



How to Issue Inductions for ICC Sydney Venues

(ICC Sydney & The Cutaway)

Step by Step Guide

NOTE: This guide only applies if your company is already registered on ICC Sydney's Rapid Global system

All workers **MUST** have completed the applicable online venue induction **BEFORE** arriving to ICC Sydney venues



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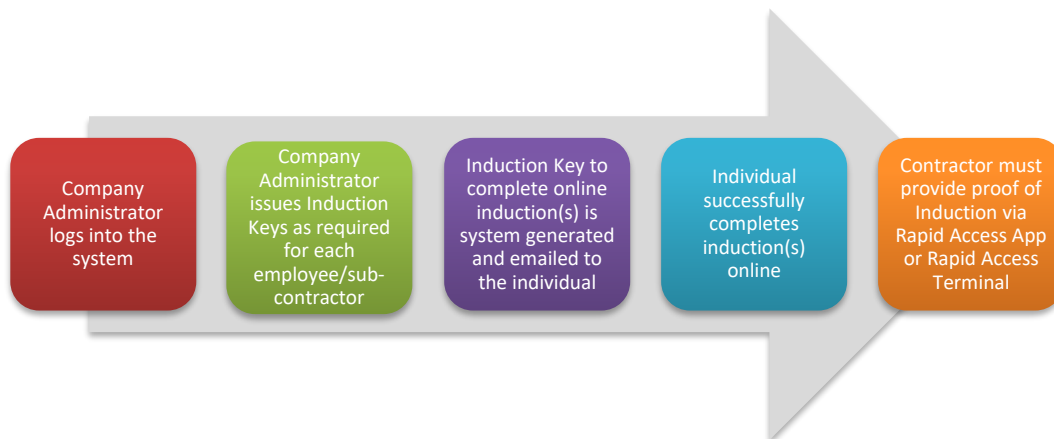
1. Overview

This document provides a step by step guide of how to issue and manage worker inductions on ICC Sydney's online Induction and Contractor Management System, Rapid Global.

ICC Sydney operates two venues; ICC Sydney and The Cutaway. All workers must complete the venue specific online induction for the ICC Sydney venue they are working at.

ICC Sydney, 14 Darling Drive, Sydney NSW 200

The Cutaway, 5 Towns Place, Barangaroo NSW 2000



It is the responsibility of the contractor company to ensure that all their workers and/or subcontractors that will be working at ICC Sydney venues have completed the applicable ICC Sydney online induction **before** arriving on-site.

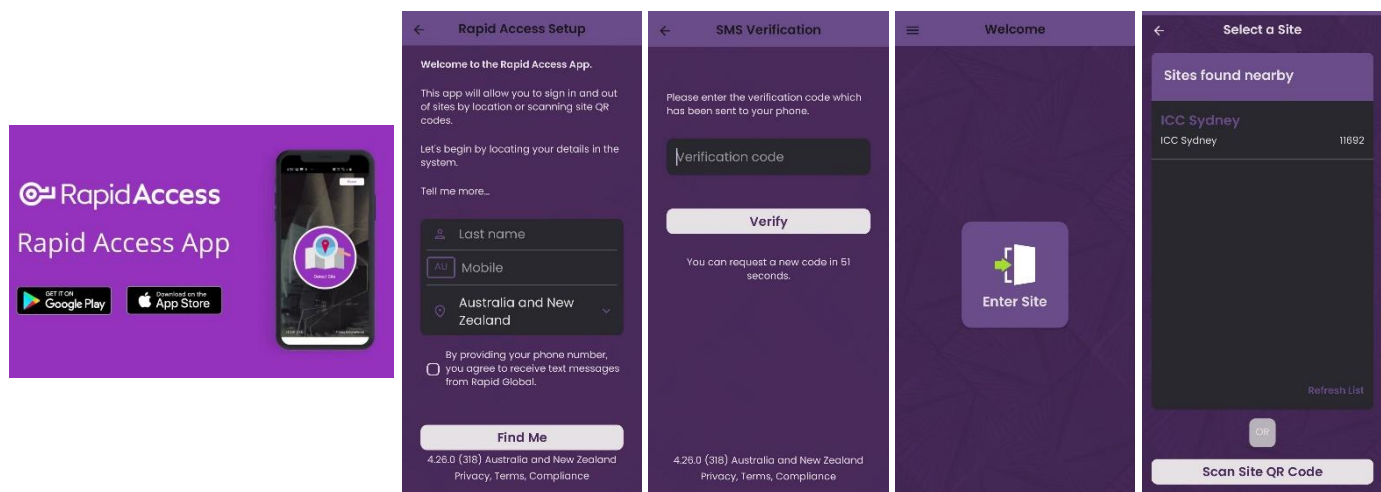
1.1. On-Site Requirements

When arriving to an ICC Sydney venue, workers are required to sign in to site, either through a Rapid Access induction terminal or Rapid Access mobile app. If the induction has not been completed, the system will not allow the worker to sign in, and the worker will not be permitted to enter.

