

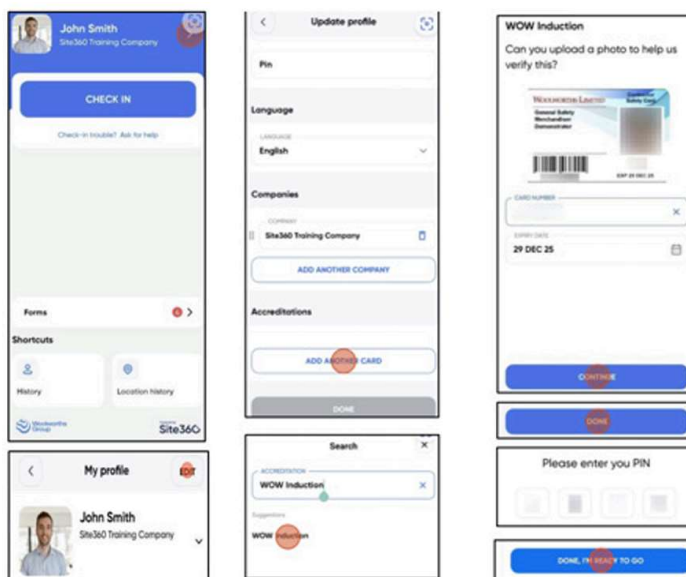
Digital Work Authority Form (EWAF) FAQs

Last update 10 June 2025

What to do to update the Induction Card number in the user profile?

To add the Safety Induction Card details in the profile, follow these steps:

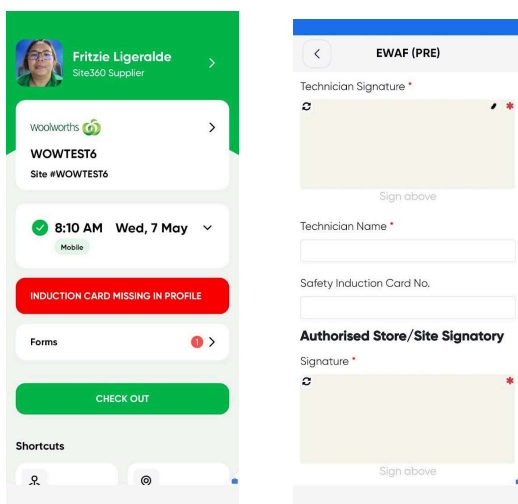
1. Make sure you are not checked-in to a site
2. Tap on your name at the top of the screen & tap 'Edit'.
3. Scroll down to the heading Accreditation, tap 'Add Another Card'. Begin to type WOW Induction and select from the Suggestions list.
4. Add a photo of your card, type your card number (with leading zeros and no spaces. E.g. 00123456) and tap on the calendar to enter the expiry date of your card.
5. Scroll to the bottom and tap 'Done' & enter your 4-digit PIN to save your changes.



Remember to delete expired cards from your profile. Tap the back arrow (top left) to return to the check-in screen.

Can a technician still complete an EWAF even if they are missing an Induction Card in their profile?

Technicians using the app may encounter a red alert after site check-in, indicating a missing Induction Card in their profile. This notification is due to the system transition from Pegasus to Site360. Although the alert appears, technicians with a valid induction card can still complete an EWAF as the Safety Induction Card No. field is not mandatory.



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If a technician has an Our Place Induction Card, do they still need to add Pegasus card number to the EWAF Safety Induction No. field?

The "Safety Induction No." field in EWAF is optional. Technicians with an existing "Our Place Induction Card" in their profile are not required to enter their Pegasus card number in EWAF.

What is EWAF?

EWAF is the new *digital* Work Authority Form (EWAF) replacing the *paper* Work Authority Form (WAF) and the Permit to Work Forms (PTW).

Where do I find EWAF?

The new *digital* EWAF is only available through the *Woolworths Group Visitor App* once a contractor is checked in to the store or site.

Who should be using the new digital EWAF?

All Service Partners that are currently using the paper-based Work Authority Form and/or Permit to Work form including all respective subcontractors.

What if there's hygiene or liability concerns when handing over the device between store or site and technician?

