

David Jones

Contractor Reference Guide

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1. David Jones Contractor Management

Welcome

David Jones is committed to the health, safety and welfare of all workers including employees, concession employees, contractors and their subcontractors.

In order to ensure contractor safety and compliance to the Work, Health & Safety Act and, as far as is reasonably practicable, the safety, health and well-being of our contractors and their subcontractors, David Jones has implemented a Contractor Management System that will consolidate all streams of contractor management into one consistent process.

David Jones Contractor Management System

The Contractor Management System adopts a risk-based approach to categorise and manage contractors based on the work they perform on our sites. This guide presents more detailed information about what the Contractor Management System is and who has to use it.

All contractor companies and other business entities that perform or are going to perform work on a David Jones site must register with the David Jones Contractor Management System and be pre-qualified prior to commencing work.

The Contractor Management System requires all companies to register and provide various company details.

As part of this process, important supporting documents must be uploaded. These typically include insurances (Workers Compensation/Public Liability) and trade licences.

Companies may also be required to submit further information on their Safety Management Systems for review (also known as a SMS Review). This is determined by the type of work that they will be performing on site.

Upon pre-qualification, contractor and sub-contractor companies are also required to register all employees that undertake work on David Jones sites, to enable them to complete the David Jones General Safety Online induction. This is a simple process whereby the employee is required to familiarise themselves with the David Jones safety requirements by reading a number of information modules and answering a series of assessment questions to confirm understanding.

Once the individual has passed this induction, they will be issued a David Jones Contractor Card as proof of successful induction completion. It is a requirement to have the Contractor Card on hand in order to gain access to any David Jones site.

The Contractor Management System is managed on behalf of David Jones by an external company, Pegasus Safety and powered by contractor management software Onsite Track Easy (a division of Pegasus).

2. Contractor Management Process

Overview

All companies or business entities conducting activities or work, on any David Jones site, are required to undertake the Contractor Management System Pre-Qualification processes.

This involves registering with and logging onto the online David Jones Contractor Portal, which is managed by Pegasus Safety.

To prepare for this pre-qualification process, you will be required to have copies and details of all:

- Insurances such as Workers Compensation and Public Liability
- Company Trade Licences
- Safety Management System (SMS) documentation or AS4801 compliance information

Based on the type of work that you perform on a David Jones site, you will be given a predetermined risk category of 1A, 1B, 2, or 3. Companies assigned to certain categories may be required to undergo a Safety Management System (SMS) review. See Appendix A for a detailed Contractor Pre-qualification Process.

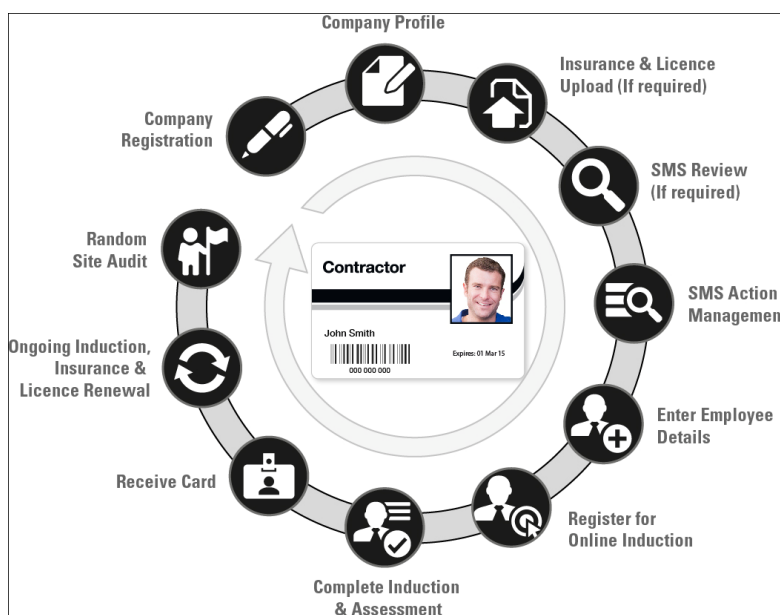
Once your business is pre-qualified, you must register all your employees to enable them to complete the David Jones Online Safety Induction prior to attending David Jones sites. If your company engages sub-contractors to perform work on any David Jones site, you must ensure they register their business and all employees that perform work on any David Jones site. See Section 3 on Sub-contractor Management Process.

All your employees and your sub-contractor employees must successfully complete the David Jones Online Safety Induction to obtain a David Jones Contractor Card.

David Jones Contractor Cards are required to sign in and out of David Jones sites. See section 4 on Access to David Jones Premises Process.

End-to-end System Process Flow

The following diagram illustrates the end-to-end pre-qualification and employee induction process flow.



**End-to-end
System Process
Description**



Company Registration

Go to the David Jones Contractor Portal by clicking <https://secure.onsitetrackeasy.com.au/portal/davidJones> to begin the registration process. If your company is not already registered in the system, you will be required to enter your company ABN and details to register for an account on the David Jones Contractor Portal. Once approved, you will receive an email with logon details to the portal.



Company Profile

Log onto the David Jones Contractor Portal with the logon details sent to you via email. Complete the Company Profiling section by answering all applicable questions. A risk category will be assigned to your company and you will be required to pay a registration fee based on the risk category via an online transaction.



