



# **Donesafe**

## **Supplier Management**

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### **External Supplier User Guide**

July 2024 v2

Health Safety Environment Quality team

Corporate Governance, JJ's Waste & Recycling

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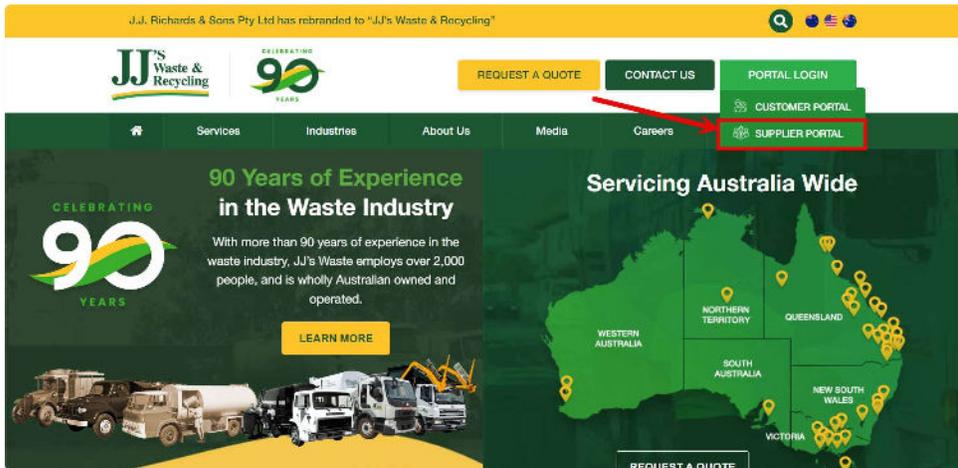
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## Introduction

The Donesafe Contractor Management module will manage high risk vendor prequalification and compliance documentation.

Suppliers will manage their own compliance documentation via the system and will be reminded when documentation or certification are due to expire and will be prompted up upload current information when due.

Suppliers are able to access this Supplier User Manual (where required) using their Donesafe Supplier Dashboard or the external Supplier Portal on the JJ’s website [www.jjswaste.com.au](http://www.jjswaste.com.au).



## Supplier Portal

The Supplier Portal is accessed from the JJ’s website home page and will direct suppliers to a web page for support and help documents and videos, and to access the Donesafe Contractor Management login page, where they can log in using their registered email address. For example:



## New Supplier Registration Overview

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It is a company requirement that all suppliers/contractors and workers be approved before any goods or services are provided for high risk activities or visits on any JJ's Group of Companies sites. A new supplier request is processed utilising the new Donesafe system, as follows:

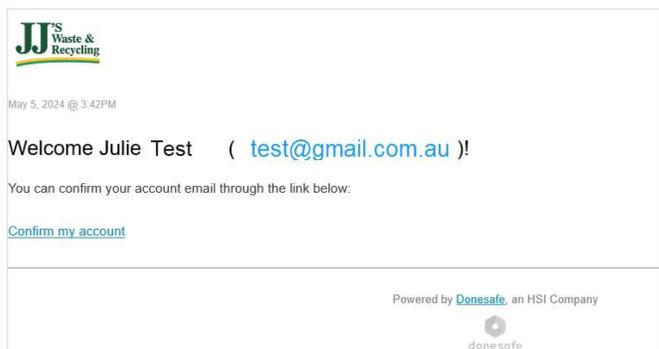
1. Once a new supplier request has been approved by depot management and identified as high risk and/or coming on site, the new supplier record is created in Donesafe by the relevant JJ's team.
2. New suppliers are notified via an automated Welcome email from Donesafe advising them to **register** in the system confirming their email address and setting up a password.
3. All suppliers are obliged to complete the **Pre-Qualification** form in the Portal which will determine the risk levels of the goods and services provided by the supplier, and what supporting documents, certifications and licences are required for compliance and approval. Without the necessary compliance documentation, suppliers are unable to provide goods or services to JJ's depots nor enter a JJ's site where contractors/workers are not recorded as compliant.
4. New suppliers can then **upload the required documentation** in the Portal under the relevant tabs of information required. Once all records, documents and uploads are complete, suppliers can submit for review and approval. **Note** All required documents, certificates, licences, etc., must be uploaded before an approval request can be submitted.
5. Supplier submitted documentation is reviewed, where it is **approved or rejected**. Where uploaded documents are inaccurate or expired, the central team will reject the submission and request further information from the supplier via email. This system-generated email will detail the outstanding informing and provide suppliers with a link to re-submit the outstanding documentation for reviewing and approval. Where submitted information is correct and valid, they are approval to provide services to the JJ's Group of Companies.
6. **Reminders** are automatically sent to supplier where documentation, certificates, declarations, etc. are missing or have not been submitted prior to expiry. If suppliers do not upload all necessary documentation within the required timeframe, the supplier is deemed non-compliant, cannot be used by the JJ's Group of Companies.
7. Suppliers can view the **status of their own** record via the Supplier Portal. This may indicate what is required, for example a status of *Contractor Completion* (indicates the contractor still needs to complete items), or a status of *Contractor Amendments Required* (indicates the submission has been rejected and some amendments are required by the supplier/contractor).
8. As documents, certificates and insurance **near expiry**, suppliers are notified by email of the need to update new information to their Supplier Portal and a timeframe in which to complete this task. Multiple reminders may be sent where information remains outstanding until such time a supplier is deemed non-compliant and unable to provide any services to the JJ's Group of Companies.



