

Accommodation Booking User Guide.

Table of Contents

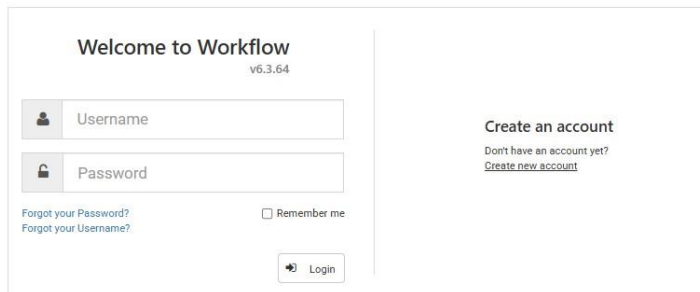
Introduction.....	2
Accommodation Booking:.....	6
Governance & Approvals.....	9
Quick Tips.....	10
Contacts.....	10
Important Notes.....	10

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 [Workflow: Login](#) and enter your credentials (username/password).

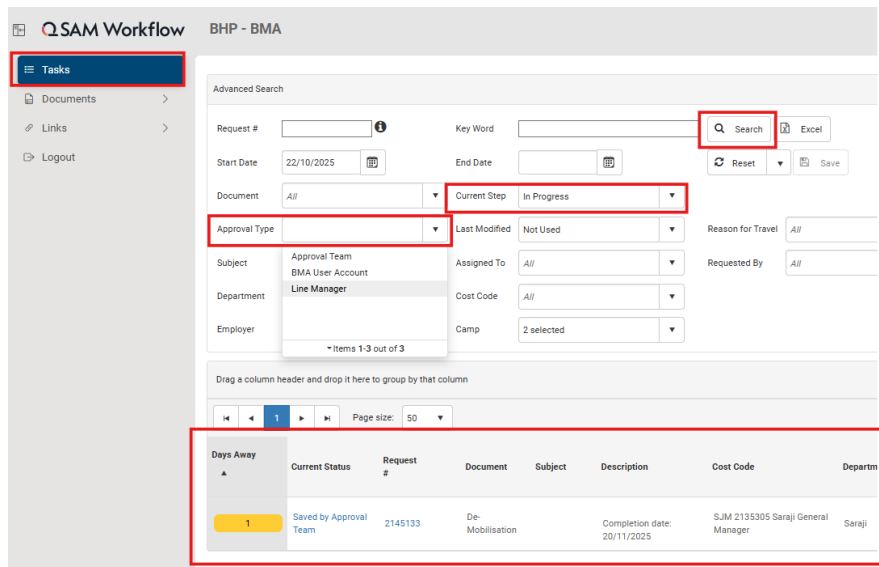


Effective 30 October 2025, the role code "Create for Self" will be set as the default for all new user account requests. If a different role is required, it must be selected from the dropdown menu during submission.

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**.

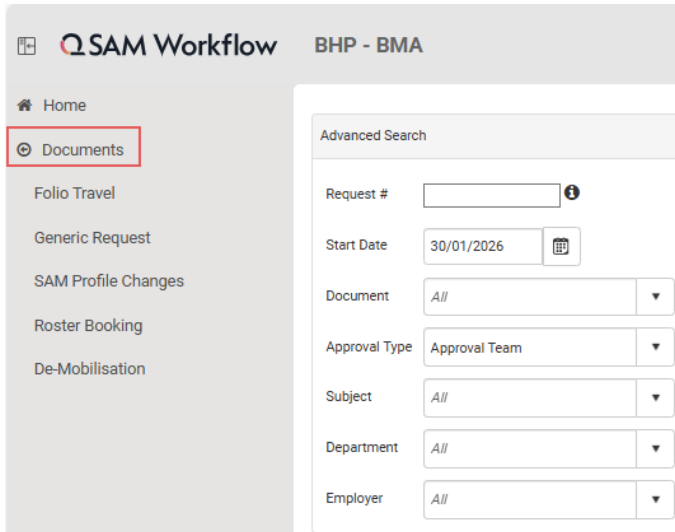
Dashboard: Upon successful login, you will land on your main dashboard, which typically displays pending booking requests, completed booking requests, and requests awaiting to be submitted.



