

# CYP PORTAL USER MANUAL SUBCONTRACTOR

25 October 2018



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## Abbreviations

CYP	Cross Yarra Partnership
D&C	Design and Construct
RIW	Rail Industry Worker
RPV	Rail Projects Victoria
VOC	Verification of Competency

# 1 Introduction

Cross Yarra Partnership (CYP) has been contracted by Rail Projects Victoria (RPV) to design and construct the Melbourne Metro Rail Project (referred to as the Project). The Project will connect the Sunshine Dandenong Line with the Cranbourne/Pakenham and Sunbury Lines, linking Melbourne's north west and south east suburbs, and creating new capacity on the existing City Loop tunnel. The project will include five new underground train stations and two nine-kilometre train tunnels. The five new underground stations are located at Arden Precinct, Parkville Precinct, CBD North Precinct, CBD South Precinct and Domain Precinct.

CYP has an obligation to ensure that all workers are properly inducted prior to commencing work and have their training needs identified to ensure they are properly skilled, qualified and competent to perform their assigned duties.

CYP will be managing the worker requirements through the CYP Portal linked to the Pegasus system. This user manual has been developed to assist CYP subcontractors and suppliers to correctly onboard their employees on to the Project.

## 2 Worker Requirements

Below is the necessary documentation and information that is required by workers and staff to be inducted on Melbourne Metro Tunnel and Stations Design & Construction (D&C) Project.

Each worker mobilising to site must have a profile in the CYP Portal, outlining details relevant to the role they will be undertaking on the project. Copies of applicable licenses and qualifications are also to be uploaded.

Depending on the workers role the subcontractor will be required to load a valid Verification of Competency (VOC) or book into a VOC assessment prior to attending the face to face induction.

All personnel must also read, understand, complete and agree to the Privacy Policy and Employee Declaration when uploading information to the CYP Portal.

Individuals are required to complete a Diversity Questionnaire and Mandatory Online Inductions via the CYP Portal. Once individual profiles and online inductions have been complete, individuals will then need to book into a Face to Face Project Induction. On completion of the Face to Face Project Induction they will be provided with a CYP Induction Card that will enable them to access site.

### Induction Cards

CYP will utilise a CYP Induction Card to track competencies and site access throughout the project. These will be issued to Project personnel on completion of company setup, individual setup, online competencies, as well as attendance and completion at the face-to-face induction.

The cost of each CYP Induction Card will be \$40.00ex. Employers will be responsible for the costs of establishing company and employee profiles in the CYP Portal.

### Rail Industry Worker Requirements

The Rail Transport Operators have deemed that holding a valid Rail Industry Worker (RIW) card is a mandatory requirement for rail safety workers in Victoria. Only those working in the Live Rail Corridor will require the RIW Card. The Rail Industry Worker program has been introduced to improve the control and processes for monitoring competencies, identification and safety for Rail Industry Workers.

Please see <http://railindustryworker.com.au/> for more details.

Only limited people depending on their work location are required to have the Rail Industry Worker card.

### **'What if a worker already has an RIW card?'**

If a worker already holds an RIW card it can be used as a proxy to the CYP Induction Card and just needs to be associated to the CYP portal.

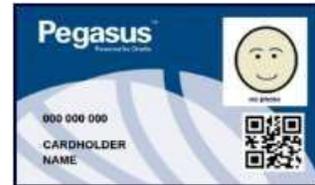
We will take you through checking if your employee already has a RIW card once you have set up your company in the system.

### **'What's the difference between an RIW Card & Induction Card?'**

#### *CYP Induction Card*

The Project will utilise the CYP Induction card to manage the records of people, plant and equipment. The induction card will hold relevant tickets and licenses for individuals and will be used to carry out VOC/ ATO's and hold induction attendance and information.

The CYP Induction Card will include the photo that has been uploaded in to the CYP Portal.



#### *Rail Industry Worker Card*

The RIW card contains all competencies and qualifications specific to the individual's role on a rail project and holds the mandatory Train Track Safety Awareness training competency. These competencies have been approved by the Rail Industry Worker support team who work under the business rules and guidelines of the ARA and relevant Rail Transport Operators.



Only limited people depending on their work location are required the Rail Industry Worker card.

## **3 Type of Portal Access**

### **Subcontractor Portal Access**

This is for the nominated administrators from each Subcontractor to register the company and maintain the worker profile.

Subcontractor company administrators may choose to invite the employee or not. Please access the system using the below link.