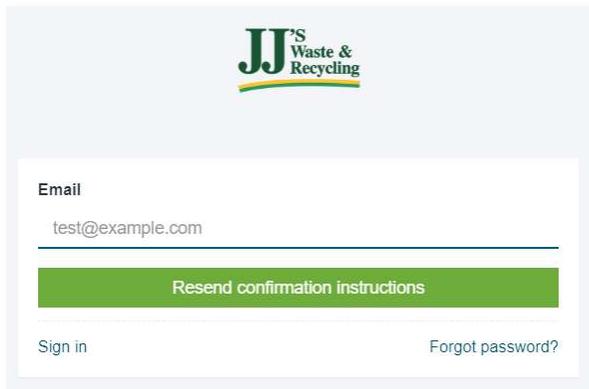
**This process is explained in more detail in the following sections of this user manual.**

## New Supplier registration

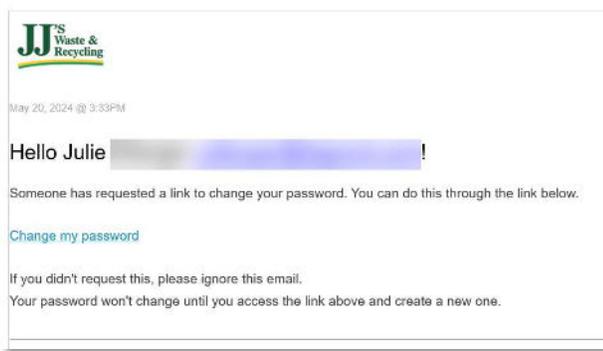
Once a new supplier request is initially set up in the system by the JJ's central teams, a supplier (contractor) is notified via email to confirm their account. For example:



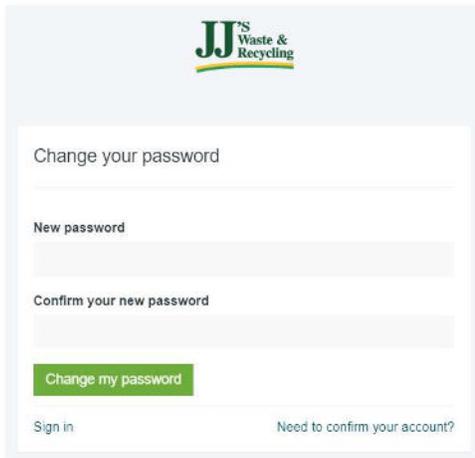
1. From this Welcome email, new suppliers should click the **Confirm my Account** link to access the JJ's Supplier Portal directly, to register their new account.
2. This will open to a page where new suppliers can enter their registered email address where instructions will be emailed sent to them, including the opportunity to set a new password for their account.



3. The confirmation instruction email will look similar to this. Use the **Change my password** blue link to reset your password, as follows:



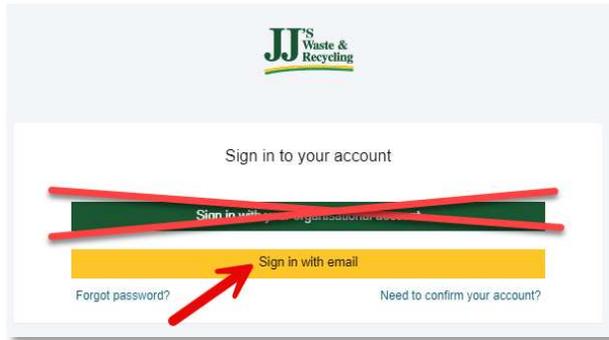
4. Enter and confirm your new password to access the Supplier Portal:



Once the password is set-up, click **Sign in** to login in to the Portal. Alternatively, head to the **Supplier Portal** on the JJ's website [www.jjswaste.com.au](http://www.jjswaste.com.au) as follows:



5. At the login page, click **Sign in with email gold** button. **Note:** Suppliers are to use the yellow **Sign in with email login** option. The green sign in with organisational account is for internal JJ's users only.



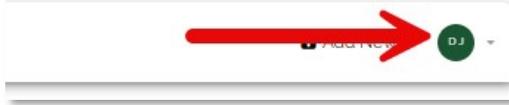
**Note:** View this online video on registering your Donesafe account and password set-up.

<https://tinyurl.com/JJsWasteSupplierLogin>

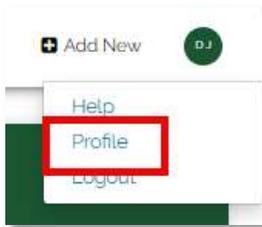
## Changing Supplier primary email

Once logged in, suppliers can update their primary email address (which is used to login to Supplier Portal) as follows:

1. From your record in the Supplier Portal, click the profile icon top right of the Donesafe Header bar, click the initials icon.



2. Select **Profile** from the drop down list provided.



3. From the Profile window, click the **Details** tab.
4. Update/change the email address, as necessary. (Note this is the email used to login in to your Supplier Portal).

Donesafe JJs

**1** DETAILS RELATED RECORDS COURSE ENROLLMENTS PREFERENCES AND SECURITY

Name\*

Title Donesafe JJs

**2** Email\* donesafe1@jjswaste.com.au

Mobile Payroll Identifier

Mobile phone Payroll ID

Timezone

Home Location or Account's timezone (Default)

Employment Type Employment start date

Select... Employment start date

**3** Save

5. Click **Save** to save the changes. Whilst suppliers continue to use the system at this point, the next time they login, they will be required to use the new email address.

