Authority to Access (ATA) Contractor Procedure - PERMITTED

A Transurban Group procedure

procedure

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Revision history

Date	Version*	Author	Nature of change (including review history)
11 June 2021	0.1	Anne Horvath	New procedure
26 July 2021	0.2	Anne Horvath	Updated to include new information and structure
26 August 2021	1.0	Adam Lloyd	Approved for release
21 April 2022	1.1	Ian Le Griffon	Update to include North America
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23 June 2022	2.0	Adam Lloyd	Approved for release

* An automatic version of this document will be stored upon modifying. Before printing please insert the current version number into the table above and into the footer.

** When reviewing and updating the content of this document, please refer TU-BM-GU-001 Asset Management and Operations Controlled Documents Briefing Guideline.pdf

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1. Introduction

Authority to Access (ATA) is a process enabling internal and external parties to apply for access to Transurban Group (Transurban) Assets. The process ensures Transurban obtains information to know who is on site, the activities being performed and when and where the activities are taking place.

An ATA must be obtained for all parties requiring access to, and undertaking work, (including routine maintenance, maintenance closures and inspections), on Transurban Assets.

This procedure describes the process to obtain an ATA for Transurban Assets, including use of the Permitted system. Existing processes apply for those specific Transurban Assets not using the Permitted system (refer to Section 5 Table 1).

2. Purpose

The purpose of this document is to provide guidance on how to apply for access to a Transurban Asset including information on the use of the Permitted system.

3. Scope

This procedure applies to internal and external parties required to apply for access to Transurban Assets. Note: Access to Assets to conduct Emergency Works is excluded from the scope of this procedure.

4. Terms, Definitions and Abbreviations

Terms/ Abbreviation	Definition
Applicant	The individual requesting access to the Asset in the Permitted system
Asset	Transurban roadside locations and their related office premises
ATA	Authority to Access
Closure-In	A process to sign workers into a particular closure event. Typically a second level of access validation following initial sign-in. Often required during tunnel closures
Closure-Out	To sign-out workers who were previously signed in via the Closure-in process
Emergency Access	Access for works that are required immediately for a road incident or road safety issue. These works fall outside the scope of this procedure. Speak to your Transurban site contact if you need additional information on Emergency Access.
HSE	Health, Safety and Environment
JHA	Job Hazard Analysis
Maximo	Work planning system

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Terms/ Abbreviation	Definition
Permitted	System used to obtain access to a Transurban asset
Routine Access	Access to part or all of an Asset to undertake day-to-day maintenance works
Sign-In	The process to register commencement of access at a site and signifies an ATA has moved to "In Progress". Sign-in is available via the Permitted App/QR code or via notification to the Control Room. This action is required each time you attend site. **Permitted/ QR code:** The first part of the process to access a site using the QR code within the Permitted App **Control room:** The process to sign-in to access a site if the Permitted App is not being utilised
Sign-Out	The process to register departure from a site. Sign-out is available via the Permitted App/QR code or via notification to the Control Room. This action is required each time you are leaving site. **Permitted/ QR code:** The last part of the process to leave a site using the QR code within the Permitted App **Control room** The process to sign-out of access to a site if the Permitted App is not being utilised
SWMS	Safe Work Method Statement
Transurban	The company operating and maintaining the Assets on which works will be undertaken
Tunnel closures	The closure of part or all of an Asset to undertake scheduled maintenance works
WAP	Work Access Permit. In Permitted, an ATA is referred to as a WAP.
Work Order	A document specifying work to be performed. The Work Order number is generated by Maximo.

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5.   Procedure

This procedures describes the process to apply for access to Transurban sites, as depicted in Figure 1.
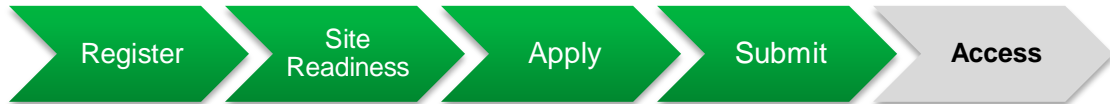
Register ➤ Site Readiness ➤ Apply ➤ Submit ➤ **Access**

Figure 1 ATA Application Process

The application process used across the Transurban assets is provided in Table 1.

Table 1 ATA application process

Region	Asset		
Use the Permitted system to apply for an ATA:			
NSW	Cross City Tunnel	M2	Eastern Distributor
	M5 South West	NorthConnex	Lane Cove Tunnel
QLD	Gateway Motorway	Logan Motorway	Clem7
	Legacy Way	Inner City Bypass	AirportLink
	Gateway Motorway Extension	Go Between Bridge	
VIC	CityLink		
USA	i95 Express Lanes	i395 Express Lanes	i495 Express Lanes
Continue to contact the Control Room directly for an ATA:			
NSW	M4 West	M4 East	Westlink M7
Canada	Montreal A25		

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5.1 Register

> ⚠️ Each individual completing an ATA registration must be attached to a company. If the company is not available for selection in Permitted, contact your company representative to set up the company. You will be unable to proceed until the required company is set up.

