

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 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.



Our Iron Ore business

Fifteen iron ore mines, four port terminals, and more than 1,700 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 1,500 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 is 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 - <https://sodexo.ifmsportal.com.au>

You can also call the Pilbara Service Centre on **1800 992 777**.

Moving to the Pilbara

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. Here 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: 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. For simple tips on how you can support your mental health and wellbeing after moving somewhere new, visit www.actbelongcommit.org.au

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 www.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 social media or communicating via Skype/FaceTime 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 www.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 www.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.

Contact...



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



For all critical infrastructure or non-medical emergency call:

Pilbara Service Centre
1800 992 777



For utilities related queries or requests
email: picc@riotinto.com

Contents

Tenancy overview

Introduction to tenancy	1
Contents insurance	3
Insurance calculator	4

Maintenance

Maintenance overview	6
Air conditioning tips	11

Utilities

Pilbara Utilities	13
Your account	14
Your electricity supply	15
Residual Current Devices (RCDs)	17
Your water supply	18
Using water wisely	19

Health, Safety and Emergency

Health and safety issues:	
• Mould in your home	21
• Asbestos products in your home	24
Smoke detectors	26
Cyclone information	27

Karratha - Your local town

Welcome to Karratha	30
Town overview	31
Important contacts	32
Leisure activities	33
Rubbish collection and waste facilities	35

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.

Keys

You will be given a minimum of two sets of keys when you move into your house. Please contact the Pilbara Service Centre on **1800 992 777** if you need additional keys, replacement keys or if you lock yourself out of your house. You will have to pay any associated fees.

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, please contact them if you have any questions.

If you are transferring within the company, or 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.

We ask that you and your family and visitors do not smoke inside the house. If any damage is caused by smoking, you will be responsible for cleaning and/or repair costs.

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

Walking through your home and filling out the 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 insured by Rio Tinto.

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

Insurance calculator

How to use the checklist

- Walk 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 is 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 keeping your house in a clean and tidy condition and 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, rangehoods, cooktops and ovens
- Cleaning of property, including calcium build up in wet areas
- Above ground components of a reticulation system where fitted/installed unless otherwise specified in your lease agreement. This includes the replacement of all sprinkler fittings.

We are responsible for any below ground maintenance or repairs to the reticulation box. If your gardens start to deteriorate as a result of the above ground 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 your 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.

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.

General cleaning/maintenance

Carpets should be regularly cleaned to avoid staining and you are responsible for damage caused by pets, children and spills.

Tiles and grout should be cleaned regularly to ensure they are not damaged or chipped beyond fair wear and tear.

You are responsible for the costs if you damage a window. Please call the Pilbara Service Centre on **1800 992 777** if a window breaks.

If your house has a dishwasher or spa bath installed, you need to look after general maintenance of the filter.

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
- Roof leaks

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. This includes damage caused as a result of neglect.

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)
- Overhead cupboards coming away from the wall
- Tree limbs falling

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 once you are registered at <https://sodexo.ifmsportal.com.au>

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. Your Sodexo 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 prefer 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 welcomes 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 <https://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.

Maintenance overview continued

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

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

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 of associated costs. The approved additions include patios, patio extensions, sheds, carport extensions and landscaping.

A property improvement application involves a number of process steps which includes obtaining necessary shire approvals (planning approval/building permit). Please contact your Sodexo 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.

Any alterations or additions to your house will need our approval, please contact the Pilbara Service Centre on **1800 992 777** if you have any questions.

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. You will be responsible to repair any damage that is caused by removal of these hooks at the end of your lease.

We don't want you to drill holes in the walls because of a risk of potential asbestos materials, mainly in older properties. 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. You are responsible for any damage to the paint finishes beyond fair wear and tear which will have to be rectified to a professional standard at your cost.

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.

Maintenance overview continued

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

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 associated rectification costs.

Will Rio Tinto put extra television cable points in for me?

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 your Sodexo 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 install a dishwasher?

