Online Contractor Induction Process

Property User Guide

Online Contractor Induction Guide

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Overview

This guide provides an overview of the new Gunns Timber Products (GTP) online contractor induction system and information to assist GTP personnel to answer any associated queries.

GTP has developed an online induction system in conjunction with *Rapid Induct* to ensure all contractors are provided with important information regarding Safety, Health & Environmental (SHE) roles, responsibilities and Company requirements.

The system consists of an online Contractor SHE Induction Centre where your company must first register your ABN and complete an online registration form in order to be confirmed as compliant. Once your company is deemed "compliant", you may securely log in and manage your own employee and subcontractor inductions. The online Contractor SHE Induction Centre is accessible at: www.gunnstimber.com.au – Log into the area '**About Us'** then to **'Health, Safety & Induction'** page where all relevant information is housed.

Contractors that have not completed an online induction for GTP will need to follow this new process. Those contractors who have completed an online course during the past 12-24 months will not be required to undergo another re-induction until their current induction pass expires. Existing contractors will be able to continue to use their current induction certificate during this period.

The contractor SHE induction contains general information relating to the Company and each contractor must successfully answer the questions regarding information contained within. It is mandatory for all contractors and subcontractors working at a GTP site to complete this online induction. It is the responsibility of the contractor company to ensure all their employees and

subcontractors who will be working for GTP, have completed the online induction **prior** to attending a site. Inductees are required to present their Contractor Induction Card to the site contact and record their unique pass number (located on the Induction Card) in the sign in books located at each site.

Contractor Queries

Contractors have been advised of the following contacts if they have any queries regarding the system.

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

- Email: support@rapidinduct.com.au
- Free call 1800 307 595, - 8.30am – 6pm, Monday to Friday (AEST).

Examples of queries may include concerns regarding log on, password, computer settings, accessing the contractor or inductee web pages, contractor registration process, issuing passwords, payment etc.

Any queries regarding the course content or the site induction process should be referred to:

- Email: brsmith@auspine.com.au
- Email: Jenna.Hampton@gunns.com.au

Examples of queries may include information regarding: site access, high risk work, licenses required, emergency procedures, etc.

Escalation Points

Where GTP personnel receive a query and the information in this Guide does not appropriately answer the question they should contact the following:

For any technical query, contact **Rapid Induct** as per details above.

For any OHS query – Email: brsmith@auspine.com.au

For any site specific query - contact the relevant site Principal Contact whom you are performing work for.

For any query regarding the requirement to complete the course - contact

- Email: brsmith@auspine.com.au
- Email: Jenna.Hampton@gunns.com.au

Summary Induction Requirements

- All Contractor companies must complete the online registration form to pre-qualify their company **before** inductions can be completed.
- The online induction course must be completed each two years (unless otherwise advised).
- All contractors and subcontractors must present their Contractor Induction Card when attending any GTP sites and record their unique pass number in the site sign in book.