All individuals applying for an ATA are required to first register within the Permitted system via the following link:

5.1.1 Australia

https://www.permitted.com.au

Complete all the registration details which will include:

→ Individual's email address (email addresses can only be used once for one individual. The system will not allow two people to use the same email address). We recommend using a company (work) email address rather than a personal email address.

→ The ABN of the individual's company

→ Individual's job title

→ Provide the requested Personal Information

Upon registration, log-in details will be emailed to the individual registering. Upon receipt of details, log-in to Permitted and complete profile information.

Registration is a one-off process for each individual.

5.1.2 USA

https://www.permittedusa.com

Complete all the registration details which will include:

→ Individual's email address (email addresses can only be used once for one individual. The system will not allow two people to use the same email address). We recommend using a company (work) email address rather than a personal email address.

→ The Transurban supplied unique company number

→ Individual's job title

→ Personal information including; First name, last name, DOB, contact number, state

Upon registration, log-in details will be emailed to the individual registering. Upon receipt of details, log-in to Permitted and complete profile information.

Registration is a one-off process for each individual

A Quick Reference Guide "Contractor Individual Registration and Asset Induction" is available to assist you.

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5.2   Site Readiness

All registered individuals are required to be 'site ready' for each Transurban site for which access is required. To be site ready, specific documentation is required to be uploaded to Permitted, as defined in Table 2. Individuals only need to upload the the documentation that is being requested.

Table 2 Site readiness requirements

Documentation Requirements	Details	Market
Photo Identification	→ The photo identification must be government issued → The photo identification must have an expiry date and identifiable number → The photo must be clear → Personal details such as home address, date of birth, etc. can be 'blacked out' for privacy if required	**Australia:** Transurban Employees & External Parties **USA:** Transurban Employees Only
Transurban Asset Induction (previously known as Transurban HSE Asset Induction)	→ If you have previously completed the Transurban Asset Induction, upload a copy of the certificate it to Permitted. Confirm the induction certificate is not expired. → If this is the first induction or induction has expired, log-in to Permitted and follow the steps to complete the induction. → Personnel have **five days to complete** the induction. Progress may be saved to allow completion of the induction over several days. → This induction must be **completed with a 100% score** prior to applying for an ATA. Upon successful completion, the Transurban Asset Induction certificate is valid for 2 years from date of issue.	**Australia:** Transurban Employees & External Parties **USA:** Transurban Employees & External Parties
Transurban Lane Reversal	→ If you have previously completed the Transurban Lane Reversal Video, upload a copy of the evidence to support this. → If this is the first induction or induction has expired, log-in to Permitted and follow the steps to complete the induction including the Lane Reversal video	**USA:** Transurban Employees & External Parties

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Documentation Requirements	Details	Market
Construction Industry White Card*	→ The White Card must be current. Ensure the date on the White Card has not expired. (If no expiry date is entered in Permitted, the expiry date is defaulted to 01/01/25)	**Australia:** Transurban Employees & External Parties
	→ A Certificate of Attainment is accepted if the White Card has not yet arrived. It will expire in Permitted 60 days from issue.	
	→ Once the qualification is verified, the photograph of the qualification will be removed for privacy and will not be visible again.	

*Note: Some individuals who require the ability to raise a permit request on behalf of other individuals but do not attend site, or who require access to an office location but not a Roadside location, may be exempt from providing a White Card where this is required by the application to get "Site Ready". Please speak to your Transurban Site Contact if you believe you may qualify for a White Card exemption.

⚠ Applicants will be notified via email when qualification documentation is expiring and required to be updated in Permitted.

Once all documentation is uploaded into Permitted and verification is completed, the 'qualification' icon will turn green to indicate the application process can commence.

A Quick Reference Guide "Contractor Individual Registration and Asset Induction" is available to assist you.

5.3   Apply

⚠ **Ensure all site readiness documentation is uploaded and verified for all individuals to be listed on the ATA prior to applying for an ATA. Refer to Section 5.2.**

⚠ **Apply for an ATA at least 10 business days prior to the date required to access the Asset.**

ATA applications are required every time you need to access any portion of any Transurban Asset. To apply for an ATA, the following mandatory information must be included and completed accurately in the application:

→ The scope of work being performed

→ Where the work will be conducted

→ The date and time access to the Asset is required; select all dates required and start/ finish times

→ The details of all individuals that will be attending the site

→ The answers to the risk questions must align to the scope of work

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→ Safe Work Method Statement or Job Hazard Analysis (JHA/SWMS) related to the works being performed.

