

# BHP

# Pilbara News

Issue 4 2020

## Making a difference in the Pilbara.



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# A message from Tim Day, Acting Asset President WA Iron Ore



## In This Together

**Unprecedented. Challenging.  
Heartbreaking. Extraordinary.  
Difficult.**

These are just some of the words we've become accustomed to when dealing with COVID-19.

It has, without a shadow of doubt, changed the way we live and the way we work. However, throughout the entire pandemic, as a community, we have persevered.

It has taken a collective effort from everyone who calls the Pilbara home or chooses to work here, to make sure we've done what's best for our families and communities.

In this issue of Pilbara News, we'll touch on some of the amazing efforts, experiences and stories from local residents and our front line employees.

BHP set up a \$50 million Vital Resources Fund to support regional Australian communities facing challenges from COVID-19 with local employment, health services and other community requirements.

(Front cover: photo by Haylee Guiver)

We also committed to employing more people, 1,500 people on six-month contracts across Australia, with about 450 of these jobs in Western Australia.

More locally, in Newman and Hedland we have worked with local businesses and residents to provide employment opportunities in critical roles to support our continued operations.

And when commercial airlines stopped operating flights, we organised charter flights to support essential services and make sure people could travel to and from remote communities. We also provided financial relief and support to local businesses by waiving rent on our commercial properties.

Within our operations, we worked at a pace and urgency rarely seen in our industry, as safety remained our number one priority - and it was more important than ever.

On the health side of things, we implemented strict physical distancing controls and increased our attention on hygiene practices at our camps and sites to prevent any potential spread of COVID-19.

People took on new responsibilities and most of all, everyone adapted to new ways of working to protect themselves, their families, their colleagues and the communities in which we operate.

And yet, despite all the COVID-19 issues, across BHP's Western Australian Iron Ore operations, our business performance was outstanding all through the first quarter of the year, particularly through April.

In all our key areas, safety, production and cost, our results were remarkable.

It's been a huge team effort. One we need to recognise and celebrate - and it's not just what we achieved, it's how we've achieved it.

**Resilience. Team work. Flexibility.  
Creativeness. Opportunity.**

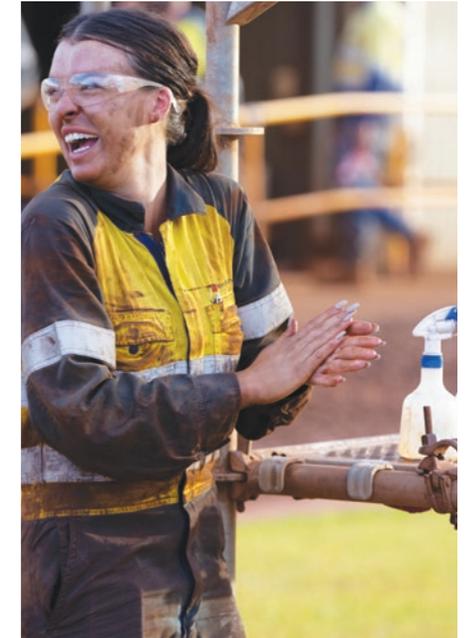
These are the words I hope are most remembered when we look back at 2020, and for everyone to be proud of what we learned, what we overcame and how we got through it. After all, we really are in this together.

**To everyone throughout the  
Pilbara, thank you.**

## Social distancing at BHP

Across our WA sites, a variety of social distancing and COVID-19 controls were created to keep our people safe.

Here's a snapshot of what it looked like on site.



# Community effort critical in the fight against COVID-19



Local Newman residents now part of BHP's cleaning crew



Soap Bush Soap



Liz and Donna from Boulevard Pharmacy



Lynda and her family from Sports Power Newman



A caravan for the Newman Women's Shelter

All across the Pilbara, local residents and business owners have had to think outside the box when it comes to facing the challenges of COVID-19.

## Soap and sanitiser supplies

Local Newman businesses Soap Bus Soap and Boulevard Pharmacy answered the call to meet urgent soap and hand sanitiser demands when town supplies were running low.

Soap Bush Soap is a small Indigenous owned business which specialises in homemade soaps, creams and beauty products using plant oils.

Soap Bush Soap owner Dolly Drage said they had been incredibly busy, but when she got the request for soap bars and foam for the schools, she knew she needed to jump on board for the good of her community.

"It's a great feeling to be able to help our town during this time, and show everyone that the community is here to help," Dolly said.

Similarly, Boulevard Pharmacy spent an entire day mixing ingredients to make hand sanitiser for BHP's Newman Operations, local police, Kanyirninpa Jukurrpa, Puntukurnu Aboriginal Medical Service, EPIS Aged Care, Western Desert Lands Aboriginal Corporation, and child care centres.