The induction cannot be completed on a Rapid Access induction terminal; it must be completed online.

To enable a quicker sign in process, it is recommended that all workers download the Rapid Access mobile app for a digital sign in. The mobile app only works if the induction has already been completed online by the worker.

The Rapid Access mobile app will allow you to sign in to ICC Sydney venues when you are on-site, using location services.





2. Contractor Queries

To assist contractors in meeting ICC Sydney venues induction requirements, the following contact points are available.

2.1. Technical Support Queries

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

Examples of these types of queries may include how to use the Contractor Management System, Induction Key queries, computer settings, etc.

Call: 1800 307 595, 8.30am – 6pm, Mon – Fri (AEST)

For callers outside of Australia call: + 61 8 8405 1100

or via email: support@rapidglobal.com

2.2. Other Queries

For operational issues or system issues please email inductions@iccsydney.com or cutawayinductions@iccsydney.com as applicable.

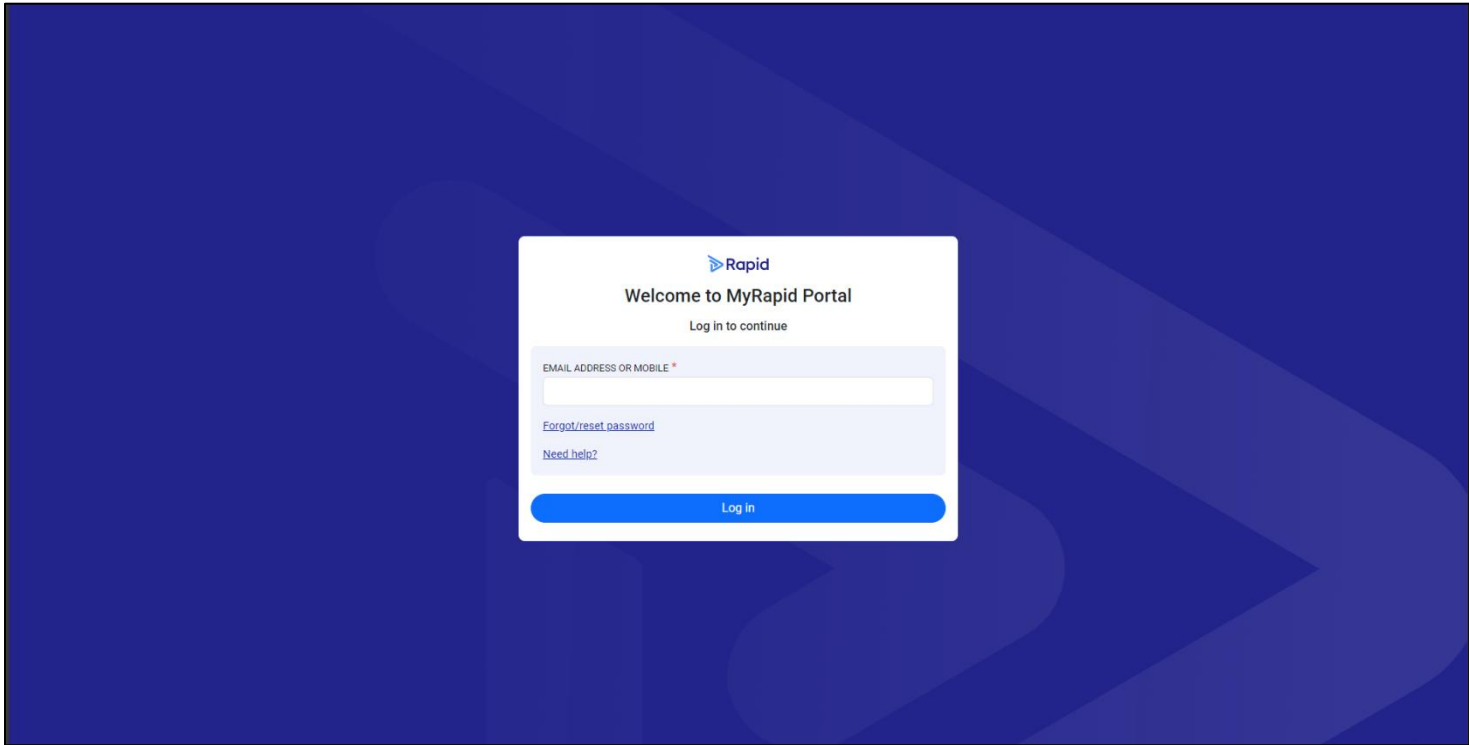
Examples of these types of queries may include changing the main company administrator, course content queries, documentation questions, and information regarding site access, general emergency information or workplace health & safety.

