CUSHMAN & WAKEFIELD

SWAP PRESENTATION

SWAP - SAFE WORK ASSURANCE PLATFORM

OVERVIEW

Contents

Today we will be covering:

- What is SWAP?
- What does SWAP do?
- Life Cycle of SWAP
- Portal Capabilities
- Roles and responsibilities of a Vendor Administrator (VA)
- Roles and responsibilities of a Technician (Tech)
- PRA and Permits
- Closing out a Work Order (WO)
- Recap and What's Next
- Questions

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SWAP Presentation – SWAP System

What is SWAP?

Web portal and **mobile application** which **integrates safety** and **asset management standards** to produce a **work order management solution**.

SWAP replaces current **paper forms** with **one all purpose app** that allows contractors to:

receive and close work orders

complete pre-start risk assessments

request and receive approval for permits to work

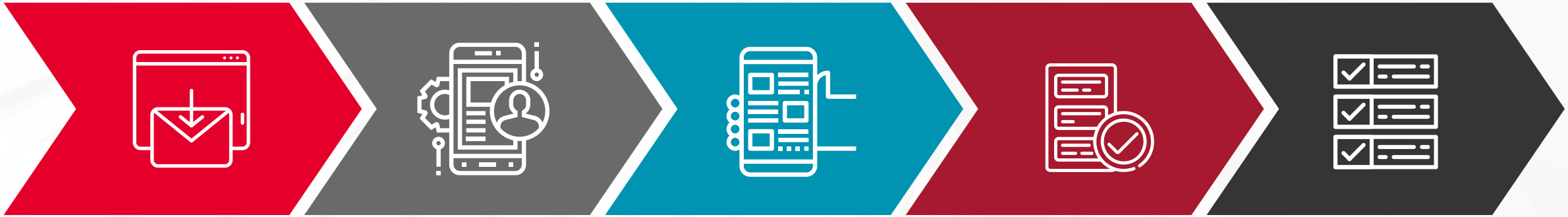
manage qualification, license and certification expiration

assurance that only competent and qualified technicians complete jobs

complete service delivery commentary, including any future maintenance recommendations

SWAP

What does SWAP do?



Vendor Admin receives and allocates the job.

The tech receive the job & check into the site via the app.

The tech conducts PRA via the app.

The tech completes the works.

The tech closes out the job via the app.

Safe Work Assurance Platform

Technician SWAP App – Reactive Maintenance & Planned Preventative Maintenance

Arrival to Site

Technician arrives to site

Check In to Site

Commence WO in SWAP app

Essential Site Information

Review client specific ESI e.g. general induction, heritage, asbestos, safety instructions

Induction

Complete site induction (where required)

Permit to Work

Apply for a permit to work, if required, and receive approval in real time

Pre-Start Risk Assessment

Complete Pre Start Risk Assessment for each WO to verify safe systems of work in place

Commence Work Order

Work Order

View WO details including priority, response and rectification times

Findings

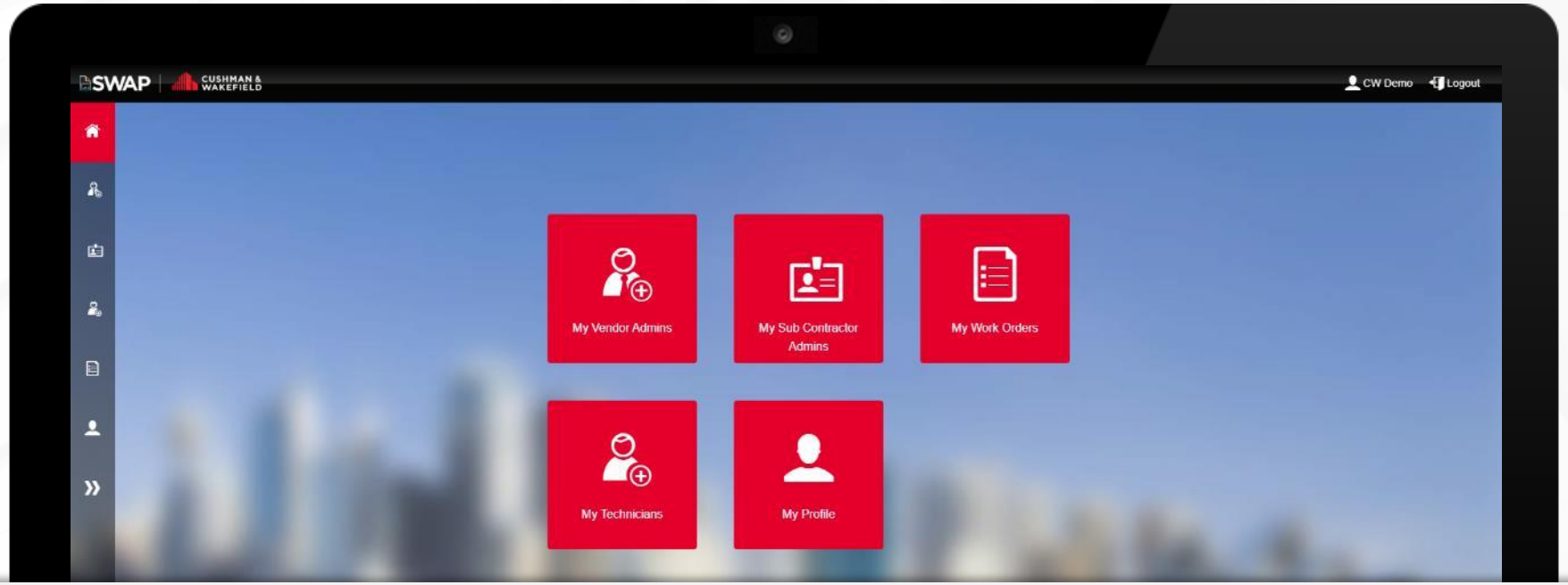
List findings from completed work, and any hazards, corrective works or further works required

