Site Access Protocol

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Approvals

Name	Role	Approval Date
Paul Pyatt	HSE Field Operations Manager	04/09/2024
Stephen Panuccio	Quality and Service Desk Manager	04/09/2024

Definitions

Term	Definition
Appian	Site Access App that manages inductions, qualifications, Site Access Requests (SARs), key arrangements and outages.
BAI	BAI Communications Australia (formally Broadcast Australia)
Business Day	Means a day banks are open for business in Sydney, excluding a Saturday, Sunday or public holiday
Cyber Key	Electronic key / lock system used by BAI to secure site gates, doors, hatches etc
Cyberaudit App	Application on phone that syncs approval and access data to allow the locks to be opened using a Cyber Key within a set time period
DO	District Office
EMP	Environmental Management Plan
EWP / ELP	Elevated Work Platform / Elevated Lifting Platform
H&S Team	BAI Health and Safety Team
MOP	Method of Procedure
PO	Planned Outage
PPE	Personal Protective Equipment
SAR	Site Access Request – used to request access and to receive approval to attend sites
SMC Service Desk	Formally the Planned Outage Team/Access Team who manage the end to end Site Access Approvals process, including the scheduling of Planned Outages
SIU	Service Integrity Unit
SOW	Scope of Works
SMC	Service Management Centre
SMP	Safety Management Plan
SWMS	Safe Work Method Statement

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1. SITE ACCESS CRITERIA

Purpose

BAI Communications Australia (BAI) is committed to consulting and cooperating with all site sharers and others, visiting or undertaking work on BAI sites in order to ensure that all safety, security and environment obligations are met. BAI and all site visitors have obligations and responsibilities for ensuring that any workplace hazards are managed. This document will clearly outline the rules and procedures for accessing and undertaking work on BAI owned and /or controlled sites.

This Site Access Protocol sets out the guidelines and processes for accessing a BAI controlled site.

All parties accessing the site are to follow the guidelines, rules and processes in this Protocol to ensure:

- The safety of all site visitors is assured.
- BAI and customer assets and services are protected.
- BAI fulfils its legal obligations as a site provider.

1.1 Scope

This document applies to all persons who have a requirement to access BAI sites.

1.2 Summary of Sites Access Rules

Compliance with the Site Access Rules will be achieved if all the requirements below are met:

1. All access is approved using the Site Access Application system (Appian)
2. Adhere to rules regarding obtaining, ongoing management and security of a Cyberkey.
3. All required inductions are completed, and proof of licenses / qualifications provided and in date in the skills section of Appian.
4. Works to be undertaken are accurately described in the access application
5. Applicants have approval to access site for the dates and times required
6. All site attendees log on to site using Appian or by contacting the SMC
7. Only work that is described and approved in the authorised SAR is undertaken
8. All BAI site specific rules are adhered to
9. All incidents, near misses and undocumented hazards are reported to BAI in a timely manner
10. Suitable PPE is worn at all times considering the site-specific requirements and activities being undertaken
11. The site is kept clean and secure
12. All site attendees log off site using Appian and by contacting the SMC to check that all is ok to leave.

2. SITE ACCESS APPLICATION

2.1 Permission to Access Site

All requests for access to site must be made via Appian. No access to site will be permitted or possible without an approved Site Access Application.

2.2 Site Access Notice Periods

Site access application minimum notice period requirement

Purpose of Visit	Minimum Notice Requirement (in business days)
Urgent request - fault – managed via the SMC	0
Site Inspection and / or testing not related to construction work or commissioning	3
Escorted access	5
Faults and Maintenance (not related to construction work)	10
Tower/Structure Climbs (not related to construction work)	10
Construction work	10
High Risk Construction work	10
Works requiring an outage to any existing services on site	21

2.3 Planned Outage notice periods

Refer to the table in section 6.2 for details of Planned Outage notice periods.

2.4 Levels of Access

BAI manages an access permission system in order to provide safe physical access to BAI sites. Currently there are different levels of access permissions depending on the frequency of visits, the purpose of the visits and the method of operation of the person or company requesting access. The access permission levels are generally defined as:

Level 1

If you are a BAI customer and hold Level 1 access rights and permanent key(s) to maintain your own equipment, you or your authorised contractor must always submit a SAR in relation to any level 1 approved activities you intend to carry out at BAI's sites. This can be done by using the Expedited Request function in Appian. Actions permitted and not permitted under the Level 1 access agreement are defined in section 7.2.

Level 2

The requester will not be issued with a permanent key and will need to submit a SAR in order to obtain a key. The requester will need to pick up a key, usually from a BAI Office, prior to each site visit and must return the key to the pick-up point, at the end of the visit.

Level 3

The requester will not be issued with a key and must be escorted by a BAI representative on all visits to the site. Requester will need to submit a SAR for the access. An agreed notice period should be organised with the BAI representative to ensure their availability. A fee may be charged for providing this access.

2.5 Types of Access

There are four main types of work and each will dictate the type of documentation required and what activities can be undertaken in each of these work types.

1. Non-Construction

This relates to site attendance that does not amount to construction work as defined by the Model Code of Practice for Construction. There is no requirement to install new equipment or permanently remove equipment, no tower climbs or planned outages of other client services. Non-construction access would relate to activities such as minor faults, maintenance & testing, grounds maintenance and ground level site inspections.

