Digital Work Authority Form (EWAF) FAQs
Last update 02 February 2026

NEW UPDATES

When is Asset Operational Status required to be completed in the EWAF POST?
Asset Operational Status fields are displayed in EWAF for work orders of assets that require downtime reporting. The inputted EWAF information is sent to Maximo upon approval of the EWAF POST.

How are labour hours calculated in EWAF?
In the Site Attendance section of EWAF, system captured labour hours are calculated based on first EWAF PRE approval time (Start Time) and EWAF POST Approval time (Finish Time), less any paused/offsite hours.
For additional technicians, they should be added to the EWAF PRE at the time of their arrival in order for their labour hours to also be captured.

Where should contractors input their billable hours - off site time, travel time for getting parts?
Offsite hours are no longer captured in EWAF. For work orders in Maximo, off site hours are to be completed in Maximo.
When submitting invoices, "Billable Offsite Hours" must be added as a separate line item from onsite labour hours.

GENERAL INFORMATION AND ACCESS

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). A new version of the form will be released on 23rd October 2025.

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.

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 -> EWAF' - using Single Sign-On (SSO)*

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 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.

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.

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EWAF PROCESS (PRE AND POST)

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 completes EWAF?

- Only one EWAF is to be completed at a site per 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 at any time
- An EWAF PRE will need to be completed and authorised by a Site Access Controller or Site Representative *before* commencing work
- An EWAF POST will need to be completed and authorised by a Site Access Controller or Site Representative *post* completing the work
- When working with a Maximo work order, make sure that you select or search for the work order in the list. If a work order number is not available, you will then need to manually input the job reference number and description of the work into the EWAF PRE form.
- Relevant Risk Assessment documents (SWMS, JSA, SSI, SWI, etc.) can be uploaded directly onto the EWAF.

What if a contractor has multiple work orders to complete in the one store or site visit?
Only **one** EWAF can be completed at a time, contractors will need to complete the open EWAF before starting a new EWAF and for each relevant work order and the Site Access Controller or Site Representative needs to authorise each EWAF.

What if additional contractors arrive in store or site after EWAF PRE has been submitted, do they need to complete a separate EWAF?
When additional contractors arrive in the store/site, edit the EWAF PRE to update and add the additional contractors. Any updates to the EWAF PRE needs to be resubmitted and re-approved by the Site Access Controller or Site Representative.

Why are other contractors not showing up in the EWAF even though they are on-site?
Contractors will show in the Additional technician dropdown field for those who are checked in to the site and don't have an open EWAF. If a contractor is not available in the list of technicians that can be added to an EWAF, check if the contractor has an open EWAF or if he has already been added to an open EWAF in the site. If the issue persists, try to close and re-open the app.

What if a high-risk task is identified after submitting EWAF PRE?
When additional high-risk tasks are identified, edit the EWAF PRE to update and include the relevant high-risk activities. Any updates to the EWAF PRE needs to be resubmitted and re-approved by the Site Access Controller or Site Representative.

What if high risk tasks can only be identified after doing assessment of the work on site?
When additional high-risk tasks are identified after doing assessment, edit the EWAF PRE to update and include the relevant high-risk activities. Any updates to the EWAF PRE needs to be resubmitted and re-approved by the Site Access Controller or Site Representative.

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 *PAUSE* the EWAF PRE. Upon return to the store or site they will need to check in and *RESUME* the EWAF PRE before continuing the work. This will ensure that accurate labour hours are captured and avoid possible rejection during the invoice process.

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, the EWAF PRE form will be put in PAUSE status. Upon return to the store or site contractor will need to check in and RESUME the EWAF PRE before continuing the work. This will ensure that accurate labour hours are captured and avoid possible rejection during the invoice process.

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 submit the EWAF POST. The Site Access Controller or Site Representative needs to authorise EWAF POST. Not completing an EWAF POST prevents the contractor from starting an EWAF in any Woolworths store/site.

Why can't a contractor start a new EWAF at another site?
This may happen if there is an open EWAF from a previous site. The contractor must close the open EWAF before starting a new one at other Woolworths locations.

