Site Access – FAQs

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1. What is the Site Access Application?

The Site Access Application has introduced new Site Access capability - improving the user experience, speeding up the application process, and reducing processing times and workloads for internal staff and external visitors (customers, contractors, and FIMs).

The Site Access application delivers a range of new features including a seamless online application process, a modern and fresh General Induction, online Essential Site Information (ESI) and Site Safety Information (SSI) to replace the Site Safety Folders, and in-application log-on and log-off capability. Eventually, the application will also be integrated with our Electronic Key Application (EKA) or Cyberlock Keys.

All these changes reduce reliance on the Site Management Centre (SMC) for site access management, and most importantly, improve safety on site.

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2. Why is management of site access important?

Effective management of site access ensures visitors can safely visit our sites; they are efficiently inducted, their qualifications are valid for the work they are performing, they are alerted to site safety issues in a

timely manner, and they can log-on and log-off site with the confidence that their presence on site is known by BAI Communications personnel, and their onsite safety can be preserved.

As site controller, BAI Communications has a duty of care for all its site visitors; we need to know who is going to be on site and what activities they will be undertaking, at any point in time. This helps us to maintain the safety of internal staff and visitors alike and ensures that any breaches to our site access protocols can be identified and resolved efficiently and effectively.

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3. Who needs to use the Site Access application?

All visitors accessing our sites or equipment (customers, contractors, and FIMs) will be required to use the Site Access application to submit Site Access Requests (SARs), acknowledge Essential Site Information (ESI) and Site Safety Information (SSI), and log-on and off site (notifying the SMC of their presence).

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4. How do I get started?

If you are an external visitor to our sites (customer, contractor or FIM), it is important that you register, complete the General Induction, and upload your qualifications for each work type, as soon as possible. You will not be able to submit Site Access Requests or be included in Site Access Requests being submitted by others, until you have completed these steps.

Extensive support material to assist you in completing these steps, including quick reference guides and instructional videos, can be found in the Site Access and Planned Outages section of the BAI Communications website.

If you have any questions or concerns about the application that are not covered in these FAQs, then please contact you usual BAI representative to seek further support.

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5. When do I need to submit a Site Access Request in BAI's Site Access application?

All our internal staff and visitors (customers, contractors and FIMs) will be required to use the Site Access application to submit Site Access Requests, acknowledge ESI/SSI information, and log-on and off site (notifying the SMC of their presence), every time they attend site.

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6. Am I able to review Site Safety Information before submitting a Site Access Request?

Site visitors can review relevant site information, including Site Safety Information, only after a Site Access Request (SAR) has been approved. Site information can be accessed by clicking corresponding SAR in the My Requests page.

7. Do I need to follow BAI's access protocols for non-BAI controlled sites or equipment?

If you are working on non-BAI equipment on a BAI controlled site, or BAI equipment on a non-BAI controlled site, you need to follow BAI's Site Access Protocols. However, if you are working on non-BAI equipment on a non-BAI controlled site, you must follow the access protocols prescribed by the relevant equipment owner and/or site controller.

8. Do I still need to provide support documentation with my Site Access Request?

Even though you will be prequalified for a range of work types in the Site Access application, and you will no longer need to include this documentation with each Site Access Request submission, you may still need to upload relevant support documentation. Examples include:

- Method of Procedure (MOP)
- Scope of Work (SOW)
- Safe Work Method Statement (SWMS) for tower climbs, installation works etc.
- Outage Requests
- Other work-type specific documentation

9. When do I need to submit my Site Access Request to ensure I have access when I need it?

The Site Access application significantly speeds up processing of Site Access Requests by automating many of the steps, such as prequalification.

The following notice periods are required to process an application:

Application Type	Lead Time
General inspections or planned maintenance activity (excluding construction or climbing)	3 business days
Escorted access	5 business days
General works or tower access	10 business days
Works requiring any planned outage to existing services on site	21 business days

If the work is urgent and you have a valid reason to submit a short notice Site Access Request, please contact our Site Access and Planned Outage team to flag this requirement.

