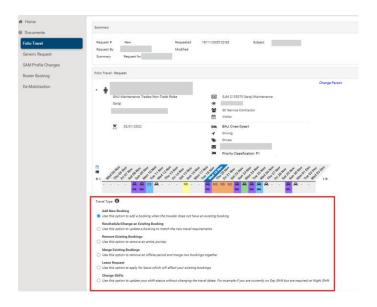
1.2 Navigation

Click on "**Documents**" to find the options to select based on your request type.

⭐ **Folio Travel:** Ad hoc bookings – **one-off or unscheduled accommodation request** outside the normal roster or planned schedule.

⭐ **Generic Request:** Submitted to request for any accommodation/flights related queries that doesn't fit the standard booking process.

Example:

- Adding special instructions for a booking
- Requesting **exceptions**
- Handling **non-standard cases**
- Submitting **supporting documents** for approvals or even signed documents for commercial flights/assigned rooms.
- **Clarifications or corrections** for existing bookings.

⭐ **SAM Profile Changes:** Used when you need to update or correct details in an employee's SAM profile that affect accommodation bookings.

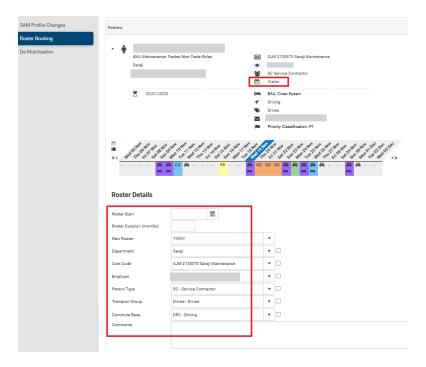Position | Departments and Cost Code | Name Change | ETC

⭐ **Roster Booking:** creating **accommodation bookings based on an employee's approved roster pattern** rather than a one-off or ad hoc request.

When to use Roster Booking:

- Employee has a **fixed swing schedule** (e.g., 7/7, 5/2, 14/7)
- Bookings need to **cover multiple dates automatically** according to the roster
- Helps avoid manual entry for each trip and reduces errors
- Roster reruns: Change of existing roster to a different pattern
- Crew changes
- Updates on Transport Group

Note: Roster bookings are only permitted for employees with valid employee ID (Permanent Employee number, Embedded Contractor number, Service Contractor number)

Visitors are not allowed to run a roster.

Important checklist:

- Check if Department and Cost Code are correct for the site
- Check the requested start date is a future date
- Check the Transport Group is correct
- Check the room type selected is correct based on camps
- Select the correct start shift status (if they are on alternate shifts, click on the "Alternate Shift Status" button on the right to select the correct status)
- Click on "Preview" to find out the availability.

- Maximum roster duration has to be 3 months as it auto reruns after it ends.
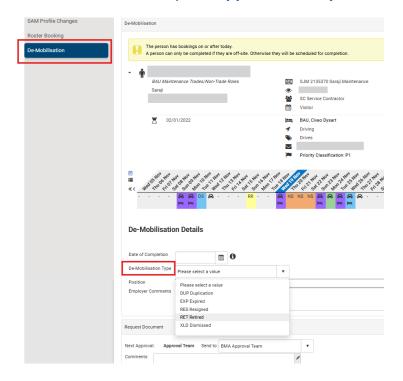
⭐ **Demobilisation**:

Demobilization option is used to **deactivate an employee's SAM profile**, usually because they are no longer working on site or have repeated booking issues.

When is Demobilization applied?

- Employee has **left the project or site permanently**
- **Multiple consecutive no-shows** for rostered bookings
- **Repeated booking discrepancies** (e.g., overstays, early departures without updates)
- When the profile needs to be **removed from active booking lists**

What happens after demobilization?

- Profile becomes **inactive** in SAM
- Employee **cannot book accommodation** until profile is reactivated
- Reactivation requires **approval and updated details**

Note: It is important that the Completion Date has to be offsite date, any active bookings need to be removed to avoid disruptions/discrepancies.

Demobilisation type has to be anything BUT XLD Dismissed.

XLD Dismissed - it often signals **a formal demobilization due to termination or security-related reasons.**

Reactivation after XLD Dismissed usually requires:

- Security clearance checks
- Additional approvals (often Superintendent or higher)

Accommodation Policies:

1.1. Eligibility for Accommodation and Flights Booking

Accommodation is available for:

- Employees on approved rosters or projects
- Priority given to P0–P3 employees during peak periods
- Visitors: Only one booking allowed unless approved for extended stay without an employee ID
- Contractors and BMA/BHP employees

Booking Rules

Shift Status Options:

- Day Shift
- Night Shift
- Fatigue Room (FR) – available for both Day and Night shifts
- Early Arrival (EA) – only for Night Shift swings

Maximum Stay:

- Up to 14 days
- More than 14 days requires Superintendent approval attached to Workflow request

Check-in / Check-out:

- Check-in: From 2:00 PM
- Check-out: By 10:00 AM
- Late check-out: Late check out is permitted in BMA Owned villages where there is availability, however, not permitted in Third Party villages.