Complete Work Order

Close WO in SWAP app

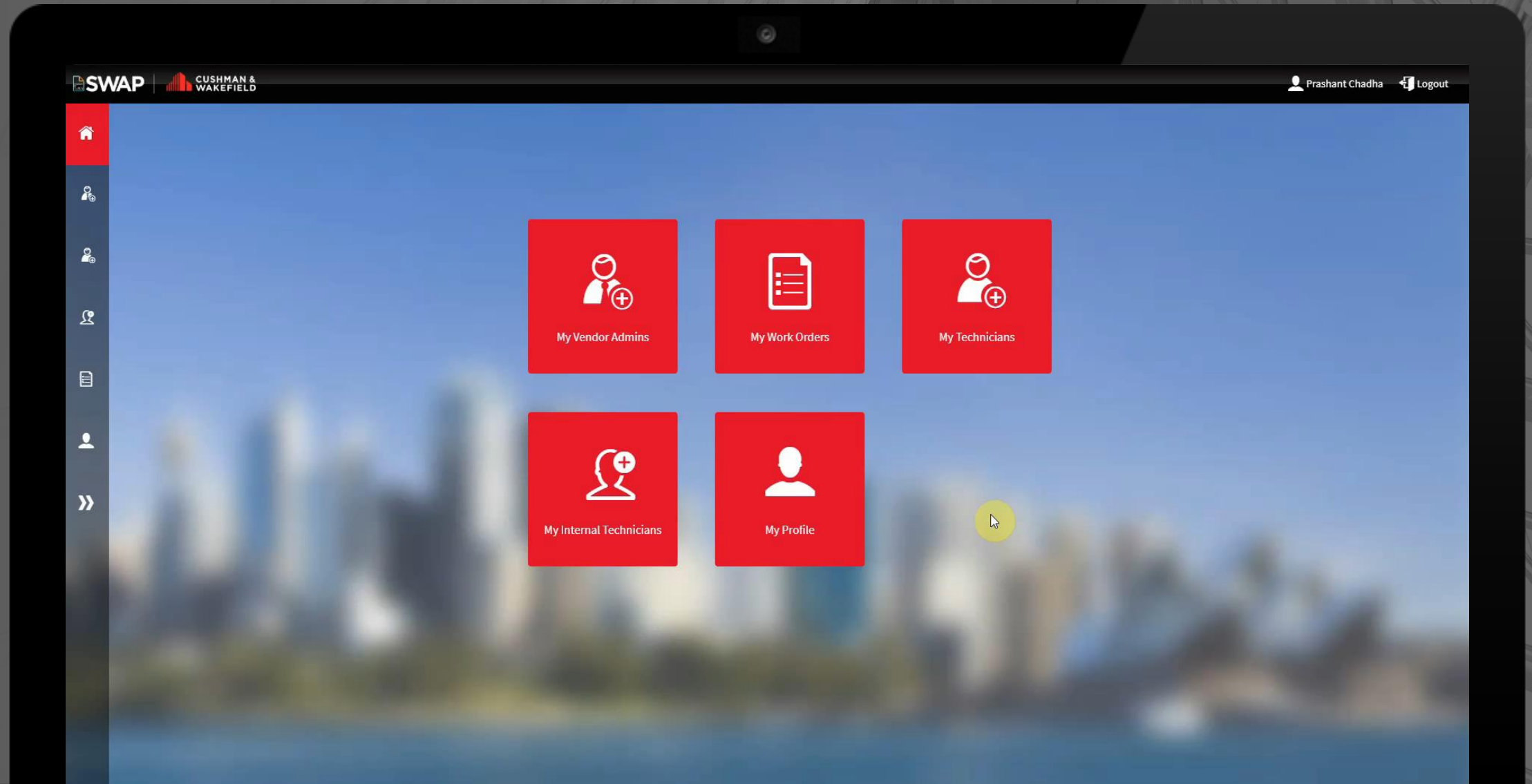
Portal Capabilities

Vendor Admin



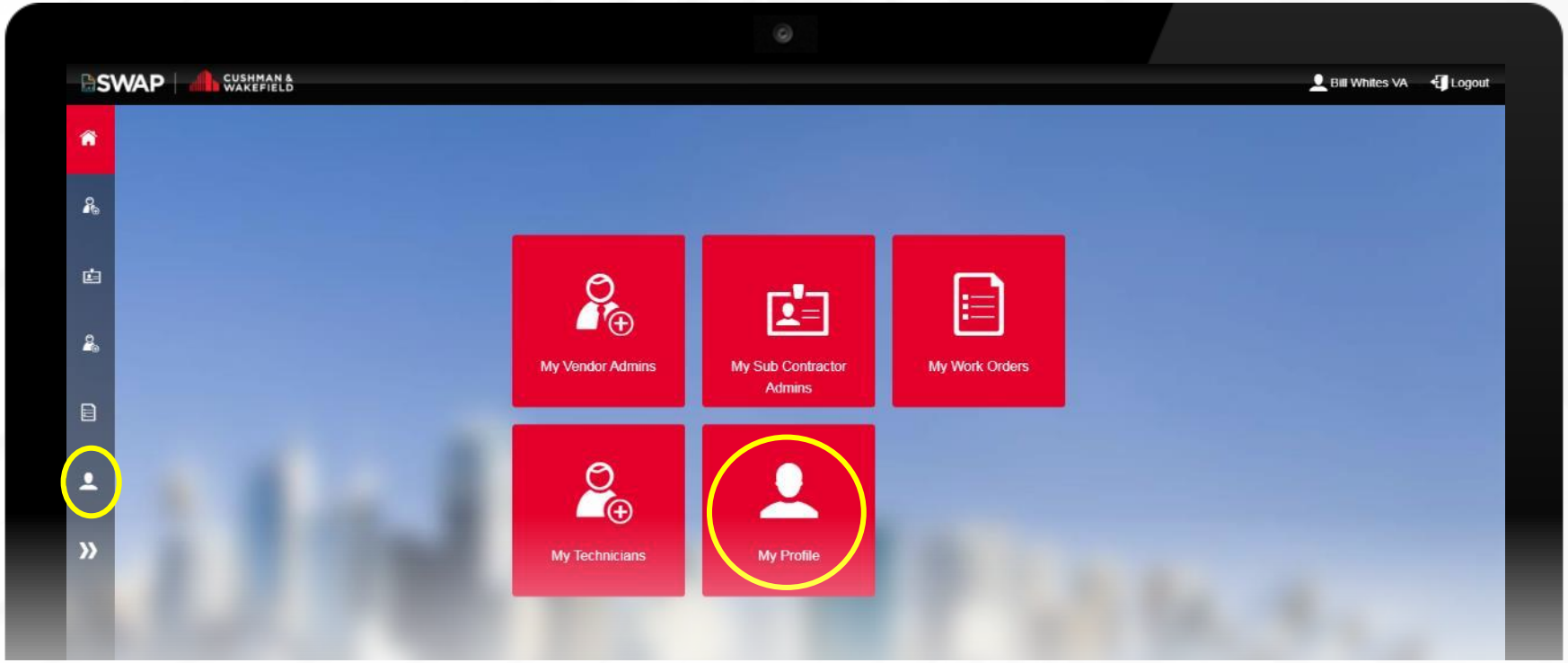
1. View and invite more Vendor Administrators – great for state based or regional companies
2. View, invite and monitor registration of technicians, workers and subcontractors
3. View and manage work orders which appear in real time from JDE
4. Assign work orders to SWAP-registered technicians, workers, and subcontractors
5. Edit your profile details

The following video will show a Vendor Admin inviting a technician, reviewing their competencies then approving their competencies.