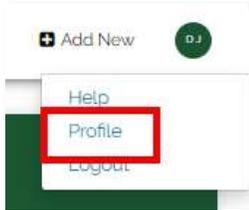
## Changing passwords

Once logged in, suppliers can update their password to access the Contractor Management Portal as follows:

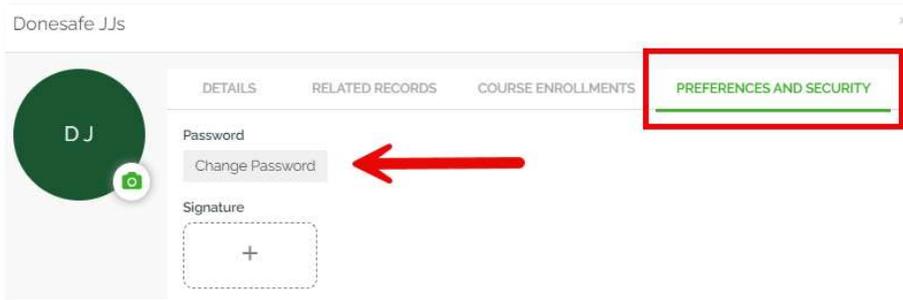
1. For your record in the Supplier Portal, click the profile icon top right of the Donesafe Header bar, click the initials icon.



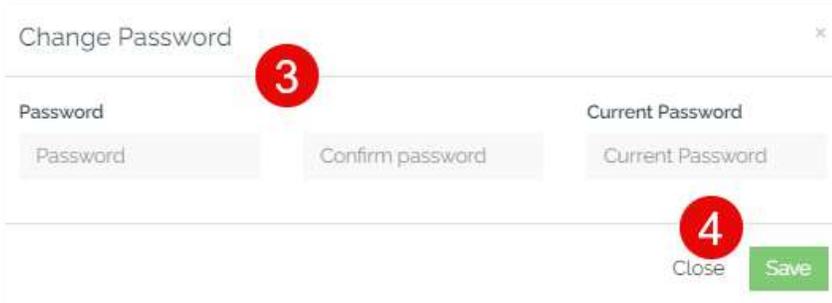
2. Select **Profile** from the drop down list provided.



3. From the Profile window, click the **Preferences and Security** tab.



4. Click the **Change Password** field.
5. Enter the **new** password, **confirm** the new password and enter the **existing** password.



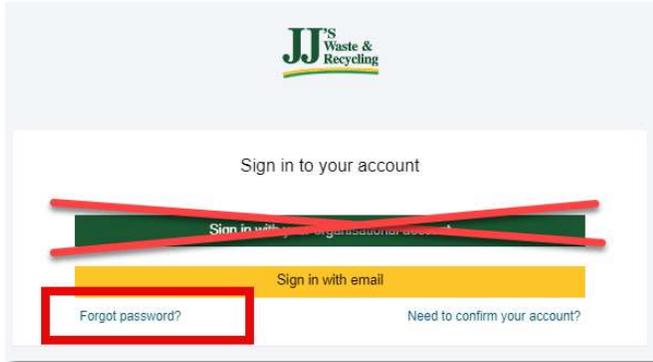
6. Click **Save** to save the changes. The new password will need to be used when you next login.

## Forgotten passwords

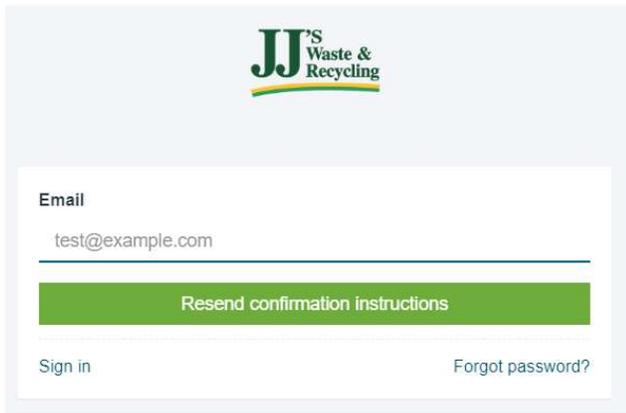
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If supplier forget their login password, this can be re-set as follows:

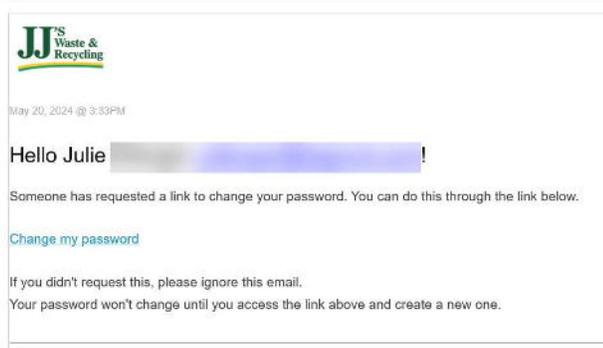
1. Click **Forgot password?** option on the Portal login page.



2. This will open to a page where suppliers can enter their registered email address and instructions will be emailed sent to them, including the opportunity to set a new password for their account.

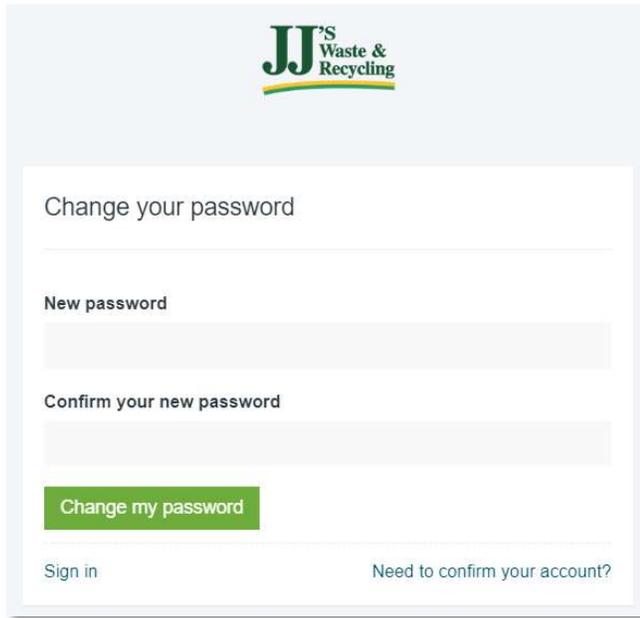


3. The confirmation instruction email will look similar to this. Use the [Change my password](#) blue link to reset your password, as follows:



4. Click the [Change my password](#) link in the email message.

5. Enter and confirm your new password.



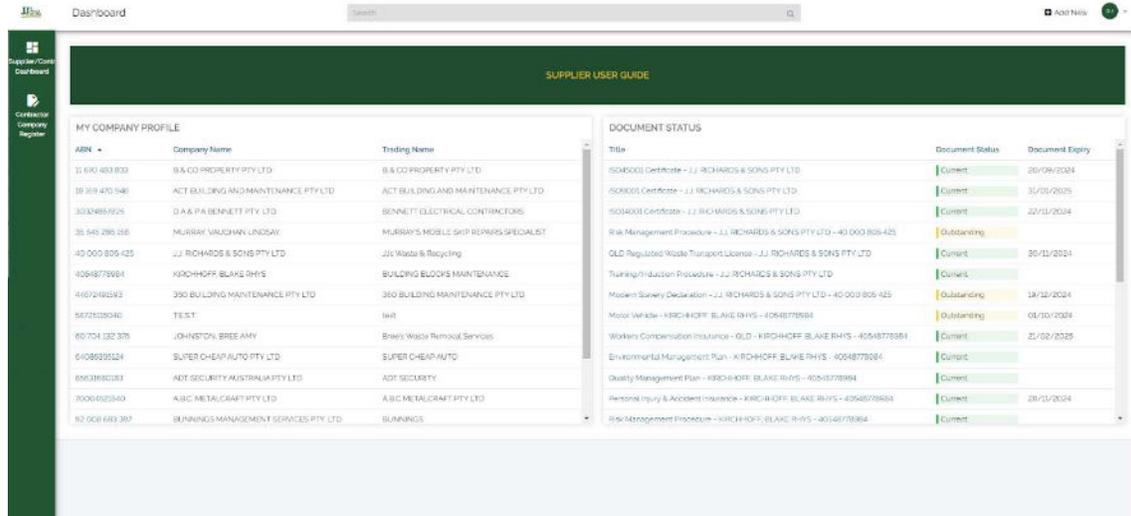
The screenshot shows a web interface for changing a password. At the top center is the logo for JJ'S Waste & Recycling, featuring the letters 'JJ' in a large, bold, green font, with 'S' in a smaller font to the right, and 'Waste & Recycling' in a smaller green font below. The main heading is 'Change your password'. Below this is a horizontal line. There are two input fields: the first is labeled 'New password' and the second is labeled 'Confirm your new password'. Below the second input field is a green button with the text 'Change my password'. At the bottom left is a link 'Sign in' and at the bottom right is a link 'Need to confirm your account?'.

6. Click **Change my password** to save the new password.
7. Return to the sign in page to login using the new password.

# Viewing company details

## Dashboard

Once you log in via the Supplier Portal, you are directed to your Contractor dashboard, for example:



1. Click the **Quick Reference Guide – Help** link to open a copy of this guide.
2. View the **Document Status** column to view all the outstanding documents/items for your company.

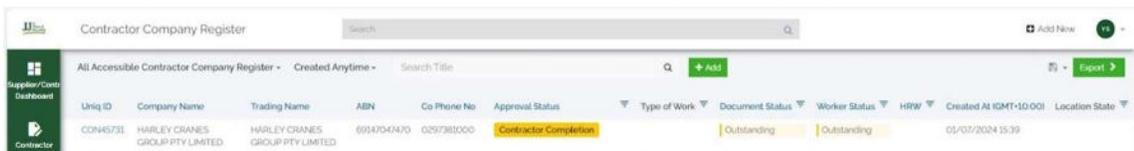
## Viewing your Company record

To view your company information:

1. Click the **Contractor Management** option from the left side menu. Select **Contractor Company Register**.

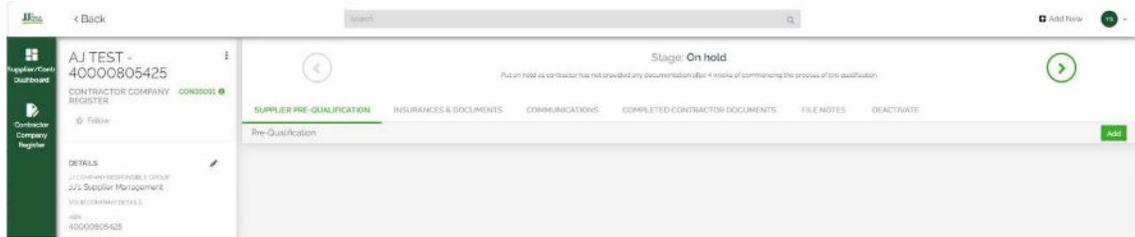


2. From the **Register** screen, click the blue **Uniq ID** link to view your company information.



**Note:** When accessing a record from an email you have received, simply click the link in the email to navigate directly to the relevant company record.

