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Dear Contractor,

Gladstone Ports Corporation (GPC) have implemented a prequalification process as part of its Contractor Management System. This process includes the online lodgement of safety and environment documentation through an online product called Rapid Global. The prequalification process only applies to contracting companies performing work on GPC controlled sites while operating under their own Safety and Environment Management Systems.

Contractor companies must be registered and approved within Rapid Global prior to employees completing the induction. You can register by accessing the unique link in the Rapid Global registration request email.

The Rapid Global system will monitor and manage contractor competencies. All contractors requiring access to a GPC site will be required to complete an induction via Rapid Global. Under the Rapid Global system, each induction will cost \$25.00 +GST.

A Contractor User Guide accompanies this letter to provide step-by-step instructions on how to register. It also explains how to manage your employees induction and the payment process.

This approach will simplify and streamline the induction process for all concerned, add efficiency to the contracting process and by ensuring only qualified and compliant contractors work on our sites, create a safer work environment for all Employees, Contractors and Port Users.

If you have any questions regarding the online contractor management system (Rapid Global), please refer to the contacts provided in the User Guide.

If you have any questions for GPC, please ring 07 4976 1637 or 07 4976 1186.

Thank you for your assistance.

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Gladstone Ports Corporation Contractor User Guide

Step by Step
User Guide to the
Gladstone Ports Corporation
Contractor Management System



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Overview

This guide provides an overview of the new Gladstone Ports Corporation online Contractor Management system.

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

All approved contractors must be registered on the system. There will be an administration cost of \$25 + GST associated with the online induction.

It is the responsibility of the contractor company to ensure that all their employees and/or subcontractors that will be working at a Gladstone Ports Corporation site have completed the GPC online induction ***prior*** to commencing work.

Company Registration

An invitation to register will be sent to the 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 process.

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 Gladstone Ports Corporation System Administrator, they may securely log in, manage their documentation and manage their own employee and subcontractor inductions.

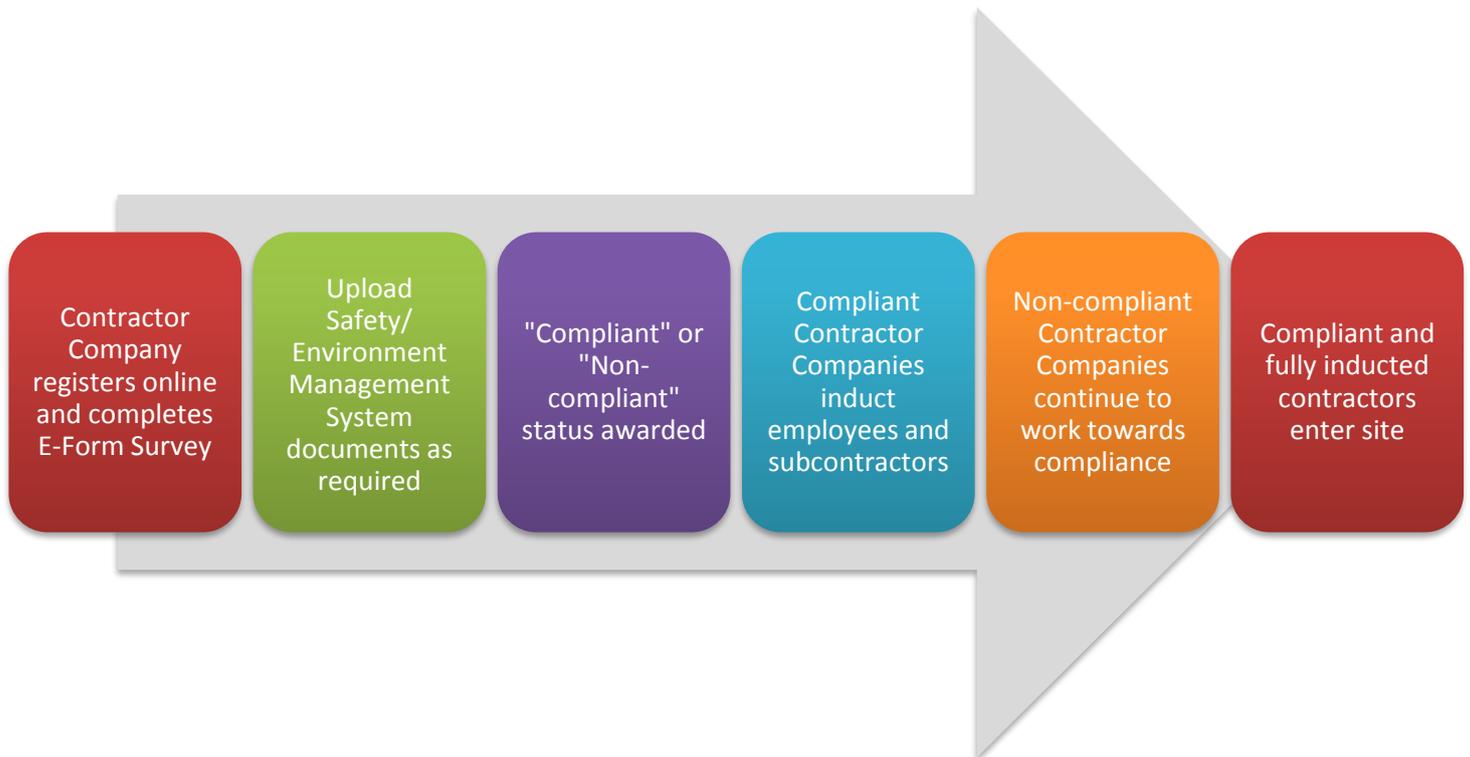
If the registration email is not received, please contact the Rapid Induct Client Services Team on 1800 307 595 or + 61 8 405 1100 (for international callers) or email support@rapidglobal.com



