

Welcome

RioTinto

Tenant Welcome Pack

Rio Tinto

Welcome to the Pilbara and your company house.

This guide is for tenants who live in company housing supplied by Rio Tinto and is intended to provide tenants with useful and relevant information about living in the Pilbara. Please read all the contents carefully as it will help to answer many of the questions you may have.



Make your move a mentally healthy one: Adjusting to a new community

Whilst relocating to a new community can provide great opportunities and experiences, it can be stressful - even if you have moved, or worked in the mining industry previously. It can take time to adjust, particularly if you have left close family and friends behind to make the move. Below are some useful resources to help make your move less stressful and help you become part of your new community.

“The best way to weave your way into the fabric of a little place is to become involved, and all of a sudden, you become part of a wider community”

Taken from: <http://www.abc.net.au/news/2015-07-15/residents-australias-tiniest-towns-what-happiness-means-to-them/6621440>.

Act Belong Commit

Being active, having a sense of belonging and purpose in life all contribute to happiness and good mental health. Visit www.actbelongcommit.org.au for simple tips on how you can support your mental health and wellbeing after moving somewhere new.

Ngala: 1800 111 546

Provides a range of parenting and family support services. Visit www.ngala.com.au.

Mining Family Matters

Provides free professional support and practical advice to Australian families in mining, oil and gas. The website has a section on relocating to mining towns, ‘Tips for happy mining town families’ amongst other information and resources. Visit www.miningfm.com.au/

Rio Tinto Iron Ore – Emergency contact line for families: 1800 992 777

We have established a contact line for families to connect with site in case of emergencies, such as:

- Urgent concerns for the safety or wellbeing of an employee who is at work and cannot be reached; or
- Updates from site relating to emergencies such as cyclone or fire.

Simply follow the automated prompts and one of our representatives will assist by passing on the details to a site representative who will call back as a priority. We recommend you provide the name of your team/business unit as well as your leader’s name and contact number with your partner/family, in case of emergencies.

Pets

Even pets can have trouble settling into a new environment. For tips, visit sites such as <http://brunswickcentralvet.com.au/pet-library/moving-house-settling-your-cat-into-a-new-house>.

Some tips:

Keep in touch with friends and family you’ve moved away from. Catching up with old friends on Facebook or even skype/facetime are all good for mental health and a sense of wellbeing.

- Get involved in your new community
- Go along to social events (even if you don’t feel like it) – this is an important way for you and your family to make connections
- Contact your local shire or council or visit their website (see information in ‘Your local town’ section of this folder)
- Scan your local newspaper; community newspapers contain a wealth of information on local activities and events
- Use the activity finder on actbelongcommit.org.au to find groups and activities in your area.
- Find a local sport or recreation club in your area by using the Department of Sport & Recreation’s online directory – www.dsr.wa.gov.au

If you feel like you or your partner or family member are struggling – reach out, and get help.

Employee Assistance Programme (EAP): 1800 30 30 90

A free, confidential counselling service for Rio Tinto employees and immediate family, provided by an independent organisation staffed by experienced psychologists, BSS Employee Assistance. Visit: <http://bsspsych.com.au/BSS/EAPMain/>

24 Hour Alcohol and Drug Support Line: 1800 198 024

For anyone concerned about their own or another person’s alcohol or drug use. Visit www.alcoholdrugsupport.mhc.wa.gov.au.

Refer to the ‘community resources’ section of the ‘Wellbeing’ booklet enclosed in this folder for further support services and information.

Our Iron Ore business

Fifteen iron ore mines, four port terminals, and more than 1700 kilometres of railway in Western Australia's Pilbara region.

Our iron ore operations are concentrated in the Pilbara region, Western Australia.

From these operations we produce a premium product suite, including our flagship Pilbara Blend, which are used by customers as a key ingredient in the production of steel.

Our integrated network of mines, rail, ports and related infrastructure form a seamless supply chain, managed remotely from our purpose built Operations Centre 1500 kilometres away in Perth.

We completed a major Pilbara infrastructure expansion in 2015 that increased the capacity of our port at Cape Lambert, rail, power and fuel supply and town facilities.

We also completed a number of mine developments to sustain existing operations and grow capacity.

Our Mine of the Future™ vision, introducing new technologies to deliver operational efficiency, is becoming a reality with autonomous trucks and drills already delivering additional tonnes at several mine sites and autonomous trains being tested.

Outside of the Pilbara, we also produce iron ore in Canada and have development projects in India and Guinea.

Working and living in Pilbara towns

The house you are living in is managed on behalf of Rio Tinto by Sodexo, an international facilities and services management company. A Sodexo representative will be available to assist you with any tenancy related queries that you may have.

Sodexo is the service provider and property manager for our company housing portfolio and is responsible for other town-based assets such as the fly-in, fly-out (FIFO) accommodation and facilities in the Pilbara.

Tenants should liaise with Sodexo for all day to day tenancy related matters such as property inspections, maintenance requests, lease management, bond disposal processes and removal/relocation services. Internal employee processes such as rent deductions via payroll is managed by Rio Tinto.

Sodexo offers the "Portal" website that enables tenants to access a range of information and additional user-pay services such as cleaning, gardening and minor home improvements.

Visit Sodexo's Portal to register and access information and updates - <http://sodexo.ifmsportal.com.au>. You can also call the Pilbara Service Centre on **1800 992 777**.

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Your local town

Contact...



Complete a form on the online Portal
<http://sodexo.ifmsportal.com.au>



or email: picc@riotinto.com



or call:

Pilbara Service Centre
1800 992 777



*Please call 1800 992 777 for all critical
infrastructure or non-medical emergency calls*

Tenancy overview

Welcome to your new home in the Pilbara. We are happy to have you as our tenant and we thank you for your support in looking after your tenanted property. To better understand your obligations under your lease, there are some important things to be aware of as part of your lease agreement.

Property condition report

You should have received a copy of the property condition report when you signed your lease agreement. This report is a record of the condition of the property when you first moved in. Reviewing the property condition report is the best way to ensure you are not charged for repairs or cleaning when you vacate the property.

Please return a signed copy of your property condition report to your Sodexo Property Manager. You may want to also keep a copy of this document in the front sleeve of this folder.

Visitors staying with you

You and your family are the primary residents of your house and you are not allowed to sublet any rooms to additional occupants as this will be in breach of your lease agreement. Your lease agreement will also state the maximum number of people who can ordinarily live at the property. Having more people living at the house than what the lease states will be considered a breach of this agreement. If you breach the lease agreement, a breach notice will be issued by Sodexo in accordance with the Iron Ore Company Housing Benefits policy.

We understand that families will have visitors from time to time. We consider two months to be a reasonable maximum time for visitors to be staying at your house. If you want visitors to stay longer than two months, please speak to your Sodexo Property Manager and we will discuss your situation.

Paying your rent

It is your responsibility to ensure your rent is paid on or before the due date. If applicable, you should check your salary statements each month to make sure that your rent has been deducted and that the amount is correct.

If rent is not deducted correctly, it is your responsibility to let Rio Tinto know as you may accumulate a debt that you will have to pay back. If there is a problem with your rent deduction through payroll, please send an email to phs@riotinto.com.

Routine inspections

From time to time routine inspections will be carried out as per your lease agreement. Sodexo will advise you between seven and 14 days before the inspection date and endeavour to find a time that suits you.

You have a right to be home during the inspection. If it is not possible, we reserve the right to access the property for inspection. If you have any routine maintenance requests, please contact the Pilbara Service Centre on **1800 992 777**.

Pets

You are most welcome to bring your family pets with you, as long as you comply with local Government regulations on pet ownership. For example, you can't keep native wildlife without a permit.

If you are living in a townhouse or flat and you would like to have a pet, please speak with your Sodexo Property Manager. In general, we don't allow pets in grouped properties, but you may be able to have a pet if you are in a ground floor property.

Tenancy overview continued

Pests

It is the tenant's responsibility to control mice, rats, cockroaches, spiders, ants, moths and other pests you may find in your home.

Please visit your local supermarket for insect and rodent control products. If you notice any termite or Singapore ant activity, please let us know immediately by calling the Pilbara Service Centre on **1800 992 777**.



Singapore ant

If you find a snake or any other unwanted reptile in your home or garden, contact your Shire or an approved Rio Tinto snake catcher via the Pilbara Service Centre, who will arrange for removal.

Moving out

When it is time to move out you need to contact your Sodexo Property Manager in addition to contacting Human Resources about any transfer or resignation. Unless otherwise agreed, the date of your resignation or termination is the start of the maximum 60 day period that you have before you must move out. Your Sodexo Property Manager can advise you of the move out process, so please contact them if you have any questions.