3. How to Issue Inductions to Workers

3.1. Login to Rapid Global

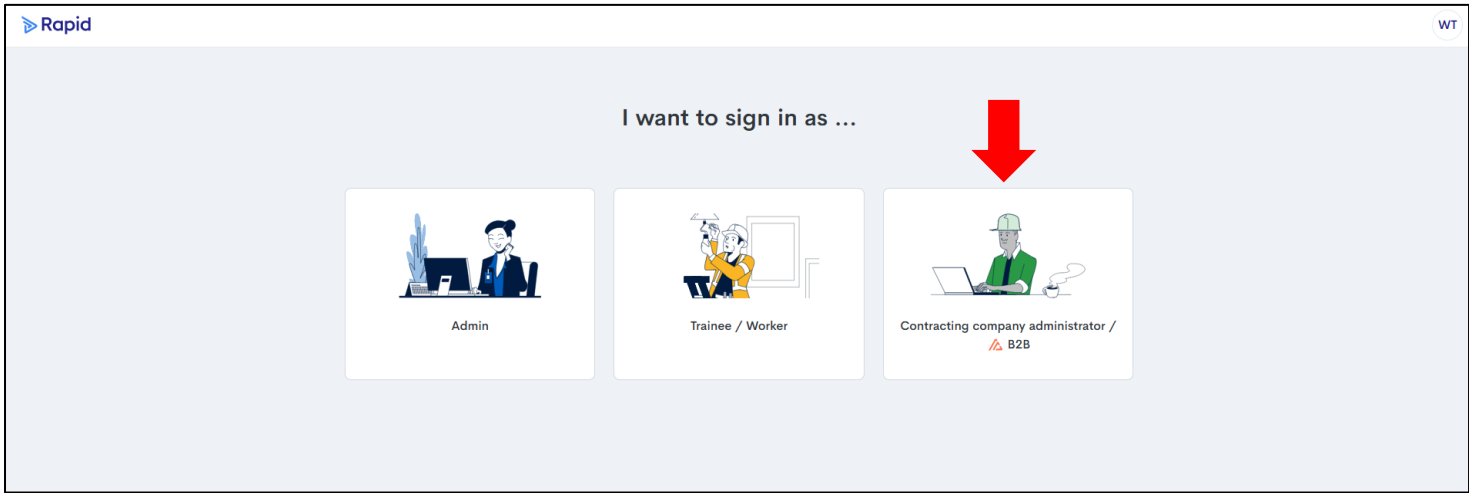
Login to Rapid Global using the following link: <https://my.rapidglobal.com/account/logon>

Enter your **email address** and then your **password** - If you can't remember your password, then select "Forgot / Reset password".