<http://cypsubcontractors.com.au/>

### **Individual Worker Portal**

This is for individual employees to access and maintain personal details, upload required documents and access training modules. This portal is accessed by invite only. By inviting employees, it allows each individual to manage uploading of tickets on competencies. It is not mandatory to invite employees as a subcontractor administrator can upload individual worker details.

### **Online Learning Portal**

This is the portal that holds the online learning modules and the booking calendar for the face to face Project Induction.

## 4 Induction Requirement Summary

The following information will assist you in determining the requirements that apply directly to you or your employees:

Type of Engagement	Requirements
<b>1 Day (emergency or maintenance work)</b>	<ul style="list-style-type: none"> <li>• Construction Induction Card</li> <li>• Work Location Familiarisation</li> </ul>
<b>CYP Staff CYP Workforce CYP Subcontractor</b>	<ul style="list-style-type: none"> <li>• Face to Face Project Induction</li> <li>• Online Project Induction</li> <li>• GMR's</li> <li>• Online Cultural Awareness Training</li> <li>• Construction Induction Card</li> <li>• Work Location Familiarisation</li> </ul>
<b>Truck Driver (Carting loads on &amp; off site)</b>	<ul style="list-style-type: none"> <li>• CYP Induction Card including relevant driver's license</li> <li>• Face to Face Project Induction</li> <li>• Online GMR's</li> <li>• Online Cultural Awareness Training</li> <li>• Construction Induction Card</li> <li>• Work Location Familiarisation</li> <li>• Protecting Vulnerable Road Users Programme*</li> </ul>
<b>Truck Driver (carting loads around site – for access to site for up to 5 times in a 12-month period)</b>	<ul style="list-style-type: none"> <li>• CYP Induction Card including relevant driver's license</li> <li>• Face to Face Project Induction</li> <li>• Construction Induction Card</li> <li>• Online Project Induction</li> <li>• Online GMR's</li> <li>• Online Cultural Awareness Training</li> <li>• Work Location Familiarisation</li> <li>• Protecting Vulnerable Road Users Programme*</li> </ul>
<b>Delivery Driver</b>	<ul style="list-style-type: none"> <li>• Construction Induction Card</li> <li>• Work Location Familiarisation</li> </ul>
<b>Visitors to site</b>	<ul style="list-style-type: none"> <li>• Visitors Site Induction</li> <li>• No work to be undertaken</li> <li>• Visitor are always to be escorted by CYP Staff</li> </ul>
<b>Short term Worker (if you are working onsite less than 3 days and not completing any work within designated rail environment or shaft and tunnelling environments)</b>	<ul style="list-style-type: none"> <li>• Construction Induction Card</li> <li>• Work Location Familiarisation</li> </ul>
<b>Eastern/Western Portal work location</b>	<ul style="list-style-type: none"> <li>• Rail Industry Worker card</li> <li>• Face to Face Project Induction</li> <li>• Online Project Inductions</li> <li>• GMR's</li> <li>• Online Cultural Awareness Training</li> <li>• Construction Induction Card</li> <li>• Work Location Familiarisation</li> </ul>

\*Still to commence

## 5 CYP Subcontractor Requirements

Please refer to the below 'Worker Requirements Flowchart' on steps on how the nominated subcontractor administrator is to complete an employee profile. These steps are outlined further in section six.



\*CYP Superintendents approve all people entering the project. Please complete the Induction Authorisation Form and submit to your relevant superintendent. Each worker will then be approved in the CYP Portal, until this happens they will be listed as pending and unable to book for inductions.

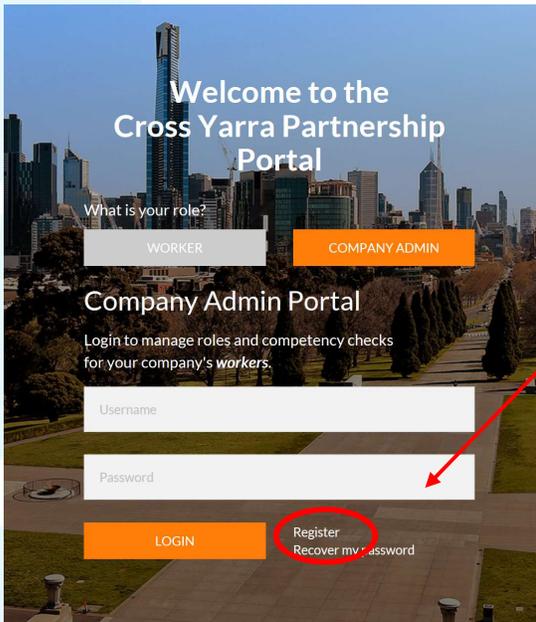
## 6 Using the CYP Portal - Register

The following sections outline a step by step process for Subcontractor's to register to the CYP Portal, add employees and manage their onboarding and competency requirements.