Business owner Liz Hyde said their team made 120 litres in one day.

"Since then we've helped source more than 2000 litres of hand sanitiser for our town's people." Liz said.

Both Soap Bush Soap and Boulevard Pharmacy were engaged through BHP's Local Buy Program.

## Deliveries on demand

Social and physical distancing has definitely had an impact on local businesses, so Pilbara Party Planners in Hedland and Sports Power Newman adapted to their situation and became an on demand delivery service for locals social distancing at home and FIFO workers at camp.

Pilbara Party Planners owner Mel Hatwel said if it wasn't for this opportunity, she'd be locked inside with no income.

"Delivering items to BHP's camps has allowed my business to not only continue, but we've also been able to employ another casual to help out as well," Mel said.

## Cleaning crews

Out of work Newman residents also found temporary employment through BHP's need to heighten hygiene requirements as a critical control to continue operating.

BHP contracted a number of people who work at the local pool, beauty salon and other businesses to clean their light vehicles and site equipment.

## Caring with caravans

The Newman Women's Shelter and local police were able to continue to deliver critical services thanks to some creative thinking by BHP's Geoscience team who loaned out caravans to both services.

The police used their caravan for shelter while monitoring regional boarders, while another caravan was repurposed to become a temporary home for the Newman Women's Shelter.

Newman Women's Shelter Manager Maggie Lewis said COVID-19 added complexity to housing women and children affected by family and domestic violence.

"The repurposed caravan was an absolute game changer for us," Maggie said.

## Donated Dongas

To support remote Aboriginal communities, BHP donated ten accommodation dongas from its Kurra Village in Newman to the Western Desert Lands Aboriginal Corporation.

The dongas were to be used as temporary quarantine facilities to help communities manage isolation requirements, and once COVID-19 passes, they will be repurposed as accommodation for medical and other essential services visiting remote communities.

# Social distancing takes off at Newman Airport

**How do you put in place social distancing controls, in a small regional airport with up to 2000 travellers every day? You involve the whole community.**

The massive improvements seen at Newman Airport on COVID-19 controls throughout March and April could not have taken place without the Shire of East Pilbara leading the charge, closely supported by volunteers from BHP's Newman Operations and Jumblebar teams.

BHP Corporate Affairs team member Dani Airton said the Shire of East Pilbara manages Newman Airport with Northwest Aviation Services.

"They put together some great controls to make sure there is adequate physical distancing between people at the airport, however they needed support to help make sure the controls were being followed," Dani said.

"We have a huge number of BHP people moving through that airport each day, so it was only right we helped out.

"The Shire took the lead, setting up gazebos and chairs in what we called the 'staging areas'. We simply put on our 'Continuous Improvement' hats and enhanced the controls, like tape on the ground, adding new markers for social distancing, removing chairs, adding new staging areas and more signage.

**"Each day is different, and numbers play a huge part in how things are managed – which is why our Non-Process Infrastructure team has been so helpful.**