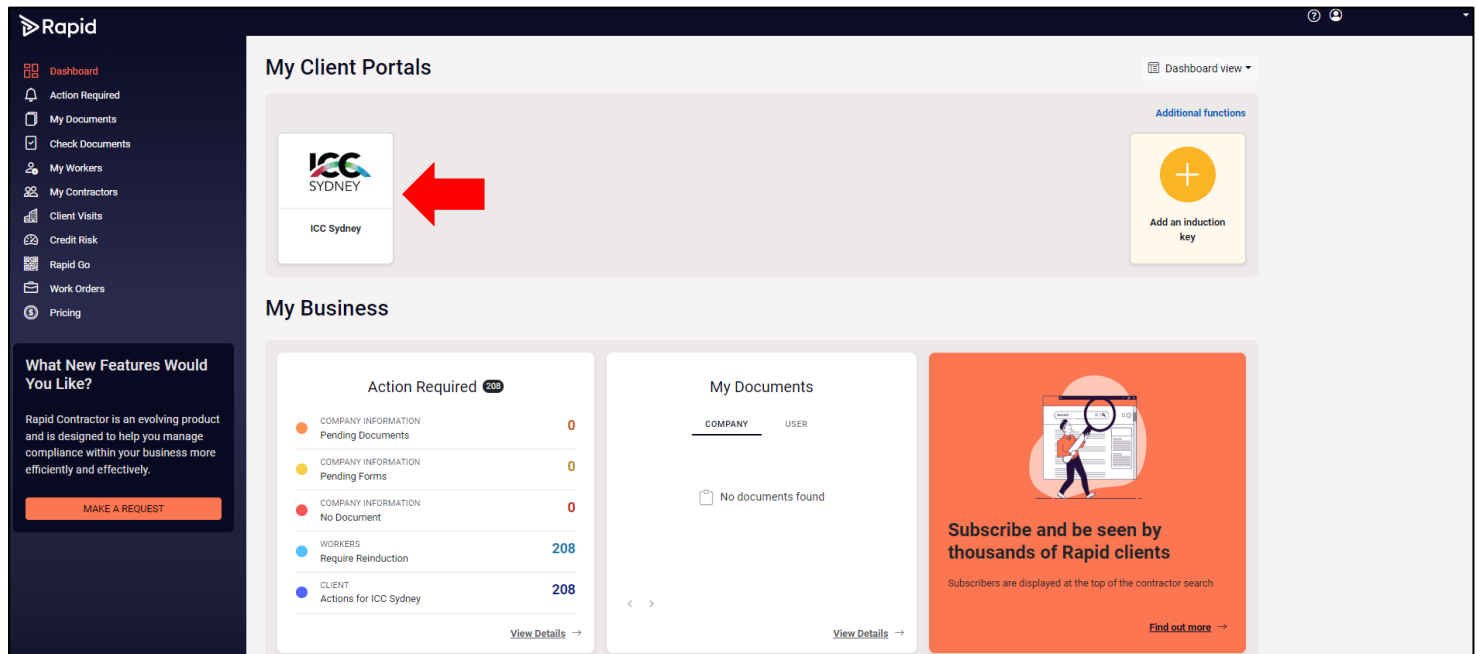
3.2. Access the Contractor Portal (Green page)

1. After logging into Rapid Global, click on the 'Contractor Company Administrator / Rapid B2B' option to be taken to the client portal.