The ATA application is likely to be rejected if the above-mentioned information is not accurate and/or incomplete. If an ATA is rejected, the applicant will get a notification with any comments, and the applicant can edit the ATA and resubmit for approval.

Important notes to be considered prior to submitting the ATA are detailed in Table 3.

Table 3 ATA Application Rules

Information Type	Rules
Blanket applications	→ ATA applications should include the specific dates that site access is required and avoid including all dates in a month. Applications for a range of locations over an extended period of time (30+ days) are discouraged. Transurban may allow exceptions to this for certain types of work. Please discuss with your Transurban site contact where required.
Work orders	→ If a Work Order exists for the ATA, the Work Order number must be included when applying for the ATA
	→ Multiple Work Order numbers can be added to a single ATA
	→ Work Orders can be amended in Maximo (labour, craft, etc.) without an ATA being re-reviewed
	→ ATAs can be obtained without a work order where general access only is required (e.g. inspection only, no maintenance works)
Adding individuals to an ATA	→ Individuals with a verified Permitted account can be added to an ATA at any time
	→ Verified individuals are indicated by a 'green tick' icon.
	→ Individuals with 'red items' are required to supply all site readiness documentation to enable verification and cannot be added to an ATA until this is complete
	→ Adding verified individuals to an ATA **will not** require re-approval.
Removing individuals from an ATA	→ Individuals can be removed from an ATA at any time.

ATA applications will be reviewed to determine if the request to access the site is valid and all information provided is sufficient. Reviews can take up to 10 days.

A Quick Reference Guide "Requesting Authority to Access" is available to assist you.

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5.4 Submit

Once the ATA application is complete, the individual is able to submit the request for review and approval.

When submitting the ATA application, the terms and conditions must be accepted.

Upon submission of your application you will receive a confirmation email confirming your pending ATA request, with the accepted terms and conditions attached.

As the submission process progresses, the ATA status will change to reflect the stage of review. Table 4 explains the various stages attached to the ATA application process.

> ⚠ **The approximate time for an ATA request to be reviewed is 10 days**

Table 4 Application Status Details

Status	Description
Pending Approval	The ATA has been submitted. The applicant is still able to edit the ATA, however any reviews that have been completed will need to be done again. Reviewers can begin their review.
Pending Final Approval	All first level reviews of each expertise are complete. Final review can commence.
Approved	Workers can come to site at the designated date and time and sign into the ATA.
In Progress	Workers are currently signed into the ATA.
Completed	The dates and times have expired on the ATA and it can not be extended.
Cancelled	The applicant has cancelled the ATA.
Rejected	A reviewer has rejected the ATA and the applicant can correct the issue and re-apply.

5.5 Accessing Site

Once the ATA is Approved, the individuals listed on the ATA may attend site at the scheduled date and time. Signing in at site is dependent upon the type of work being conducted:

→ Routine works: signing in to the site is managed by the Transurban control room. Refer Section 5.5.1.
→ Tunnel closures: signing in to the site is managed using a QR code within the Permitted app. Refer Section 5.5.2.

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5.5.1 Routine Works

To gain access to an Asset for routine work requirements the contractor must:

→ Contact the control room one (1) hour before arrival at the Asset, followed by a call to sign in when arriving at site

→ Provide the ATA number and names of all individuals on site

→ Contact the control room to sign out when leaving the site.

5.5.2 Tunnel Closures

To gain access to an Asset for tunnel closure works each individual must:

→ Download the Permitted App on their mobile device and log-in as instructed to display the QR code. This code is unique to the email address of the individual signed in to the app. A printed copy of the QR code is also deemed acceptable.

→ Use the QR code to sign in to the Asset, then 'closure in' to the Asset as directed by Transurban staff or their representatives

Once works are completed, each individual must:

→ Use the QR code to 'closure out', followed by 'signing out' of the Asset as directed by Transurban staff or representatives

A Quick Reference Guide "Transurban Closure Access" is available to assist you.

5.5.3 Emergency Access

Each Asset has a process for managing Emergency Access that falls outside the scope of this ATA procedure. Emergency Access may be granted where works to resolve a safety or road incident need to be completed immediately. Speak to your Transurban site contact for more information about this process.

6. Help

Help is available to assist in applying for an ATA as follows:

→ Permitted: for system-related assistance please contact the Transurban Service Desk team at **TechnologyServiceDesk@transurban.com**

→ General: for process-related queries, refer to https://www.transurban.com/suppliers/permitted-faq to view frequently asked questions

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