

CTSL SAFETY MANAGEMENT SYSTEM

Supervisor User Handbook

Enter the job once.
Keep reviews and approvals together.

Practical guidance for supervisors.
A closer look at the tools for your company.



01 SET UP



02 ASSESS



03 SUBMIT



04 VERIFY

REQUEST A COMPANY DEMONSTRATION

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www.ctsl.net

Free to read and share as a complete handbook.

Current online guide: hse.ctsl.net/handbook

Find your next step

Use the contents below to jump to a section. Page numbers refer to this PDF. The online guide may be updated as the portal changes.

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Public handbook. Private workspace.

Reading this guide does not grant access to CTSL job records. Other companies can request a demonstration; operational supervisor access requires CTSL approval.

01 / SUPERVISOR GUIDE

One job. One coordinated package.

The portal helps you prepare job documentation and send it to the client for review. You remain responsible for entering accurate information, checking the actual work area and following the client's site procedures.

1. Set up

Select forms and enter shared job details.

2. Assess

Complete each form's checks and controls.

3. Submit

Send the complete package for client review.

4. Verify

Check approval, permits and final release.

1. Sign in with your approved CTSL account.
2. Open **Home / Job setup**. Choose the forms needed for the job.
3. Enter the shared details, crew and client representatives once.
4. Select **Open selected forms ->** and complete every selected document.
5. Choose **Return Home - Review & Submit**, then **DONE - Submit Job & Reset**.
6. Monitor **Saved assessments** for the client's decision.
7. Verify the final release conditions before recording a work start.

Saving is not approval.

A completed assessment, a sent email or an opened review link does not authorise work. A client approval does not issue a facility permit.

**ONE WORKFLOW**

Set up. Assess. Submit. Verify.

02 / SUPERVISOR GUIDE

Apply, activate and sign in

1. Visit hse.ctsl.net and choose **Configuration / Request access**.
2. Enter your full name, contact information and company email. Supervisor applications must use a **@ctsl.net** address.
3. Submit the request for CTSL approval. Applying does not immediately grant access.
4. After approval, open the activation email sent to your company inbox. Use the one-time link, enter your email as your username and create a unique password of at least 12 characters.
5. Return to the portal and sign in. Use **Sign out** when finished, especially on a shared device.

Your workspace contains records assigned to your account. Supervisors do not share a login: a supervisor working at one client location should not use another supervisor's credentials to access a different job.

Keep private links private.

Activation and client-review links carry access to their specific action or record. Do not forward them. If a link expires or you cannot sign in, contact CTSL through info@ctsl.net. Never email your password.

**YOUR OWN WORKSPACE**

Use your approved account. Keep passwords and private links private.

03 / SUPERVISOR GUIDE

Choose the forms and enter the job

Under **Select forms**, choose a form from the dropdown. It is added to your job; repeat for each required document. Remove any form that does not apply before opening the package.

HSA - Hazard & Safety Assessment

Record the site hazards and work-area conditions relevant to this job.

JSA - Job Safety Analysis

Assess the job sequence, task hazards and controls for the work being planned.

Shared job details

Enter the client, work order, site location, work date, company supervisor and scope. These are required before opening the forms. Add supervisor contact details, working hours, permits and muster point as applicable.

Site choices are filtered by client. If you change the client, check the site again. Use **Save client and site for future jobs** only for genuine reusable information.

Crew and client representatives

Enter each assigned employee's name, classification, contact and emergency contact. Record the medical-observation answer for today. Where a concern is recorded, complete the required restrictions, benching decision and fitness-review action under CTSL procedures. A benched employee cannot remain in the crew for work release.

For each client approval recipient, enter their name, designation and correct email. Add another representative when needed. Check addresses carefully before submission.

Example only

For an ICT installation, select the HSA and JSA, then add only the permits required by the scope and client. Enter the client, work order, site and crew once. Complete the site assessment and task analysis separately; their safety decisions are not interchangeable.

**GET THE FOUNDATION RIGHT**

The client, site, crew and scope carry through the selected forms.

04 / SUPERVISOR GUIDE

Reuse information without repeating the form

The selected forms belong to the same job. They receive the same job reference, scope, supervisor, crew and approval recipients from the first setup screen.

