



SWAP User Guide – Technician, Worker, Sub-Contractor

ANZ-GTS-SI-3145

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1.0 Definitions

Term	Definition
Corrective Work Required	If a technician is on a preventative maintenance (PM) run and identifies an issue that needs to be fixed while on site or moving forward then you will need to obtain the detail or the works that need to be conducted and enter it within this field.
CXC	Customer Experience Centre
ESI	Essential Site Information
Future Works Required	If a technician attends site and makes safe, conducts work however there are future works to be conducted or a quote needs to be conducted then this is where you need to enter the future works information.
Hazard Identified	If a hazard has been identified while on site then a description of the hazard needs to be documented within the Hazard Identified field.
PRA	Pre-Start Risk Assessment
PTW	Permit to Work
Registered Technician	Approved as a competent and qualified technician within the SWAP app
Responsible Person	Person with supervisory or management responsibility for the technician such as an Area Supervisor or the Vendor Administrator
SWAP	Safe Work Assurance Platform
SWAP Contractor Portal	The vendor administrator and technician has access to the portal
Technician	The contractor company's registered technician, worker or subcontractor
Vendor Administrator	The contractor company administrator for SWAP i.e. the SWAP system and issuing work orders

2.0 Access

To access the SWAP Technician Portal, go to <http://www.cushwakeswap.com> and use your login details. Access the SWAP Technician Portal to:

- Register with SWAP
- Upload your current qualifications
- Update your profile

2.1. Browser requirements

There are minimum Browser requirements. You will need:

- Microsoft Internet Explorer (10 or above),
- Microsoft Edge (3 or above),
- Mozilla Firefox (48 or above),
- Google Chrome (Windows and Mac).

2.2. Help

If you are having issues using the SWAP Technician Portal or App, go to the SWAP Engagement Portal at www.cushwakeswap.com.au (Australia) or www.cushwakeswap.co.nz (New Zealand) and check the FAQ section to see if your query can be resolved.

If your query cannot be found, please contact

- In Australia email au.swap@cushwake.com. For technical enquiries please call 1300 149 286.
- In New Zealand email nz.swap@cushwake.com. For technical enquiries please call 0800 888 068.

In the body of the email, write down the issue and include screen shots where possible, and include your best contact details.

3.0 Background

All contractors (technicians, workers, and subcontractors) performing work for Cushman & Wakefield to our various clients use the SWAP system for work order management.

The Contractor Company's Vendor Administrator will invite all of their technicians, workers and subcontractors to SWAP. The technicians, workers and subcontractors then register in SWAP and enter their competencies.

When a work order is raised by the Cushman & Wakefield Customer Experience Centre, it is sent directly to the contractor company's SWAP Vendor Administrator Portal, which is managed by the Vendor Administrator. The Vendor Administrator will allocate the job to a qualified registered technician. The job is accepted through the SWAP app by the technician, who completes the job using the app. If a technician's qualifications are expired, they will not be able to be allocated the work by the Vendor Administrator until they upload current qualifications.

4.0 SWAP Engagement Portal

The SWAP Engagement Portal at www.cushwakeswap.com.au (Australia) or www.cushwakeswap.co.nz (New Zealand) is your one stop shop for information regarding SWAP. Please bookmark this site and check often for any updates. We will inform you when there are major updates to SWAP and will have the updated information ready in this portal for your reference. Use the Menu tab on the top right-hand corner to easily navigate around the portal.

Please use the Engagement Portal for:

- Downloading current User Guides
- Viewing current FAQ
- Contacting us with any issues, questions or other non-urgent queries



The Cushman & Wakefield Safe Work Assurance Platform (SWAP) is a mobile application that integrates safe systems of work as part of a work order management solution. SWAP replaces current paper forms with one handy app that allows contractors to:

- Receive and close work orders
- Complete pre-start risk assessments
- Request and receive approval for permits to work
- Collect asset information
- Manage qualification, licence and certification expiration dates
- Assurance only competent and qualified technicians complete jobs
- Complete service delivery commentary against the asset including any future maintenance recommendations

SWAP manages contractors, technicians and workers on an individual level. The application requires each technician and worker to register and then record all qualifications relating to their job and skill set, which will allow them to be allocated work orders directly relevant to their skill level. SWAP registration is also required for subcontractor companies and their technicians or workers.

SWAP shows all current valid qualifications for each technician and worker at the time of allocating the job. Expired qualifications will need to be updated in the system to enable the technician or worker to be allocated further work. In this way, SWAP provides employers with an easy way to keep track of their technicians' and workers' qualifications.

How does SWAP work?

When a work order is raised by the Cushman & Wakefield Operations Centre (call centre), it is sent directly to the contractor company's SWAP Contractor Portal, who will then allocate the job to a qualified technician or worker. The job is accepted through the SWAP app by the technician or worker, who completes the job using the app.

5.0 Registration Process

5.1. Technician Invited to SWAP

You will receive an email inviting you to register in SWAP from your Vendor Administrator. You will need to use a computer to register. Click on the link in the email to complete your registration.

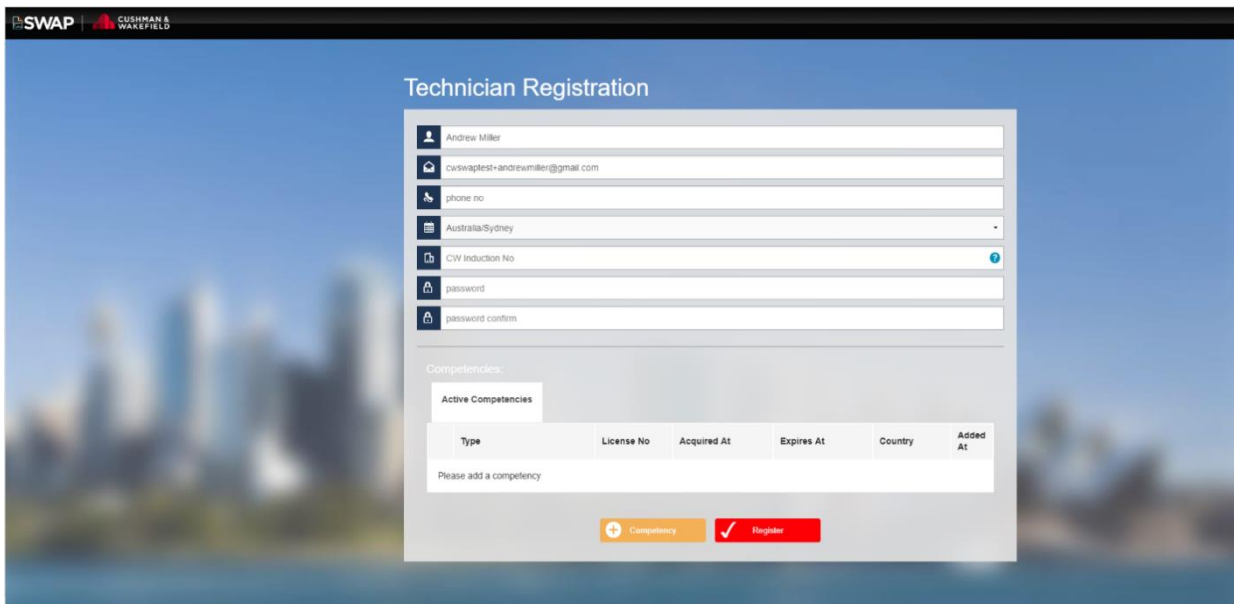
5.2. Technician Registration in SWAP

Enter your name and competency information for the work you perform, along with the **issue date** or **expiry date** listed on the competency. Competencies include:

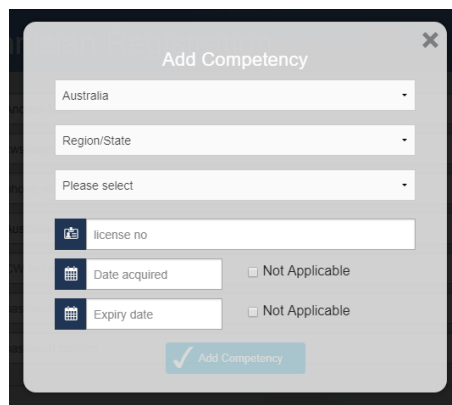
- licences
- qualifications
- induction records
- certificates, e.g. white card (construction), first aid etc.
- checks, e.g. police check, working with children etc.
- any other records required by the client or by your trade

Do not click 'Register' until all your competencies have been added, otherwise you may be ineligible to receive work.

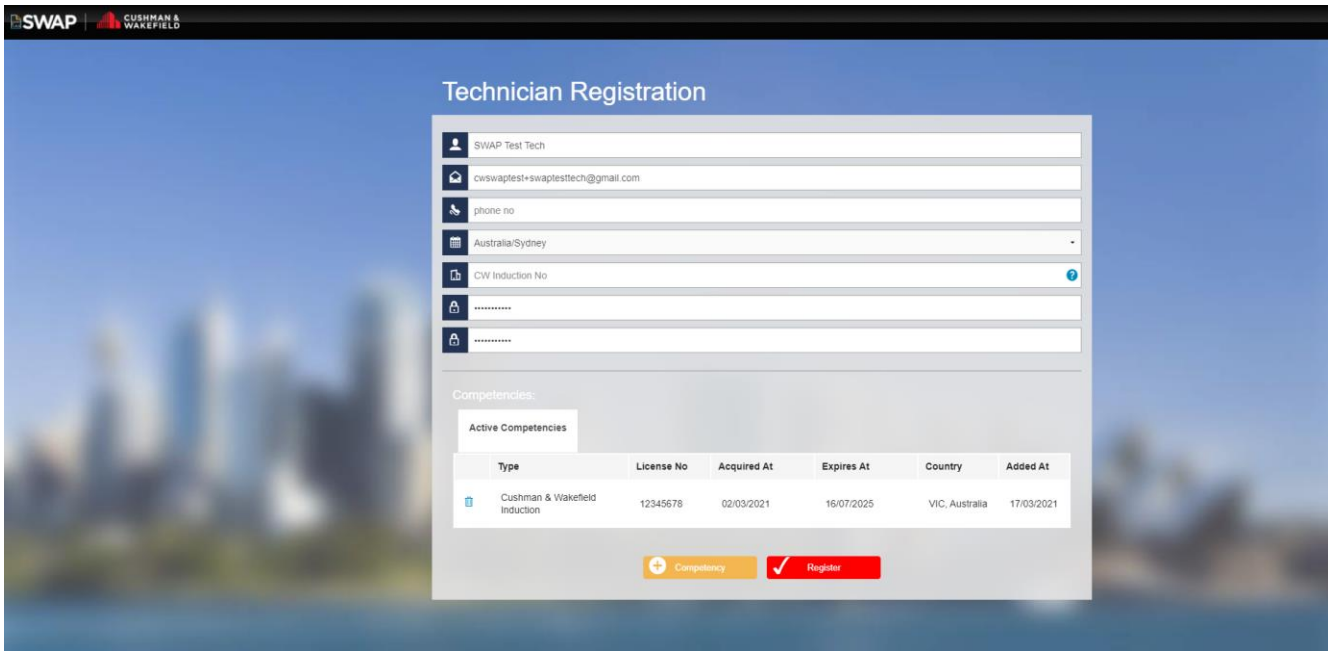
NZ Only: The Cushman & Wakefield induction number is not required.