The technician can hold onto their device while the Site Access Controller reviews and signs EWAF. COVID-19 still remains in our communities, please ensure to follow directions from the State Government and/or Health Department. Wipes are available on site to be used after handling of the device.

What is EWAF PRE and EWAF POST?

EWAF is made up of 2 components: a PRE and POST. A PRE EWAF is to be completed *before* work commences and an EWAF POST is to be completed *post* when the works are completed.

Who authorises the EWAF?

The *Site Access Controller* from the store or site authorises the PRE and POST EWAF.

What is a Site Access Controller?

The *Site Access Controller* is a designated store or site team member who has been trained and has the authority to verify and confirm the completion of work performed on-site by a contractor. All *Site Managers* are Site Access Controllers.

What happens to the WAF books and the Permit to Work (Red) books?

The WAF book and Permit to Work (Red) book will remain in stores or sites and will need to be stored in a safe location in the store or site.

Who completes EWAF?

- Only one EWAF is required to be completed per site check-in
- Only the primary/lead contractor needs to complete the EWAF
- Other contractors on the team can be *added* to the same EWAF under the 'Additional Technicians' field
- Make sure 'Additional' contractors have checked in and out of the store or site before submitting the EWAF PRE & POST
- An EWAF PRE will need to be completed and authorised by a Site Access Controller *before* commencing work
- An EWAF POST will need to be completed and authorised by a Site Access Controller *post* completing the work
- A work order number should always be included using with prefix
 - 'WW' for Supermarket and Metro
 - 'WB' for BigW
 - 'WN' for New Zealand
 - 'WF' for Workplace Support
- Relevant SWMS (Safe Work Method Statement) can be uploaded directly onto the EWAF.

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Who is required to get a visitor sticker?

All 'contractors/technicians' visiting a Woolworths Supermarket, Metro, Big W or Primary Connect site, will need to collect a **visitor sticker** from the store/site. All **Support Office team members must wear a Wow Badge**. If they do not have their badge they will need to collect a visitor sticker.

How do Site Managers and Site Access Controllers access completed EWAFs?

Site managers and Site Access Controllers can view completed EWAFs in the *Visitor Dashboard* on their store or site desktop under 'Reports -> Form Submission menu' - using *Single Sign-On (SSO)*

Why do the Site Access Controllers need to enter their Employee/Payroll ID on EWAF?

Site Access Controllers are required to input their employee/payroll ID in the EWAF PRE & POST to confirm authorisation of EWAF PRE and POST. In the future, there will be integration with Woolworths backend systems to automatically validate this in the form.

What if the Site Access Controller is not satisfied with the completed work?

The contractor on site will need to address all concerns from the *Site Access Controller* in store or site before requesting sign-off on the EWAF POST.

What if there is a technical issue where the Service Partner cannot complete the EWAF process on their Smart device? i.e. loss of internet connectivity, loss of physical device, no power in the store or site, App Host offline

Please ensure that the contractor signs into the paper WAF and Permit Book - both books should be stored safely in the Store or Site office.

What if additional contractors arrive in store or site after EWAF PRE has been submitted, do they need to complete a separate EWAF?

Yes, if additional contractors arrive *post* an EWAF PRE has been submitted, they will need to complete a separate EWAF using the *same* work order number and the Site Access Controller needs to authorise each EWAF.

What if a high-risk task is identified after submitting EWAF PRE?

The contractor

- Will need to submit the EWAF POST for the existing work and select 'Reattendance Required'
- Check out/check in to the store or site to initiate a new EWAF
- Complete a new EWAF PRE and include the relevant high-risk activities

What if a contractor has multiple work orders to complete in the one store or site visit?

Only **one** EWAF can be completed for *each* check in, contractors will need to check out and check in to complete an EWAF for each relevant work order and the Site Access Controller needs to authorise each EWAF.

What if a contractor does not have a work order? Or does not know their work order number?

Contractor **must select 'No' in the Work Order screen** and *enter* a Woolworths reference number e.g. Purchase Order number or a Project Name, *select* Work Type as *Discretionary*, Priority as 7 and Asset/Service Type as *Service*.

What if a contractor forgets to complete an EWAF POST?

