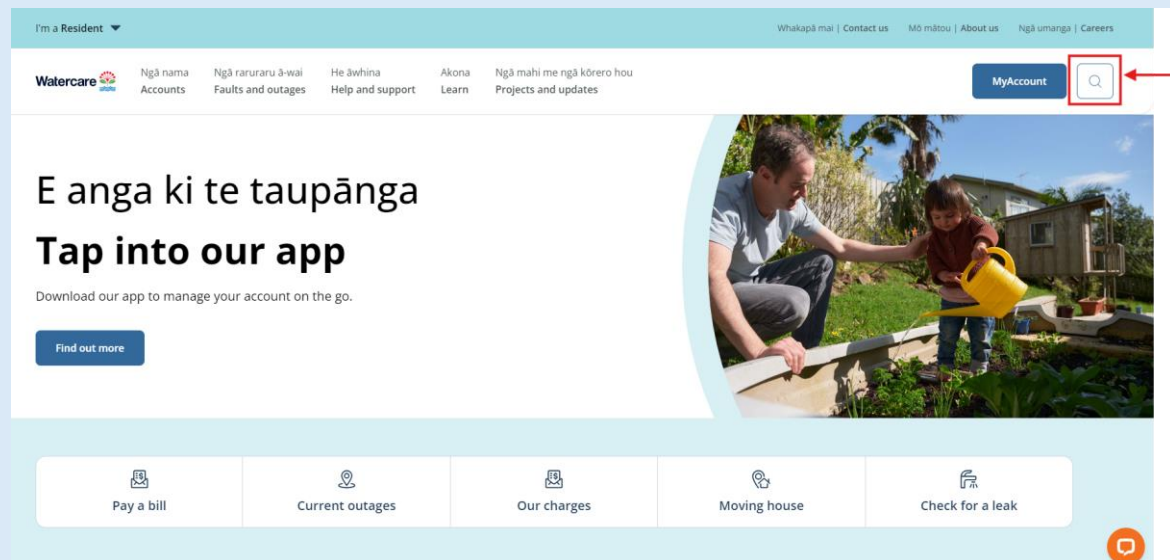


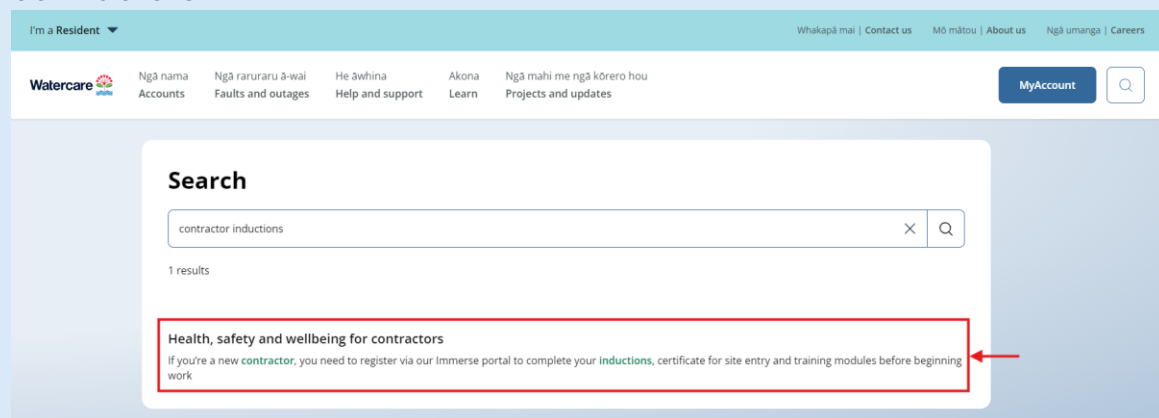
# Contractors Online Inductions Guideline

**STEP 1:** Visit our Watercare [website](#).


**STEP 2:** Click on the search icon and type in 'Contractor Inductions' or select this [link](#).



**STEP 3:** If you selected the 'link' above (step 2), a window would pop up (see picture below, then select the 'Health, safety and wellbeing for contractors'.



**STEP 4:** After following *steps 2 and step 3*, select the relevant link below your preferred option.

[Ngā nama  
Accounts](#)[Ngā raruraru ā-wai  
Faults and outages](#)[He āwhina  
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MyAccount

Read  
our health, safety...

## Our health and safety induction process

To work at one of our sites, you need to complete an induction beforehand. There are two ways to do that – check out the options below and choose which is right for you.

Registration for new contractors

If you're a new contractor, you need to [register via our Immerse portal](#) to complete your inductions, certificate for site entry and training modules before beginning work.


### Certificate renewal for existing contractors

If you've previously registered via Immerse and undergone your induction process, you can simply [renew your certificate for site entry](#). [Download a pdf instruction guide](#).

