

## MyPass subscription

### How is my subscription calculated?

MyPass subscription tiers are based on the number of unique workers in your Resource Pools. This means you'll only pay for a worker once, even if they are providing services to multiple sites or assets. BHP Vendors that are new to MyPass can take advantage of the 6 month fee-free grace period. It's anticipated that BHP Vendors will achieve a cost-neutral or better position once MyPass is fully deployed, from a reduction of administrative burden and duplication of effort.

### Do I pay for all of the workers in my MyPass portal, whether they are actively working or not?

As soon as your organisation invites a worker to join MyPass, they are added to a Resource Pool and accounted for in your subscription tier. This is because you can now view their data via their Skills Passport.

### What if a worker is registered and active with multiple vendors? Will all vendors be charged for this worker?

When you invite a worker and they accept the invitation, they are automatically entered into a Resource Pool. All workers within your Resource Pools are accounted for in your subscription fee, even if they are providing services to other Vendors. This is because you are benefiting from access to their Skills Passport.

### Will I pay for a worker more than once if I have them allocated within multiple Resource Pools within my portal?

No, fees apply to unique workers only. There are no additional charges for adding the same worker into multiple Resource Pools. In other words, you'll only pay for each worker once, even if they are providing services to multiple vendors or operators.

### What are the period and payment terms for the subscription cost?

During onboarding, you will be required to complete the MyPass onboarding form. You will be asked to assign a billing contact to receive billing and renewal notifications. Your billing contact will be asked to submit payment details to commence your paid subscription at the end of any free of charge period or for existing MyPass customers before adding your additional workers. Your MyPass subscription is paid in advance via an automated billing system. A credit card is the required payment method. Enterprise customers or vendors that require an invoice will adhere to 30-day payment terms as standard. MyPass is completely free for workers.

### Are there any additional hidden fees?

There are no hidden fees for Vendors related to an engagement with BHP. All MyPass functionality is available as part of your subscription. Billing will only increase if you invite more workers to your MyPass portal and this causes you to exceed your current subscription tier.

### What happens if I have a large workforce, but they only use the platform infrequently? How is this charged? Is it annual or monthly? Can I deactivate workers?

You can select your preferred payment frequency from monthly, quarterly or annual. Paying quarterly or annually attracts a discounted rate, however, you are encouraged to calculate the most appropriate subscription model based on anticipated clients, workers and engagements. If your number of workers contracted to a BHP site fluctuates, we recommend that you select the monthly billing option and manage your Resource Pools effectively. Vendors are able to move unique workers in and out of their Resources Pools to manage subscription fees.

## **Will I be reimbursed if my number of active workers does not reach the subscription number I have paid for?**

Reimbursement is not available, but you have the opportunity to change your subscription tier at the end of your subscription period.

## **As a vendor, can I be billed for verification of documentation that I have not requested the worker to load?**

Vendors will not be charged for verifications unless they have a direct and separate agreement with MyPass outside of the BHP engagement.

## **What happens if a worker works for me and another vendor? Who pays for the subscription-related cost?**

All workers within your Resource Pools are accounted for in your subscription fee, even if they are providing services to other vendors. In this instance, both vendors pay for this worker because both are benefiting from access to the worker's Skills Passport.

## **How is that determined?**

As soon as you invite a worker to MyPass, they are added to your Resource Pool and accounted for in your subscription tier. This is because you can now view their data via their Skills Passport. If the worker already has a Passport established, they must accept the invitation before their data is visible.

## **Can we unsubscribe at any time, any termination clauses?**

Yes, vendors can choose to unsubscribe at any time. The subscription will be cancelled at the end of the current subscription period. However, going forward, workers gaining access to any BHP site will be required to display their MyPass Worker Passport. It won't be possible to send a worker to a BHP site where MyPass has been deployed without a Vendor Portal. Once created, you'll be able to proactively ensure your workers are compliant and site ready.

## **Small, local & indigenous vendors**

### **I am an Indigenous vendor. Do I get a discount? How is this calculated?**

Does your business identify as Indigenous (Aboriginal & Torres Strait Islander people) OR does it meet the Indigenous ownership criteria otherwise defined in an Indigenous Land-use Agreement with BHP?

A 20% discount is offered to Australian Indigenous Vendors with 50% majority ownership. This discount is in perpetuity on the condition that a 50% ownership is maintained. This will be automatically calculated and discounted via your billing subscription.

## **MyPass verifications**

### **Who pays for industry certifications?**

Document verification fees are applicable only when a worker has been assigned to a project (scope of work). BHP pays for the verification of worker documents when they relate to a role requirement. If a certificate has already been verified by MyPass, there is no charge to BHP for this document verification.

## Vendor onboarding

### Who can I speak to for support about using the MyPass portal?

Visit the [BHP User Hub](#) on the MyPass website for useful resources to help you get started. For questions related to the MyPass platform, please contact [support@mypassglobal.com](mailto:support@mypassglobal.com). All Support services are currently available in English and Spanish. A dedicated BHP business deployment lead for each Asset is available to support vendors and contractors through this change. Please direct questions to the relevant team:

- If you currently work with BHP in WA, please direct questions to the team at [waiomypasssupport@bhp.com](mailto:waiomypasssupport@bhp.com)
- If you currently work with BHP in QLD, please direct your questions to [ben.james2@bhp.com](mailto:ben.james2@bhp.com).

### What data privacy & security controls do you have in place to protect our worker data from cyber and other vendors?

Data Governance and Information Security are paramount to us and our customers. Please refer to our [Privacy Collection Statement and Privacy Policy](#) for details.

### What happens if I don't know who is going to be working for BHP at Go-Live so I onboard too many workers? Or not the right workers?

As soon as you invite a worker to MyPass, they are added to your Resource Pool and accounted for in your subscription tier. This is because you can now view the workers' data via their Skills Passport. If you no longer require full visibility of this worker you can remove them from your resource pool and won't pay for their subscription in your next billing cycle. You will not be able to propose a worker who's not in a resource pool

### Do I have the option to configure my portal uniquely to suit my business?

Portal configuration options are available to all Vendors as part of your MyPass subscription. This includes setting up projects for internal compliance tracking, your own internal skills matrices, mobilisation and recruitment functionality, and the use of APIs to connect with your existing systems. Please discuss this directly with MyPass by contacting [support@mypassglobal.com](mailto:support@mypassglobal.com). This is included in the MyPass subscription and does not cost extra.

### What does 'hyper-care' look like for me as a vendor?

Upon completing your BHP onboarding form, MyPass will create your vendor portal. Vendors have access to training materials, knowledge base and MyPass Training Academy. We also encourage you to join the weekly Q&A sessions held by MyPass. We also have in place a vendor care programme for existing MyPass customers, plus enterprise and strategic accounts. This vendor care comprises a higher-touch approach.

## Worker onboarding

### How is my data protected?

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## **Can I be booked for multiple roles with multiple vendors at the same time?**

Yes, this is currently possible as there is no hard stop. It is common for contingent workers to apply for multiple roles at once, such is the nature of contingent work.

## **What happens to my profile and data if I terminate my relationship with MyPass?**

MyPass doesn't delete worker profiles and instead retains legislative data in its database. This helps the MyPass verification team to check for duplicate profiles should a worker choose to create a new profile. In the instance of a worker holding multiple profiles, they will be prompted to merge them before they get a 'validated profile' - which is required to access any BHP site.

## **What happens if I have lost access to my linked email account?**

Follow these steps to reset your account password.

Vendor Portal: <https://support.mypassglobal.com/hc/en-au/articles/9711625449871-Reset-a-Password>