The contractor will need to return back to the store or site, check in and start the process again and complete a new EWAF PRE and POST and the Site Access Controller needs to authorise the new EWAF. Not completing an EWAF POST will impact the payment process of a contractor.

What if there is a temporary loss of internet connectivity while completing EWAF?

The app will go into offline mode, the contractor will be able to complete EWAF POST once they regain connectivity.

Why are other contractors not showing up in the EWAF even though they are on-site?

The lead contractor should ensure that all additional contractors have checked in to the Site on the Woolworths Group Visitor app *before* commencing an EWAF. If the issue persists, they should try to close and re-open the app.

What if a contractor needs to step out of the store or site during the work?

If a contractor is required to pick up parts or materials outside of the store or site, the contractor must complete and

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authorise an EWAF POST to exit the store or site before checking out.

Upon return to the store or site they will need to check in and complete a new EWAF PRE & POST for the same work order and the Site Access Controller needs to authorise each EWAF.

Do contractors still need to attach EWAF to their invoices?

Yes, all completed EWAF corresponding to a work order needs to be included as part of invoice submitted to Woolworths

How do contractors access a copy of their completed EWAFs?

- A PDF copy of the **completed** EWAF(PRE & POST) is automatically sent to the contractor's registered email inbox upon completion of the works.
- A copy of **every** EWAF is also saved in the Visitor App and can be accessed any time (*Note: Stores or sites also have a copy of the EWAF in the Visitor Dashboard*)

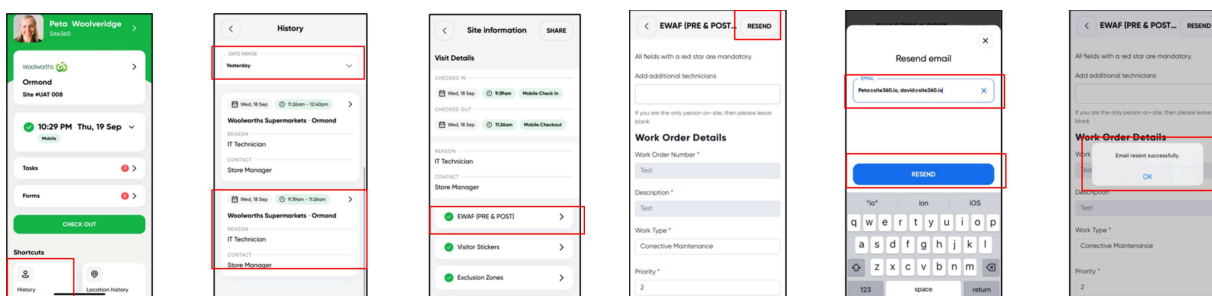
Can a copy of the EWAF be re-sent or forwarded to another email address?

Yes, there are two (2) ways a contractor can forward/resend their EWAF form.

- 1) Access their mail inbox and forward the EWAF pdf to another email/parent company inbox
OR
- 2) Log into the App, search for the relevant store or site visit and resend their EWAF from their *History menu*

These are the steps to be able to resend or forward completed EWAFs to another email address from the app:

1. Tap **History** on the home screen (under the *Shortcuts* menu)
2. Select a **Date Range** from the drop-down menu
3. Tap on the **Site visit** that you are looking for
4. Scroll to the bottom of the visit details and select the **EWAF** you wish to access
5. Tap **'Resend'** (top right)
6. Enter/select email address(s) - the pop-up will automatically show *your* registered email address, you can **Add** multiple email addresses by using a comma to separate
7. Tap the **'Resend'** button (in Blue)
8. Tap OK on the notification pop-up



What if a contractor steps out to pick up items in their van and gets automatically checked out?

If contractors get automatically checked out without completing an EWAF POST when they step to the parking lot, they will need to fill out a new EWAF PRE form. Site Access Controller needs to check the store or site geo fencing configuration in the Visitor Dashboard. Contact Site360 support via [website](#) or via phone **1300 853 990** to assist in adjusting geo fencing configuration for your site.

