



# Contractor or Supplier Company Frequently Asked Questions (FAQs) for Rapid Global

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## GENERAL

### **Q. What happens if my business and all my workers are not pre-qualified and onboarded through Rapid Global?**

You will not be permitted to perform work onsite at Bunnings unless your business is pre-qualified, and your individual workers are registered and onboarded in the system.

If your company hasn't been invited to register in Rapid Global you should reach out to your main Bunnings contact for more information and to be invited into Rapid Global to commence the process.

The '[For our contractors & suppliers working at Bunnings](#)' section of our website also has helpful information on Rapid Global and the process.

### **Q. Do I, or any of my people, need to do training in Rapid Global?**

All contractors and suppliers working at a Bunnings site will need to complete the induction courses in Rapid Global.

Additionally, suppliers working in our stores will complete the supplier accreditation course via the Rapid Global System.

### **Q. What if my worker(s) don't have a smart phone/mobile device to sign in onsite?**

If a worker doesn't have a smart phone to sign in, they can ask a Bunnings team member for a Zebra device and use the QR Reader App to scan the Rapid Global QR code. They will still need to already be compliant in Rapid Global in order to be able to enter the site.

### **Q. 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](mailto:support@rapidglobal.com).

## PRE-QUALIFICATION, REGISTRATION AND ONBOARDING

### **Q. How do I register in Rapid Global?**

Your company needs to be invited to Rapid Global by a Bunnings representative. To obtain an invitation, please reach out to your Bunnings contact.

Once invited, you will receive an email from Rapid Global with a link to register your company.

Please note: The email address [no-reply@rapidglobal.com](mailto:no-reply@rapidglobal.com) is used to communicate. Please look out for this and check your Junk mail.

### **Q. I've registered my company; what's next?**

The team at Rapid Global will verify your insurance and business documentation that have been uploaded, as well as your responses to the pre-qualification questions. During this time, you will not be able to access your registration information in the Rapid Global portal. Rapid Global will contact you via email to inform you of next steps.

Please note: The email address [no-reply@rapidglobal.com](mailto:no-reply@rapidglobal.com) is used to communicate. Please look out for this and check your Junk mail.

Once your company is verified and compliant, you will receive an email to confirm your status. Then you can issue Induction Keys to your employees or sub-contractors to onboard in Rapid Global. (Please note: Bunnings team members cannot issue these Induction Keys to individuals, only the administrator/s at their company are able to.)



**Q. Does my company need to pay for the cost involved with pre-qualification?**

No, the Rapid Global pre-qualification costs are covered by Bunnings.

**Q. 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.

Help material is available within your portal and in the support section of the Rapid Global website, accessible via [www.rapidglobal.com/support/](http://www.rapidglobal.com/support/).

**Q. What if my worker(s) don't have an email address and a phone number?**

In order to register in Rapid Global, you need both an email address and a phone number.

**Q. How do my people 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/](http://www.rapidglobal.com/support/).

**Q. How long will the onboarding/induction process take in Rapid Global for each individual?**

Approximately 10-20 minutes.

**Q. I've worked with Bunnings for years, but the new system won't pre-qualify me. Can I still perform work for Bunnings?**

In some situations, Bunnings may approve your application where you can provide evidence to Bunnings that you are seeking and implementing advice from a Health and Safety professional.

You will need to speak to your Bunnings contact, who will usually be the Bunnings Team Member who engaged or manages the relationship with your company.

**Q. If any of our workers arrive onsite without completing individual onboarding, can they do it at the location before commencing work?**

Providing that the company the contractor is working for is compliant in Rapid Global, the individual should request their manager/administrator to issue them with an Induction Key to complete their Bunnings Onboarding. (Please note: Bunnings team members are not able to issue Induction Keys.)

Then, the individual could complete their onboarding, and once compliant in Rapid Global, scan the site's QR code and complete their work. (Please note: The email address [no-reply@rapidglobal.com](mailto:no-reply@rapidglobal.com) is used to communicate please look out for this and ensure that it doesn't automatically go to Junk mail.)



## **SUPPORT**

**Q. Who can I talk to about meeting the criteria so we can continue to keep working at Bunnings? I am completing my pre-qualification and have questions about the information that I am being requested to supply. Who do I go to for help?**

You will need to speak to your Bunnings contact, who will usually be the Bunnings Team Member who engaged or manages the relationship with your company.

Alternatively, Rapid Global is there to support our Contractors and Suppliers with technical types of queries. The contact details are 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](mailto:support@rapidglobal.com), or look at [www.rapidglobal.com/support/](http://www.rapidglobal.com/support/).

**Q. Where can I go for technical help on the Rapid Global System?**

Your contact at Bunnings is available to answer and able to answer some questions you may have.

Alternatively, if you have technical questions about Rapid Global as you're using 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](mailto:support@rapidglobal.com), or look at [www.rapidglobal.com/support/](http://www.rapidglobal.com/support/).