Click here: <https://crossyarrapartnership.poweredbyonsite.com/account?ReturnUrl=%2F#/login>

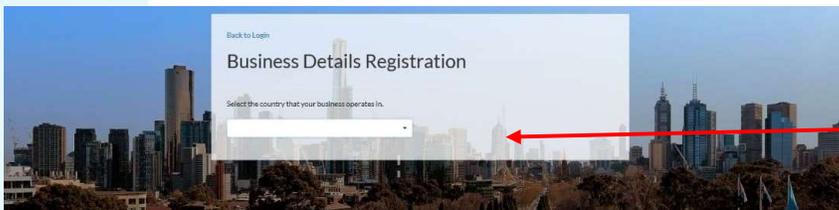
### Step One

Register your company in the CYP portal to gain access to our project requirements when onboarding your employees.



Select 'Register' and follow the steps.

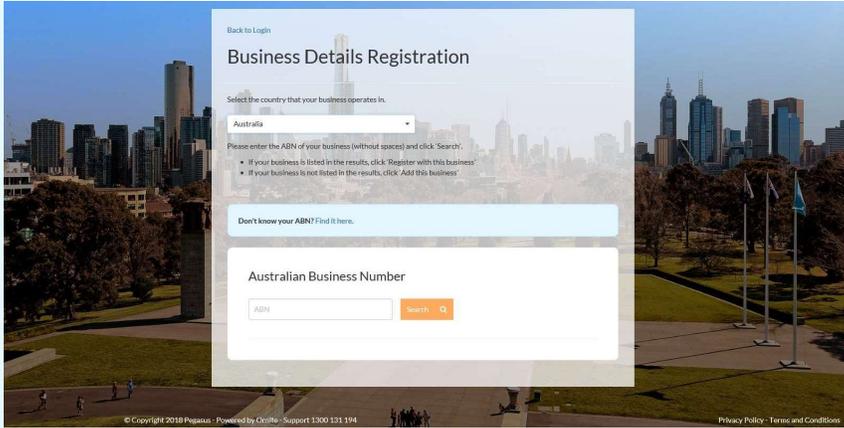
**Step Two:** Select the Country that your business operates in.



Select appropriate Country

**Step Three:** Provide your business ABN.

Please read the information provided if your business ABN not listed.



Once you have successfully completed registering your business in the CYP Portal, you should receive an automated email from Onsite Track Easy to the email address you provided. The email will provide you with new login details for the CYP Portal (This could take up to 60 minutes to receive).

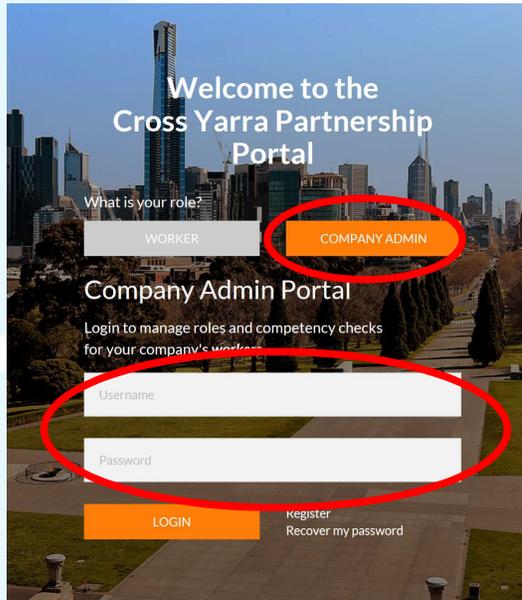
This user name and password will need to be provided every time you need to access the CYP Portal.

## 7 Using the CYP Portal – Onboarding your employees

Click here: <https://crossyarrapartnership.poweredbyonsite.com/account?ReturnUrl=%2F#/login>

### Step One

Select Company Admin and then log into the portal using the details received from Onsite Track Easy.