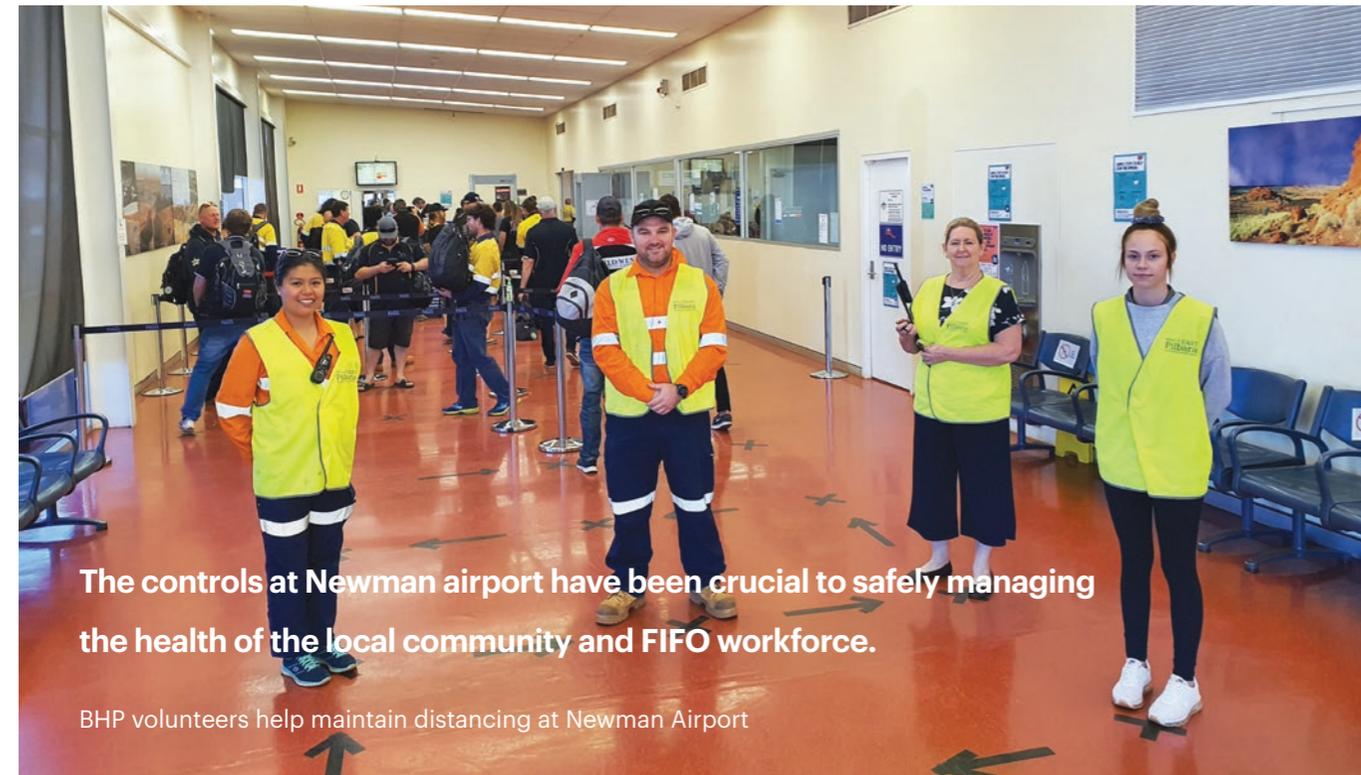
"They put together data from bus and flight schedules which allows the teams on the ground to prepare for crowds. It's been one big team effort."

The controls at Newman airport have been crucial to safely managing the health of BHP's FIFO workforce in Newman, as well as residents and community members.

# Meet George



George Martin and his grandson Harry



**The controls at Newman airport have been crucial to safely managing the health of the local community and FIFO workforce.**

BHP volunteers help maintain distancing at Newman Airport

This is George Martin. He's one of BHP's shutdown supervisors and he has been based in Newman for the last couple of months.

George normally lives in Queensland and is part of a maintenance services team that goes from site to site across BHP's iron ore operations in WA and he has seen a lot of changes made to protect the workforce and the community.

"Everyone has settled into the changes now which protect the community that lives here - including my daughter and grandson," George said.

George's daughter and grandson Harry (pictured together last year) live in Newman and he said it was hard being at camp and not being able to visit them.

"It was different, and change is always hard. But everyone accepted the improvements as necessary. Some controls are still in place. Everything has been very well managed at site, we're keeping our distance from each other.

"Kalgan's Village is being run as best as can be. When we couldn't go into town, there was a delivery service set up which was great. The biggest changes were at the mess, with disposable gloves and plastic knives and forks. It's pretty much like having a picnic," he explained.

**George planned to stay in the Pilbara region to support his crew, now that the inter-state restrictions are in place.**

"There's three of us in my crew who are here for the long-haul, now that the restrictions are in place. The next shutdown will be at Mining Area C so that's where we're headed next!"

**Good luck George, and thanks for sticking in there!**

# BHP's Vital Resources Fund

When the reality of COVID-19 began to sink in, BHP established a \$50 million Vital Resources Fund to support remote Australian communities respond to the pandemic.

As of June 2020, more than \$25 million of this fund has been committed to organisations and programs across the country, in areas of health, education and community resilience.

Here are two stories of how the fund is already having an impact in the Pilbara

## Royal Flying Doctors ready to respond

The Royal Flying Doctor Service Western Operations (RFDS) is an essential life line for people in our remote communities, particularly during a once in a 100 year pandemic.

RFDS Western Operations CEO Rebecca Tomkinson said the Royal Flying Doctors have been a trusted health care partner in Western Australia for more than 90 years.

"We are there to help a mate when they need us the most – and that time is now, in the coming weeks and the many months ahead," Rebecca said.

"As a not for profit charity, providing an essential life-saving service, we literally rely on the generosity of our funders to keep us in the air."

**BHP has answered this call by donating \$2 million from its Vital Resources Fund to the RFDS 'Response Ready for WA' appeal.**

## Safe haven for those who can't self-isolate

Aboriginal people who develop influenza or coronavirus symptoms now have access to a new quarantine facility in Newman as part of a program aimed at protecting Indigenous communities against the COVID-19 pandemic.