Note that if any of your competencies do not have an Acquired date or an Expiry date please select the correct Not Applicable to advise this.



Once your competencies have been added, you will see them listed under 'Active Competencies'. Please ensure all relevant licences, certificates and qualifications are current and have been provided to your employer/contracting company - then click 'Register'.



Technician Registration

SWAP Test Tech
cswaptest+swapstest@gmail.com
phone no
Australia/Sydney
CW Induction No

Competencies:

Active Competencies

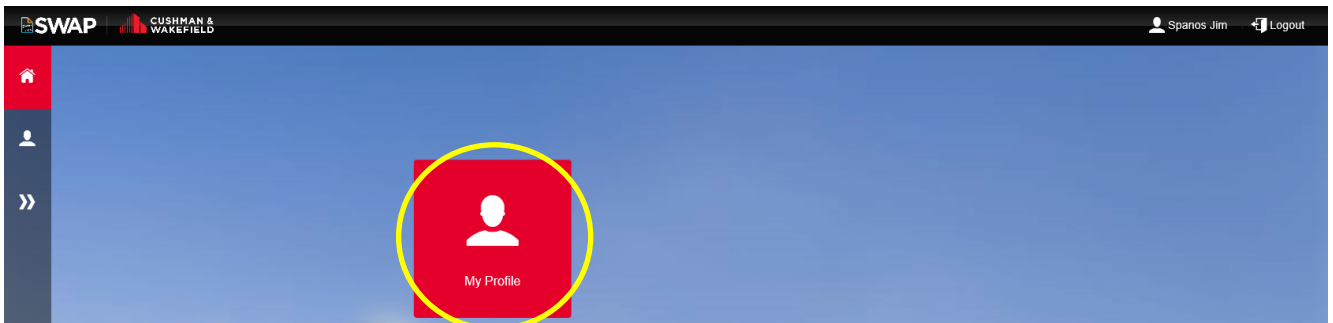
Type	License No	Acquired At	Expires At	Country	Added At
Cushman & Wakefield Induction	12345678	02/03/2021	16/07/2025	VIC, Australia	17/03/2021

+ Competency Register

You are now registered to receive work orders via the SWAP.

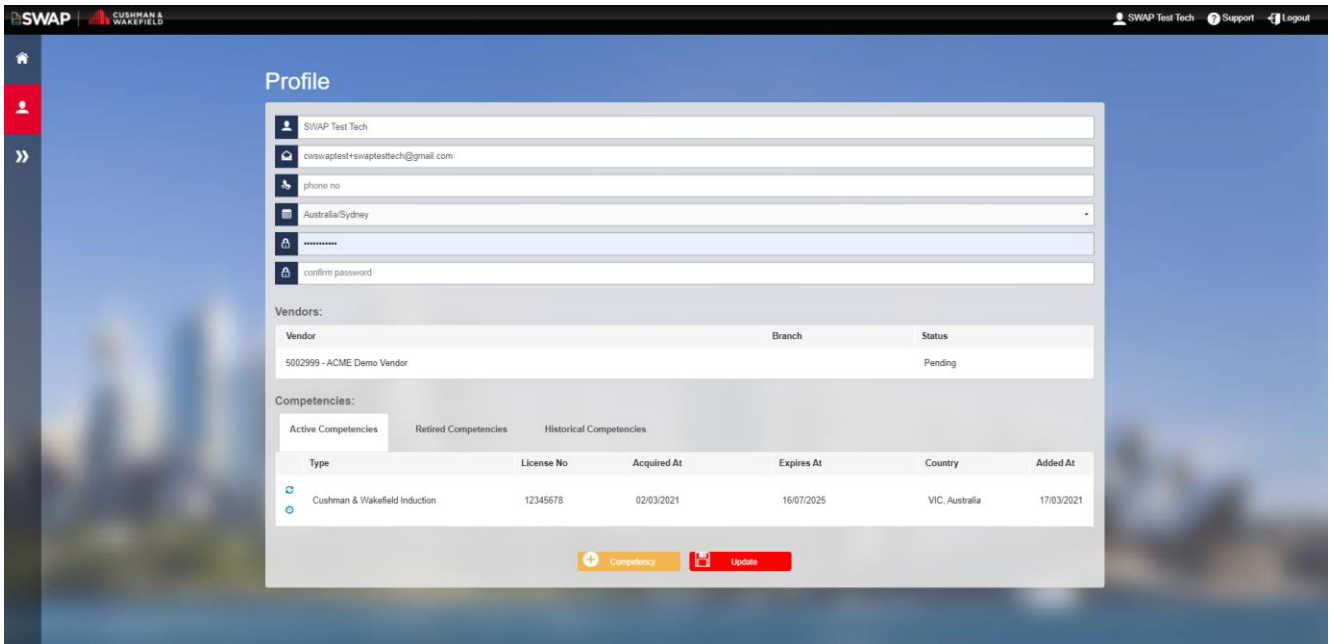
5.3. Updating your Profile

To update your personal information and competencies, log on the SWAP Contractor Portal on a computer (you cannot access this via the app). Use the same log in detail that you use for the app to log into the portal. Click on the icon 'My Profile'. It is important to ensure your competencies are current or your Vendor Administrator will not be able to assign you work.



You can update:

- Name
- Phone Number
- Password
- Competencies



5.4. Competencies

You will need to ensure that all competencies are valid and up to date at all times to be eligible to receive work orders.


Note: If one or more of your licences are expired, you will be disqualified from receiving works.

Your competencies will be broken up into 3 tables:

- **Active Competencies:**

This tab will list all your current active licences. Whenever you add a new competency or renew an old competency, they will be listed here. You can [retire](#) or [renew](#) competencies from this tab.

Competencies:


Competencies:						
Active Competencies		Retired Competencies		Historical Competencies		
Type	License No	Acquired At	Expires At	Country	Added At	
 Cushman & Wakefield Induction	5754389	19/01/2021	17/07/2025	VIC, Australia	18/01/2021	

At the bottom of the table, there are two buttons: a yellow '+ Competency' button and a red 'Update' button.

- **Retired Competencies:**

This tab will list all competencies that you have marked as retired. These can be [renewed](#) at any time if required.

Competencies:

Active Competencies		Retired Competencies	Historical Competencies				
Type	License No	Acquired At	Expires At	Country	Added At	Retired At	
 [Other Plumbing Licence] Plumber	39944855	01/02/2017	N/A	VIC, Australia	20/06/2017	17/03/2021	

+ Competency
Update


- Historical Competencies:**
 This tab will list all previous version of competencies which have been renewed.

Competencies:

Active Competencies		Retired Competencies	Historical Competencies				
Type	License No	Acquired At	Expires At	Country	Added At	Replaced At	
[Other Plumbing Licence] Plumber	39944855	01/02/2017	N/A	VIC, Australia	20/06/2017	17/03/2021	

+ Competency
Update

5.4.1. Adding New Competencies


To add a new competency, you will need to select the yellow  **Competency** button and fill out all of the fields. Note that if your competency does not have an Acquired Date or Expiry Date you will need to select Not Applicable for this date.


Add Competency ✕


Australia ▾

Region/State ▾

Please select ▾


 license no

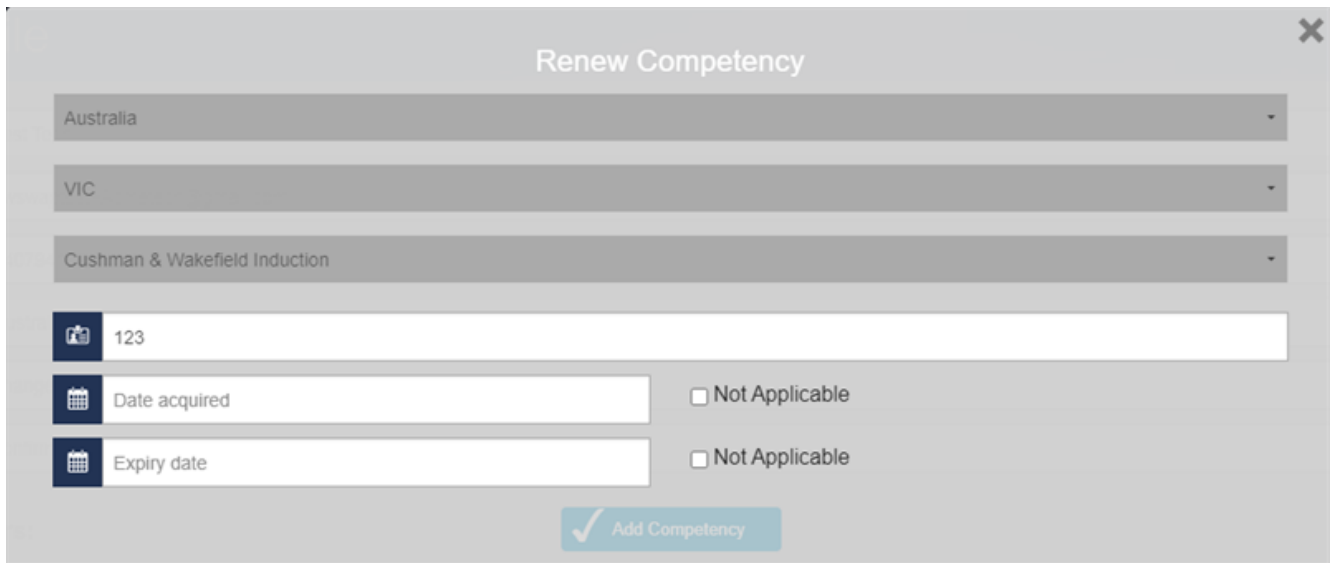
 Date acquired Not Applicable

 Expiry date Not Applicable


✓ Add Competency

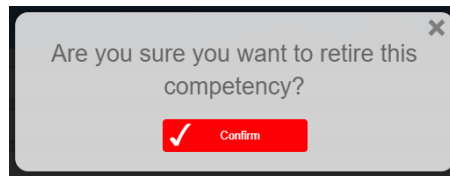
5.4.2. Renewing an Expired or Retired Competency

If you have a competency that has expired or that you have a new competency for you will need to renew this. To renew a competency, you will need to select the  beside the expired or retired competency and add in your new expiration dates.