If you are transferring within the company, or just moving to another company house, it is important to advise your Sodexo Property Manager of your plans as rent on your current property may continue to be deducted from your salary.

Prior to leaving your house, Sodexo will arrange an inspection that you should attend. A property condition report will be completed and matched against the report that was prepared when you first moved in. Any charges due for cleaning and repairs, as noted on the new report, will be deducted from your salary via payroll or invoiced separately if required.

Any structures on your property that have not been approved must also be removed.

Considerate behaviour

In our properties, just like on our operational sites, we expect you to act responsibly and show consideration for your neighbours and the property. Please refer to the principles outlined in our 'The way we work' publication. Undesired behaviour is treated seriously and may affect your access to company housing both immediately and into the future.

Improvements

Please refer to the maintenance section for information about housing improvements.

Working from home

If you or your partner runs a business from home, you will be required to obtain approval from your Sodexo Property Manager who will assess your proposal to use the house for a business purpose.

You may also need to coordinate:

- Public liability insurance policy appropriate to the type of business,
- Approval of your local Shire and all other relevant authorities, and
- Approval from your immediate neighbours for the proposed use of the house.

If your business activity disturbs or causes harm to your neighbours we may withdraw approval for the home business to be located in your house.

Contents insurance

Impact from cyclones, fire or burglary is not the way any tenant wants to discover they have under-insured or forgotten to insure their contents.

Figures from the Australian Bureau of Statistics suggest that up to 25 per cent of all homes in Western Australia may have no insurance at all. Figures also reveal that people who rent properties have the lowest level of insurance, with over 70 per cent of renters having no insurance.

We have an insurance checklist to help you estimate the value of your contents.

Walking through your home and filling out this simple checklist will enable you to compare the value of your contents to the amount you have insured them for, to see whether you have adequate insurance or not.

Note: electrical appliances, floor coverings and other fixtures that have been supplied with your rental property are covered by Rio Tinto.

Please take the time to accurately calculate and insure your contents.

Insurance calculator

How to use the checklist

- Walking through every room in the home, fill out each entry, estimating the value of each item and write into the relevant field.
- Calculate sub totals for each room/area.
- When finished, add up all the totals to get your final figure.
- Track down your insurance certificate – which will outline your level of insurance – and check how close you are.

| General | Your estimate | Typical price |
|-------------------------------|---------------|-----------------|
| Rugs and cushions | \$ | \$400 - \$1000 |
| Curtains and drapes | \$ | \$2000 - \$7000 |
| Wall hangings | \$ | \$500 - \$1500 |
| Ornaments/photos | \$ | \$300 - \$1000 |
| Clock/camera/binoculars | \$ | \$500 - \$1500 |
| Heaters/fans | \$ | \$120 - \$400 |
| Linen/bedding | \$ | \$500 - \$1500 |
| Pot plants | \$ | \$100 - \$500 |
| Musical equipment | \$ | \$200 - \$500 |
| Collections e.g. stamps/coins | \$ | \$500 - \$1500 |
| SUB TOTAL | \$ | |

| Kitchen | Your estimate | Typical price |
|--------------------------------------|---------------|-----------------|
| Refrigerator | \$ | \$1200 - \$2500 |
| Freezer | \$ | \$400 - \$1200 |
| Food | \$ | \$400 - \$800 |
| Microwave | \$ | \$250 - \$650 |
| Dishwasher | \$ | \$900 - \$1200 |
| Small appliances e.g. toaster/kettle | \$ | \$500 - \$1500 |
| Cutlery and crockery | \$ | \$200 - \$1000 |
| Pots, pans and utensils | \$ | \$300 - \$700 |
| Plastic and glass-ware | \$ | \$200 - \$700 |
| Kitchen table and chairs | \$ | \$300 - \$1000 |
| TV | \$ | \$400 - \$800 |
| Video | \$ | \$300 - \$600 |
| SUB TOTAL | \$ | |

| Study | Your estimate | Typical price |
|-------------------------------|---------------|-----------------|
| Desk/chair/lamps | \$ | \$300 - \$700 |
| Computer and accessories | \$ | \$2000 - \$5000 |
| Books/bookcase/filing cabinet | \$ | \$500 - \$1500 |
| Sewing equipment | \$ | \$400 - \$800 |
| SUB TOTAL | \$ | |

| Bath/laundry | Your estimate | Typical price |
|------------------------------|---------------|----------------|
| Toiletries/ cosmetics | \$ | \$300 - \$800 |
| Medical cabinet and contents | \$ | \$200 - \$400 |
| Electrical appliances | \$ | \$100 - \$300 |
| Washing machine | \$ | \$750 - \$1200 |
| Clothes dryer | \$ | \$350 - \$600 |
| Iron and board | \$ | \$100 - \$200 |
| Mops and broom | \$ | \$80 - \$150 |
| Cleaning utensils | \$ | \$70 - \$100 |
| Vacuum cleaner | \$ | \$300 - \$850 |
| SUB TOTAL | \$ | |

| Garden areas | Your estimate | Typical price |
|-----------------------------|---------------|-----------------|
| Barbecue | \$ | \$250 - \$1000 |
| Outdoor furniture | \$ | \$300 - \$2000 |
| Above ground pool equipment | \$ | \$1200 - \$3000 |
| SUB TOTAL | \$ | |

Insurance calculator continued

| Garage/storage | Your estimate | Typical price |
|-----------------------------|---------------|----------------|
| Sport/hobby equipment | \$ | \$800 - \$2000 |
| Luggage | \$ | \$200 - \$1000 |
| Lawnmower | \$ | \$500 - \$1000 |
| Bicycles | \$ | \$400 - \$1000 |
| Garden tools/ implements | \$ | \$100 - \$500 |
| Handyman tools | \$ | \$300 - \$1000 |
| Camping and beach equipment | \$ | \$400 - \$800 |
| SUB TOTAL | \$ | |

| Valuables | Your estimate | Typical price |
|-------------------------------------|---------------|---------------|
| Antiques/curios/ paintings | \$ | |
| Stamps/coins/ medals | \$ | |
| Furs | \$ | |
| Handwoven carpets/ rugs | \$ | |
| Jewellery (limits apply unless n/a) | \$ | |
| Watches | \$ | |
| Valuable collections | \$ | |
| Other | \$ | |
| SUB TOTAL | \$ | |

| Main bedroom | Your estimate | Typical price |
|------------------------------------|---------------|-----------------|
| Bed and mattress | \$ | \$750 - \$2000 |
| Bedding | \$ | \$400 - \$1000 |
| Dressing and bedside tables | \$ | \$500 - \$1500 |
| Wardrobe | \$ | \$500 - \$1000 |
| Other furniture e.g. lamps/mirrors | \$ | \$200 - \$500 |
| Clothing and shoes | \$ | \$3500 - \$9000 |
| Jewellery/watches | \$ | \$500 - \$5000 |
| SUB TOTAL | \$ | |

| Additional bedroom | Your estimate | Typical price |
|------------------------------|---------------|-----------------|
| Bed and mattress | \$ | \$300 - \$800 |
| Dressing and bed-side tables | \$ | \$300 - \$700 |
| Wardrobe | \$ | \$500 - \$1000 |
| Other furniture | \$ | \$100 - \$300 |
| Clothing and shoes | \$ | \$1000 - \$4000 |
| SUB TOTAL | \$ | |

| Lounge/dining | Your estimate | Typical price |
|--------------------------|---------------|-----------------|
| Lounge suite | \$ | \$2000 - \$5000 |
| Dining suite/ sideboards | \$ | \$1200 - \$4000 |
| Wall units and contents | \$ | \$1000 - \$2500 |
| Dinner set/ silverware | \$ | \$500 - \$2500 |
| Lamps | \$ | \$150 - \$400 |
| Colour TV | \$ | \$700 - \$9000 |
| Video/DVD player | \$ | \$300 - \$800 |
| Stereo equipment | \$ | \$500 - \$2500 |
| Tapes/CDs/ videos/ DVDs | \$ | \$500 - \$2000 |
| Other | \$ | \$500 - \$2000 |
| SUB TOTAL | \$ | |

Maintenance

Maintenance overview

The house you are living in is managed on behalf of Rio Tinto by Sodexo, an international facilities and services management company. A Sodexo representative will be available to assist you with any tenancy related queries that you may have.

What you need to do around your home

You are responsible for taking care of minor maintenance in your home, as you would in any rental property. This means you are responsible for:

- Changing light bulbs, fluorescent tubes and fluorescent light starters
- Changing/replacing smoke detector batteries
- Tightening of loose hinges and loose door/drawers
- Cleaning of kitchen/bathroom exhaust fan
- Cleaning of property
- Reticulation system where fitted/installed. This includes the replacement of all sprinkler fittings.

