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Frequently Asked Questions
Pegasus Workforce Implementation

June 2024

ACCESS:

How do I get access? Will you send a username/password?
Your Avetta Connect primary contact needs to create a new administrator account, RTIO does not have this functionality.

Follow these [step-by-step instructions](#) to create a user account in Avetta Connect.
If you are unsure who your primary administrator is, call Avetta on 1300 544 934 or email mining@avetta.com.

COMPLIANCE DATES:

When does this start?
Right now. The platform is open for Suppliers to begin creating/maintaining profiles.

What is the cut-off/deadline?
30 June 2024. The Pegasus Workforce system will become the source of truth for RTIO from July 1st.
- Workers with plans to mobilise from 1 July must be green/compliant in relevant roles prior to mobilisation.
- Workers with migrated profiles but no immediate plans to mobilise, only need to be subscribed by then to avoid information being archived. Compliance activities can be completed at a later date, but prior to their next mobilisation.
- Pending or non-compliant workers after 1 July may not be permitted on site.

COST:

How much does worker registration cost?
RTIO has committed to fund the cost per worker for all suppliers throughout 2024. If this changes, communications will be issued before any transition takes place. The company initially registering an employee will be responsible for the annual fee. If the employee has moved companies at the time of annual renewal, the fee will be paid by the new company.

Does this replace Avetta Connect registration?
No. Pegasus Workforce is in addition to Avetta Connect, where you still need to register and maintain your company compliance. Pegasus Workforce registration will not impact your Avetta Connect registration or compliance.

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ONBOARDING:

Will we continue to send Contractor Hire Forms (CHF) forms through?

The Contractor Hire Form (CHF) process has not changed, this is critical to our mobilisation and de-mobilisation activities. The CHF is how we know which Supplier a person is working for, who is responsible for them whilst on site, emergency contact details, how long they will be contracted for, and where they sit in the organisation chart.

Does the Avetta ID replace the SAP ID?

No, they are separate IDs and are both important for the worker.

Which parts or divisions within Rio Tinto (RTIO) will be using this platform?

All Cat 3 suppliers will be managed through the Pegasus Workforce system, including Sustaining Capital and Shutdown Contractors.

Do we need to send any qualifications to the Cat 2/3 team?

The Cat 2/3 team will still be responsible for receiving the CHF and creating new SAP ID's. From 1 July, instead of checking SAP, the team will check Pegasus Workforce to ensure new starters have the required qualifications to mobilise to site. You will no longer be required to forward qualifications to the Cat 2/3 team or your Site CM Rep.

PROFILE CREATION:

How long will it take to create/complete a worker?

If you have their documentation available (i.e. photo, certificates etc.) it should take approximately 5 minutes.

What personal details do we need to set up a worker profile?

- A unique email address is required for each individual, expiry reminders and web based training may be sent
- A photograph is required for identification purposes.
- The DOB is important as its used to help identify duplicate workers. The goal is for the workers to have a single profile in the system which streamlines the process for yourself and your workers.
- Privacy consent form - The worker needs to sign the consent form or alternatively they can acknowledge digitally in the LMS if their profile has been set up.

Will other Suppliers be able to see my employees and their qualifications?

Each worker will have one profile (one unique Pegasus ID) and can be linked to more than one company. Only employers linked to their profile can view information pertaining to that person. Any new employer will need to input personal details and can view qualifications or information only once the worker is officially linked to their company. The new company or worker should contact Pegasus to request that their profile gets added to additional companies if required.

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My worker already has a profile with a different company, can they work for multiple suppliers?

Yes. If an individual is already connected to a company, you may receive an error when creating their profile. Contact Avetta Support to connect their profile to a new or additional company and the worker will have one or more employers going forward.

I have received an error "This email address already exists". when trying to create a profile, what do I do now?

A generic email address (such as admin@xxx.com) may have been supplied. Retry using the individuals unique email address or;

This worker may already have a profile and need to be linked to your company by Pegasus. Advise the worker to contact Pegasus Support to connect the profile to a new or additional company; or provide Pegasus with the company's ABN, and they will add the worker in the company profile.

How do we manage subcontractors?

The RTIO Company Rep will check personnel qualifications in Pegasus prior to commencing mobilisation. The company mobilising a worker to site, even if they are a subcontractor, will be responsible for registering them in Pegasus and uploading required documentation. The worker may already be set up in Pegasus, and just need to be linked to your company by contacting Avetta.

When should I use "Manage Employee?

This is best for updating personal information or ending employment only.

When should I use Manage Role?

This should be the primary way of adding new people, add roles, attach documents, apply training etc.

If an employee leaves, can they be reactivated?

If a worker returns to your business, you create them as a new employee and during the verification process, the Pegasus team will merge their new and existing profiles together - providing the name and date of birth are the same. Post-merge, you will be able to see any RTIO roles and competencies the worker previously held, including those that may still be current.

ROLE SELECTION:

RTIO Worker role, what is it for?

Complete this role first for each employee and ensure each competency has been verified before moving on to the next steps. Your personnel will not receive invitations to complete the Privacy Agreement or complete training unless this has been done. Please do not remove this from a worker profile as it is a mandatory requirement.

How do I create workers profile in Pegasus Workforce?

A typical role package would include:

- **RTIO Worker role** this is an auto-assigned role to every worker in Pegasus Workforce
  Note: if you are only accessing a DSL site, you will be automatically assigned the DSL Worker Role instead of the RTIO Worker Role.
- **Work Area Role** for the area(s) your worker will be attending (e.g. Tom Price – Fixed Plant, etc.)
- **Work Roles** that best represent the work that will be performed for Rio Tinto (e.g. Electrician, Draftsperson, etc.)
- **Job function** if applicable (e.g. JF: C5: Enter a confined space)

The role I need isn't listed, what do I select?