5.4.3. Retiring a Competency

If you have competency on your list that you are not intending to renew or no longer required you should retire this. To Retire a competency, you will need to select  beside the competency needing to be retired and select confirm on the pop-up screen. This competency will then be moved to the 'Retired Competencies' Tab, where it can be renewed if required.

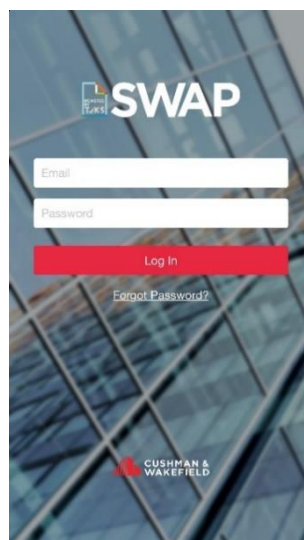


Mandatory Competencies: Some clients are set up to have Mandatory Competencies. This means that you will be ineligible to receive work orders for a client if you do not have all of their Mandatory Competencies. These competencies are always being updated. To find out what competencies are mandatory for a client that you service, please speak with your Facilities Managers.

Note: Vendor Admins will need to approve any competency changes before technicians can be assigned work orders. Refer to section [Reviewing Competencies](#) for instructions on how to do this.

6.0 Download the SWAP App

Go to the App Store or Google play and download the Cushman & Wakefield SWAP app. Type in 'Cushman & Wakefield SWAP' into the search bar.



Once you have downloaded the app, click on the app to open and the following home page will appear. Enter your Username and Password.

6.1. Notifications

If you receive a notification to allow the app to send you push notifications, select yes. You will need this to receive push notifications from the app. You can change notification settings at any time in your phone settings. You will receive notifications for the following:

- New work orders
- SWAP app updates
- PRA and Permit Approvals or Rejections
- Purchase Order approvals or rejections (Aurizon only)

7.0 Work Order Management

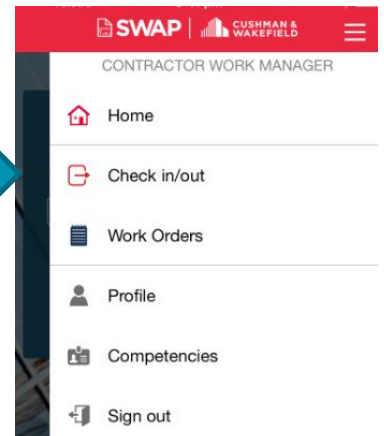
The SWAP app home screen: To view further options if you click on the three lines on the top right hand corner of the screen:



SWAP App Home Screen



View further options

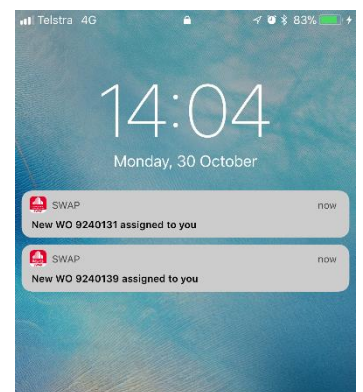


Further Options Menu

7.1. Receiving a Work Order

You will receive a push notification to your device when a new work order is assigned to you.

Please note that the push notification function is dependent on Apple and Android providers delivering these notifications to your device, rather than an app fault. To ensure you can receive push notifications, please check you have enabled push notifications on your device.



SWAP New Work Order Notification

7.2. Accessing and Viewing Work Orders

Once you are logged into the SWAP app, you will see two tiles: Check In/Out and Work Orders

7.2.1. Check In/Out

Check In/Out displays all work orders issued to your employer, whether they are assigned to you or not. This is the tile you will need to access work orders if you are working an on-call or afterhours shift. When selecting Check In/Out, you will be given a list of clients to choose from. Select the client. Then you will be presented with a list of sites with open work orders. Select the relevant site. Next you will see a list of available work orders for that site.

Note: If you are disqualified or are missing a Mandatory Competency, you will receive either of the below error messages when attempting to use this tile.

You will receive this error message when you have one or more expired competencies.

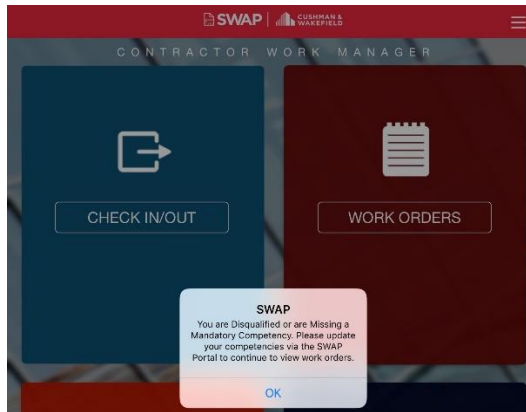
SWAP User Guide - Technician Worker Sub-Contractor

Service Line: Global Technology Solutions

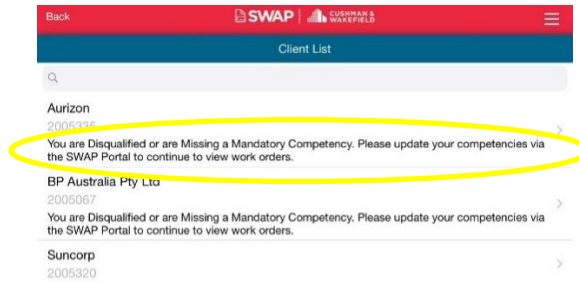
Number: ANZ-GTS-SI-3145

Rev No: 21.4

Publish Date: 13-Jan-21



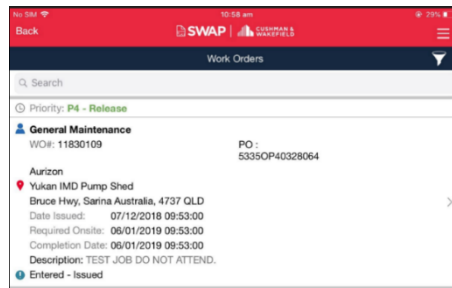
You will receive this error message below a client when you have one or more missing Mandatory Competencies.



In the above instances, you will be required to [update your competencies](#) via the SWAP Portal.

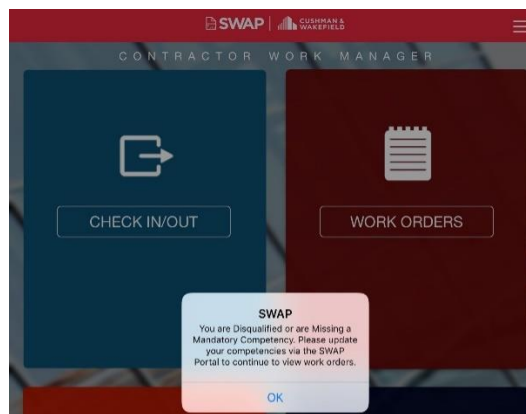
7.2.2. Work Orders

The Work Order tile has a list of Work Orders assigned to you by your Vendor Administrator. Select the work order to begin. If you have no work orders assigned to you this view will be blank.

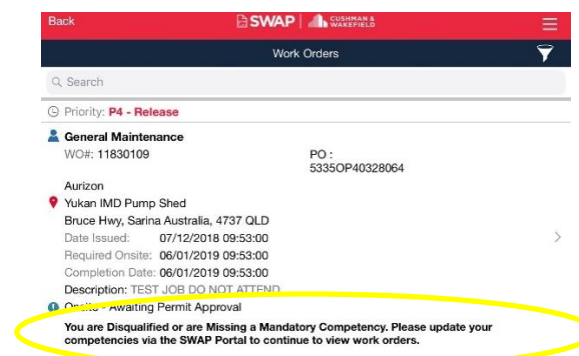


Note: If you are disqualified or are missing a Mandatory Competency, you will receive either of the below error messages when attempting to use this tile.

You will receive this error message when you have one or more expired competencies




You will receive this error message below a client when you have one or more missing Mandatory Competencies.



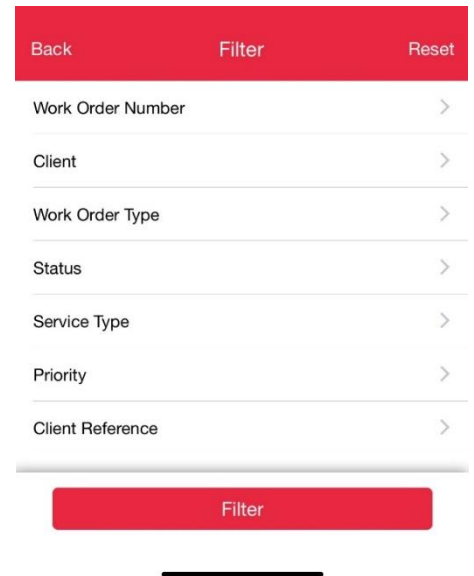
In the above instances, you will be required to [update your competencies](#) via the SWAP Portal.

7.2.3. Filtering Work Orders

You can filter the work orders from either the check in/out tile or the work orders tile by clicking the  icon in the top right. Once you have selected this filter option you are presented with this screen

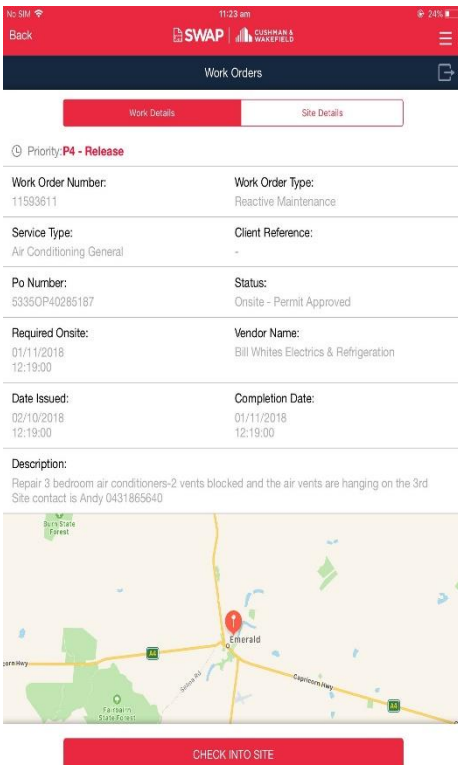
Selecting any of the categories will allow you to narrow down your filter. The filters will only show data based on work orders that are assigned to you in SWAP (i.e. If filtering by work order type when you only have Reactive Maintenance jobs assigned to you, you will not be able to filter by Preventative Maintenance).

