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The University of Queensland is one of the top 100 universities in the world. With three major campuses and a few additional smaller ones located across the state, this university is a bustling hub for over 50,000 students, including many advanced researchers.

The Challenge
With multiple large campuses and approximately 30 contractors entering site every day, the university needed a system which would enable them to know exactly who was on site and when. The university values site security, so they also wanted to be able to ensure only fully qualified and compliant contractors were accessing work sites. Additionally, the old sign-in process used a paper book located in a central office, so it was time consuming and meant there was not an efficient, online central repository for all documentation.

The Solution
Rapid Visitor Access Systems, Rapid Induct, Rapid Contractor Management and Key Watcher combined to create a streamlined online system solution for The University of Queensland. When a contractor arrives on site, they use the Rapid Access terminal to sign in. This checks their online status (that correct documentation has been supplied, etc.) and compliance, then connects with the Key Watcher unit to determine if there is a key/job there for the contractor to do. If the contractor is fully compliant and able to go on site, then the Rapid Access terminal sends an 8-digit code to the contractor’s phone, which can then be entered into the Key Watcher unit to gain access to the key for the site. The system is made even more secure by the fact that the code is only valid for a short time before it expires and becomes void. This further enhances site security and gives peace of mind to management!

“The process for contractors going on site is now automated; we don’t have to have somebody sitting at a desk to give them a key. Through the Key Watcher, we control the keys for maintenance contractors. If they don’t have access to that area they don’t get in – end of story! It gives us peace of mind.”

Glenn Vickery, Maintenance Manager

The Benefits
Implementing Rapid Global’s systems has given management at The University of Queensland the assurance that only the right contractors are getting access to site at the right time. It also prevents legal disputes that can arise from a lack of valid documentation in the event of an injury or incident.
Toll Singapore is a dynamic new client in Asia using Rapid Induct and Rapid Access Systems, so this was an important and exciting trip! The purpose of his visit was to implement the final part of the setup of Rapid Induct and Rapid Visitor Access system solutions into this unique facility.

The Toll City Project is a new 5-storey complex that is going to be used for logistics and as a base for delivery of mass goods. As the site is implementing Rapid Induct and Rapid Visitor Access, Ron visited to provide onsite training on how to use the systems. They have 5 terminals which are used as visitor kiosks, and 1 more that is used to allow people who have not yet done their online inductions to complete the training on site. Ron successfully co-ordinated the integration between the Rapid Visitor Access System and their site access control system, which is called Protége GX.

In his downtime, Ron also got the chance to visit Universal Studios and go to a vintage toy museum – a highly enjoyable experience!

Future trips may be occurring to help Toll Singapore efficiently implement Rapid Permit to Work, which will be rolled out at a later date.

If you have a site or division in Singapore or in the greater Asia region and would like to refer our systems please let us know by contacting sales@rapidglobal.com

**THE ENTRY PROCESS**

Using the below method ensures contractors always sign into our Visitor Access system. This maintains compliance before the contractor can enter a client’s site.

**THE EXIT PROCESS**

Upon leaving the site, Rapid Global’s system will disable the user’s profile in the Protege GX database. This will prevent them from accessing the site with the previously provided PIN or QR code.

**Rapid Incident Reporting software**

- the fast and efficient way to report and manage workplace incidents!

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**OUT AND ABOUT**

Recently Ron Linn, Rapid Global’s Business Improvement Manager, went to Singapore to visit Toll Asia in their newly created facility, Toll City.
**PRODUCT UPDATE**

**MyRapid Cloud**

One of the newest updates to the Rapid range of products is the MyRapid Cloud for administrators of contracting companies.

This allows contractors to manage their files in one easy, centralised location on their MyRapid portal, meaning that they can store documents online on the go and have them ready to be shared from their Rapid Induct portal with their clients at any time! With this function contractors can easily share their updated documents with you by uploading documents and/or sharing the online link with you. They can even select an expiry date for the link so the documents will only be available for viewing for the amount of time they specify, giving the contractor and you greater security.

To access this feature the contractor simply logs in to their MyRapid portal and selects ‘MyRapid Cloud’ in the top left-hand corner.