Insurance & Licence Upload (if required)

Upload all relevant documents - Depending on the answers provided in the profiling questionnaire, the system will determine whether you need to provide Insurance Policies and Licenses for the work your company performs.

Pegasus will review and verify your documents within 3 working days.



SMS Review (if required)

Complete the SMS review - Depending on the answers provided in the profiling questionnaire, the system will determine whether an audit of your company's Safety Management System (SMS) is required.

Pegasus will review your SMS within 5 working days.



SMS Action Management (if applicable)

If any deficiencies are identified in your company's SMS, Pegasus will work with your company to help you fix them quickly, completely and cost effectively.

Pegasus will assist in corrective actions in order for your company to achieve compliance within 10 working days.



Enter Employee Details

Enter and edit your company employee details in the David Jones Contractor Portal; this includes personal contact details, address, phone number, photo and email address.

Pending any verification from Pegasus, your company's pre-qualification is complete.



Register for Online Induction

Register all your employees that undertake work on David Jones site for online induction.

All your employees must complete the compulsory General Safety Online Induction in order to become compliant to work at David Jones sites.

In addition to this compulsory module certain contractor employees must complete other modules depending on the work they perform. The additional modules are:

- Cleaning , and
- Building and Maintenance

See Appendix E for a full list of who must complete each of these additional induction modules.

Once enrolment has been completed, an email will be sent to each of your employees enrolled in an induction with a link and log in instructions to the online inductions.

Complete Induction & Assessment



Your employees can access the online induction following the log in details received by email. The following is an estimate of the time required to complete each induction, including assessment:

- General Safety - up to 35 minutes
- Cleaning - up to 20 minutes
- Building & Maintenance - up to 25 minutes

The online induction assessment can be taken as many times as necessary until successful completion.

Contractor employees that have not completed an online induction will not be granted access to David Jones sites.

Inductions are valid for a 2 year period.

Receive Card



When a contractor employee successfully completes the online induction, a David Jones Contractor Card will be posted to your company address within 3 working days. Should you fail to receive your employees' contractor cards within 3 working days, contact Pegasus via one of the following means:

Phone: 1300 651 989 (7am to 5pm AEST, Monday to Friday)

Email: djssafetycompliance@pegasus.net.au

Upon receipt of the cards, they must be distributed to the contractor employees prior to work commencing at David Jones Sites. Contractor Cards are required to sign in and out of David Jones sites.

The Contractor Card has an expiration date of 2 years from induction time and will be printed on the card.

Ongoing Induction, Insurance and Licence Renewal



Ensure all your employees that undertake work on David Jones sites have a valid Contractor Card. Upon expiration, your employees are required to enrol and complete the appropriate online inductions to obtain a new Contractor Card.

As soon as your policies, insurances and licences expire, make sure to submit updated documents to Pegasus in order to maintain compliance.

Random Site Audit

David Jones will conduct random audits to contractor employees on site to ensure:



- Contractor company is compliant in David Jones Contractor Management System
- Contractor employee has completed the necessary induction module
- Validity of Contractor Card

3. Sub-Contractor Management Process

Overview

All contractor companies who engage the services of sub-contractors to perform work on David Jones sites must ensure those sub-contractors are registered on the David Jones Contractor Portal.

This involves registering with and logging onto the online David Jones Contractor Portal, which is managed by Pegasus Safety.

Once your sub-contractor company is registered, all their employees that undertake work on David Jones sites will need to be pre-registered.

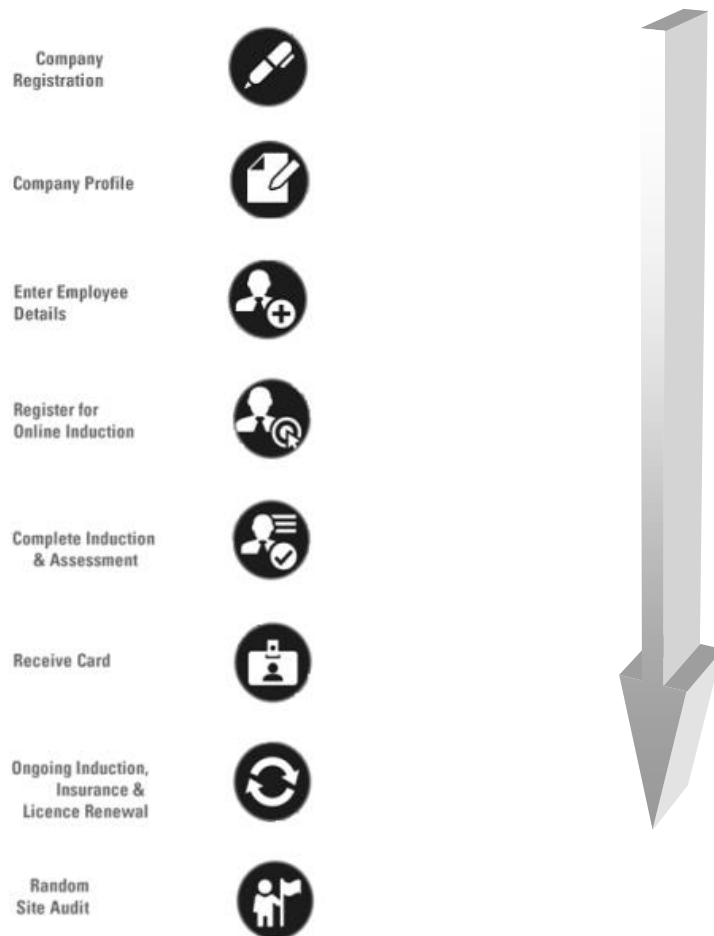
All sub-contractor employees must successfully complete the David Jones Online Safety Induction to obtain a David Jones Contractor Card prior to work commencing on David Jones sites.