## Control of work system

As a Watercare contractor, you and your staff must always work safely on our sites and assets. When working on our sites you'll need to provide a work pack detailing the scope of your work, the hazards and risks involved and the planned controls to ensure that the work will be undertaken safely.

For work pack requirements, steps and documentation, please review the info below.

[Ngā nama  
Accounts](#)[Ngā raruraru ā-wai  
Faults and outages](#)[He āwhina  
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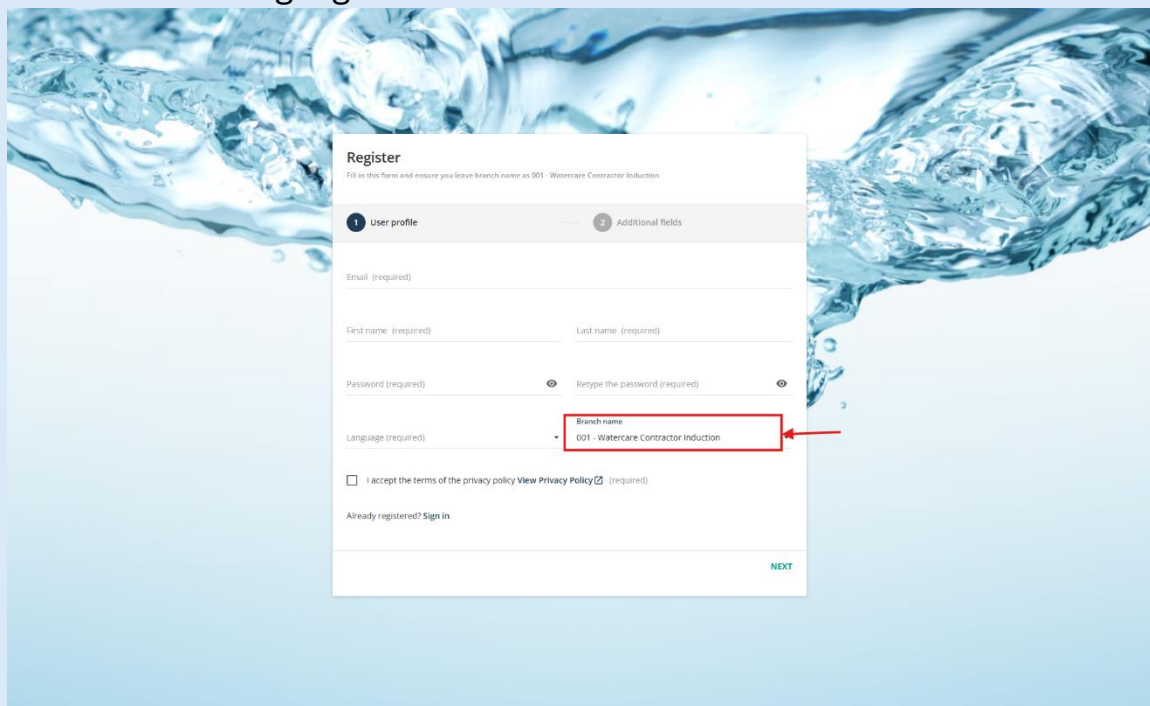
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# Registration for New Contractors

**STEP 1:** Enter your details into each field. Please do not change the 'branch name' highlighted below.



**Register**  
Fill in this form and ensure you leave branch name as 001 - Watercare Contractor Induction

1 User profile — 2 Additional fields

Email (required)

First name (required) Last name (required)

Password (required) Retype the password (required)