Yes, however we need to approve your request to make sure the kitchen cabinetry is not affected. Installation must be by a qualified tradesperson, and any unintentional damage caused during installation will be at your cost.

Can I install a shade sail?

Yes, however you need our approval and installation will be at your cost. Shade sails must be only attached to freestanding, carport or patio poles and not the house.

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

- 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 plastic cover if it is a split system air conditioner.

To clean the filter

Apac / Frigopol / Email air conditioning unit



Filter Cover

Filter

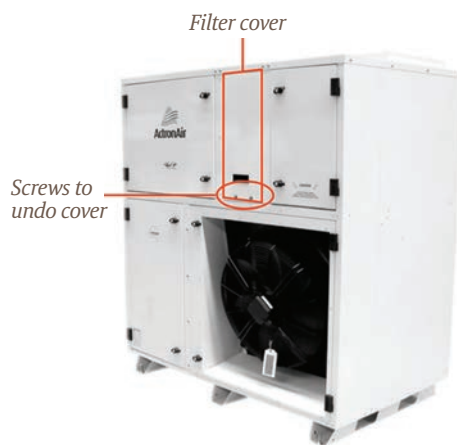
- 1) Turn air conditioner OFF
- 2) Remove filter cover – lift 20mm and remove outwards
- 3) Slide filter out fully
- 4) Hose down filter
- 5) Shake filter to remove excess water and leave out to dry
- 6) Once dry, replace filter into air conditioner unit
- 7) Replace metal cover
- 8) Turn air conditioner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



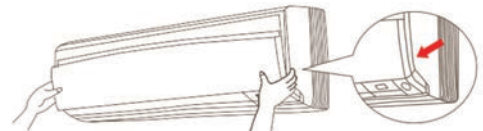
- 1) Turn air conditioner OFF
- 2) Remove filter cover by undoing the two small screws with a Phillips screwdriver. Lift and pull cover outwards
- 3) Slide filter out fully
- 4) Hose down filter
- 5) Shake filter to remove excess water and leave out to dry
- 6) Once dry, replace filter into air conditioner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

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

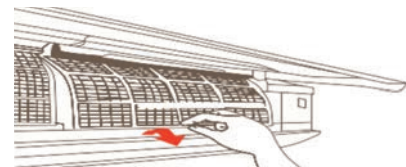
Please note: Some Actron air conditioning units may have a disposable/paper filter. If this is the case, please contact our Pilbara Service Centre on **1800 992 777** to arrange for this to be changed over to a washable filter.

Split system air conditioning unit

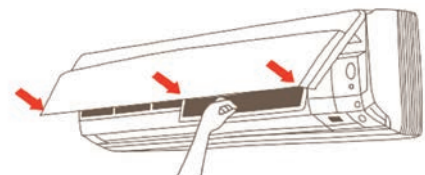
- 1) Turn air conditioner OFF.
- 2) Open the front panel by holding the panel by the tabs on the two sides and lifting until it stops with a click.
- 3) Pull out the air filters by pushing a little upwards at the tab at the centre of each air filter, and then pull it down.



- 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**.

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 are not the supply authority, however we do provide you with an electricity subsidy.

We are also licensed to provide water and sewerage services to Dampier, Paraburdoo, Tom Price and Pannawonica residents. We 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.pilbarautilities.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 our website at www.pilbarautilities.riotinto.com, call us on **1800 992 777** or send an email to piics.utilities@riotinto.com

We endeavour to acknowledge your complaint within 48 hours and respond within 15 business days.

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.

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 Samson or Roebourne, please refer to our website for current information about how to access your electricity subsidy. All forms relating to utility use can be found on our website www.pilbarautilities.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 may 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 two 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.pilbarautilities.riotinto.com.