3. Your company record is displayed.



4. The current **Approval Status/Stage** is shown at the top of the company record.

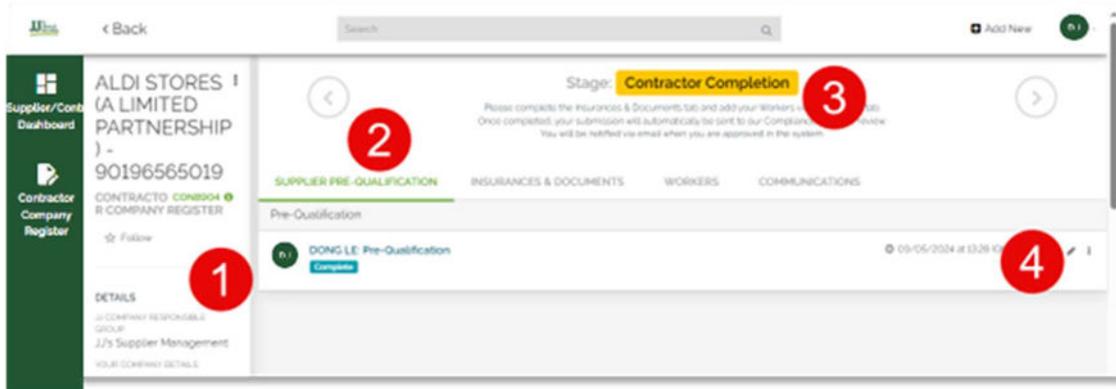
Supplier statuses are shown below:

Menu item	Description
<b>Contractor Completion</b>	Indicates there are also workers documents to be completed if they are to come on site. Suppliers cannot submit their documentation for approval until this is all completed.
<b>Compliance Approval Pending</b>	Supplier has provided all relevant documentation, certificates, insurances etc. and is awaiting final verification/approval from the Shared Services team using the <b>Compliance Verification</b> tab.
<b>Contractor Amendments Required</b>	Displays if the approving team require more information from the supplier before it can be approved.
<b>Inactive</b>	Supplier documentation might not have been provided; the supplier is deemed as non-compliant or may be black listed. The supplier will not be used at this point.
<b>Expired</b>	Supplier documentation has expired and not been replaced. Supplier will not be used at this point.
<b>On Hold</b>	The supplier is automatically put on hold where they have not provided any documentation after 4 weeks of commencing the process of pre-qualification. Reminders are automatically sent to Suppliers to remind them of expired documents.
<b>Approved</b>	Supplier has provided all required documentation and is deemed compliant to provide their goods and services.

## Company details screen

The **Company Details** screen is described as follows:

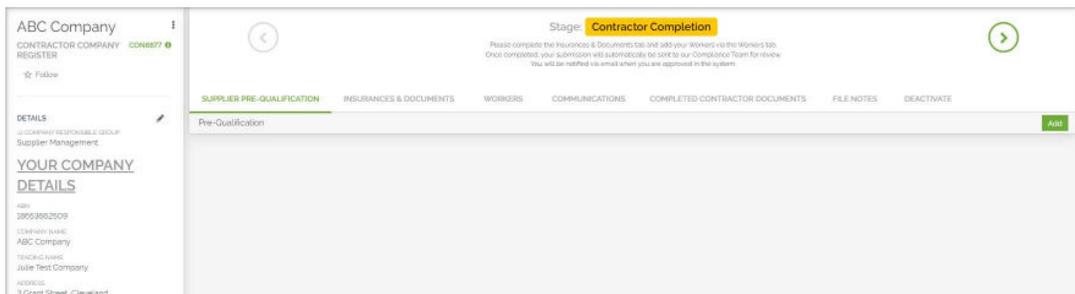
1. A **summary** of your Company, with the unique Contractor number, is shown on the left panel.
2. The **Supplier Pre-Qualification** tab is displayed by default. Click each tab to view the information provided, documents, uploads, worker details and certificates, etc.
3. Your supplier/company current **status** is shown at the top of the records with a brief description below.
4. Click any of the tabs below to view more company information, and any documents you have completed or uploaded, for example Insurance or Workers. **Note** that you have not indicated you are to go on any site in your **Pre-Qualification** form, the **Workers** tab is not required and therefore is not visible.



## Adding your Pre-Qualification form

New suppliers will need to add and complete their Pre-Qualification form before they are able to upload any supporting documents or certificates. The Pre-qualification allows new suppliers to complete their company information, service types, locations etc. and based on their services they are to provide and if they are to visit any sites, upload documents, insurances and certificates, etc.

1. Under the **Supplier Pre-Qualification** tab, click **Add** to add a new Pre-Qualification form.

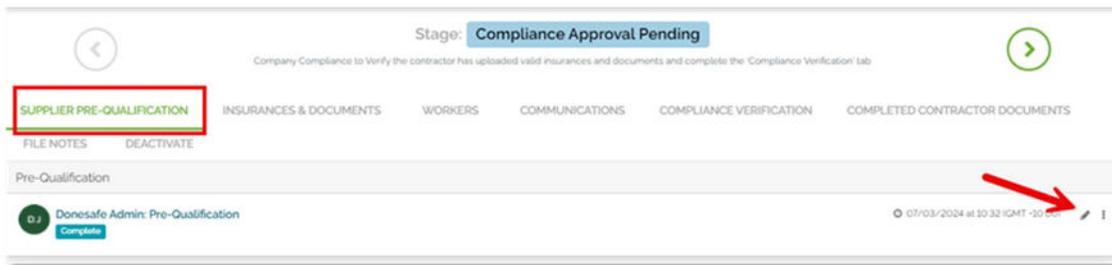


2. Complete the questionnaire fully and correctly, Questions are grouped into a variety of subjects:

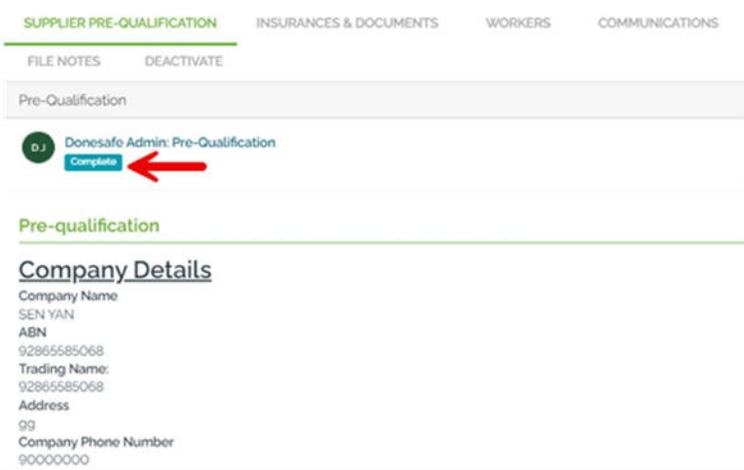
- a. Company Details
  - b. H&S Questions
  - c. Environmental Questions
  - d. Quality Questions
  - e. Company Sites Worked On
  - f. Type of Work Performed
3. Once complete, click **Complete**  or click **Save as Draft** to save this to return to it later.