If your gardens start to deteriorate as a result of your reticulation not being maintained, you may need to cover all costs to bring the garden up to the same standard as outlined in your property condition report.

If we have to carry out extra work, a schedule of fees will apply to items including:

- Key replacement
- Installation of outdoor fans in patio area
- Installation of additional phone, television or power point

Gardens

You are responsible for the care and maintenance of the garden including lawns. If plants or lawn die from lack of water or normal care, they will need to be replaced at your cost. Unless your garden has been professionally landscaped we encourage the use of timer taps, and where installed, reticulation systems. Keeping lawns mowed during the wet season is a requirement for reducing fire and snake hazards.

You are welcome to plant shrubs or ground covers in your gardens. Our preference is for Pilbara native flora such as:

- Gregory's Wattle
- Caper Bush
- Burra
- Spotted Emu Bush
- Batchelor's Buttons
- Desert Rose
- Wickham's Grevillea
- Royal Mulla Mulla
- Poison Morning Glory
- Pilbara Cassia
- Beach Bean
- Ashburton Pea

Trees are not to be planted without prior approval from the Sodexo Property Manager, because some trees are not suitable for residential areas. For example, gum trees can present a safety risk in cyclone areas as their shallow roots mean they can topple over in high winds. If you would like to plant a tree, please contact the Pilbara Service Centre on **1800 992 777**.

“Our priority is urgent for emergency maintenance – particularly where there is a risk to life, a health or safety hazard, a compromise to the security of your home or problems that cause extreme discomfort. These will be attended to as soon as is reasonably possible. Examples might include exposed wires, blocked sewers, or a broken front door lock.”

Maintenance overview continued

Ants and cockroaches

Control of insects and pests is your responsibility, excluding termites and Singapore ants. Please report any termite or Singapore ant activity to the Pilbara Service Centre on **1800 992 777**.

Cleaning of air conditioner filters

To avoid paying high electricity costs, keep your air conditioning system running efficiently by cleaning the filters at least monthly. If you are in a dusty area, weekly cleaning may be required. If you cannot see through the filter when holding it up to the light, then this is a good indication it needs to be cleaned. Please refer to air conditioning tips in this section for more information.

Swimming pool maintenance

If the property includes a swimming pool you must:

- Keep the pool clean and free from anything that might harm the pool itself or any related plumbing or pool equipment.
- Observe all legal requirements relating to the swimming pool during the term of the rental agreement.
- At your cost apply chemicals and operate the equipment in a manner and at a frequency recommended by a reputable supplier of pool equipment.
- Allow access to the property for routine pool inspections.

If equipment is damaged due to neglect, you will need to replace it with an item that is the same as the original or similar in value.

Maintenance overview continued

Here are answers to the most frequently asked questions about maintenance:

I know what maintenance I'm responsible for – what about Rio Tinto's responsibilities?

We are responsible for maintenance in the following areas:

- Carpentry
- Electrical
- Plumbing
- Painting
- Termite/Singapore ant treatment
- Electric stoves
- Hot water systems
- Air conditioning services

The cost of the maintenance will only be charged to you if the maintenance or repairs have been caused by you, or other tenants or visitors, and is beyond fair wear and tear.

How and when do I report a serious incident?

Please report the following immediately to the Pilbara Service Centre on **1800 992 777**:

- Fuse box continually tripping
- Electric shock (actual or suspected)

How can I report a maintenance request?

If you want to report a maintenance request call the Pilbara Service Centre on **1800 992 777**. You can also log a maintenance request online at sodexo.ifmsportal.com.au once you are registered.

Can I arrange for my own repairs to be done?

There are many factors which will inform whether you can do this, such as the terms of your lease. The Property Manager is generally best to advise upon the however if you are in any doubt, please contact the Pilbara Service Centre on **1800 992 777**. You will be responsible for the cost of damage caused by you or your visitors.

Do I have to be home for repairs or maintenance to be done?

We do like to have someone home when work is being done at your property, however you can arrange for work to be completed in your absence by notifying the Pilbara Service Centre on **1800 992 777**.

Trades people will not enter your property if unattended dogs are on the premises.

If you have a live-in house minder, a neighbour or friend looking after the garden or pets in your absence, please advise the Pilbara Service Centre on **1800 992 777**.

If we are unable to contact you in the case of emergency repairs, we may need to enter the premises to carry out any repairs that safeguard your property without your consent.

If you are leaving your home unattended during cyclone season, please remember to fix all cyclone screens in position and ensure that external preparation in readiness for a cyclone is complete.

I want to give some feedback about the maintenance work done – who do I contact?

Sodexo welcome feedback on the quality of our service delivery. You may be requested to provide feedback formally however, if you wish to do this voluntarily you may do so by calling the Pilbara Service Centre on **1800 992 777** or going online at sodexo.ifmsportal.com.au.

When should I contact the Pilbara Service Centre about problems with the property?

For routine enquiries, the Pilbara Service Centre's normal hours of operation are Monday to Friday 7.00am to 5.00pm. Outside of normal working hours, please contact the Pilbara Service Centre for emergencies or urgent matters only.

Our priority is urgent for emergency maintenance – particularly where there is a risk to life, a health or safety hazard, a compromise to the security of your home or problems that cause extreme discomfort. These will be attended to as soon as is reasonably possible.

Emergency maintenance includes:

- Exposed wires
- Blocked sewers
- A broken front door lock
- Burst water pipes
- Breakdowns in hot water services
- Storm or fire damage
- Air conditioning breakdown when there is only one system (during summer months).
- Plumbing blockages
- Electrical failure

Maintenance overview continued

Here are answers to the most frequently asked questions about maintenance continued

In some cases, we will need to batch individual jobs until we have a reasonable workload for the specific contractor to attend to non-urgent issues.

Therefore some non-urgent issues may take six to eight weeks before we can attend. Please call the Pilbara Service Centre on **1800 992 777** if you have any concerns during this period.

Please note that if you have accidentally damaged property or require the after-hours call out services, you will be charged a call out fee. This includes replacing lost keys, inoperable air conditioners due to lack of filter cleaning, and blocked drains.

What about external improvements to the property, such as adding a pool, shed or patio? Who is responsible for this?

In 2013, we introduced a new Home Improvement Policy which enables eligible employees to apply to improve their property and upon approved completion receive reimbursement. The approved additions include patios, patio extensions, sheds, carport extensions and landscaping.

A property improvement application involves a number of process steps which include obtaining necessary Shire approvals (planning approval/building permit). Please contact the Property Manager or the Pilbara Service Centre on **1800 992 777** for advice before you undertake any improvements to your property or refer to the Home Improvement policy which is available on the Rio Tinto intranet.

Can I install hooks on walls for pictures

Yes, provided you use either Wall Mate hooks for light objects or Wall Claw products for heavier objects.

We don't want you to drill holes in the walls because of a risk of potential asbestos materials, mainly in older properties as disturbing any asbestos materials by drilling may pose a health risk. If you can't source either Wall Mate hooks or Wall Claw products from your local store, please contact the Pilbara Service Centre on **1800 992 777**.

Can I paint the inside walls in my home?

No. Inside walls may be painted during the next refurbishment.

What if things get damaged?

We understand that over time carpet will wear, curtains will fade and that this is unavoidable.

We don't however take responsibility for damage caused by you, your pets or your guests.

If the property is damaged, please notify us promptly through the Pilbara Service Centre on **1800 992 777**.

If you don't report damage or maintenance items to us in a timely manner you may unnecessarily cause further damage which may see you incur additional charges to rectify the problem.

Can I have an extra power point installed?

Yes, please call the Pilbara Service Centre on **1800 992 777** to log a job. If you want to operate a portable spa at your property, you need to ensure that the property has the appropriate power connections to support this equipment. This may mean you'll need a three-phase power connection, or a 15 Amp power connection. Additional charges will apply in this instance.

My toilet is blocked - what do I do?

Please contact the Pilbara Service Centre on **1800 992 777**. Sanitary pads, tampons, nappies and household rubbish are often found to be the cause of toilet blockages.

Please dispose of such items by wrapping and placing them in the rubbish bin.

If the blockage is caused by you or your guests putting inappropriate things down the toilet, you will be responsible for the service costs associated rectification costs.

Maintenance overview continued

Here are answers to the most frequently asked questions about maintenance continued

Will Rio Tinto put extra television cable points in for me? Can I have an extra power point installed?

We normally supply one working television cable point. If you would like extra television cable points installed please contact the Pilbara Service Centre on **1800 992 777**. All costs associated with the purchase and installation of extra television cable points will be at your expense. In addition, approval from the Property Manager will be required should you wish to install wall mounted television brackets.

Will Rio Tinto install another telephone line for my computer?