Contractor Cards are required to sign in and out of David Jones sites. See section 4 on Access to David Jones Premises Process.

IMPORTANT: This Process does not remove your responsibility to ensure your sub-contractors compliance to the legislation.

End-to-end Process Flow

The following diagram illustrates the end-to-end registration and employee registration process flow.



**End-to-end
Process Detail**



Company Registration

Go to the David Jones Contractor Portal by clicking <https://secure.onsitetrackeasy.com.au/portal/davidJones> to begin the registration process. If your subcontractor company is not already registered in the system, they will be required to enter their company ABN and details to register for an account on the David Jones Contractor Portal. Once approved, they will receive an email with the logon details to the portal.



Company Profile

Your subcontractor company can then log onto the David Jones Contractor Portal with the logon details sent to them via email. Complete the Company Profiling questions by answering all applicable questions.



Enter Employee Details

Your subcontractor company can enter and edit their employee details in the David Jones Contractor Portal; this includes personal contact details, address, phone number, photo and email address.

Your subcontractor company's pre-registration is complete.



Register for Online Induction

Register all your employees that undertake work on David Jones site for online induction.

All your employees must complete the compulsory General Safety Online Induction in order to become compliant to work at David Jones sites.

In addition to this compulsory module certain contractor employees must complete other modules depending on the work they perform. The additional modules are:

- Cleaning , and
- Building and Maintenance

See Appendix E for a full list of who must complete each of these additional induction modules.

Once enrolment has been completed, an email will be sent to each of your employees enrolled in an induction with a link and log in instructions to the online inductions.



Complete Induction & Assessment

Your employees can access the online induction following the log in details received by email. The following is an estimate of the time required to complete each induction, including assessment:

- General Safety - up to 35 minutes
- Cleaning - up to 20 minutes
- Building & Maintenance - up to 25 minutes

The online induction assessment can be taken as many times as necessary until successful completion.

Contractor employees that have not completed an online induction will not be granted access to David Jones sites.

Inductions are valid for a 2 year period.



Receive the card

When a contractor employee successfully completes the online induction, a David Jones Contractor Card will be posted to your company address within 3 working days. Should you fail to receive your employees' contractor cards within 3 working days, contact Pegasus via one of the following means:

Phone: 1300 651 989 (7am to 5pm AEST, Monday to Friday)

Email: djssafetycompliance@pegasus.net.au

Upon receipt of the cards, they must be distributed to the contractor employees prior to work commencing at David Jones Sites. Contractor Cards are required to sign in and out of David Jones sites.

The Contractor Card has an expiration date of 2 years from induction time and will be printed on the card.

Ongoing Induction Renewal

Ensure all your employees that undertake work on David Jones sites have a valid Contractor Card. Upon expiration, your employees are required to enrol and complete the appropriate online inductions to obtain a new Contractor Card.



Random site audit

David Jones will conduct random audits to contractor employees on site to ensure:

- Contractor company is compliant in David Jones Contractor Management System
- Contractor employee has completed the necessary induction module
- Validity of Contractor Card



4. Access to David Jones Premises

Overview

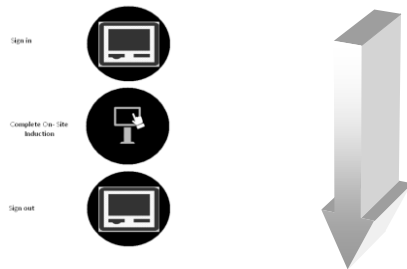
All contractor and sub-contractor employees required to enter a David Jones Site must do so through the staff entrance and are required to sign in on the Register Kiosk using their personal David Jones Contractor Card.

David Jones will deny access to its premises in the following instances:

- Employees of contractor companies that are not compliant in David Jones Contractor Management System
- Employees of sub-contractor companies that are not registered in the David Jones Contractor Management System
- Employees of contractor and sub-contractor companies that have not completed the appropriate David Jones Online Safety Induction

End-to-end Process Flow

The following diagram illustrates the end-to-end Sign in/out process flow.



End-to-end Process Description

Sign In

Upon arrival to a David Jones premise, sign in on the Register Kiosk by swiping your David Jones Contractor Card. Follow the system prompts to complete this process and collect a Contractor Sticker. This Contractor Sticker must be worn in a visible position at all times while on David Jones sites.



Contractor and sub-contractor employees not wearing a contractor sticker, might be asked to leave the premise by a store representative if:

- The individual has not completed the necessary David Jones Online Safety Induction modules.
- Contractor company is not compliant in the Contractor Management System
- Subcontractor company is not registered in the Contractor Management System



Complete On- Site Induction

An on-site induction is required when a contractor / sub-contractor requires access to a premise for the first time. When signing in, the system will prompt you to complete the on-site induction; this induction covers basic site based safety information and will take approximately 1 minute to complete.



