

Procedure

Title: Incident Notification

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Department: Health Safety Environment & Comms
Section: HSE Systems
Category: Incident Management
Owner's Role: Specialist - HSE Systems
Approver's Role: Manager - Health Safety Environment & Comms

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1.0 PURPOSE

The process for managing incidents is described in P003.008 Incident Management & Investigation. One of the steps in that process is to communicate and escalate the reporting of incidents. This procedure documents those reporting requirements

2.0 SCOPE

The procedure covers the reporting of incidents relating to:

- Any injury or high potential safety incident
- Any medical condition requiring the employee to be taken off site
- Any potential breach of an environmental licence condition
- **A BSL transfer increment that exceeds Internal Quality Aims (IQA)**
- An alumina shipment that exceeds Internal Quality Aims (IQA)
- An alumina shipment with delays in loading greater than **5** hours

- If daily Digestion production rate is expected to be greater than 500 t below the daily forecast, as shown on the forecast board in the Central Control Training Room.
- Loss of a calciner for greater than 4 hours
- An unplanned unit shutdown

This procedure does not cover automated email and SMS alarm systems. These are covered by P601.006 Plant Notification Systems.

3.0 RESPONSIBILITIES

As documented in this procedure and attachment.

4.0 ACTIONS

4.1 Notification Guidelines

The notification process in the event of a safety, environmental, quality or production incident is described in Attachment 5.1.

The guideline identifies:

- who is to initiate contact
- who is to be contacted
- the timing of the notification – whether immediate contact is required, or contact within a specified timeframe is acceptable

4.2 Delegation of Duties After Hours

It is the responsibility of the Section Superintendent and Department Manager to delegate their responsibilities to a capable person within their Department / Section if they are planning to be uncontactable after hours.

Communication of the temporary delegation must be communicated by posting the change on the “After Hours Contact Details” list displayed in Central Control Training Room.

4.3 Contact Details After Hours

A list of After-Hours contacts will be displayed in Central Control Training Room. It is the responsibility of the Superintendent or Manager to update this board with the name and contact details of a delegate.

4.4 Contact Unavailable or Not Responding

In the event that the Contact person is not contactable via telephone the initiator shall document the times that attempts were made in the Shift Log and then proceed to contact the next person in the escalation process. Reporting timeframes MUST be maintained.

5.0 ATTACHMENTS

5.1 Incident Notification Guidelines

5.2 BSL Escalation Contact List (Product Quality)

6.0 REFERENCES

6.1 QAL Documents

P003.008 Incident Management & Investigation
P601.006 Plant Notification Systems
P755.015 Alumina Loading (Shipments & BSL Transfer) and Quality Escalation

6.2 Associated ARCHER Risk Scenarios

Nil

6.3 External References

Nil

7.0 DEFINITIONS

Nil

8.0 REVISION DETAILS

8.1 Latest Document Review Participants

Name	Role Title	Contribution <i>Technical/Subject Matter Expert, End User, Owner etc</i>
Richard Massey	Superintendent Electrical Integrity	Technical Expert
Cherilyn Hoe	Whiteside Technical Superintendent	Technical Expert

8.2 Revision History

Iss	Rev	Date	Lead Reviewer	Details of Change	Approver Role	Approver Name
1	5	29/04/2020		Update Attachment 7.1 Incident Notification Guidelines to reflect changes of roles		
1	6	12/11/2025	Richard Massey	Update to Attachment 5.1 to include Electrical Critical Delays.	Manager Health Safety Environment & Communications	Aaron Farrar
1	7	15/01/2026	Aidan Hankinson	Added line to scope to include BSL increment quality Update to Attachment 5.1 to include BSL incremental quality escalation procedure Added attachment 5.2 – BSL contact list (product quality)	Manager Health Safety Environment & Communications	Aaron Farrar