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**TOP TIP**

**New feature for SWMS variations.**

Rapid Permit to Work

Site conditions frequently change, which means that risk assessments should be conducted on a regular basis. Should Safe Work Method Statements (SWMS) be altered daily by contractors to encompass newly observed risks and is this a realistic expectation? At Rapid Global we believe updating SWMS to include current risks is important. With this in mind, we created a function within Rapid Permit to Work to manage these unexpected risks in a more effective manner, without affecting the original SWMS document. This feature of Rapid Permit to Work integrates seamlessly with Rapid Access systems and means you can account for changes to onsite conditions (e.g. storm water flooding the site overnight). This enables assessment of the risks present at that time and ensures your workers take the necessary precautions to sufficiently reduce risks.

To access this feature, contractors either sign-in to their portal on the Rapid Access app or at the site terminal. If this feature has been configured during implementation of Rapid Permit to Work, then the contractor will be prompted to fill out the form online to report any variations.

If you are currently using Rapid Permit to Work and would like this functionality (or would like to find out more about Rapid Permit to Work) please contact our team by email at sales@rapidglobal.com to find out more today!

DOWNLOAD THE APP
http://www.rapidglobal.com/rapid-apps/
NZ
Zone Direct (official reseller for Rapid Global in NZ) are pleased to be welcoming Tim Johnson back to NZ this month as together we visit both existing and prospective customers, whilst boosting our local product knowledge at the same time.

We are also poised to go live with NZ King Salmon’s long awaited Rapid Induct, Rapid Contractor Management, Rapid Permit to Work, and Rapid Access Systems and wish to thank all involved for their hard work put in to date by the very patient and professional Rapid team back at ‘mission control’ in Adelaide.

AFRICA
Rapid Global Africa recently attended the Securex trade show in Johannesburg. This exhibition is Africa’s biggest security and fire trade exhibition and it was a great success for Rapid Global Africa with many enquiries about the products and services. Given their success at Securex, they are hoping to attend future exhibitions with the goal of introducing the Rapid Global name to relevant industries.

Thoriso Mashaba and Daniel Subbia have just spent two months in Adelaide, Australia for further training on Rapid Global’s software management solutions. They are now back in South Africa and are excited about the new skills they will be able to implement with Rapid Global Africa.

In more news, we are very pleased with the expansion of our new offices in Durban, SA. They are in the Dube Tradezone, next to King Shaka International Airport. This certainly makes travel and client meetings for our Rapid Global Africa staff more convenient than ever!

MEET THE TEAM
Farid ‘Freddy’ Ghazale
PROJECT COORDINATOR

Farid ‘Freddy’ Ghazale moved to Australia from Saudi Arabia in 2008, and was picked up to work for Rapid Global after someone in management here noticed his fantastic customer service skills.

Freddy leads a very busy life: he works full time at Rapid Global as the project coordinator for Rapid Access Systems, is completing a Master’s Degree in Human Resource Management at university full time, and works part time at a supermarket!

At Rapid Global, Freddy manages the projects for Rapid Access Systems and integration projects and also communicates with clients to ensure they are satisfied and receiving excellent customer service. He helps to maintain a good work environment amongst the team with his continual positive personality, and he particularly enjoys the aspects of his job involving challenging tasks and learning.

In his free time (which yes, he does have!) Freddy enjoys Latin dancing, both as a hobby and as a job. He enjoys cooking and is passionate about developing himself through either continued study or by participating in productive activities.
DID YOU KNOW

Rapid Visitor Access and Rapid Contractor Management systems can be integrated with alcohol breath testing units. Purchase Alcolizer or Breathalyser units through Rapid Global or integrate your existing system today!

Rapid Global has clients in Australia, Europe, South Africa, and the Asia Pacific.

OUR PRODUCTS

» Rapid Contractor Management
» Rapid Induct
» Rapid Service Alert
» Rapid Access Systems
» Rapid Incident Reporting
» Rapid Permit to Work
» Rapid Service Alert
» Rapid Auditor

Download the FREE Rapid Apps from the Apple or Google Play store.

Manage the entire lifecycle of contractor compliance from pre-qualification to insurance documentation, induction and on site performance.

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