

Digital Work Authority Form (EWAF) FAQs

Last update 14 July 2026

NEW UPDATES as at 14/07/2026

How does the new Work Order (WO) list help me prioritise my jobs?

The list now displays the specific WO Priority and SLA dates directly on the screen, giving contractors immediate context on which jobs are most urgent and when they need to be completed.

Can I search or filter my Work Orders?

Yes. Contractors can now easily filter and sort Work Order list by: WO Type, WO Priority, and SLA date.

Does my company get notified for any open EWAFs?

Company Admins will get automatic email alerts if a contractor leaves the site while an EWAF remains open.

Can I still edit the auto-populated timestamp for Asset Operational Status, if required?

Yes, contractors can still update the date and time. The system auto-populates the current timestamp to minimise errors and save time.

What should I do if the system loses connectivity and I cannot retrieve my Maximo Work Orders?

The system will prompt contractors with a few options. Contractors can either retry the connection to load the Maximo list, or proceed with a non-Maximo EWAF and manually input the work order details.

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 and subcontractors currently using paper WAF or PTW forms.

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?

Data is stored securely in the *Wow Visitor Dashboard*. Only Woolworths has access to this data.

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

Paper WAF and PTW books will remain safely stored at each 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.

EWAF PROCESS (PRE AND POST)

What is EWAF PRE and EWAF POST?

EWAF has two mandatory components: EWAF PRE (completed before starting work) and EWAF POST (completed after finishing work).

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Who completes EWAF?

- Only the primary/lead contractor completes the EWAF. Only one EWAF is required per site check-in.
- Add team members under the 'Additional Technicians' field.
- A Site Access Controller or Representative must authorise both the PRE and POST forms.
- When working with a Maximo work order, make sure that you select or search for the work order in the list. If unavailable, manually enter the reference number and description.
- Upload relevant risk assessments (SWMS, JSA, SSI, SWI) directly to the EWAF.

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

Edit the EWAF PRE to include the additional technicians. The SAC must re-authorise the updated PRE form.

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

- Check-in status: Only contractors who are checked in to the site without an active EWAF will appear in the 'Additional Technician' dropdown list.
- Active assignments: Ensure the contractor is not already assigned to another open EWAF on 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?

Update the EWAF PRE to include the newly identified high-risk tasks. The SAC must re-authorise the form before work proceeds.

Is EWAF expiration mandated by Woolworths only or by legislation?

EWAF is designed to expire after 8 hours for high-risk works and 12 hours for non-high-risk works. This timeframe aligns with industry best practices and is reflected in the Woolworths Safety induction modules. Contractors will receive notifications before the EWAF expires and when it expires.

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

- If leaving the site (e.g., to retrieve parts from a van), you must PAUSE the EWAF PRE. This happens automatically if you are checked out upon leaving the geofence.
- Upon return, check back in and RESUME the EWAF PRE. This ensures accurate labour hours are logged and prevents invoice rejection.

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 data sends to Maximo once the EWAF POST is authorised.

What if a contractor forgets to complete an EWAF POST?

Contractors must return to the site, check in, and submit the EWAF POST for authorisation by the Site Access Controller (SAC) or Site Representative. Failing to complete an EWAF POST prevents contractors from starting a new EWAF at any other Woolworths 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 if I'm locked out and can't start a new EWAF?

Ensure you close all EWAFs before leaving a site. If you leave with an open EWAF, you must return to close it. Check your email for the EWAF PDF before leaving the site. If you leave with an open EWAF, you will be required to return to the site to close it. Multiple app notifications are sent as reminders.

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

Draft EWAFs (PRE or POST) are deleted upon checkout.

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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'.
- You must select the correct work order to enable this. Other required updates must still be completed directly in Maximo.

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*)

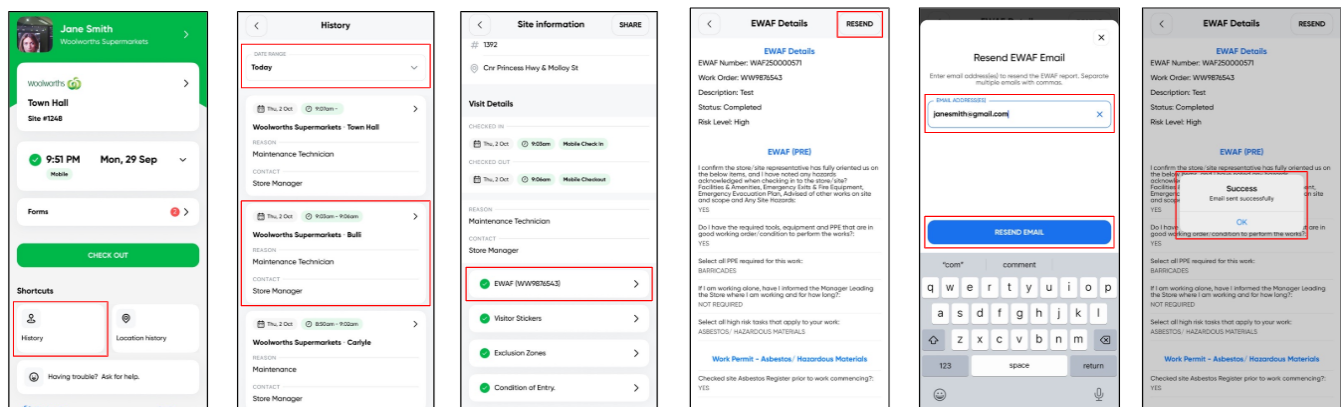
Can a copy of the EWAF be re-sent or forwarded to another email address?