2. Click on the ICC Sydney tile to be taken to the Contractor Portal (Green page).

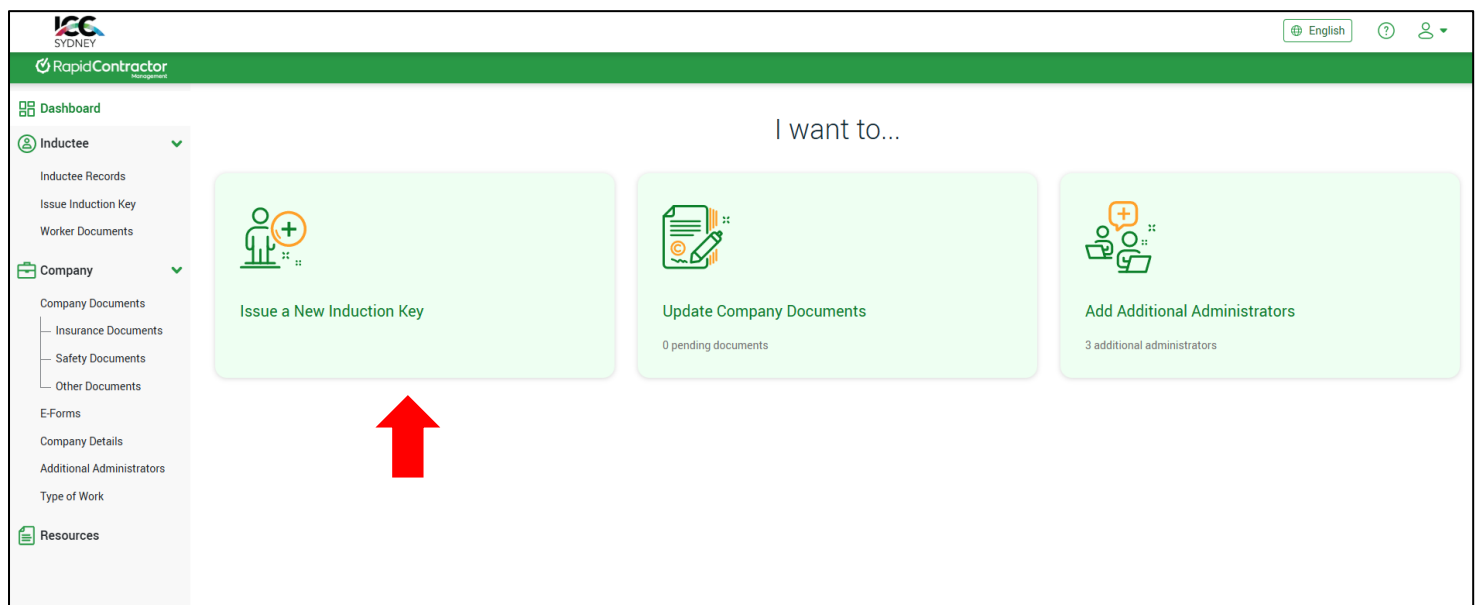


3.3. How to Issue the Induction to New Workers

Every worker will need to be sent an individual Induction Key to complete the induction for the ICC Sydney venue they are working at. Each worker will require their own email address to create their own Rapid Global account. Each Induction Key is unique and will only work for one worker.

Once you have accessed the Contractor Portal (Green page), follow the below steps to issue Induction Keys to new workers. See Section 3.2 for instructions on how to access the Contractor Portal (Green page).

1. Click the 'Issue a New Induction Key' tile.





2. Enter the first name, last name, and email address of the worker.

3. Under 'Location', click 'Select Site', a pop up will appear. Tick the ICC Sydney venues the worker is required to be inducted to, then press 'Save'.

4. Once all sections have been completed, click 'Proceed to Step 2' to continue.



5. The courses that will be assigned to the worker will be shown under 'Assigned Courses'. Click 'Issue Induction Key' on the bottom right of the screen to send the Induction Key to the worker.

The worker will receive an email from Rapid Global with the unique Induction Key and instructions on how to complete the induction.

Depending on security server settings this will come through as a 'No Reply' email from Rapid Global, this could also go to junk mail.

ICC SYDNEY

RapidContractor

Dashboard

Inductee

Inductee Records

Issue Induction Key

Worker Documents

Company

Resources

English

?

Issue Induction Key

STEP 1 - Inductee role and location

STEP 2 - Courses, documents & forms

Courses

Assigned courses

Inductee needs to complete below courses to be able to work at selected site(s)

Course Name	Priority	Active From	Active To	Reinduct
The Cutaway Induction	0	28 Jul 2026	25 Nov 2026	1 Year
ICC Sydney Event Contractor Induction	1	28 Jul 2026	25 Nov 2026	2.0 Years

Documents

No Documents need to be assigned!

Forms

No Forms need to be assigned!

Back to Step 1

Issue Induction Key

6. Repeat Steps 1-5 to issue Induction Keys to all workers and/or subcontractors that will be working at ICC Sydney venues.

It is the responsibility of the contractor company to ensure that all their workers and/or subcontractors that will be working at ICC Sydney venues have completed the applicable ICC Sydney online induction before arriving on-site.