- **Expand "Shared job details"** inside a form when you need to review or change the common information.
- **Save the change or switch forms** to carry shared edits into the other draft forms in that job.
- **Completed documents stay fixed.** Create a revision when a completed document needs new details; check every affected form before submitting again.
- **Choose saved people and sites** for future jobs. Use the save buttons to remember genuine employees, emergency contacts, client representatives and permit names.
- **Check what changes each day.** Medical observations and benching decisions apply to the current job. Saving a person does not save those daily observations to the reusable employee list.

Reused details are a starting point.

A saved permit name is not a valid permit. Enter and confirm the actual reference, validity and issuer for the current job. Safety answers, risk ratings and control verification must reflect the current site and task.

Keep the crew and daily observations consistent across the HSA and JSA. The portal blocks package submission if these details differ.



ENTER ONCE, CHECK EACH JOB

Reuse common details. Reassess the actual conditions and controls.

05 / SUPERVISOR GUIDE

Complete each assessment

After **Open selected forms** →, the first assessment opens at its safety checks. The job's form buttons let you move between documents; switching saves the current draft.

1. **Job details:** expand the shared summary if something needs checking.
2. **Safety checks:** answer every question Yes, No or N/A. Explain every No or N/A. For No, state what is missing, the action and owner. An unresolved No creates a work hold.
3. **Hazards & controls:** assess every listed hazard area or task step. Add another where the list does not cover the actual work.
4. **Review & save:** review the summary, correct missing information, confirm the supervisor acknowledgement and choose **Complete & save assessment**.

For every applicable hazard

Record credible harm, people exposed, existing verified controls, additional controls, the control owner and due time, and verification evidence. Select initial and residual likelihood and severity using the displayed matrix. Confirm control verification; explain any permitted N/A.

The portal's displayed matrix uses likelihood × severity: 1-4 Low, 5-9 Medium, 10-16 High and 17-25 High Risk. Follow its acceptance guidance and the client's agreed method. High residual risk and unverified controls keep the work gate closed.

Do not answer just to clear a warning.

Use N/A only with a genuine exclusion reason. If the controls or information are not ready, keep a draft, resolve the issue and reassess before proceeding.

Save draft lets you continue later from Saved assessments. A completed record is locked; corrections require a revision.



COMPLETE THE PICTURE

Every applicable hazard needs controls, ownership and verification.

06 / SUPERVISOR GUIDE

Select permits for the actual scope

The portal includes 13 permit preparation and verification forms. Select the ones required by the job and client. They reuse the job reference and contacts, while keeping their own essential details and checks.

Form	Activity	Form	Activity
PTW01	Hot work	PTW08	Electrical work
PTW02	Confined space entry	PTW09	Cold work
PTW03	Energy isolation and LOTO	PTW10	Critical lifting
PTW04	Line breaking and containment	PTW11	Chemical handling and hazardous materials
PTW05	Radiography	PTW12	Work at height
PTW06	Work over water	PTW13	Ground penetration and excavation
PTW07	Personnel transfer	-	Choose by scope, not by form count

Complete the document-specific details and checks. Record the facility-issued permit and authorisation evidence. Matching editable Word templates are available inside the permit forms to signed-in supervisors.

The facility controls permit issue.

The portal prepares and records supporting information. It does not issue a facility permit, replace the issuing authority or release work because a supporting form has been saved.



PREPARE AND VERIFY

The facility retains control of permit issue and authorisation.

07 / SUPERVISOR GUIDE

Submit the complete job package

1. Finish every selected form. Use the job's form buttons to find remaining drafts.
2. Choose **Return Home - Review & Submit**.
3. Check the work order and the number of completed forms. Open any document that needs correction.
4. Select **DONE - Submit Job & Reset**.
5. Wait for the submission result. Each representative receives one package email with all the PDFs and one individual package-review link.
6. After confirmed submission, the entry screen resets for the next job. The submitted records remain under Saved assessments.

If forms are incomplete, details conflict, a safety hold remains or email delivery is unavailable, resolve the displayed issue and return to the same job.

"Accepted by Gmail" is a sending confirmation.

It does not prove the recipient has read the email or approved the work. For an unconfirmed send, ask the portal administrator to check Gmail Sent mail before retrying, to avoid duplicate requests.

Review PDFs are labelled as submitted copies, not approved documents. Use the live portal to check the current status.