2. Construction

This relates to work that is defined as Construction work under the Model Code of Practice for Construction Work.

Definition of construction work

Regulation 289: Construction work is defined as any work carried out in connection with the construction, alteration, conversion, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure.

Construction work includes the following:

Activity	Examples
Any installation or testing carried out in connection with an activity referred to in the definition of construction work	▪ Installing an alarm system in a building during the fit-out phase of its construction ▪ Testing an electrical installation in a Communications or Broadcasting facility under construction (but testing, maintenance and repair work is not covered if the Site has been completed and handed over to the Operational Maintainer, unless it is fixing defects arising from the construction work)
The removal from the workplace of any product or waste resulting from demolition	▪ Loading trucks, waste bins and rubbish skips with demolition waste
The prefabrication or testing of elements, at a place specifically established for the construction work, for use in construction work	▪ Assembly of antenna panels ready for lifting onto the support structure ▪ Making concrete panels at the construction site and on-site concrete batch testing
The assembly or disassembly of prefabricated elements to form a structure or part of a structure	▪ Constructing a building using precast concrete panels ▪ Dismantling a prefabricated building ▪ Tower or mast construction / disassembly
Any work connected with an excavation Any work connected with any preparatory work or site preparation (including landscaping as part of site preparation) carried out in connection with an activity referred to in the above definition of construction work	▪ Preparatory site clearing, benching or levelling done before construction ▪ Soil-testing the ground for design purposes before construction of a structure ▪ Installing a concrete plinth to support plant e.g. heat exchangers or satellite dish ▪ Trenching for earthing or other underground services ▪ Assembling temporary fencing for a building site ▪ Carrying out remediation excavation work on a contaminated site
The installation, testing or maintenance of an essential service in relation to a structure	▪ Roughing-in communications cabling ▪ Major drainage repair works ▪ Installing a septic or grey water recycling system ▪ Installing Electric Power Generators

3. High Risk Work / High Risk Construction

High risk work may or may not involve construction work. BAI regards all high-risk work as requiring thorough risk identification and management. All high-risk work and high-risk construction work must be accompanied by Safe Work Method Statements (SWMS) and Methods Of Procedure (MOP) as a minimum.

An example of an activity that can be either high risk work or high-risk construction work is working at heights.

Use of Plant

The intention to use or bring onto site, powered plant, such as chainsaws, EWPs, tractors, slashers, excavators, bobcats, dingos, forklifts, winches, cranes or trucks with a GVM >4500kg must be recorded in the SAR. BAI needs to have the associated risks of using plant on site thoroughly assessed.

Structure Climbs & Working at Heights

Working at heights refers to all access to towers and/or structures and buildings on a BAI controlled site, including third party structures on BAI owned/controlled sites. This also includes access by Elevated Work/Lifting Platforms (EWP/ELP), cherry-pickers, cranes/man boxes etc.

Due to the high level of WHS risks associated with structure climbs and rigging, a detailed risk management system needs to be implemented by the person conducting the business or undertaking. In order for BAI to fulfil its obligations, the person conducting the business or undertaking must provide sufficient documentation including SOW, MOP, SWMS, any necessary drawings (including where any EWP/ELP or cherry picker, crane etc. will be placed) and any outage plan as indicated in the customer assessment documentation, is to be included in the SAR.

Personnel using an EWP/ELP, scissor-lift, boom lift, cherry-picker or crane etc. must supply appropriate certification for the operator and specification of the equipment being used, i.e. weight of equipment, maximum reach/height of the equipment and placement, prior to site access approval being granted.

Personnel using this equipment should be suitably qualified to do so, having received appropriate training and at a minimum must possess verification of competency registered with BAI. All legislation, regulations and codes of practice relevant to the work in each Australian jurisdiction must be complied with. BAI policies and procedures reflect the obligations outlined in each of the above.

To understand the BAI Requirements for Working at Heights and Rigging, the document "***Requirements for working at heights and rigging on BAI Communications Australia sites***" must be read.

Site Access will not be approved unless personnel intending to climb towers and/or structures owned or controlled by BAI, including third party structures on a BAI owned/controlled site, are

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registered as a climber and have provided BAI with the appropriate certification and training documents. This is managed as part of each person's skill profile in Appian.

For external applicants, the Managing Risk of Falls Code of Practice is the appropriate standard. All BAI workers must carry out work in accordance with BAI Working at Heights Work Instruction in accordance with the company Climbing Policy.

Personnel accessing towers and/or structures must not go beyond the height level specified and approved in their approved SAR. Additional height requirement may be needed for rigging purposes and this detail must be considered and included in the application.

Third party applications for climbers to access site will only be processed during normal business hours (0900-1700 EST).

Other High Risks

What is high risk construction work?