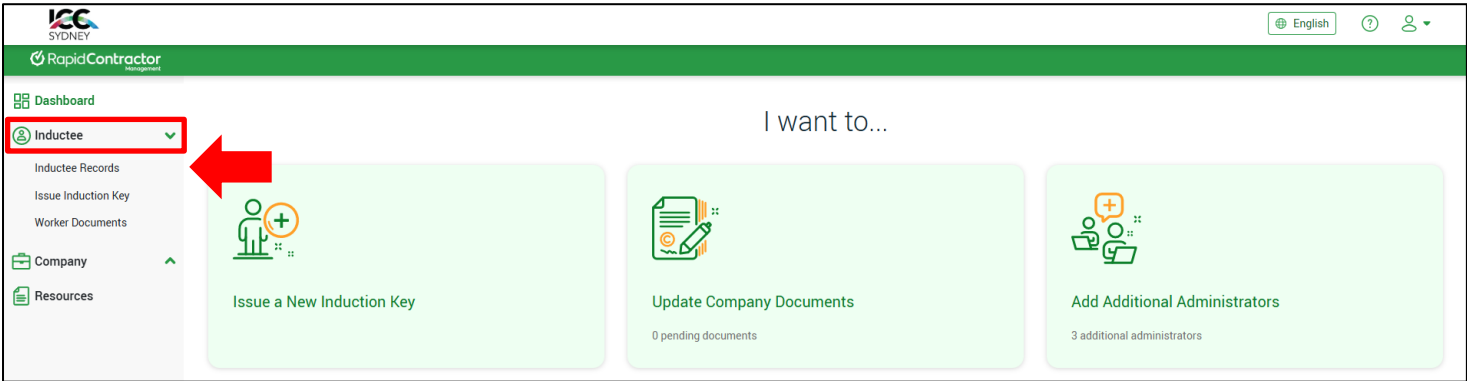


3.4. How to Issue The Cutaway Induction to Existing Workers

Workers that have already completed the ICC Sydney induction will need to complete a separate The Cutaway induction to access The Cutaway venue at Barangaroo.

Once you have accessed the Contractor Portal (Green page), follow the below steps to issue The Cutaway induction to existing workers. See Section 3.2 for instructions on how to access the Contractor Portal (Green page).

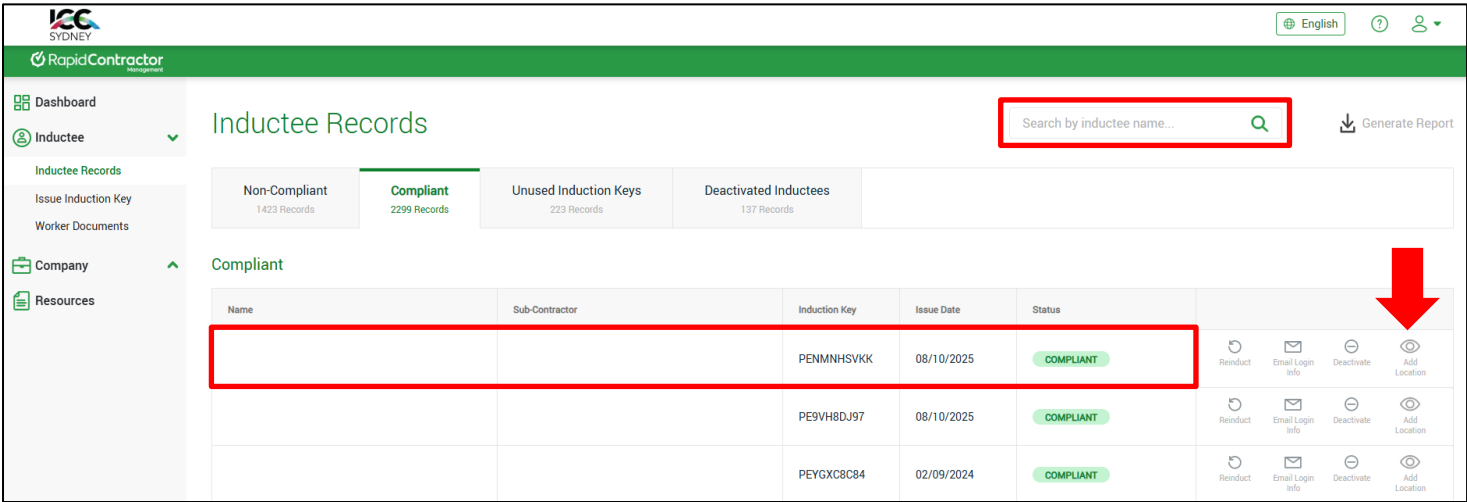
1. Select 'Inductee Records' from the drop-down menu on the left side of the screen. You will be taken to the 'Inductee Records' page.



2. On the 'Inductee Records' page, you will be able to manage the inductions of all workers registered under your company. The top row allows you to view your workers under the different induction status filters.
 - *Non-Compliant* = Worker has not completed an assigned induction course
 - *Compliant* = Worker has completed all assigned induction courses
 - *Unused Induction Keys* = Workers that have not created a Rapid Global profile
 - *Deactivated Inductees* = Workers deactivated by you (the administrator)

Use the search function to find the existing worker required to be inducted to The Cutaway.

