Sitepass instructions for contractors and carriers

CONTENTS

- What is Sitepass?
- How to register
    - o   Registering a business
    - o   Registering an employee – business/employer steps
    - o   Registering an employee – employee steps
- Sitepass induction cards
- Businesses removing employees
- Other information
- Getting help

WHAT IS SITEPASS?

Sitepass is our online registration and induction system for contractors and contracted carriers. It allows you to self-register and upload qualifications, licences and insurances. The system also provides online induction training relevant to the type of work being undertaken.

It is recommended that Sitepass is accessed by using either Google Chrome or Mozilla Firefox, however it will also work on Microsoft Edge, Safari and Opera.

HOW TO REGISTER

First you will need to register your business. After this, your employees can be registered under your business.

To register your business in Sitepass, go to viterra.mysitepass.com/wms/portal/#/login. This link is also available on the Viterra website at viterra.com.au/Growers/Delivering-and-storing/Safety-on-site/Safety-cards

You may instead have received an invitation to connect, generated by a Viterra employee. The invitation will usually come to you in a Sitepass generated email. This email will contain a link and a unique registration code. If you have been sent an invitation, click on the orange 'Connect now' button in the invitation. Then follow the steps below under registering your business. Note, the sending email address is noreply@mysitepass.com – if you can't see the email, please check your spam/junk folder, or recheck with your Viterra contact.

REGISTERING A BUSINESS

After accessing the Sitepass website, you will be asked to select your contractor type – select 'Business', and then 'Continue'.

Step 1 – Enter your email and password. The person registering the business should be the person most likely to act on action notification emails sent to them by Sitepass.

    The email becomes your username. The password must have at least 1 uppercase, 1 lowercase, a number, a special character and be a minimum of 8 characters. Confirm you have read and understand the terms and conditions, and then click 'Create business account'

Step 2 – Sitepass will send a unique 6 digit code in an email you entered in step 1 – enter this 6 digit code into the field.

Step 3 – Enter your personal contact details. (You will enter the business contact details at step 5). This includes an image of yourself, which allows us to identify you in the system and if you visit our sites. Also enter your contact number and select your time zone at this step. If you are a business administrator, and not likely to work at a Viterra site, please enter a phone number which is most likely to be relevant for liaising with Viterra.

Step 4 – Enter your business number details, e.g. ABN.

Step 5 – Enter your business details, including business logo, trading and legal name, structure, industry classification, address, and business contact information.

- Please note, the industry classification list only shows the first 100 of around 1300 options; enter a keyword (e.g. electrical) into the field and select the most appropriate

You will then need to select your workflow category (business type) – click on 'Add a workflow category', then click on 'Type', and then select from the list. Ensure you select correctly, as this will impact what information you will be asked to provide. Refer to the following table for which type to select.

Workflow category (business type)	Examples and explanations
Construction, maintenance and engineering	Engineering, construction or trades work, e.g. builders, electricians, plumbers, road works
Operational support services	Low risk work such as testing and tagging, inspecting/testing equipment, calibrating equipment, restocking of first aid kits, cleaning and waste services
Professional services	Administrative work such as auditors, consultants, trainers, office equipment technicians, IT professionals
Professional carrier - rail	Rail operators
Professional carrier - road - direct contract with Viterra operations	Carriers that Viterra Operations have a contractual relationship with
Professional carrier - road - direct contract with Viterra marketing	Carriers that Viterra Marketing have a contractual relationship with
Professional carrier - road – other - Viterra	Carriers that have a contractual relationship with one of our direct contracts, i.e. Viterra Operations or Viterra Marketing

On the next page, select your worksite. This is a sub-category of the step above. Select according to the table below:

If you selected this category …	… choose this Worksite
• Construction, Maintenance and Engineering • Operational Support Services • Professional Services • Professional Carrier – Rail	Viterra – Contractor
• Professional Carrier - Road - Direct Contract with Viterra Operations • Professional Carrier - Road - Other	Viterra – Road
• Professional Carrier – Road – Direct Contract with Viterra Marketing	Viterra Marketing – Direct Carrier

On the 'Pick your team' page, you will be able to add your employees (team members) who will be working at Viterra sites. You can also add the person you entered details for in step 3 as an employee – this will mean that that employee will have one login and their employee account (which is required for completing inductions) will joined with the business account. This is suggested for sole traders who wish to have the same log in details for both accounts. To add additional employees click '+ Add a team member' – in the slide out panel you can send an invite to your employees via Sitepass, or by copying the link and sharing externally.