Generally we don't supply additional telephone lines or wall connection points. However, if the last occupant of your home left these when they vacated, we will leave them in place. If your home doesn't have an extra telephone line and you would like one installed, please contact the Pilbara Service Centre on **1800 992 777**. All costs associated with the installation of extra telephone lines will be at your expense.

Can I have Foxtel installed?

Yes, however, you will need to cover the expenses. First, you will need to call the Pilbara Service Centre on **1800 992 777** and advise them of your intentions. You will then receive a letter with information detailing specific requirements for installing Foxtel at your house. As a rule, we do not allow satellite dishes to be installed on the roof as this represents a risk during cyclone events. Foxtel should be installed on a pole in the ground, or attached to a structure not at height.

Air conditioning tips

Here are a few tips which may assist you to run the air conditioner in your home more efficiently, to avoid “ice-ups”, maintain a clean environment and minimise the risk of mould occurring in your home.

Thermostat

- Do not set thermostat below 21°C as this could lead to the air conditioner unit “icing up” – which will stop airflow. This may attract a call out, the cost for which you will be responsible.
- The recommended setting is between 21°C and 24°C, however if you run your air conditioner at 21/22°C, you will use considerably more power.
- In multiple occupancy buildings (flats and townhouses) you must keep your air conditioner unit running at all times in summer months and/or if you are away.

Grill/diffuser cleaning

Clean air conditioner grills monthly to remove dust build up.

Obstructions

Do not stack/store items around or near the air conditioning unit and clear away debris from these areas regularly. These obstructions reduce the air flow which will affect the performance of the unit.

Filter cleaning

- Under normal conditions you should clean the air conditioner filter at least once a month. In areas where there is excessive dust, you may need to do this more often but it is unlikely to be more frequent than weekly.
- The filter is located on the front of the air conditioner unit itself, behind a metal or a plastic cover if it is a split system air conditioner.

To clean the filter

Apac / Frigopol / Email air conditioning unit



Filter Cover

Filter

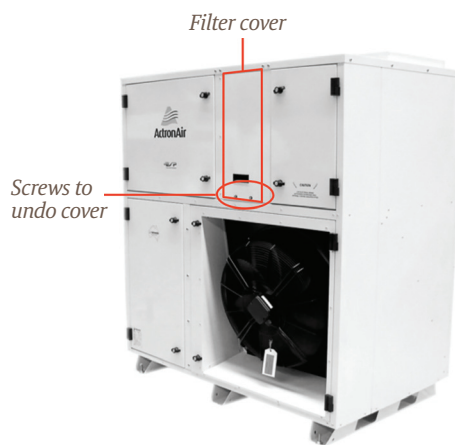
- 1) Turn air conditioner OFF
- 2) Remove filter cover – lift 20mm and remove outwards
- 3) Slide filter out fully
- 4) Hose down filter
- 5) Shake filter to remove excess water and leave out to dry
- 6) Once dry, replace filter into air conditioner unit
- 7) Replace metal cover
- 8) Turn air conditioner ON

The air conditioner will take 1-3 minutes to start. This is normal.

Air conditioning tips continued

To clean the filter

Actron air conditioning unit



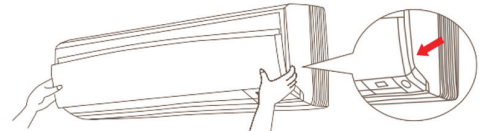
- 1) Turn air conditioner OFF
- 2) Remove filter cover by un-doing the two small screws with a Phillips screwdriver. Lift and pull cover outwards
- 3) Slide filter out fully
- 4) Hose down filter
- 5) Shake filter to remove excess water and leave out to dry
- 6) Once dry, replace filter into air conditioner unit
- 7) Replace metal cover
- 8) Turn air conditioner ON

The air conditioner will take 1-3 minutes to start. This is normal.

Please note: Some Actron air conditioning units may have a disposable/paper filter; if this is the case, please contact our Pilbara Service Centre on **1800 992 777** to arrange for this to be changed over to a washable filter.

Split system air conditioning unit

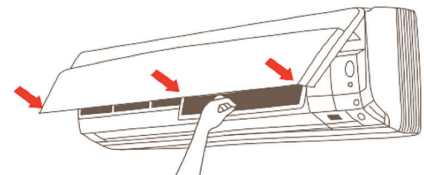
- 1) Turn air conditioner OFF.
- 2) Open the front panel by holding the panel by the tabs on the two sides and lifting until it stops with a click.
- 3) Pull out the air filters by pushing a little upwards at the tab at the centre of each air filter, and then pull it down.



- 4) To clean the air filter, wash with water or clean with vacuum cleaner.
- 5) Shake filter to remove excess water, leave out to dry.



- 6) Once dry, replace the air filter as it was into air conditioner unit by inserting claws of the filters back into slots of the front panel. Please note that some models are labelled (FRONT) indicating correct orientation of filter when inserting.
- 7) Close the front panel slowly and push the panel at three points; one on each side and one in the middle.
- 8) Turn air-conditioner ON and reset remote (if prompted).



Report any faults or identified problems to the Pilbara Service Centre on **1800 992 777**.

Health and safety issues

There are two main health and safety issues in Pilbara houses that new tenants should be aware of. These issues are mould and asbestos and are the result of the climate and age of housing.

Mould in your home

Mould can be a common occurrence in Pilbara homes and buildings due to the climatic conditions of the region and other factors. There are many actions you can take to eliminate mould in your home.

What is mould?

- Mould is a type of fungus
- Moulds are present virtually everywhere, indoors and outdoors
- Mould can grow in and on food, furniture, fabrics, carpets, walls, paper, timber and plumbing; in decaying leaves, stale damp soil and compost
- Mould often looks like a stain or smudge, and may smell musty
- Mould can be almost any colour. A dark colour does not necessarily mean it is dangerous

Why does mould grow inside?

Parts of a building that are prone to mould growth are those areas with:

- Condensation or high humidity such as kitchens, bathrooms and laundries
- Restricted ventilation e.g. offices in corners, cupboards, small rooms with no windows
- Ineffective insulation in walls and ceilings
- Roof / window / wall leaks

Mould in the Pilbara

- The coastal Pilbara towns have unique weather conditions that promote mould growth including a high dew point
- Dew point is the temperature where water vapour in air turns into liquid – air in areas with high humidity may only need to be cooled by a few degrees for water to form on surfaces
- If you have damp surfaces – you may get mould

Preventing and controlling mould

The key to controlling mould is keeping your home and workplace moisture free.

Inspect areas for:

Water leaks

- Report or fix water leaks including flooded areas, leaky roofs, plumbing leaks and overflow from sinks or sewers
- Report leaks to our Pilbara Service Centre on **1800 992 777**

Condensation

- Set air conditioning between 21 and 24°C. Check the air conditioning section of this folder for more information.
- Shut doors and windows in humid weather or when your air-conditioning is running to stop moist outdoor air getting in.
- Clean your air-conditioner filters regularly.
- Use exhaust fans when showering, cooking or using dryers.

Health and safety issues continued

Health effects of mould

Some people can be affected by mould. It can release particles that may cause some people to sneeze, similar to dust. Moulds can also emit a musty odour.

Most health effects from mould are minor, although there can be more serious health risks from toxic mould which produces mycotoxins. According to some studies, exposure to mycotoxins at high levels has the potential to cause neurological problems and, very occasionally, death. While research in this area has not been conclusive, prolonged exposure may be particularly harmful.

An allergy to mould might include the following symptoms:

- Respiratory illness or asthma
- Watery, itchy, red eyes
- Chronic cough
- Headaches or migraines
- Rashes (dermatitis)
- Tiredness
- Sinus problems, blocked nose
- Frequent sneezing.

If you have any of the above symptoms and believe these may be mould-related you are advised to see your doctor for a referral to a specialist with in-depth knowledge about exposure to mould.

How do I remove mould?

- Mould should be removed as soon as it appears by wiping the area.
- Small areas of mould can be treated by using a vinegar/ water mixture (80 per cent naturally fermented vinegar to 20 per cent water) or Tea Tree Oil (2 tsp in a spray bottle with 2 cups of water, shake well)
- Wear rubber gloves, a dust mask and glasses - make sure the area is well ventilated.
- Don't dry-brush the mouldy area as a brush can flick mould spores into the air
- To ensure that the mould does not return, keep the area dry.
- Don't use bleach as it only removes the colour and does not kill the mould spore.

Further information

- If you have concerns relating to your home or accommodation, call our Pilbara Service Centre on **1800 992 777**.
- For health information, go to the Western Australian Department of Health website: www.public.health.wa.gov.au

Remember:
The only cure for mould is to reduce moisture.

