



Dear Contractor,

ICC Sydney has recently reviewed its Contractor Management system. As a result, we have implemented a number of key improvements which includes the lodgment of insurance and other safety documentation online before attending a ICC Sydney site.

This approach will simplify and streamline the induction process for all concerned and ensure a safe environment for all workers.

The attached Contractor Information guide provides you with step-by-step instructions on how to register. It also explains how to manage induction course completion for your employees and subcontractors that work at ICC Sydney sites.

Registration can only occur by accessing the unique link in the registration email sent to complete the process. If the registration email is not received, please contact the Rapid Induct Client Services Team on 1800 307 595 or +61 8 405 1100 (for international callers) or via email support@rapidglobal.com

The benefit of the online Contractor Management System is that it will ensure only qualified and compliant contractors work on our sites. This in turn creates a safer work environment for all employees and contractors.

Contractors failing to follow the new process will put their ongoing service relationship with ICC Sydney at risk.

If you have any questions regarding these changes, please refer to the contacts provided in the Contractor information guide.

Thank you for your assistance.

ICC Sydney



ICC Sydney Contractor User Guide

Step by Step
User Guide to the
ICC Sydney
Contractor Management System



Contents

- Overview 4
 - Company Registration 4
- Overview of the Contractor Management Process..... 5
 - The Process 5
- Site Requirements..... 6
- Overview of the Induction Process 6
- Contractor Queries 7
 - Technical Support Queries 7
 - Other Queries 7
 - Escalation Points 7
- Company Registration 8
- Managing Employees and Documents 9
- Issuing Passwords 10
- Resending a Password 11
- Viewing Inductee Reports..... 11
- Individual Induction Process 12
- Frequently Asked Questions 13



Overview

This guide provides an overview of the new ICC Sydney online Contractor Management system.

The system consists of an easy to use online contractor system where the contractor company must first register their company and upload any relevant documents.

All approved contractors must be registered on the system.

It is the responsibility of the contractor company to ensure that all their employees and/or subcontractors that will be working at a ICC Sydney site have completed an online induction prior to commencing work.

Company Registration

An invitation to register will be sent to the supplier/contractor nominated representative (Company Administrator) in the first instance. A Company Administrator is the person who the contractor nominates as the main contact for any questions relating to the online contractor induction process.

If the registration email is not received, please contact the Rapid Induct Client Services Team on 1800 307 595 or + 61 8 405 1100 (for international callers) or email support@rapidglobal.com

