BUNNINGS RAPID GLOBAL LANDLORD USER GUIDE
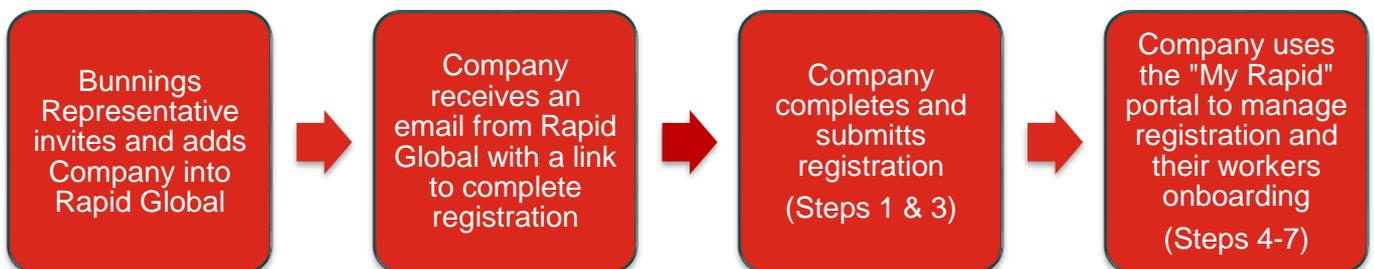
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INTRODUCTION

At Bunnings, we take our responsibility to look after the safety of everyone who works with us and visits our stores seriously. That's why we use a system called Rapid Global to pre-qualify and sign in all contractors & suppliers who perform physical work for us at any of our sites. Before undertaking any work at a Bunnings site, your business will need to be registered in Rapid Global. Additionally, any of your individual workers or contractors entering any Bunnings site to perform physical work, will need to have completed their onboarding activities in Rapid Global.

This user guide provides an overview of the registration process with Rapid Global as well as the expectations when signing in at site.

BUSINESS REGISTRATION & INDIVIDUAL ONBOARDING

To commence this process, you will receive an email from Rapid Global inviting you to register in the Bunnings Rapid Global System. The initial registration process should take around 5-10 minutes. It's advised to start the process as soon as the invite is received.

|			
Bunnings Representative invites and adds Company into Rapid Global	→ Company receives an email from Rapid Global with a link to complete registration	→ Company completes and submitts registration (Steps 1 & 3)	→ Company uses the "My Rapid" portal to manage registration and their workers onboarding (Steps 4-7)

1. Register your Business

The registration process requires you to provide some basic business information including ABN, Company Address, and primary contact details.

2. Selecting Work Region

As Bunnings knows what sites you are the landlord of, select Australia in this section and then submit the page.

NOTE: New Zealand Landlords will also need to select Australia.
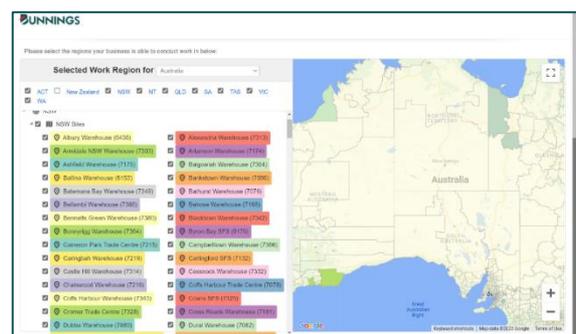
3. Finalise and Submit Registration

By clicking the submit button, your registration will now be complete. You will receive an email from Rapid Global advising you that your registration is completed. In this email there will be a link to your My Rapid Portal where you can now issue induction passwords to your employees and contractors. If you have any questions, please discuss these with your Bunnings Representative.

BUNNINGS

Thank you for completing the Bunnings Group Limited Supplier/Contractor Registration.

A notification has been sent to the administrator who will determine whether to allow you to proceed and will then contact you accordingly.

If you have any questions about this process, please contact your Bunnings Group Limited Representative.

4. Accessing the "My Rapid" Portal

Once you have submitted your registration, you will receive an email notification advising your business that you are compliant, and you can now access the "My Rapid" portal that has been created for your business.