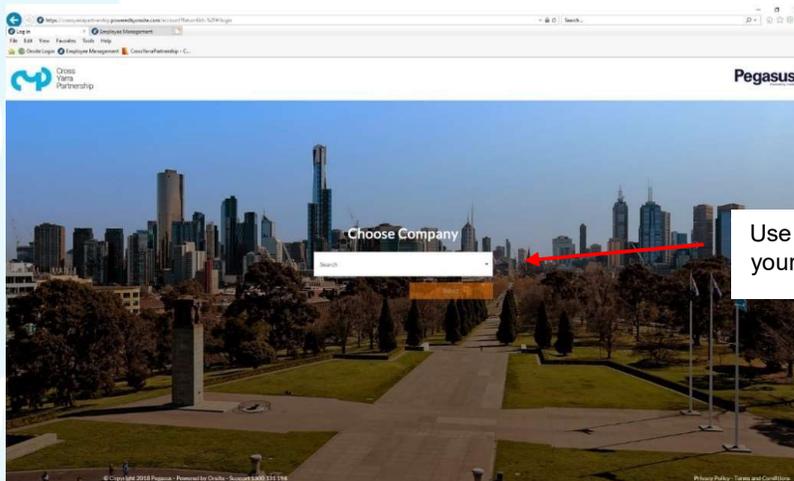


Select Company Admin

Enter the username and password

### Step Two

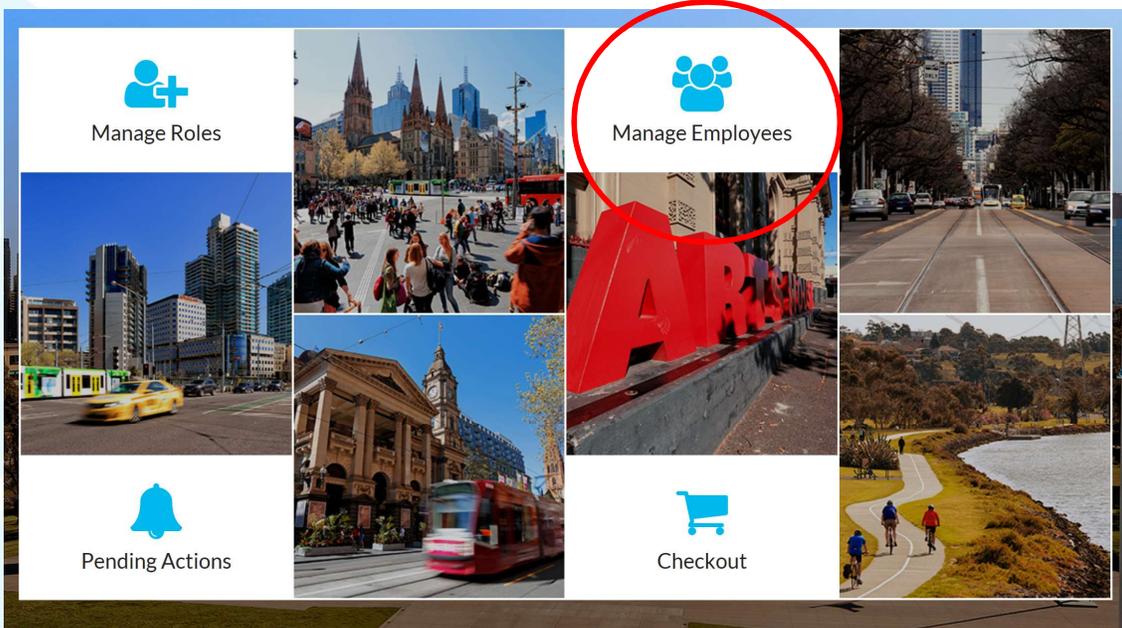
Select your company name from the drop-down menu



Use the drop-down menu to choose your company

### Step Three

After successfully logging in you'll see the below screen appear. Select Manage Employees.

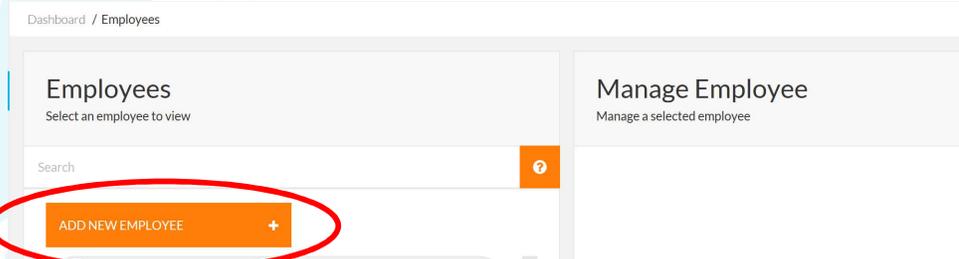


**\*Once clicked 'Manage Employees'- you will already see those with current RIW cards in the portal. You will only need to add those without RIW cards. If you see the profile of your employee already in the system, please go to "Step Four"**

