

Authority to Access (ATA) Contractor Procedure - Permitted

A Transurban Group procedure

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* 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.

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1. Introduction

Authority to Access (**ATA**)¹ is a collection of end-to-end processes which enables internal and external parties to apply for and gain access to Transurban Group (Transurban) Assets. The ATA 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 Access Permit must be obtained for all parties requiring access to Transurban Assets for any activities on the Asset. This may, include undertaking work, such as routine maintenance, maintenance closures, corrective maintenance, project works, and inspection/assurance activities.

This procedure describes the process to obtain an Access Permit for Transurban Assets, using the Permitted system. Existing processes apply for those specific Transurban Assets not using the Permitted system (refer to Section 4, 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. Procedure

This procedure describes the processes to apply for access to Transurban Assets, shown in Figure 1.



Figure 1 ATA end-to-end processes

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

¹ ATA permit artefacts in Permitted are Transurban Access Permits (TAPs), previously referred to as work access permits (WAPs). From February 2025, TAPs will replace WAPs as the Permitted artefact used for Transurban (Australia) ATA permits.

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Table 1 ATA application process

Region		Assets	
Use the Permitted system to apply for an ATA Permit:			
Transurban NSW Business	Cross City Tunnel	Eastern Distributor	George Street
	Lane Cove Tunnel	M2	M5 South West
NorthConnex	NorthConnex		
Transurban QLD	300 George Street	Airport Link	Clem7
	Go Between Bridge	Gateway Motorway	Gateway Motorway Extension
	Inner City Bypass	Logan Motorway	Legacy Way
	TQ Network Operations Centre		
Transurban VIC	Collins Square	CityLink	Lorimer Street
USA	I-395 Express Lanes	I-495 Express Lanes	I-95 Express Lanes
Assets not currently using the Permitted system:			
NSW	WestConnex (site contact to provide information on access)		
Canada	Montreal A25		

For persons requiring access to Assets(s) that manage access via the Permitted system (in Table 1), refer to Sections 4.1 to 4.3.3.

4.1 Register



Each individual completing their registration in Permitted must be attached to a company. If the company is not available for selection in Permitted, contact Transurban Technology Service Desk by calling 1300 166 214 (in Australia) or (855) 337 5880 (in USA) to set up the company. You will not be able to proceed until the required company is set up.

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All individuals applying for an Access Permit for the relevant Assets listed in Table 1 are required to first register within the Permitted system for the relevant country, using the links provided below.

NOTE: Registration is a one-off process for each individual, within in each country.



For additional information to assist with your registration, refer to the *Getting Site Ready QRG* on the Transurban website [Supplier/Contractor's information page](#).

4.1.1 Australia

Registration link: <https://www.permitted.com.au>

Complete all of the registration details which includes the 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). It is recommended a company (work) email address is used rather than a personal email address.
- company ABN
- job title
- personal information, as requested.

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

4.1.2 USA

Registration link: <https://www.permittedusa.com>

Complete all of the registration details which includes:

- 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). It is recommended a company (work) email address is used 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, and state.

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

4.2 Site readiness

All registered individuals are required to be 'Site Ready' for each of the following Transurban sites in Permitted for which Authority to Access is required:

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- Transurban NSW Business
- NorthConnex
- Transurban QLD
- Transurban VIC
- Transurban USA.

To be 'Site Ready', specific documentation is required to be uploaded into Permitted, as defined in Table 2. Individuals only need to upload the documentation that is being requested.

Table 2 Site readiness documentation requirements

Documentation	Requirements	Applies to
Photo Identification	<ul style="list-style-type: none"> → The photo identification must be government issued (e.g. passport or driver's licence). → 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 Asset Induction (previously known as Transurban HSE Asset Induction)	<ul style="list-style-type: none"> → If you have previously completed the Transurban Asset Induction, upload a copy of the certificate 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 Access Permit. Upon successful completion, the Transurban Asset Induction certificate is valid for two (2) years from date of issue. 	→ Australia → USA
Transurban Lane Reversal	<ul style="list-style-type: none"> → If you have previously completed the Transurban Lane Reversal Video, upload a copy of the evidence to support this. 	→ USA
Construction Industry White Card*	<ul style="list-style-type: none"> → 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 31/12/2050) → A Certificate of Attainment is accepted if the White Card has not yet arrived. It will expire in Permitted 60 days from issue. 	→ Australia

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Documentation	Requirements	Applies to
	→ 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.