Your My Rapid portal is used to manage your business details and is also where your business manages the onboarding, of individual workers and sub-contractors (steps 5 & 6).
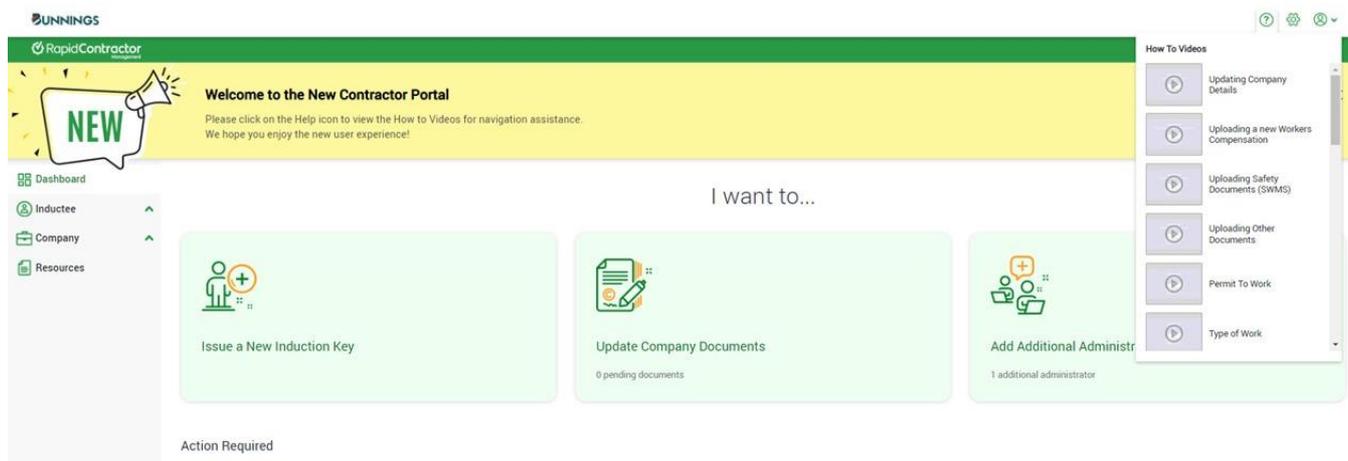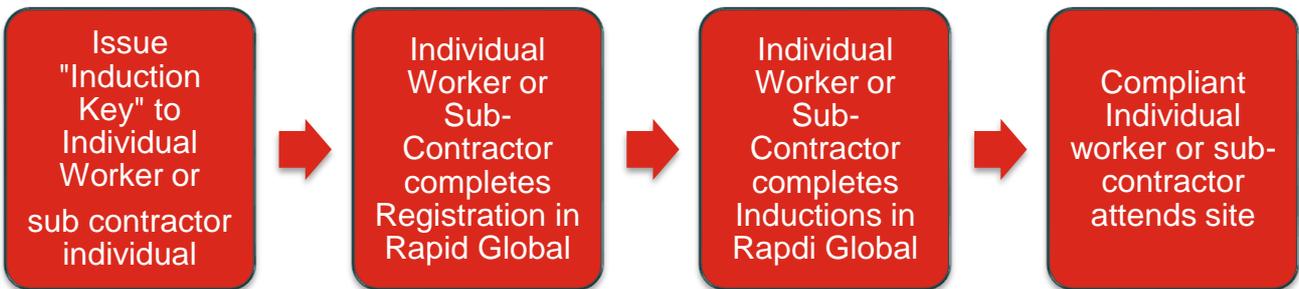

5. Managing Company Information

To help manage your business details, the 'Company' section of the My Rapid dashboard is where you will update business contact information or add an additional administrator if required.

6. Managing the Individual Worker Onboarding Process

Your employees and contractors attending a Bunnings site to perform physical work must have completed their individual onboarding activities in Rapid Global. To register your employees and contractors in Rapid Global, click the 'Issue a New Induction Key' and enter some basic information about the worker (including name and email address). This will send you worker an email inviting them to register in Bunnings Rapid Global System and complete their onboarding activities.

Issue "Induction Key" to Individual Worker or sub contractor individual → Individual Worker or Sub-Contractor completes Registration in Rapid Global → Individual Worker or Sub-Contractor completes Inductions in Rapdi Global → Compliant Individual worker or sub-contractor attends site

You can use the "Inductee" section of the dashboard to monitor your workers process through the required onboarding activities.

7. Ongoing Management of Individual Workers

As part of the ongoing management of MyRapid, individual workers who leave the company will need to be deactivated. This is an important part of keeping the Rapid Global Contractor database up to date.

Documentation and training requirements will expire over time which will require monitoring and updating.

8. Resources & Help

Resources
The 'Resources' section of the dashboard is where Bunnings shares any documents or information that may be helpful to Contractors, such as the 'Inductee Handy Hints'.