Days Away	Current Status	Request #	Document	Subject	Description	Cost Code	Departments
3	Saved by Approval Team	2145133	De-Mobilisation		Completion date: 20/11/2025	SJM 2135305 Saraji General Manager	Saraji

1.2 Navigation

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



SAM Workflow BHP - BMA

- Home
- Documents**
- Folio Travel
- Generic Request
- SAM Profile Changes
- Roster Booking
- De-Mobilisation

Advanced Search

Request #

Start Date

Document

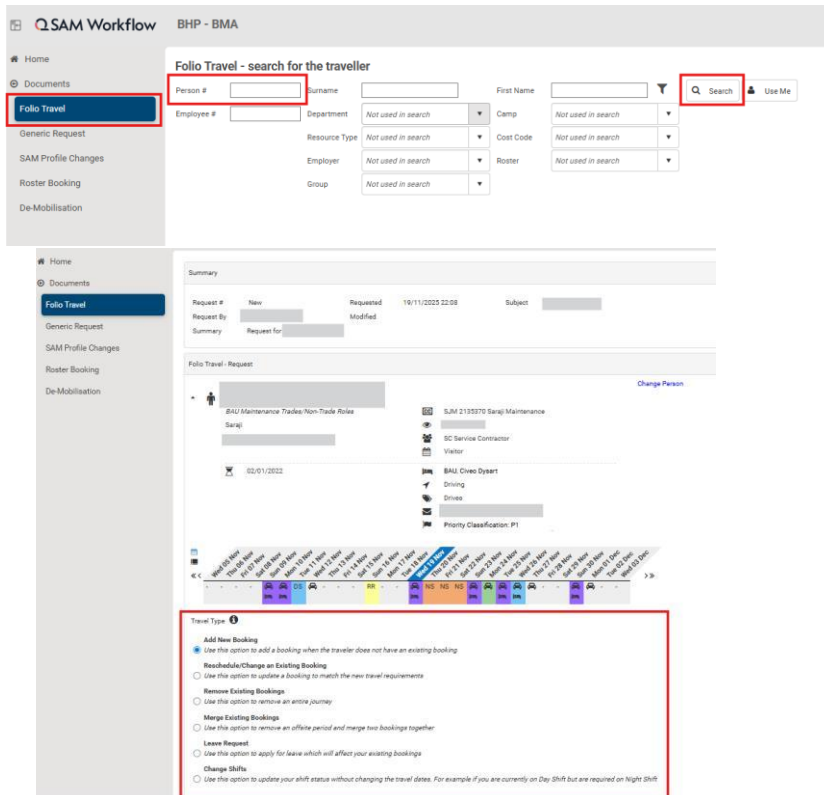
Approval Type

Subject

Department

Employer

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



SAM Workflow BHP - BMA

- Home
- Documents
- Folio Travel**
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Folio Travel - search for the traveller

Person # Surname First Name

Employee # Department Camp

Resource Type Cost Code

Employer Roster

Group

Summary

Request # Requested 10/11/2025 22:08 Subject

Request By Modified

Summary Request for

Folio Travel - Request

BAU Maintenance Trades/Non-Trade Role SAM 2155370 Saraj Maintenance

Saraj SC Service Contractor

Visitor

02/01/2022 BAU Crew System

Driving

Drives

Priority Classification P1

Travel Type

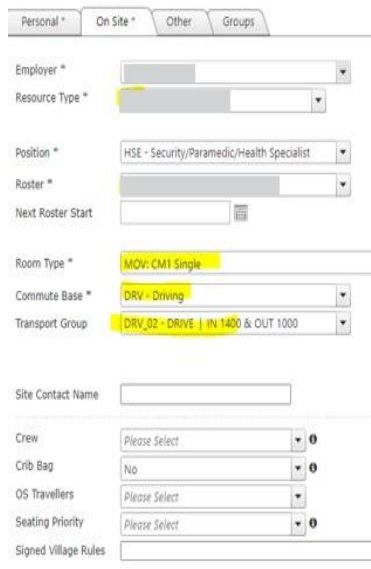
- Add New Booking**
Use this option to add a booking when the traveller does not have an existing booking
- Reschedule/Change an Existing Booking**
Use this option to update a booking to match the new travel requirements
- Remove Existing Bookings**
Use this option to remove an entire journey
- Merge Existing Bookings**
Use this option to remove an offsite period and merge two bookings together
- Leave Requested**
Use this option to apply for leave which will affect your existing bookings
- Change Shifts**
Use this option to update your shift status without changing the travel dates. For example if you are currently on Day Shift but are required on Night Shift

Generic Request: Used when an application or process needs to be lodged for review or processing. Generic Request should be used in the following situations:

- Village Accommodation Application – EA accommodation application (submitted by BMA Housing) and Non-EA accommodation application.
- Commercial Flight Application.

SAM Profile Changes: Used when an update is required to correct or amend details in an employee’s SAM profile. Most employee details can be updated by submitting a SAM Profile Change request. The items below cannot be updated using a SAM profile change request and must be submitted via roster booking request.