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.

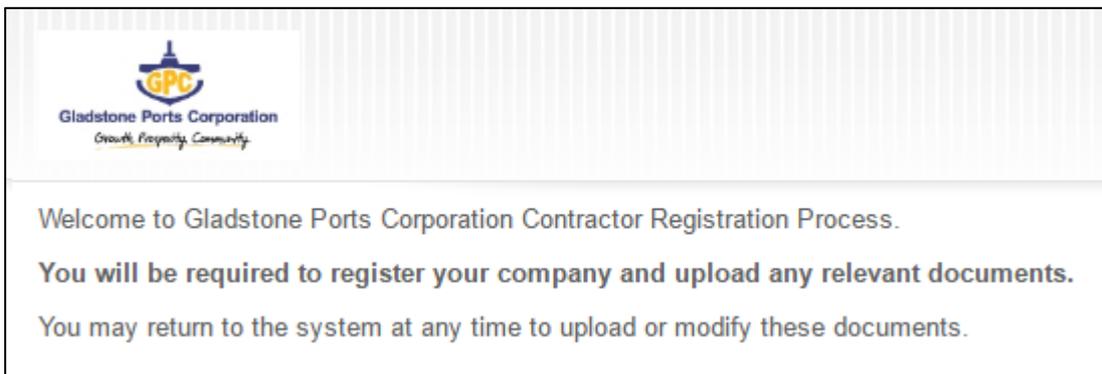




Company Registration

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.



Screens will be displayed to complete the following requirements:

- Details about the company, including registering your ABN
- Create a Password – for access to the Contractor Management System
- Company documents to be uploaded – Safety/Environment related and other documents (if applicable)
- Complete HSE Questionnaire