Department of Health; Mould and Condensation in Your Home. Retrieved May 2016 from <http://www.public.health.wa.gov.au/cproot/2887/2/Mould+Fact+Sheet.pdf>

Health and safety issues continued

Steps to reduce mould growth

Bathroom

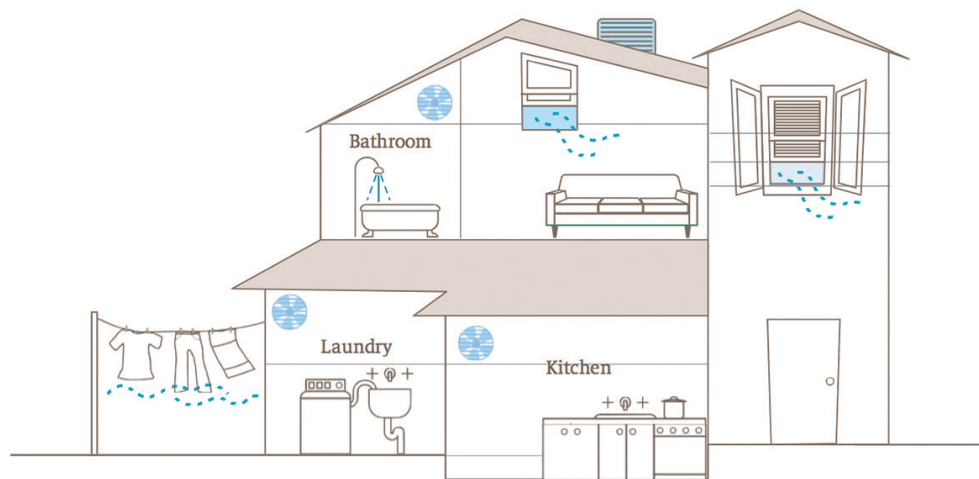
- Use an exhaust fan when having a shower or bath to control air moisture
- Clean and dry surfaces that get wet regularly
- Ensure adequate ventilation

Building structure

- Check for roof leaks
- Check for door and window leaks
- Check drainage from reticulation and air conditioning is away from footings

Cupboards and bedrooms

- Open blinds and curtains to let sunlight in
- Ensure clothes and shoes are dry before being put away
- Keep cupboards and bedrooms uncluttered and well ventilated



Laundry

- Hang wet clothes outdoors
- Use an exhaust fan (if available) when using a clothes drier or venting the drier outside
- Ensure adequate ventilation

Kitchen

- Use an exhaust fan when cooking
- Check lids on pots and saucepans
- Check plumbing for leaks, especially in cupboards

Storage space

- Dispose of any wet, badly damaged or musty smelling items
- Store dry items in sealed plastic containers
- Maintain good air movement in storage areas by ensuring vents remain clear

Utilities

Pilbara Utilities

Rio Tinto is responsible for managing the company's electricity and water infrastructure. Our role is to manage these assets and ensure that you are provided with safe, reliable water and electricity supplies.

We are the supply authority responsible for generating, distributing and retailing electricity supplies to Dampier, Wickham, Pannawonica, Paraburdoo and Tom Price residents. For Rio Tinto employees living in Karratha, we assist in managing a premises' electricity accounts with other electricity retailers.

We are also licensed to provide water and sewerage services to Dampier, Paraburdoo, Tom Price and Pannawonica residents and are committed to providing safe and reliable electricity, water and sewerage services along with quality customer service.

Privacy

We respect your details and are committed to keeping your personal information confidential. For further information, please view our Privacy policy which is available at www.infrastructurecentral.riotinto.com.

Life support residents

You must contact us if someone in your home uses life support equipment. Your property will be registered and will receive special protection in regard to disconnection and supply interruptions once you supply evidence from a doctor that there is a need for life support equipment.

Complaint and dispute resolution

If you have a complaint, please report it to our Utilities customer service team. You can either complete the complaint form which is available on the Infrastructure Central website, call us on **1800 992 777** or send an email to picc.utilities@riotinto.com. We endeavour to acknowledge your complaint within 48 hours and respond within 15 business days.

Quality, reliability and safety of supply

To ensure the safe and effective supply of electricity and water, we sometimes need to carry out a planned service interruption. In this event, we will provide notice 72 hours prior to the interruption.

Please ensure you keep our electrical and water equipment and fittings in a state of good repair and adequately keep it protected from damage. If damage occurs, or you suspect criminal activity, please contact the Pilbara Service Centre immediately on **1800 992 777**.

Planned service interruptions

To ensure a quality, reliable and safe utilities supply, we sometimes need to carry out a planned service interruption. We will provide you with 72 hours' notice before undertaking a planned service interruption.

It is your responsibility as our tenant to keep the electrical and water equipment and fittings in your home in good condition and free from damage. If something is damaged or you suspect criminal activity, please contact the Pilbara Service Centre immediately on **1800 992 777**.

Paperless billing and online payments

We offer all our customers a paperless billing and online payment system for water and electricity accounts. Register to start receiving your bills via email and to save time paying your bills online and checking your usage at any time.

Visit www.pilbarautilities.riotinto.com

Customer service

You can contact our Pilbara Service Centre on **1800 992 777**.

Your account - subsidies, invoicing and meter reading

Moving in

Your electricity and water accounts will be established by our customer services team when you move into your home.

If you live in Karratha, Point Sampson or Roebourne, it is your responsibility to ensure you have correctly set up an account with us rather than Horizon Power. This will ensure that you will receive any applicable subsidies that are available to eligible employees. All forms relating to utility use can be found on our website www.infrastructurecentral.riotinto.com. You will need to complete a New Account form from this website and email it to us at picc.utilities@riotinto.com.

Employee subsidies

Living in the Pilbara can be expensive and electricity and water consumption can be higher than other parts of Western Australia. If you are a permanent Rio Tinto employee, you will be eligible for both a water rebate and an electricity allowance (subject to eligibility criteria stated in the Iron Ore Company Housing Benefits policy on our intranet). You must be living at the premises registered on the account.

In accordance with our Housing Benefits policy, the employee water subsidy will be paid in July each year via payroll, as a salary reimbursement. Employee electricity subsidies are automatically applied in our system and your invoice will display the reduced amount owing.

Subsidies are not cumulative from one period to the next and will be applied on a pro rata basis for employees that do not occupy a property continually for a full period.

If you have any queries regarding your eligibility for the subsidy, please refer to the Housing Benefits policy and Employee Utility Subsidy policy or speak to your Human Resources representative.

Invoicing and meter reading

We read meters and issue bills every three months for our residential water and electricity customers and your bill payment is automatically deducted from your salary.

Where possible, all bills are based on a meter reading to determine usage over a certain period and we ask that you please ensure your meter is accessible.

Occasionally, we may need to estimate the reading. If it is found that the estimate was not reasonable based on a subsequent and accurate meter reading, we will send you a revised bill.

Moving house or leaving employment

Please advise your Sodexo Property Manager as soon as you are aware that you'll be moving out or leaving your employment. Please ensure you submit the 'closure of account' form available on www.infrastructurecentral.riotinto.com and be aware that as the account holder, you will be required to pay any outstanding amounts at the property until you terminate your account.

Bill review

If you think there is an error on your bill and the charges are too high, please first consider any recent changes in your lifestyle or activities that may have contributed to this. New appliances, seasonal changes and visiting guests are usually the cause of these unexpected charges.

We are happy to review your bill and undertake a meter test if required, however, a fee will be charged. If the meter is found to be faulty, we will reimburse you the attendance fee. We will advise you of the outcome of our review within 15 business days from the date you contacted us.

Failure to pay and disconnections

Please let us know if you're experiencing difficulty paying your bills on time – we may be able to offer you a payment extension or another form of assistance.

If the Water Corporation is your water provider, please contact them about your bills. The Water Corporation is the water services provider in Karratha, Wickham, Point Samson and Roebourne and employees living in these towns will have an account with them. The Water Corporation may commence actions that affect your service if you do not pay your bill on time or inform them that you're experiencing difficulty paying your bill on time.

Your electricity supply

Your electricity invoice

Invoices will display your electricity usage, the rate of charge, the daily supply fee (if applicable), the GST component and the total amount owing. Invoices are sent to you prior to each deduction from your salary.

Below is an example of a typical electricity bill. Electricity consumption is charged at a single rate per kilowatt unit, less the number of kilowatt units given as an employee subsidy (if applicable).