### Step Three

Adding a new employee to the portal

Select Add New Employee



Fill in required fields under 'Personal Details' these are highlighted by a red Asterix\*

**Personal Details**  
Create a new employee

Person

 Photo Upload  
[Upload](#)

**First Name \***

**Middle Name**

**Last Name \***

**Gender**

[Back to Manage Employees](#) [SAVE & CLOSE](#)

Upload a Passport style 'head shot' photo

**Personal Details**  
Create a new employee

Person

 Photo Upload  
[Upload](#)

**First Name \***

**Middle Name**

**Last Name \***

**Gender**

[Back to Manage Employees](#) [SAVE & CLOSE](#)

\*The photo should be a headshot style photo that includes your head and the tops of your shoulders.

\*Plain background, no hats/caps/sunglasses



Once complete, 'Save & Close'

**Personal Details**  
Create a new employee

Person

 Photo Upload  
[Upload](#)

First Name

Middle Name

Last Name

Gender

[Back to Manage Employees](#) [SAVE & CLOSE](#)

 Cross Yarra Partnership

- [Home](#)
- [Manage Roles](#)
- [Manage Employees](#)
- [Pending Actions](#)
- [Logout](#)



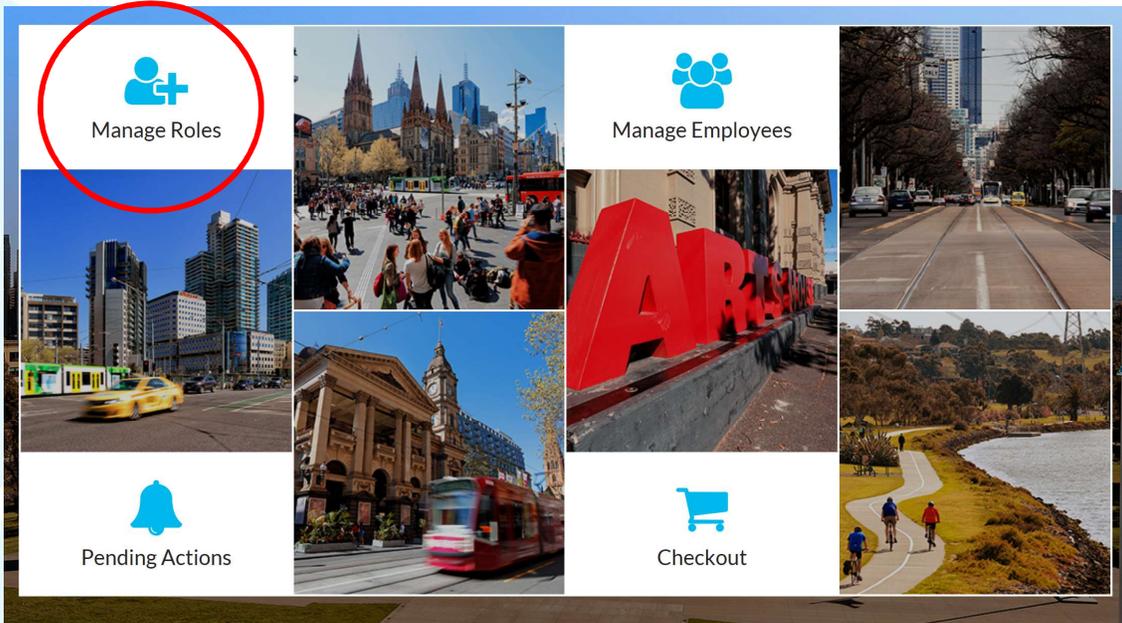
Return to the Home page – click here

It is here your worker will be listed as pending in the system. CYP will approve individuals in the system that have an **authorised Induction Authorisation Form** approved by the relevant superintendent. It can take **up to 48 hours** from a worker being added to the CYP Portal for approval to be granted. Please ensure you complete and submit the form to the relevant superintendent at your earliest convenience.