BHP contributed more than \$550,000 to fund the operation of this facility it launched with East Pilbara Independence Support (EPIS). The new four-bedroom quarantine facility will support elderly, frail or disabled people who would potentially be unable to isolate in their communities.

EPIS Chief Executive Officer Vicki Kershaw said this facility is all about the potential impact of COVID-19 on the wider Newman community.



The Royal Flying Doctor Service

"While some families have been supported to travel back to their communities already, a significant number of people may also encounter challenges when accessing suitable housing, making it impossible to self-isolate and keep themselves and the wider community safe." Vicki said.

EPIS will provide nursing care and support round-the-clock until residents recover or require hospitalisation if their condition worsens and there's an additional 15 facilities on stand-by if required by the Newman community.

## Vital Resources Fund support in Western Australia As of 1 June 2020

**Telethon Kids Institute -**  
**\$2.66 million**  
for COVID-19 research

**Foodbank WA -**  
**\$1.25 million**  
to support the purchase and distribution of food to families and communities

**Puntukurnu Aboriginal Medical Service (PAMS) -**  
**\$330,000**  
to retain additional GP support for remote Indigenous communities in Western Desert region

**Lifeline WA -**  
**\$300,000**  
to enhance staffing capacity and mental health services across the state

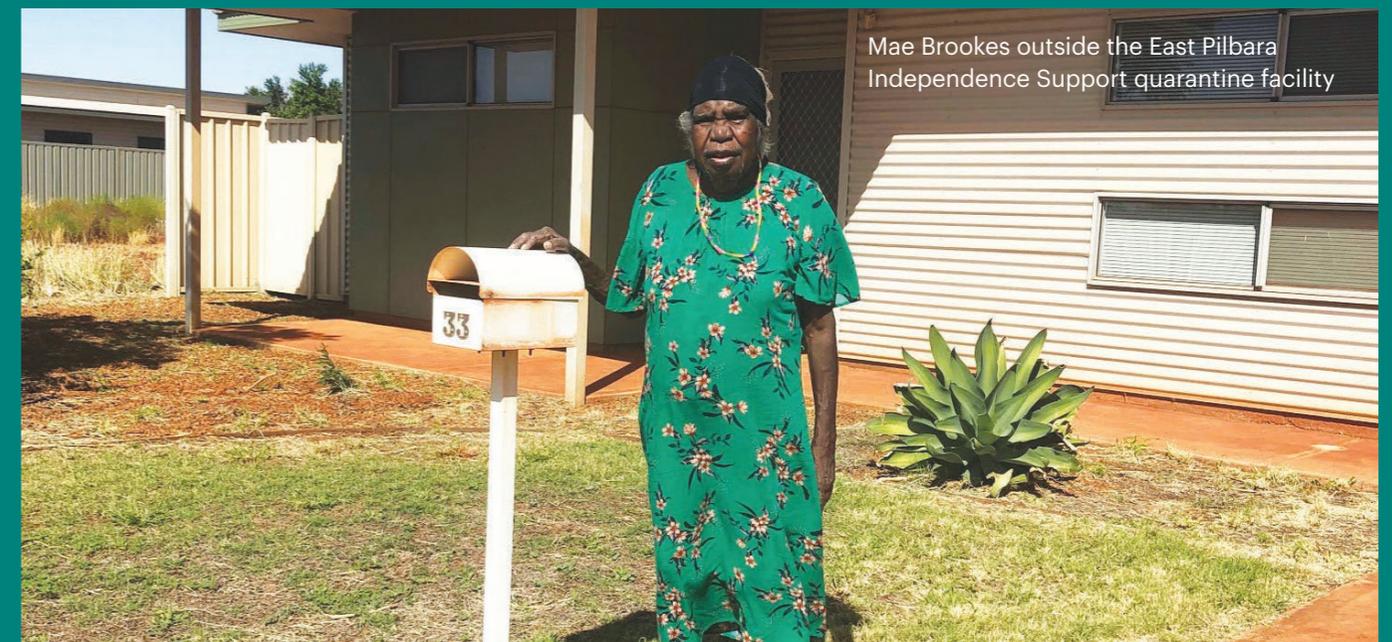
**Bega Garnbirringu Health Service -**  
**\$220,000**  
to support Indigenous communities in the Goldfields

**Kalgoorlie Boulder Chamber of Commerce and Industry -**  
**\$120,000**  
to provide support for local business sustainability through online diversification

**Bloodwood Tree Association -**  
**\$119,000**  
to establish a mini-mart to support vulnerable members of the community



Find out more about BHP's Vital Resources Fund here



Mae Brookes outside the East Pilbara Independence Support quarantine facility

# A message from Nilson Davila BHP General Manager Port Operations

There has been a lot happening across the Pilbara in the past few months. Since the onset of the COVID-19 pandemic, BHP has been actively seeking ways to strengthen our support for local jobs, local procurement and local investment in the region.