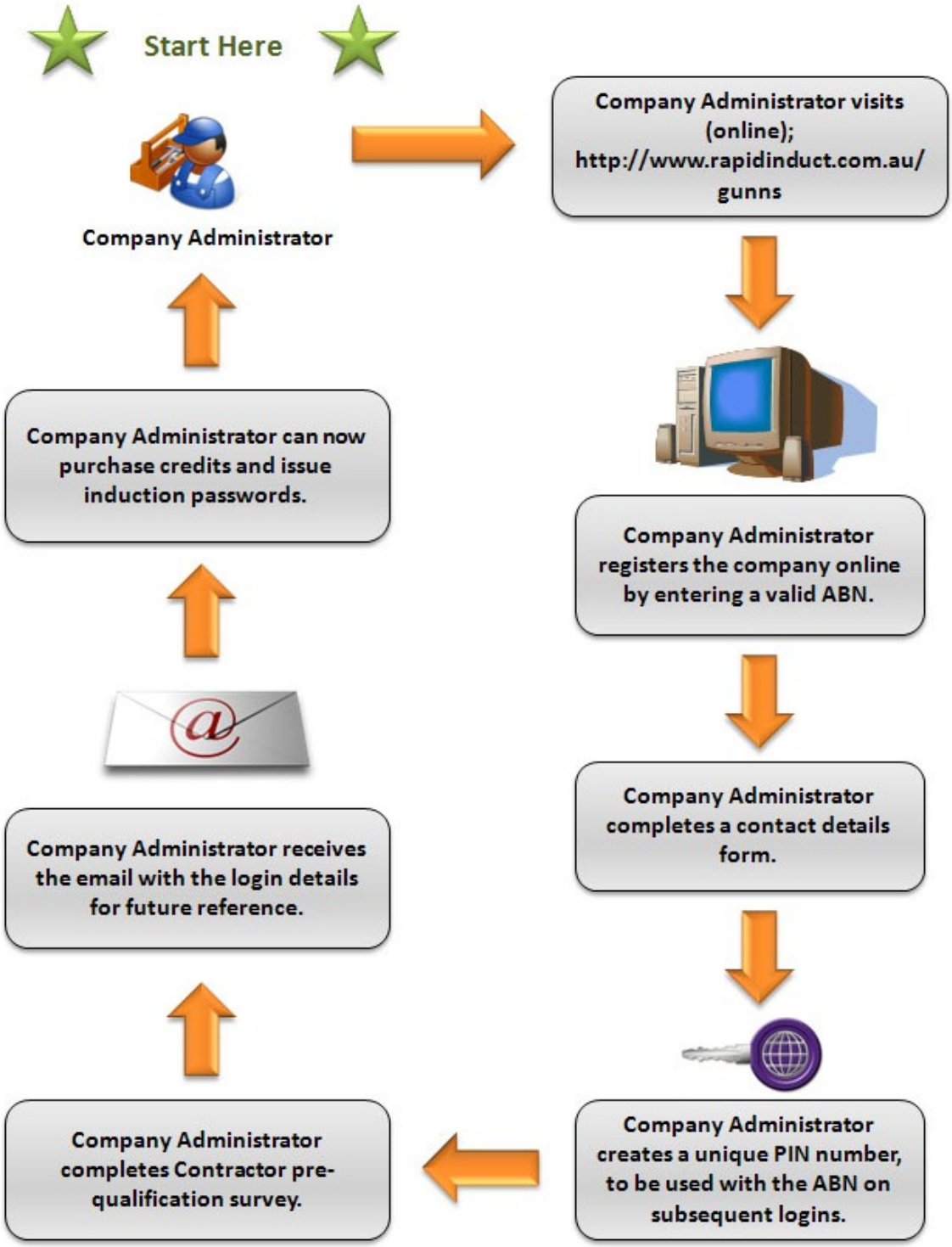
Timeline for Registering your Contracting Company.

Note: Contractors who have current contractor passes from completing an online induction during the past 12-24 months are not required to undergo another induction until their current pass expires, however they will be required to register their company details into the system.

To ensure that contractor's, subcontractors and their employees who will be working on GTP sites have registered and completed the online induction course (where required), the above time lines must be met or they may be refused entry to the site or subsequent payment of any related invoices for service rendered may be denied.