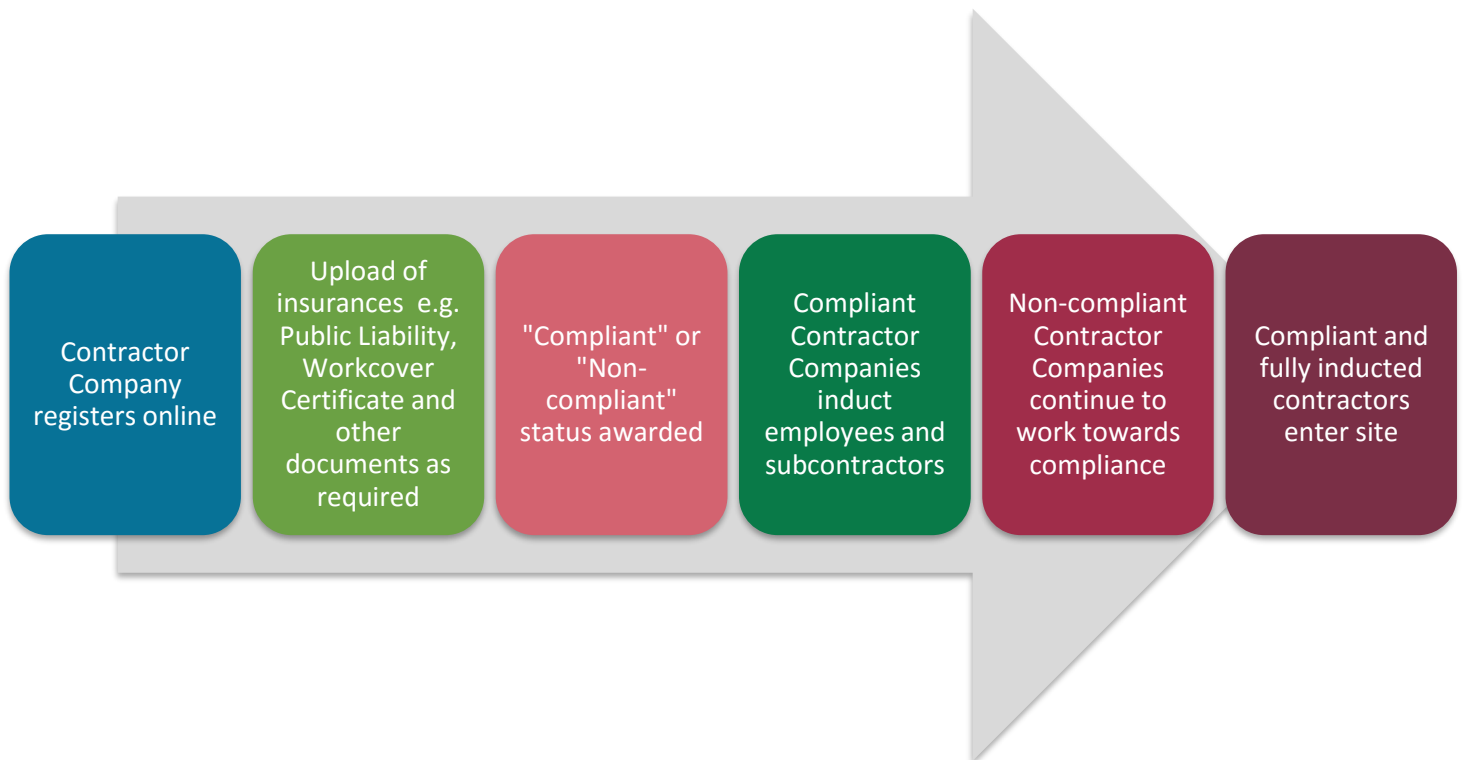
The contractor 'Company Administrator' will be required to register the company into the system, upload documents and issue passwords to their personnel to complete the induction.

Once the contractor company is deemed "compliant", by a ICC Sydney System Administrator, they may securely log in, manage their insurance documentation and manage their own employee and subcontractor inductions.

Overview of the Contractor Management Process

The Process

The Contractor management system involves a number of steps designed to ensure that any contractors working within the business are compliant with the business' rules and regulations.



