

How to Use the Real-time Online Community System (ROCS)

rocs.qal.com.au

Welcome to QAL's Real-time Online Community System (ROCS)

Queensland Alumina Limited (QAL) has been here for Gladstone since 1964. Over the years Gladstone has grown and many residents and businesses are now located within just a few kilometres of the operation. Due to the age and location of the refinery, local residents may experience a number of impacts. We recognise the need to change the way we work to reduce these impacts. To achieve this outcome, we need your help.

ROCS has been built to help improve the communication with our neighbouring communities with the objective to build enduring relationships that are characterised by mutual respect, active partnership and long term commitment.

What can I access when I register on ROCS?

The home page for ROCS is your Dashboard.



The Dashboard is where you find information about each of the tabs at the top of the page: 'Our Performance', 'Complaints', 'My Details' and 'Contact Us'. This information provides an overview of each tab and more information about why ROCS has been developed.

On your Dashboard you will also see:

- QAL Scheduled Activities – these are operational activities that are scheduled for the current week that may cause an impact to the neighbouring community through the generation of noise, dust or odour. While we believe that they may cause an impact, we will schedule and carry out these activities to minimise this risk.
- Your Details – a summary of your contact details are provided.
- Previous Complaints – a listing of your previous five complaints is shown on this screen. You are able to view all complaints that you have made by clicking on the 'View all' button. Note that only complaints that have been entered post go-live will be shown.

How do I Register on ROCS?

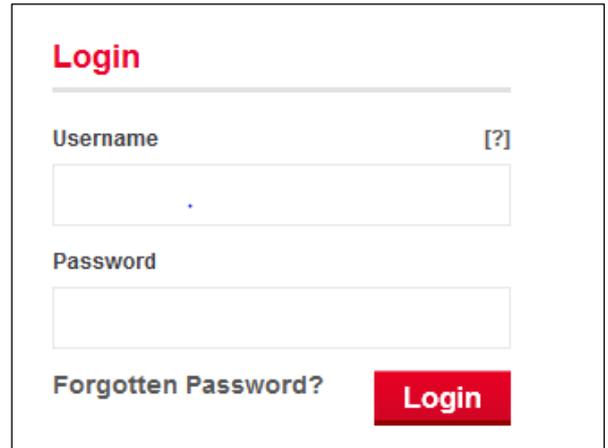
1) *I have been supplied my user name and password*

If you have been provided your logon to ROCS, you can access the system by following these steps:

- Enter your Username
- Enter your Password
- Click on the 'Login' button

This will take you directly into ROCS.

If you have previously registered for ROCS and you have forgotten your password, click on 'Forgotten Password', then enter your username or email address, and your password will be emailed to you.



Login

Username [?]

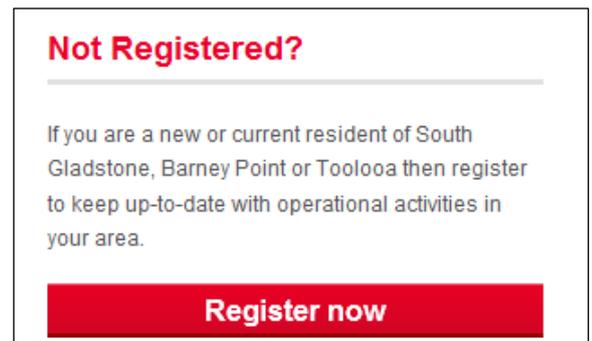
Password

Forgotten Password? **Login**

2) *I have not been supplied my user name and password*

You can register for ROCS by following the following steps:

- Logon to www.rocs.qal.com.au
- Click on the button 'Register now'
- Enter your address details in the fields provided
- Click on 'Continue'
- A large number of addresses for neighbouring properties to QAL have been populated in the system. If the address entered matches or does not exactly match an address already in the system, check the suggested matches to see if the address is in the system, but potentially entered differently to how you entered it. If you can see the address in the list, select that address and click on 'Continue'. Otherwise, select 'None of these, use address as entered', and then select 'Continue'.
- Once the address is selected, you will need to confirm that you are the occupant of the address. You must be an occupant to register.
- Enter your details in the fields provided. Once this is complete, select 'Register'.
- You will be sent a unique Username and Password by mail that you will be able to use to access ROCS.



Not Registered?

If you are a new or current resident of South Gladstone, Barney Point or Toolooa then register to keep up-to-date with operational activities in your area.

Register now

Privacy Policy

When you first logon to ROCS, you will be required to review our Privacy Policy, which details how we will manage any data that you provide to us through ROCS. Please tick the box indicating that you have read and accepted the policy, and then click 'Submit'.

I have read and accepted the privacy policy

Submit

How do I make a complaint on ROCS?

If you believe you are being impacted by QAL's operations simply logon to www.rocs.qal.com.au and submit your feedback. If you are new to ROCS you will need to register your name and contact details in the system first.