According to the Code of Practice for Construction Work - high risk construction work is defined as construction work that:

- involves a risk of a person falling more than 2 metres, for example installing an evaporative cooler on the roof of a building. Note that BAI consider potential falls from any height a high risk.
- is carried out on a telecommunication tower
- involves demolition of an element of a structure that is load bearing or otherwise related to the physical integrity of the structure
- involves, or is likely to involve, the disturbance of asbestos
- involves structural alterations or repairs that require temporary support to prevent collapse
- is carried out in or near a confined space
- is carried out in or near a shaft or trench with an excavated depth greater than 1.5 metres or is carried out in or near a tunnel
- involves the use of explosives
- is carried out on or “near”:
    - pressurised gas distribution mains or piping
    - chemical, fuel or refrigerant lines
    - energised electrical installations or services

'Near' in the above circumstances means close enough that there is a risk of hitting or puncturing the mains, piping, electrical installation or service. High-risk construction work is not limited to electrical safety 'no-go zones'. Electrical installations do not include power leads and electrically powered tools. Some examples of high-risk construction work include working near overhead or underground power lines and construction work that involves drilling into a wall where live electrical wiring may be present.

- is carried out in an area that may have a contaminated or flammable atmosphere
- involves tilt-up or precast concrete
- is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians
- is carried out in an area at a workplace in which there is any movement of powered mobile plant
- is carried out in an area in which there are artificial extremes of temperature
- is carried out in or near water or other liquid that involves a risk of drowning or involves diving work
- Other high-risk work, including Hot Works, will be determined by the hazard identification, risk assessment and control process undertaken by the applicant prior to approval and again on site. BAI will provide all available current site-specific hazard information so that applicants can create an informed risk register. Should any activity or hazard be identified as a potentially high-risk activity, then the Access Process will flag that an evaluation may need to be undertaken by the BAI Health, Safety, Environment and Wellbeing (HSEW) team.

4. Construction Project

What is a construction project?

According to the Code of Practice for Construction work, a construction project is one that involves construction work where the cost of the construction work is $250,000 or more.

Valuing construction work

A construction project covers all the activities involved in the construction work. The cost of construction work can be determined by the contract price for carrying out the work. The kinds of costs that would be included are:

- project management costs associated with the work
- the costs of fittings and furnishings, including any refitting or refurbishing associated with the work (except where the work involves an enlargement, expansion or intensification of a current use of land)

- any taxes, levies or charges (other than GST) paid or payable in connection with the work by or under any law.

The cost of the construction work would not include:

- the cost of the land on which the development is to be carried out
- the costs associated with marketing or financing the development (including interest on any loans)
- the costs associated with legal work carried out or to be carried out in connection with the development.

Five or more workers and complex work

BAI also considers work requiring 5 or more persons on site or likely to be on site at any one time or any other situation where complex work is undertaken to be managed as a construction project regardless of the cost of the project.

BAI will require submission of a Safety Management Plan (SMP) consistent with the standards for safety management plans provided by NSW WorkCover, Northern Territory WorkCover, WA WorkCover authorities or any other recognised Australian standard. All these examples, if applied correctly, should be sufficient for BAI approval.

Examples of Broadcast / Communications industry activities and type of access:

Type of Access	Activities for this access type	Minimum Documentation required
Non-Construction	Site Inspection	BAI application
	Faults Rectification & Routine Maintenance	BAI application
	Access Through Site	BAI application
	Switching/Re-cabling	BAI application, SOW
Construction Work	Installation/Removal of Equipment	SOW, MOP and SWMS
High Risk Work	Structure Climb for Inspection	SOW, MOP and SWMS
High risk Construction Work	Antenna, replacement/upgrade, Structural refurbishments/upgrades, Civil works.	SOW, MOP, Risk Register, SWMS, SMP

2.6 Consent to Undertake Works on Site

It is the responsibility of any Site Sharer to ensure that they have the relevant rights and/or consents from BAI under the relevant Site Share Agreement to carry out any works on a site. An access authorisation issued in relation to a site does not provide confirmation that the proposed works are permitted under the relevant site share agreement.

3. ACCESSING SITES

3.1 Access Confirmation

Access to site is not authorised until the site visitor has a valid, approved site access application and access to site is permitted solely for the purpose detailed in the application job description.

3.2 Hazard Identification, Risk Assessment & Control

Site Specific Hazards

- Anyone wishing to access a BAI site must do so using the Site Access Application Process.

  During the application process, access to Inductions and Site Safety Information will familiarise applicants with any site-specific information, including hazards prior to attending the site.
- Where work teams are visiting a BAI site, all attendees are to be listed on the application, will have completed, understood, and will comply with the Site Induction requirements.
- Upon completion of the BAI induction(s), the onsite Supervisor(s) shall manage all access to the site required for their project, ensuring that any extra people required during the project will be added to the application and they will understand the requirements of access to the site and on arrival will be inducted into the project specific safety plan.
- The onsite Supervisor(s) are responsible for the induction of all their people who will attend the site as part of the project into their project specific safety documentation.

3.3 Environmental Risk Assessment & Management

- Some sites are in environmentally sensitive areas and further assessments and access protocols are often required. Applicants have responsibility to conduct appropriate risk assessments and implement mitigation measures for proposed works. Any regulatory approvals required will be the responsibility of the applicant.
- Refer to the **BAI Communications General Environmental Conditions** document (HSEQ-ENV-0001) in the site access process for details of requirements and expectations. This document is available in Appian and forms part of the BAI General Induction.