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If a contractor is experiencing technical issues with the App including connecting to store or site Wi-Fi or automatically signed out of the site

- Contractors to check they have enabled app permission for the following: *Location Services, Notifications, and Camera*
- Contractors to refresh their *location services setting* on their device by opening a *maps* app, finding their location, to ensure precise location is enabled for the app
- If the issue persists, contact *Site360 available 24hrs support via [website](#) or via phone 1300 853 990*

Does the Site Access Controller still need to check the Safety Induction card?

After completing site check-in, the contractor will need to show to the Site Access Controller that they have completed the check-in and present their Safety Induction card (Pegasus ID or Out Place Induction Card). Site Access Controller will check the validity of the ID including expiration date.

Can I use store or site wifi when there's intermittent network issues with the telco network?

Store wifi can be used to connect to the Visitor app and complete EWAF should there be telco provider network issues specially for regional stores.

Does the service partner still need to update work orders in Maximo?

Yes. In the absence of integration between the two systems, work orders in Maximo still need to be updated after completion of EWAF during the site visit.

Where should technicians input their billable hours - off site time, travel time for getting parts?

If the technician has selected 'Yes' in the Work Order screen, the **Site Attendance** hours are automatically sent to Maximo and Esker for invoice validation. Technician only needs to populate the billable hours conducted off site in the Technician Attendance.

In case the technician is auto-checked out from the site without completing their EWAF POST, the **Technician Attendance** should be populated for manual validation by our finance team.

EWAF (POST)

Full Name: [Input Field] Duration on site (hrs): [Hours]

Full Name: [Input Field] Duration on site (hrs): [Hours]

Full Name: [Input Field] Duration on site (hrs): [Hours]

Full Name: [Input Field] Duration on site (hrs): [Hours]

Billable hours conducted off site e.g. billable travel, workshop time etc. Duration on site (hrs): [Hours]

Total billable hours for this work order: [Input Field] TOTAL HOURS: [Total Bill]

SITE ATTENDANCE						
Name	Check-In Time	Check-out Time	Total Time (mins)	EWAF PRE Submitted On	EWAF POST Submitted On	Total Time (mins)
Dummy User	06-06-2025 11:07	06-06-2025 12:17	70	06-06-2025 11:09	06-06-2025 12:17	68
Total Time (mins)			70			68

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What happens to the saved draft forms when a technician checks out of the site?

EWAF documents saved in draft (EWAF PRE or EWAF POST) are discarded when the technician is checked out of the app. The technician needs to update and submit the drafted document before checking out.

When an EWAF is submitted, where is the data stored?

When an EWAF is submitted, the data is stored in the Wow Visitor Dashboard in the store or site. Only Woolworths has access to the data.

What if high risk tasks can only be identified after doing assessment of the work on site?

EWAF PRE can be first saved in ***draft*** to assess the work to be performed. Once high risk works are identified, update the EWAF PRE form to select the applicable high risk tasks and complete the corresponding Permit to Work sections. The Site Access Controller needs to sign EWAF PRE before commencing the work.

What is the matrix for the Priority field in EWAF?

Priority 1 being the highest priority (scale 1 - Emergency, 2 - Urgent, 3 - Priority, 4 - Routine, 5 - Discretionary, 7- Preventative).

What if the invoice was rejected due to mismatch hours and the contract allows for after hours or quoted terms?

Service partners should annotate in the invoice any special terms applicable for mismatched hours as per contract with Woolworths. The Woolworths Finance team will cross check invoice with the contract and/or seek endorsement internally to process invoice.

What should be done if a contractor's hours worked on site are not accurately reflected in EWAF Site Attendance due to loss of EWAF?

- A new EWAF form (PRE & POST) must be initiated while on site and authorised by the Site Access Controller.
- In the EWAF POST form, the *Technician Attendance* section must be filled in with the correct billable hours.
- If *Technician Attendance* is not populated correctly, the service partner must attach *additional* evidence of the site visit to the invoice. Then the Woolworths Finance team will cross-check the invoice against the contract and/or seek internal endorsement to process the invoice.

How to change or update a contractor's company logo on the app?

Contact Site360 Support at 1300 853 990 or support@site360.io for assistance.

What are the support hours for Site360?

Site360 hotline **1300 853 990** is available between 7AM - 7PM. Queries via email support@site360.io are received round the clock and are responded to at the earliest possible time.