Once the existing worker's profile has been located, click the 'Add Location' button in the same row on the right side of the screen.





- You will be taken to the 'Issue Induction Key' page, with the existing worker's details pre-filled. Under 'Location', click 'Select Site', a pop up will appear.

Tick 'The Cutaway' box, then press 'Save'.

- You will see that 'The Cutaway' venue has been added to 'Location'. Click 'Proceed to Step 2' to continue.



5. The Cutaway induction course will be shown under 'Assigned Courses'. Click 'Save' on the bottom right of the screen to issue The Cutaway induction to the existing worker.

The worker will receive an email from Rapid Global advising they have been assigned the new The Cutaway induction course to be completed.

Depending on security server settings this will come through as a 'No Reply' email from Rapid Global, this could also go to junk mail.

The existing worker will need to login to their existing Rapid Global account using their existing email, and complete The Cutaway induction course assigned to them before arriving at The Cutaway.

Course Name	Priority	Active From	Active To	Reinduct
The Cutaway Induction	0	28 Jul 2026	25 Nov 2026	1 Year

6. Repeat Steps 1-5 to issue The Cutaway induction to all workers and/or subcontractors that will be working at The Cutaway.

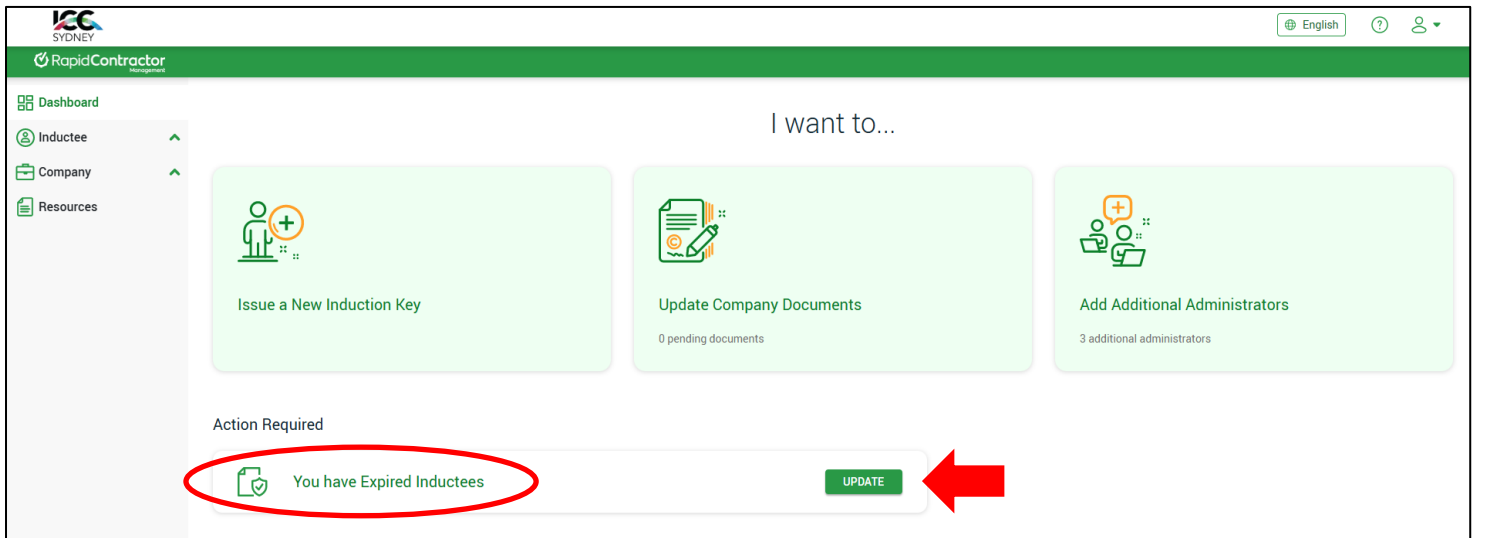
It is the responsibility of the contractor company to ensure that all their workers and/or subcontractors that will be working at The Cutaway have completed The Cutaway online induction before arriving on-site.