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

Rio Tinto

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	Max: 64486 Min: 37099	Max: 72243 Min: 39791	30449		\$545	\$537.56

Daily electricity use comparison(estimated)

Average daily consumption and cost

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

Usage calculations

Reading two:

A2
1904 Units
@ 23.37 cents per unit
Supply Charge
Plus GST @ 10%
Total
Total payable

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 or 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

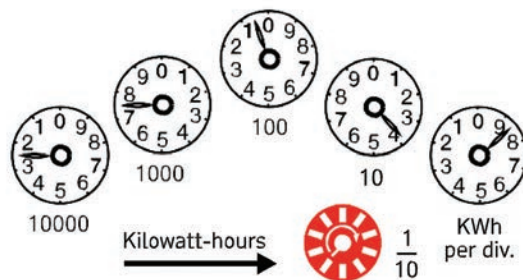
How do I read my electricity meter?

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 test 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 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 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 and emergency



Health and safety issues

There are two main health and safety issues in Pilbara houses that 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°C 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 indoor.
- Clean your air conditioner filters regularly.
- Use exhaust fans when showering, cooking or using dryers.

Mould in your home 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 www.public.health.wa.gov.au/cp-root/2887/2/Mould+Fact+Sheet.pdf

Mould in your home continued

Steps to reduce mould growth

Bathroom

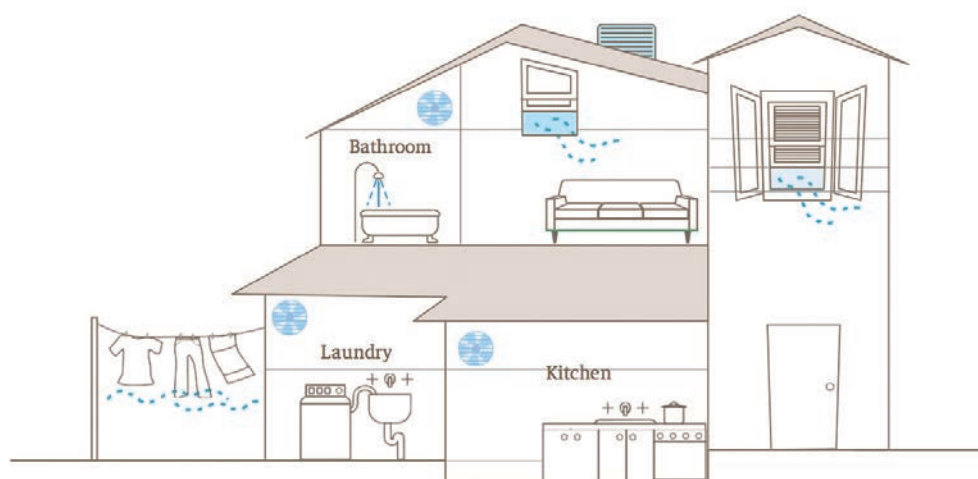
- Use an exhaust fan when having a shower or bath to control air moisture
- Clean and dry surfaces that get wet regularly
- Ensure adequate ventilation

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

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 www.public.health.wa.gov.au

Department of Health, Environmental Health, 2014 Asbestos in and around your home – what is the risk for disease. Retrieved May 2016 from www.public.health.wa.gov.au

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

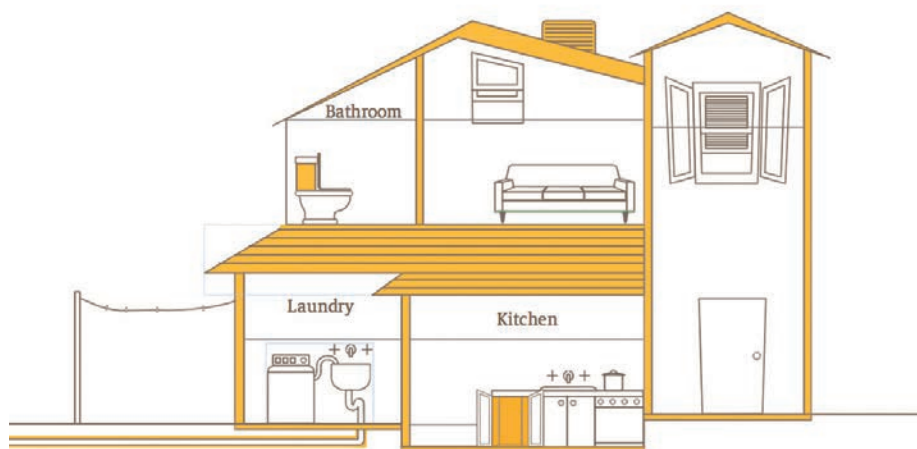
- Fibre cement sheeting
- Gable end of an garage
- Cement corrugated shed roofing

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 its properties in accordance with WA legislation.