Example invoice

Electricity Consumption Tax Invoice
First and final notice

Mrs S Ample
567 SAMPLE STREET,
TOM PRICE, 6714, WA

Enquiries

Pilbara Service Centre
1800 992 777

Interpreter Services
13 14 50

National Relay Services
13 36 77

Customer number: 1122334
Invoice Number: 1002003004
Date issued: 25/05/2016
Total payable: \$537.56
Payable by: Deduction
For period ending: FEB 2016
Employee Number: 987654321

Account summary

| Previous balance | Payment received | Balance | Current charges | Total amount due |
|------------------|------------------|---------|-----------------|------------------|
| \$0.00 | \$0.00 | \$0.00 | \$537.56 | \$537.56 |

Supply Period: For 102 days from 04/12/2015 to 15/03/2016
Supply Address: 567 SAMPLE STREET, TOM PRICE, 6714, WA

Save time and pay your bills online.
Visit www.pilbarautilities.riotinto.com
to go paperless with e-billing.

Customer number
1122334

Invoice Number
1002003004

Total payable
\$537.56

Payable by
Deduction

Electricity consumption charges

| Meter Number | Previous reading(kW) | Current Reading(kW) | Consumption(kW) | Concessions/ rebate | Allowance | Amount |
|--------------|-------------------------------|-------------------------------|-----------------|---------------------|-----------|----------|
| 123456 | Man Ac: 64486 Dn: 37099 | Man Ac: 72243 Dn: 39791 | 10449 | | 8545 | \$537.56 |

Daily electricity use comparison(estimated)

Average daily consumption and cost

| | |
|-------------------------|--------|
| Total consumption (kW): | 1904 |
| Days in billing period: | 102 |
| Average daily use (kW): | 19 |
| Average Daily Cost: | \$5.27 |

Usage calculations

Reading two:

A2
1904 Units
@ 23.37 cents per unit \$444.94
Supply Charge \$43.75
Plus GST @ 10% \$48.87
Total \$537.56
Total payable: \$537.56

Account enquiries? Moving or selling?
Please call us on 1800 992 777

Faults
Please call our 24 hour emergency number 1800 992 777
Are you a concession card holder?
You may be eligible for a discount. To find out more, visit <http://www.infrastructurecentral.riotinto.com> or call 1800 992 777

Complaints
We take your feedback very seriously. Please contact us on 1800 992 777.

Experiencing financial hardship or payment difficulties?
Please call us on 1800 992 777.
Enquiries about estimated bills and water/electricity meter concerns
Pilbara Iron Company (Services) Pty Ltd will inform customers upon request:
a) The basis of the estimation;
b) The reason for the estimation; and the customer may request a meter reading; and
c) The fees related to having a meter tested.
For further information please refer to our website

Website: www.pilbarautilities.riotinto.com | Email: pilcs.utilities@riotinto.com

My bill seems larger than normal. What should I do?

The following questions may help in determining the cause of higher consumption:

- Have I had visitors for an extended period?
- Has there been a caravan in my backyard connected to mains electricity?
- Have I recently started using bigger appliances such as a dishwasher, freezer, larger washing machine, pool pump?
- Have I been using an electric welder or other power tools during the past few months?

- Do I use hot water in the washing machine?
- Do I leave doors and windows open during the day, making the air-conditioner work harder?
- What temperature do I run the air-conditioner at and for what duration each day?

Please contact the Pilbara Service Centre on 1800 992 777 if you have a query about your bill.

Your electricity supply continued

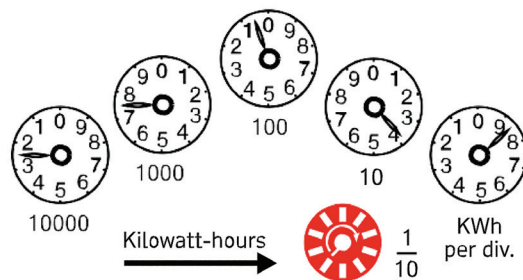
How do I read my electricity meter?

There are a few different types of electricity meters that a property connection may be fitted with. Depending on the type of meter you have, please follow the instructions below on how to read your meter.

A digital meter is read by writing down the numbers left to right. If the digital number has not ticked over and is between two numbers, write down the lowest number. Always read the number for kilowatt hours.

A dial meter can be harder to read without practice. It is read in the following way:

- Stand directly in front of the dial meter.
- Read each dial in turn going from left to right, writing down each figure.
- When a dial points between two numbers, round down to the lowest number and write down the lower of the two numbers. For example, if it points between 0 and 1, write 0; the only exception being if it points between 9 and 0, write 9.
- It is important to only read the dials that are black.



Electrical safety at home

Have you ever experienced that 'tingling feeling' when you touch a tap fitting? Did you know that it is more than just static electricity? That tingling sensation is in fact an electrical shock. It can be an early indication of a fault with the potential to cause a life threatening electrical accident.

Call the Pilbara Service Centre on **1800 992 777** to report a fault or for any emergencies call **000** immediately.

General appliances

- Discard electrical appliances with damaged/frayed cords, or cracked/broken plugs
- Turn off power points before plugging and unplugging appliances
- Turn off all appliances such as heaters, ovens and stove tops when leaving home
- Keep exhaust fans in a clean condition and free of lint
- Ensure adequate space around appliances to prevent overheating
- Remove all combustible material from stoves, heaters and lamps
- A licensed electrical contractor must undertake all your electrical work and repairs

Electricity and water

- Be extremely careful when using appliances connected to power points near sinks, baths or swimming pools
- If an electrical appliance has been immersed in water it must be discarded immediately
- Switch off and unplug all portable electrical appliances, such as hairdryers and shavers, after use
- Don't use portable heaters in wet areas such as bathrooms. Instead, you should have either a strip heater installed high on the wall or a ceiling unit installed by a registered electrical contractor
- Don't use extension leads or power leads in wet areas unless specifically designed to do so
- Never touch anything electrical with wet hands or bare feet

Kitchen appliances

- Regularly clean range hood filters
- Clean ovens and hot plates regularly to prevent the build-up of spilled fats and burnt foods
- Switch off and unplug your toaster before trying to remove toast, muffins or crumpets caught in the toaster
- Remove bread crumbs from the toaster regularly as a build-up can be hazardous
- Never leave cooking unattended. If you must leave the room take something with you as a reminder that you are cooking (e.g. a wooden spoon)

Residual Current Devices (RCDs)

Government regulations require homes to have a minimum of two residual current devices (RCDs) installed at the time the property's ownership is transferred, or when a new rental lease is made.



Why do we need RCDs?

RCDs monitor the flow of electricity from a home's main switchboard and are designed to cut electricity supply if an imbalance in the current is detected. These devices are designed to prevent electrocution and can save lives.

Why is it necessary to install two RCDs?

By installing at least two RCDs, the property's circuits can be spread out. This ensures some light and power remains on if one RCD switches off supply. It also minimises faulty operation from appliances which have low-level leakage current.

RCDs in Rio Tinto houses

As a property owner, we have already installed at least two RCDs at each of our properties in the Pilbara.

Performing a self-test of the RCD in your home

We request that you test your RCD every three months. You can do this by pushing the test button on the unit. This will simulate an earth leakage fault and indicate whether or not the RCD is operating correctly. After you do a test on the RCD you will have to reset any electric clocks and timers on your appliances.

If the RCD is faulty or you have any queries after performing a self-test on the RCDs in your home, please contact the Pilbara Service Centre on 1800 992 777.

For more information visit

www.energysafety.wa.gov.au/RCD

Department of Commerce and Energy Safety, Residual Current Devices, retrieved May 2016 from https://www.commerce.wa.gov.au/sites/default/files/atoms/files/rcd_fact_sheet_0.pdf

Your water supply

Water accounts

Your water consumption bill is determined by a price per kilolitre (KL). Most residential customers are on tiered tariff, where the price per kilolitre increases as more water is used throughout the annual reading cycle. The first 150KL of water used per reading cycle is considered essential water use and is charged at a lower rate. For larger consumptions, the water charges are higher.

In Wickham, there is also no separate charge for water consumption; however charges do apply if you exceed the annual consumption limit as outlined in your lease over a 12 month period. Karratha employees will be charged for water consumption directly by the Water Corporation and an account will be invoiced in the employees' name.

I'm sure something's wrong with my water meter. Can I get it checked?

If you notice the meter has stopped, is spinning backwards or unusually fast then please urgently contact the Pilbara Service Centre on **1800 992 777**. A Customer Service Officer will arrange to have your meter checked and replaced if required.

My neighbours water their lawn more than we do, but they use less water. Something is definitely wrong!

Maybe not, a lot can depend on how many people are in the property and your water-use habits. It's not wise to assume that because your neighbours are using more water on one activity, that they use more water overall.

My water bills keep going up, what can I do?

- Check that your reticulation system is in good working order with no leaks or worn nozzles
- Check all household taps
- If you think there is a hidden leak, contact the Pilbara Service Centre on **1800 992 777**.