Language (required) Branch name  
001 - Watercare Contractor Induction

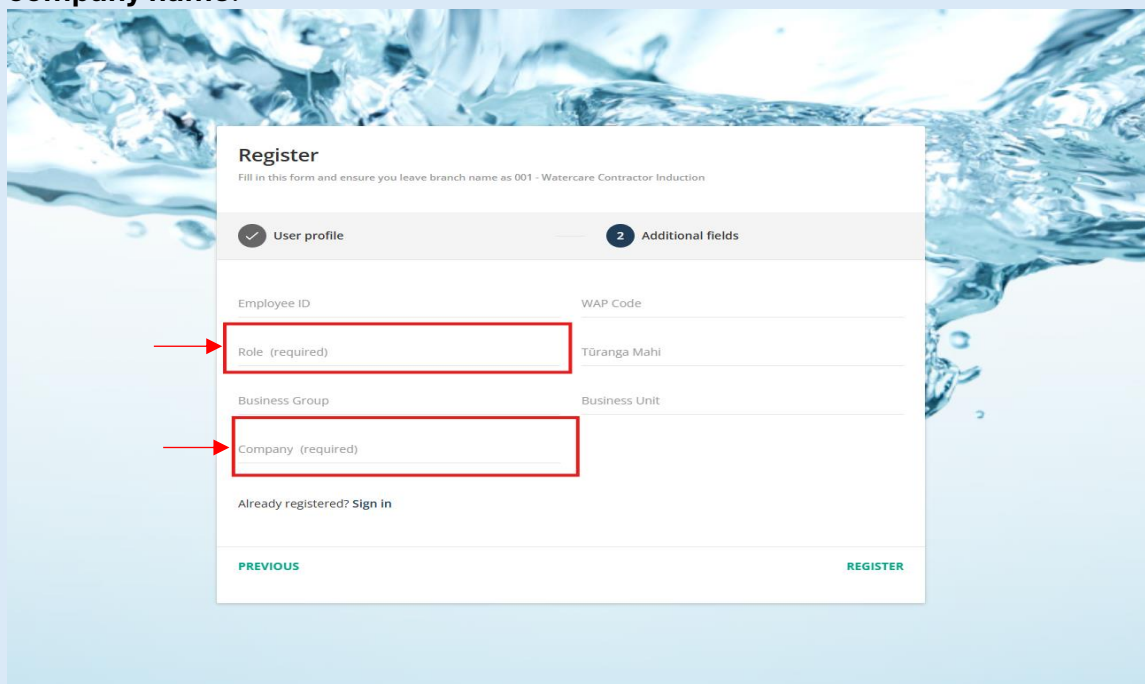
☐ I accept the terms of the privacy policy [View Privacy Policy](#) (required)

Already registered? [Sign in](#)

[NEXT](#)

**STEP 2:** Only fill in these two fields 'Role (required)' and 'Company (required)' and then click '**REGISTER**' on the bottom right corner.

**Note:** Ensure when entering information on the company field, you **only** enter your **company name**.



**Register**  
Fill in this form and ensure you leave branch name as 001 - Watercare Contractor Induction

✓ User profile — 2 Additional fields

Employee ID WAP Code

Role (required) Tōranga Mahi

Business Group Business Unit

Company (required)

Already registered? [Sign in](#)

[PREVIOUS](#) [REGISTER](#)

**Step 3:** Now select the 'Onsite Induction Learning Plan' highlighted below.

The screenshot shows the 'Contractor' page with a sidebar on the left. Under the 'Onsite Induction Learning Plan' section, there is a list of items. The first item, 'Contractor Onsite Induction', is highlighted with a red box and a red arrow. To the right of this item, it says 'Learning plan | 1h 30m'. Other sections on the page include 'Certificate Renewal', 'Certificate Download', and 'Contact Us'.

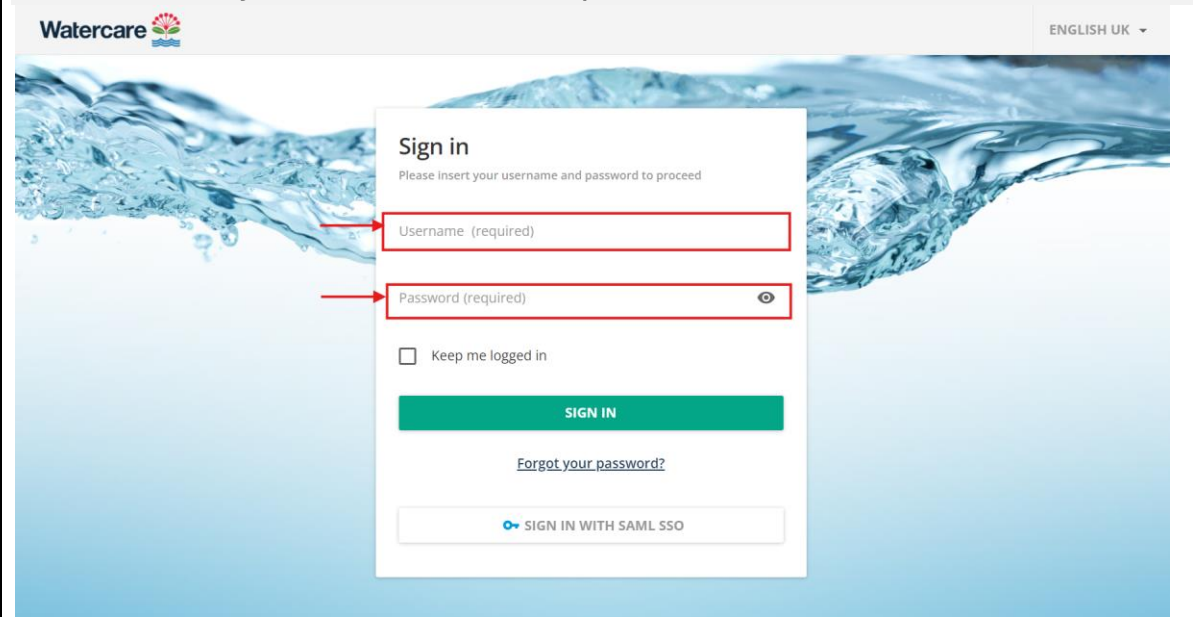
**Step 4:** Scroll down and select the induction you require.