**As you will read in this issue, we have initiated a number of community outreach programs and local buy initiatives to continue to bolster our engagement with the Pilbara community.**

Now, in addition to BHP's Vital Resources Fund and the Pilbara Air Quality project, we have submitted an application to the Department of Water and Environmental Regulation (DWER) to increase our licensed iron ore export capacity through Port Hedland from 290Mtpa up to 330Mtpa.

While our focus remains on reaching our current licensed throughput of 290Mtpa (100 per cent basis), productivity improvements across our supply chain means we have the potential to increase our production beyond 290Mtpa.

We understand that any increase in our production has the potential to deliver flow-on benefits for local jobs, local business and additional royalty revenues for the State and we want to ensure we remain open and transparent about our planned footprint in WA. The licence amendment if approved will enable a long-term, sustainable growth option for our business and provide enhanced visibility over our future plans in WA as market conditions allow.

Importantly, as part of that licence application we have committed to no net increases in our dust emissions through port.

To help us achieve this, we plan to invest up to a further \$300 million over the next five years to improve air quality and reduce dust emissions across our operations. You can read more about our Pilbara Air Quality Program on page 13 of this edition of Pilbara News.

**These past few months have been challenging for everyone. However, BHP is committed to the Pilbara and its people and we will continue to look for ways to support local jobs and local businesses.**

# South Flank modules make highway history

BHP's South Flank mine is making history – and not just because it will be the industry's largest iron ore hub. The project is using modular construction techniques to speed up the build of its 145 million tonne per year ore processing hub, and the modules are some of the biggest ever delivered into the Pilbara.

Around 1500 units of all shapes and sizes, totaling 35,000 tonnes are arriving into Port Hedland. But with many up to 15 metres wide, and the largest weighing 354 tonne, getting the modules 350 kilometres from Port Hedland to South Flank is a highly complex road transport job. Two years of planning is helping this epic logistics exercise run smoothly.

The modules are assembled into convoys on heavy-lift sleds at Boodarie by transport specialist Mammoet. They travel to site at 40 kilometres per hour, and anything more than 8.5 metres wide has to move at night, which brings unique challenges.

"We're working hard to minimise our impacts on other road users," notes Mick Antony, BHP Port Logistics Superintendent.

"We let 180 stakeholders know the details of each convoy in advance, and work closely with local police, transport, fire and emergency services to smooth the way for both regular and emergency road users, day and night."

Local Pilbara businesses have played their part in both planning and execution. Traffic management specialists Low Flying Pilots control the convoys, progressively closing sections of the Great Northern Highway for up to an hour as the convoy passes.

**BHP has used another Hedland business, coffee truck Pilbara Flavours, to provide free hot drinks and food for road users.**

**"It's been well-received, and I think it shows that BHP is not just concerned about the welfare of our team, but also the welfare of the wider community," Mick said.**



South Flank Delivery team welcome the arrival of modules to site

# South Flank: it's big and it's taking shape

Construction is more than 65% complete, and big things are happening at South Flank.

With ore already being hauled and stockpiled, the mine's massive primary crushers are now being slotted into the cliff-like walls of the two run-of-mine (ROM) pads.

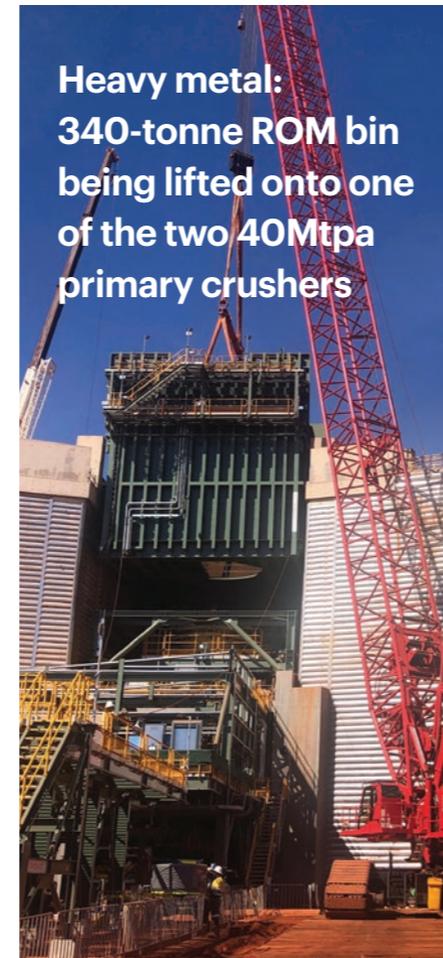
Modular design is speeding up and simplifying assembly, but these are some of South Flank's largest and heaviest components. It takes the site's biggest crane to ease each 340-tonne ROM bin into position, completing the first link in the ore processing chain.