### Editing your Pre-Qualification form

1. To add, update or add more details to the Pre-Qualification form, click the pencil icon under the **Supplier Pre-Qualification** tab.



2. The **Pre-Qualification** screen displays allowing you view and update more information, as required.
3. Enter information as required, noting that all mandatory fields are shown with an asterisk \*
4. Once all information is entered, click Complete at the end of the screen . The **Complete** label is displayed on the **Pre-Qualification** screen with a summary of the form displayed on the screen too, as follows:



## Updating your information

When you update any information in the Contractor Management system, you are likely to be prompted to refresh your window to ensure the status of the record is updated accordingly.

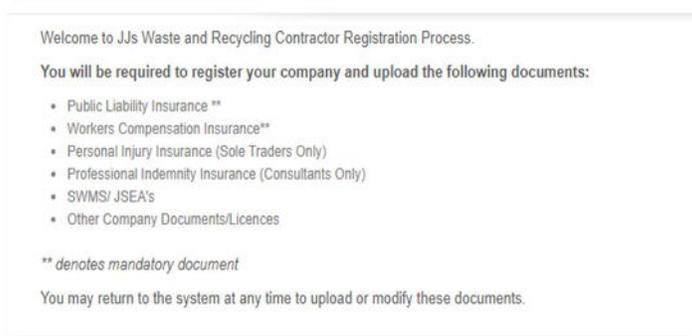
This record has been changed Refresh Now X



**Note:** Where additional sites are added, you might be required to upload additional documents. In addition, where new workers are added, worker information must be uploaded via the **Workers** tab.

## Uploading documentation to the Portal

Suppliers are notified by email, to register and upload the required information, certificates, insurances, declarations etc., for approval prior to providing goods and services. For example:

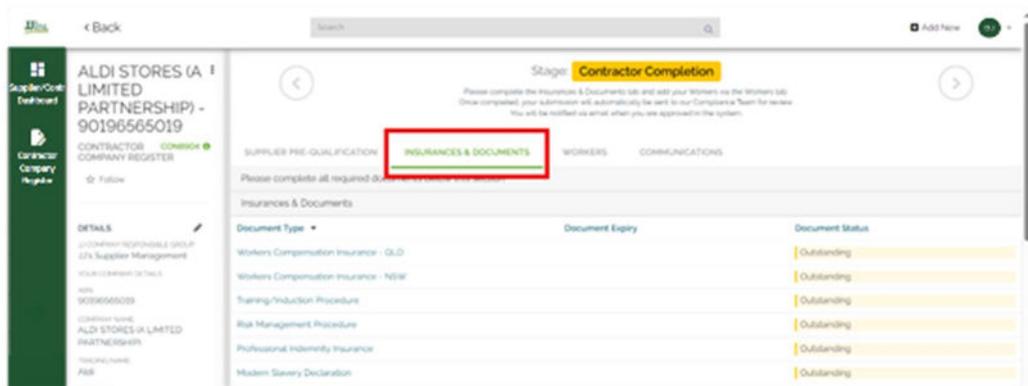


The Pre-Qualification form will populate the other tabs in Supplier records, based on the information provided in the **Pre-Qualification** form. For example, the **Insurances & Documents** tab will populate with the required documents suppliers need to be uploaded to the portal, based on the information provided in the **Pre-Qualification** form.

The **Workers** tab will only display if the **Pre-Qualification** form indicated that suppliers/contractors are to come on site and the names of the workers to attend sites and locations.

### Upload Insurances & Documents

1. Access your company record and select the **Insurances & Documents** tab.



2. Click on the document line to upload.
3. Click Add . The **Upload Document** window displays. Different documents require different information to be completed, for example:

a. **Modern slavery:**

b. **Insurance certificate:**

4. Upload the document (drag and drop onto the window or browse to select the file).
5. Add **Policy Numbers**, notes etc., as required.
6. Select **Expiry Date** using the calendar tool. **Note** this must be **at least 30 days** in the future.



**Note:** You are unable to remove or change an uploaded document once the form is completed. *Please check you are uploading the correct documents before pressing **COMPLETE**.*

7. Click **Complete** once all documents have been uploaded  or click **Save as Draft**



to save this to return to it later.

Once all documents have been uploaded to your company record and are current and valid, the **Insurances & Documents** tab displays **Current** against each of the required documents/uploaded. For example:

Stage: **Contractor Completion**

Please complete the Insurances & Documents tab and add your Workers via the Workers tab. Once completed, your submission will automatically be sent to our Compliance Team for review. You will be notified via email when you are approved in the system.