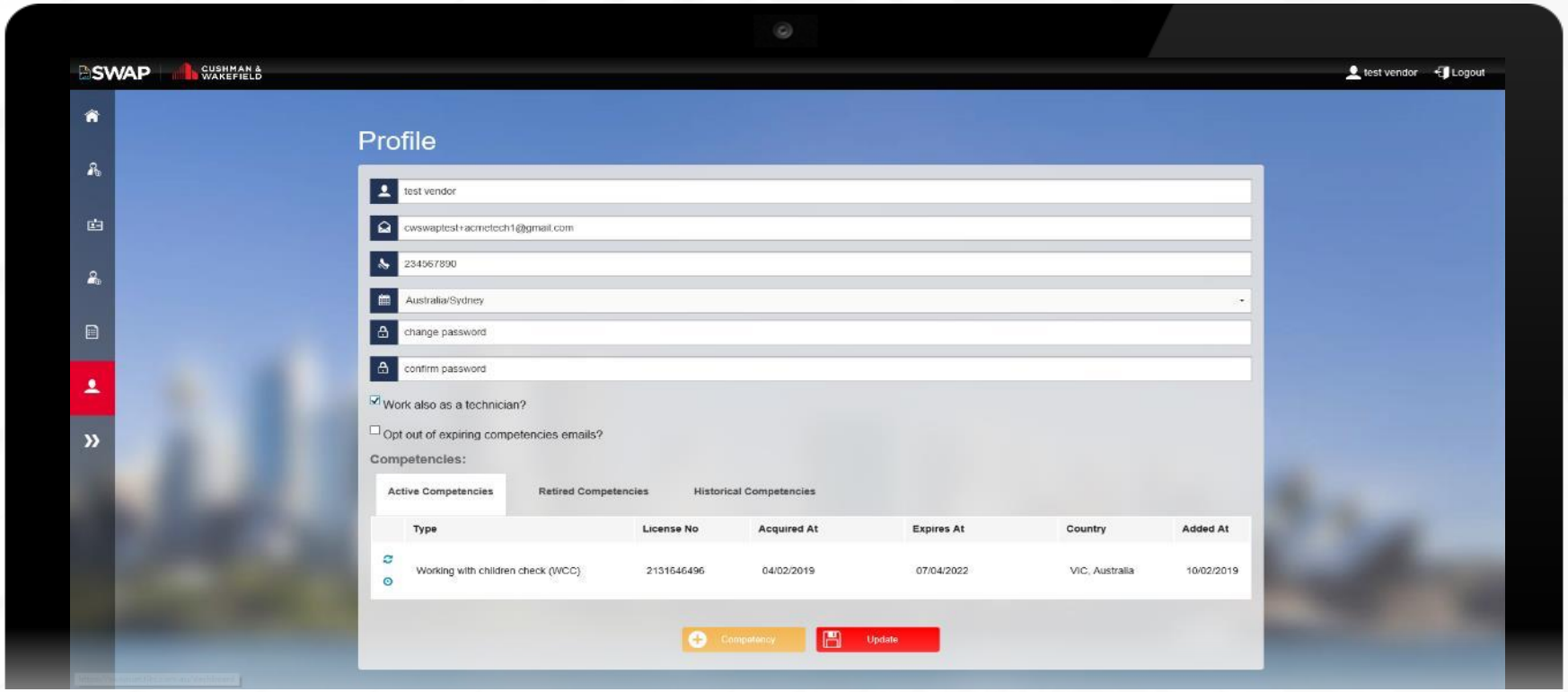
Portal Capabilities

Vendor Admin Also Working As Technician



Portal Capabilities

Vendor Admin Also Working As Technician

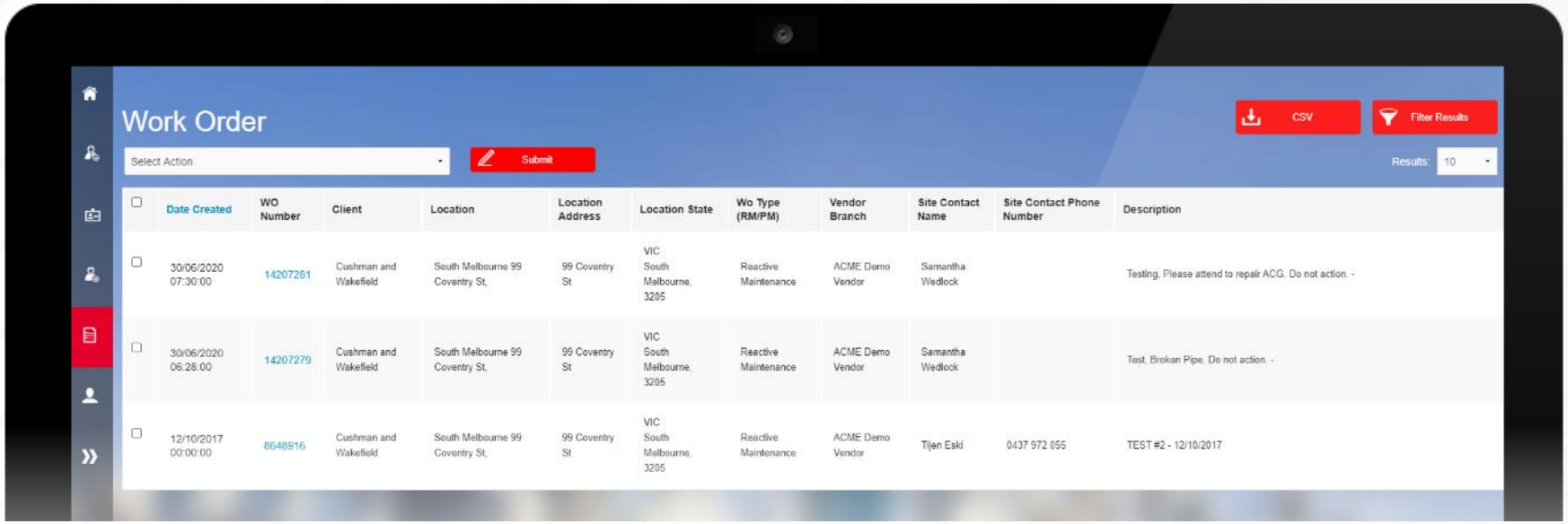


Portal Capabilities

Work Order Management