Sign Out

When leaving a David Jones premise, sign out by swiping your Contractor Card on the Register Kiosk.

Should you fail to sign out, a store representative may contact you to ensure you have left the premise safely at the end of the day.

5. Frequently Asked Questions (FAQs)

Q1: Employees from my company need to complete work on David Jones sites. What do I need to do?

A: Prior to work commencing, you will need to register and pre-qualify your company via the online David Jones Contractor Portal. Once your company has been registered and your registration has been approved you will receive a username and password to login to the Portal and you will be able to start the pre-qualification process and pre-registering all employees requiring access to David Jones sites.

Q2: What is company pre-qualification?

A: Pre-qualification is a process that ensures any contracting company that undertakes work at any David Jones site has all the appropriate qualifications and insurances. The process is conducted by a third party – Pegasus Safety. Pegasus collects and verifies your company’s safety data on behalf of David Jones and compares it against all legal and industry procedural requirements.

Conditions for compliance can include legislative requirements (industry specific), identification and confirmation of all relevant occupation and trade certificates, insurances, Safety Management Systems and risk assessment tools.

Q3: Why does my company need to be pre-qualified when we have worked with David Jones previously?

A: David Jones takes contractor safety management seriously and in line with the Work, Health & Safety (WHS) Legislation and Regulations has formalised our national contractor management solution. It is a shared responsibility between David Jones and your company to ensure safety for contractor employees and compliance to the legislation.

Q4: My company is already pre-qualified with another company on the Pegasus system. Do I need to pay to get pre-qualified with David Jones again?

A: Your company will not be required to pay for the pre-qualification with David Jones if the following conditions are met:

- i. Your company is already pre-qualified with another RETAILER on the Pegasus system
- ii. The work you perform for David Jones is of the same nature
- iii. The work you perform for David Jones falls within the same risk category as the other retailer

Please note that you are still required to complete the company registration process by completing the company profiling questions on the David Jones Contractor Portal.

Q5: What happens if my company is not pre-qualified?

A: It is a David Jones pre-requisite for your company to complete the online pre-qualification process prior to commencing any work on any David Jones site. Failure to complete the process could result in denied access to any David Jones site for your employees and subcontractor employees.

Q6: When will my company need to be pre-qualified by?

A: You will be required to complete the pre-qualification process prior to the date of work commencing on any David Jones site. The exact date will be communicated to you by your David Jones contact.

Q7: I engage sub-contractors to perform work on David Jones sites, do they need to be pre-qualified?

A: Your subcontractors are not required to complete the pre-qualification process, however they are required to register on the Contractor Management System through the David Jones Contractor Portal. It is important to note that this registration does not remove your accountability for your subcontractors' safety. This registration will be free of charge to your subcontractors.

Q8: How is my company's risk category determined?

Your company's risk category is determined by the type of work you perform on David Jones sites. Depending on the answers provided in the profiling questionnaire, the system will automatically assign a risk category to your company.

Q9: How much does the pre-qualification cost?

A: Depending on the risk category assigned to your company, the cost varies and is summarised below: -

Category	Cost (excl. GST)
Category 1A – Principal Contractor	\$600
Category 1B – High Risk	\$500
Category 2 – Medium Risk	\$300
Category 3 – Low Risk	\$200
Sub-Contractor	No Cost

Q10: Why is there a pre-qualification fee?

The fee is an administrative cost payable to Pegasus Safety for reviewing and verifying all safety data for your company, in order to ensure compliance to the legislation.

Q11: How do I pay?

A: Secure online payments are available through the David Jones Contractor portal via credit card; Visa and MasterCard will be accepted. Alternatively, with prior approval, accounts can be established for larger organisations.

Q12: How long is my company registration valid for?

A: Registration is valid for 1-2 years depending on your risk category.

Category	Duration
Category 1A – Principal Contractor	2 years
Category 1B – High Risk	2 years
Category 2 – Medium Risk	1 year
Category 3 – Low Risk	1 year
Sub-Contractor	1 year

Q13: How often do I need to provide my company insurances and licenses?

A: You will only be required to provide licenses and insurances relevant to the work you perform on a David Jones site. These will be collected when you register through the David Jones Contractor Portal. When they are due to expire, you will receive a reminder via email informing you that the renewal is due. At this stage you will be asked to provide updated policies or licences. If your company changes the type of work they perform for David Jones, you may be requested to provide additional documentation.

Q14: Do all companies need to complete a Safety Management System assessment?

No. Depending on the answers provided in the profiling questionnaire, the system will determine whether an assessment of your company's Safety Management System (SMS) is required.

Q15: How often do I need to complete a Safety Management System (SMS) assessment?

A: If you are required to do an SMS assessment, it will be valid for two (2) years – unless your work activity changes and you move to a different category within the two (2) years. If that is the case, you could be required to provide the SMS information again and pay for a new assessment.

Q16: Who do I contact if I have questions regarding the pre-qualification process?

A: Should you have any questions relating to the pre-qualification process or if you have any difficulties accessing the David Jones Contractor Portal please contact Pegasus Safety via one of the following means:

Phone: 1300 651 989 (7am to 5pm AEST, Monday to Friday)

Email: djssafetycompliance@pegasus.net.au

Q17: My username and password for the portal does not work, what should I do?