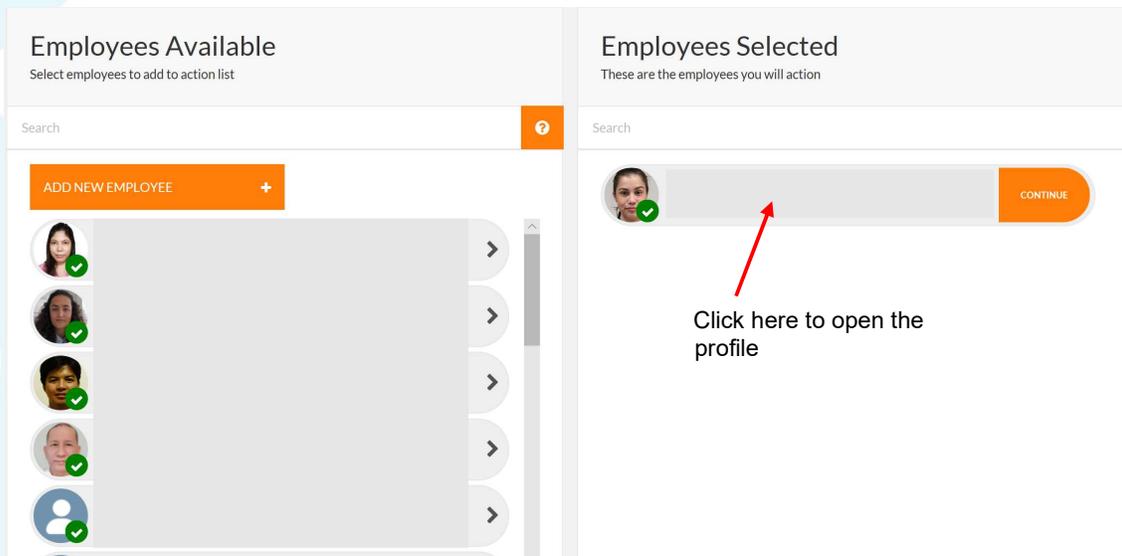
## Step Four

Selecting the role for your employees

Select Manage Roles



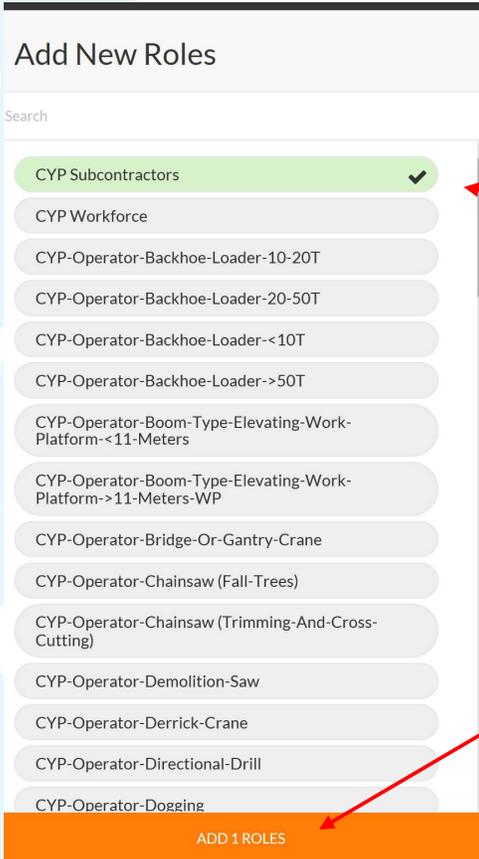
Find and select your employee – their profile will pop up on the right of screen



## Add new role



Select 'CYP Subcontractor' from the menu pop-up on the left and add (1) role



Select the Role – CYP Subcontractor

Click Add 1 Role

## Step Five

Load all competency requirements

By clicking on each of the Mandatory Competency Requirements the portal will allow you to –

- Upload a colour PDF copy of Photo ID, front and rear
- Upload a colour PDF copy of the Construction Induction Card
- Enrol your employee in to each of the 3 online learning modules
- Select Face to Face Project Induction, this will bring up a calendar – Be sure to select the date your employee can attend and send them a reminder, so they remember to attend

The screenshot shows a web interface for 'CYP Subcontractors'. On the left, there is a search bar with 'CYP Subcontractors' and a right arrow. Below it are two buttons: 'Back to Selected Employees' and 'ADD NEW ROLE'. On the right, a 'MANDATORY' section shows a progress indicator '4/7' and a list of seven requirements, each with a right arrow:

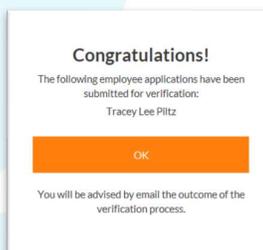
- Identity.Govt Licence/Authority.Proof of Identity
- OH&S-WHS.Induction.Work Safely in the construction industry
- Photo
- Generic.Induction.CYP Online Induction
- Generic.Induction.CYP Face to Face Project Induction
- Generic.Course.Cultural Awareness eLearning
- Generic.Induction.CYP Global Mandatory Requirements

**Ensure to click 'SUBMIT' once everything uploaded**

Next 

You have now enrolled them in all required Induction courses – please make sure they undertake all Online Learning before attending the Face to Face Project Induction.