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 into Permitted, as defined in Table 2. Individuals only need to upload the documentation that is being requested.

4.3 Apply and submit

4.3.1 Apply



Ensure all site readiness documentation is uploaded and verified for all individuals to be listed on the Access Permit prior to applying for an Access Permit (refer to Section 4.2 **Error! Reference source not found.**).

Individuals must be Site Ready for the entire period of the Access Permit. If their qualifications are due to expire before the end date of the Access Permit, the qualification must be updated prior to adding them to the Access Permit.

AUSTRALIA ONLY: The system will not allow attendees to be added unless they are 'Site Ready' for the duration of the Access Permit.



Apply for an Access Permit at least 10 business days prior to the date required to access the Asset. Note: the 10 business days requirement also applies for re-submission of an Access Permit.

AUSTRALIA ONLY: Where state-based approvals are required for traffic management, applications for these approvals may need to be submitted 6 weeks prior to the Asset access date. Reach out to your Transurban Contact to confirm.

ATA applications are required every time you need to access any portion of any Transurban Asset listed in Table 1 above. To apply for an Access Permit, the following mandatory information must be included and completed accurately in the application:

→ The scope of work being performed.

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- 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 (must be 'Site Ready' – refer to Section 4.2).
- The answers to the risk questions must align to the scope of work.
- Safe Work Method Statement (**SWMS**) or Job Hazard Analysis (**JHA**) relate to the works being performed, including the identification of safety and environment hazards and controls. For the avoidance of doubt, within Australia, a SWMS must be prepared and uploaded for any high-risk construction work prescribed within WHS legislation.
- Australia only:
 - Traffic closure details, including appropriate Traffic Management Plans (**TMP**), SWMS, Traffic Guidance Schemes (**TGS**), and TGS Risk Assessments
 - Where requested, a completed CSP which includes details of works or activities impacting the functionality of critical systems.

The Access Permit request is likely to be rejected if the above-mentioned information is not accurate and/or incomplete. If an Access Permit request is rejected, the applicant will get a notification with any comments, and the applicant can edit the Access Permit request and re-submit for approval. If required to be resubmitted, this will reset the 10 business days required for review prior to access.

As part of the work planning process, Contractors and third parties should routinely review the Transurban Hazard Register (accessible within Permitted) as part of their planning process.

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

Table 3 ATA application rules

Information Type	Rules
Blanket applications (USA)	→ 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 packages (Australia)	→ ATA applications are to be structured in line with specific work package definitions provided in Appendix 1 of this procedure. Work packages are classified by primary categories and sub-categories. The primary work package categories are: <ul style="list-style-type: none">— preventative maintenance— corrective/ reactive maintenance— projects— facilities— third party.

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Information Type	Rules
Authorised Requester	<ul style="list-style-type: none"> → ATA requests are only raised by companies engaged by Transurban. → The organisation contracted directly by Transurban to perform the works or activities is the party who is responsible for raising the ATA request. This Access Permit is for all workers entering the Asset to complete the contracted works or activities. → The only exception is a Third Party/ non-contracted entity (NCE) who has been engaged by an organisation with assets or equipment located within Transurban lease boundaries.
Works identification numbers	<ul style="list-style-type: none"> → If a Work Order exists for the Access Permit, the Work Order number must be included when applying for the Access Permit. → Multiple Work Order numbers can be added to a single Access Permit. → Work Orders can be amended in Maximo (labour, craft, etc.) without an Access Permit being re-reviewed. → Access Permits can be obtained without a works identification number where general access only is required (e.g. inspection only, no maintenance works).
Adding individuals to an Access Permit	<ul style="list-style-type: none"> → Individuals with a verified Permitted account can be added to an Access Permit at any time, until the Access Permit is in a "Completed" status. → Australia: Individuals can be added at any time before the Access Permit is completed, provided their qualifications are valid for the entirety of the ATA permit. If qualifications are due to expire during the time the Access Permit is valid, the individual cannot be added to the Access Permit and must update the qualifications prior to being added. → 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 Access Permit will not require re-approval.
Removing individuals from an ATA	<ul style="list-style-type: none"> → Individuals can be removed from an Access Permit at any time, until the Access Permit is in a Completed status.