4. INCIDENTS AND SITE SAFETY

4.1.1 Accidents and Emergencies

Any site visitor who observes a hazard, near miss or accident must report it as soon as possible. If circumstances arise to prevent the observer/s or person involved in the incident from making a report then the person's manager/supervisor has this responsibility to report the incident.

In the case of a health, safety or environment emergency the following response processes must be followed:

Any near misses, accidents or serious incidents must be reported as soon as possible to either the nearest BAI SIU Office (number will be on the blue sign on or near the door) or to the SMC on **1300 260 889** or **1300 224 022.** This is to ensure that the incident is reported in the BAI online reporting system, Shield.

Mandatory reporting to SafeWork or Environmental Agencies in the same state / Territory may also be required depending on the circumstances of the incident.

4.2 Environmental Hazards

Should any environmental hazards be found or suspected on site, then work must cease immediately. If the site is to be vacated, then the SMC must be advised on **1300 260 889** or **1300 224 022.** SMC is to also inform the BAI Health and Safety Team and the local BAI SIU Area Manager / Team Leader and reporting in Shield completed.

Mandatory reporting to SafeWork or Environmental Agencies in the same State / Territory may also be required depending on the circumstances of the incident.

4.3 Site Arrival

Immediately on arrival at site:

- Log on using the approved SAR in Appian.
- All personnel entering the site must have read and acknowledged the ESI (Essential Site information) in Appian. Ensure that the risk mitigation processes for your work takes into account any relevant and current hazards/risks listed on site.
- Report any observed damage or signs of attempted forced entry or vandalism on the site to BAI SMC on 1300 260 889.
- Report any hazards that you see that are not covered in the ESI to BAI via the *Report a Hazard* function in Appian that can be completed when logging off the site or at anytime using the tile on the home page of Appian.
- You may need to de-activate an intruder alarm immediately on arrival at the site. As BAI site managers, SIU (Service Integrity Unit) will give you instructions on the use of the intruder

alarm which authorised attendee/s must follow. Contact the number for the Local Maintenance Base on the blue sign on site if unsure.

- If you become aware of an emergency (e.g. bushfire, flood) at or near the site, you must report the details immediately to the BAI SMC.
- Do not access, use, tamper with, or in any way interfere with any equipment or facilities that are not your own or are not related to the work you are there to do.
- Ensure that any keys issued to you for the visit are not copied or lent to anyone else whilst they are in your care.
- If there is no one else remaining on site, you are responsible for securing the building when you leave. Specifically, you must when leaving site:
  - Return internal doors to how you found them on arrival.
  - Turn out all lights and lock all external doors to the building/s and arm any security systems.
  - Log out in Appian and then call the SMC on **1300 260 889** or **1300 224 022** to check that everything looks normal to them before you depart.
  - Re- secure any gates on the site and access roadway from site.

  Note - If you fail to properly secure the site before leaving and BAI need to arrange for a special visit to the site to rectify, you may be charged for all resulting costs incurred.

  At all times, visitors to any sites must respect and adhere to the site safety and environmental requirements according to the jurisdiction where work is undertaken. BAI will be required to report all notifiable incidents and breaches of the relevant legislation to the appropriate authorities.

  Non-conformity to the above protocols may also result in BAI choosing to either downgrade the level of access provided or deny ongoing access.

4.4 Multiple Accesses

When two or more activities take place at the same time for the same site then it is considered as Multiple Accesses. It is the responsibility of all Persons Conducting a Business or Undertaking to consult and cooperate on site to ensure the safety and wellbeing of workers. BAI will endeavour to ensure that Multiple Accesses are avoided wherever possible, but there are times when these are unavoidable.

Multiple Site Activities

If there is construction activity occurring on site then all Site Sharee's will be informed of this construction activity and they will need to consult, cooperate and co-ordinate their access with the construction project site supervisor, at a mutually agreed time. All Site Sharee's should ensure that

their maintenance contractors are also aware of the construction activities. Advanced notice MUST be given to the site supervisor, as they need to ensure that sufficient risk controls can be put in place including possibly arranging site access supervision depending on the type of activity.

For all access holders, who attend a site at the same time, they must consult, cooperate and coordinate their activities amongst themselves and follow the safety instructions on the site. Whenever a new hazard is identified on site it is to be reported using Appian or by contacting the SMC. All parties must be consulted regarding the hazards identified in the site Site Safety Information as well as any potential hazards or risks registered in individual risk registers and or SWMS. Wherever appropriate, work areas should be isolated between the persons conducting business or undertaking with clear roles and responsibilities communicated to all affected workers or other people in relation to the site safety rules developed at the time.

4.5 Urgent Fault Callout

If urgent access to site is required for fault purposes, an **Expedited Site Access Request** can be submitted by equipment owners or their contractors that are approved to use the Level 1 access protocol and the SAR must be approved before the applicant can proceed on site. Approval for an *Expedited* access is fast tracked and the tasks being undertaken must be within the guidelines explained in section 7.2.

If access to a tower/mast or structure is required for urgent fault purposes, a *Climbing* SAR must be submitted, along with the required documentation and attaching certain documents to the SAR is compulsory. As with all climbing activities, all personnel intending on climbing must be registered and authorised as a BAI Climber, regardless of the Access Level held by the person responding to the fault. Normal application periods will be waived for urgent circumstances and will be assessed on a case by case basis. An Expedited Request cannot be used for any High Risk Work.