Stretching away from each crusher across the undulating Pilbara landscape, high-tech overland conveyors pop against the red dirt, thanks to their 24,000 bright yellow composite rollers.

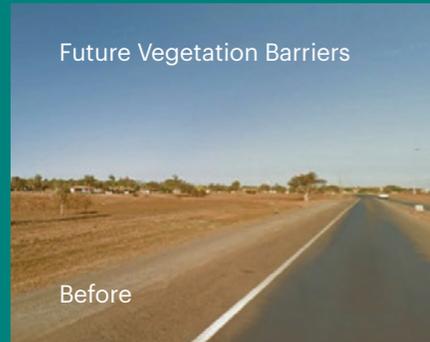
Designed and built in WA, the conveyors total more than 26 kilometres. They are being fitted with the belts that will form the mine's main arteries, set to carry 80 million tonnes of ore a year to the coarse ore stockpile, inside the rail loop.

Here, more modules have been bolted together to form the Ore Handling Plant, including the secondary crushing and rescreening plants, which rise 30 metres above the stockyards they will feed.

At the eastern end of the loop, the 60-metre boom arm of Stacker ST4, built in WA and delivered to site in January, has been positioned on its rail sled, ready for electrical fit-out.



# Up to \$300 million for leading air quality program across the Pilbara



Future Vegetation Barriers

Before



After



New Air Monitors installed at our Newman operations

**BHP plans to invest up to a further \$300 million over five years to improve air quality and reduce dust emissions across our Pilbara operations.**

The investment reinforces BHP's commitment to the long-term, sustainable future of the Pilbara region as an economic powerhouse and follows \$400 million in projects already delivered by BHP over the past decade to minimise dust emissions across its supply chain.

BHP General Manager Port Operations, Nilson Davila, said "BHP has reviewed global best practice dust scheme, management and air quality control methods and identified new opportunities to further improve our approach.

"We recognise we have a shared responsibility to address dust issues in the Pilbara" Nilson said.



Watch our YouTube to learn more

"We have worked, and will continue to work closely with government, industry and the community to further improve air quality controls at our operations and for the communities in which we operate."

The Pilbara air quality program will build a solid foundation for the sustainable future of our operations and involves:

- The construction of wind fences at port operations, a method that has been proven to significantly reduce the potential for dust lift-off from stockpiles.
- Trialling construction of vegetation barriers to capture dust in the West End in Port Hedland, in partnership with Curtin University and Greening Australia.
- Implementation of operational dust control projects across our entire Pilbara supply chain, such as moisture management systems, ore conditioning and monitoring infrastructure, and improvements across our existing controls at our mines and port.

**Individual projects will still be subject to all necessary internal and State Government approvals.**

"The planned investment signals BHP's strong commitment to the Pilbara, and particularly to the revitalisation of the West End into a vibrant commercial hub," Nilson said.

"In consultation with the community we want to ensure we help to improve local amenity while also continuing to provide jobs and economic opportunity for the region."

BHP supports the government's proposed voluntary buy back scheme, revitalisation of the West End and remains committed to working with government, industry and the local community on the recommendations of the Port Hedland Dust Management Taskforce Report, including the development by Department of Water and Environmental Regulation of best practice guidelines for bulk handling facilities and their implementation.

# The Pilbara's passionate people thinking big with BHP



**Gary Silcock has been a resident of Port Hedland for the past 20 years and believes community will be the next boom for the northwest town.**

Gazza, as he's affectionately known to family and friends said the last boom was construction, and now is the time to invest in people and making town a vibrant and inclusive place people will want to make home.

"There's so much new infrastructure on the cards in town, we've got the new sports centre on the way, a BMX track for the kids, developments at the Marina and our parks, and a new amphitheatre," Gazza said.

**"There's a lot of reasons to make Port Hedland home, and even more opportunities to improve our already great town.**

"This is why I was excited to get involved with BHP's Stakeholder Engagement Group."

BHP's Stakeholder Engagement Groups (SEG) in Port Hedland and Newman help the Company better understand the people it works alongside and ensures it continuously improves how it works with stakeholders.