ATA applications will be reviewed to determine if the request to access the Asset is valid, and all information provided is sufficient. Reviews can take up to 10 business days. An ATA request that requires a re-review due to edits or re-submission will also have a 10 business day lead time.

(AUSTRALIA ONLY) NOTE: If state or council approvals are needed for traffic closures, they can take up to six (6) weeks and should be considered in the lead time for application. Transurban can assess the ATA permit as 'Site Ready' before these state or council approvals are obtained, BUT traffic management cannot be implemented until the approval is obtained.

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For additional information to assist with your application, refer to the following support materials available on the Transurban website [Supplier/Contractor's information page](#).

- [Requesting Authority to Access \(Australia\) Quick Reference Guide](#)
- [Requesting Authority to Access \(USA\) Quick Reference Guide](#)
- [Raise an Authority to Access Request \(Australia\) Video](#)
- [Navigating Permitted \(Australia\) Video](#).

4.3.2 Submit

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

When submitting the ATA application, the terms and conditions must be accepted. For Australian Assets, the Warrant Statement must also be accepted.

Upon submission of your application, you will receive an email confirming your pending ATA request, with the accepted terms and conditions attached. (For Australian users the terms and conditions will be linked in the Warrant Statement and are also available from the Site Downloads section of Permitted).

As the ATA submission progresses, the status will change to reflect the stage of review.

Table 4 explains each of the stages for the USA/Canada application review process.

Table 5 explains each of the stages for the Australian ATA application review process.

In Australia, should the Reviewer require additional information to complete their review, they will contact the applicant via an in-application messaging tool. The applicant is to respond via the in-application messaging tool to ensure a full auditable history of the ATA permit.



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

In Australia, potentially more when state-based road closure approvals are required. Check with your site contact if these may be required.

Table 4 USA ATA application review status stages

Status	Description
Approved	Workers can come to site at the designated date and time and sign into the Access Permit.
Cancelled	The applicant has cancelled the ATA request.
Completed	The dates and times have expired on the Access Permit, and it cannot be extended.

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Status	Description
<i>In Progress</i>	Workers are currently signed into the Access Permit.
<i>Pending Approval</i>	The ATA request has been submitted. The applicant is still able to edit the ATA request, however any reviews that have been completed will need to be done again. Reviewers can begin their review.
<i>Pending Final Approval</i>	All first level reviews of each expertise are complete. Final review can commence.
<i>Rejected</i>	A Reviewer has rejected the ATA request, and the applicant can correct the issue and re-apply.

Table 5 Australia ATA application review status stages

Status	Description
<i>Accepted</i>	The Traffic Closure/ CSP has been reviewed and application meets minimum required standards. Application will progress to next steps.
<i>Cancelled</i>	Either the applicant or the Reviewer has cancelled the ATA request, Traffic Closure, or CSP.
<i>Completed</i>	The dates and times have expired on the Access Permit and it cannot be extended.
<i>Draft</i>	The ATA application has been saved while in progress, but not yet submitted.
<i>Expired</i>	The ATA request has not been opened or edited for a period of over 30 days and is considered abandoned. Approved users can still edit the Access Permit for submission.
<i>In Progress</i>	Workers are currently signed into the Access Permit.
<i>In Review</i>	The Risk Assessment, and Traffic Closure/CSP where required, has been assigned to the relevant Reviewers and reviews are in progress.
<i>Pending Applicant</i>	An in-app message has been created and requires a response.
<i>Pending CSP Response</i>	CSP requires completion and submission by the Requester.
<i>Pending CSP Review</i>	CSP has been submitted and is awaiting Reviewer response prior to moving onto next steps.