What happens to the saved draft forms when a contractor checks out of the site?
EWAF documents saved in draft (EWAF PRE or EWAF POST) are deleted when the contractor is checked out of the app.

Does the service partner still need to update work orders in Maximo?
The following EWAF data is automatically sent to Maximo: (a) Status of Works; (b) Parts/Materials and Description of Works sent as work log notes, (c) ETA, Reason for Reattendance, and Notes/Memo information if status of works is 'Reattendance Required'. In order to enable EWAF data to flow through to Maximo, the contractor needs to make sure he is able to select from a list or search the work order. Other updates needed in Maximo will still follow the existing process.

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

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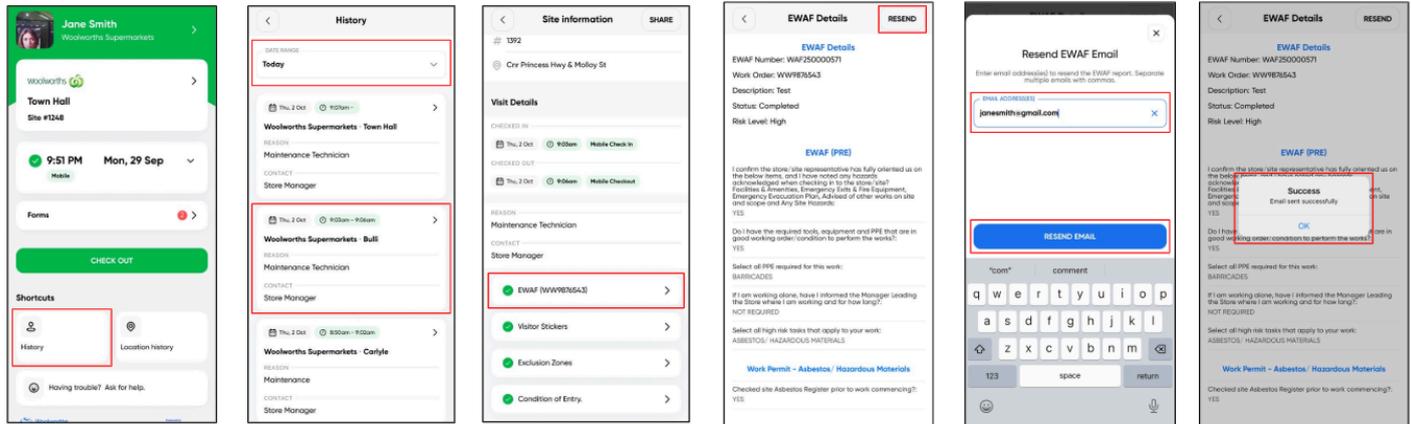
EWAF AUTHORISATION PROCESS

Who authorises the EWAF?
The *Site Access Controller* from the store or site authorises the PRE and POST EWAF. In NZ the site representative authorises the form.

Who 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.

Why do the Site Access Controllers need to enter their Employee 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. This has been integrated with Woolworths backend systems to automatically validate that only trained Site Access Controller (SAC) can authorise contractor works.

What if the contractor can't find a Site Access Controller or Site Representative to authorise the EWAF?
No work should commence or be completed without the presence of a Site Access Controller or Site Representative. There are multiple Site Access Controllers or Site Representatives in a site including Store/Site Managers, Assistant Store/Site Manager, Deputy Manager, etc. If you are unable to find someone, please contact the Store/Site manager.

What if a Site Access Controller enters their employee ID incorrectly multiple times?
Only an authorised Site Access Controller can approve an EWAF. If the employee ID is entered incorrectly multiple times, the EWAF approval will be disabled. EWAF will remain in *pre-submitted or post-submitted* status. Exit out of the form and return to the Open EWAF screen to restart the approval process. Identify another authorised SAC to approve the EWAF.

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 or Site Representative* in store or site before requesting sign-off on the EWAF POST.

What if there's hygiene or liability concerns when handing over the device between store or site and contractor?
The contractor can hold onto their device while the Site Access Controller or Site Representative 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.