When the above steps are completed, your account page will open. The information and evidence that you are required to complete and upload is dictated by the workflow category (business type) you selected – all workflow forms are listed below with a short explanation of each:

Information – found in the black panel on the left

- My profile – denoted by a card symbol – contains information you have already entered. If you need to change anything, you can do so in this form.
- My business – denoted by a briefcase symbol – contains information you have already entered. If you need to change anything, you can do so in this form.

Evidence – found under the heading 'Workflow Steps'

- Insurances – all businesses are required to have public liability insurance. Other insurances may be listed, depending on the workflow category (business type) selected. Click anywhere on the line, and in the slide out panel enter the required information and upload the documents. Then click on 'Submit'. When you have done this for all insurance lines, click on 'Submit' on the Insurances page – this should change the status to ready or approved.
  Note, do not click on '+ Add' if you already see the required insurance type(s) listed. Only click '+ Add' if you need to upload an insurance which is not already listed.
- Safety Management – this will only appear if you selected one of the below listed business types. Upload documents as required and then click 'Submit' – this should change the status to ready or approved.
  - o Construction, Maintenance and Engineering
  - o Professional Carrier – Road – Direct Contract with Viterra Operations
  - o Professional Carrier – Road – Direct Contract with Viterra Marketing
  - o Professional Carrier – Road – Other

- Regulated Work – this will only appear if you selected Construction, Maintenance and Engineering. Select one of the 2 options to confirm you do not perform regulated work, or that you have uploaded all necessary company licences. If you have applicable licences click on '+ Add', select the type and expiry date and upload the document to the slide out panel. Then click 'Submit' on the slide out panel, and then 'Submit' on the Regulated work page – this should change the status to ready or approved.

When you click 'Submit' on the final of these 3 forms, if all information has been provided on all forms, they will change to approved status, which is a green square with a tick. All workflow steps, as well as the overall status must be approved before work can commence on site.

REGISTERING AN EMPLOYEE – BUSINESS/EMPLOYER STEPS

Ensure you only register people who are employees of your business, i.e. they are paid through your payroll system.

If you have sub-contractors working for you, they must register under the business which pays them.

The business administrator can register their employees and upload documentation, but the employees must complete their own inductions.

If you added your employees (team members) during the business account registration, you do not need to follow these steps. Follow these steps to add employees after business registration is complete.

1. Log in to the business account as an administrator
2. Click on 'My team' in the left panel
3. Click on the '+ Invite team' button
4. On the slide out panel, team member and employee will be populated. To invite employees, either:
    a. Individual employees - enter the employee's email address, and click send. The email will have a link to enable registration
    b. Group of employees – click on 'Copy invite link' and paste this link in an email to your employees. When they click on the link, the registration page for employees will open

REGISTERING AN EMPLOYEE – EMPLOYEE STEPS

1. You may have received either an email from Sitepass or your employer. On the invitation email from Sitepass, click on the 'Connect now' button. On the email from your employer, click on the link in the email
2. When the registration page opens, enter your name, email and a password. Read the terms and conditions, click the checkbox and then click 'Create account'.
3. In step 2, upload a photo, and your address. Note, if you are a carrier you **must** enter an address to receive the induction card. Also enter your primary mobile number, as well as an additional contact number if required. Then click on 'Finish setup'.
4. You will then be taken to your Sitepass dashboard.
5. Click on 'Workflow Wizard', which is on the top right of the dashboard.

6. When the workflow wizard opens, click on '+ Add a work role' - select the most applicable role for the work being performed. If you are a carrier, select 'Road carrier/driver'. A work role **must** be selected for inductions and licence/qualification upload to be enabled.

7. When you click on a role, the role will be listed at the top of the page, and a risk type dropdown will appear to select if you will be performing confined space, work at heights or that these are not applicable – select as appropriate. You must select at least one of these for the role to save.