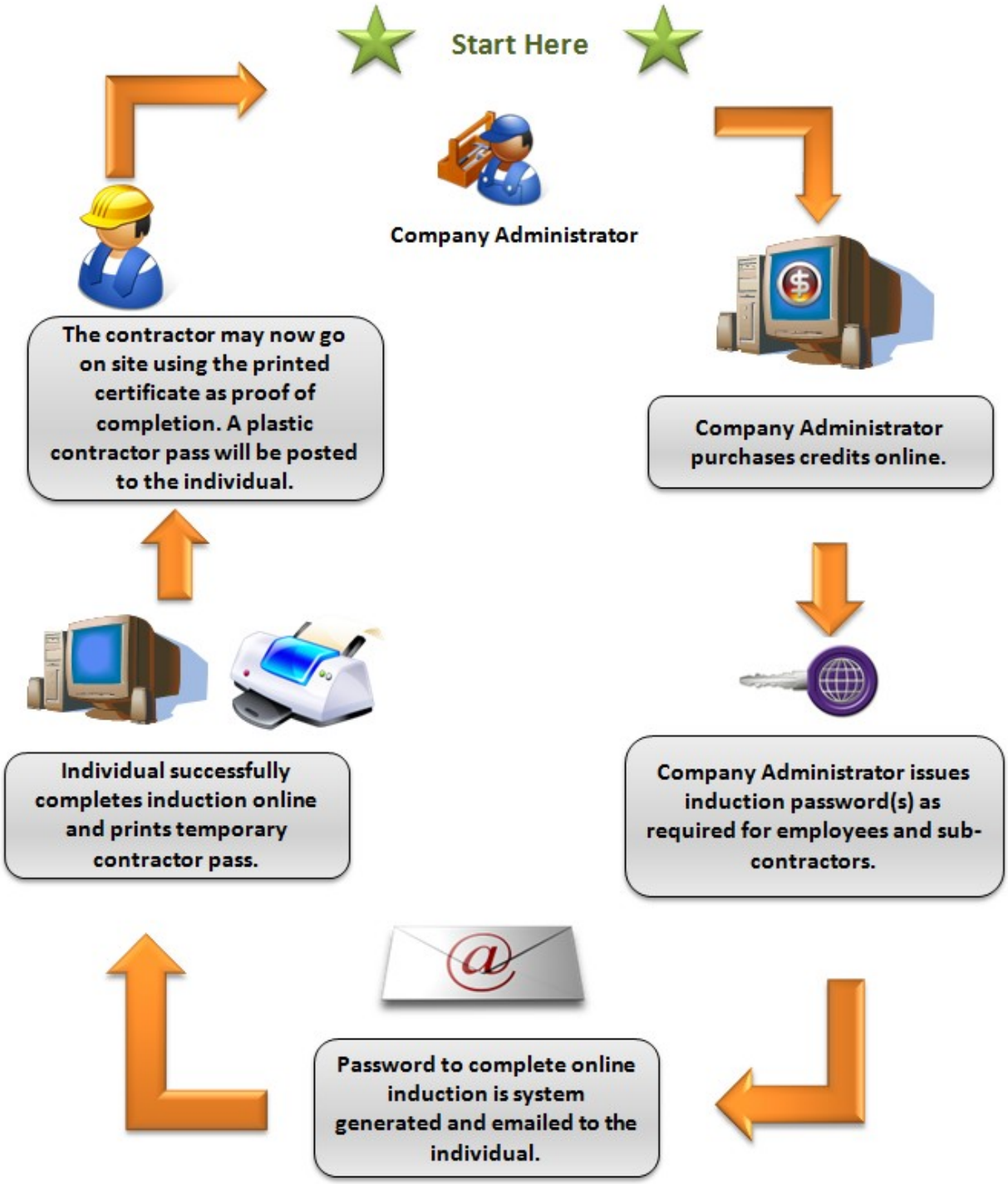
Registration Process Overview

The following provides an overview of the process to be followed by the contractor company to register their company on the online Contractor Induction Centre and manage the company inductions.



Induction Process Overview

Once the Company has successfully registered, the Company Administrator can log in at; http://www.rapidinduct.com.au/Gunns and proceed with purchasing and issuing passwords.

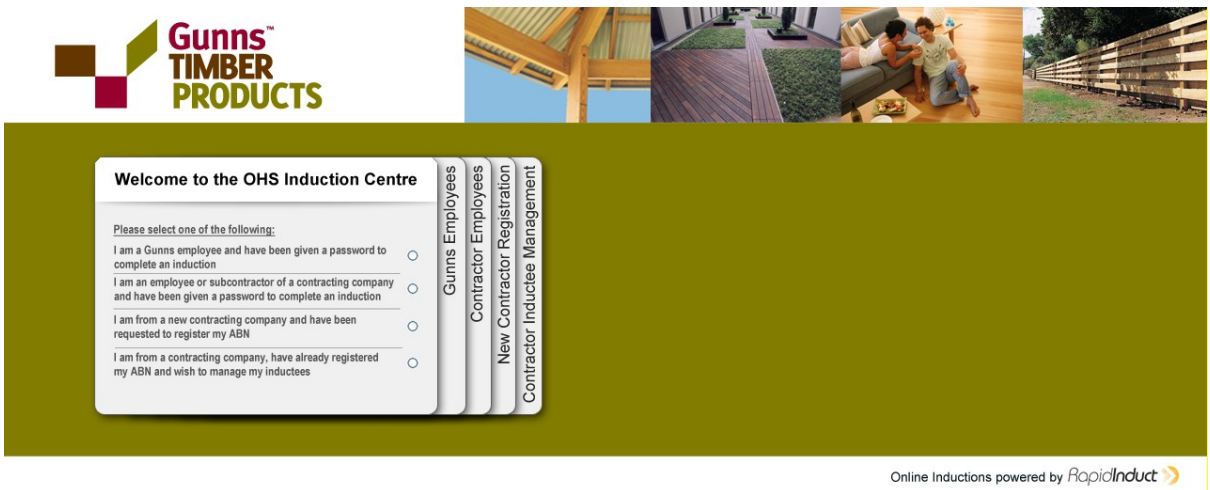


Contractor Induction Centre

The contractor induction Centre is accessible at: **www.gunnstimber.com.au**

It has four radio buttons which allows for:

1. A new GTP employee to log on and complete an induction OR a GTP administrator to log on and administer the online induction system;
2. A contractor employee or subcontractor is to log on with the password that they have been provided and complete the relevant induction package;
3. The contractor company to log on for the first time to register their details within the system;
4. The contractor company to log on with their password and manage their employee's induction.



FAQs – Using the Contractor Induction Centre

Question	How to
Who is the Contractor Company Administrator	➢ Company Administrator is the person who the contractor company elects to manage their GTP inductions and will be the main contact within the company for any associated issues. ➢ The Company Administrator will have access to navigate the Induction Centre, purchase credits and issue passwords to company employees and subcontractors required to complete the induction course.
How to log on to the Contractor SHE Induction Centre and register	➢ The primary contact of your company will receive an email request to register online. Click on the link supplied in this email. Alternatively you can also copy and paste this link in your browser. ➢ Complete/Verify your company details, enter your insurance information and create a unique password.
Completing company details and Insurance Information	➢ Information to be recorded includes the Company Administrator contact details and the Business details. ➢ The Company Administrator will be asked to create a unique Password which will be used to re-enter the system. ➢ A “Contractor Registration confirmation” email confirming the password will then be sent to the Company Administrator for future log in purposes.
How to purchase credit points (1 credit point for one inductee)	➢ Credits points are required to be purchased by the Contractor Administrator so that they can assign a password to an inductee. ➢ Go to “Purchase Credits” tab on the Induction Centre. ➢ You will need a credit card to purchase credit points for company inductees and you will be provided with a tax invoice. ➢ Once credits are purchased they can be used by the Company Administrator to assign these credits to individuals – see “Issue Password”. ➢ Each individual who is required to complete the Induction must be assigned one credit point, to complete the induction and receive a plastic Contractor Induction Pass.

	➢ The cost of one credit point is $35.00 (excluding GST).
How to issue inductee passwords	➢ Ensure you have purchased one credit point for the inductee you wish to issue a password to. ➢ Go to “Issue Password” from the Induction Centre. ➢ Enter inductee details which includes an email address whereby the inductees password will be sent straight to the inductee. ➢ If the inductee does not receive email with personal password, Company Administrator can access this information – go to “Resend password”.
Contractor Pass re issue (if a contractor has lost their Contractor Pass)	➢ Go to “Re-print Card” from the Contractor Portal home page. ➢ The cost of a new card to be printed is $10.00 (excluding GST).
Reports on inductee completion	➢ The Company Administrator can run reports on induction completion via the “Inductee reports” tab on the Induction Centre home page.

FAQs – Inductee Course Completion

Question	How to
Inductee log on to complete the course	➢ The inductee will receive an email with the link to the Induction Centre – www.gunnstimber.com.au ➢ Email includes unique password. ➢ Enter unique password to access the induction course.
Inductee has forgotten their password	➢ Company Administrator can find all passwords issued within a date range and choose to resend them to the same email address or to another one. ➢ Alternatively refer to Rapid Induct Team who can confirm passwords via email at support@rapidinduct.com.au.
Any technical queries	➢ Refer to Rapid Induct Team on 1800 307 595
Queries regarding content	➢ OHS Queries – to be referred Email: brsmith@auspine.com.au ➢ Queries re site specific issues – referred to the relevant Site Principal Contact person.
Can the course be stopped and started at the same page	➢ It is preferred that the course is completed within one sitting. ➢ If this is not possible, you can log back into the course again with the password and be taken to the last page the inductee stopped the course.
What happens if you get a question wrong	➢ You will be directed back to the relevant page of information and then asked a different question regarding the topic.
Temporary Contractor Pass	➢ At the successful completion of the course you will be able to print a temporary Contractor Pass.
Contractor ID Pass – Sample only	