To make a complaint, follow these steps:

- Select the 'Complaints' tab from the Dashboard Screen

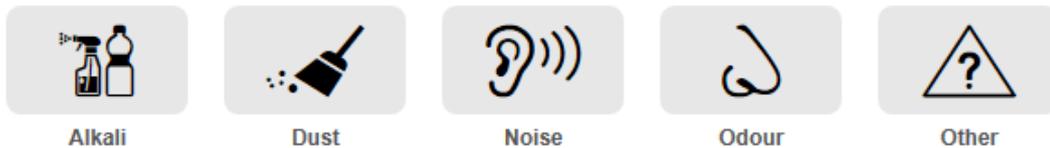


- Select the 'Lodge Complaint' button located on the right of the screen

Home > Complaints

- Identify when you felt the impact. From the drop down, select either 'Now' or 'Other'. If you select 'Other' you will be required to enter the date and time that you experienced the impact. If you select 'Now', the date and time you experienced the impact will default to the date and time you entered the complaint.
- Select the type of impact that was experienced by selecting one (or more if applicable) of the following buttons 'Alkali', 'Dust', 'Noise', 'Odour' or 'Other'.

Lodge Complaint



- Once an impact has been selected, you will be able to select what has been impacted, either 'Car', 'House' or 'Other'.



- Determine how you rate the level of impact being experienced on a scale of 1 – 10, with '1' being minimal impact and '10' being significantly impacted.
- Select one of the radio buttons to advise us whether or not you would like to be contacted by a member of the Community Relations Team to follow up on your complaint.
- A monthly complaints report is provided to the Department of Environment and Heritage. Select the box 'Keep my details anonymous' if you do not want your details to be provided in this report.
- Provide a description of the impact. In this free text box, please provide as much detail as possible regarding the impact that you have experienced. For example,

how long have you been experiencing the impact, whether there have been any changes in the level of impact, how you have been impacted, how the impact looks or feels. The more information you provide the more information we have to investigate your complaint.

- Attach any relevant photos or documents associated with the complaint.
- Once all details have been entered, click on the 'Lodge' button and your complaint will be submitted to QAL for action.

What happens when I make a complaint?

All complaints are managed in **real time**, meaning when you lodge a concern we are investigating immediately.

The process is relatively simple and the figure (opposite) shows the key steps involved:

1. Complaint is received in ROCS

ROCS sends a notification to our Plant Protection Team who have Officers working 24/7, every day of the year.

2. Plant Protection act immediately

The Plant Protection Officer contacts the Shift Controller to let them know the nature of the complaint (eg. noise) and any additional information you have provided.

3. Shift Controller investigates

The Shift Controller investigates and if the source is identified makes a decision on the most appropriate course of action. This decision is made with safety, community and plant stability in mind. Feedback is then provided to the Plant Protection Officer to enter into ROCS so you receive feedback on that shift as to the steps taken.

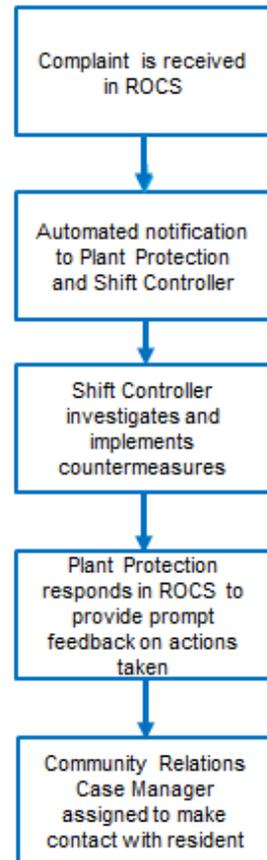
4. Case Manager follows up

We recognise that every concern is unique and in some cases quite complex. To ensure a smooth and timely resolution we assign one person to work with you throughout the entire process. Your Case Manager will be in contact you within one business day to introduce themselves and, if you would like, arrange a face to face meeting.

Depending on the nature of the complaint we may need to gather more information. This is generally achieved by taking samples for further analysis or asking an independent third party to complete an assessment.

5. Resolution

We are committed to finding a resolution that both parties (QAL and you) are comfortable with. Our primary focus is to identify the root cause on site and implement long term solutions, these projects often take some time to complete but will prevent any re-occurrence. The outcome of your individual concern, and any supporting information we can provide from the investigation, will be provided to you.



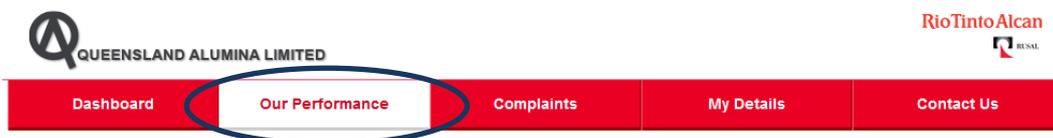
How do I complete a Performance Questionnaire on ROCS?

If you would like to complete the Performance Questionnaire, simply logon to www.rocs.qal.com.au. If you are new to ROCS you will need to register your name and contact details in the system first. All new residents who have logged on to ROCS will be able to complete the Performance Questionnaire. This will be able to be accessed from the Dashboard by clicking on the 'Take Questionnaire' button.

Our performance includes 5 questions which give you an opportunity to provide an honest appraisal of QAL. This feedback means we can start a journey of improvement in the way we work with our community. Every six months we will ask for you to answer the same 5 questions, that way we can understand if we are meeting your expectations.