Once you have filled out all fields that you would like to filter for, select the Filter button at the bottom of the page and you will be presented with work orders that match your filters.



7.2.4. Work Details

You can now view the work order details including the Priority allocated to the job. The Work Details tab will show you the following information:



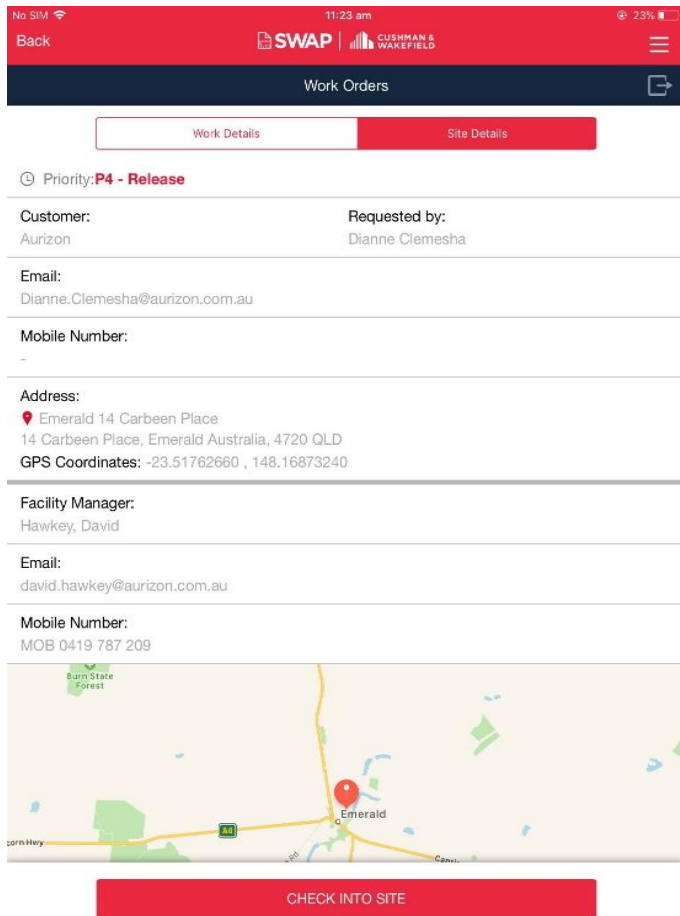
Work Order Number: 11593611	Work Order Type: Reactive Maintenance
Service Type: Air Conditioning General	Client Reference: -
Po Number: 5335OP40285187	Status: Onsite - Permit Approved
Required Onsite: 01/11/2018 12:19:00	Vendor Name: Bill Whites Electrics & Refrigeration
Date Issued: 02/10/2018 12:19:00	Completion Date: 01/11/2018 12:19:00

Description:
Repair 3 bedroom air conditioners-2 vents blocked and the air vents are hanging on the 3rd
Site contact is Andy 0431865640

- Priority
- Work Order Number
- Work Order Type
- Service Type
- Client Reference
- PO Number
- Status
- Required Onsite
- Vendor Name
- Date Issued
- Completion Due
- Description
- Map of the location of the site

7.2.5. Site Details

When you switch to the Site Details tab, you will see the following information:



The screenshot shows the 'Site Details' tab in the SWAP mobile app. At the top, there's a 'Work Orders' header with a 'Back' button and a menu icon. Below this, there are two tabs: 'Work Details' and 'Site Details', with 'Site Details' being the active tab. The main content area displays the following information:

- Priority: P4 - Release
- Customer: Aurizon
- Requested by: Dianne Clemesha
- Email: Dianne.Clemesha@aurizon.com.au
- Mobile Number: -
- Address: Emerald 14 Carbeen Place, 14 Carbeen Place, Emerald Australia, 4720 QLD. GPS Coordinates: -23.51762660, 148.16873240
- Facility Manager: Hawkey, David
- Email: david.hawkey@aurizon.com.au
- Mobile Number: MOB 0419 787 209

At the bottom of the screen, there is a map showing the location of the site in Emerald, Queensland, Australia. Below the map is a red button labeled 'CHECK INTO SITE'.

- Priority
- Customer: the client you are doing work for
- Requested by: who logged the job with C&W/site contact
- Email: Site contact email address
- Mobile Number: site contact's best contact details
- Address: address of the site
- GPS Coordinates: GPS coordinates of the site (if available)
- Facility Manager: the name of the Facility Manager on site. **This will also be the person who approves pre-start risk assessments and/or permits**
- Email: email address of the Facility Manager
- Mobile Number: mobile number of the facility manager
- Map of the location of the site
- Once these details are checked, select check into site. This tells the system you are on site and ready to commence work.

7.2.6. Essential Site Information

Once checked in, the Essential Site Information will be displayed, showing client and site-specific information. Click I Agree to confirm understanding before you begin work.

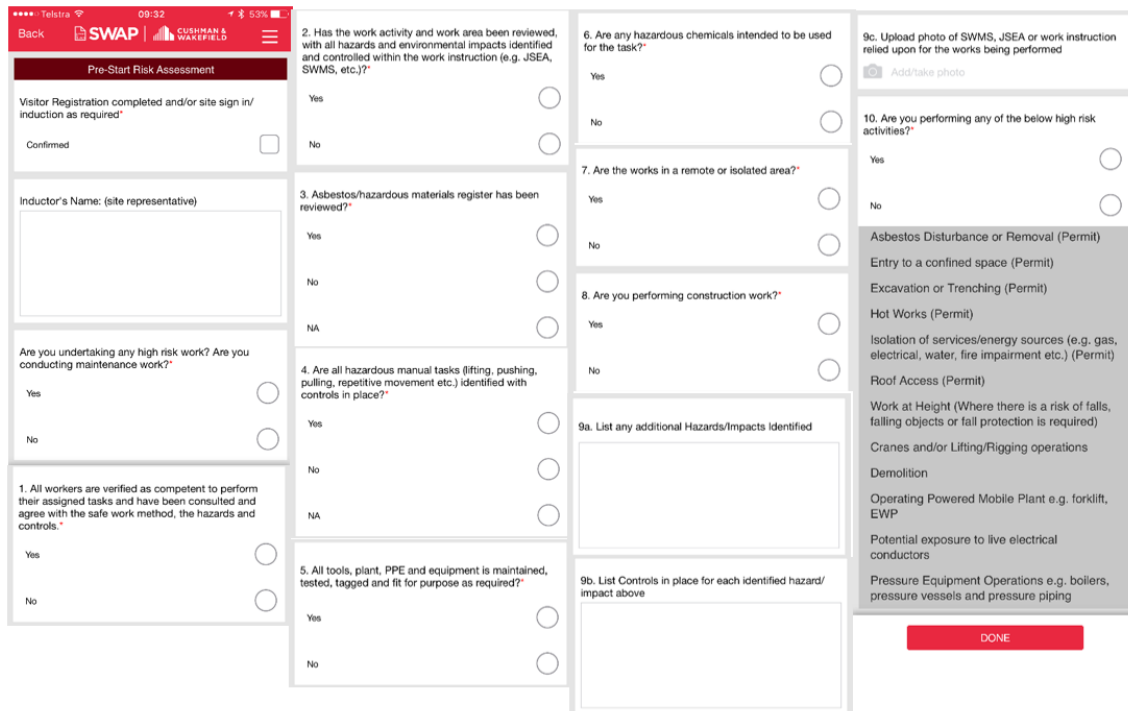
Once you select I Agree, you will next need to complete the [Pre-Start Risk Assessment and Permit to Work](#)

8.0 Pre-Start Risk Assessment and Permit to Work

The pre-start risk assessment verifies safe systems of work are in place, and identifies whether any permits to work are required. There are four pre-start risk assessments you may encounter, depending on the C&W client you are working for:

	Simple	Basic	Standard	Complex
Work Order Management Technician receives work order from Vendor Administrator	✓	✓	✓	✓
Work Order Management Technician can check in/out of site, complete and close off work order	✓	✓	✓	✓
Essential Site Information (ESI) Technician sights and signs off on client site induction information	✓	✓	✓	✓
Pre-Start Risk Assessment (PRA) Technician completes PRA within SWAP	✗	✓	✓	✓
Permit to Work Process (PTW) If a permit/checklist is required, permit forms completed within SWAP. Forms are submitted electronically to the C&W Facility Manager.	✗	✗	✓	✓
Approval Required Approval required within SWAP for Pre-Start Risk Assessment and permits prior to commencing work	✗	✗	✗	✓
				✓
				✓
				✓
				✓
				✓
				✓

Note: The below example may not appear the same as the one you will be required to complete

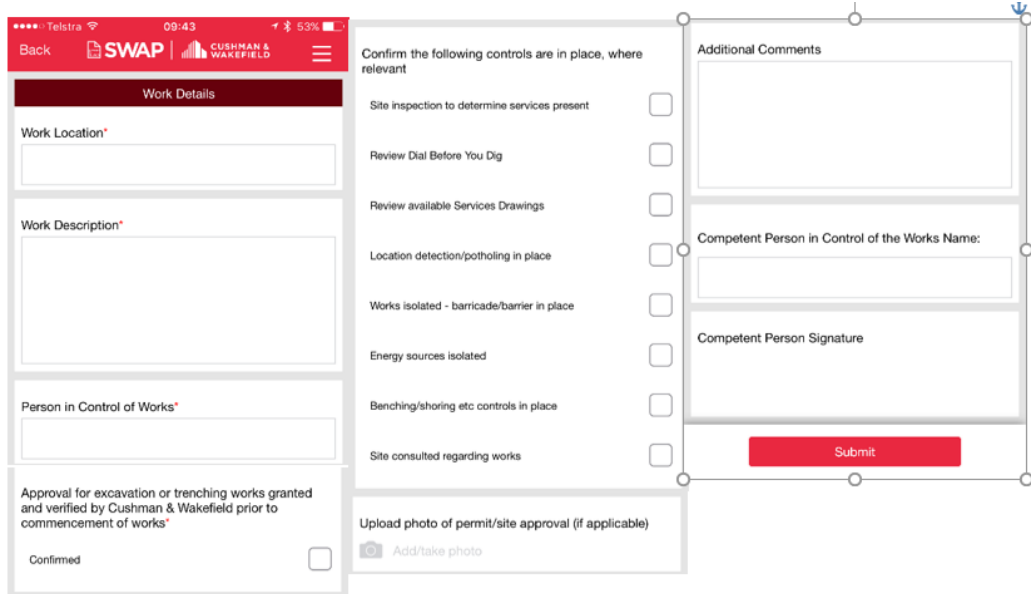


Example Pre-Start Risk Assessment

Note: You can add up to 5 photos per work order

If you are required to complete a permit, you will be required to fill out the appropriate permit form. For some clients, the permits will be completed outside of SWAP and you will need to upload photo evidence of the completed permit. For other clients, the permits will be completed within the SWAP app.