Attachment 5.1 Incident Notification Guidelines

↑ Communication to take place between parties

Issue	What	Contact initiated by	Timing	To	Timing	To	Timing	To	Timing	To
HEALTH SAFETY PROCESS SAFETY	First Aid Case treated by Medical Centre*	Person's Supervisor	Immediately contacts	Shift Controller						
			By end of Shift contacts	Section Supt						
	Medical Centre has made the call to treat the injury or medical condition off site	Person's Supervisor	Immediately contacts	Shift Controller	Ensures below communications occur					
			Medical Centre	Section Supt	Principal Advisor Safety & Plant Protection	Within 2hrs of incident occurring	Dept Manager	Escalates to GM based on the specific incident	Manager Health Safety Environment & Communications	
Significant potential incident **	Supervisor	Immediately contacts	Shift Controller	Ensures below communications occur						
			Section Supt	Immediately contacts	Principal Advisor Safety & Plant Protection	By end of Shift contacts	Principal Advisor Safety & Plant Protection	Dept Manager	GM	
ENVIRONMENT	Potential Breach of Licence (DETSI Notifiable)	Supervisor	Immediately contacts	Shift Controller	Immediately contacts	Environment Supt	Immediately contacts	Manager Health Safety Environment & Communications	Escalates to GM based on the specific incident	
				Section Supt		Dept Manager				
QUALITY	Shipment Incremental Average Exceeds IQA	Laboratory Analyst	Immediately contacts	Shift Engineer Shift Controller	Further notifications as per procedure P755.015 Alumina Loading (Shipments & BSL Transfer) and Quality Escalation, and as specified in the individual Shipment Load Plan					
	BSL incremental result exceeds IQA Refer to escalation triggers in P755.015 – attachment 5.1	Laboratory Analyst	Immediately contacts	Shift Controller to follow P755.015	Immediately contacts	W/S Technical Supt or Quality specialist/ delegate	Immediately escalates to	Technical Manager BSL on-call supervisors (refer to attachment 5.2)	Tech Manager to ensure escalation to BSL counterpart	
PRODUCTION	Daily Digestion Production Rate 500t/d below daily forecast for more than 2 hours	Shift Controller	If not resolved after 2 hours	Section Supt (of the Section holding flow) and Supts of any impacted Section	If issue cannot be resolved within current shift or 1000t/d below plan for any duration	Department Manager GM				
	Interruption of supply or reduced supply of Raw Material to Process (Bauxite, Caustic, Raw Water, Power, Coal, Gas, Fuels)	Shift Controller	Immediately contacts	Raw Materials Supt, CCR Supt & all other impacted Supts	If issue cannot be resolved within 2 hrs	Department Manager GM				
	Unplanned Unit or Calciner shut (excluding trip and rapid restart) or Digestion production <8000t/d	Shift Controller	Immediately contacts	All Supts for Digestion Outage / Calcination Supt	Digestion or Calc Supt immediately contacts	Department Manager	Within 4hrs of incident occurring	GM		

	Production Critical Maintenance Delays greater than 2 hours	Work Supervisor	Contacts	Shift Controller	Ensures below communications occur				
Shift Controller				If unable to be resolved contacts	Supt in Charge of Task	If unable to be resolved contacts	Department Manager		
	Production Critical Electrical Delays greater than 2 hours	Work Supervisor	Contacts	Shift Controller	If unable to be resolved contacts	Area EI Technical Officer	Engineering Governance Team	If unable to be resolved contacts	Department Manager

* Medical Centre will be Occupational Health Nurse during normal hours and Plant Protection after hours.

** Includes any incident with potential to be reported to WHS (Including electric shock), Process Safety events (including any digestion relief valve lifts) or with potential to notify Department of Environment. If unsure notify and/or confirm via P003.008 (Incident Management & Investigation).

Attachment 5.2 BSL Escalation Contact List (Product Quality)

Procedure of contact as follows in the event of BSL transfer increment parameter exceeding IQA:

1. Single point of contact to be Evan Andrews (evan.andrews@riotinto.com) at Ph: 0408 966 436
 - a. If unreachable, work down the contact list until you get someone on the phone
2. Please send email to all key stakeholders on the list below with what is being escalated (BSL increment quality parameter exceeding IQA)

Priority	Stakeholder	Role	Phone	Email
1	Evan Andrews	Technical and Growth Manager	0408 966 436	Evan.andrews@riotinto.com
2	Daniel Whitfield	Reduction Technical Project Superintendent	0475 055 613	Daniel.whitfield@riotinto.com
3	Jeremey Jones	Line 3 Start up and Process Support Superintendent	0450 965 443	Jeremy.jones1@riotinto.com
4	Jack Edwards	Line 1 & 2 Process Support Superintendent	0432 711 873	jack.edwards@riotinto.com
5	Aleesa Shephard	Reduction Services Superintendent	0460 689 527	Aleesa.shephard@riotinto.com
6	Francois Kriel	Reduction Services Process Engineer	0427 746 761	Francois.kriel@riotinto.com
7	Rashmi Jena	Line 3 Process Specialist	0490 793 944	Rashmi.jena@riotino.com
8	Raul Rojas	Line 3 Operations Superintendent	0413 317 400	Raul.rojas@riotinto.com
9	Kerri-Anne Horig	Line 1 & 2 Operations Superintendent	0499 795 605	Kerri-anne.horig@riotinto.com
10	Colin Beeby	Principal Process Engineer	0419 370 309	Colin.beeby@riotinto.com