



CASE STUDY

Streamlined induction processes for Vicinity Centres

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CASE STUDY: FACILITIES MANAGEMENT

“The overall feedback is that Rapid is easy to use and a great time saver.”

Glenn Ford, Shopping Centre Safety Manager - Vicinity Centres



About: Vicinity Centres

84 Sites | 1,250 Staff | 45,000 Contractors

Product: **Rapid Global provides an end-to-end workforce management solution**

The challenge

As part of Vicinity Centre's commitment to creating a safe and healthy environment at their shopping centres, they contacted Rapid Global to find out how they could streamline contractor and employee inductions. At the time, all contractors were required to complete face-to-face inductions each time they went to a new site. This information would often be kept within each site, so they were required to bring their documentation and complete new inductions each time which was extremely time consuming.

The solution

The implementation of Rapid Induct and Rapid Contractor Management mean the entire registration and induction process is online. This includes insurance document upload and review which ensures only compliant contractors can

access the system. After this, inductions are assigned and after successful completion Rapid Global mails out an ID card to the inductee which will be used to enter a site using Rapid Access Systems.

On average, each Vicinity site has 2 terminals, which contractors use to sign in. Visitors and tenant contractors get wearable labels printed which provide greater security.

The result

Having a central repository for all contracting company information has streamlined processes at Vicinity enormously. Rather than having to check with other sites to find information about each company every time a new contractor arrives on a different site, administrators can simply log on to the MyRapid portal to view

everything they require. This means increased transparency, information ease of access, and less data duplication, which results in time and cost savings.

Contracting companies can also issue and complete site inductions at any time convenient to them, rather than waiting to complete a full day induction on-site. This provides the contracting company with more control, while also giving Vicinity administrators the ability to alter information for any given contractor or company if required. This means that when contractors arrive on site they are ready to work, and Vicinity Centres can focus on what they do best – providing positive retail experiences across Australia.