4.6 Escalation

Escalation should be via the SMC Service Desk regarding the progress of applications / resubmissions and to coordinate outages with other BAI customers or others on site. See the last page of this document for contact details.

The Site Sharing or Commercial Broadcast teams can be contacted if you wish to discuss your level of access. See the last page of this document for contact details.

4.7 Access Principles

BAI reserves the right of entry to all the areas on its sites. Sharee's are to refer to your contractual agreement with BAI. Sharee's also give indemnity to BAI for any issues faced by its staff or their contractors while on site to work on their equipment. BAI also reserves the right to update the access protocols as appropriate depending on the current safety guidelines and any changes to legislation. BAI may, at its own discretion, provide keys to the users. The decision to issue keys to any site may be changed by BAI at any time.

4.8 Audits and Inspections

BAI Communications Australia reserves the right to carry out audits and /or inspections on compliance to the Site Access Protocols. If site access and/or safety requirements are not met, the BAI representative conducting the audit has the authority to suspend all works until these requirements are satisfied.

4.9 Housekeeping

BAI Communications Australia is fully committed to maintaining good relations with its site owners, landlords and neighbours. In order to ensure continued good relations, all visitors are required to plan their visit, ensuring that it can be undertaken without causing unreasonable disturbance, damage or nuisance, including but not limited to:

- Hours of day when the site is attended
- Blocking access, speeding or driving discourteously
- Littering, not removing materials, e.g. cable drums and packaging
- Excessive dust or noise, and the use of offensive language

All visitors accessing a site must always be sensitive to local circumstances, environment and community. If visitors to a site are approached by neighbouring residents with complaints, they are to notify the SMC, providing as much information as possible.

4.10 Emergencies

An emergency is categorised as a disaster (natural and/or unnatural) which may pose risk of injury or death. Failure of equipment onsite due to a fault is NOT categorised as an emergency (please refer to urgent access in section in 4.5).

When an emergency is declared at a site or its environs, BAI will inform all customer organisations regarding access restrictions at the site usually via email. The SMC may also give applicants a call if they have a site access application within 48 hours of any restrictions being imposed. Customers should in turn cascade the information to their contractors to ensure that there is no attempted access to site during the emergency period. If a pre-existing site access application is present, it will be postponed, and relevant notifications will be sent to the applicant(s).

All customers and their contractors are advised to check the BAI Site Access Application for any current site access restrictions in place on the site(s) or areas on the site to be attended and review the current Site Safety Information (SSI).

When there is anyone already on site and an emergency occurs, the SMC will call the person(s) and request them to evacuate the site as soon as possible if safe to do so. Where evacuation is not possible, the person on site is to advise the SMC operator who will coordinate with the site management (SIU) and emergency services for evacuation assistance.

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Emergency status are categorised in three colours:

- **Red** – Site is considered under immediate threat and no access is permitted under any circumstances. Anyone currently on site must leave immediately if safe to do so.
- **Amber** – A threat exists in the general vicinity of the site and access is only permitted with the approval of the SIU Area Manager in close consultation of any appropriate local Authorities.
- **Green** – No restrictions, site not subject to any current warnings or alerts

All steps will be undertaken to ensure information is current but please consult with the SMC or the BAI SIU Office for any recent updates prior to site access.

4.11 Roles & Responsibilities during Non-Construction Access

BAI Communications Australia

- Keep a record of everyone that is accessing sites.
- Keep the site clean and tidy and ensure all WHS and environment documentation for the site is up to date and records of current hazards are available online.
- Advise all Sharee's of any construction activity happening on site.
- Advise all Sharee's and scheduled visitors of any access restrictions due to natural disaster/emergency or other causes.
- Ensure that the key register is current, inductions in date, and records kept for all Sharee's who will be accessing the site.
- Consult and cooperate with all site attendees.

Customers / Site Sharee's / Contractors / Sub Contractors

- To follow the site access rules as listed in Section 3 of this document.
- To keep maintenance/repair contractors updated on any construction activity on site as well as any access restrictions due to an emergency.
- Site access to be arranged with the project site supervisor during construction activity on site who must ensure that everyone is logged on and off the site with the SMC.
- Update the BAI Account team on any changes to personnel working for them or on their behalf and have them inducted accordingly.
- Prior to attending site, submit a site access request online via the Site Access Application and ensure safety documentation is reviewed and check for any site access restrictions.

- Each authorised nominee must acknowledge that the site hazards have been understood as part of the site access process and then ensure that they implement a safe system of work on site in accordance with legislation, regulation, code of practises and BAI policy.
- The site Sharee or nominated contractor must promptly return the key on conclusion of their activity where a key is provided for level 2 access.

4.12 Roles and Responsibilities during Construction Access

BAI Communications Australia

- Review, consult and approve the documentation submitted by the applicant in the site access application.
- Ensure that any returnable schedule is signed by the client and returned to BAI and filed with the project documentation.
- Provide the applicant with templates of any BAI required documents.
- Review all site access applications related to high risk work including construction and other construction work/projects
- Random audits or inspections of documentation and sites during work
- Investigate incidents, including non-compliance
- Report findings to senior management and affected persons
- Facilitate corrective actions

Site Sharee's /Client/ Contractor / Sub Contractor

- Ensure all the required documentation is provided to BAI for review during the site access application process.
- Ensure that all documentation provided in the site access application is accurate and truthful.
- Nominate on-site project supervisor(s) and ensure that roles and responsibilities for the project and site safety are understood.