You will then get a pop-up to confirm



**If any of these steps fail you will need to contact the MetroHub team on**

[cypportal@metrotunnelcyp-dc.com.au](mailto:cypportal@metrotunnelcyp-dc.com.au)

## 8 Inductions

Once you have completed the onboarding process for your employees, there is a two-part induction process everyone is required to complete - **Online Learning and Face to Face Project Induction**.

These must be completed to be able to gain access to the Project.

### Online Learning

The Online Learning includes three modules:

1. Cross Yara Partnership Online Induction (approx. 1 hour)
2. Online Global Mandatory Requirement's (GMR's) (approx. 1 hour)
3. Online Cultural Awareness (approx. 1 hour)

The worker will receive a link to access the Online Learning once you have completed enrolling them as per outlined in Step Five.

For an individual to commence training, they must 'register' a profile by clicking on the 'Register Here' link and following the command prompts.

The Online Learning modules must be completed prior to the Face to Face Project Induction. Those arriving at the Face to Face Project Induction without completing the Online Learning will be turned away and will need to re-book their Face to Face Project Induction.

For workers who do not have access to the internet they can complete Online Learning on the computers located at MetroHub Level 6, 332 St Kilda Road Southbank. (Refer to map in Face to Face Project Induction section for location).

### ONLINE INDUCTION

The online induction provides an introduction to the Project, CYP, the work locations, our way of operating, how we communicate, and our interaction with the local community. As part of the online induction you will also need to complete a diversity questionnaire including providing your USI number, so the project can enrol you in accredited training.

### GLOBAL MANDATORY REQUIREMENTS (GMR's)

As part of CYP's continued commitment to Health, Safety and Environment, the Project will continue to enforce compliance of its Global Mandatory Requirements (GMR's). Details of what the GMR entails can be found in your contract and tender documents. To satisfy these requirements, a training module will need to be undertaken, which is required to be completed prior to the Face to Face induction.

### ONLINE CULTURAL AWARENESS TRAINING

CYP recognises that the land that this project is being undertaken on is the traditional lands of the People of the Kulin Nation. To improve the cultural competency of the project workforce people working on this project must undertake the online cultural awareness training course that provides an introduction to Aboriginal culture.

## Face to Face Project Induction

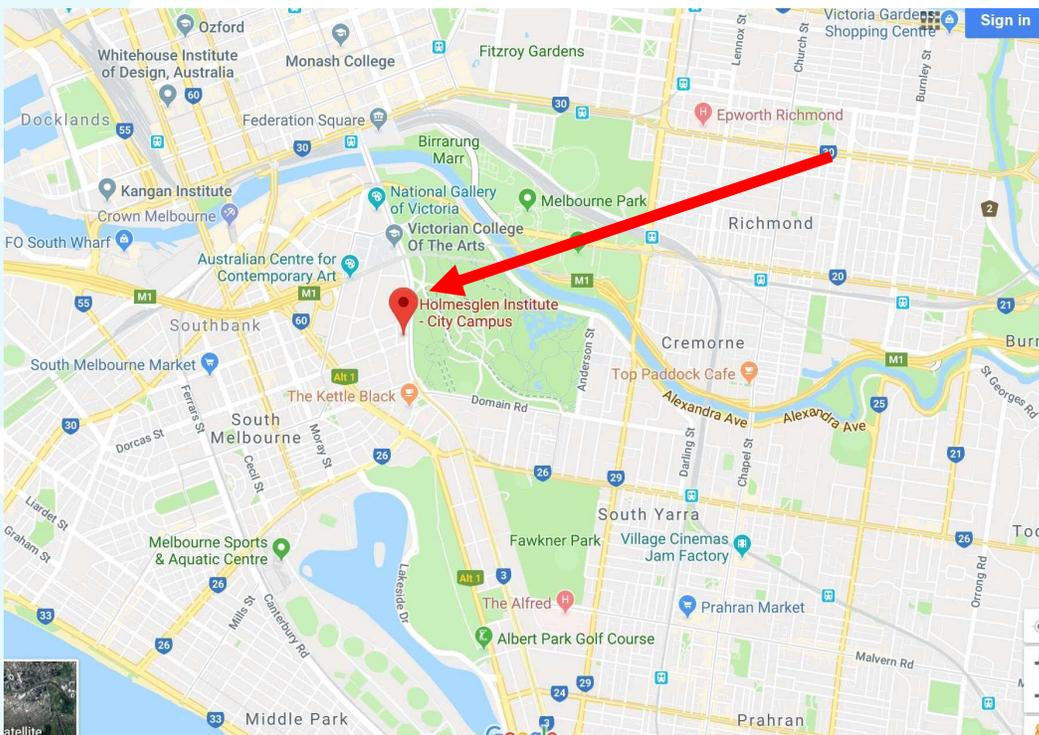
Following completion of online learning requirements workers will be required to complete a Face to Face Project Induction. This induction is designed to explore the concepts introduced in the online learning modules. Please note:

