

Supplier Recognition Program 2008

To understand performance of nominated Suppliers in the Supplier Recognition Program, a mid year feedback survey is used. The survey covers a series of performance questions across the following areas of competency:

- HS&E
- Service Quality
- Administration
- Innovation
- Communication
- Planning

The performance summary information is taken from the mid year key end user feedback only and does not include data reviewed from other sources. A full performance review using all data sources is performed in Nov/Dec 2008.

In addition to the summary of scores, by area of competency reviewed, some key end users have also provided comments to assist with improvement or clarification of the performance feedback. It should be noted that not all key end users provide comments and it is not a mandatory field to provide improvement suggestions or key end user name. Any comments below are made by the individuals based on their experiences with your supply of goods or service and do not necessarily reflect the view of the Supplier Recognition Program, Iron Ore or Procurement.

We hope you find value in the performance summary information. Should you desire additional information, please email your request to the SRP team on 6213 0387 or srp@riotinto.com.

Comment: CADDs have built up an extremely effective team that works closely with our own team, to the point that we look upon CADDs as an extension of the Drawing Office for all practical purposes. They are easy to deal with and take on all challenges.

Comment: The CADDs Engineering representative is consistently attentive to our needs, producing a quality product within agreed timeframes. In particular the CADDs Senior Draftsman, Mr Darren Clark, consistently presents a 'can do safe and sensible' response to all our drafting needs. The service from CADDs regularly exceeds that which is normally expected from our internal drafting and drawing department.

Suggestions: I recommend strong support for a supplier excellence award in the category of intellectual services. At minimum, I recommend a letter of appreciation be forwarded to CADDs acknowledging the sterling efforts of Mr Darren Clark and his team for their exceptional intellectual services support to West Angelas operations.

CADDs SRP Performance Feedback August 2008