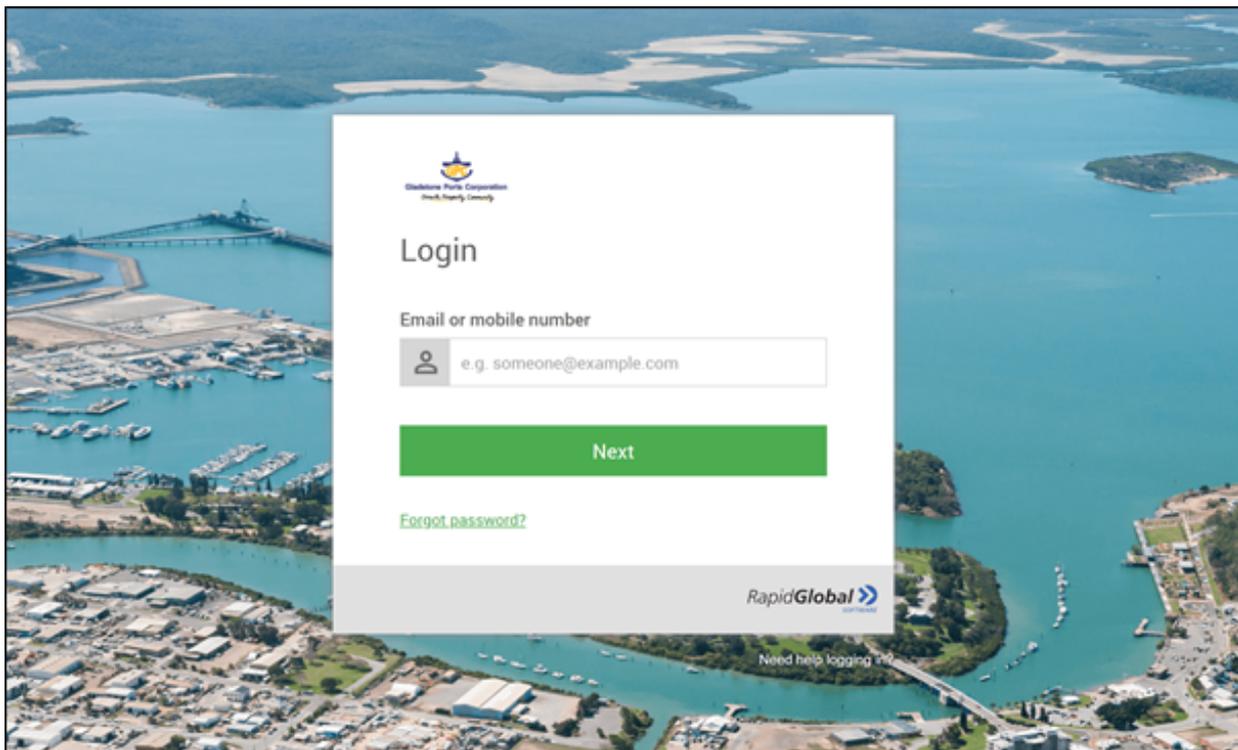
Managing Employees and Documents

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://my.rapidglobal.com/Web/Account/LogOn/1110> where the below screen will be presented:

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

If you already have a 'My Rapid' account, log in with the above link, enter your email and My Rapid password and then 'Gladstone Ports Corporation'.