The screenshot shows the 'Contractor Onsite Induction' page. Under the 'Courses in the Learning Plan' section, there is a list of courses. The first course, 'Introduction to Health, Safety and Wellbeing at Watercare - Contractors', is highlighted with a red box. To the right of this course, it says 'Mandatory | EN | E-Learning | 25m 30s | Course Completed'. Other courses listed include 'Job Safety Analysis - Contractors', 'Privacy at Watercare - Contractors', 'Networks - Contractor Induction', and 'Headworks - Contractor Induction'.

**Step 5:** Complete the online induction required.

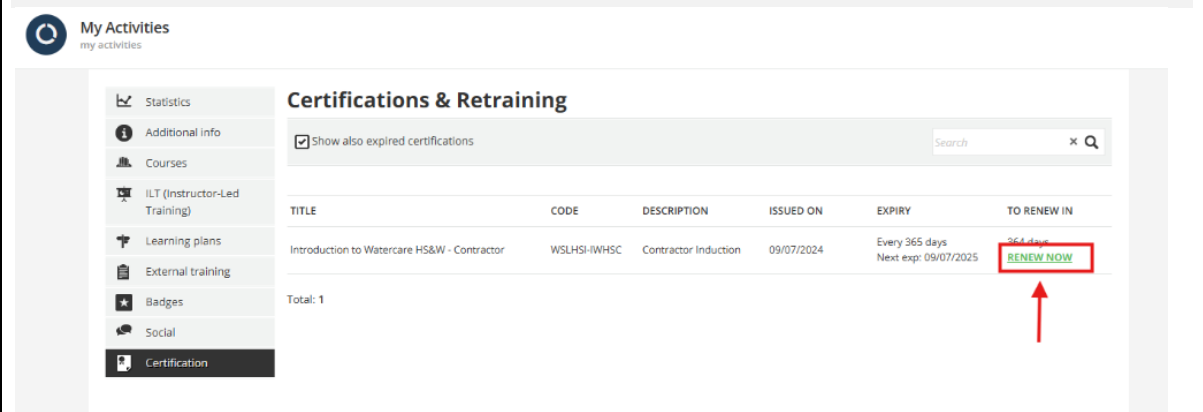
# Certificate Renewal for Existing Contractors

**STEP 1:** Enter your 'username' and 'password' and select '**SIGN IN**'.



The image shows the Watercare website's sign-in page. At the top left is the Watercare logo, and at the top right is a language dropdown menu set to 'ENGLISH UK'. The main content area has a blue background with a water splash graphic. In the center is a white 'Sign in' box. Inside the box, there are two input fields: 'Username (required)' and 'Password (required)'. Red arrows point to each of these fields. Below the password field is a checkbox labeled 'Keep me logged in'. At the bottom of the box is a green 'SIGN IN' button. Below the button is a link that says 'Forgot your password?'. At the very bottom of the box is a button that says 'SIGN IN WITH SAML SSO'.

**STEP 2:** Find the certification you would like to renew and select '**RENEW NOW**'.



The image shows the 'My Activities' section of the Watercare portal, specifically the 'Certifications & Retraining' page. On the left is a sidebar with a 'My Activities' header and a list of menu items: Statistics, Additional info, Courses, ILT (Instructor-Led Training), Learning plans, External training, Badges, Social, and Certification (which is highlighted). The main area has a 'Certifications & Retraining' header and a checkbox for 'Show also expired certifications'. Below this is a table with the following columns: TITLE, CODE, DESCRIPTION, ISSUED ON, EXPIRY, and TO RENEW IN. There is one row of data for 'Introduction to Watercare HS&W - Contractor' with code 'WSLHSI-IWHSC' and description 'Contractor Induction'. The 'ISSUED ON' date is '09/07/2024' and the 'EXPIRY' is 'Every 365 days' with 'Next exp: 09/07/2025'. In the 'TO RENEW IN' column, there is a red box around the text '364 days' and a green 'RENEW NOW' button. A red arrow points up to the 'RENEW NOW' button. Below the table, it says 'Total: 1'.

TITLE	CODE	DESCRIPTION	ISSUED ON	EXPIRY	TO RENEW IN
Introduction to Watercare HS&W - Contractor	WSLHSI-IWHSC	Contractor Induction	09/07/2024	Every 365 days Next exp: 09/07/2025	364 days <b>RENEW NOW</b>

**Step 3:** Final stage, complete the induction required.