10. What if I require an outage as part of my Site Access Request?

The planned outage process will not be fully integrated into the Site Access application until the new Service Management system; ServiceNow, has been introduced. You can submit an Outage Request as part of a Site Access Request, or email access@baicommunications.com to submit a Planned Outage Request.

11. How do I know if my Site Access Request has been approved?

Once your Site Access Request has been approved by the various BAI Communications representatives, you can check directly via the application, and you will be notified via the email address you used to register in the application. In this way, it is critical that you register in the application using your work email credentials.

12. I have been visiting BAI sites for years, why do I need to do a site induction again?

Site Access protocols will continue to evolve as BAI improves its onsite safety processes, and it is important that you stay up to date with the latest requirements. Even if you have been coming to site for years, a refresher to remind you of what's important, or to update you on new requirements, is part of your responsibility in ensuring that both you and your colleagues remain safe on site.

13. The Related Activity options in the new Site Access application are different to what I'm used to – which one do I select?

The Related Activity categories in the Site Access application use some new terminology which will make more sense when ServiceNow is introduced, however for now it's enough to know that they align to the following in today's terminology:

- Internal Project (EAM Project)
- Incident (Remedy Fault)
- Change (Remedy Planned Outage)
- Customer Project (Salesforce Project)

14. How do I make people aware of a hazard on site?

The inclusion of Essential Site Information (ESI) and Site Safety Information (SSI) in the Site Access application has replaced the Site Safety Folders which provided this information onsite previously.

Site visitors can review and acknowledge any updates to this information following SAR approval, and as part of the site log-on process. However, if a visitor identifies a new or changed site hazard while visiting site, they can enter the details directly into the application, including photos, if relevant (photo size is limited to 10MB). As part of the log-off process, visitors are asked to acknowledge whether they have considered whether a new or updated hazard is required.

Reported hazard information will be automatically sent to relevant BAI Communications team members for review and action. In this way, critical site information can be shared with all site visitors in a timely manner, improving overall site safety.

This facility is not to be used for reporting an accident, incident or near miss. These types of events are to be reported in the BAI safety system, SHIELD. If you are an external visitor, please report these types of events direct to the SMC as soon as possible.

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15. Do I still need to call the Service Management Centre (SMC) to log on or off a site?

As a result of the introduction of the Site Access application, there are changes to the way that site visitors log-on and log-off site and use the application in conjunction with calling the SMC.

All visitors to BAI communications controlled sites will need to use the application to log-on and off site, and also call the SMC as part of logging off, to ensure that there are no active alarms on site, until further notice.

However, if there is an associated outage request, externals must also contact the SMC to verify the status of that outage when logging onto site (unless confirmation has been received beforehand).

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16. What happens if the site I have an approved Site Access Request for, becomes restricted during my site access window?

If a site becomes restricted during your access window the SMC will make contact with you to discuss the nature of the restriction and any actions required to be taken.

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17. What if I need to send a FIM/Contractor to site to attend to an emergency and they are not yet registered in the application?

We do understand that there will be rare occasions where a new FIM is sent to site to attend to an emergency (a service affecting fault), who is not yet registered in the application. In this situation they must log on and off site by contacting the SMC, who will require the following information from them:

- Name
- Contact number
- Email address (in order to forward them Site Access application information)

- What activity they will be performing on site

However as soon as possible following any such occurrence, the FIM should seek to register their profile in the application, as they may not be offered this leniency a second time.

18. A head office / administrative team member usually manages the Site Access Requests for my team members, is this possible in the Site Access application?

A team representative can continue to manage this process on your teams' behalf, even if they are not personally prequalified for any work types. However, that person must be registered with the system. The team members who they are submitting Site Access Requests on behalf of, must be registered in the application, inducted, and prequalified for the work types they intend to perform on site as part of the Site Access Request, in order that they can be added to requests.

In summary, both the submitter (i.e. admin), and the visitor, should be registered in the application.

19. In the case of an emergency, what is the process for emergency services representatives to access site?

In the case of an emergency, emergency services (Police, Ambulance, Fire) personnel can access site by any means necessary.

