



# Contractor Management System User Guide

For contractors directly engaged by Mirvac and/or Tenant Contractors and subcontractors who will be carrying out Building Impact Works on Mirvac Asset Management sites.



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## Overview

This guide provides an overview of the Mirvac 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.

The system must be used by all contractors directly engaged by Mirvac and/or Tenant Contractors and subcontractors who will be carrying out Building Impact Works on Mirvac managed sites.

## Building Impact Works

**Building Impact Works: are works that occur in or impact on any common areas of the property including but not limited to any of the following:**

- Isolation of or connections to, any base building services (water, fire systems, electrical, Trade waste, House drainage,
- Mechanical systems, Comms, Emergency lighting, Gas)
- Any Hot Works in any area
- Excavation/Civil works on any areas of the property
- Works, Access, or Temporary occupancy of any areas outside of the designated tenants leased area including switch rooms and plant rooms
- Isolations to the building fire system
- Works that could impact the quiet enjoyment of other parts of the building or other Premises, by other tenants or the public (use of mobile plant)
- The removal or modification of the landlord's assets and infrastructure (such as electrical, lighting, sprinklers, ceilings, hydraulics, and AC plant)
- Works impacting the building's primary structure, load bearing walls and load bearing ceilings, building envelope (roof, slab subfloor, Inter-tenancy walls and façade) in whole or part; (such as coring /chasing, excavation, piling, trenching)

**All approved contractors must be registered on the system. There will be an administration cost 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 Mirvac site have completed an online general and site-specific induction ***prior*** to commencing work.

## Site Requirements

All contractors attending site **must** log into the Contractor Management System (CMS) upon attending site prior to beginning works and **must** sign out upon leaving site. The location of the CMS terminal will be specified in the site-specific induction. Contractors must use the induction key or details provided to access their inductions as the password to log in onsite.

## Company Registration for New & Existing Contractors

### New Contractors

- Go to [www.mirvacam.com.au/contractors](http://www.mirvacam.com.au/contractors) and select New Company Registration located under contractor registrations and inductions .
- After entering your company details an invitation to register will be sent to the supplier/contractor representative (Company Administrator). A Company Administrator is the person who the contractor nominates as the main contact for any questions relating to the online contractor induction process.
- The contractor 'Company Administrator' will be required to register the company into the system, complete an E-Form, upload documents and issue passwords to their personnel to complete the induction.
- Once the contractor company is deemed “compliant” by Mirvac, 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](mailto:support@rapidglobal.com)

Please take note of the mandatory documents that are required depending on the Personnel type selected, as part of the registration process.

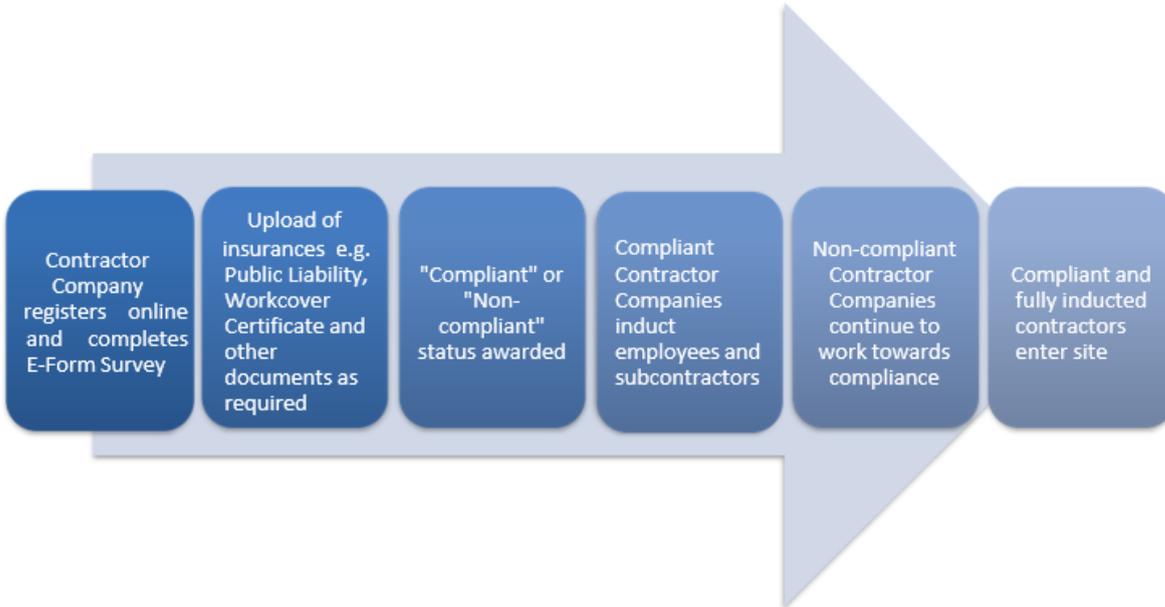
### Existing Contractors

- Go to [www.mirvacam.com.au/contractors](http://www.mirvacam.com.au/contractors), select existing contractors located under contractor registrations and inductions .
- Log in using your previously created email and password for the Administrator on your company profile. If you are unsure of who your company admin is for your profile, please Rapid Global Support team 1800 307 595 or [support@rapidglobal.com](mailto:support@rapidglobal.com)

