



## Welcome to Global Facilities Management

All contractors engaged in works for Global Facilities Management must be registered in the Contractor Management System (CMS) and are required to complete the Contractor General Safety Induction course prior to undertake any works.

This online course will provide you with an insight into our business and an introduction to some of our most important policies and procedures.

The anticipated time to complete the Contractor General Safety Induction is approximately 20-30 minutes.

After you have successfully completed the online course, you will receive the Approved Contractor-ID Card, which you will be required to present each time you enter a site managed by Global Facilities Management.

The Contractor Management System (CMS) is accessible via Internet, at anytime from anywhere, using your favourite web browser.

To register and commence the Contractor General Safety Induction course, follow two simple steps:

**Step 1:** Go to [globalfm.com.au](http://globalfm.com.au)

**Step 2:** Click on Contractor Induction > Sign Up, and follow the instructions

The screenshot displays the Global Facilities Management website interface. At the top, there is a navigation menu with links for Home, About Us, Facility Management, Management Services, Online Systems Access, and Contact Us. A search bar is located in the top right corner. Below the navigation, there is a large banner image of a smiling man in a suit, with text overlays describing 'OUR ADVANTAGE', 'ONLINE SUPPORT SYSTEMS', and 'MANAGEMENT SERVICES'. Below the banner, there is a breadcrumb trail: 'You are here: Home'. The main content area is divided into four columns: 'Service Request System', 'Contractor Induction', 'Planned Maintenance', and 'Intranet'. The 'Contractor Induction' column is highlighted and contains the following text: 'Our Contractor Induction Procedure (CIP) is one of the most comprehensive in Australia and illustrates our commitment of Risk Minimization for the Asset Manager. The CIP can be carried out anywhere and at anytime by a contractor, and can be completed over one or many sessions.' Below this text are 'Login' and 'Sign Up' buttons. The other columns also have 'Login' and 'More Info' buttons.

1. CMS registration



## Accessing the Contractor Management System

If you have previously completed the General Safety Induction, you can use your existing Login ID and password to access the site.

If you have not previously completed the General Safety Induction, you will need to register and create a Login ID to gain access to the course.

## Creating a Login ID

1. Go to **Sign Up** and pay the applicable fee.
2. Complete each of the fields on the registration page

A message will then appear to confirm that an activation email has been sent your email address. Go to your inbox, open the activation email and follow the instructions. After activation is completed, you will be able to login. All your information is securely encrypted and all payments are processed by *PayPal Australia* according to its *Product Disclosure Statement* and *Privacy Policy*. Global Facilities Management has no access to your credit card details or financial information.

It is important that you make a note of your Login ID and password for future reference. You can use them to regain access to the site in the event you need to print any form or template from the resources library.

3. Login and click on **Start** to initiate the Contractor General Safety Induction.
4. After having completed each milestone and the final assessment, you will receive an email with your **Approved Contractor-ID Card**.

**You will be required to present your Approved Contractor ID Card each time you enter a site managed by Global Facilities Management.**

## Technical Assistance

If you experience problems launching the Contractor General Safety Induction, please check the following:

- Flash player is installed in your computer. The latest version of Flash player can be downloaded for free at <http://get.adobe.com/flashplayer/>
- Your web browser is updated
- The "Pop up Blocker" may need to be turned off to launch the course. To do this, click on the *Tools* menu of your browser and select *Turn Off Pop up Blocker*.

For any other queries, please contact CMS Support, Monday to Friday 8:00am - 4:00pm AEST on 1300 440 415 (excluding Queensland and National public holidays).



## Frequently Asked Questions

*1. What is the Contractor General Safety Induction?*

A standardised induction course designed for contractors, demonstrators and suppliers who are required to work at any site managed by Global Facilities Management in any state. It is available via the Internet.

*2. Why do I need to complete the General Safety Induction?*

Global Facilities Management is fully compliant with the Workplace Health & Safety Act 1995, Workplace Health & Safety Regulation 2008 and Risk Management Code of Practice 2007. *Contractors will be included in any training that is required to meet company or legislative requirements.* Records of contractors training will be maintained by Global Facilities Management.