On Site - Construction activity nominated site supervisor(s)

- Be responsible for all works being carried out and people on site, including hazard briefings and reporting all incidents within their own company systems and to BAI.
- Be on site always during works or visit. If the nominated 'Person Responsible' is unable to be on site at any time, there must be a second competent person available to take on the role. Contact details for this second person must be provided in the site Access Request.
- The original 'Person Responsible' must hand over all information relating to works and the site, including any WHS issues to the second person when not available.

- Ensure that all equipment and work undertaken on site complies with appropriate WHS legislation, regulations, codes of practice and standards for each jurisdiction.
- All the support documentation must be reviewed before any work is commenced. Support documentation is mandatory for all Construction Access requests.
- Non-conformances: The onsite supervisor(s) are to observe work to ensure it is being carried out safely. If controls are not adequate, stop the work, review the SWMS, adjust as required and re-brief the affected job functions. Audits may be conducted by BAI to check subcontractors' compliance with their SWMS. High risk trades/activities shall be given priority. BAI (or their representative) has the authority to stop, reject or quarantine any unsafe work areas, work methods, materials, plant and equipment.
- The onsite supervisor(s) may need to escort any other people wanting access, including Level 1 (permanent key holding) on site while construction activity is in progress and will be responsible for the provision of safe access / site safety at all times (day or night).
- Ensure the site is left in an acceptable state at the conclusion of the project. Formally return the site access responsibility back to the BAI SIU Office on completion of the project.

4.13 Application Rejections

- Access requests that do not contain all the required support documentation will not be able to be fully processed. The applicant will be notified of the deficiency and asked to update the application.
- Any documents found to be deliberately fraudulent will trigger an investigation and possibly result in the restriction of the individuals or company being able to access BAI sites.
- If BAI has any concerns about the work plans provided, amendments may be requested, and the applicant will in most cases be able to update the existing application with the required documentation.
- Work must proceed in accordance with the documentation provided and approved. Carrying out work outside of the scope that was submitted and approved may result in penalties. Any significant changes to the work will require a re-application.
- Site Access Requests that do not meet the minimum notice requirement must include a valid short notice reason. These applications will be assessed on a case by case basis and may still be rejected or need to be rescheduled to another date.

BAI has the right to reject any site access application whilst construction activity is being undertaken by another client booked within the same period.

5. SITE ACCESS APPLICATION PROCESS

5.1 Site Access Online Application

Click on the link: https://siteaccess.baicommunications.com

This link provides access to Appian where you can submit an online application for visiting a BAI Communications Australia (BAI) controlled site, including towers/structures. All persons planning to attend a BAI controlled site including permanent key holders (Level 1 Access) MUST submit a site access application.

The online process consists of several sections that must be completed prior to the submission of the application. You will need to provide details on the following:

1. **The site name and number.**
   This refers to the BAI site number and name. If you are unsure, you can type the nearest town into the site name box in the Site Access Application and search for the site this way or contact the SMC Service Desk for assistance.

2. **Purpose of visit – Activity on site.**
   Based on the activities to be undertaken on site, In the application process, select the main purpose of visit.

3. **Documentation as per the activity covering all work.**
   Most activities will require at least a SOW and SWMS. Other documents like MOP, SMP, EMP etc may be required depending on the activities to be undertaken.

4. **Dates and times for Access from start to finish including any final inspections.**
   Try to be as accurate as possible, as this will prevent possible issues like clashes with other site visits. Wide or vague windows of time will not be accepted without good reason.

5. **All personnel that will be accessing the site at any time during the work.**
   Ensure you include all people going to site as everyone MUST be logged on and off the site and therefore must appear on the site access request to be able to do this. Anyone found to be on site and not on a site access application will be asked to leave the site immediately.

6. PLANNED OUTAGES

6.1 Overview

A Planned Outage is defined as an action which affects the operating conditions of a broadcast Service, telecommunications equipment or any other service interruption. This may result in the service being OFF, reduced in power (RPW), experiencing very short breaks to transmission etc. The examples given are called service affecting outages.

In some cases, a non-service affecting outage will need to also be applied for where there is a Loss Of Redundancy (LOR). A LOR has no impact on the audience or end user, but the service will be at risk during the LOR period.

A Planned Outage Request must be submitted if any outage is required, even including non-service affecting impacts. This form is available in the Site Access Application under the *Document Templates* tab or can be provided upon request by the SMC Service Desk.

The Planned Outage Request must include details of the exact date and times of the outage, as well as the audience impact. If there is a reduction in power the specific change in Effective Radiated Power (ERP) level must be stated.

Contingencies, in the event of inclement weather, travel or parts arrival should be considered and included when requesting a Planned Outage. These should be clearly marked as “Contingency” on the request form.

Each service that will be affected must be listed. “All services” will not be accepted. The specific name of the service must be used, not acronyms or codes. To check which services are on site and how they will be affected, contact the SMC Service Desk and they can assist you with this planning.