Things to know about smoke detectors

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.

All tenants are required to prepare their houses at the beginning of the cyclone season. In the event of an impending cyclone, you need to lock down all projectiles, tie down all boats and caravans or relocate them to a secure site. You are responsible for any damage caused as a result of not preparing properly for a cyclone.

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.

If your house has cyclone screens installed you must ensure that all screens, shutters and pins to all windows are fitted correctly at the start of cyclone season. All screens must be fitted correctly for the entire cyclone season.

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 projectiles causing 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 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 (hPc)	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

Karratha - Your local town



Welcome to Karratha

Karratha, an Aboriginal word meaning 'good country', was established in 1968 in response to the continued development of the Hamersley Iron operations and the commencement of the nearby Dampier Salt project.

The development of the North West Shelf gas fields, with associated onshore LNG processing and export facilities, enabled the town to evolve into the administrative centre of the West Pilbara. Karratha is located 1,557 kilometres north of Perth on Nickol Bay. The weather is warm and pleasant year round, encouraging an outdoor lifestyle complemented by beautiful beaches and stunning natural surrounds.

The town has developed into the largest and most economically diverse community in the Pilbara. Karratha is home to around 17,000 people, not including a large fly-in, fly-out (FIFO) workforce.



Town overview

Local fire information

If you observe a fire/bushfire anywhere, please call emergency services by dialling 000.

Bush fire control

Restricted fire season exists all year within the City of Karratha. Fire permits are required at all times for any open air fires.

Lighting of fires in the open air within the City of Karratha for the purpose of camping or cooking are prohibited on days of very high, severe, extreme or catastrophic fire danger forecast (this includes gas cooking appliances). For more information contact the Department of Fire & Emergency Services on 9395 9300.

Permit to burn

Applying for a permit to burn does not mean it will be automatically issued.

Please contact the City of Karratha ranger services on 9186 8555 for fire permits.

Information required for a permit to burn:

- Name of the person conducting the burn
- The location, lot number and/or street address of the property to which the permit will apply to
- The firefighting equipment/operating standard and resources you have
- A safety plan
- The size of the burn area
- Fire breaks and access for emergency fire units to the property
- Materials proposed to be burnt

Transport

A community bus operates on Tuesday, Thursday, Saturday and Sunday between Point Samson and Dampier. Details regarding the timetable and fares are available from the City of Karratha at www.karratha.wa.gov.au

Health clinics/hospitals

- Nickol Bay Hospital.....9143 2333
- Karratha Medical Centre.....9185 3555
- Sonic HealthPlus.....9159 1800
- Central Healthcare.....9185 6662
- Health Direct (24/7).....1800 022 222

Karratha Airport

For all airline related queries, please contact the relevant airline.

- Airport administration9186 8507
- Karratha Flying Services.....9144 2444
- Hertz.....9144 1666
- Avis.....9144 4122
- Budget.....9144 2136
- Thrifty.....9143 1711
- Australian Air Express.....9185 4009
- Toll Priority.....9144 1522

Local business

Karratha has a range of local businesses in the town centre and an extensive light industrial area. Please refer to the Karratha & Districts Business and Community directory for a full list of businesses at www.karrathadirectoryonline.com.au

Important contacts

- Karratha Police Station.....9143 7200
- Fire.....000
- St John Ambulance.....9185 1222
- Nickol Bay Hospital.....9143 2333
- Karratha Post Office.....13 13 18
- Pilbara Service Centre.....1800 992 777
- Cyclone Information.....1800 992 777
- Karratha Visitors Centre.....9144 4600