To undertake the questionnaire, follow these steps:

- Select the 'Our Performance' tab from the Dashboard screen



- Answer the five (5) questions by selecting the radio button which best represents how you feel.

Question	Rating								
1. How responsive is QAL to the needs of the community?	<table><thead><tr><th>Not at all</th><th>A little</th><th>Somewhat</th><th>Very</th></tr></thead><tbody><tr><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr></tbody></table>	Not at all	A little	Somewhat	Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all	A little	Somewhat	Very						
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
2. In terms of how QAL manage the environmental impact of their operations, how satisfied are you to be living or working in the vicinity of the QAL site?	<table><thead><tr><th>Not at all</th><th>A little</th><th>Somewhat</th><th>Very</th></tr></thead><tbody><tr><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr></tbody></table>	Not at all	A little	Somewhat	Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all	A little	Somewhat	Very						
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
3. How confident are you that QAL listens to your concerns?	<table><thead><tr><th>Not at all</th><th>A little</th><th>Somewhat</th><th>Very</th></tr></thead><tbody><tr><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr></tbody></table>	Not at all	A little	Somewhat	Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all	A little	Somewhat	Very						
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
4. How confident are you of QAL's commitment to resolve your concerns?	<table><thead><tr><th>Not at all</th><th>A little</th><th>Somewhat</th><th>Very</th></tr></thead><tbody><tr><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr></tbody></table>	Not at all	A little	Somewhat	Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all	A little	Somewhat	Very						
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
Additional question:									
5. Overall, how would you rate the impact of QAL's operations on you and your household (or business) over the past 6 months?	<table><thead><tr><th>High negative impact</th><th>Some negative impact</th><th>A little negative impact</th><th>No negative impact</th></tr></thead><tbody><tr><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr></tbody></table>	High negative impact	Some negative impact	A little negative impact	No negative impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High negative impact	Some negative impact	A little negative impact	No negative impact						
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						

- Once you have answered the five (5) questions, click on the 'Submit' button.

After the Performance Questionnaire has been submitted, you will not be able to access the questionnaire for another six months. You will be notified by email when the Performance Questionnaire is available to be completed again.

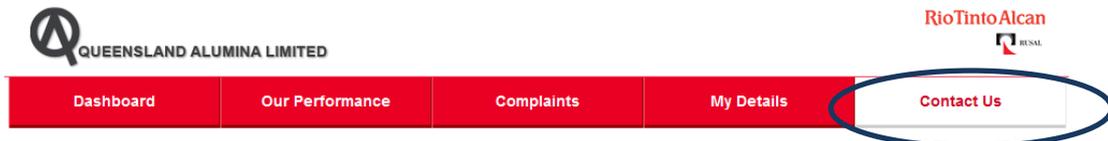
If you submit the Performance Questionnaire either before it is completed or you have made a mistake, the questionnaire is able to be reset. Please contact the Community Hotline on 1800 181 110 or email an enquiry through ROCS.

How do I provide feedback on ROCS?

If you would like to provide general feedback to QAL, or you have an enquiry, simply logon to www.rocs.qal.com.au.

To provide general feedback, follow these steps:

- Select the 'Contact Us' tab from the Dashboard screen



- Select the type of feedback from the dropdown box: 'General', 'Feedback' or 'Other'
- Select your Preferred Contact Method.
- Provide your comments in the free text box.
- Once you have completed your comments, click on the 'Submit' button.

A member of the Community Relations Team will be in contact with you by the next Business Day.

If you have a complaint, please follow the process for lodging a complaint.

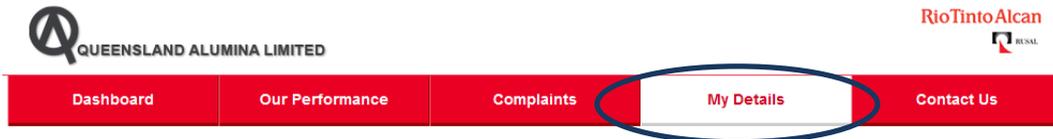
If you have an enquiry regarding employment opportunities, please check out employment vacancies on the QAL Website (www.qal.com.au/working-for-us).

How do I change my contact details and password on ROCS?

If you would like to change your contact details or password, simply logon to www.rocs.qal.com.au. It is recommended that you change your generic password when you logon to ROCS for the first time following registration to a password that you will be able to remember easily.

To change your details or password, follow these steps:

- Select the 'My Details' tab from the Dashboard screen



- If you would like to change your password, click on the 'Change Password' button.
- Enter your current password, and then enter your new password in the boxes as indicated.
- Once you have done this, hit the 'Update' button.

- If you would like to change your details, click on the 'Update my details' button.
- Enter your details in the various boxes as required.
- Note that all fields marked with * are a mandatory field.
- Once you have completed all the required fields, hit the 'Update' button.

Who do I contact if I am having trouble with the new system?

If you are having trouble accessing ROCS or would like to register simply contact the Community Hotline on 1800 181 110. A member of the Community Relations Team will be in contact with you to assist you in the process.