A: Your username and password is case sensitive. Try copying and pasting from the email you receive to ensure the details are correct. If this does not work please contact the help line on 1300 651 989 or email djssafetycompliance@pegasus.net.au.

Q18: I haven't received my username and password for the portal

A: Please check your junk mail first. If you still haven't received it please contact the help line on 1300 651 989 or email djssafetycompliance@pegasus.net.au confirming your email address so we can re-issue your login details.

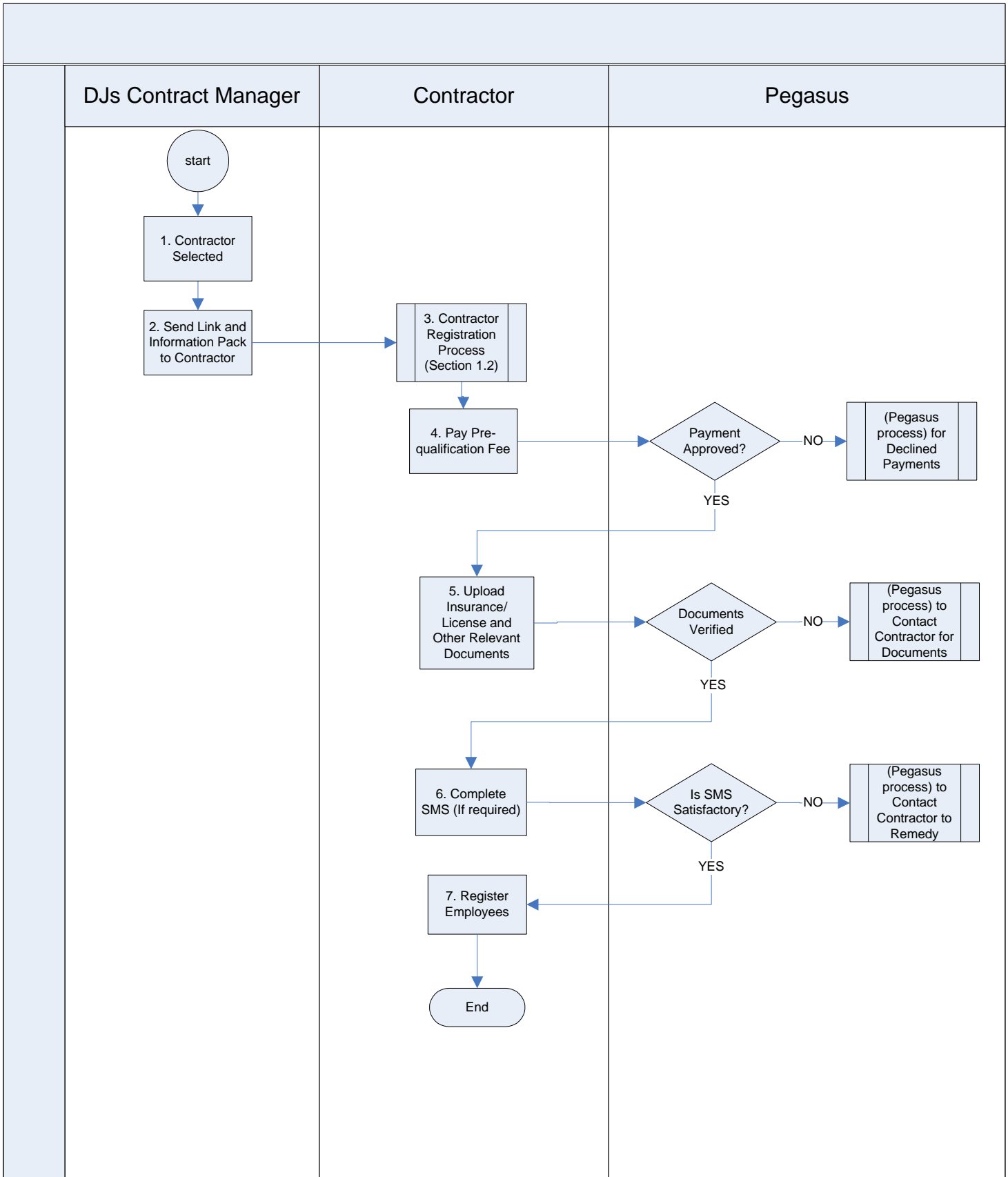
Q19: What if I forget or lose my password?

A: The website has the facility to email you a new password if you have forgotten or lost your password. Click on the 'Forgot my Password' link on the login page, and you will receive your password in an email.

Q20: I need to change the user access for our company. How do I get new login details issued?