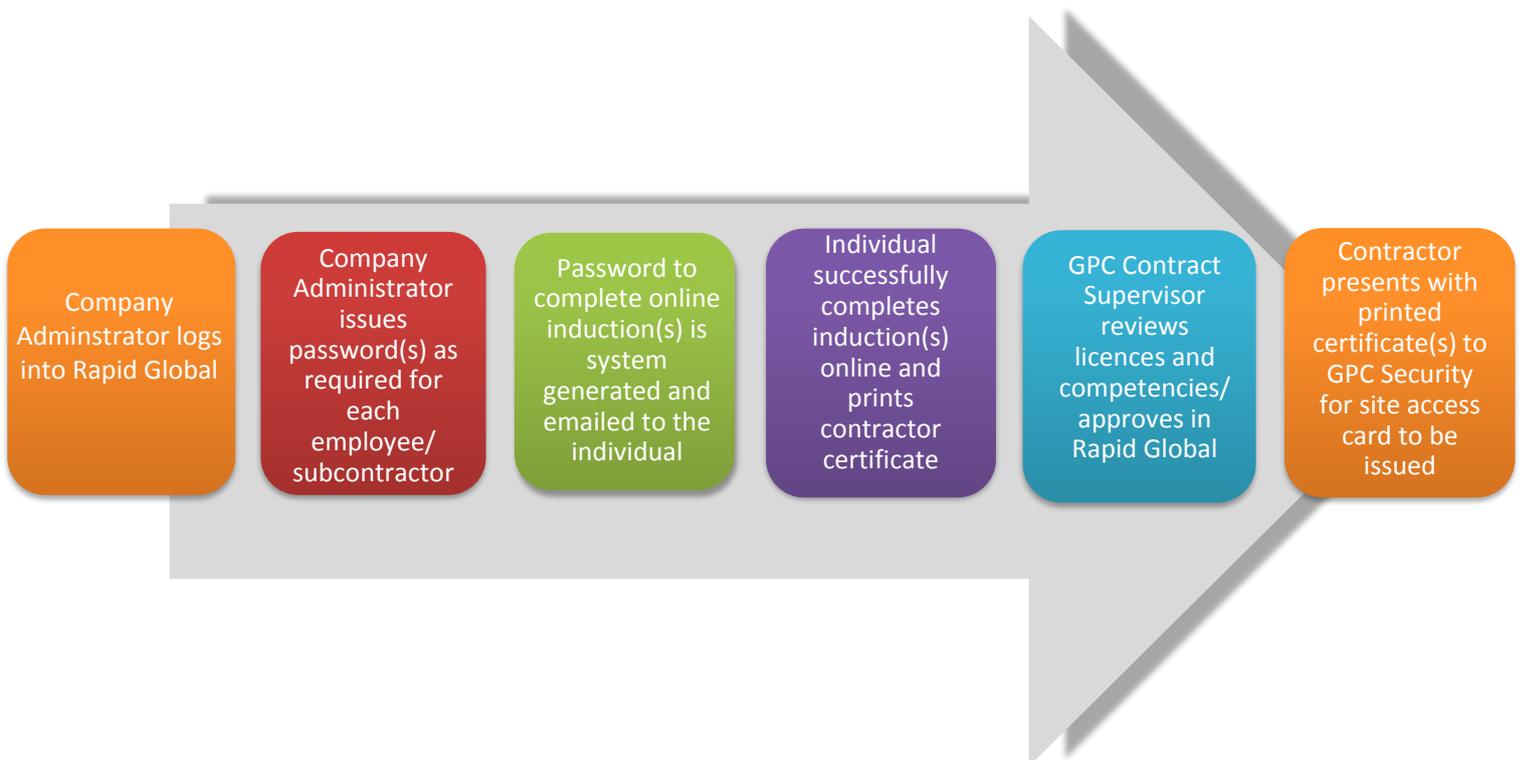
Site Requirements

Attend Security Office at 42 Goondoon St, Gladstone to collect site ID Card.

Report to their supervisor for any project/area specific inductions.

Overview of the Induction Process

Once the Company has successfully registered and a GPC System Administrator approves status of compliant, the Contract Company Administrator can log in at: <https://my.rapidglobal.com/Web/Account/LogOn/1110> and proceed with issuing passwords.





Purchasing Credits

- Credits need to be purchased prior to issuing passwords to inductees.
- 1 credit per inductee is required.
- Multiple credits can be purchased.
- Credits can be purchased using a credit card or by requesting an invoice.
- Each credit cost \$25 + GST.

To purchase credits:

- Select the **Purchase Credits** button on the left hand side of the screen
- Complete all fields displayed
- Click **Purchase**

To request an invoice:

- Select the Request Invoice button
- Complete all fields displayed
- An email will be sent to the Rapid Global Client Services Team who will request a purchase order so that an invoice can be raised for payment.

The screenshot shows the 'Purchase Credits' page. On the left is a navigation menu with buttons for: Purchase Credits, Issue Password, Resend Password, Inductee Reports, Insurance Details, Other Documents, Company Details, Request Invoice, View Receipts, Resource, and Log out. The main content area has a header with the GPC logo and tagline. Below the header, there is a text block: 'You will need to purchase 1 credit for each person you wish to induct. For the purchase of 100 credits or more it is 'optional' to request an invoice to be sent rather than credit payment. Please use the left hand menu and click on Request Invoice.' The form contains the following fields: 'Enter Number of Credits' (input: 0) with a note 'credits @ \$27.50 each', 'Total' (input: 0.00), 'Card Type' (radio buttons for VISA, Mastercard, American Express), 'Name as it appears on Credit Card' (input), 'Credit Card Number' (input), 'CVV' (input with a link 'Show me where to find'), 'Card Expiry' (input with a slash separator), 'Customer Reference' (input: CPS 0 147927), and 'Email for Receipt' (input). At the bottom, there is a 'Purchase' button and a link to 'Terms and Conditions'.



Issuing Passwords

To issue a password:

- Click on the 'Issue Password' tab
- Your Company Name will be displayed
- Enter the Inductee's Name and Email Address
- Click 'Next'



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Up to Date

Purchase Credits

Issue Password

Resend Password

Inductee Reports

Insurance Details

Other Documents

Company Details

Request Invoice

View Receipts

Resource

Log out

You currently have 99 credits remaining

You will need to purchase 1 credit for each person you wish to induct.