**ONE COORDINATED PACKAGE**

All required PDFs. One review link per representative.

08 / SUPERVISOR GUIDE

What the client receives and confirms

The representative opens the individual email link, reads every document and exact revision listed in the package, and records one decision for the whole package. Opening the link does not approve anything.

- The review page includes the shared job details, crew, assessment checks and hazards.
- The reviewer must reach the end of the assessment and confirm that all documents have been read.
- For a real job, CTSL's approval rule requires the authorised reviewer to have personally assessed the actual work area and to enter the visit date and details of the area, hazards and controls checked.
- The reviewer confirms authority, no objection, explicit agreement, the responsibility notice and whether affected workers have been or will be notified.
- The reviewer enters their full name and any comments, then approves or raises an objection.

One authorised listed representative can approve the package if no unresolved safety hold or client objection remains. The recorded decision includes the name, time and declarations. The email link identifies the invited reviewer; it is not independent identity verification.

An objection keeps the gate red. Resolve the issue, revise the affected documents and request fresh review. Do not ask someone to certify a site visit or check they did not perform.

Training is visibly separate.

Explicit training records use simulated declarations and cannot authorise real work. Never use a training example as evidence of live-job approval.

**A RECORDED DECISION**

The current package and exact revisions are what the client reviews.

09 / SUPERVISOR GUIDE

Understand jobs and approvals

Open **Saved assessments**. Search by client, site or work order and use All my assessments, Drafts, Awaiting approval and Approved to filter your records. Counts refer to documents, so one job with an HSA and JSA can appear as two assessments.

Status	What to do
Draft - DO NOT START	Continue editing and complete the missing information.
Awaiting client approval	Wait for an authorised client decision. Check the email status and recipient details.
Work hold / Client objection	Read the reason, resolve the issue and obtain fresh approval where required.
Approved - start gate open	Check all required documents and complete the separate final work-release checks.
Superseded / Package changed	Use the latest revisions and request fresh package approval.
Demo approved	Training only. Real work start remains disabled.
Supporting record saved	Evidence has been recorded; this status alone does not authorise work.

Open a document to see the approver, approval time, comments and audit history. Use **Refresh status** if needed. On approval, the portal prepares an approved PDF and sends the supervisor notification to the recorded supervisor email; check its delivery status.

Use **Download approved PDF** for the approved snapshot. **Download JSON** exports a structured copy; **Print / Save PDF** prints the displayed document. Handle exports as company records and follow CTSL's information-handling procedures.



KNOW WHAT IS CURRENT

Separate drafts, pending reviews, approvals and superseded records.

10 / SUPERVISOR GUIDE

Verify the final work release

Client approval is one stage of readiness. Check the current package, site conditions and required facility permissions before work begins.

1. Confirm every required assessment and permit is current and applies to the job.
2. Confirm required permits and site work releases are valid.
3. Confirm affected workers and other contractors have actually been notified.
4. Confirm scope, conditions and controls remain unchanged from the approved assessment.
5. When the live record allows it, complete the final checkboxes, enter the supervisor name and select **Record work start**.

If the gate is red, read and resolve its reasons. A green document does not override another required assessment, permit, client restriction or changed condition. Follow the site's stop-work and escalation procedures when readiness is uncertain.

**VERIFY BEFORE START**

Approval, permits, worker notification and unchanged conditions.

11 / SUPERVISOR GUIDE

Changes need a controlled revision

1. Open the completed record and choose **Create revision**.
2. Update the job details, crew, checks or controls affected by the change.
3. Review other documents in the same job. Shared changes update drafts, while completed snapshots require their own revisions.
4. Complete the revised forms and submit the current package again.
5. Tell the client to use the latest email link and document revisions.

Earlier decisions do not approve changed work. Superseded records remain in the history but cannot release the current job. Do not create a new job merely to avoid an objection or unresolved hold.

**CHANGE WITH CONTROL**

Revise affected documents and obtain fresh package approval.

12 / SUPERVISOR GUIDE

Use the portal on your phone

- Open hse.ctsl.net directly, or choose **HSE Portal** from the menu on www.ctsl.net.
- Use portrait orientation for entry. Forms stack vertically; scroll down to each field and the action buttons.
- Use the job's HSA/JSA/permit buttons to change forms. Expand shared details only when needed.
- Use the Yes/No/N/A labels as tap targets. Enter explanations where they appear.
- Keep a working internet connection. Save a draft before leaving the portal or locking the phone for a long period; do not assume unsaved typing is stored.
- Open each PDF attachment in your phone's PDF viewer and zoom as needed. Return to the review link to record the decision.
- Keep passwords and approval links off shared messaging groups.