Example of Planned Outage Request details

Line	Procedure	Services	Start	End	Audience Impact	RPW (-dB)
1	Off to switch to standby mast	ABC Local Radio ABC Radio National	21/02/2024 13:06	21/02/2024 13:07	OFF	N/A
2	Services operating on standby mast at reduced power	ABC Local Radio ABC Radio National	21/02/2024 13:07	21/02/2024 14:59	RPW	-4dB
3	Off to switch back to main mast	ABC Local Radio ABC Radio National	21/02/2024 14:59	21/02/2024 15:00	OFF	N/A
4	LOR on standby antennas	ABC Local Radio ABC Radio National	21/02/2024 15:06	21/02/2024 16:00	LOR	N/A

6.2 Notification

Planned Outage Requests must observe the notification periods as per table below:

Target Minimum Notice Periods for Outages		
Work Types	**Notice**	
	New Outages	*Variations*
Urgent Fault restoration	Urgent faults requiring immediate attention i.e. where notice is <1 business day (processed by the SMC)	As soon as practically possible
Faults (excluding urgent faults)	10 business days	As soon as practically possible
Maintenance	15 business days	10 business days (although this is not always practical)
Projects (i.e. installations / removal of equipment, upgrades)	21 business days	10 business days (although this is not always practical)
Other	Dependant on the activity. Notice should be as per faults & maintenance above	Dependant on the activity. Notice should be as per faults & maintenance above

Please note that in order to have outages approved, they may need to comply with programming and preferred outage windows specified by the broadcasters of the services affected.

Persons performing any service switching or outages must be trained and competent in the use of the equipment that requires reconfiguration. If BAI are required to provide technical assistance on site to perform any outages (i.e. carry out switching), a cost may apply depending on the circumstances. Confirmation of this cost will be provided ahead of time once the planned outage request has been received. All switching must be performed in accordance with BAI policies / procedures and the approved Planned Outages.

6.3 Changes and Updates

Should any changes to a Planned Outage be required including, dates, times, services affected, audience impact etc, the SMC Service Desk MUST be contacted, as soon as practically possible. The original request information should be sent, with clearly outlined changes. An example is included in table below. This will ensure that the correct details of the outage are updated and will avoid confusion. Note that not all requested changes may be able to be accommodated by the broadcasters and there may be the need to negotiate times and dates.

Example of changes to Planned Outage request

Line	Procedure	Services	Start	End	Audience Impact	RPW (-dB)
1	Off to switch to standby mast	ABC Local Radio ABC Radio National	~~21/02/2024 13:06~~ 22/02/2024 10:06	~~21/02/2024 13:07~~ 22/02/2024 10:07	OFF	N/A
2	Services operating on standby mast at reduced power	ABC Local Radio ABC Radio National	~~21/02/2024 13:07~~ 22/02/2024 10:07	~~21/02/2024 14:59~~ 22/02/2024 14:59	RPW	-4dB
3	Off to switch back to main mast	ABC Local Radio ABC Radio National	~~21/02/2024~~ 22/02/2024 14:59	~~21/02/2024~~ 22/02/2024 15:00	OFF	N/A
4	LOR on standby antennas	ABC Local Radio ABC Radio National	21/02/2024 15:06	21/02/2024 ~~16:00~~ 1550	LOR	N/A

6.4 Cancellations

Any outages that are no longer required MUST be cancelled as soon as possible and prior to the scheduled start time. ***This includes any contingency outages that have been put in place.*** Contact should be made either with the SMC Service Desk, during business hours (0900 -1700 EST), or the BAI SMC at all other times.

A 'cancellation sequence number' will be provided for each outage. These numbers are to be recorded by the applicant and kept for future reference.

6.5 Planned outage confirmation and communications

It is essential that any planned outages are managed to start and finish on time as deviating outside of the approved timeframe will impact broadcast programming and other services which may incur penalties.

Therefore if outages are to be undertaken as part of work, the following must be followed:

- Call the BAI NOC prior to the planned outages commencement to confirm that they are still approved and the times are correct.
- Call the BAI NOC straight away when the planned outages have ended so that the outage records can be completed and only the actual time that was used is recorded.
- Call the BAI NOC immediately if an unexpected impact to service/s is encountered during a planned outage period or outside of the approved window so that the BAI NOC can keep the broadcasters and other service providers informed.

7. EXPLANATION OF TERMS

7.1 Support documentation

Support documentation is mandatory for construction and high-risk construction work including any tower climb activities, excluding Site Inspections. The documentation at a minimum should include:

- Scope of Works (SOW): This documentation will detail the precise nature of the work to be undertaken and who the work is for.
- Method of Procedure (MOP): How the work is to be done.
- Safe Work Method Statement (SWMS): Identifying and evaluating risks that will arise by preforming the work and demonstrating how these potential risks will be managed. Ensure the current site risks are reviewed online prior to filling out the site-specific risks.
- Safety Management Plans (SMP) are required for construction projects valued at over $250,000. Please refer to the Safe Work Australia Code of Practice for Construction Work for further information.
- EMP – Environmental Management Plans will be required where environmental sensitive areas need to be managed.
- Drawings (if applicable) – e.g. proposed placement of items on a tower or dimensions and planned locations of plant and equipment.