Local facilities

- Nickol Bay Hospital
- Medical centres
- Primary schools
- High schools
- Childcare centres
- Karratha Leisureplex
- Pilbara Institute (TAFE)
- Playgroups
- Library
- Shopping Centre – Woolworths /Coles /K-Mart/ Target and specialty stores
- Post Office
- Service stations
- Caravan parks
- Halls/pavilions
- Catholic Church/Church of Latter Day Saints/Baptist Church/Jehovah
- Witness/Anglican
- Boat ramp
- Banks and ATMs
- Hotel/motels
- Karratha Arts & Community Precinct (scheduled for 2019)

Community groups

- Volunteer Fire Brigade
- St John Ambulance
- SES
- Karratha Community Association
- Karratha arts and craft group

Local media

- Pilbara News
- ABC Radio
- GWN
- Spirit Radio/WAFM

Significant events

- FeNaCIng Festival (Lions Club of Karratha)
- Red Dog Festival www.reddogfestival.com.au
- Stairway to the Moon – Hearsons Cove
- City of Karratha events and festivals www.karratha.wa.gov.au/events
- Clean Up Australia
- Cossack Art Award
- Roebourne Races www.nwjcroebourne.com.au

Leisure activities

Beaches

Some of the most popular and easily accessible beaches in and around the central Pilbara coast are Hearson's Cove, the Dampier Foreshore, Point Samson, Honeymoon Cove and Cossack. There are also numerous beaches on the Dampier Archipelago and the Montebello Islands. Tours are available through the Karratha and Roebourne Visitors Centres.

Boat ramps

Public boat ramps are located at Dampier, Karratha Back Beach and Johns Creek at Point Samson, Cossack and Wickham. For information contact 9186 8555.

A floating jetty is located in Dampier at the Hampton Harbour Boat and Sailing Club, The Esplanade.

For details regarding membership, contact the club on 9183 1116 or visit www.hamptonharbour.net.au

Sporting and recreation groups

The Karratha Leisureplex opened in 2013 and has become a hub for the local community, particularly families who enjoy the aquatic centre, playing fields, outdoor and indoor courts, mini-golf, fitness centre and café. For more information and opening hours please call 9186 8556 or visit www.karrathaleisureplex.com.au

Below is a list of additional sporting and recreation facilities available to the Karratha community. Please refer to the community listings pages in the KDCCI Business & Community Directory for more information.

- 18 hole golf club
- Bowling club
- Motorcross track
- BMX track, go-cart track and speedway
- Mountain Bike Club
- Parks and playgrounds

Local lookouts

Great views of Karratha are accessible by car from the Water Corporation (Two Tanks) Lookout behind the Karratha Visitors Centre and from TV Lookout on Millstream Road.

The Yaburara Heritage Trail is a 3.5km walk commencing at the water tanks overlooking the town centre and accessed via the Information Bay off Karratha Road. The trail follows a ridge top and nature trail along two valleys. Allow two to three hours to enjoy the full trail at a leisurely pace.

The North West Shelf Venture Visitors Centre, located at the entrance to the North West Shelf Venture on Burrup Road, offers fantastic 360 degree views of the Burrup Peninsula. The Rotary Lookouts along the Jaburara Heritage Trail offer a different perspective of Karratha.

The William Dampier Lookout on Hampton Drive in Dampier offers views of Hampton Harbour and, thanks to a telescope, allows close up inspection of all that is happening from the Dampier Archipelago Islands through to the Burrup.

The walk or drive to the top of Mount Welcome in Roebourne is rewarded with excellent panoramic views of the Roebourne township and Harding River.

Experience beautiful views of the ocean and surrounding countryside from Tank Hill in Wickham.

Reader's Head in Cossack offers spectacular panoramic views of the Pilbara landscape, surrounding the township of Cossack and the ocean to Jarman Island.