*3. Can I include the induction fee as part of the project costs?*

In most cases Yes. However this should be confirmed with the project manager first.

*4. Does my staff need to take the General Safety Induction too?*

Yes. All contractors attending sites managed by Global Facilities Management must be inducted.

*5. Why does Global Facilities Management charge for the General Safety Induction?*

The fee is for the contractor to be an approved Global Facilities Management contractor to work on any one of our sites. It provides the opportunity for contractor to gain more work from us. We appreciate that all fees get passed on and we know that some of the approved contractors will charge more than contractors who do not comply.

*6. How will I receive my Contractor ID Card?*

You will receive an email from Global Facilities Management with your induction Card in PDF format. Print it yourself and carry it with you. **You will be required to present your Approved Contractor ID Card each time you enter a site managed by Global Facilities Management.**

*7. Why does Global Facilities Management have an online induction program?*

- To ensure that all contractors undertaking physical work know our safety requirements and are able to work safely on all of our sites. This will ensure the safety and wellbeing of not only our contractors and suppliers but also our team members, customers and visitors.
- An online version was chosen, as it enables contractors to access a consistent and standardised induction from varied locations across Australia and New Zealand whether they are in regional or metropolitan Australia.

*8. Which contractors / suppliers are required to complete this Induction?*

If you are a contractor or supplier, undertaking physical work, you are required to complete the Contractor General Safety Induction.

*9. Is the induction mandatory?*

Yes. Contractors performing work on sites managed by Global Facilities Management must undergo the induction to obtain their Approved Contractor ID Card and gain entry to the site.



*10. How will sites know whether the contractor has completed the induction?*

There is an assessment at the conclusion of the online course. On successful completion of this course you are required to upload your Public Liability & Work Cover certificate of currency and OHS plan/Work Method Statement in order to obtain your Approved (inducted) Contractor ID Card. You must present this card whenever you go onto a site managed by Global Facilities Management.

*11. What if a contractor does not pass the assessment?*

You will have two attempts to complete the assessment once logged into the Contractor Management System (CMS). If you do not pass on the second attempt you will need to call our Head Office on 1300 440 415 and require a new test attempt. There is no limit on the number of times you can attempt the assessment to be able to access your Induction card.

*12. What if a contractor misplaces their card?*

You will receive an email with your Contractor ID Card when you complete the course and an induction number. To use your card, preferably get it laminated or place it in a plastic sleeve for durability. If for some reason the ID card is lost or unusable you may contact our Head Office to request a copy of your card.

*13. How long will the course take?*

The course will take approximately 45 minutes to complete all modules and the assessment. On successful completion you will receive an induction card that will be valid for one year.

*14. What resources / equipment is required to complete the Contractor General Safety Induction online?*

You will require access to a computer and the internet. You can access the course through [www.globalfm.com.au](http://www.globalfm.com.au). There will be a link called Contractor Management System. If you are having any difficulty navigating your way through the course you can contact the help line on 1300 440 415.

*15. What if a contractor is having difficulty navigating the course or any computer issues?*

The 1300 440 415 help line can be called by contractors experiencing difficulty navigating the course.

*16. How will the Contractor General Safety Induction Card be checked at a site level?*

All Sites have a Site Orientation/Sign-In Register. The Sign-In Register asks all contractors to record the expiry date of the Contractor General Safety Induction Card.

This card must be presented and be valid (current) to gain entry to all sites managed by Global Facilities Management. You will also be asked to present a work method statement. This is also mandatory to gain entry. You can download, and use freely, several templates (including Work Method Statement templates) from the Global Facilities Management Intranet site. Just follow the link and instructions in your Work Order.

*17. What is a Work Method Statement?*

Work Method Statement Frequently Asked Questions are enclosed with your Work Order.

**Contractor Management System**  
**General Safety Induction**



Global  
Facilities Management  
Pty Ltd

*18. What if a contractor arrives at a site without a Contractor General Safety Induction Card and Work Method Statement?*

If you arrive without an Induction card and Work Method Statement you may not be allowed onto the site.

*19. What if a contractor is not able to access the Induction online?*

The Contractor Management System can be accessed from anywhere at anytime as long as you have access to a computer and the Internet.

**CMS Help Line 1300 440415**