"At the last SEG meeting I went to, BHP shared some brilliant ideas on how they are managing housing issues in the Pilbara – focusing on helping people with home ownership and upgrades, something I felt BHP hasn't previously put enough effort into," Gazza said.

"As a SEG member, I'm hoping I can enlighten people at BHP on more of the community issues in Port Hedland.

"They are the 'Big Australian' but I want them to become the 'Big People' company, and to think big about our towns and communities.

"I don't believe it's always about money, I think there's more value in trying to communicate with our people, and making us feel part of their family.

"For example, small efforts like taking family members on tours of sites and infrastructure so they can see their mums, dads, brothers and sisters, sons and daughters working on site and get a real appreciation of what they do.

"There's a lot of amazing things happening in the northwest, and I think more can be done to show people what's going on in their own backyard."

# Port's first Indigenous Traineeship Program

In 2019 the BHP introduced a new Indigenous Traineeship program in Port Hedland.

This 12 month traineeship offers a pathway into four key areas of the Business - Resource Processing, Engineering, Horticulture and Business Administration.

Casson Green has lived in Port Hedland most of her life and is now a Production Trainee.

Casson said the traineeship is probably one of the best decisions she has ever made.

"This is the third time I applied for the BHP Traineeship. I love what the Production Technology team does, no one day is the same," Casson said.

"The traineeship has also given me the opportunity to spend more time with my family thanks to the 'sportsman' roster - which I couldn't have had with other organisations.

"Not only am I getting hands on experience, I'm learning a lot about the business too. I've already recommended many of my friends and family to apply for the program."

Kheyln Mitchell is an Administration Trainee for our Port Maintenance team.

Kheyln said it has been very eye-opening experience.

"Business Administration is so different to what I'm used to," Kheyln said.

"I was worried I would be sitting behind the desk all day, but the reality is I have to attend meetings, follow field leadership routines, talk about safety - all things I've never done before.

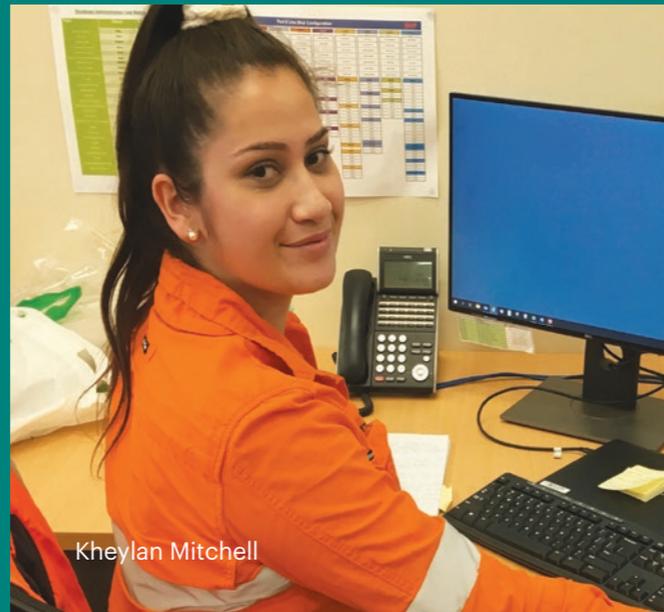
"It's been a big learning curve, and while I still get some anxiety answering phone calls, my mentor and supervisor have been so supportive in helping me relax.

BHP trainees like Casson and Kheyln not only get hands on work experience, they also work towards TAFE qualifications.

**Intakes for 2021 Traineeships open in February next year.**



Casson Green



Kheyln Mitchell

# Big focus on health

Better access to health services is a big issue for people who live in Newman.



PAMS CEO Robby Chibawe and Principal Community Sue Michoff.



The new Puntukurnu Aboriginal Medical Service (PAMS) facility under construction

**"Health has been a big challenge in Newman for a long time, particularly for Indigenous people, who have a cultural barrier to accessing services and often travel in from remote communities," explained BHP's Principal Community Sue Michoff.**

**BHP is investing \$764,000 in the new Puntukurnu Aboriginal Medical Service (PAMS) facility, opposite Newman Hospital.**

PAMS is an Aboriginal controlled primary healthcare provider supporting communities located in the remote Western Desert region of the Pilbara.

"The new PAMS facility is going to deliver amazing outcomes, not only for Indigenous people but also the wider population of Newman," continued Sue.

With the new facility, people will have access to GPs, a pharmacy, chronic disease and kidney dialysis specialists, a dietitian, child health nurses, and speech and occupational therapists.