Note: The below example may not appear the same as the form you will be required to complete.



Work Details

Work Location*

Work Description*

Person in Control of Works*

Approval for excavation or trenching works granted and verified by Cushman & Wakefield prior to commencement of works*

Confirmed

Confirm the following controls are in place, where relevant

- Site inspection to determine services present
- Review Dial Before You Dig
- Review available Services Drawings
- Location detection/potholing in place
- Works isolated - barricade/barrier in place
- Energy sources isolated
- Benching/shoring etc controls in place
- Site consulted regarding works

Additional Comments

Competent Person in Control of the Works Name:

Competent Person Signature

Submit

Upload photo of permit/site approval (if applicable)

Add/take photo

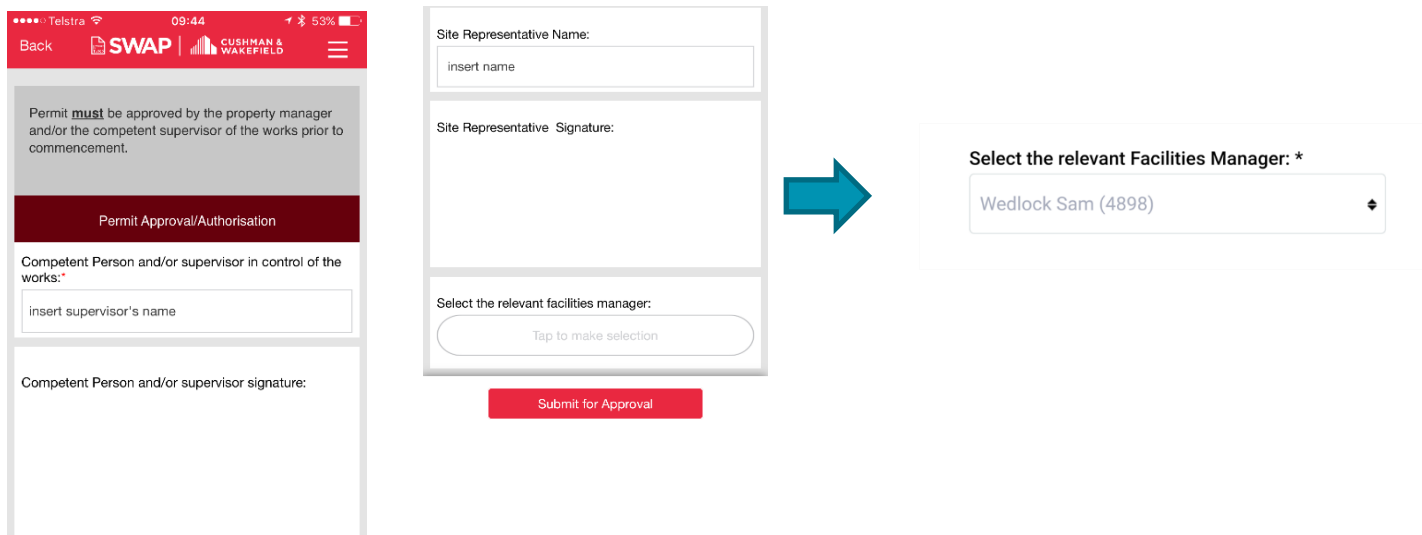
Example Permit to Work in SWAP

8.1. Permit Authorisation Form (Non-Aurizon)

If you are completing a permit within SWAP, you will also need to complete the Permit Authorisation form.

The FM selection dropdown has been modified to enhance the way Facility Managers are assigned PRAs. With the new selection dropdown technicians will no longer be required to select the site Facilities Manager from a drop-down list, instead the Facilities Manager will pre-populate, with the option to select a different Facilities Manager if required.

Note: The approver will be the person who is listed as Facility Manager under Site Details. See [Site Details](#)



Permit **must** be approved by the property manager and/or the competent supervisor of the works prior to commencement.

Permit Approval/Authorisation

Competent Person and/or supervisor in control of the works:*

insert supervisor's name

Competent Person and/or supervisor signature:

Site Representative Name:

insert name

Site Representative Signature:

Select the relevant facilities manager:

Tap to make selection

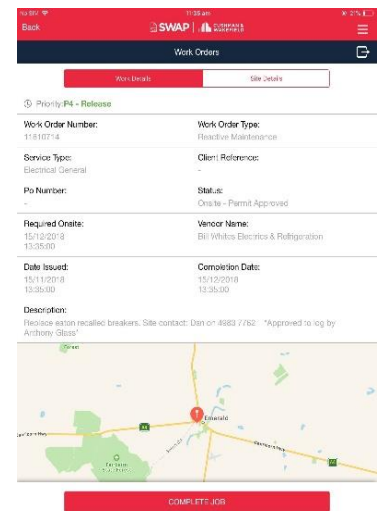
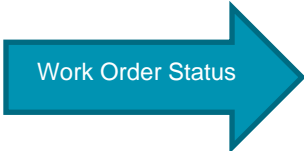
Select the relevant Facilities Manager: *

Wedlock Sam (4898)

Submit for Approval

Once completed, submit the form. You will be taken back to the Work Details section of the app.

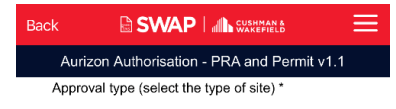
At the bottom, you will see the status of the request: whether you can **Complete Work** or **Await Permit Approval**. If you do not have to wait for approval, commence work. See [Awaiting Permit Approval \(Aurizon only\)](#)



8.2. Aurizon Authorization PRA and Permit Form

If contractor is onsite for low risk works and conducts a PRA with an onsite authorized representative present, the technician must obtain that representative's Name and Signature in the mandatory fields. If it is completed correctly the Technician will no longer be required to submit their PRA to an Aurizon Off Site approver.

If you are onsite completing low risk works and have an onsite authorized representative present, selecting the **Occupied Site (Approver on Site)** will prompt you to have the approver fill out the following fields: On-site Approver Name, Approver Role, Approver Phone Number and Approver Signature.



Occupied sites: Aurizon Onsite
Representative name and signature must be obtained. The completion of the Pre-Start Risk Assessment will determine if additional approval is required by Aurizon Facilities team to proceed. If works is considered BAU low risk, the Pre-Start Risk Assessment will be automatically approved, and you can commence work.

Unoccupied sites / Aurizon Site Representative not available / includes additional HR Permits: The Pre-Start Risk Assessment must be submitted to the Aurizon Facilities off-site approver.

Contact the Facilities Service Centre on 1300 149 286, option 1 if the Aurizon Off-Site Representative is unknown

Pre-Start and Permit

Approval/Authorisation

Competent Person in Control of the works Name: *

Competent Person Signature

Clear

Approval type (select the type of site) *

- Occupied Site (approver on site)
- Occupied Site (approver not available)
- Unoccupied Site (approver off-site)

DONE

Approval type (select the type of site) *

- Occupied Site (approver on site)
- Occupied Site (approver not available)
- Unoccupied Site (approver off-site)

On-site Approver Name (site controller): *

Approver Role:

Approver Phone Number

Approver Signature *

Clear

DONE

Once the approver has filled in this information, tech will be able to submit his low risk PRA without a hold point and commence work.

Note: If you select either **Occupied Site (approver not available)** or **Unoccupied Site (Approver off-site)**, you will still be required to submit your PRA to an RML for approval with a hold point.

Approval type (select the type of site) *

- Occupied Site (approver on site)
- Occupied Site (approver not available)
- Unoccupied Site (approver off-site)

Off-site approver name: *

DONE

Approval type (select the type of site) *

- Occupied Site (approver on site)
- Occupied Site (approver not available)
- Unoccupied Site (approver off-site)

Off-site approver name: *

DONE

8.3. Pre-Start Risk Assessment/Permit Approvals (Aurizon Only)

Once the PRA/Permit is submitted, the work order status will read Awaiting Permit Approval. You will receive a notification when a PRA/permit has been declined or approved on your device (enable push notifications to receive notifications.)

8.3.1. Approved PRA/Permit

A push notification and email notify you the PRA/Permit has been approved. Open the work order. If the work order status has not updated, swipe down to refresh the screen.



8.3.2. Declined PRA/Permit

Contact the Facility Manager who declined your permit. See [Managing Declined Permits](#).



8.3.3. Escalating Permits

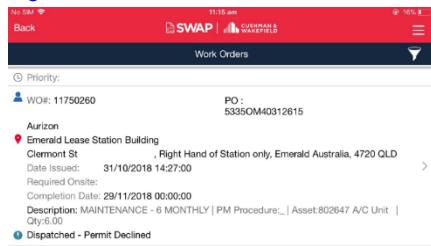
If you have not received a response from the Facility Manager, you can escalate the response by contacting the C&W Customer Experience Centre.

8.3.4. Managing Declined Permits

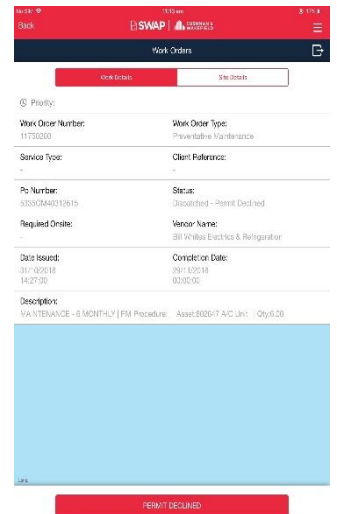
If your permit has been declined, the Facility Manager should contact you to discuss. If not, contact them directly or through the Customer Experience Centre for clarification on requirements for approval.

To resubmit, tap on the arrow icon at the top right of the work order screen (below) and select 'Redo pre-start risk assessment'.

See [Redoing Pre-Start Risk Assessment or Permit Submission](#).



Permit Declined Message in Work Order List



Permit Declined Status in Work Order Detail

8.4. Resubmitting a PRA or Permit

If you have completed the pre-start risk assessment or permit, but circumstances have changed that impacts on the pre-start risk assessment or permit, you can resubmit the forms again.

Go to the work order's work details screen. Click on the box/arrow. Select Redo PRA. The app will ask you if there have been any changes in the pre-start risk assessment since last submitted. Select YES and complete the form.