20. What happens if there is no internet access on site; how do I log-in or out against my approved Site Access Request?

If there is no internet access on site (which may be the case for some of our more remote sites), you need to call the SMC and cite your Site Access Request reference number in order for them to log you on and off against that Site Access Request.

If you are attending site for urgent fault restoration you must create, or have had someone create for you, an Expedited Site Access Request.

21. I am a customer, or I am a contractor working for a customer, with Level 1 access rights as part of its contract with BAI Communications, do I still need to submit a Site Access Request to access a BAI controlled site?

Even if you or your customer has Level 1 access rights, under BAI's Site Access Protocol you will still need to submit a Site Access Request via BAI's Site Access application. This is because it is important that BAI knows who will be on site at all times.

However, to ensure our Level 1 access holders have the efficient access to sites specified in the terms of their agreement, special functionality has been developed to ensure the process is as seamless as possible. This functionality may only be used under the following circumstances:

- You are attending the site as a BAI customer or on behalf of a BAI customer;
- You hold an approved Level 1 access; and,
- You will be:
    (i) undertaking standard routine maintenance activities as specified in the Site Access Protocol; or
    (ii) rectifying a fault with equipment that requires urgent repair, and,
- Such maintenance or fault repair in paragraph (i) and (ii) above, does not require you to climb the tower or undertake construction works.

If the 'Main Client' you have selected as part of the Site Access Request, does not have Level 1 access rights, you will not be able to progress with using this functionality.

If you provide a false declaration and/or fail to comply with the Site Access Protocol, you will be in breach of the terms contained in the Memorandum of Terms and BAI may reduce your site access level in accordance with those terms.

Level 1 access holders can speak to their BAI Account Manager to get further details about this.

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22. I only access BAI controlled sites to maintain a site sharee's equipment, and do not go anywhere near BAI equipment or facilities; do I need to submit Site Access Requests?

Even if you do not access any BAI equipment or facilities on site, you will need to submit a Site Access Request, and log on and off site, to ensure BAI has visibility of your presence on site, can ensure your safety, and manage potential activity conflicts.

However, for ease of management you can select the 'Access Through Site' work type which does not require any specialist qualifications.

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23. I have a range of sub-contractors attending site to perform services such as skip-bin delivery, freight delivery, and portable toilet delivery and set-up, and I will not know who they send until they arrive; how are these visitors managed in the Site Access application?

In this circumstance, the contractor in charge of the Site Access Request governing the works must add these sub-contractors as 'escorted-visitors' to the existing Site Access Request. The name, email address and mobile number of these visitors must be recorded in the application.

Log-on and off would not be required for very short visits, but for longer visits it is recommended the Contractor governing the SAR, or the SMC, log-on/off on the visitor's behalf.

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24. I am escorting someone to site who is not registered in the application and will not be performing any work on site; how do I log them on and off?

The person will need to be added to the Site Access Request as a 'Non Skilled Visitor'. To do this, add a work type and select 'Site Inspection – Escorted'. Add yourself as the visitor for this work type, and select 'Yes' under 'Add Non Skilled Visitors'. Enter the contact details for the visitor you will be escorting, and select 'Add Visitor'.

Once the site access request is approved and active, you will be able to log both yourself and the non-skilled visitor on and off site.

Please note that as the person who is escorting the non-skilled visitor, you are responsible for ensuring their safety and that they will not complete works they are unqualified to complete.

25. I agist livestock on a BAI Communications site – do I need to submit a Site Access Request every time I attend site to tend to my animals?

Special arrangements have been made for stakeholders who agist livestock on BAI controlled sites. These site visitors may submit a 12 month Site Access Request under the 'Access Through Site' work type, so that they do not need to submit a request each time they attend site.

However, agisters must still log on and off via the Site Access application, to ensure that their presence is known by BAI, and their onsite safety can be managed. For this particular type of site access, stakeholders will not need to call the SMC upon leaving site, as no alarms will be required to be checked.

26. I deliver pest management services to BAI; what work type should I select?

If you provide pest management services to BAI (weeds or vermin), you should select the 'Use of Hazardous Chemicals' work type, and as part of prequalification, in the skills section add your license or certificate that relates to the specific hazardous chemicals you will be using for each task.