"Until now, there has been no Aboriginal Medical Service in Newman," said PAMS CEO Robby Chibawe.

"So this service fills a gap. We are building an appropriate cultural space for Indigenous people to access quality, timely health opportunities."

**To attract specialists to Newman, BHP has provided six houses to PAMS.**

BHP is also partnering with PAMS to protect Aboriginal people who develop influenza or coronavirus symptoms, with \$330,000 provided to support additional GPs for remote Indigenous communities in the Western Desert region.



Watch our YouTube to learn more

# A place for everyone

**The Newman Neighbourhood Centre is about to expand its services, with a new playground, Well Women's Centre and a flexi workspace for busy parents in town.**

BHP Principal Community Sue Michoff said dongas from Kurra Village will be repurposed and set up as a dedicated flex work space and a Well Women's Centre, providing a bigger range of services for the whole community.

"A nurse for the Well Women's Centre will be housed in a BHP house, which means the centre can be competitive and get the best person for the job," Sue said.

The Newman Neighbourhood Centre is a friendly, informal place where people in the community can meet for a range of social and health activities, creating a sense of community.

**"One of the most popular services is our creche," explained Centre Manager, Deb Barry. "We often have flexi workers here, using our creche while they catch up on work."**

Courtney Bowman runs a local florist in town and uses the creche regularly while her husband works in the mining industry.

**"Living up here, you are quite isolated. You don't have the family and things that you might have living down south," said Courtney. "It's a great place to be able to connect with other mums in town and have a break for a while."**

The new Flex Workspace will be opening soon and the Well Women's Centre will be operating from June 2020. Contact [newmanneighbourhood@outlook.com](mailto:newmanneighbourhood@outlook.com) for more information.



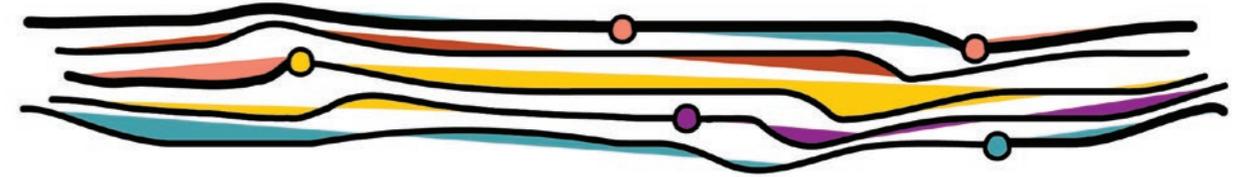
Watch our YouTube to learn more



Deb Barry, Manager Newman Neighbourhood Centre and Sue Michoff, Principal Community BHP

# Newman Futures update

## NEWMAN FUTURES



**Newman Futures has always had a strong focus on supporting the whole community – both economically and socially – and the emergence of COVID-19 certainly hasn't changed that.**

A new Newman Futures Community Board website has been set up as a 'one stop shop' of information to help people survive and thrive through this pandemic.

**On the Newman Futures Community Board, you'll find local events in your area, educational and recreational resources for kids, links to health advice and support services, news stories and much more.**

**If you'd like to get involved, nominate a local hero, share a story, or even host your own online event, we'd love for you to get in touch.**

Despite social distancing measures the Newman Futures work stream teams have continued to meet over video chats to keep initiatives on track.

One of the exciting projects being worked on is a Culture Compact which will invite signatories to participate in a new way of working together where all cultures come together as equals.

Other projects include a precinct plan for East Newman, and a 'womb to enterprise' plan outlining what needs to happen to ensure local students are equipped with the knowledge and skills to find jobs in the emerging Industry 4.0 economy.

To visit the new community board go to: [newman.commonfutures.com.au](http://newman.commonfutures.com.au)

Or visit: [www.newmanfutures.com.au](http://www.newmanfutures.com.au)



## South Flank – big pieces of the puzzle arrive

Road convoys (left) help transport some of the 1500 processing modules 350 kilometres from Port Hedland to South Flank.

The world's largest rail mounted reclaimer boom arm arrives in Port Hedland (right). Destined for the South Flank stockyard, it's just part of \$110 million of local WA steelwork being fabricated by 540 West Aussie workers on the Kwinana strip.

## Do you have an issue with our operations?

Call **1800 421 077**

If you notice something is not quite right and you think it may be linked to our port, mining or rail operations then BHP has a Pilbara Community Contact line that offers a 24 hour service, 7 days a week to register your concern.

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For more information

Contact Corporate Affairs on 6321 0151 or email [pilbaraca@bhp.com](mailto:pilbaraca@bhp.com)

[bhp.com](http://bhp.com)