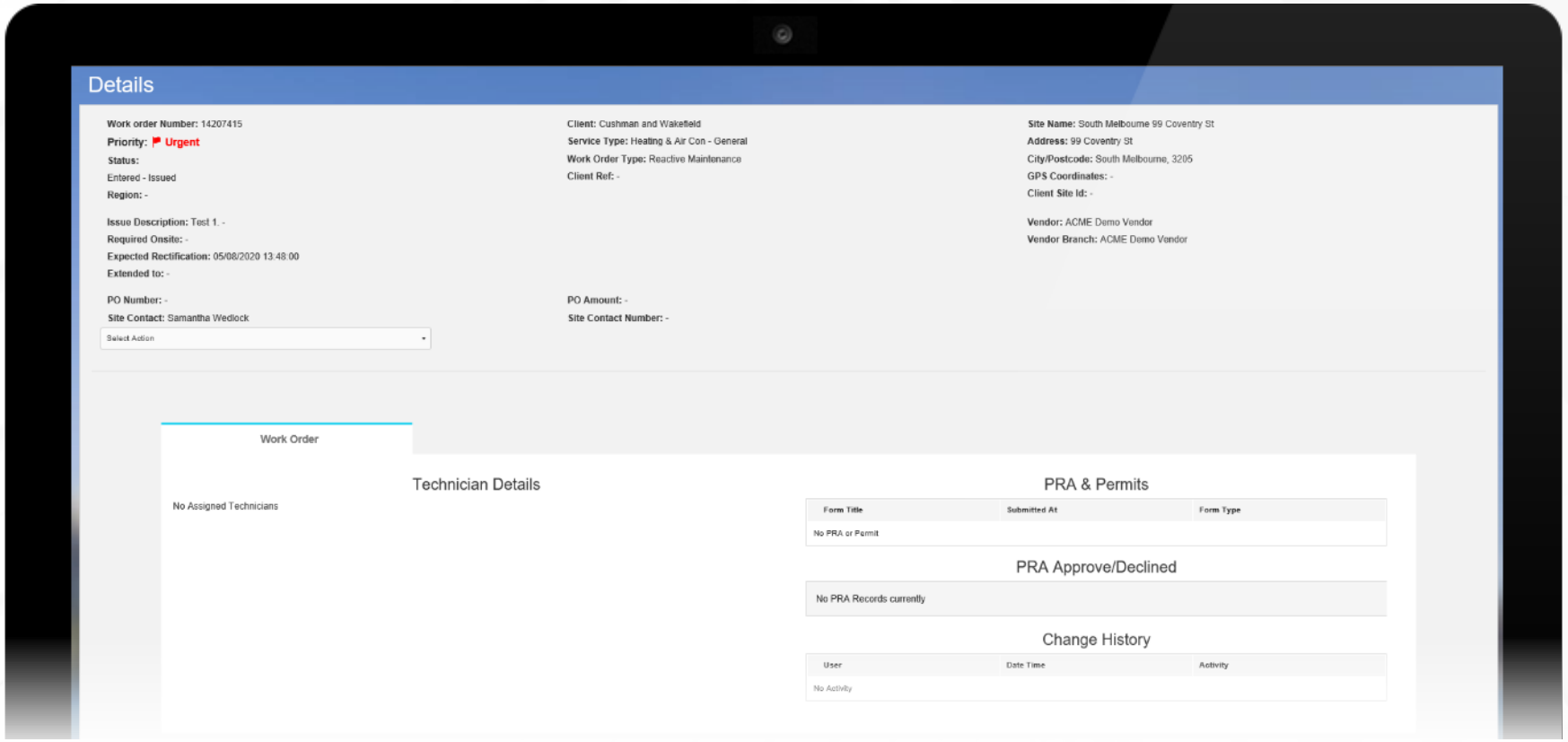
Manage work orders

- Work order details from C&W WO Systems appear in SWAP in real time
- You can bulk assign a work order or assign to multiple technicians
- VAs are now able to bulk assign work orders by filtering client or work order number.