Water restrictions apply to all Pilbara towns

You are permitted to only water your lawn on the days of the month detailed in the table below. Watering on days not assigned to your home can result in a fine.

| Last digit of Street/lot number | Scheme users - Alternate day roster | Bore Users - Seven day roster |
|---------------------------------|--|-------------------------------|
| 0 | 2, 4, 6, 8, 10,12, 14 etc. day of each month | Any day |
| 1 | 1, 3, 5, 7, 9, 11, 13 etc. day of each month | Any day |
| 2 | 2, 4, 6, 8, 10,12, 14 etc. day of each month | Any day |
| 3 | 1, 3, 5, 7, 9, 11, 13 etc. day of each month | Any day |
| 4 | 2, 4, 6, 8, 10,12, 14 etc. day of each month | Any day |
| 5 | 1, 3, 5, 7, 9, 11, 13 etc. day of each month | Any day |
| 6 | 2, 4, 6, 8, 10,12, 14 etc. day of each month | Any day |
| 7 | 1, 3, 5, 7, 9, 11, 13 etc. day of each month | Any day |
| 8 | 2, 4, 6, 8, 10,12, 14 etc. day of each month | Any day |
| 9 | 1, 3, 5, 7, 9, 11, 13 etc. day of each month | Any day |

Using water wisely

Rio Tinto is committed to sustainable development principles, including the efficient use of natural resources, such as water.

Monitor your usage

Monitor your usage by reading your meter regularly and keep a record of your consumption. To calculate your average daily consumption deduct the previous reading from the current reading and divide by the number of days between readings. We recommend that you do this at least once a month. The average target for a year is less than 510 kl (this figure is based on a family of four).

You can also check your bill to see whether the actual kilolitres of water used has increased since your last bill. If your kilolitre use hasn't changed too much but your bill amount has increased it is likely to be because of the water use tariff structure. The price per kilolitre of water increases as more water is used. Prices are structured this way to encourage the careful use of water.

When reviewing consumption against past usage rates, make sure you compare it with the same time of year or season as general consumption fluctuates between warmer and cooler months.

A few questions that may help you determine the cause of a higher bill are:

- Have you had any known leaks or plumbing work completed recently?
- Do you have a leak on household appliances or items?
- Have you had any new appliances or fittings installed (e.g. a portable spa)?
- Has the number of occupants in your house changed?
- Have you done any landscaping or made changes to your garden?
- Have you been watering your garden more frequently?

If you answered yes to any of these, that may explain the increase in your water use bill.

Test for leaks

If you think your daily consumption is high, complete a simple test to detect any possible leaks. All you have to do is turn off all water consumption devices and taps and then check to see if the water meter increases.

If so, contact our Pilbara Service Centre on **1800 992 777** and we will organise a licensed plumber to investigate and repair if necessary. Do not turn off the meter itself.

Shower times

An average shower can use up to 25 litres of water per minute and hot showers can waste both water and electricity. Please keep shower times to a reasonable level - four minutes or less.

Dishwashers and washing machines

Both of these items can use a lot of water. Try to wait until you have a larger load of washing rather than doing small loads. When purchasing look for models with good water efficiency ratings. Front loading washing machines generally use less water than top loaders.

Dripping taps

A dripping tap can look like a minor amount of water but over a constant period this can add up to a substantial amount. Contact the Pilbara Service Centre on **1800 992 777** as the tap washers may need replacing.

General wastage

Avoid general water wastage – don't leave the water running while cleaning teeth, washing fruit and vegetables and rinsing dishes. A running tap can waste up to 15 litres per minute.

Swimming pools

Swimming pools experience a lot of evaporation in the North West and need topping up frequently. Keeping the pool clean can reduce the frequency of replacing backwashing filters, which will help reduce the amount of water used. Pool covers can also help reduce the evaporation rate.

Using water wisely continued

Saving water in the garden

Gardens account for up to 50 per cent of many households' water usage, so it will make a big difference if you can reduce the amount of water you use outside. We always plant water wise gardens when building or refurbishing our properties.

We recommend spreading good quality mulch over your garden to reduce evaporation loss from the surface of the garden. Avoid watering during the heat of the day or if there's a strong wind because most of your water will end up blown away from your plants and onto paths or roads.

How long and often is your reticulation set to turn on for?

You can check the amount of water that is going onto your lawn by placing a container on the lawn for the whole watering cycle and measuring the water depth at the end of it. The recommended depth is ten millimeters. Watering by reticulation is recommended twice a week.

Health safety & emergency

Asbestos products in your home

Due to the age of construction, many older Rio Tinto houses in the Pilbara contain building materials made from asbestos products. If your house was built before 1990 it may have some building materials containing asbestos.

What are the health effects caused by exposure to asbestos?

Asbestos products, such as fibre cement sheeting, generally do not present a health risk unless disturbed. Cutting, drilling, or sawing fibre cement sheeting material can release significant numbers of fibres. Using high pressure equipment to clean the sheeting can also release large numbers of fibres. **You are not permitted to undertake any of these activities in your Rio Tinto home.** Please contact the Pilbara Service Centre on **1800 992 777** if you have a requirement to disturb building material that may contain asbestos.

Exposure to asbestos fibres that have been released into the air then inhaled, can cause serious diseases including asbestosis, pleural plaque, lung cancer and mesothelioma. The majority of people who have developed asbestos related diseases have worked in occupations where there was high exposure to asbestos fibres.

Asbestos contained in roof building materials may release a very small number of fibres into the air over time, due to natural ageing. These are unlikely to cause a health risk.

In most cases, asbestos cement building materials in a home is not a cause for concern. It is only if the material is disturbed that it may create a health hazard.

Remember:

Please ensure you do not undertake any maintenance or repair work in your home that may release asbestos fibres into the air. If you are unsure about any materials that you think may pose a risk please contact the Pilbara Service Centre on **1800 992 777**.

Further information

Contact our Pilbara Service Centre on **1800 992 777**.

For further reading on the asbestos products in the home please visit
<http://www.public.health.wa.gov.au/cproot/5985/2/Asbestos%20in%20and%20around%20your%20home%20-%20October%202014.pdf>

Department of Health, Environmental Health, 2014 Asbestos in and around your home: – what is the risk for disease . Retrieved May 2016 from <http://www.public.health.wa.gov.au/cproot/5985/2/Asbestos%20in%20and%20around%20your%20home%20-%20October%202014.pdf>

Asbestos products in your home continued

Where you might find asbestos in your home

Asbestos was once a common building material as it was durable, fire resistant and an effective insulator. Asbestos fibres may be present in a number of places in your home, including:

Ceilings

- Fibre cement sheeting
- Vermiculite spray applied to ceilings (looks like popcorn)

Air conditioning

- Around the duct work, specifically around heating elements

Roof

- A dark bitumous material used on top of the roof or as a sheet material underneath tiles may contain asbestos

Older fences and sheds

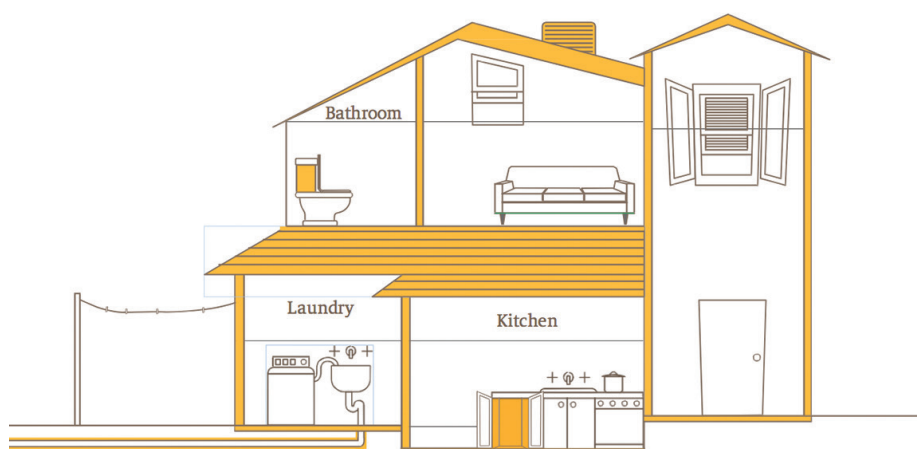
- Fibre cement sheeting
- Gable end of an garage
- Cement corrugated shed roofing

Eaves

- Fibre cement sheeting

Toilet

- Cisterns may contain asbestos materials



Laundry

- Often used in floors, ceilings and walls as water and electricity are in such close proximity in this room

Cupboards

- May be lined with asbestos for its fire resistant properties

Floors

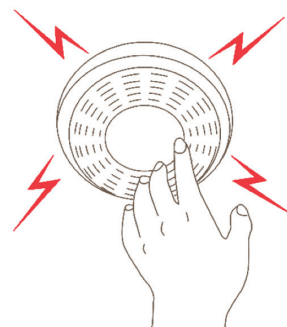
- Carpet underlays were often glued in place with an adhesive containing asbestos
- Hessian bags used as underlays may contain asbestos products
- Fibre cement sheets as backing material under tiles or vinyl flooring
- Vinyl tiles

Plumbing

- Used as insulation around pipes

Walls

- Fibre cement sheets used internally or externally
- Electrical distribution board



Important facts about hardwired smoke detectors and safety

Smoke alarms help protect your family and home against loss from a fire. Rio Tinto provides hardwired smoke detectors in all North West rental / REIWA lease properties in accordance with WA legislation.