SUPPLIER PRE-QUALIFICATION    **INSURANCES & DOCUMENTS**    WORKERS    COMMUNICATIONS

Please complete all required documents below this section

Insurances & Documents

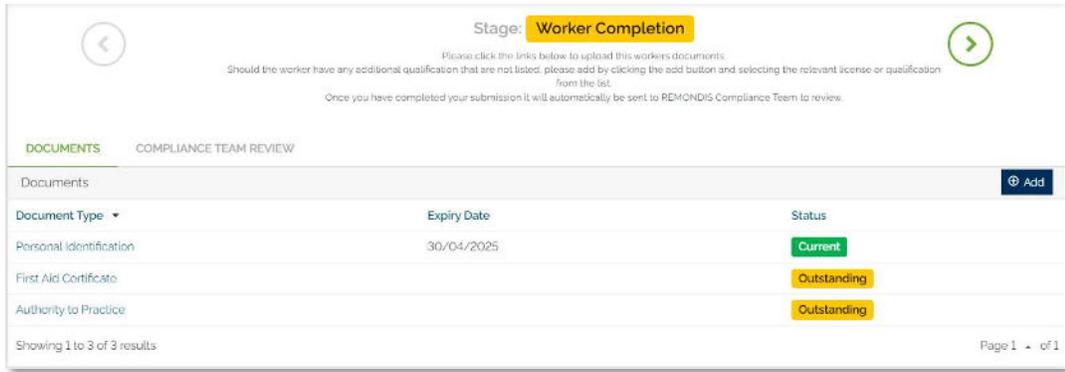
Document Type	Document Expiry	Document Status
Workers Compensation Insurance - SA	31/12/2024	Current
Workers Compensation Insurance - QLD	30/09/2025	Current
Workers Compensation Insurance - NSW	23/05/2025	Current
Training/Induction Procedure		Current
Risk Management Procedure		Current

### Adding Worker documents

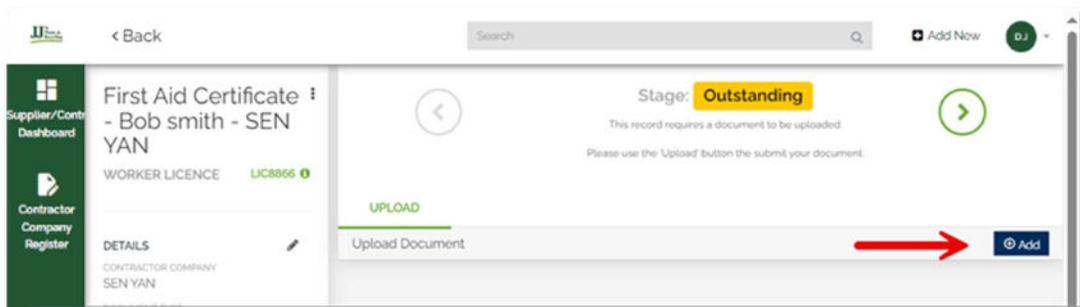
The **Workers** tab is only displayed where a supplier has indicated they will come onto site and need to nominate the names of those workers expected to attend sites and locations.

Suppliers are required to upload the relevant documents for a worker who is providing a service or plans to come on site. Once all worker documents are uploaded, email notification is automatically sent to the JJ’s corporate governance team for worker document review and approval.

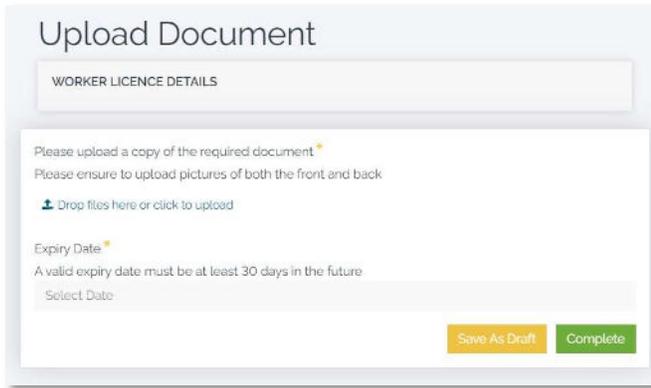
1. Click the [blue worker name](#) to view more details.



2. Click the blue [Document name](#) link to view already uploaded documents.
3. Where required, click **Add** to upload a document.



4. To upload a document, click the blue [Click to upload](#) link or [drag and drop](#) the file onto the [Drop files here](#) area.



5. Enter the document expiry date using the calendar tool. **Note** this must be **at least 30 days** in the future.
6. Click **Complete** once all documents have been uploaded  or click **Save as Draft** to save this to return to it later.



**Note:** Once the uploaded document forms are **Complete**, suppliers are unable to edit or amend them. If there is an error in the uploaded documents, suppliers will be advised when their submission is *Rejected*, where they can upload the correct document, certificate, etc. as required.

## Communications tab

Suppliers/Contractors are able to view this tab and may use this to add notes or communications to the reviewer approver, where relevant.

Stage: **Contractor Completion**

Please complete the Insurances & Documents tab and add your Workers via the Workers tab. Once completed, your submission will automatically be sent to our Compliance Team for review. You will be notified via email when you are approved in the system.

SUPPLIER PRE-QUALIFICATION   **INSURANCES & DOCUMENTS**   WORKERS   **COMMUNICATIONS**

Please complete all required documents below this section

Insurances & Documents

Document Type	Document Expiry	Document Status
Workers Compensation Insurance - SA	31/12/2024	Current

1. Click **Add** to create a new Communications record 
2. Enter the **Comments**.
3. Select who is adding the Comments from the list provided. Default is yourself.
4. Add any documents/attachments if required.