3.5. How to Re-Induct Expired Workers

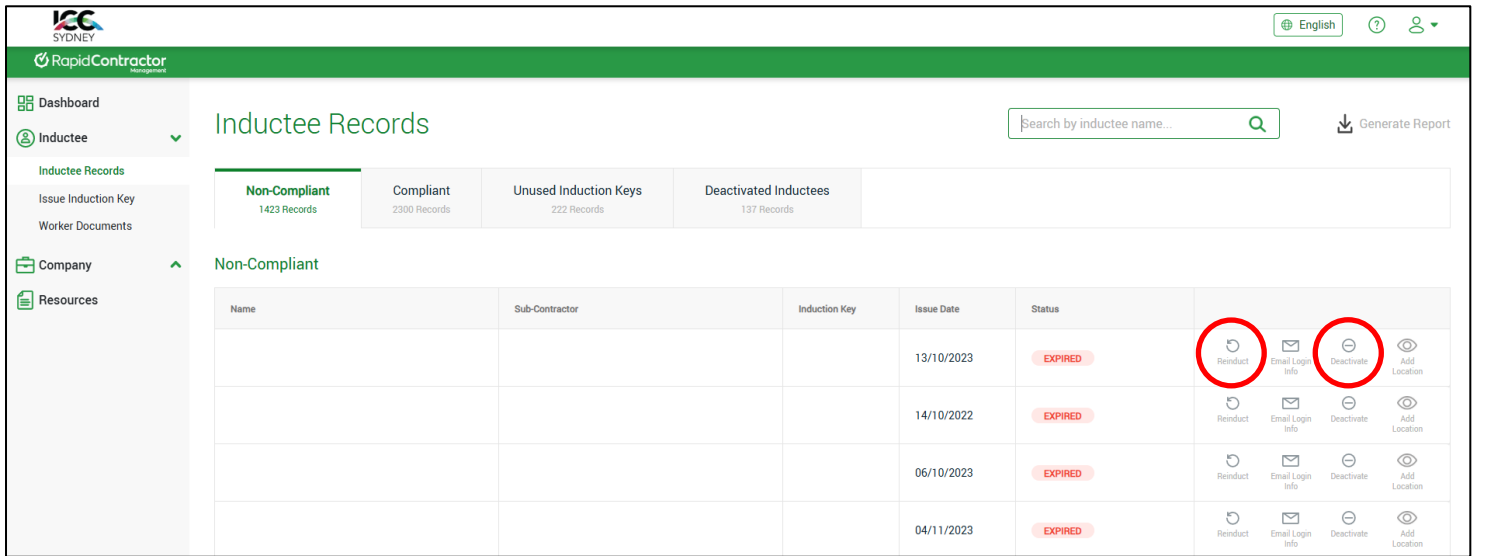
The induction will expire within a certain period of time (generally 1-2 years) and will need to be completed again. You will be notified of expired inductees on the Contractor Portal Dashboard (Green page). Follow the below steps to re-induct expired workers.

1. Click the green 'Update' button next to 'You have Expired Inductees'. You will be taken to the 'Inductee Records' page.



2. Click on the 'Reinduct ⤴' button if the worker will be returning to ICC Sydney venues and requires a compliant induction.

If the worker will no longer be returning to ICC Sydney venues, they can be deactivated. To deactivate a worker, click on the 'Deactivate ⊖' button. You will be asked to confirm your action.





- After clicking the 'Reinduct' button, you will be taken to the 'Issue Induction Key' page and the worker's details will be pre-filled. Add any additional 'Location' sites as applicable, then click 'Proceed to Step 2' to continue.

Issue Induction Key

STEP 1 - Inductee role and location

Issue induction key to: Existing Inductee

Inductee Details

Inductee Name:

Inductee Email:

Location

Site(s): NSW

ICC Sydney x The Cutaway x

Select Site

Proceed to Step 2

- Click 'Save' on the bottom right of the screen to re-induct the worker.

The worker will receive an email from Rapid Global advising they need to complete the induction(s).

The existing worker will need to login to their existing Rapid Global account using their existing email to complete the induction(s).

Issue Induction Key

STEP 1 - Inductee role and location

STEP 2 - Courses, documents & forms

Courses

Assigned courses

Inductee needs to complete below courses to be able to work at selected site(s)

Course Name	Priority	Active From	Active To	Reinduct
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ICC Sydney Event Contractor Induction	1	29 Jul 2026	26 Nov 2026	2.0 Years

Documents

No Documents need to be assigned!

Forms

No Forms need to be assigned!

Back to Step 1

Save

- Repeat Steps 1-4 to re-induct or deactivate all expired workers and/or subcontractors.