Help
The 'Help' section (question mark at the top right of the dashboard) provides access to 'How to Videos' that may be useful when navigating the MyRapid dashboard. It will also bring up further information such as frequently asked questions and contact information to access support from the Rapid Global team.
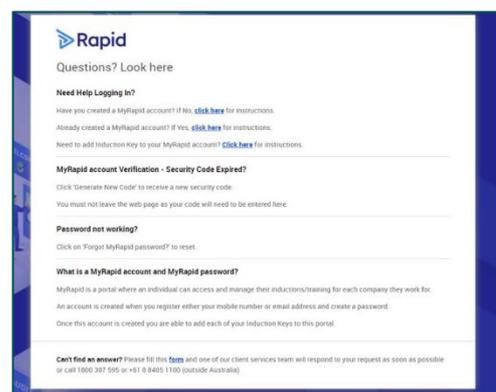
SITE SIGN-IN & SITE WORK

1. Signing in via the Site QR Code

All Bunnings sites will have a site-specific QR code for contractors, visitors, and supplier reps to sign in with. These QR codes will be located in areas of the site such as the Service Desk, Administration Office or Reception. All contractors attending a site to perform work will be required to sign in.

If your business or individual worker is not compliant within Rapid Global, they will be denied entry to the site.

This is an example of what a site's sign-in QR code looks like:

Welcome!

Type https://go.rapidglobal.com in your mobile browser and scan the QR code to sign in

Rapid Global Test Site (0000)

2. High Risk Work

Upon Sign in, contractors are asked questions about the type of work they will be performing during their visit. Where a contractor selects that they are undertaking high risk work, they will be required to answer further questions at sign in stating that they will be implementing appropriate controls to manage the risk associated with the type of work they are completing.
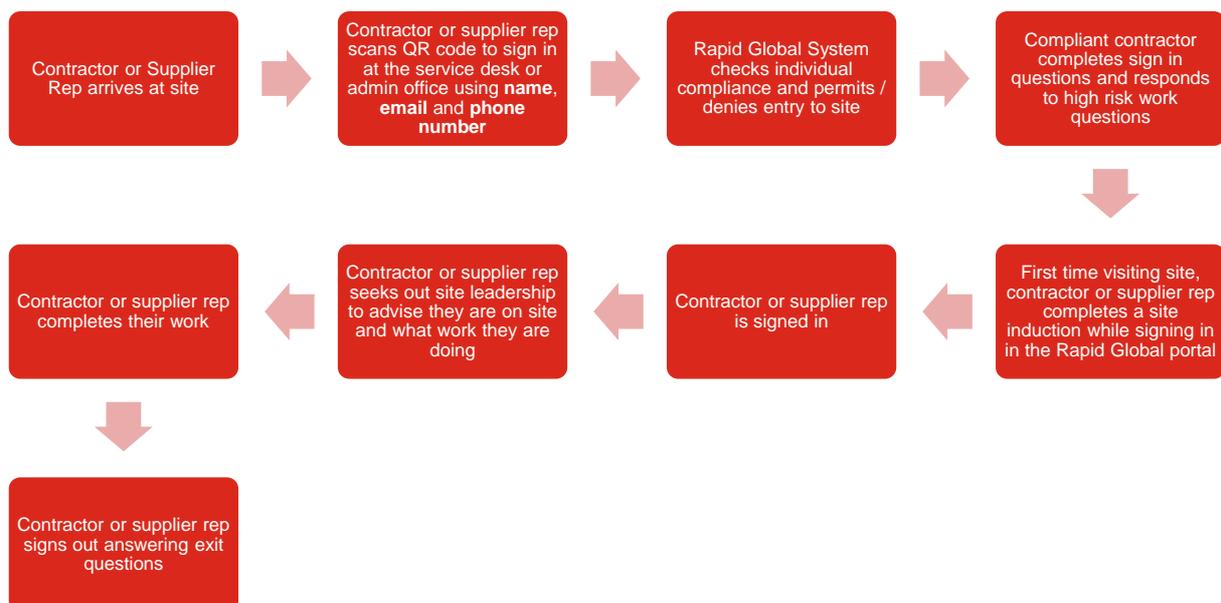
3. Site Induction

When contractors attend any Bunnings site for the first time, they'll be required to complete a site-specific induction. This induction details important information relevant to the site. It will take the contractor approximately 10 minutes to complete the site induction.

4. Engagement with a Site Leader

Once a contractor has signed in, they MUST make themselves known to the appropriate contact (in most cases this is a member of the leadership team) and explain their reason for being on site.

5. Signing out via the Site QR code

Once a contractor has finished their work for the day, they MUST sign out prior to leaving site.

