



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

Welcome to Workflow
v6.3.64

Username

Password

[Forgot your Password?](#)
[Forgot your Username?](#)

☐ Remember me

Login

Create an account
Don't have an account yet?
[Create new account](#)

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.

Q SAM Workflow BHP - BMA

Tasks

Documents >
Links >
Logout

Advanced Search

Request # Key Word

Start Date 22/10/2025 End Date

Document Current Step In Progress

Approval Type Last Modified Not Used

Subject Approved Team BMA User Account

Department Line Manager

Employer Assigned To All

Cost Code All

Camp 2 selected

Reason for Travel All

Requested By All

Drag a column header and drop it here to group by that column

Page size: 50

Days Away	Current Status	Request #	Document	Subject	Description	Cost Code	Departm
1	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.

Q SAM Workflow BHP - BMA

Home

Documents

Folio Travel ★
Generic Request ★
SAM Profile Changes ★
Roster Booking ★
De-Mobilisation ★

Advanced Search

Request #

Start Date 22/10/2025

Document

Approval Type

Subject

Department

Employer



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

Q SAM Workflow BHP - BMA

Home

Documents

Folio Travel

Generic Request
SAM Profile Changes
Roster Booking
De-Mobilisation

Folio Travel - search for the traveller

Person # Surname First Name

Employee # Department Camp

Resource Type Cost Code

Employer Roster

Group

Summary

Request # [Redacted] Requested 19/11/2025 22:08 Subject [Redacted]
 Request By [Redacted] Modified [Redacted]
 Summary Request for [Redacted]

Folio Travel - Request

BAU Maintenance Trades Non-Trade Role SAM 213570 Barq Maintenance
 Barq [Redacted] DC Service Contractor
 Visitor
 02/01/2022 BAU Crews Dynast
 Driving
 Drives [Redacted]
 Priority Classification: P1

Travel Type

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

Merge Existing Bookings
☐ Use this option to remove an offsite period and merge two bookings together

Leave Request
☐ 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: 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

Personal * On Site * Other Groups

Employer * [Redacted]
 Resource Type * [Redacted]
 Position * HSE - Security/Paramedic/Health Specialist
 Roster * [Redacted]
 Next Roster Start [Redacted]
 Room Type * MOV: CM1 Single
 Commute Base * DRV - Driving
 Transport Group DRV_02 - DRIVE - IN 1400 & OUT 1000
 Site Contact Name [Redacted]
 Crew Please Select
 Crib Bag No
 OS Travellers Please Select
 Seating Priority Please Select
 Signed Village Rules [Redacted]



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

The screenshot shows the 'Roster Booking' interface. On the left, a sidebar lists 'SAM Profile Changes', 'Roster Booking' (selected), and 'De-Mobilisation'. The main area is titled 'Rosters' and shows a roster for an employee named Saraji. The roster is for the period 02/01/2022 to 02/03/2022. The roster details are shown below the calendar, with a red box highlighting the 'Visitor' role. Another red box highlights the 'Roster Details' form, which includes fields for Roster Start, Roster Duration (months), New Roster, Department, Cost Code, Employer, Person Type, Transport Group, Commute Base, and Comments.

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**

The screenshot shows the 'SAM Profile Changes' interface. On the left, a sidebar contains 'Roster Booking' and 'De-Mobilisation', with the latter highlighted by a red box. The main content area is titled 'De-Mobilisation' and includes a warning message: 'The person has bookings on or after today. A person can only be completed if they are off-site. Otherwise they will be scheduled for completion.' Below this, a calendar view for November 2022 is shown, with various booking statuses like 'BAU, Cives Dysert', 'Driving', 'Drives', and 'Priority Classification: P1'. The 'De-Mobilisation Details' section is visible, with a dropdown menu for 'De-Mobilisation Type' showing options: 'DUP Duplication', 'EXP Expired', 'RES Resigned', 'RET Retired', and 'XLD Dismissed'. The 'Date of Completion' field is also present.

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**.

BAU Maintenance Trades/Non-Trade Roles
Saraji

02/01/2022

SJM 2135370 Saraji Maintenan
SC Service Contractor
Visitor
BAU, Civeo Dysart
Driving
Drives
Priority Classification: P1

Travel Type ⓘ

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

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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