Karijini National Park

Covering an area of some 627,445 hectares, the Karijini National Park is the second largest park in WA and is one of the most spectacular sights within the Pilbara region. Phone the Karijini Visitors Centre on 9189 8121 for further information.

Millstream National Park

Located around two hours drive from Karratha or Roebourne and covering an area of approximately 200,000 hectares, Millstream is a lush oasis of palms and cool permanent water, in stark contrast to the surrounding landscape of rocky escarpments and rolling spinifex covered hills.

Leisure activities continued

Montebello Islands

Located about 130 kilometres west of Dampier, the Montebellos is a group of nearly 100 limestone islands surrounded by white sandy beaches and turquoise green waters. With a six metre tidal range, the islands are perfect for snorkeling, beachcombing and exploring, as well as providing fertile fishing grounds.

Mt Herbert and Chichester Ranges

The top of Mount Herbert gives a splendid view of the Pyramid, Sherlock and Warambie Stations. Chichester Range camel trail is an eight kilometre downhill walk to Mt Herbert and should take about three hours (one way). Stout shoes are required, and it is recommended that a vehicle meet you at the end of the trail at Python Pool. Phone the Roebourne Visitors Centre on 9182 1060 or the Karratha Visitors Centre 9144 4600 for further information.

Camping

Camping is only permitted at Cleaverville and Forty Mile (Gnoorea) Point. Fees are payable to the caretaker on site during tourist season, which runs from 1 May to 30 September. Outside of the tourist season campers may stay for free for up to three nights in any 28-day period. For the list of fees, please call 9186 8555 or visit www.karratha.wa.gov.au

Please note that there is no water and there is only minimal shade.

Swimming pools

The Karratha Leisureplex offers an eight lane, 50 metre, shaded pool, a heated 25 metre pool and a shaded learn-to-swim pool and splashpad area.

The Roebourne Aquatic Centre is located on Sholl Street in Roebourne and is open from September to May. For more information contact 9182 1101.

The Wickham swimming pool is located on Wickham Drive and is part of the Wickham Recreation Precinct. For more information on opening hours and entry fees contact 9186 8684.

Libraries

All libraries are serviced by the State Library of Western Australia, which provides regular exchanges of new books. Shire residents may use the libraries free of charge and can use their library card to borrow from any of the libraries. All libraries offer internet access and photocopiers.

City of Karratha libraries:

Wickham.....	9187 1661
Roebourne.....	9182 1223
Karratha.....	9186 8660
Dampier.....	9183 1562



Rubbish collection and waste facilities

Karratha residential rubbish collection days are noted below:

Monday

- **Bulgarra**

(All streets bordered by and including)

Searipple Road

Maitland Road

Mystery Road

Millstream Road

Tuesday

- **Pegs Creek**

(All streets bordered by and including)

Dampier Highway

Balmoral Road

Broadhurst Road

- **Town Centre**

Morse Road

Basset Road

Wednesday

- **Millars Well**

(All streets bordered by and including)

Dampier Highway

Broadhurst Road

Bathgate Road

Balmoral Road

Thursday

- **Nickol and Tambrey Estate**

(All streets bordered by and including)

Dampier Highway

Bathgate Road

Balmoral Road

- **Nickol West - All streets**

Friday

- **Baynton and Hillcrest Estate**

Dampier Highway

Rosemary Road

Baynton West

All streets south of Dampier Highway

Bin collections will proceed as normal during the Christmas holiday period.

Karratha 7-Mile Waste Facility

The Karratha 7-Mile Waste Facility is located off Dampier Highway, approximately ten kilometres from Karratha. The turn-off is on the left as you travel toward Dampier and is sign-posted.

Opening hours:

07:00 to 16:30 daily

The facility is closed on Christmas Day, New Year's Day and Good Friday.

Hazardous waste is accepted at the facility. Details on what is accepted and the appropriate forms of waste are available by calling 9186 8555 or online at www.karratha.wa.gov.au

Further information

Some information featured in this section has been kindly provided by the City of Karratha.

For further information please visit the City website:

www.karratha.wa.gov.au