- Employer Change
- Room Type
- Commute Base
- Roster
- Transport Group

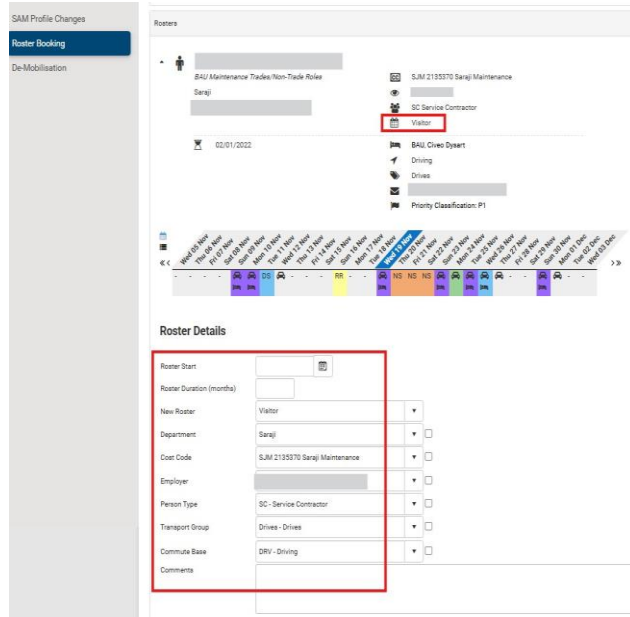


The screenshot shows a web form with tabs for 'Personal *', 'On Site *', 'Other', and 'Groups'. The 'Personal *' tab is active. Fields include: Employer * (dropdown), Resource Type * (dropdown), Position * (dropdown with value 'HSE - Security/Paramedic/Health Specialist'), Roster * (dropdown), Next Roster Start (calendar icon), Room Type * (dropdown with value 'MOV: CM1 Single'), Commute Base * (dropdown with value 'DRV - Driving'), Transport Group (dropdown with value 'DRV_02 - DRIVE | IN 1430 & OUT 1000'), Site Contact Name (text input), Crew (dropdown with value 'Please Select'), Crib Bag (dropdown with value 'No'), OS Travellers (dropdown with value 'Please Select'), Seating Priority (dropdown with value 'Please Select'), and Signed Village Rules (text input).

Roster Booking: Creating accommodation bookings based on an employee’s approved roster pattern rather than ad hoc requests.

When to use Roster Booking?

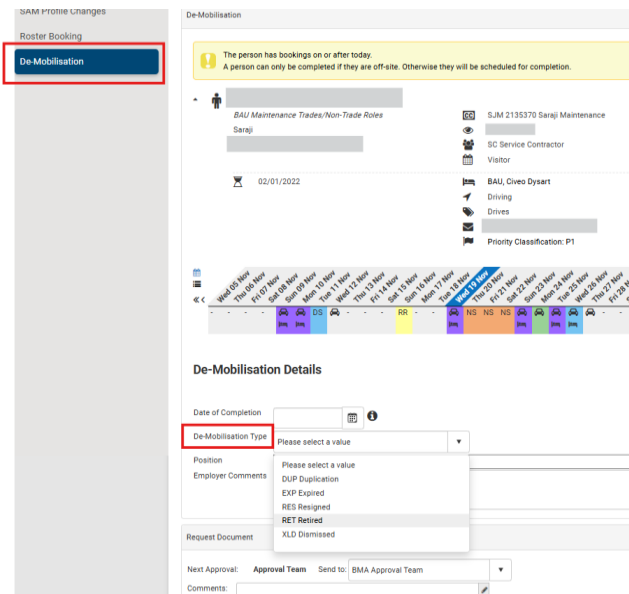
- Employee has a fixed swing schedule (e.g., 7/7, 5/2, 14/7)
- Bookings need to cover multiple dates automatically according to the roster
- Helps avoid manual entry for each trip and reduces errors
- Roster reruns: Change of existing roster to a different pattern
- Crew changes
- Updates on Transport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



Demobilisation: Used to deactivate an employee’s SAM profile.

When is Demobilisation applied?

- If an employee has left the project or site permanently.
- If an employee fails to show up for two consecutive swings.



Note: The completion date must be the offsite date.

Key Reminder: Select any demobilisation type except XLD – Non-Graceful Termination. This termination type is to be used when advised the employee has been terminated and their accommodation is revoked.

