End-to-end onboarding process for contractors (vendors)* at CS Energy

Definitions:

Contingent worker	Contractor (vendor)	Designated Lead
All individuals employed by labour hire contractors, contracted services/contractor personnel, and sole traders who require access to CS Energy's sites and/or systems.	The company or supplier that employs the contingent worker/s.	Contingent worker's profiles are inactivated in SuccessFactors when their engagement ends. For up to 12 months following their last engagement, you can rehire the contingent worker via the onboarding system, even if their position details change. A new hire process is required if you are engaging a contingent worker beyond 12 months of their last engagement.
		Note: The Designated Lead for execution of work can be a different role/person to the initiating Designated Lead of the contingent work scope or Purchase Order depending on the type of work (e.g. backfill, service planned, or unplanned).

Key: **Power Apps** = The system that hosts CS Energy's contingent worker onboarding form   **Felix** = CS Energy's contractor (vendor) management   **SuccessFactors** = CS Energy's human resources system

1.

Initial engagement and approval (following a quote or tender process)

- If you are an existing contractor (vendor), a CS Energy Designated Lead will contact you to obtain quotes or hourly rates on a labour hire resource request. When CS Energy has accepted, the Designated Lead will raise the purchase requisition and commence the contingent worker onboarding process (step two).
- If you are a new contractor (vendor), you will be sent a CS Energy New Vendor Form for general initial information. Once you have completed and returned the form, you will receive an invite from Felix to submit your company information for review and approval.
- The contractor (vendor) will be approved by CS Energy and the Designated Lead can proceed with the purchase order and contingent worker onboarding (pending any contractual requirements).
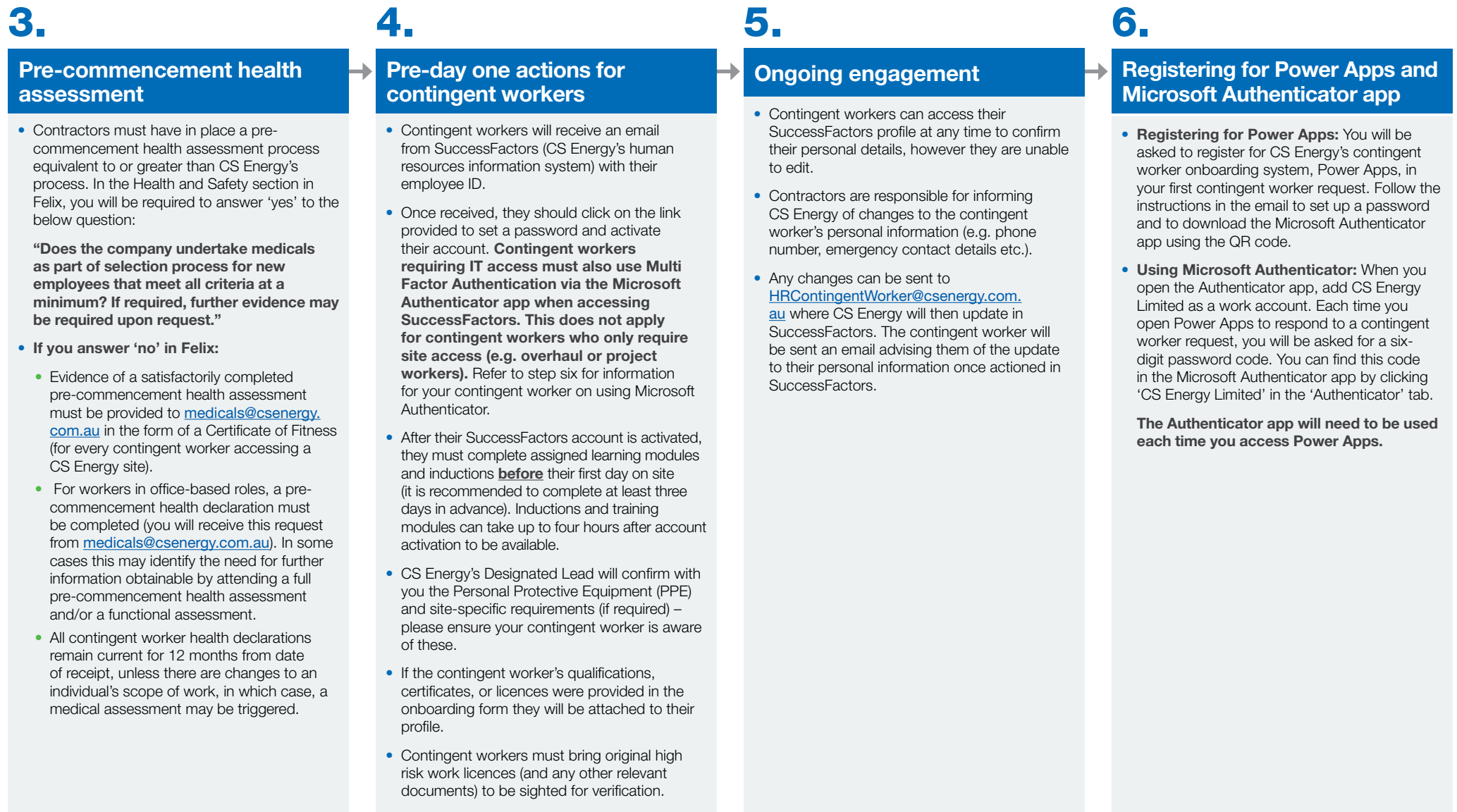
2.