27. What kinds of tasks are included under the Minor Maintenance Activity work type?

Minor maintenance activities include tasks such as painting, fence repair, and handyman work, and do not usually require any formal qualifications.

28. What kinds of tasks are included under the First in Maintainer (FIM) Activities work type?

FIM activities include tasks such as working under the direction of a BAI Technician to complete equipment resets, gather information from site, provide access for others, and other ad hoc tasks which do not usually require any formal qualifications.

29. I will be escorting an unskilled person to site, what work type should I select?

If you are escorting an unskilled person to site, such as a client representative or politician, you should select the 'Site Inspection – Escorted' work type. You will need to add the name and contact details of the visitor being escorted, to the Visitors section of the Site Access Request, under 'Add Non Skilled Visitors'.

Only the person doing the escorting needs to be prequalified in the Site Access application.

30. I am supervising an unskilled apprentice, trade assistant or trainee; what should I enter into my Site Access Request?

If you are supervising an apprentice on site, you should select the 'Apprentice / Trade assistant / Trainee (Under Supervision) Tasks' work type. The individual will still need to be registered in the Site Access application and inducted, in order that you can add them as a visitor on this work type.

31. What if I need to have climber authorisation as part of my Site Access Request?

As part of the prequalification process you can upload and maintain all the documentation that relates to your climbing qualifications, including the following skills:

- Able to perform tower rescue
- Able to provide CPR
- Able to provide first aid
- Able to work safely at heights
- Are medically fit to climb
- Construction induction (white card)
- Licensed for rigging (if applicable)
- RF / EME awareness

When you submit a Site Access Request, you will need to ensure you select the relevant 'Structure Climbing' work type to make BAI Communications personnel aware that you intend to climb a tower, and ensure your safety onsite.

32. I am attending the Mt Bellenden Ker site, how do I notify the Cableway operators that I am coming?

If you have an approved Site Access Request for this site, the Site Access and Planned Outage team will have already notified the Cableway team on your behalf, and they will be expecting you.

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33. What is prequalification and how does it relate to me?

Prequalification consists of three key aspects; firstly, completing induction training (including BAI's General Induction), to ensure you are aware of the latest requirements for visiting our sites, acknowledging the General Environmental Conditions Policy, and uploading licences/certifications for the types of work you are qualified to perform on our sites, for validation by BAI Communications.

Once you have undertaken these critical steps as part of your registration process, your details will be retained in the application, and you will not need to do this again until your certification expires; that will be 3 years for the induction training (or when the material is updated), and whatever is relevant for your various certifications.

This is an important step in ensuring BAI Communications is aware of the work types you are permitted to perform on our sites, and that we can maintain a safe environment for all personnel on site.

Internal staff qualification details are sourced directly from Learn Central; please be sure to maintain your qualifications in this system to ensure they are always up-to-date.

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34. How do I know what qualifications are required for the various work types I am likely to perform on site?

A detailed matrix of work types (Work Type Required Skills Matrix) with their associated credentials is available on the website and within the application Help section. We encourage you to review this for the work types of relevance to you, and to submit your evidence for validation as soon as possible to ensure your Site Access Requests are not delayed.

There is also a Work Type to Skills 'simulator' in the Add Skills section of the Application where you can search for Work Types and the simulator will show you the skills you are required to provide evidence of.

Once you have submitted your documentation as part of setting up your user profile in the application, you will only need to re-submit new documents when they expire.

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35. I am a FIM who provides only basic site attendance and works under instruction of a BAI Technician; do I need to be prequalified in the Application?

If you work under the direct supervision of a BAI Technician you can use the 'First in Maintainer (FIM) Activities' work type which requires no specific skills. Similarly, if you perform tasks such as; Grounds Maintenance or Minor Maintenance Activity, you will not need to be prequalified for any skills in the application.

You will however still be required to be registered and inducted in the application in order that you can submit, or be added to Site Access Request submissions and logged on and off site.

36. How do I make sure my skills and qualifications are up to date in the application?

When you enter the details of your qualifications, and upload the evidence (licenses, certificates etc.), you will also be asked to include the valid expiration date for each qualification.