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Contractor or Supplier        Contractor or supplier rep       Rapid Global System         Compliant contractor
Rep arrives at site    →      scans QR code to sign in    →    checks individual       →   completes sign in
                              at the service desk or           compliance and permits /    questions and responds
                              admin office using name,         denies entry to site        to high risk work
                              email and phone                                              questions
                              number
                                                                                                    ↓
Contractor or supplier   ←    Contractor or supplier rep  ←    Contractor or supplier  ←   First time visiting site,
rep completes their           seeks out site leadership        rep is signed in            contractor or supplier rep
work                          to advise they are on site                                   completes a site
                              and what work they are                                       induction while signing in
                              doing                                                        in the Rapid Global portal
    ↓
Contractor or supplier
rep signs out answering exit
questions
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FREQUENTLY ASKED QUESTIONS (FAQ)

Question	Answer
What happens if all my workers are not pre-qualified and onboarded in Rapid Global?	Your workers will not permitted to perform work onsite at Bunnings unless your business is registered, and your individual workers onboarded & inducted in the system.
Do I, or any of my people, need to do training in Rapid Global?	All contractors performing physical work at a Bunnings site will need to complete the induction courses in Rapid Global.
How do I log on to Rapid Global and register?	The contact person for your company will receive an email invite to register online. Click on the link provided in the email to access Rapid Global and follow the instructions. If the registration email hasn't been received, contact your Bunnings contact person.
I've registered my company, what's next?	Rapid Global will verify your insurance and business documentation that has been uploaded as well as your responses to our pre-qualification questions. If there are any issues, Rapid Global will contact you via email. Once you are verified and compliant, you'll receive an email to confirm your status.
The status of my company is deactivated/suspended. What does this mean?	You may have expired documentation that requires updating in the system. If your business status is deactivated/suspended, please discuss with your Bunnings contact.
What do I do if I forget my Rapid Global password?	Contact the Rapid Global Client Services Team on **1800 307 595** (AUS), **0800 307 595** (NZ), Monday - Friday, 8.30am - 6:00pm (AEST) or email them at: support@rapidglobal.com
What if my worker(s) don't have an email address and a phone number?	In order to register in Rapid Global, you'll need both an email address and a phone number.
How do my workers complete the onboarding/induction?	Before workers can complete individual onboarding/induction, they need to be issued an Induction Key by the company they work for. Once you are compliant in Rapid Global at a company level, the send induction key option will be available on your MyRapid portal and it is now your responsibility to manage & issue induction keys to your workforce: • **Invite** your individual workers/vendor representatives. For a how to invite, click here. • **Deactivate** any individual workers/vendor representative. For a how to deactivate, click here. Once they have been issued with an Induction Key, the individual will be able to register themselves within the Rapid Global system and complete the induction courses that have been assigned to them. (Please note: Bunnings team members cannot issue these Induction Keys to individuals, only the administrator/s at their company are able to.) Help material is available within your portal and in the support section of the Rapid Global website, accessible via www.rapidglobal.com/support/.

How long will the registration process take?	Approximately 5 minutes.
Where can I go for technical help on the Rapid Global System?	Your contact at Bunnings is available to answer any questions you may have. Alternatively, if you have technical questions about Rapid Global as you use the system, please feel free to call the Rapid Global Client Services Team on **1800 307 595** (AUS), **0800 307 595** (NZ), Monday - Friday, 8.30am - 6:00pm (AEST) or email them at: support@rapidglobal.com
What if my worker(s) don't have a smart phone to sign-in onsite?	If a worker doesn't have a smart phone to sign in, they can ask a Bunnings team member to sign them in via the Rapid Global Admin app on their Zebra device or use the Zebra device QR scanner to sign-in themselves. They must have, however, completed individual onboarding and induction via a desktop computer before attending site.
If any of our workers arrive onsite without completing individual onboarding can they do it at the location before commencing work?	Contractors can't complete their individual onboarding onsite. They'll need to leave and take it up with their manager. Providing the business the contractor is working for is compliant in Rapid Global, the contractor should request their manager to issue them with an induction key to complete their Bunnings onboarding. The contractor should then leave the site, complete their onboarding, and return later that day to complete their work.
Does my company need to pay for the cost involved with pre-qualification?	No, the Rapid Global pre-qualification costs are covered by Bunnings.
What do I do if I forget my Rapid Global password?	Follow this link for a step by step on how to reset your password: https://www.rapidglobal.com/support/forgotten-myrapid-password/ Additionally, contact the Rapid Global Client Services Team on **1800 307 595** (AUS), **0800 307 595** (NZ), Monday - Friday, 8.30am - 6:00pm (AEST) or email them at: support@rapidglobal.com.