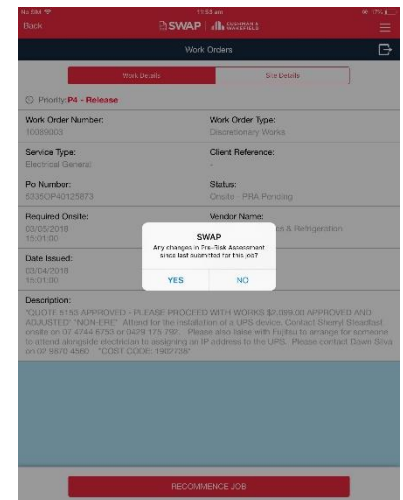
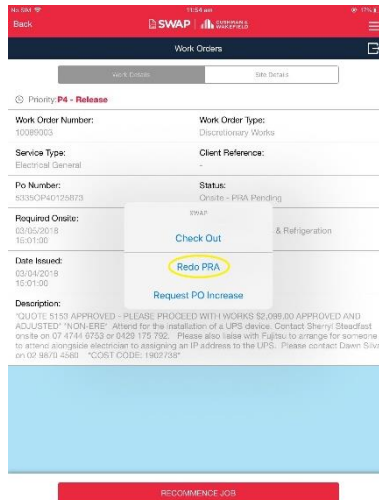
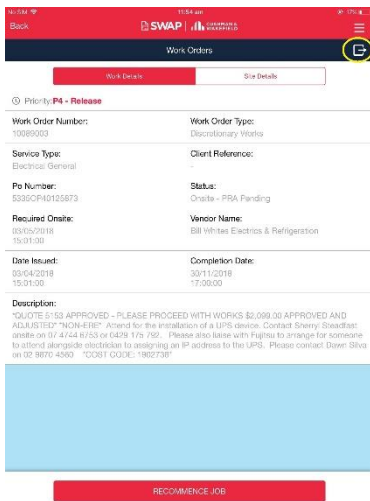
SWAP User Guide - Technician Worker Sub-Contractor

Service Line: Global Technology Solutions


Number: ANZ-GTS-SI-3145

Rev No: 21.4

Publish Date: 13-Jan-21



8.5. Submitting a Bulk PRA (PM Only)

If you have multiple **Preventative Maintenance** work orders for the same site, you can submit a Bulk PRA by clicking the  icon in the top right. This will then take you to the Bulk PRA selection page.

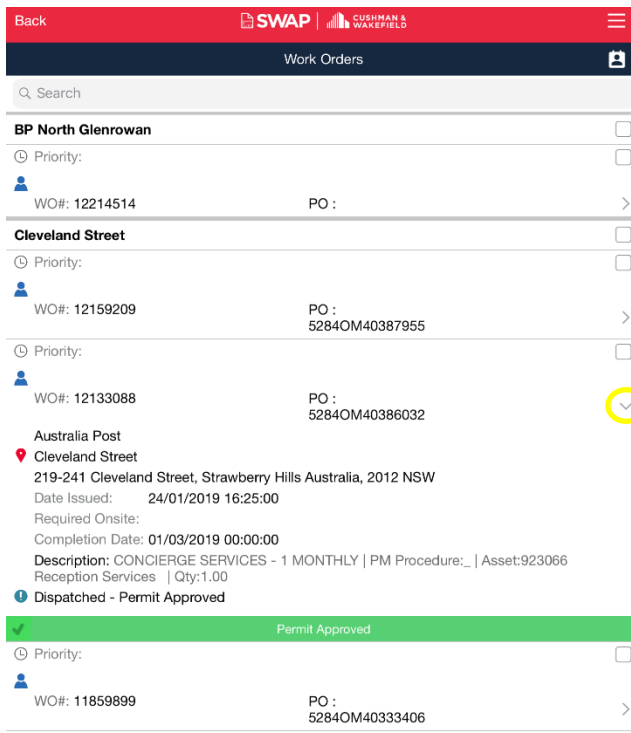
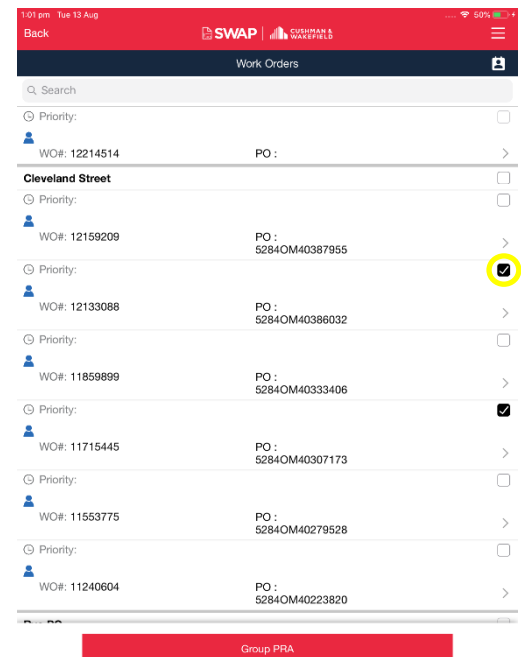
From the Bulk PRA selection Page, you will be able to select the check box beside any work orders that you would like to use the same PRA for. **Note: You can only select work orders for the same site to submit a Bulk PRA.**

Once you have selected all relevant work orders, select the Group PRA button at the bottom and you will be prompted to [complete a PRA](#).

Selecting the check box beside the Site Name will select all work orders for the site (as circled in adjacent image)

Selecting the check box beside a work order will select only that work order (as per the adjacent image)

Selecting the arrow beside a work order will show more detail on the work order, as per below.



The PRA that is filled out will then be grouped to any work orders selected from the Group PRA list and technicians will be redirected to a work order list with their selected work orders pushed to the top.

Once the Facilities Manager has reviewed your PRA. You will receive a push notification of either Approval or Decline to your mobile device.

Work orders will not be moved to 'onsite' status until the technician begins to action the work order as they usually would via the SWAP app and any work orders that are not on sited or closed off on the same day that the Group PRA was submitted and approved will return to their original status and require a new PRA to be submitted.

Note: Bulk PRAs are still approved or declined on a work order basis. A Facilities Manager may approve multiple work orders for the Bulk PRA and decline another. If one or more work orders are declined by the FM, you will need to resubmit a PRA for this work order

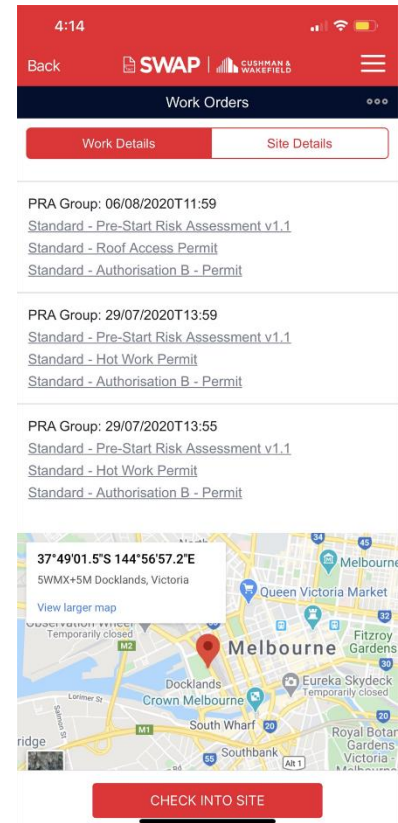
8.6. View PRA Forms

You can access your previously filled out Pre-Start Risk Assessments (PRA) and Permits for open work orders from within your SWAP application.

You will no longer need to contact your Vendor Administrator or Facilities Manager to gain access to a PRA or Permit you have submitted, you can now simply enter the work order from within the mobile application and scroll down to access the hyperlinks to each of these submitted forms.

Selecting any of the underlined PRAs or Permits within a PRA Group will load a PDF of that specific form.

Note: Once a work order is closed out, it will still disappear from your SWAP application. If you require access to a PRA and / or Permit for a completed work order, please contact the site Facilities Manager.

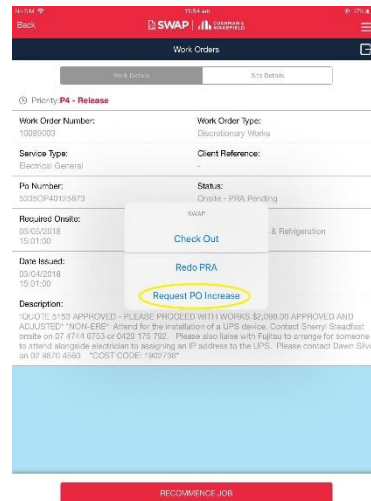
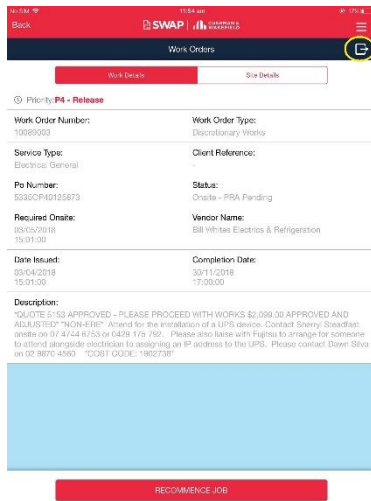


9.0 Recommencing an Open Work Order

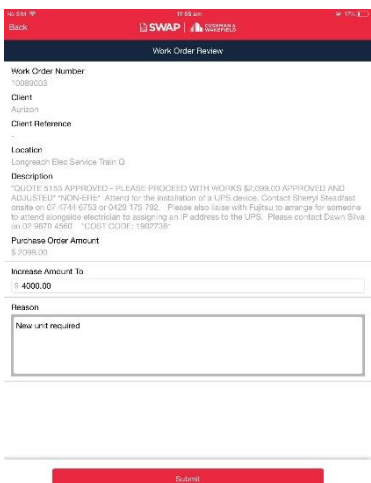
If you leave a job and recommence work later, you will be asked whether the Pre-Start Risk Assessment has changed since it was last submitted for the job. If conditions have changed you will need to complete the pre-start risk assessment and resubmit for approval. You can then recommence the job.

10.0 Work Order/Purchase Order Cost Increase (Aurizon only)

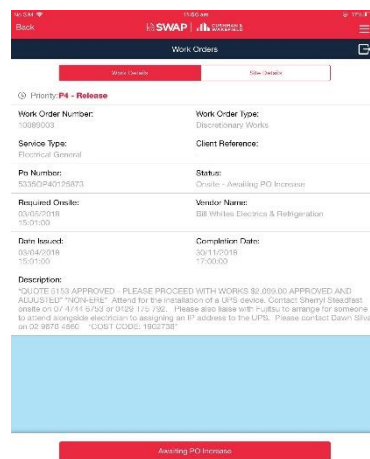
If works exceed the pre-approved PO amount, request an increase via the app. In the work order's work details screen.