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



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.

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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 must resolve all concerns with the SAC 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?

Contractors may hold their own device while the SAC reviews and signs. Wipes are available on-site for sanitisation.

Who is required to get a visitor sticker?

All contractors visiting a site require a visitor sticker. Support Office team members must wear their Wow Badge; otherwise, they also require a visitor sticker.

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

Yes. Contractors must present their valid Safety Induction card (Pegasus ID or Our Place Induction Card) for verification by the SAC.

WORK ORDERS

What if a contractor does not have a work order?

Select 'No' on the Work Order screen. Enter a Woolworths reference number (e.g., Purchase Order or Project Name) and provide a work description.

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 the Maximo vendor mobile app to ensure the work order corresponds to your current site and is in an active 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.

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LABOUR HOURS AND INVOICING

How are labour hours calculated in EWAF?

In the Site Attendance section of EWAF, system captured labour hours are calculated from the EWAF PRE approval time to the EWAF POST approval time, minus any paused or offsite hours. Ensure additional technicians are added upon arrival to capture their hours accurately.

Do contractors still need to attach EWAF to their invoices?

Yes. A completed EWAF must accompany the corresponding invoice.

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.
- The ability to bill for offsite hours is dependent on the terms and conditions of your engagement with Woolworths. All billable work performed outside of a Woolworths site requires prior approval.
- When submitting invoices, "Billable Offsite Hours" must be added as a separate line item from onsite labour hours.

Are waiting times to get SAC approval billable?

The callout fee is intended to cover the time required to travel to the site and obtain approval to commence work. If there is a disagreement regarding an exception case, please reach out to your Asset Specialist or Facilities Manager for review.

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 Scompleting 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

- Ensure location services, notifications, and camera permissions are enabled for the app.
- Refresh location services by opening a maps app to establish a precise location.
- If the issue persists, contact Site360 available 24hrs support via website or via phone 1300 853 990

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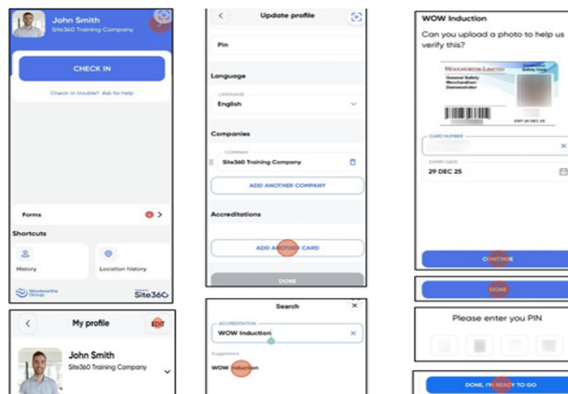
Can I use store or site wifi when there's intermittent network issues with the telco network?

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:

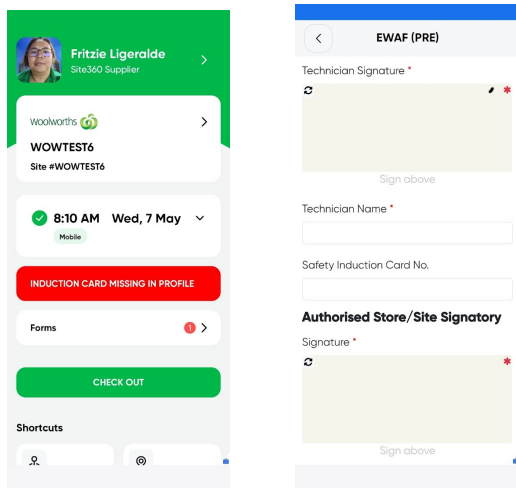
1. Make sure you are not checked-in to a site
2. Tap your name > Edit > Accreditation > Add Another Card. Begin to type WOW Induction and select from the Suggestions list.
3. Add a photo of your card, type your card number (with leading zeros and no spaces. E.g. 00123456) and tap on the calendar to enter the expiry date of your card.
4. 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 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.