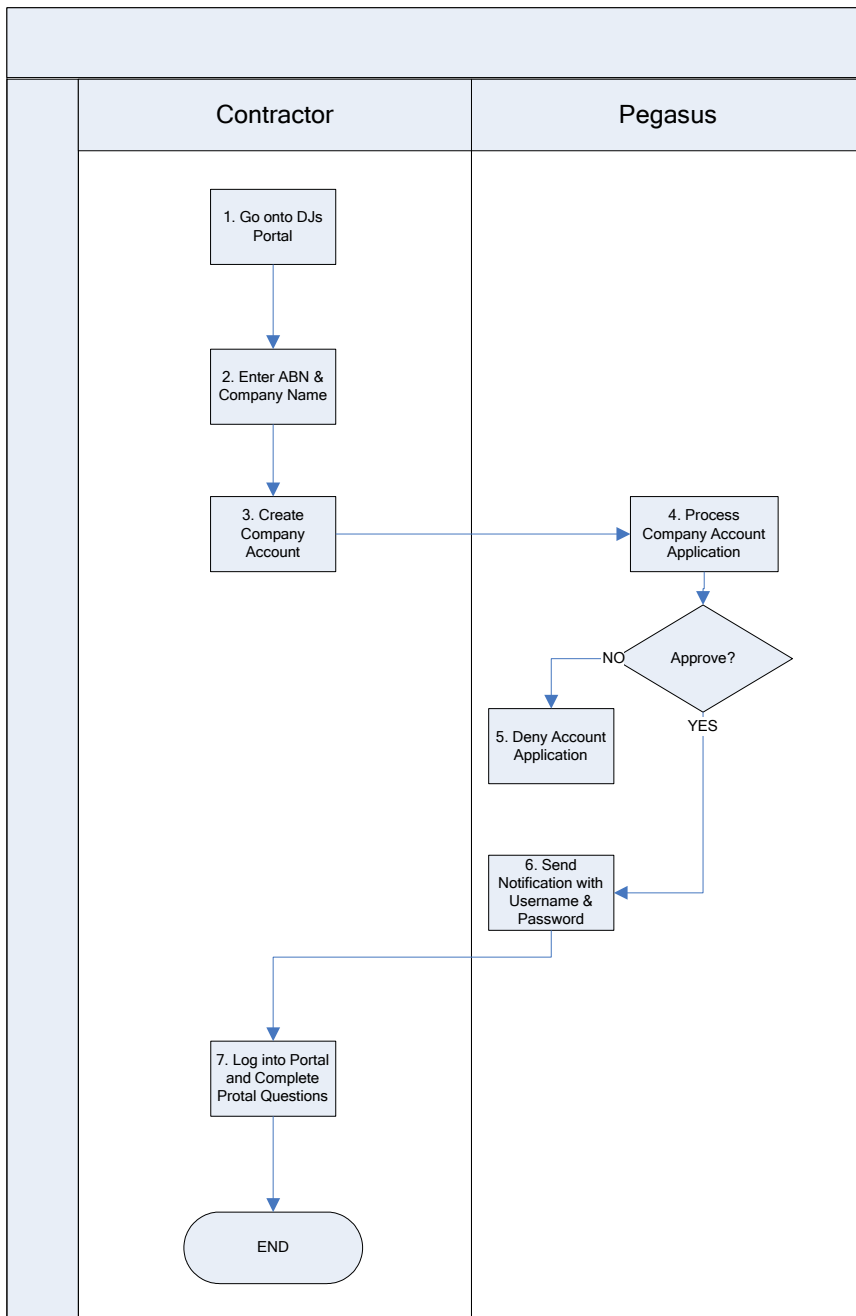
A: Please contact the help line on 1300 651 989 or email the new user's name and email address to djssafetycompliance@pegasus.net.au.