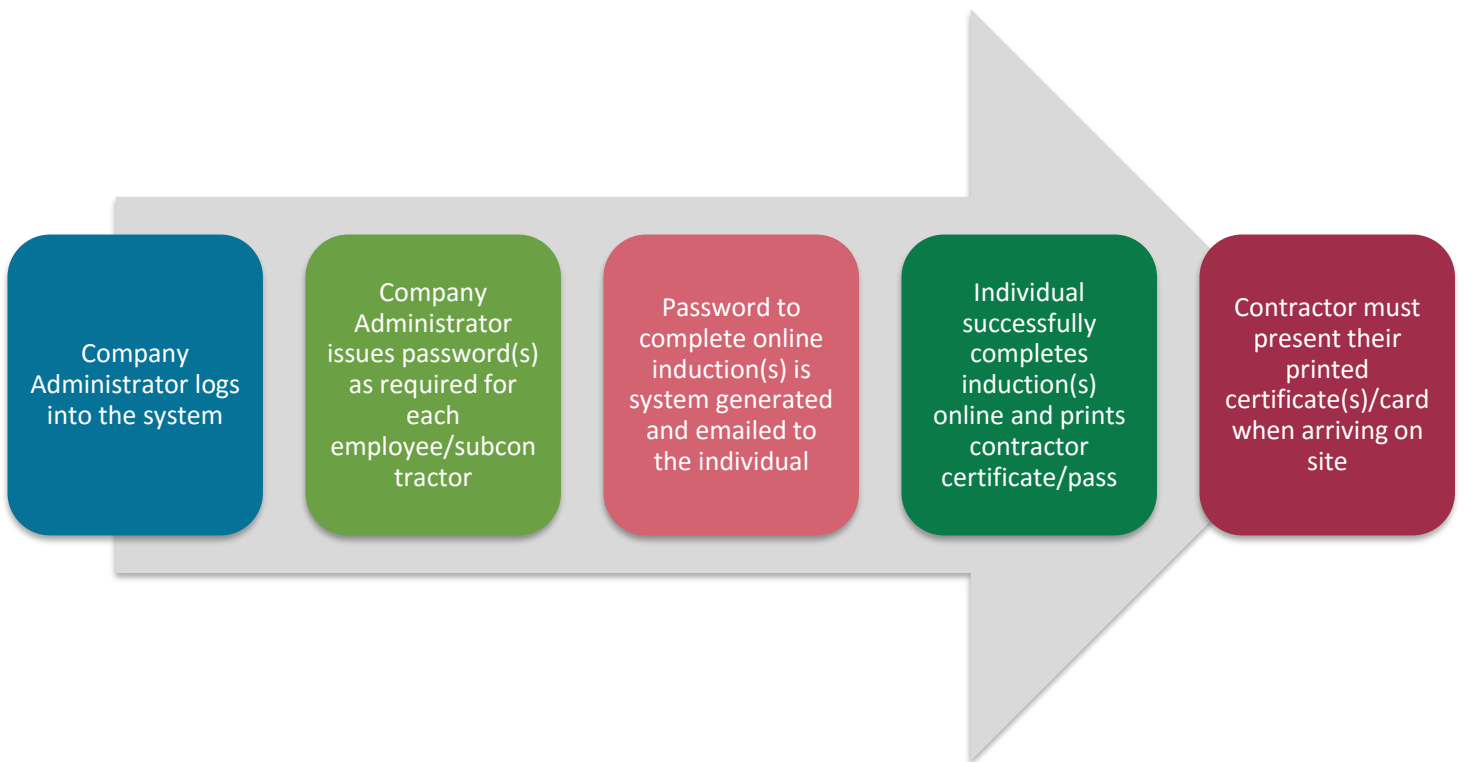


Site Requirements

Once the contractors have completed their induction course, they are required to print an induction certificate. Inductees will then be verified as 'approved' when they arrive on site and check in through Rapid Access. You will need to have evidence of the induction – or a photograph of the certificate on your phone.

Overview of the Induction Process

Once the Company has successfully registered and a System Administrator approves status of compliant, the Company Administrator can log in at: <https://sso.rapidglobal.com/Web/Account/LogOn/1394> and proceed with issuing passwords.





Contractor Queries

To assist contractors to meet these requirements, the following contact points are available:

Technical Support Queries

All technical queries should be referred to the Rapid Induct Client Services Team.

Examples of these types of queries may include how to use the Contractor Management System, password queries, computer settings, issuing passwords, etc.

Call: 1800 307 595, 8.30am – 6pm, Mon – Fri (AEST)

For callers outside of Australia phone: + 61 8 8405 1100

or via email: support@rapidglobal.com

Other Queries

For operational issues, please deal with your ICC Sydney contact directly. For system issues please contact the ICC Sydney HSE Team Telephone +61 2 9215 7100

Examples of these types of queries may include course content queries, documentation questions, information regarding site access, or general emergency or Workplace Health & Safety procedures.

Escalation Points

For operational issues, please deal with your ICC Sydney contact directly. For system issues please contact the ICC Sydney HSE Team Telephone +61 2 9215 7100




Company Registration

An email will be sent to the contractor company with a link to register the company.

An example of the screen when first logging in is shown below.

Please take note of the mandatory documents that are required as part of the registration process.



Welcome to ICC Sydney Contractor Registration Process.

You will be required to register your company and upload the following documents:

- Public Liability Insurance **
- Workers Compensation Insurance **
- Personal Injury Insurance (mandatory for Sole Traders)
- Professional Indemnity Insurance (Consultants only)
- Safe Work Method Statement(s) - (SWMS/JSA)

**** denotes mandatory document**

You may return to the system at any time to upload or modify these.

Screens will be displayed to complete the following requirements:

- Details about the company, including registering your ABN
- Create a PIN – for access to the Contractor Management System
- Company documents to be uploaded – Insurances and other documents (if applicable)
- Complete E-Form Survey



Managing Employees and Documents

Upon completing the registration process you would have received an email with a link to verify your 'My Rapid' account email.

When returning to the system after successful registration and activation of your account, visit: <https://sso.rapidglobal.com/Web/Account/LogOn/1394> where the below screen will be presented:

Select **Administrator** to manage inductees and update any company details/insurances.