Things to know about smoke detectors

It is important to remember that a smoke detector will not sense a fire when smoke cannot reach the unit, for example, when a fire starts in a wall, roof, the other side of a closed door, or any other isolated area.

Using a smoke detector in an area where smoke can be generated, like a kitchen or a high humidity area such as a bathroom, can cause a false alarm. It is important not to remove the battery to quieten the alarm, or take the alarm down.

A smoke alarm will not protect you if it is not powered.

Develop and practice a plan of escape

- Have a family meeting and discuss your escape plan, showing everyone what to do in case of a fire
- Determine a place outside your home where all of you can meet if a fire occurs
- Familiarise everyone with the sound of the smoke alarm and train them to leave your home when they hear that sound
- Practice a fire drill at least every six months

Remember – in the event of a fire you may not be able to reach your loved ones. It is important that everyone knows what to do.

What to do if the alarm sounds – Most importantly, don't panic

- Leave immediately using your escape plan – don't waste time getting dressed or picking up valuables – every second counts
- In leaving, don't open any inside door without feeling the surface first or if you see smoke through the cracks, don't open, use an alternative route
- Stay close to the floor if air is smoky. Breathe shallowly through a cloth, wet if possible

- Call the fire brigade from your neighbour's house – not your own
- Don't return home until fire officials say that it is all right and safe to do so

It is recommended you replace the smoke detector battery on a day you can remember each year – i.e. birthday, anniversary or 1 April each year.

Test the unit once a month, replace the battery every year, and replace the unit every ten years.

How do I know if my smoke alarm is working properly?

You will notice a green light displaying on the device if your smoke detector is working properly. You can also test to ensure it is working by pressing the test button which should emit a beep. If you press the test button and don't hear any sound and you have checked the battery, please contact the Pilbara Service Centre on **1800 992 777** to have it fixed. A battery is used as a backup power source and provides assurance that the alarm will work in the event of an electrical fire which might otherwise de-power the device. It is important to replace these batteries every 12 months.

If the smoke alarm has a low audible beep once a minute replace the battery with a new one.

Cyclone information

Cyclones are common in North West coastal districts between November and April, therefore all tenants in a Rio Tinto property should be aware of cyclone risks and plan a personal response.

The Police coordinate emergency services including the State Emergency Service (SES), St John Ambulance and Fire Brigade in the event of a cyclone. The SES will provide information on local disaster plans including advice on cyclones, storms, floods and earthquakes.

Important phone numbers to know

| | |
|--------------------------------------|--------------|
| Fire, ambulance, search and rescues | 000 |
| Bureau of Meteorology | |
| Tropical Cyclone Services for WA | 1300 659 210 |
| Rio Tinto Cyclone Hotline | 1800 992 777 |
| State Emergency Service | 13 25 00 |
| Main Roads WA | 138 138 |
| Horizon Power (Karratha and Wickham) | 13 23 51 |

As cyclones often adopt an erratic course and can change speed suddenly, it is important to be aware of any changes. Cyclone watch and warning messages are broadcast via the ABC regional network.

Cyclone watch messages

Cyclone watch messages are released every six hours when there is a possibility that a cyclone may produce gale force winds on the coast within the next 24 to 48 hours.

Cyclone warning messages

Cyclone warnings are released every three hours when there is a possibility of gales occurring in coastal areas within the next 24 hours. The warnings contain details of the position and movement of the cyclone as well as the coastal areas under threat.

Cyclone warning messages are issued at 7am, 10am, 1pm, 4pm, 7pm and 10pm. Hourly messages are issued when a cyclone is threatening population centres and then 30 minutes past the hour if required.

Cyclone definition

A tropical cyclone is a circular rotating system of tropical origin in which the mean wind speed exceeds 63km/h (gale force). Wind speeds in excess of 100km/h are common by the time a cyclone crosses the coast and higher wind speeds frequently occur. Tropical cyclones are very rare outside the cyclone season from the beginning of November to the end of April. Once cyclones cross the coast, they tend to subside within 24 to 48 hours and the strong central winds die away. Dangerous flooding can occur as heavy rain falls.

Cyclone threats

Cyclones threaten life and property in three ways:

- Fluctuating wind pressure can weaken and possibly cause the collapse of buildings and other structures.
- Loose objects, such as patio furniture, rubbish bins, dog kennels and building material can become lethal windborne projectiles causing severe structural damage to homes and killing or injuring people in their path.
- Flooding can result from an abnormal rise in the level of the ocean (storm surge) caused by the cyclone or as a result of heavy rainfall in river catchments.

Storm surge

A cyclone may cause a tidal or storm surge which may present a significant hazard to the coastal communities. Depending on the severity of a surge, some or even a majority of residents may need to be evacuated.

The SES monitors the situation continuously, and alongside the Police will initiate evacuation of residents by area as necessary. Low category cyclones are not likely to cause a tidal surge threat, however, higher categories of 4 or 5 may cause a tidal surge threat.

Cyclone alerts

Blue Alert

A cyclone has formed and may affect the area within 48 hours. Check that all preparation activities have been undertaken:

- Clear your area of all loose material and rubbish.
- Check that cyclone screens are available or securely fitted in place.
- Ensure emergency supplies are at hand.
- Check that caravan, boat, trailer and other cyclone tie-down equipment is available.
- Limit water use.

Yellow Alert

A cyclone is moving closer to the area and appears inevitable. Timing will be calculated by time, place and circumstances. A risk assessment needs to be undertaken by employers and employees to determine when to close business and send employees home.

The SES will advise as to when they believe businesses should close but it will ultimately be the employer's decision. Remember employers have a duty of care and could be held responsible. Carry out the following activities:

- Ensure that all loose material and objects around residences, commercial and industrial buildings and work areas are safely stowed or secured.
- Check that all cyclone screens are securely fastened into position.
- Secure caravans, boats, trailers, etc, to their tie-down positions.
- Prepare safe shelter for pets or animals.
- Top up vehicle fuel tanks.
- Fill emergency containers with water and make sure all other emergency supplies are to hand.

Red Alert

A cyclone is imminent.

- Make arrangements to be in your residence and/or shelter areas when the cyclone arrives.
- Ensure pets and animals are safely sheltered.
- When parking up vehicles, select the best available sheltered area, apply handbrake and engage park or reverse gear.
- As wind velocities increase, shut all windows.
- During the height of the cyclone, keep clear of windows and stay in the most sheltered part of your residence.
- Should the eye of the cyclone pass immediately over the area, be aware that the wind will temporarily drop, then blow in the opposite direction.
- Except in extreme emergencies, stay indoors until the cyclone All Clear is announced.
- If you are unavoidably caught in the cyclone in an unprotected area, make your way, stooping or crawling if necessary, to shelter. Otherwise lie down and hang on.
- Continue to listen to your ABC radio for up-to-date instructions affecting the area.

All clear

The cyclone has passed the area but there may still be high winds and heavy rain.

- Only venture outdoors with caution.
- Check for fallen trees, broken power lines, broken water and drain lines, loose sheeting and debris.
- Commence cleanup activities as soon as practical.
- Report dangerous situations to the authorities.

Cyclone severity categories

| Category | Average wind (km/h) | Strongest gust (km/h) | General pressure (hPa) | Typical effects (indicative only) |
|----------|---------------------|-----------------------|------------------------|--|
| | 63 – 90 | > 125 | > 985 | Negligible house damage, damage to some crops, trees and caravans, craft may drag moorings. |
| | 90 – 120 | 125 – 170 | 985 – 970 | Minor house damage/risk of power failure, significant damage to signs, trees and caravans, heavy damage to some crops, small craft may break moorings. |
| | 120 – 160 | 170 – 225 | 970 – 945 | Some roof and structural damage, some caravans destroyed, power failures likely. |
| | 160 – 200 | 225 – 280 | 945 – 920 | Significant roofing loss and structural damage, many caravans destroyed and blown away, dangerous airborne debris, widespread power failures. |
| | > 200 | > 280 | < 920 | Extremely dangerous with widespread destruction. |



Proudly compiled and provided by the Shire of Roebourne as a service to the community.
With thanks to the State Emergency Service for information