Accommodation Booking:

1.1. Eligibility for Accommodation and Flights Booking

Accommodation is available for employee's working on BMA sites

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

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
- Afternoon Shift (AS) – only for working at Broadmeadow on the applicable roster
- Maximum Stay is 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
- Certain Broadmeadow rosters have different Check-in and Check-out times. The rosters are set up to support these specific times. If you require information on these Broadmeadow rosters, please reach out to us.
- 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:

A late cancellation charge is applied to bookings at the bellow villages if bookings are cancelled without 24hours notice.

- Dysart Civeo
- Moranbah Civeo

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 demobilisation.
- Profile must be reactivated before being able to submit future bookings.

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

- Recorded if guest fails to check out and return key by 10:00 AM.

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

- Departures before 10:00 AM on the planned day of departure 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 a 1-night booking with the status "Walk-In (WI)" and requires walk-in form to be filled in at the village upon arrival.

Note: Discrepancies are unplanned and can lead to additional costs.

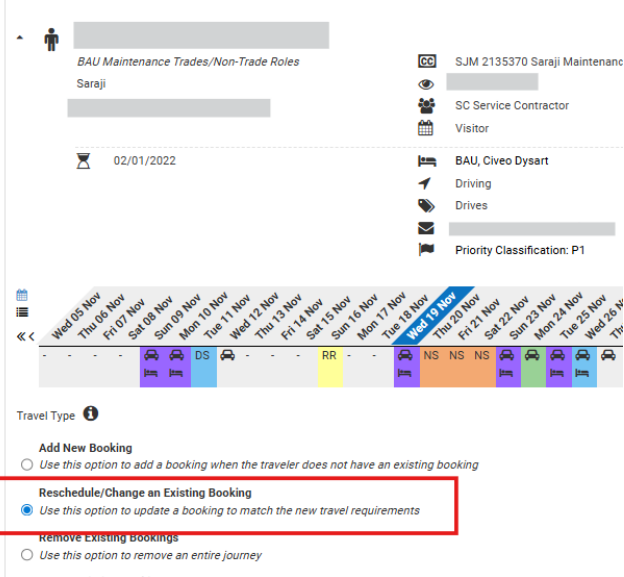
Usage of other shift status:

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 to check in for day shift swings.

1.3 Managing Existing Bookings

Any reschedules of the current swing must be done via the Workflow system. You can go to [WORKFLOW](#) | [DOCUMENTS](#) | [FOLIO TRAVEL](#) | [RESCHEDULE EXISTING BOOKING](#).



The screenshot shows a user interface for managing bookings. At the top, there is a user profile section with a name and role: "BAU Maintenance Trades/Non-Trade Roles Saraji". To the right, there are details for a specific booking: "SJM 2135370 Saraji Maintenan...", "SC Service Contractor", and "Visitor". Below this, there is a date "02/01/2022" and a list of activities: "BAU, Civeo Dysart", "Driving", "Drives", and "Priority Classification: P1".

The main part of the interface is a calendar view for the month of November 2022. The days are color-coded and labeled with icons representing different activities: "Wed 05 Nov", "Thu 06 Nov", "Fri 07 Nov", "Sat 08 Nov", "Sun 09 Nov", "Mon 10 Nov", "Tue 11 Nov", "Wed 12 Nov", "Thu 13 Nov", "Fri 14 Nov", "Sat 15 Nov", "Sun 16 Nov", "Mon 17 Nov", "Tue 18 Nov", "Wed 19 Nov", "Thu 20 Nov", "Fri 21 Nov", "Sat 22 Nov", "Sun 23 Nov", "Mon 24 Nov", "Tue 25 Nov", "Wed 26 Nov", "Thu 27 Nov".

Below the calendar, there is a "Travel Type" section with three radio button options:

- Add New Booking
Use this option to add a booking when the traveler does not have an existing booking
- Reschedule/Change an Existing Booking
Use this option to update a booking to match the new travel requirements
- Remove Existing Bookings
Use this option to remove an entire journey

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.

Change of Village:

If the employee needs to be in a different village, 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 leave / leaving early due to any reasons

Governance & Approvals

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

1.1 Priority Levels

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

- P0–P3 employees - during high-demand periods P0-P3 employees are priority for accommodation.
- P4–P5 employees - During accommodation constraints bookings are subject to availability. During these periods P4-P5 employees are encouraged to avoid peak days (Tuesday's & Wednesday's) if they require accommodation.
 - Exceptions apply only when Employee is visiting site for training or critical business needs, and Superintendent approval is required to be attached to the Workflow request to support the travel requirements.

1.2 Why This Matters

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



BHP Mitsubishi Alliance

Quick Tips

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

Contacts

Accommodation or Flight Booking Support:

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

Important Notes

- Urgent bookings for the day will be reviewed after daily reporting (post 12 PM BNE).