The Site Access application will keep track of these expiration dates, and automatically remind you when a qualification needs to be updated.

If your certificate or license does not have an expiry date, e.g. Construction Induction (White Card), then add 10 years to the date you add this skill to the Application (e.g. if entered in Dec 2020 then the expiry will be entered as Dec 2030).

It is important to keep on top of your qualifications in the application to ensure there are never any delays when you are required to undertake work on a BAI Communications controlled site.

37. Do I need to upload my insurance details in the Site Access application as part of my prequalification evidence for work types?

BAI's Site Access application does not cater to the receipt and review of a contractor's insurance details, but rather this is conducted separately as part of BAI's procurement onboarding process.

38. I am a qualified climber/rigger, will I be required to resubmit my credentials as part of prequalification?

Yes, if you are a climber/rigger you will need to resubmit your climber-rigger credentials for inclusion in the application, and to ensure they are up-to-date in BAI's records – skills currently stored in Remedy cannot be migrated.

Internal staff climbing documentation is automatically imported from Learn Central, and they do not need to manually add skills.

39. Can BAI Communications suggest any RF / EME Awareness training providers?

BAI suggests the following providers of RF / EME Awareness training and certification:

- Kordia Solutions - http://www.kordia.com.au/
- Total Radiation Solutions - https://www.t-r-s.com.au/
- RADHAZ Consulting - https://www.radhaz.com.au/contact

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40. How are qualifications verified by BAI?

Qualifications are reviewed and validated by a variety of experienced BAI representatives, who are familiar with skill requirements and evidence across the various States and Territories.

It is your responsibility to provide BAI Communications with accurate and authentic information.

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41. Are qualification details uploaded to the application retained by BAI Communications?

Qualification details are retained by BAI Communications (within the application) for as long as a user's Site Access application profile remains active in our system. This is to ensure that we always have access to evidence which relates to the work types users will be performing on site, and can effectively manage onsite safety.

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42. What devices can I use to manage my Site Access Requests?

The site access application is available at siteaccess.baicommunications.com.

You can also download the Site Access application directly to your smart device for fast and convenient access to the system. Whilst you can still use your browser on your smart device to access the same information, the App depicts the information better.

It is important to note that the application is compatible with Android devices (version 5.0 or above required), and iOS (Apple) devices (version iOS 12 or above required).

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43. Where can I download the mobile application?

You can download the Site Access application (Appian) from **Google Play** or the **Apple App Store**.

Users can also download the Site Access application via the BAI Communications website, where you will be redirected to the relevant app store.

Please note that if you download the Site Access application (Appian), you will be required to 'add an account', and enter the following URL/server address 'siteaccess.baicommunications.com'.

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44. Is my Cyberlock Key integrated with the Site Access application?

BAI Communications Cyberlock Keys are not currently integrated with the Site Access application, but the intention is that they will be in the future.

Internal staff and external visitors can email keys@baicommunications.com to get support with their existing Cyberlock Key, or to request a Cyberlock Key.

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45. Can the Site Access application be used to access sites not controlled by BAI Communications?

BAI's Site Access application can only be used to access BAI controlled sites, or BAI equipment on non-BAI controlled sites. If BAI is not the primary site controller you may require approval from both BAI Communications and the relevant site controller.

The application does not currently provide details on how to contact a third-party site controller.

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46. Can I change the work type after my Site Access Request has been approved?

The work type cannot be changed after a Site Access Request has been approved, rather you will need to cancel your original Site Access Request and submit a new one.

You may however update or add additional people, including escorted unskilled people, to an approved Site Access Request. Re-approval will not be triggered if you are adding personnel that are qualified for the same work type, or adding an unskilled escorted visitor.

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47. Can I log-on or log-off multiple people at once (all those listed on a single Site Access Request)?

Individuals may submit a single Site Access Request (SAR) for a team of people to attend site to perform a range of work types. Every team member must be registered in the system and prequalified for the work type they are being added to, in order to log on and off site.

Each visitor will need to log on and off independently against the applicable SAR in the application. However, if you are a large team arriving on site together you may call the SMC to log you on and off en masse.