Issue Password

Company Name:

Inductee Name:

Email Address:



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 shows the Gladstone Ports Corporation Contractor Management system interface. On the left is a navigation menu with buttons for: Purchase Credits, Issue Password, Resend Password, Inductee Reports, Insurance Details, Other Documents, Company Details, Request Invoice, View Receipts, Resource, and Log out. The main content area has a header with the GPC logo and tagline. Below the header, there are instructions: "To de-activate an inductee click on the De-activate button." and "De-activated inductees will no longer be able to use their password and access the system." A blue button says "Click here to download report". There are three tabs: "Expiring Inductees", "Existing Inductees", and "De-activated Inductees". The "Existing Inductees" tab is selected. Below the tabs is a table with columns: Issued on, Name, Email, Password, Re-induction, De-activate, Course(s), and Edit. The table content shows "No Records 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://my.rapidglobal.com>
2. Enter their own email address or mobile number
3. Enter their PE password which has been provided to them via email
4. Create their own MyRapid Password
5. Verify their MyRapid account by entering a verification code sent via email or SMS
6. If the above steps have been completed by the inductee using a different PE password, the inductee will enter their email address or mobile number previously used and the MyRapid Password they created. Additional PE passwords can then be added to their account.
7. Upload any documents if applicable
8. Click on the name of the course and work through the course using the Next button
9. Once completed, print the completion certificate if required

IMPORTANT

All inductees must upload mandatory photos to fast track the issuing of site access card. Any relevant licences/tickets must be uploaded by the inductee. This is a requirement on behalf of GPC to ensure that all contractors on site have been deemed competent and hold the necessary current licences/tickets as required for the work scope.

The screenshot shows the 'Welcome to your training homepage' interface. At the top, there is a GPC logo, a user profile icon, and a 'Logout' button. Below the header, a pink notification box states: 'Please action the following outstanding task(s) below: Courses - 1 to complete, Documents - 2 to upload.' The main content area has tabs for 'Courses', 'Documents / Forms', and 'Resources'. A message reads: 'The following documents have been requested by your Gladstone Ports Corporation, please upload the documents listed below. Documents marked with an asterisk(*) are mandatory.' Below this is a table with columns: Document Type, Short Description, Filename, Action, Expiry, Verified, and Delete. Two rows are shown, both with asterisks: 'Drivers Licence/Photo Identification' and 'ID Card Photo', both with 'Choose File' and 'No file chosen' in the Action column. Below the table is an 'Upload/Save' button. Underneath, there is an 'Additional Documents' section with a dropdown menu and an 'Add' button. The dropdown menu is open, showing a list of document types including 'Asbestos Class A', 'Asbestos Class B', 'Boom type EWP (WP)', 'Bridges and Gantry Crane (CB)', 'Concrete Placing Boom (PB)', 'Confined Space', 'Crane Operator', 'Demolition', 'Dogger (DG)', 'Forklift Truck (LF)', 'General Construction Induction (White Card)', 'GPC Isolation System', 'LV Switchboard Rescue', 'Material Hoist with cantilever platform (HM)', 'MSIC', 'Non Slewing Mobile Crane (CN)', 'Personnel and Material Hoist (HP)', and 'Reach Stacker (RS)'. A red circle highlights the dropdown menu.

Document Type	Short Description	Filename	Action	Expiry	Verified	Delete
* Drivers Licence/Photo Identification		Choose File	No file chosen			
* ID Card Photo		Choose File	No file chosen			



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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

Other queries should be referred to GPC Safety Team - Ph.(07) 4976 1637.

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.



Frequently Asked Questions

Question	Answer
How do I log on to the Contractor Management System and register?	<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>
How do I issue inductee passwords?	<p>Refer to the instructions of how to issue passwords.</p>
How does an inductee complete the course(s)?	<p>The inductee will receive an email with their password and a link to the Contractor Management System. https://my.rapidglobal.com/Web/Account/LogOn/1110</p>
What do I do if I forget my company administrator password?	<p>Go to https://my.rapidglobal.com/Web/Account/LogOn/1110 and select 'Administrator'. Click 'Forgot MyRapid Password? click here'. Enter your email address to receive further instructions.</p>
What does an inductee need to do if they forget their password?	<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>
How often must the online induction courses be completed?	<p>Every 24 months</p>