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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.

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 or Site Representative that they have completed the check-in and present their Safety Induction card (Pegasus ID or Our Place Induction Card). Site Access Controller or Site Representative will check the validity of the ID including expiration date.

WORK ORDERS

What if a contractor does not have a work order?

The contractor must select 'No' in the Work Order screen and *enter* a Woolworths reference number e.g. Purchase Order number or a Project Name and provide description of the work.

What if I don't have the work order list available?

Work order list is available based on the company ABN that the contractor has checked in as his company. If the company hasn't completed their onboarding, then the list will also not be available. The contractor will then need to search for the work order number including the prefix.

What if I search for the work order and it returns 'No record found'?

Check in Maximo vendor mobile if the work order is for the site that you've checked in to and is in any of the following status: ASSIGNED, ACCEPT-ASSIGN, INPRG, PAUSED.

Why is partial work order searching not possible?

This is an intentional design choice to prevent the accidental display of work orders not specifically assigned to a particular service partner company.

LABOUR HOURS AND INVOICING

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

Offsite hours are no longer captured in EWAF. For work orders in Maximo, off site hours are to be completed in Maximo. When submitting invoices, "Billable Offsite Hours" must be added as a separate line item from onsite labour hours.

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.

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 EWAF being paused or loss of connectivity in areas like plant rooms?
- When submitting the invoice, include available documentation to support the invoiced hours (e.g., screenshot of check-in/out, photos of completed work, etc.)
- Service partners should annotate their invoice indicating that additional documentation has been provided to support the invoice hours.

TECHNICAL SUPPORT AND TROUBLESHOOTING

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

The app will go into offline mode, the contractor will still be able to fill out the EWAF form and will just not be able to proceed on sections of the form that requires network connectivity.

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**

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.

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.
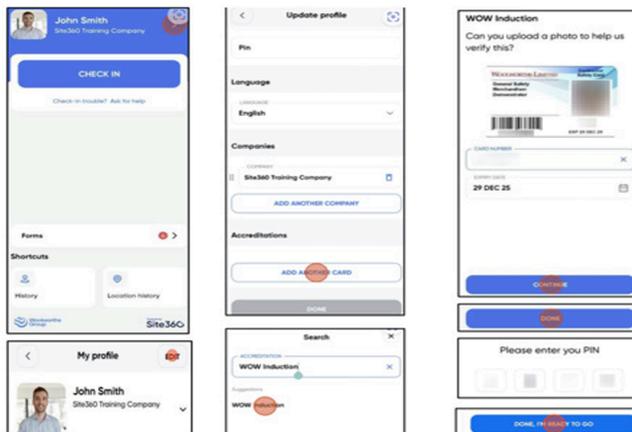

Remember to delete expired cards from your profile. Tap the back arrow (top left) to return to the check-in screen.

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Can a contractor still complete an EWAF even if they are missing an Induction Card in their profile?
Contractors 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, contractors with a valid induction card can still complete an EWAF as the Safety Induction Card No. field is not mandatory.
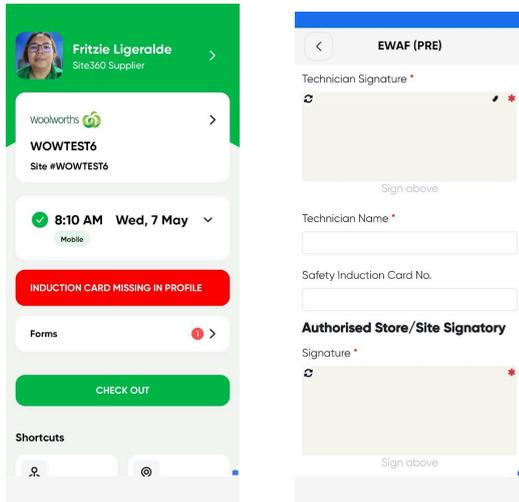
What are the support hours for Site360?
Site360 support hours are between 7AM - 7PM. Queries can be made via phone *1300 853 990* or email *support@site360.io.*