Responding to contingent worker requests and onboarding

- Once the need for a contingent worker is identified, the Designated Lead will provide the work scope or position requirements and advise of the resource required including any licences, qualifications, or certificates needed (if not already done as part of the quotation).
- You will then receive a request via an email notification from Power Apps to onboard a contingent worker. **If you are registering for Power Apps and using Microsoft Authenticator for the first time, please refer to step six.**
- Click on the link in the email for each individual contingent worker request you receive and enter the contingent worker's personal information via the onboarding form in Power Apps.

  All contingent worker requests should be responded to within 24 business hours in Power Apps. You will receive email notifications for all requests – please prioritise fulfilling these as they come through.

- Complete an individual onboarding form with personal details for each contingent worker including name, date of birth, email address, phone number, and emergency contact details. If more than one contingent worker is required, you should receive multiple requests.

  Note: If there is a request of more than 20 contingent workers for the one project or service to be onboarded at once, you will be sent a spreadsheet to populate with similar fields as the form. This is to be completed and attached to a single onboarding form sent through by the Designated Lead.

- The form will ask if this request is for an electrical worker. Please indicate by selecting 'yes' or 'no'. If 'yes', provide the contingent worker's electrical licence as an attachment in the file upload section.
- Upload all licences, certificates, and/or qualifications for each individual contingent worker that has been identified to their corresponding onboarding form.
- Submit the form once all mandatory fields have been completed and documentation is attached. The form will be sent to the CS Energy Designated Lead to finalise.

If you need assistance activating an account or adding your representatives to Power Apps, please reach out to CS Energy's HR Data Team at HRContingentWorker@csenergy.com.au.

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3.

Pre-commencement health assessment

- Contractors must have in place a pre-commencement health assessment process equivalent to or greater than CS Energy's process. In the Health and Safety section in Felix, you will be required to answer 'yes' to the below question:

  "Does the company undertake medicals as part of selection process for new employees that meet all criteria at a minimum? If required, further evidence may be required upon request."

- **If you answer 'no' in Felix:**
  - Evidence of a satisfactorily completed pre-commencement health assessment must be provided to medicals@csenergy.com.au in the form of a Certificate of Fitness (for every contingent worker accessing a CS Energy site).
  - For workers in office-based roles, a pre-commencement health declaration must be completed (you will receive this request from medicals@csenergy.com.au). In some cases this may identify the need for further information obtainable by attending a full pre-commencement health assessment and/or a functional assessment.
  - All contingent worker health declarations remain current for 12 months from date of receipt, unless there are changes to an individual's scope of work, in which case, a medical assessment may be triggered.

4.

Pre-day one actions for contingent workers

- Contingent workers will receive an email from SuccessFactors (CS Energy's human resources information system) with their employee ID.

- Once received, they should click on the link provided to set a password and activate their account. **Contingent workers requiring IT access must also use Multi Factor Authentication via the Microsoft Authenticator app when accessing SuccessFactors. This does not apply for contingent workers who only require site access (e.g. overhaul or project workers).** Refer to step six for information for your contingent worker on using Microsoft Authenticator.

- After their SuccessFactors account is activated, they must complete assigned learning modules and inductions **before** their first day on site (it is recommended to complete at least three days in advance). Inductions and training modules can take up to four hours after account activation to be available.

- CS Energy's Designated Lead will confirm with you the Personal Protective Equipment (PPE) and site-specific requirements (if required) – please ensure your contingent worker is aware of these.

- If the contingent worker's qualifications, certificates, or licences were provided in the onboarding form they will be attached to their profile.

- Contingent workers must bring original high risk work licences (and any other relevant documents) to be sighted for verification.

5.

Ongoing engagement

- Contingent workers can access their SuccessFactors profile at any time to confirm their personal details, however they are unable to edit.

- Contractors are responsible for informing CS Energy of changes to the contingent worker's personal information (e.g. phone number, emergency contact details etc.).

- Any changes can be sent to HRContingentWorker@csenergy.com.au where CS Energy will then update in SuccessFactors. The contingent worker will be sent an email advising them of the update to their personal information once actioned in SuccessFactors.

6.

Registering for Power Apps and Microsoft Authenticator app

- **Registering for Power Apps:** You will be asked to register for CS Energy's contingent worker onboarding system, Power Apps, in your first contingent worker request. Follow the instructions in the email to set up a password and to download the Microsoft Authenticator app using the QR code.

- **Using Microsoft Authenticator:** When you open the Authenticator app, add CS Energy Limited as a work account. Each time you open Power Apps to respond to a contingent worker request, you will be asked for a six-digit password code. You can find this code in the Microsoft Authenticator app by clicking 'CS Energy Limited' in the 'Authenticator' tab.

  The Authenticator app will need to be used each time you access Power Apps.

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