**For technical assistance for users and administrators, please visit the Rapid Global Support page listed below or alternatively navigate to the user guide videos in the administrator portal once logged in.**

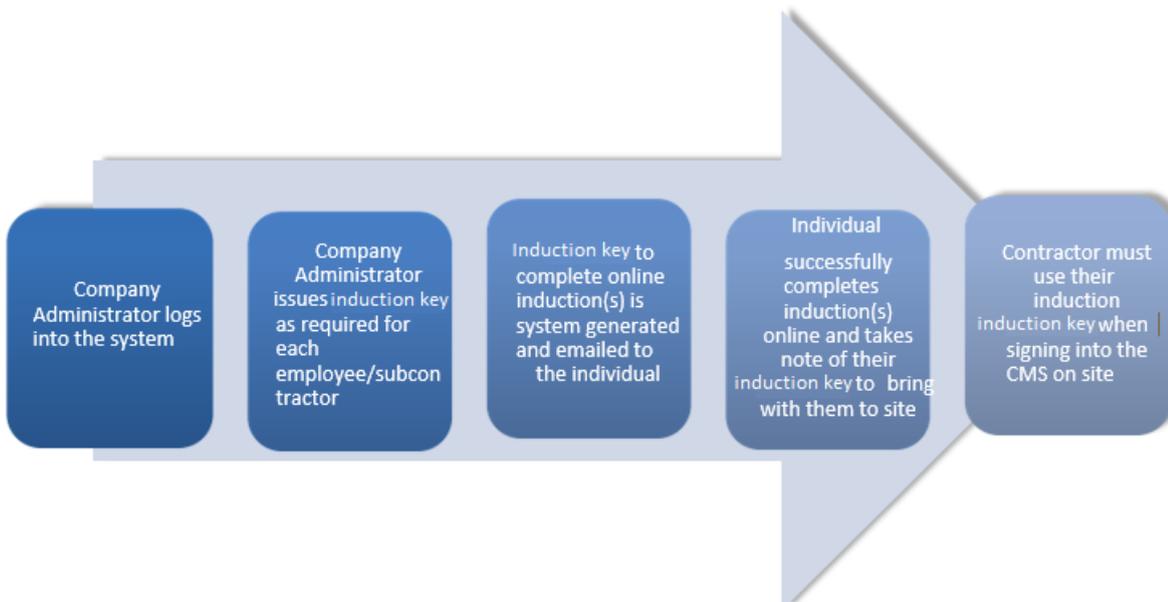
[www.rapidglobal.com/support](http://www.rapidglobal.com/support)

## Overview of the Contractor Management Process



## Overview of the Induction Process

Once the Company has successfully registered and their status is compliant, the Company Administrator can log in at: <https://my.rapidglobal.com/Web/Account/LogOn/569>, and proceed with issuing passwords.



## Contractor Queries

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

<p><b>Technical Support Queries</b></p> <p>All technical queries should be referred to the Rapid Global Client Services Team.</p> <p>Examples of these types of queries may include how to use the Contractor Management System, password queries, computer settings, issuing passwords, etc.</p>	<p><b>Rapid Global Client Team</b></p> <p>Call: 1800 307 595, 8.30am – 6pm, Mon – Fri (AEST)</p> <p>For callers outside of Australia: + 61 8 8405 1100 Email: <a href="mailto:support@rapidglobal.com">support@rapidglobal.com</a></p>
<p><b>Other Queries</b></p> <p>Examples of these types of queries may include course content queries, documentation questions, information regarding site access, or general emergency or Workplace Health &amp; Safety procedures.</p>	<p><b>In the first instance, please contact your Mirvac site contact.</b></p> <p><b>Mirvac Tenant Liaison Centre</b> 1800 134 166, 8:30am – 5pm, Mon – Fri (AEST)</p>

## Frequently Asked Questions

<p><b>How do I log on to the Contractor Management System and register?</b></p>	<p>The primary contact (Company Administrator) 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 <a href="mailto:support@rapidglobal.com">support@rapidglobal.com</a></p>
<p><b>What do I do if I forget my company administrator password?</b></p>	<p>Go to <a href="https://my.rapidglobal.com/Web/Account/LogOn/569">https://my.rapidglobal.com/Web/Account/LogOn/569</a> and click <b>'Forgot Password?'</b>. Enter your email address to receive further instructions</p>
<p><b>How does an inductee complete the course(s)?</b></p>	<p>The inductee will receive an email with their password and a link to the Contractor Management System. <a href="https://my.rapidglobal.com/Web/Account/LogOn/569">https://my.rapidglobal.com/Web/Account/LogOn/569</a></p>
<p><b>What does an inductee need to do if they forget their password?</b></p>	<p>The inductee can contact their company administrator who can then resend the password to them. Alternatively, they can refer to the Rapid Global Client Services Team who can advise who the company administrator contact person is.</p>
<p><b>How often must the online induction courses be completed?</b></p>	<p>Every 3 years</p>
<p><b>Where can I find Mirvac Minimum Requirements?</b></p>	<p>Mirvac Minimum Requirements for Critical Focus Areas can be found at <a href="http://www.mirvacam.com.au/contractors">www.mirvacam.com.au/contractors</a></p>
<p><b>Do you have any help videos?</b></p>	<p>Help videos for navigating the Rapid portal can be located under the help section on the top right banner when you log into the portal.</p>