8. LEVEL 1 ACCESS - DETAILS

If you are a BAI customer and you or your nominated contractors hold Level 1 access rights, an Expedited Site Access Request must be submitted in relation to any activities you intend to carry out at BAI's sites at short notice. The response time to your Site Access Request will vary depending on the nature of work you intend to undertake.

If you are conducting standard routine maintenance activities or responding to an urgent fault on your equipment within your own rack in your equipment shelter or in our equipment shelter on our site, an ***L1 Expedited Request*** can be used. Standard routine maintenance activities include:

- Undertake a site visit for site inspections
- Pass through a BAI site in order to access a BAI/non-BAI site (note: A Site Access Request may be required for your destination site)
- undertake non-Construction work (except in instances involving a tower climb or use of Contractors), including:
    - minor maintenance and testing of equipment within yours or our equipment shelter
    - annual performance testing (where outages to services are not required)
    - grounds maintenance or grounds inspections
    - undertake non-Construction work (except in instances involving a tower climb or use of Contractors)

BAI will approve Site Access Requests for the following activities within 10-21 business days

- Install or remove equipment (located in BAI's rack or building or your own rack or shelter)
- Equipment changes that may result in adjustment to your power consumption
- Equipment changes that may require an outage
- Attend planned outages for annual performance testing (where outages are required)
- Climb a tower (under any circumstances) including like-for-like replacement of your equipment on a tower
- Undertake any works at site which come under the definition of 'Construction'
- Engage contractors to undertake Construction or non-Construction work

9. CYBER KEYS

The loan key is issued to a person ONLY when they are included on the Site Access Request (SAR) unless urgent prior arrangements have been approved by BAI. The person collecting the key is required to be vaccinated and sign the Terms and Conditions form provided at the BAI District Office (DO).

Key issue and permissions are completed as follows:

For a SAR **under 2 weeks** and a person on the SAR does not have an issue number or the cyberaudit app:

- The key will be programmed at the DO and must be kept charged. The key will work for the duration of the SAR only. No further action is required.

For a SAR **under 2 weeks** and a person on the SAR does have an issue number and cyberaudit app is set up on their phone:

- The key will be programmed at the DO and must be kept charged. The key will work for the duration of the SAR only. Syncing will be required daily.

For a SAR **above 2 weeks** and a person on the SAR does not have an issue number or the cyberaudit app:

- A person on the SAR is to download and install the cyberaudit app on their phone.
- An issue number will be generated by the DO to the person on the SAR only.
- Instructions will be handed or emailed to the person on the SAR.
- The key will be programmed to work for the duration of the SAR only. Syncing will be required daily.

For a SAR **above 2 weeks** and the person on the SAR does have an issue number and cyberaudit app is set up on their phone

- The key will be programmed to work for the duration of the SAR only. Syncing will be required daily.

Return of the key

- Once finished with a loan key, it must be returned to the issuing DO as soon as possible. This can be done using an express post bag on completion of the works which is typically the end date on the SAR. Contact the issuing DO for correct mail address.

IMPORTANT

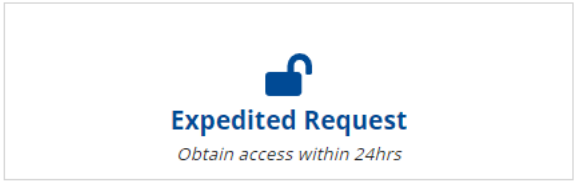
The keys are NOT to be handed onto anyone else, including other members of the same company for future works unless such key transfer is approved by BAI.

Only persons approved on the SAR are permitted to use the key.

ALL temporary issue numbers will be deleted on completion on the works, according to the SAR.

If using a key that has been issued permanently to a single person, the key number is to be entered into the SAR when applying for site access.

Once your SAR has been approved, the key will be programmed to fall in line with the SAR dates and times.



If **urgent** site attendance is required, Level 1 Customers and their contractors have the permissions to use the 'Expedited Request' feature within Appian.

In this instance, L1 customers or their contractors are responsible for creating the SAR.

L1 Customers are responsible for issuing keys to their contractor to conduct works on their behalf, provided that their contractor has a registered profile and has completed the required induction(s) and Policy acknowledgements within Appian and understand the requirements of this protocol document.

For any questions relating to BAI Cyberkeys, refer to the Contact Details section at the end of this document.

[SEC=PUBLIC]

10. CONTACT DETAILS

SMC Service Desk (Previously Planned Outage Team)		
	Phone	**Email**
	1300 224 022 (Option 2)	projects@baicommunications.com access@baicommunications.com

Account Managers – Nationals – Commercials – Community – Site Sharing		
Name	**Phone**	**Email**
Telco or Radcom Services, Commercial/Community Radio & Television Broadcasters	02 8113 4666	sitesharing.mailbox@baicommunications.com

HSEW (Health, Safety, Environment and Wellbeing)		
Name	**Phone**	**Email**
Health & Safety Team	02 8113 4666	hseqmailbox@baicommunications.com

Cyber Key Management		
Name	**Phone**	**Email**
BAI Key Management (Office hours only)	07 4690 3901	keys@baicommunications.com
After hours (Service Monitoring Center)	1300 224 022	