Vendor Admin

Viewing the Work order

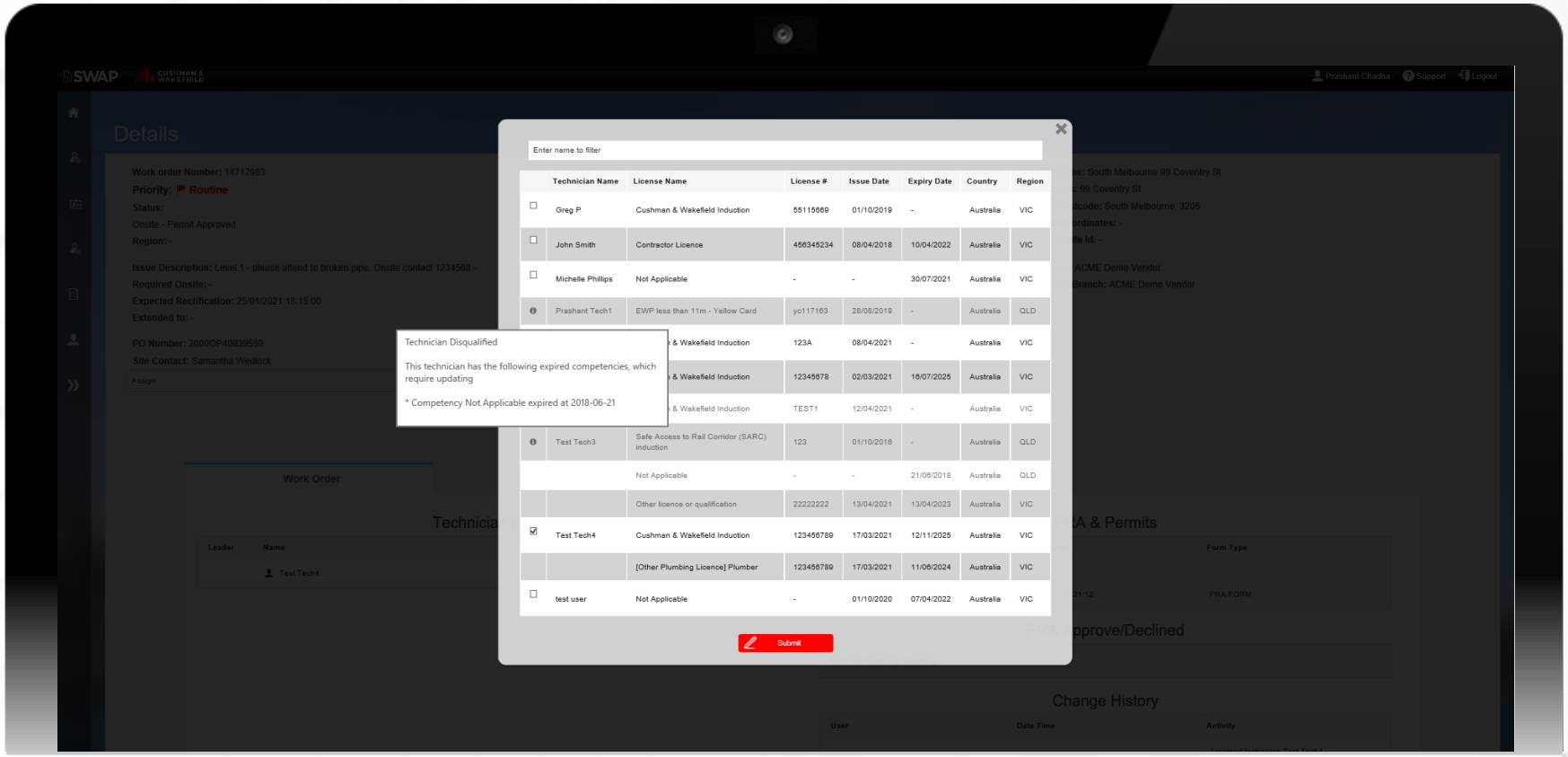


Portal Capabilities

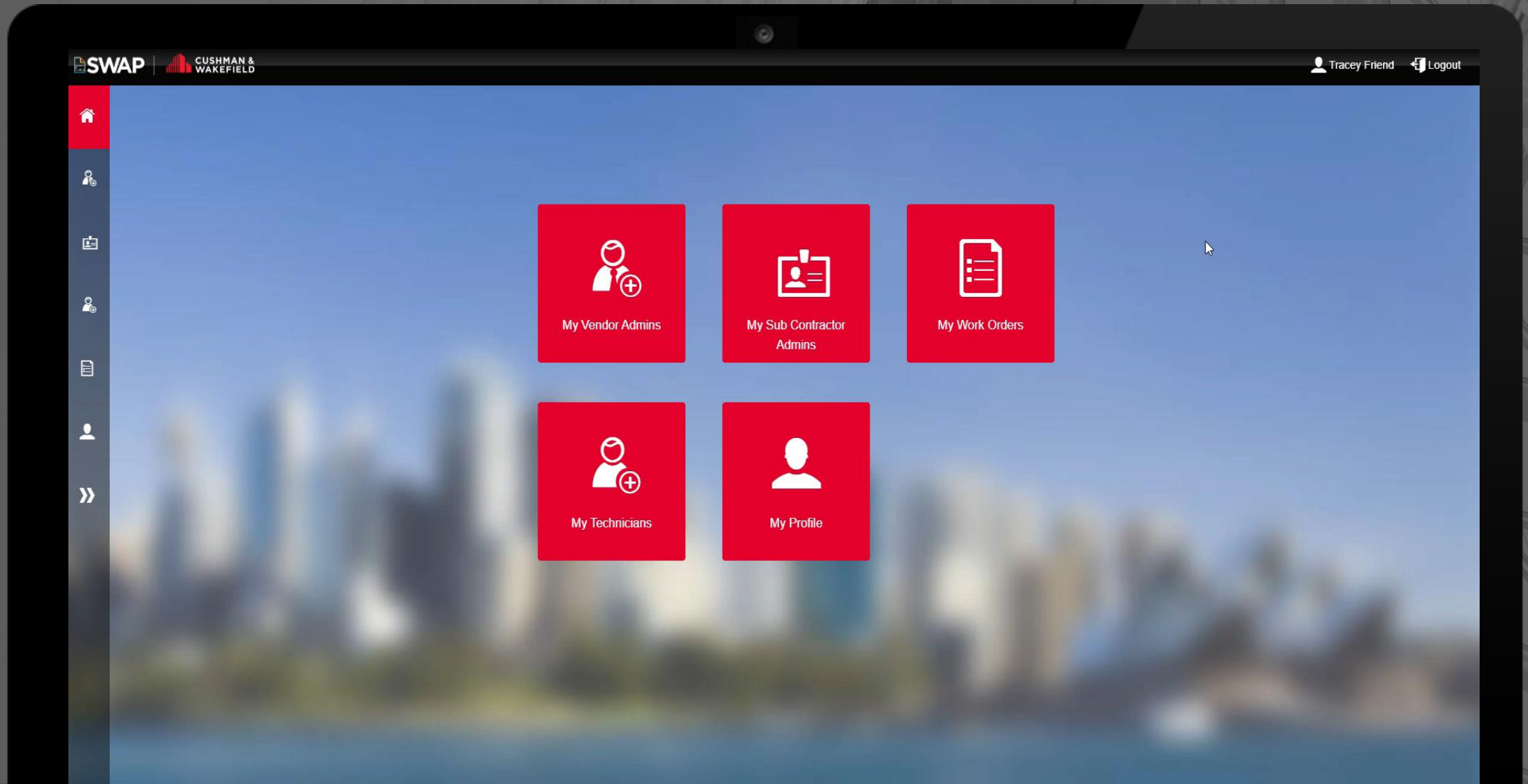