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Status	Description
Pending Risk Response	Risk assessment requires entry and submission. (If a CSP is required, the CSP has been reviewed and received an accepted status)
Pending Traffic Response	Traffic closure questionnaire requires completion and submission.
Rejected	A Reviewer has rejected the Traffic Control/ CSP/ Risk Assessment and the applicant can correct the issue and re-submit.
Site Ready	The ATA application is complete. Workers can come to site at the designated date and time and sign into the Access Permit. NOTE: Traffic closures can be updated, added or deleted while an Access Permit (TAP) is in a 'Site Ready' status. A 'Site Ready' status is not a guarantee traffic management has been accepted for implementation. The applicant must confirm the Traffic Response has been accepted prior to coming to site.
Submitted	The Traffic Closure, CSP, and risk assessment have been submitted where required, but the review has not yet been assigned to a Reviewer.

4.3.3 Updating an ATA request (Australia ONLY)

Authority to Access requests can be edited after submission by opening the Transurban Access Permit (**TAP**) and selecting an edit option, noting a TAP in a review status cannot be edited.

Edits on submitted items will trigger a re-review of the item edited (Traffic Closure/ CSP/ Risk Assessment). Only the applicant and authorised company representatives can edit an Access Permit.

Refer to Appendix 2 for TAP edit rules.

4.4 Accessing site

Once the Access Permit is 'Site Ready', the individuals listed on the Access Permit may attend site at the scheduled date and time. Signing in at site is dependent upon the type of work being conducted:

- Routine works²: signing in to the site is managed by the Transurban Control Room. Refer Section 4.4.1.
- Tunnel shuts or full carriageway closures: signing in to the site is managed using a QR code within the Permitted App. (Refer Section 4.4.2).

² Refer to Glossary for definitions of routine and non-routine works

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NOTE: In Australia traffic closures can be updated, added, or deleted while an Access Permit (TAP) is in a 'Site Ready' status. A 'Site Ready' status is not a guarantee traffic management has been accepted for implementation.

4.4.1 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:
 - In Australia Control Room phone numbers are available from the Site Downloads section of Permitted.
- Provide the Access Permit number and names of all individuals on site.
- Contact the Control Room to sign-out when leaving the site.

4.4.2 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', which will be followed by 'signing out' of the Asset by Transurban staff or representatives.



For additional information refer to the following support materials available on the Transurban website [Supplier/Contractor's information page](#).

→ [Transurban Closure Access Quick Reference Guide](#).

4.4.3 Emergency and urgent access

There are separate emergency and urgent access procedures for Transurban Assets. Speak to your Transurban Site Contact for more information about this process.

5. Help

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

- Permitted: for system-related assistance please contact the Transurban Technology Service Desk on:
 - 1300 166 214 for Australia
 - 1 855 337 5880 for North America.

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→ General: for additional support with process-related queries, refer to the Transurban website: [Suppliers and contractors | Transurban Group](#).

6. Glossary: Terms, Definitions and Abbreviations

Terms/ Abbreviation	Definition
Access Permit	A generic term for a permit granted by Transurban to an applicant requesting Authority to Access.
Applicant	The individual requesting access to the Asset in the Permitted system
Asset	A road network, tunnel network, or facility which Transurban owns, or operates and maintains in accordance with a Concession Deed. Within the context of the ATA value stream may also be referred to as a Transurban lease boundary.
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
CSP	Critical systems permit
Disciplines	Disciplines include: <ul style="list-style-type: none">→ M&E→ Civil→ ITS→ Inspection→ Facilities→ Project Delivery→ Traffic Control→ General Office→ Other - please specify
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

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Terms/ Abbreviation Definition	
JHA	Job Hazard Analysis
Maximo	Work planning system
Non-routine works	<p>Non-routine works includes:</p> <ul style="list-style-type: none"> → Work that is outside the scope of a planned preventative maintenance schedule → High-risk works which have not been performed by the requesting entity on a Transurban Asset in the last 12 months <i>see also: Routine works</i>
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
Routine works	<p>Routine works includes any:</p> <ul style="list-style-type: none"> → works in scope of planned preventative maintenance → high-risk works which have been performed by the requesting party on a Transurban Asset in the last 12 months. <p><i>see also: Non-routine works</i></p>
Sign-In	<p>The process to register commencement of access at a site and signifies an Access Permit 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.</p> <p>Permitted/ QR code: The first part of the process to access a site using the QR code within the Permitted App</p> <p>Control room: The process to sign-in to access a site if the Permitted App is not being utilised</p>
Sign-out	<p>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.</p> <p>Permitted/ QR code: The last part of the process to leave a site using the QR code within the Permitted App</p> <p>Control room</p>