Appendix A: Contractor Pre-qualification Process



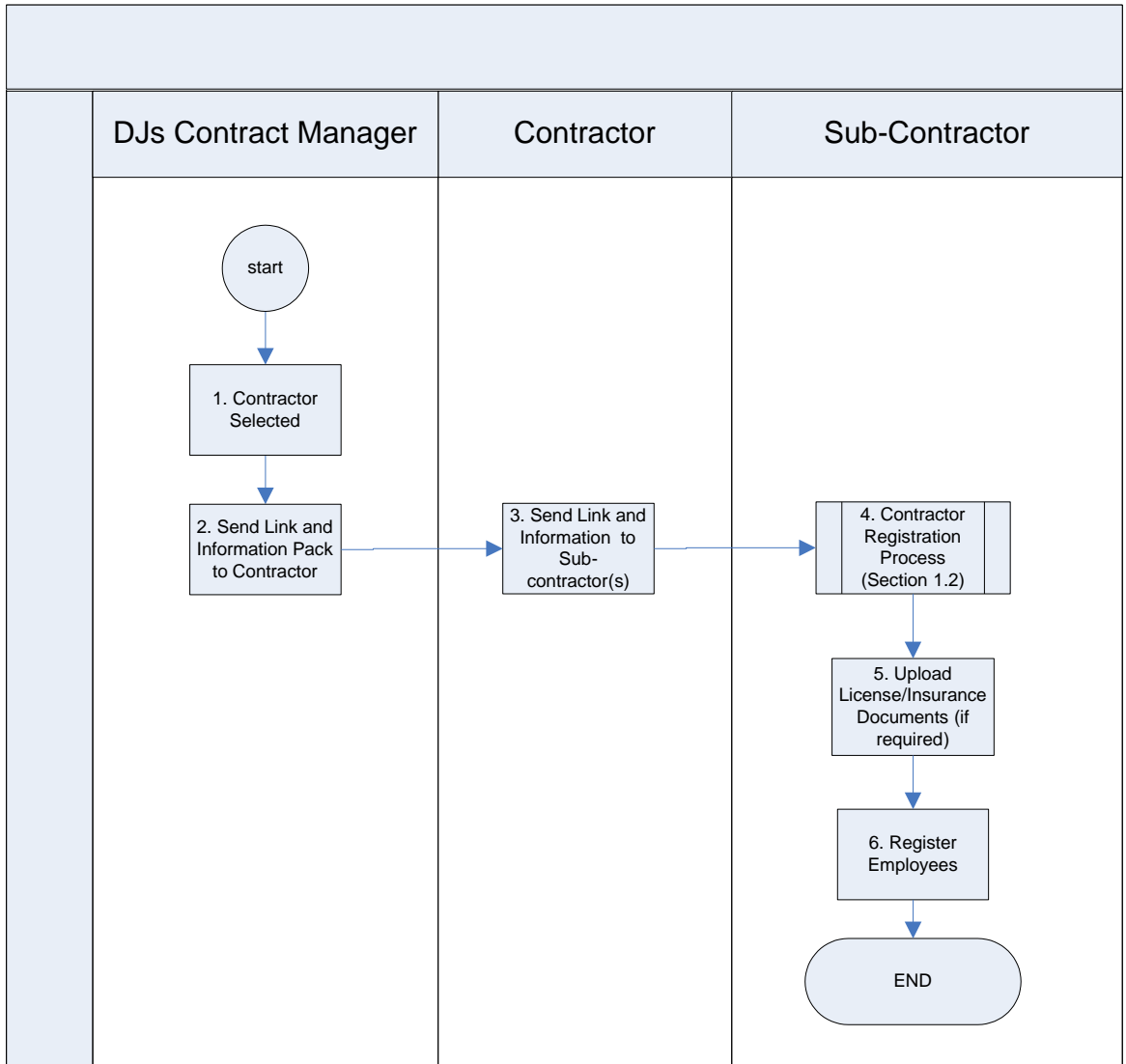
Contractor Pre-Qualification Process			
Step	Task	Responsibility	Details
1	Contractor Selected	DJs Contract Manager	Based on the relevant David Jones Policy the responsible David Jones Contract Manager formally engages contractor(s) for a particular piece of work, ongoing work or ad-hoc work required.
2	Send Link and Information Pack to Contractor	DJs Contract Manager	To enable contractor to complete registration and become compliant to work on David Jones' sites, the following must be sent to the Contractor awarded a piece of once off/ongoing work; <ul style="list-style-type: none"> ▪ Email Communication with a link to the David Jones Contractor Portal ▪ The 'Contractor Reference Guide' document, ▪ The 'David Jones Contractor Portal User guide' document
3	Contractor Registration Process	Contractor	See Appendix B for detail
4	Pay Pre-qualification Fee	Contractor	The pre-qualification fee is determined by the Risk Category and is paid securely online by the Contractor.
5	Upload Insurance/License and Other Relevant Documents	Contractor	Depending on the Risk Category the Contractor has been assigned, the Contractor will be required to upload all relevant insurance(s) certificates of currency and (if required) copies of licenses specific to their particular type of work.
6	Complete SMS (If required)	Contractor	Contractors assigned to Risk Category 2 and above must complete a SMS review and upload any supporting documentation detailing their companies' internal safety procedures.
7	Register Employees	Contractor	See Appendix D for detail

Appendix B: Contractor Registration Process



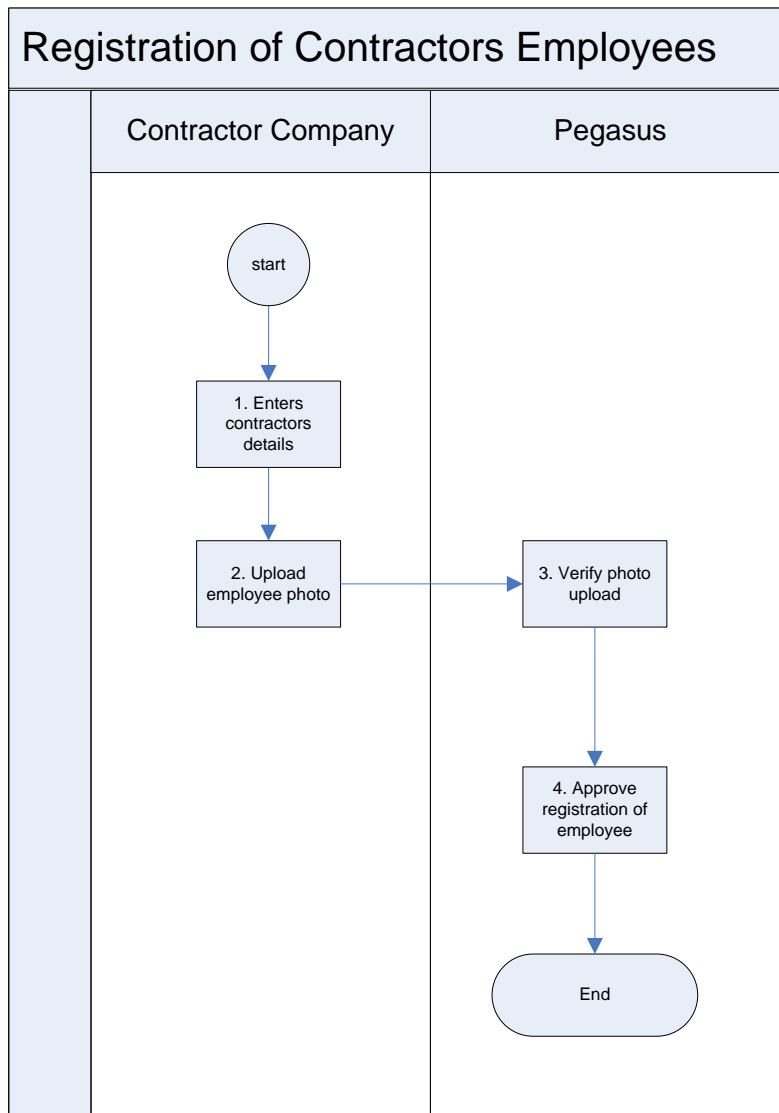
Contractor Registration Process			
Step	Task	Responsibility	Details
1	Go onto David Jones Contractor Portal	Contractor	Contractor goes to the David Jones Contractor Portal via the link below. https://secure.onsitetrackeasy.com.au/portal/davidJones
2	Enter ABN & Company Name	Contractor	Enter company ABN & the company name. This will enable the Pegasus system to verify the company's records and also cross check to see if they are already registered on Pegasus through work they perform for other companies.
3	Create Company Account	Contractor	If the company has not previously registered with Pegasus through another company they will be required to set up an account by entering their company contact details onto the system
4	Process Company Account Application	Pegasus	Pegasus processes the contractor company's account application by checking relevant company details and duplicates on the system
5	Deny Account Application	Pegasus	If the company is deemed to be dubious or fraudulent Pegasus will deny account application
6	Send Notification with Username & Password	Pegasus	If the company is deemed legitimate an email will be sent to the contractor company by Pegasus containing the username/password for the David Jones Contractor Portal.
7	Log into Portal and Complete Portal Questions	Contractor	Using the username/password combination, the contractor logs into the David Jones Contractor Portal and completes the Portal questions.