Only BAI's Service Management Centre (SMC) can log people on or off site against a valid Site Access request on their behalf.

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48. Can I see live alarms during log-on?

No, you cannot see live alarms during log-on, you can only see site access restrictions.

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49. Does your approved SAR synchronise with your calendar for ease of management?

Currently, Site Access Request approvals do not sync with any known calendar functionality, however this is functionality we may consider developing in the future.

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50. Can the application SMS details of an emergency contact in case of coverage issues in remote areas?

BAI's Site Access application does not currently issue any information via SMS, however this is functionality we may consider developing in the future.

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51. What support is available if I need help with the Site Access application?

If you are external to BAI, you are also welcome to reach out to your usual BAI representative, who may be able to assist you with your query.

The following additional support options are also available:

- Select **'Help'** in the top right corner of the screen at any point in the application submission process to instantly access instructions, hints and tips, which relate to that part of the process.
- User Guides and Quick Reference Guides accessible via the dedicated Help tile on the home page of the application.
- User Guides, Quick Reference Guides and instructional videos available via the BAI Communications website.

For queries relating to specific Site Access Requests, you should continue to contact the existing Site Access and Planned Outage team at:

1300 224 022 **option 2**   access@baicommunications.com

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52. I am not confident with technology; can I access additional assistance?

We are aware that some users, may need additional support transitioning to the new application. For this reason, we have equipped BAI Communications representatives to provide one-on-one assistance to those that need it.

If you are a site visitor who requires additional assistance to get set-up with the new application, please contact your usual BAI representative.

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53. Is training being provided?

External visitors that require training may be accommodated via special request. We have also identified some of our contractors (and FIMs) who will require additional support; they will be supported by a BAI Communications representative to ensure they are adequately set-up in the application, and understand how to use it.

Quick Reference Guides and short instructional videos are available for access and use via the BAI Communications website, and cover all of the processes and steps in the application.

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54. Why do I need a Microsoft, Google or LinkedIn account to register?

Registering and logging in with one of these major 3rd party providers ensures:

- You do not have yet another account to manage.
- Your account is protected and managed by a reputable 3rd party and comes with services such as online password reset and two factor authentication, for added security.
- BAI Communications does not have access to your password.

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55. What if I don't have, or I don't know if I have, a Microsoft, Google or LinkedIn account?

You will need to have either a Microsoft, Google or LinkedIn account in order to register in the application. If you do not have one, choose one of the account types and select 'Create an account' to set up a new one.

Please note, you can create an account using an existing work email address; it does not need to be a Microsoft or Google email address.

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56. Can I change my email address in the system?

No, you cannot change your email address in the application and retain your existing profile. Rather, you will need to request your existing account be decommissioned, and set-up a new user profile. Please

note that setting up a new user profile will require you to complete induction and prequalify again, as part of the process.

This will also apply if you change the company you work for and get a new email address.

57. What happens if I forget my password for the account I have used to register my user profile in the Site Access application?

BAI Communications is using reputable third-party providers (Microsoft, Google, and LinkedIn), to manage emails and passwords, so that we do not need to retain and protect this information on your behalf. This means that if you forget your password, you will need to select 'Forgot password?' when logging on or visit the website of the third party provider for assistance.

58. What happens if I have forgotten the account types / email address I used to register in the application, what should I do to access my profile?

If you are accessing the application from the same device, it will remember which account type you previously used to access your profile.

If you cannot remember which account type you selected (Microsoft, Google or LinkedIn), we suggest that you try each one in turn. If your email address is not recognised by the account provider, you did not register using that account type or email address.

59. If I have to create a Microsoft account using my work email address, does this give BAI access to my work emails?

No, BAI will only have access to your first name, surname and email address.

60. When I try to register using my Microsoft Work account, I get a message saying my administrator needs to approve it; what do I do?

Reach out to your BAI representative, and let us know so that we can work with your administrator to have the Site Access Application allowed by your organisation.

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61. What happens if I accidentally create a second user profile in the Site Access application?

If you accidentally create a second user profile, identify the account that you would like removed (likely the one where you haven't yet completed induction or prequalification), and contact BAI to decommission this user profile in the system.

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