Field checks still happen at the actual site. A phone makes documentation easier to carry; it does not replace an inspection, competent judgement or required authorisation.

**READY FOR THE FIELD**

Keep a connection. Save drafts. Check the live approval status.

13 / SUPERVISOR GUIDE

Common questions

The selected form has already been added. What next?

The dropdown adds your choice to the selected list. Repeat for the next form, complete the shared job details, then choose Open selected forms. The add button may be disabled after the choice has been added.

Why will my assessment not complete?

Read the validation message. Check employee and emergency contacts, recipient name/designation/email, unanswered checks, missing explanations, applicable hazards, controls, risk ratings and the supervisor acknowledgement. Keep a draft while resolving actual missing information.

Why can I not submit the whole package?

Check that every selected form is complete and that shared job details, crew and daily observations agree. Resolve work holds and verify the Gmail connection with the administrator. Do not create duplicate jobs to retry.

The client has not received the email.

Confirm the address, ask them to check spam and review the portal's email status. Accepted by Gmail means the sending service accepted it. For unconfirmed delivery, have the administrator check Sent mail before another attempt.

The client's link is unavailable or shows an old revision.

Use the most recent package email. An expired link, superseded document or changed package may require fresh submission and client review. Never circulate another person's individual review link.

The client approved, but my job is still red.

Open the current document and refresh its status. Check objections, outstanding holds, superseded revisions, changed package contents and other required documents. A training job cannot release real work.

Why can I not see another supervisor's jobs?

Records are assigned to supervisor accounts. Separate access is intentional. Ask the CTSL administrator about the correct assignment or handover; do not share a password.

Can another company create an account here?

This operational portal accepts approved CTSL supervisors using CTSL.NET email addresses. Other companies can read this guide freely and contact CTSL to discuss a demonstration and a suitable setup.

For help, contact info@ctsl.net. Include the work order, form, revision and message shown. Exclude passwords, activation links, private review links and unnecessary employee health details.

14 / SUPERVISOR GUIDE

Supervisor's final checklist

- Correct client, site, work order, date and scope.
- Only the forms required by the actual job are selected.
- Crew, emergency contacts and today's observations are current and consistent.
- Every safety question and hazard area has been assessed.
- Applicable controls, owners, risk ratings and verification evidence are recorded.
- Required permits and facility authorisations are confirmed.
- Client recipients and supervisor notification email are correct.
- All selected forms are complete and the package submission is confirmed.
- The current package has the required approval and no unresolved objection or hold.
- Workers are notified and final work-release conditions are verified before start.

**READY MEANS VERIFIED**

Use this checklist with the actual site and client procedures.

15 / FOR YOUR COMPANY

Could your company prepare jobs this way?

Less repeated entry. Clearer client reviews. A consistent record from preparation to approval.

When teams work across several client locations, scattered forms and approval emails make it harder to know which document is current. This handbook shows how CTSL brings the job reference, people, assessments and client decision into one coordinated workflow.

Prepare once

Reuse common job and contact information across selected forms, while keeping each assessment's safety decisions specific to the work.

Keep responsibilities visible

Give supervisors their own workspaces and record who reviewed the package, which revision they approved and when.

Simplify client review

Present the full package with PDF attachments and one individual review link per representative.

Work from the field

Use phone-friendly forms and a register that separates drafts, pending decisions and approved records.

Start with your workflow

CTSL welcomes enquiries from companies exploring these tools. Share your sector, the types of jobs you perform, the forms you use, your number of supervisors and how clients currently approve work. We can discuss the fit, demonstrate the process and identify the configuration, hosting, access and support requirements for your organisation.

The handbook is free to read and share as a link. Software access, company setup, scope, pricing and support are subject to discussion and agreement. This is a demonstration of the current CTSL workflow; it does not promise certification, automatic compliance or a particular safety outcome.

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About this guide: describes the portal workflow available on 25 October 2026. Use current CTSL instructions and client site procedures. Read the [privacy policy](#) and [portal terms](#).