List the increase amount and the reason for the increase (Breakdown of Labour and Material costs). Once complete select Submit. The request will be sent to the site Facility Manager, to review, approve or decline the request. During this, the work order status will be "Awaiting PO Increase"



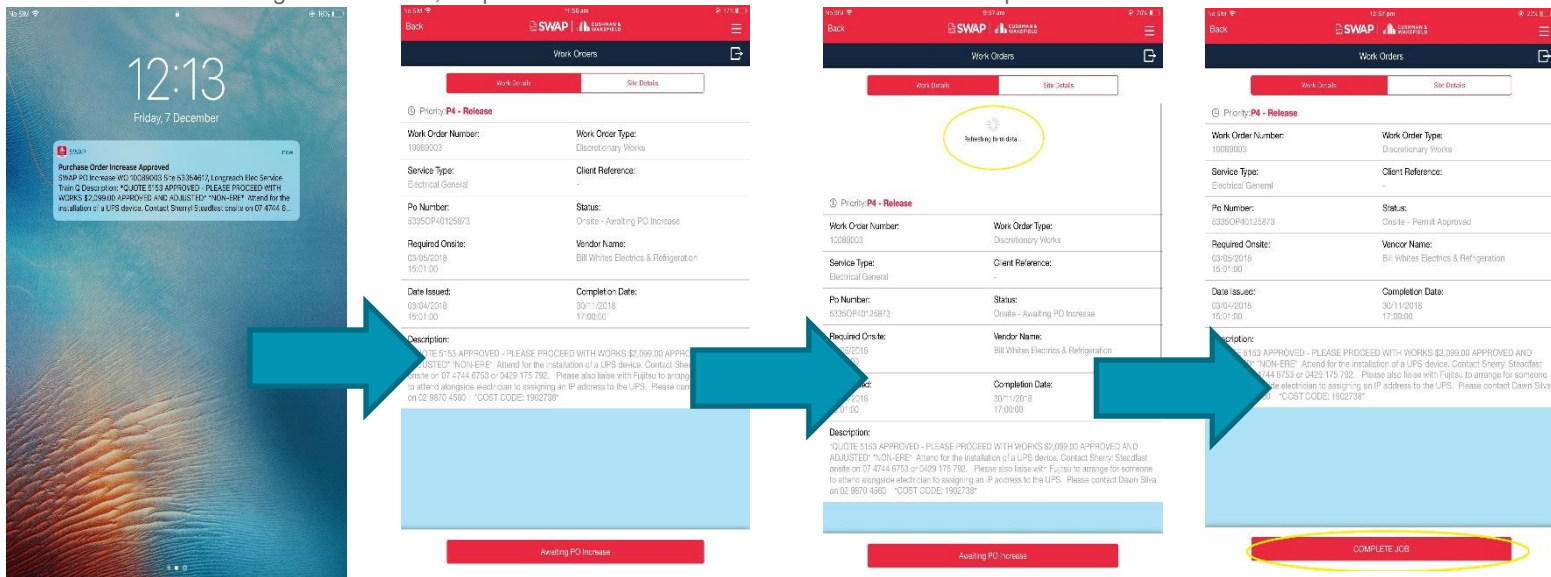
PO Increase Form



Work Order Status "Awaiting PO

10.1. Purchase Order Increase Approval

Once approved, you will receive a notification to your device and an email. If you open the work order and the Status still reads “Awaiting PO Increase”, swipe down to refresh. The status should read “Complete Job”.



SWAP Purchase Order Increase Approval – WO 9240161, Site: 53355671 Vendor North Goonyella Network Corrid

Purchase Order 39976906 for Work Order 9240161 has been approved for increase. The details are as follows:

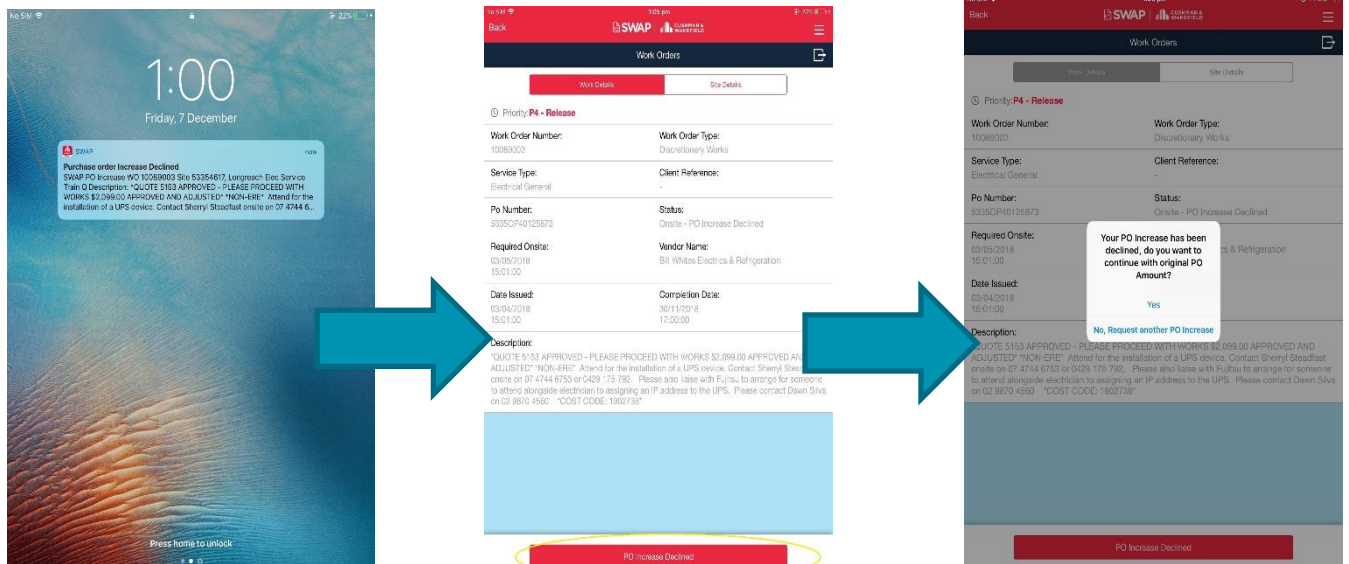
- WO Number: 9240161
- Site: North Goonyella Network Corrid
- WO Description: test test
- Approved By: Kemeny Robert
- Approved Purchase Order Increase amount: \$6000
- Comments: not in a million years

PLEASE DO NOT REPLY TO THIS AS CUSHMAN & WAKEFIELD will not receive your email. This is an unmonitored email address and your email will not reach a valid Cushman & Wakefield system or employee. A failure to redirect your query in line with the instructions above will result in Cushman & Wakefield being unable to action your request.

Thank You
Administrator
Cushman and Wakefield

10.2. Purchase Order Increase Declined

If a PO increase request has been declined, a notification is sent to your device and via email. Contact the Facility Manager or Customer Experience Centre to discuss. To make another request, open the work order, swipe down to refresh and click “PO Increase Declined”.



SWAP Purchase Order Increase Declined – WO 9240159, Site: 53355671 Vendor North Goonyella Network Corrid

Purchase Order 39976905 for Work Order 9240159 has been declined for increase. The details are as follows:

- WO Number: 9240159
- Site: North Goonyella Network Corrid
- WO Description: test test test
- Declined By: Kemeny Robert
- Declined Purchase Order Increase amount: \$6000
- Comments: absolutely not

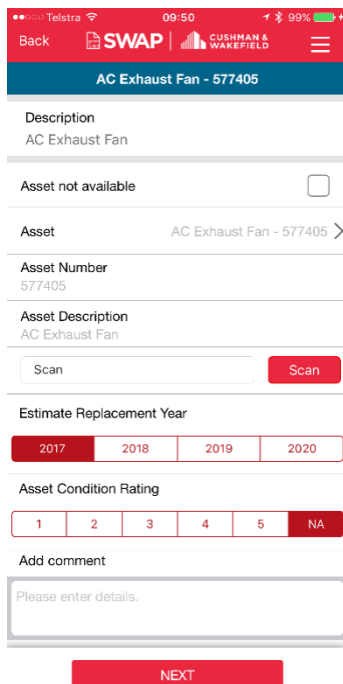
PLEASE DO NOT REPLY TO THIS AS CUSHMAN & WAKEFIELD will not receive your email. This is an unmonitored email address and your email will not reach a valid Cushman & Wakefield system or employee. A failure to redirect your query in line with the instructions above will result in Cushman & Wakefield being unable to action your request.

Thank You

Administrator
Cushman and Wakefield

11.0 Assets

11.1. Asset Capture Form



The screenshot shows a mobile application interface for an asset capture form. At the top, there is a status bar with 'Telstra', '09:50', and '99%' battery. Below that is a navigation bar with 'Back', 'SWAP', and 'CUSHMAN & WAKEFIELD' logos. The main title is 'AC Exhaust Fan - 577405'. The form fields include: 'Description' (AC Exhaust Fan), 'Asset not available' (checkbox), 'Asset' (AC Exhaust Fan - 577405), 'Asset Number' (577405), 'Asset Description' (AC Exhaust Fan), a 'Scan' button, 'Estimate Replacement Year' (2017, 2018, 2019, 2020), 'Asset Condition Rating' (1, 2, 3, 4, 5, NA), and an 'Add comment' text area with a 'NEXT' button at the bottom.

For certain types of work orders, you may be prompted to complete an asset capture form

Check box if asset is not available, and you cannot complete the form

Scan QR code or barcode on the asset

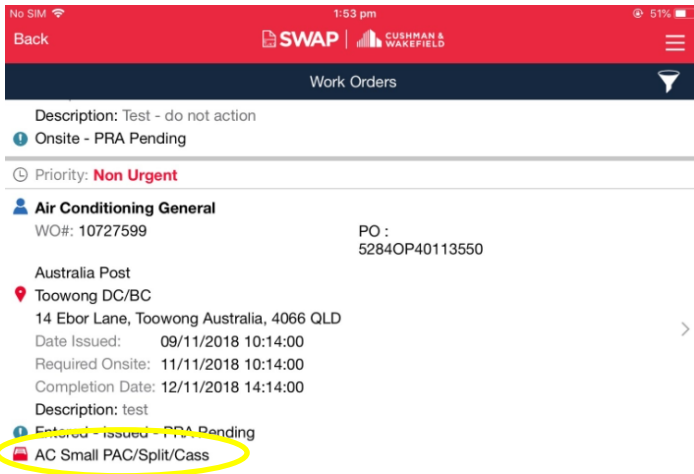
Select the estimated replacement year for the asset

Rate the condition of the asset. 1 = poor; 5 = excellent

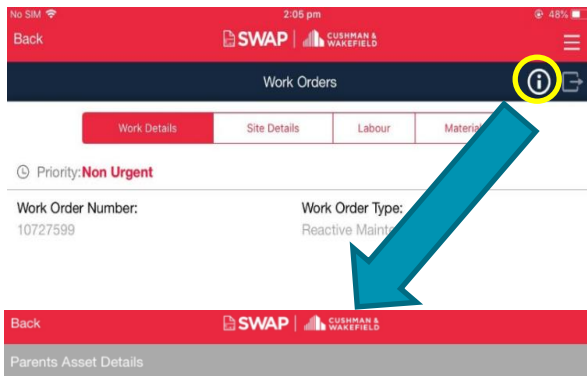
Add any additional comments relating to the asset condition

11.2. Viewing Asset Details

Work orders which have an asset attached to them will have the asset details outlined in the SWAP application.