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Terms/ Abbreviation Definition	
	The process to sign-out of access to a site if the Permitted App is not being utilised
SWMS	Safe Work Method Statement (document meeting requirements prescribed in Australian WHS legislation)
Transurban	The company operating and maintaining the Assets on which works will be undertaken
Tunnel closures	The shutdown of a Transurban Asset road tunnel or any of its sections
WAP (USA ONLY)	Work Access Permit. In Permitted, an ATA permit is referred to as a WAP.
Work order	A document specifying work to be performed. The Work Order number is generated by Maximo.
TAP (Australia ONLY)	Transurban Access Permit. The ATA permit artefact in Permitted. From February 2025, TAPs will replace WAPs as the Permitted artefact used for Transurban (Australia) ATA permits.
Third Party/ non-contracted entity (NCE)	An organisation engaged by an entity other than Transurban to perform works on equipment or assets located within a Transurban lease boundary but not belonging to Transurban. For example works performed on behalf of a telecommunications company on that company's Assets or equipment.
Traffic closures	The closure of part or all of a roadway for the purposes of performing works or other activities where traffic management must be put in place.
Tunnel closures	The closure of part or all of a tunnel Asset for the purposes of performing works or other activities where traffic management must be put in place.

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Appendix 1 Work package definitions (Australia)

Package Type	Sub Type	Requester Party	Disciplines	# of Assets	Date range
Preventative Maintenance	Open Road/ Tunnel Works without full shut/ Facilities	TU contracted entity*	All	One	Up to 3 months (quarterly in line with maintenance schedule)
	Tunnel Shut/ Full Carriage Way Closure	TU contracted entity*	All	One	Covering dates of a single tunnel closure
Corrective Maintenance	Open Road/ Tunnel Works without full shut/ Facilities	TU contracted entity*	All	One	All works under a single traffic closure of no more than 30 days.
	Tunnel Shut/ Full Carriage Way Closure	TU contracted entity*	All	One	Covering dates of a single tunnel closure
Project	Open Road/ Tunnel Works without full shut/ Facilities	TU contracted entity*	All	One	Up to 30 days (or up to 3 months by arrangement with TU)
	Tunnel Shut/ Full Carriage Way Closure	TU contracted entity*	All	One	Covering dates of a single tunnel closure
Facilities	Open Road/ Tunnel Works without full shut/ Facilities	TU contracted entity*	All	One	Up to 30 days
	Tunnel Shut/ Full Carriage Way Closure	TU contracted entity*	All	One	Covering dates of a single tunnel closure
Third Party	Open Road/ Tunnel Works without full shut/ Facilities	Non-TU contracted entity**	All	One	Up to 30 days
	Tunnel Shut/ Full Carriage Way Closure	Non-TU contracted entity**	All	One	Covering dates of a single tunnel closure

*Entity holding a contract directly with Transurban to perform works.

** Entity performing works on behalf of an organisation who own assets located within a Transurban lease boundary (for example – phone exchange).

NOTE: Refer to Glossary for list of Disciplines

Authority to Access (ATA) Contractor Procedure - Permitted

Appendix 2 TAP edit rules (Requester, Australia Only)

Status	Item				Re-review
	TAP	Traffic Closure	CSP	Attendees	
Draft	Y**	Y	Y		N
Submitted	Y**	Y	Y	Y	NA
Pending CSP Review	N			Y	
Rejected CSP	Y				Y
Pending Traffic Response	Y**			Y	N
Pending CSP Response	Y**			Y	N
Pending Risk Response	Y**			Y	N
Pending Applicant	Y**				N
In Review	N	N	N	Y	
Accepted		Y	Y		Y
Site Ready	Y	Y*	Y	Y	Y
Completed	N	N	N		
Cancelled		N	N		
Rejected	Y	Y	Y		Y
Expired	Y	Y	Y		Y
In Progress	N	N	N	Y	

* Replace state-based closure approval document allowed with no review required. Will be in a *Pending Document* status

** Ability to add Notes is available