Cancellations/Amendments:

There are no charges for BMA Owned villages, however, third party villages as Civeo may charge one-night accommodation fee for any late cancellation within 24 hours window.

1.2. Booking Discrepancies

What is a discrepancy - A booking discrepancy happens when the actual stay details don't match the original booking in Workflow or SAM that results in wastage of accommodation.

No-shows (XX): Employee didn't arrive for a confirmed booking.

- Two or more consecutive no-shows will result in profile demobilization.
- Profile must be reactivated before future bookings.

Overstays (OS): Employee stayed longer than booked without updating the request.

- Recorded if guest fails to check out by 10:00 AM and hand over the keys
- Rolled for one night and marked as OS (Overstay)
- SMS notification will be sent to employee
- Continuous 2-day overstay → immediate contact
  (key-lock replacement fee ($569.80) incur for Civeo camps)

Early Departures (ED): Employee left earlier than planned, but booking wasn't adjusted.

- Recorded via discrepancy report and rescheduled in SAM
- Departures before 10:00 AM on the same day are not considered early departures

Walk-in (WI): Employee arrived without a prior booking.

- Accepted between 7:30 PM and 7:00 AM
- Processed as 1-night booking with status **"Walk-In (WI)"**
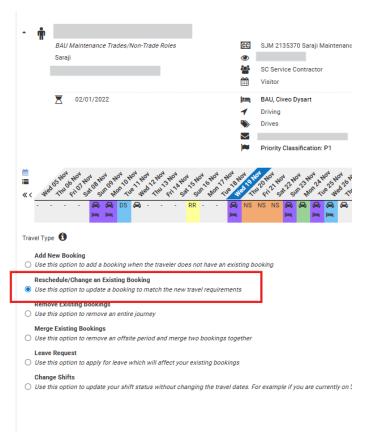- Requires walk-in form to be filled in at the village upon arrival.

Note: Discrepancies lead to extra costs and reporting issues and having multiple discrepancies can cause profile demobilization.

Usage of other shift status:

EA – Early Arrival shift status is ONLY applicable for night shift swings
FR – Fatigue room status is applicable for both day/night shift swings
FR can only be used to book a day before actual check-in to allow earlier than
2 pm check in for day shift swings.

1.3.   Managing Existing Bookings

Any reschedules of the current swing has to be done via Workflow system. You
can go to WORKFLOW | DOCUMENTS | FOLIO TRAVEL | RESCHEDULE
EXISTING BOOKING.

Type of reschedules include:

Rescheduling arrival date
Rescheduling departure date
Rescheduling flights
Rescheduling booking to include a Fatigue Room or Early Arrival (12:00 time)
Past dated bookings cannot be amended.

You can go to **WORKFLOW | DOCUMENTS | FOLIO TRAVEL |
RESCHEDULE EXISTING BOOKING | SUBMIT**.

Change of Camp:

If the employee needs to be in a different camp, you will need to submit a **REMOVE** request by navigating to

Document > Folio Travel > Remove Request in Workflow and include **a note indicating that you're changing camps.** To book a different camp, simply create a new booking for your preferred option.

Leaves/Remove Request:

You can go to **WORKFLOW | DOCUMENTS | FOLIO TRAVEL | SELECT LEAVES OR REMOVES REQUEST | SUBMIT**.

For any leaves, there are shift status you can opt to select as shown below:

RC : change to roster/booking no longer required
TR : Training required
BR : Working from office, not required at site
SL : Sick leave
AL : Annual leave / approved leaved / leaving early due to any reasons

Governance & Approvals

To ensure fair allocation of accommodation during peak periods, bookings are prioritized based on employee classification:

1.1 Priority Levels

P0–P3 employees receive priority for accommodation during high-demand periods.

Classification is determined by job position, which can be verified using the **Prioritization Matrix** available in Workflow under the Links tab.

Non-Priority Levels

P4–P5 employees are not prioritized and may not be processed into villages during peak days. Exceptions apply only when:

- Superintendent approval is attached to the Workflow request.
- Employee is visiting site for training or critical business needs.

1.2 Why This Matters

- Helps manage limited room availability fairly.
- Ensures compliance with company policy and operational requirements.

Quick Tips

- Confirm SAM profile details before booking
- Double-check dates and village availability
- Attach correct cost centre and approvals in Workflow
- Contact Site Cost Controller for correct cost codes
- Use permitted cost codes and department for each mine site

Contacts

AFIFO Booking Support:

- Email: Accommodation@bhp.com
- Phone: 1800 772 061 (Option 4 – AFIFO Helpdesk)

Important Notes

- Urgent bookings for the day are only reviewed after daily reporting (post 12 PM BNE)
- Discrepancies are taken very seriously as they cost additional charges on BMA