We have carried out extensive consultation with our stakeholders, and believe the list is comprehensive. If you do believe that there is a role not specified, contact CM onboarding for discussion.

How long does it take Pegasus to audit uploaded personnel documents?

If the documents match our set business rules and there are no anomalies, compliance outcome will be notified/visible within 48 hours. Please escalate to rtiocm-oneonboarding@riotinto.com if times exceed this.

QUALIFICATION COMPLIANCE:

What can I use as evidence of RTIO qualifications already completed?

Scodle is available for retrieval of certificates, or contact your CM site representative for a SAP extract.

I have uploaded worker credential evidence, and it has been rejected, why?

This means the evidence does not meet our "Business Rules"; the guiding document for qualification acceptance.

The business rules and roles are constantly evolving as we move through this implementation period, RTIO Onboarding is also reviewing different certification evidence to ensure they meet the intent. In some cases, the decision is correct and will be upheld. In other cases, they may be amended. Once a change has been approved, it may take up to three days for this to reflect in the Business Rules.

How can our workers be compliant prior to mobilisation when some inductions are completed onsite?

The worker must be fully compliant with the exception of site inductions/training which can only be completed on arrival to site. If this is the case, you must ensure plans are in place for completion prior to starting work.

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My worker has an international trade or tertiary qualification, what should I do?

Rio Tinto Iron Ore will accept Australia and New Zealand relevant trade and tertiary certificates.

Any other international trade certificates will need to be recognised, please refer to VETASSESS Australia's largest skills assessment service | VETASSESS or Trade Recognition Australia (TRA) Home | Trades Recognition Australia.

If this affects any of your workers, we will accept confirmation that the trade or tertiary certificate has been submitted for recognition, along with a copy of the certificate in English translation. This competency will have a 6-month validity period, allowing sufficient time to obtain the necessary qualification.

MOBILE APP:
Is the mobile app mandatory for our workers?
No, the employee app is not mandatory however workers can promptly update their compliance status, complete required training, and maintain up-to-date qualifications.

How do workers access the app?
Supplier Admin Users will no longer need to manually send invitations to workers to join the Workforce by Avetta mobile app. Instead, the invitation will be automatically sent to the worker once the Supplier Admin has completed a worker subscription. This ensures workers can quickly and easily access their Avetta Workforce profile on their mobile device. They will need to download the app from the App store.

LMS/SCODLE:
Does Pegasus Workforce replace Scodle?
All courses that were previously completed in Scodle will now be completed in Pegasus Workforce. Scodle will remain open until end 2024 to retrieve completion certificates.

How do our team members complete training?
Your team members can access the eLearning courses through their Pegasus Workforce profile if they have been set up and activated, they may contact you to check if this has been done.
If the eLearning course is not yet available on the new platform, it can still be completed through Scodle. They will need to send your company administrator the completion report or certificate to upload against their Pegasus Workforce profile, also ensuring it is sent to rtiocat23@riotinto.com to maintain site access swipe cards.

Does Pegasus replace Aveling?
No, Aveling courses will continue to run as normal. There is no change to this process.

If a worker has completed a course, can I upload an attendance sheet?
The following evidence can be accepted for most Rio Tinto courses:

- SAP Extract
- Scodle Competency Report
- Training issued completion card

Do I need a section 26 certificate?
No, instead you will upload a CV or documentation supporting relevant experience.

How does a worker know they have training to do?
Your worker will receive an email letting them know that training is required/about to expire. The very first communication will contain instructions on how to access the training module, each communication after that will include the name of the course and a unique link to their training enrolment. Training can be completed through the Workforce Mobile App or on a desktop computer. You may also invite them to complete additional training.

Your workers will receive their induction email once all mandatory RTIO worker documents are verified. You will also receive this email and if you wish to change the induction, you can call or email Avetta to assist you in managing the inductions.

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ADDITIONAL SUPPORT:

I missed the information Webinar, will there be any more scheduled?
If you missed out on the Pegasus Workforce Supplier Webinars, please register and watch the On Demand session by clicking this link.

Who do I contact when I have questions regarding the platform?
Please contact Avetta Pegasus direct on 1300 544 934

Where can I find out more?
Pegasus Supplier Training Hub
Pegasus Supplier Administrator Course

Pegasus training, Quick reference guides and support on using the platform.

CM One Website: CM-One Website - Home (sharepoint.com)

Key information hub for our valued Suppliers. If you do not have access to the CM One Website, you will need to set up Authentication, please follow the instructions in the digital QRG. Once authentication is complete you should be able to access the website: CMOne Setting up Multifactor Authentication | Biteable

Contractors Hours: Contractor Hours (sharepoint.com)

Information regarding why reporting these is important.

Data privacy: Avetta is a global company and has a robust data privacy policy. Please contact Avetta direct for their data privacy policy if required.

Qualification Minimum Standard Dashboard: Qualification Minimum standard Dashboard

This intuitive dashboard has been created to assist with mobilisation activities. Apply filters and it will provide the minimum site ready qualifications needed for each role type.

WHS Legislation: Work Health and Safety (Mines) Regulations 2022 - [00-e0-01].pdf (legislation.wa.gov.au)

This is a comprehensive document which has been reviewed by the regulator and updated in a multitude of areas. You may wish to refamiliarise yourself with the document in its entirety, particularly the following sections (though not limited to):

Part 4.5; High risk work Division 1; Licensing of high-risk work

Part 10; Division 6