Enter your **Email address** and **Password** to log in.

If you already have a 'My Rapid' account, log in with the above link, select 'Rapid Contractor' and then 'ICC Sydney'.





Issuing Passwords

To issue a password:

- Click on the '**Issue Password**' tab
- Select if the Inductee is a New Inductee or an Existing Inductee
- For a new inductee, add the Inductee's Name and Email Address
- Click '**Next**'

The screenshot shows the 'Issue Password' form in the ICC Sydney Contractor Management system. On the left is a navigation menu with buttons for: Up to Date, Inductee Records, Issue Password/Sites, Resend Password, Company Details, Insurance Documents, SWMS/JSAs, Type Of Work, Other Documents, Add Administrators, Resource, and Log out. The main form area is titled 'Issue Password' and contains the following fields: 'Company Name' with a dropdown menu showing 'RAPID GLOBAL NOMINEE P' and an 'Add New' button; 'Inductee Name' with a text input field; and 'Email Address' with a text input field. Below these fields is a 'Next' button.



Resending a Password

If an inductee cannot access the email sent containing their password or you wish to email a password to an alternate email address you can re-send the password.

To resend a password to an existing inductee:

1. Click on the **'Resend Password'** tab
2. Find the inductee's record and then click the **'Issue'** button.
3. Amend the name or email address if required and then click on the **'Send'** button

The system defaults to search for passwords issued within the past 7 days but passwords issued prior to that can be viewed by changing the date options at the top of the screen.

Viewing Inductee Reports

The Inductee reports tab provides a summary of inductee records which includes existing, deactivated and expiring inductee records.

To view inductee records:

1. Click on the **'Inductee Reports'** tab.
2. Select the **date range** that you wish to search an inductee record for.
3. Inductee records will be displayed for all passwords issued during the date range selected

The screenshot displays the ICC Sydney Contractor Management system interface. On the left is a navigation menu with buttons for: Up to Date, Inductee Records, Issue Password/Sites, Resend Password, Company Details, Insurance Documents, SWMS/JSAs, Type Of Work, Other Documents, Add Administrators, Resource, and Log out. The main content area features a header with the ICC Sydney logo and a message: "To de-activate an inductee click on the De-activate button. De-activated inductees will no longer be able to use their password and access the system." Below this is a button "Click here to download report". A tabbed interface shows three tabs: "Expiring Inductees", "Existing Inductees", and "De-activated Inductees". The "Existing Inductees" tab is active, displaying a table with columns: Issued on, Name, Email, Password, Re-induction, De-activate, Course(s), and Edit. The table content shows "No Records Found!". At the bottom of the table area, it states "0 inductee(s) found".



Individual Induction Process

Once an inductee receives their induction email and password they need to complete the following steps:

1. Click the link provided in the email or visit <https://sso.rapidglobal.com/Web/Account/LogOn/1394>
2. Select **Worker**
3. Enter the password
4. Click on the name of the course and work through the course using the **Next** button
5. Once completed print the completion certificate



Frequently Asked Questions

Question	Answer
<p>How do I log on to the Contractor Management System and register?</p>	<p>The primary contact of your company will receive an email request to register online. Click on the link supplied in the email and follow the instructions.</p> <p>If the registration email is not received, contact the Rapid Induct Client Services Team on 1800 307 595 or + 61 8 405 1100 (for international callers) or email support@rapidglobal.com</p>
<p>How do I issue inductee passwords?</p>	<p>Refer to the instructions of how to issue passwords.</p>
<p>How does an inductee complete the course(s)?</p>	<p>The inductee will receive an email with their password and a link to the Contractor Management System. https://sso.rapidglobal.com/Web/Account/LogOn/1394</p>
<p>What do I do if I forget my company administrator password?</p>	<p>Go to https://sso.rapidglobal.com/Web/Account/LogOn/1394 and select 'Administrator'. Click 'Forgot MyRapid Password? click here'. Enter your email address to receive further instructions.</p>
<p>What does an inductee need to do if they forget their password?</p>	<p>The inductee can contact their company administrator who can then resend the password to them.</p> <p>Alternatively, they can refer to the Rapid Induct Support Team who can advise who the company administrator contact person is.</p>
<p>How often must the online induction courses be completed?</p>	<p>Every 12 months</p>