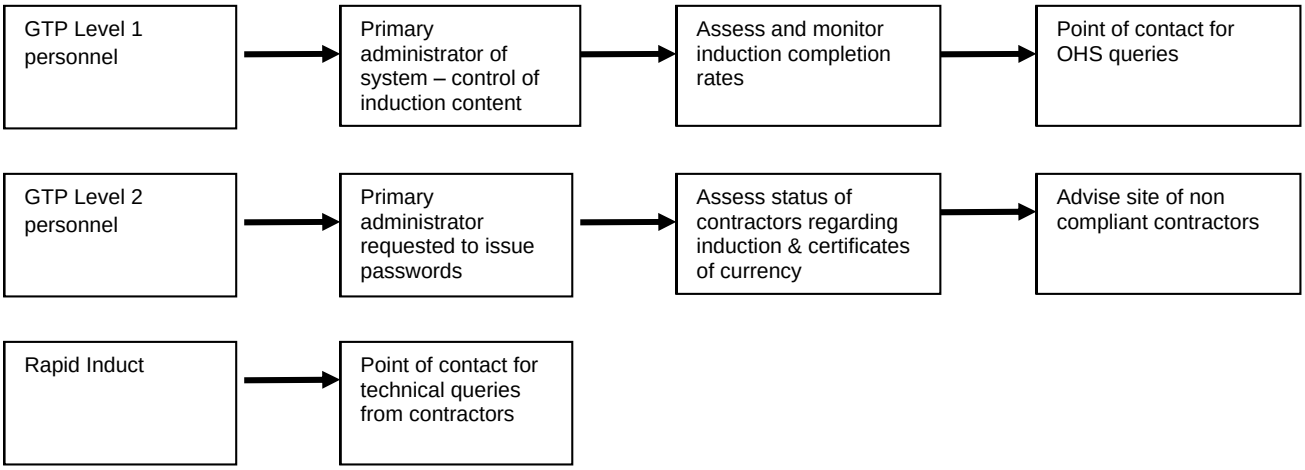
FAQs - General Course Queries

Question	How to
A contractor questions why they have to complete the course	➢ Ensures that contractors are provided with important SHE information about GTP requirements, procedures and common hazards to ensure their continued safety when undertaking working. ➢ SHE legislative requirement to complete an appropriate induction. ➢ Completion of the online course decreases the amount of paper work a contractor has to read and sign. No longer the requirement to read and sign the Contractor Requirements document.
Contractor questions paying for inductees to complete the course	Email: brsmith@auspine.com.au Email; Jenna.Hampton@gunns.com.au
Contractor hasn't completed the online induction	➢ Contractors have been advised that they are required to complete the online course by the 30th September 2011 (Unless they hold a current induction pass)
Frequency of completion of online induction course	Every 2 years, unless otherwise advised.
Contractor responsibility for sub contractors completing the induction	➢ Yes, the contractor company must ensure that the online induction requirement is communicated to sub contractors. ➢ They can do this by either 1) purchasing credit points and issuing passwords to sub contractor individually; or 2) ensuring the sub contractor company has the appropriate details to log into the system and manage the purchase of credits / induction completion for their employees. ➢ It is the contractor company responsibility to monitor / verify sub contractor completion.
Reports on Contractor completion	➢ Refer to GTP site OHS contacts who can run reports.

FAQs - SHE Course Queries

Question	How to
SHE course queries	Email: brsmith@auspine.com.au
On site Orientation Induction process	A site induction is to be undertaken with the GTP contact person. Documents relating to site inductions will be maintained by the site.
Permits to Work	It is expected that the contractor has a work permit system in place and therefore, complete their own permits **prior** to commencing work. Gunns permits are required for the following work: • Confined Space Entry • Hot Work • Working at Heights • High Voltage Electrical Work (Where applicable) • Other designated high risk activities – this includes all construction work (e.g. demolition, excavation, asbestos removal or disturbances, use of lift raising equipment, must have a completed Job Safety Analysis (JSA) and a Risk Assessment (RA) (where required) prior to any work commencing. • Registration of high risk work and use of lift raising equipment is a legislative requirement in some states of operation and this **must** be completed by the contractor company **prior** to performing the work.

Company Responsibilities –



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