You will be able to see when an asset is attached to a work order via the Work Order Summary screen.



Once selecting a work order that has an asset attached to it, you will be able to view the full asset details by selecting the information button in the top right of the screen

11.3. Child Asset Filters

Technicians who are required to review assets for a work order are no longer required to go through every single Child Asset in order to complete a work order anymore. Child Assets are now grouped by room, with the ability to filter through the list of child assets by Level and/or Room.

Back	Filter	Reset
	Floor/Level	>
	Room	>

11.4. No Change Required option for Asset Review

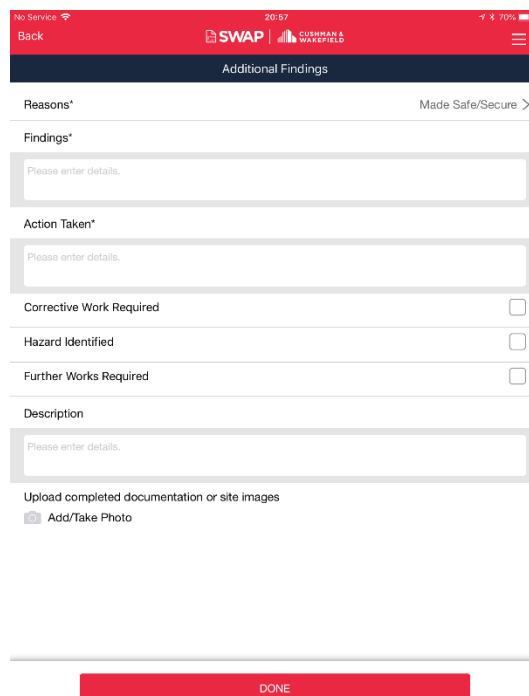
Additionally, a 'No Change Required' option has been added for each child asset to simplify the review process for work orders that have a large quantity of child asset.

When a 'No Change Required' option is ticked the child asset will automatically be set as reviewed and technician should be able to go ahead and review all relevant assets.

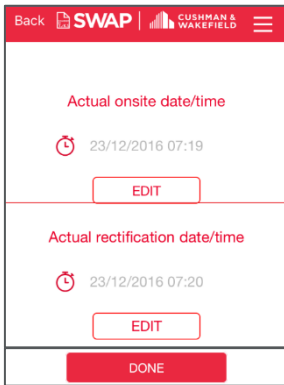
No Change Required

12.0 Completing a Work Order

To complete a work order, complete the 'Additional Findings' close out screen. Select 'Resolution Reasons' from the drop-down list. Complete 'Findings' and 'Action Taken' fields. If Corrective Work, Hazards or Future Work has been identified, select and describe the issue and details. Also, you can upload up to 5 photos of any documentation or of site if required.



Note: If Corrective Work, Hazard Identified or Further Works are required, detail what work/hazard has been identified under 'Description'. Do not just say 'yes'. An email is sent to the CXC with your description to raise a work order, so we require as much detail as possible to be noted down when these fields are selected.



Complete onsite and completion timestamps

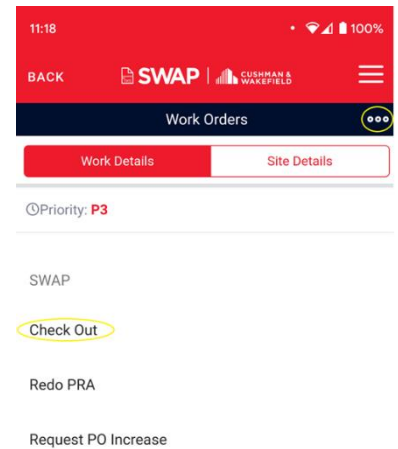
These fields will be auto populated depending on when you clicked 'Check In' and 'Complete Job' on the work order.

Note: If you adjust these times, you will be asked to add a comment for why the time was adjusted.

13.0 Check Out Function

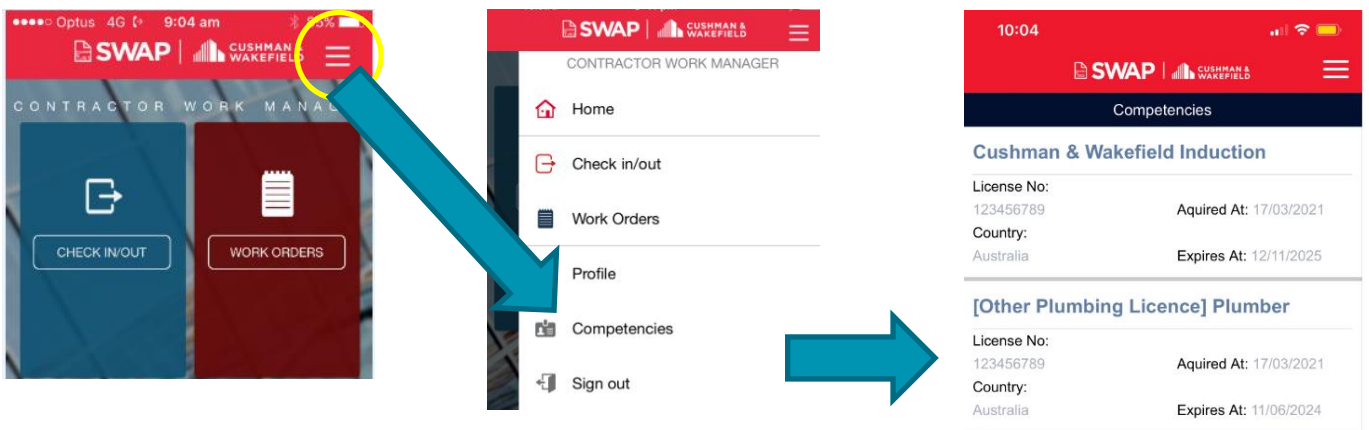
We have also optimised the Check In / Out feature to simplify the process of check onsite times for our Facilities Managers. It is important that technicians are using the Check Out feature when leaving site where work has not been completed.

You can check out of site by tapping the three dots in the top right of the Work Order details page and then selecting the Check Out option. The SWAP app will then request you to check back into site once you return to continue the works on site.



14.0 View Competencies via SWAP App

Sometimes when you are on site working on a job, the client may request to view your competencies. You are able to do this via the SWAP app. On the top right hand of the app, click on the three lines. Select 'Competencies' from the drop down list.



Note: To update your profile, you will need to log onto the SWAP Technician Portal on a computer. Only your Active Competencies will be visible from the Mobile application.

15.0 Expiring Competency Notification

Competency email notifications will provide you more details on which one of your active competencies is expiring. This will assist you in identifying what is soon to expire without having to login to the SWAP portal.

Below is an example of what the new notifications will look like:

Technician Steve Badham has a competency Cushman & Wakefield Induction that is due to expire:



Competency Type: Cushman & Wakefield Induction
Expiry Date: 2020-11-11

There are 2 ways to Renew or Retire your competencies:

- Technicians can manually update them via the [SWAP portal](#) under the competency section
- Vendor administrators can also update them on behalf of their technicians via the 'View' button or 'Add licences' function on the 'My Technicians' tile.

Renew Competency - this should be used when a competency has expired or is due to expire. Clicking on the Renew Competency button will allow you to enter the new Acquired/Expiry dates as well as update the Licence number if this has changed.

Retire Competency - this should be used where a technician has a competency they no longer require and are not intending to renew. Once a competency is retired it will be visible in the Retired Competency Tab.

Please refer to your user guide for instructions on how to manage your competencies [User Guides](#)

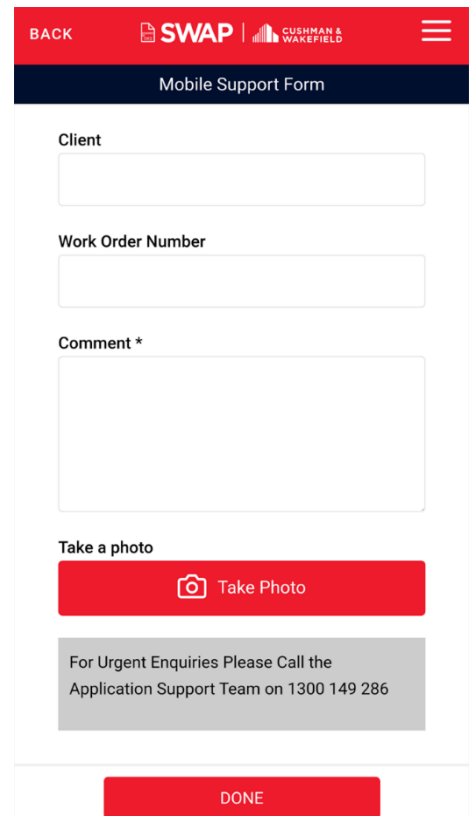
SWAP Support Team

16.0 Support Function

There is a new Support option for Suppliers within both the Web Portal and Mobile Application.

Selecting this option on the **Web Portal** will take you to our Vendor Engagement Portal, where you will find all of our user guides, training dates and more. From here you can also send an email to the application support team for further assistance.

Selecting this option on the **Mobile Application** will load the below page, where a user can send a support ticket to the Application Support team.



The screenshot shows the 'Mobile Support Form' interface. At the top, there is a red header bar with 'BACK', 'SWAP', and 'CUSHMAN & WAKEFIELD' logos, and a hamburger menu icon. Below the header is a dark blue bar with the text 'Mobile Support Form'. The form contains several input fields: 'Client' (a text box), 'Work Order Number' (a text box), and 'Comment *' (a larger text area). Below these fields is a red button labeled 'Take a photo' with a camera icon. At the bottom of the form, there is a grey box with the text 'For Urgent Enquiries Please Call the Application Support Team on 1300 149 286'. A red 'DONE' button is located at the very bottom of the form.