Appendix C: Sub-Contractor Pre-work Process



Sub-Contractor Pre-Work Process			
Step	Task	Responsibility	Details
1	Contractor Selected	DJs Contract Manager	Based on the relevant David Jones Policy the responsible David Jones Contract Manager formally engages contractor(s) for a particular piece of work, ongoing work or ad-hoc work required.
2	Send Link and Information Pack to Contactor	DJs Contract Manager	To enable contractor to complete registration and become compliant to work on David Jones' sites, the following must be sent to the Contractor awarded a piece of once off/ongoing work; <ul style="list-style-type: none"> ▪ Email Communication with a link to the David Jones Contractor Portal ▪ The 'Contractor Reference Guide' document, ▪ The 'David Jones Contractor Portal User guide' document
3	Send Link and Information to Sub-contractor(s)	Contractor	If a contractor company engages the services of sub-contractor(s) to complete any work on a David Jones site, they must notify the sub-contractor of the requirement to register on the David Jones Contractor Portal. The registration for sub-contractors is free of charge.
4	Contractor Registration Process	Sub-Contractor	See Appendix B for detail
5	Upload License/Insurance Documents (if required)	Sub-contractor	If any license or insurance documents are required to be uploaded the system will prompt the sub-contractor to upload them now.
6	Register Employees	Sub-Contractor	See Appendix D for detail

Appendix D: Register Contractors Employees



Registering Employees			
Step	Task	Responsibility	Details
1	Enters Contractors employees Details	Contractor Company	<p>Contractors Companies and their sub-contractors are required to register all employees who will require access to a David Jones site to perform work. This is done through the David Jones Contractor Portal.</p> <p>Follow all steps detailed in David Jones Contractor Portal user Guide.</p>
2	Upload Employee Photo	Contractor Company	<p>Upload employee photo, ensure the following conditions are met:</p> <ul style="list-style-type: none"> • Photo should be taken from the front • Remove hat and sunglasses • Photo should be saved as JPG or TIFF format <p>Pegasus will frame and crop the photo prior printing access card.</p>
3	Verify Photo Upload	Pegasus	<p>Once the photo has been successfully uploaded, a notification on the screen will be displayed.</p>
4	Approve Registration of Employee	Pegasus	<p>Pegasus will provide notification of approval, rejection and deletion via email.</p> <p>Alternative, the contractor company can verify the status of the employee registration on the David Jones Contractor Website; these status are:</p> <ul style="list-style-type: none"> • Started • Returned • Submitted • Approved

Appendix E: Pegasus

David Jones Contractor Management System is managed by Pegasus and powered by Onsite Track Easy

Pegasus is a pioneer in the development of site-based risk management and compliance systems.



Based in Singleton, New South Wales, with offices in Newcastle, Gunnedah, Muswellbrook and Mudgee, Pegasus has been providing a suite of professional services including contract employment, training, safety, survey and drafting advice to businesses in the mining, transport, construction, retail and manufacturing industries for almost 25 years.

Visit www.pegasus.net.au

Onsite is best-of-breed, web-based software that via strategically located log points and world-class data storage uses a universal photo identification to monitor staff and contractor access and movement.



Onsite provides an accurate and transparent record of all safety related information allowing a clear and accurate view of any exposure to risk.

Visit www.onsitetrackeasy.com.au