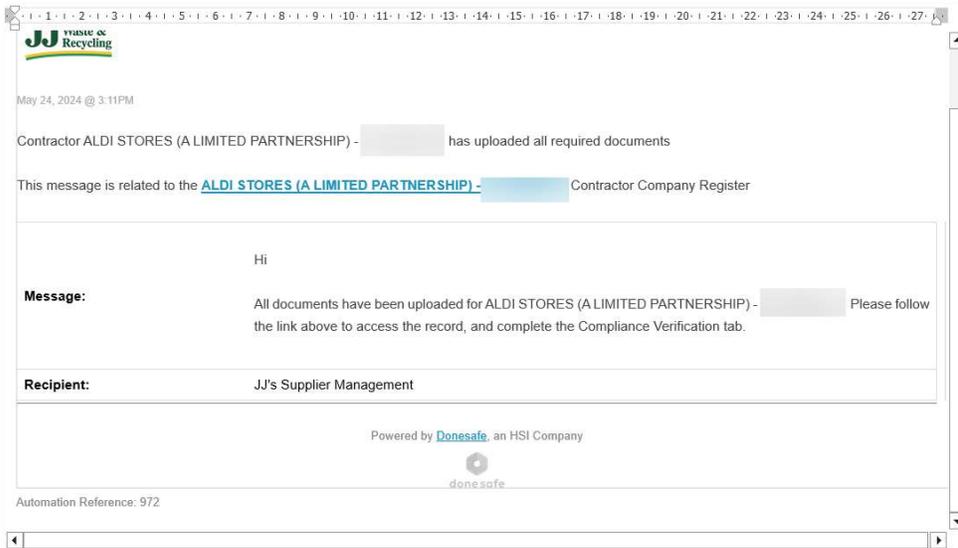
## Submitting your request

Once all documents have been uploaded to your company record and are current and valid, the **Insurances & Documents** tab displays **Current** as the *Document Status* for each of the required documents/uploaded. For example:

Document Type	Document Expiry	Document Status
Workers Compensation Insurance - SA	31/12/2024	Current
Workers Compensation Insurance - QLD	30/09/2025	Current
Workers Compensation Insurance - NSW	23/05/2025	Current
Training/Induction Procedure		Current
Risk Management Procedure		Current
Professional Indemnity Insurance	23/07/2025	Current
Modern Slavery Declaration	31/03/2025	Current

Once all required documents and certificates, etc. are uploaded, the Contractor stage is updated to **Compliance Approval Pending** and an automated email is sent to the centralised Shared Services team to review and approve the supplier documents uploaded.

The notification email sent to advise the central team is similar to the following:

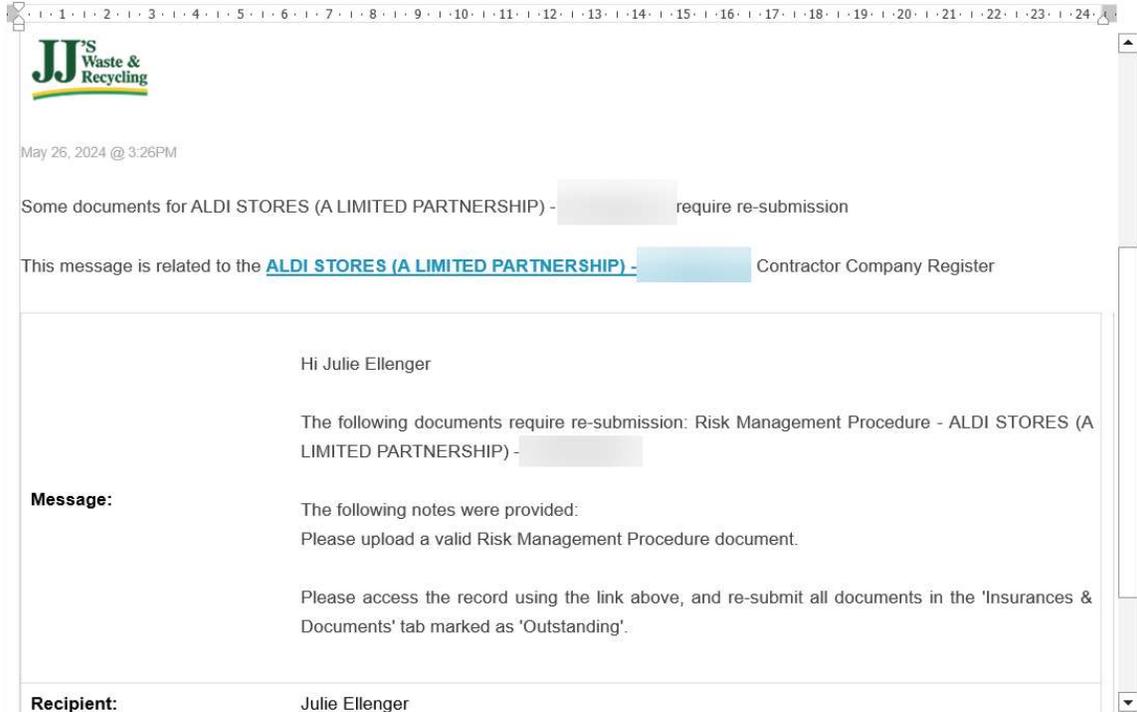


Once your information has been reviewed and approved, your company status is updated to **Approved**:



## Incomplete / rejected submissions

If a supplier's document submission is rejected, an email is sent to advising them of what needs updating or re-submitting, together with a link to directly access their record to update. For example:



Suppliers can use the **Company name** link in the email to navigate to the supplier portal to upload the correct documents, as indicated in the email.

Suppliers can also check the **Communications** tab in their company record for any additional information provided to assist them with the correct upload to ensure approval.

Once all outstanding documents have been re-uploaded and show as **Current** in the *Document Status*, the company record is automatically re-sent for approval.

### Supplier reminders

Reminders are automatically sent to Suppliers where documents are outstanding, invalid or expired.



**Note:** Where suppliers do not upload the correct documentation in the timeframes provided, they will be marked as inactive, and the JJ's Waste & Recycling group of companies staff and depots are advised not to use that supplier or their services.