1. Bookings must be made at least 48 hours in advance
2. If you haven't completed the online learning you will be refused entry into the induction

The Face to Face Project Induction is held at MetroHub located in Holmesglen's City Campus at Level 6, 332 St Kilda Road. **Please ensure you arrive 10-15 minutes early. If you are late you may not be admitted to the course.**

On successful completion workers will be issued with a CYP Induction Card (unless they already hold an RIW card).

Please ensure workers bring a copy of your photo identification to receive the CYP Induction Card.



## Site Familiarisation

Once workers have received their CYP Induction Card they will have the ability to commence on the project. On the first day on the project they will be required to complete a "Location Familiarisation" at the location identified as their location of work.

This familiarisation will highlight site specific requirements as well as emergency and evacuation procedures. Once they have completed this the competency will be added to the CYP Induction Card and allow future access to the site. If moving to other site's the worker will need to complete the relevant location Familiarisation for that site.

## 9 Personal Protective Equipment (PPE)

The mandatory PPE requirements for the CYP project are:

- Shirt (long sleeved) - high visibility day/night rail orange
- Long trousers
- Lace up, steel capped, ankle high boots
- Hard hat
- Gloves and clips
- Safety Glasses

If you are a Rail Worker, the PPE will need to be compliant to the rail industry.

All Orange clothing (vest, jackets, shirts) must comply with the MTM procedure: 'Safety and Environmental requirements for Contractors Working on MTM Premises'.

- Wording, Logos or other designs must not be placed on the retro reflective strips.
- Wording, Logos or other designs must not obscure more than 20 % of the projected area of the garment when viewed from any angle.
- The Contractor's name must be placed on the rear of the garment and must be a minimum of 30mm in height.

Additional PPE will be required for some high-risk activities. You should speak to your contact on the project before mobilising if you have any questions about possible additional PPE.

## Appendix A – Rail Industry Worker Requirements

### Drug & Alcohol Assessment

Personnel who require a RIW card to work on our site will require a Drug and Alcohol screen prior to the induction.

Personnel who are a 'Rail Industry Worker' are required to undertake a drug and alcohol assessment. They will not gain access to the rail without conducting a CAT 3 medical.

Assessment results must be further uploaded prior to the project induction.

Note: Please note the project will undertake random Drug and Alcohol tests as per legislative requirements.

### Training Requirements

To satisfy the requirements for the two mandatory roles outlined in the user manual, personnel will need to attend Train Track Safety Awareness Training and complete a 'Category 3 Rail Medical'.

For information regarding training and medical requirements refer to the below contact details and links:

Training can be organised through Metro Academy or Certrail.

Metro Academy Phone 03 9610 3701 <a href="mailto:metroacademy@metrotrains.com.au">metroacademy@metrotrains.com.au</a> 42-50 Bakehouse Rd South Kensington, VIC, Australia 3031 <a href="http://www.metrotrains.com.au">www.metrotrains.com.au</a>	Certrail Phone 03 8620 8980 <a href="mailto:vicadmin@certrail.com">vicadmin@certrail.com</a> 1/1 Clelland Rd Brooklyn, VIC, 3012 <a href="http://www.certrail.com.au">www.certrail.com.au</a>
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### Rail Safety Workers

In a specific construction environment such as working on rail projects, workers also need to be trained in specific competencies (such as track safety awareness, operation of track machines and vehicles, communication protocols, etc.) in accordance with the requirements of the various applicable National and State Regulators, as well as the relevant Rail Infrastructure Managers and

Rolling Stock Operators. Competency Requirements specifically related to the Metro Rail Corridor can be found on the Metro Academy website <http://www.metrotrains.com.au/academy/>