8. If more than one role is applicable, you can add additional roles at this step. If you selected incorrectly, click on the delete icon to the right of the role name.

9. When you have selected your applicable role(s) and ticked the appropriate risk type box, click 'Next' at the bottom of the page.

10. Click on '+ Add a worksite' and select 'Viterra – Contractor', then click 'Finish'.

11. You will return to your dashboard and see the items you must complete listed under 'Workflow steps' – click on each item, which will take you to a page where you will need to complete inductions and upload licence/qualifications.

    a. Induction training – click on each incomplete induction and then 'Launch course' to start the induction. Ensure it shows 100% at the end.

    b. Licences – if you have selected a role that requires a licence or qualification to be uploaded, it will be listed on this page. Click on the line showing the licence type, and complete the required information and upload it in the slide out panel.
    Note, do not click on '+ Add' if you already see the licence type listed. Only click '+ Add' if you need to upload a licence which is not already listed.

    c. Heights / confined space – these would appear if you selected these under your role. Upload your evidence of training and enter the expiry date, noting the difference between Australia and New Zealand.

When your registration is complete, the workflow steps and your overall status will have green squares with a tick. If a step does not have a green square, then something is missing or incomplete and you need to go back into that step and review it.

When Heights and Confined Spaces steps are completed by you, Viterra will manually verify the document uploaded and will have an orange square until verified.

SITEPASS INDUCTION CARDS

Carriers – a Sitepass induction card will be posted to you within a few weeks of completing your induction.

Contractors – you do not need an induction card; Viterra staff will check your status in Sitepass before you undertake work at our sites.

BUSINESSES REMOVING EMPLOYEES

When an employee of your business who is registered in Sitepass leaves or will no longer be performing work on Viterra sites, the business administrator should disconnect their account using the following steps:

1. Log in to the business account as an administrator
2. Click on 'My team' in the left panel
3. Hover your mouse over the person you need to disconnect
4. Click on the 3 dots icon on the top right of the person
5. Click on disconnect team member
6. Then click on 'Disconnect' on the pop up warning message

OTHER INFORMATION

CHANGING YOUR PASSWORD

Passwords can be changed by logging in and then clicking on your name on the bottom right of the screen, in the black menu section. Click 'Edit profile', then 'Password' in the list.

FORGOTTEN PASSWORD

If you forget your password, you can use the 'Forgotten your password?' link on the Welcome to Sitepass login page. An email will be sent to the email you enter.

CHANGING YOUR USERNAME

Usernames can be changed by logging in and then clicking on your name on the bottom left of the screen, in the black menu section. Then click 'Edit profile', and then 'Account' in the list.

UPDATING EXPIRED INSURANCES, LICENSES AND QUALIFICATIONS

Emails are sent to the business administrator and employees when insurances and licences/qualifications expire and when inductions need to be redone. Please ensure these are actioned promptly in order that you remain approved in Sitepass. Accounts which are not updated and approved are disconnected by Viterra.

COMPLETING EMPLOYEE INDUCTIONS BEFORE EXPIRY

An employee can redo their induction before the expiry date. This may be useful if you'll be working for Viterra when the induction expires, and you won't have access to a computer/phone service during this time. To do this, follow these steps:

1. Log in to Sitepass and click on 'My workflows' in the left side panel, then click the Viterra logo
2. Click on 'Induction training' under 'Workflow steps'
3. On the induction(s) which you want to reset to incomplete, click on the 3 dots icon to the right of the induction name and click ''Reset course'

ACCESSING VITERRA'S POLICIES, STANDARDS AND FORMS

Viterra policies, standards and forms are available on your account 'Overview' page under the heading Resources.

GETTING HELP

If an employee has chosen the wrong work or risk type, and has been assigned incorrect inductions, or you have enquiry about why you have been asked to upload a particular licence/qualification, call Viterra Australia on 1800 018 205, or Viterra New Zealand on 0800 105 106, or send an email to sitepass@viterra.com

For issues regarding access to your account, merging accounts, forgotten usernames and passwords, please call Sitepass help desk on 1300 89 89 76 or 1300 74 60 84.