Work Order Management

Manage work orders

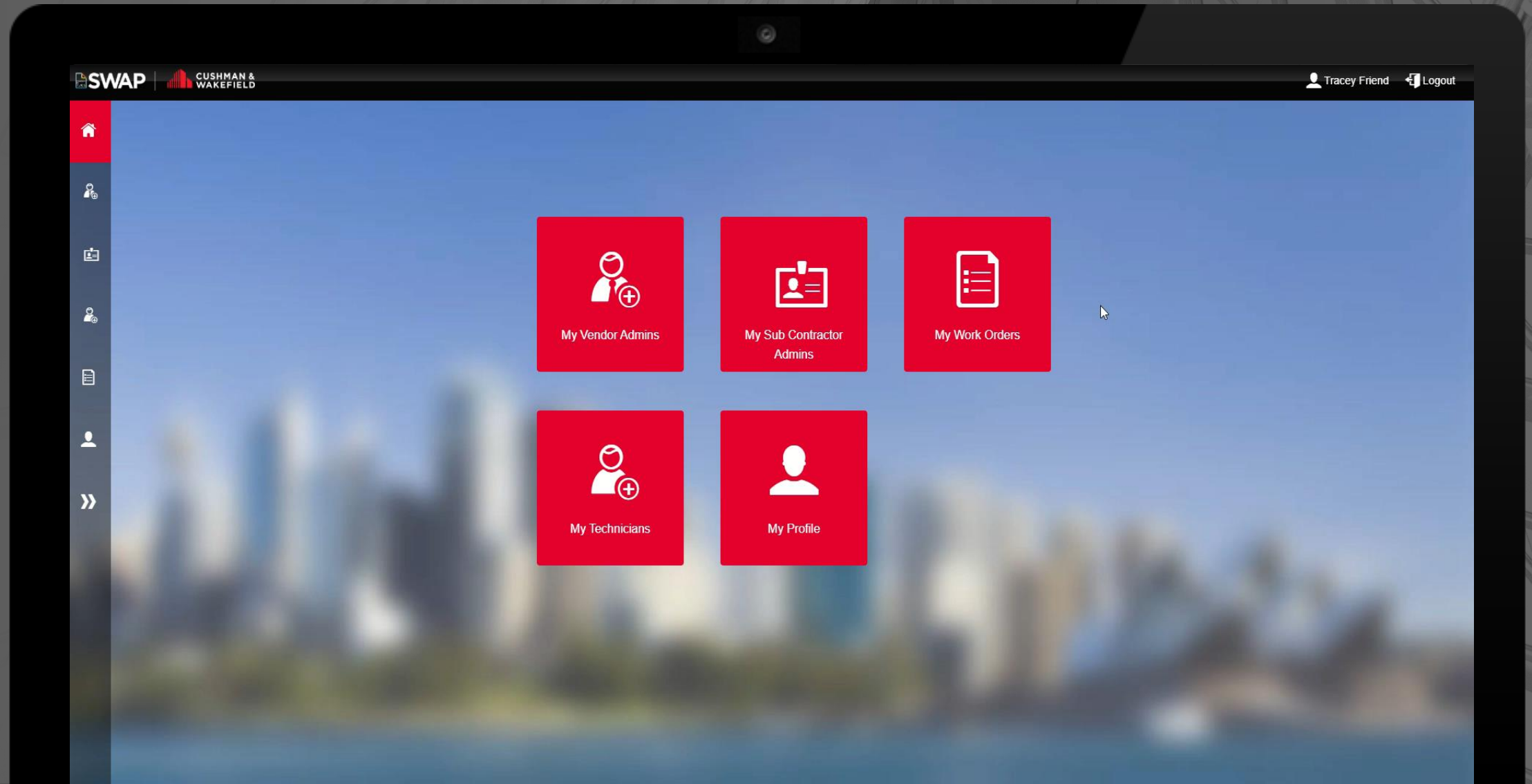
- VAs are unable to allocate work orders to technicians with one or more expired competencies.
- The ℹ icon will give you information about which competencies are missing have expired or need to be reviewed.



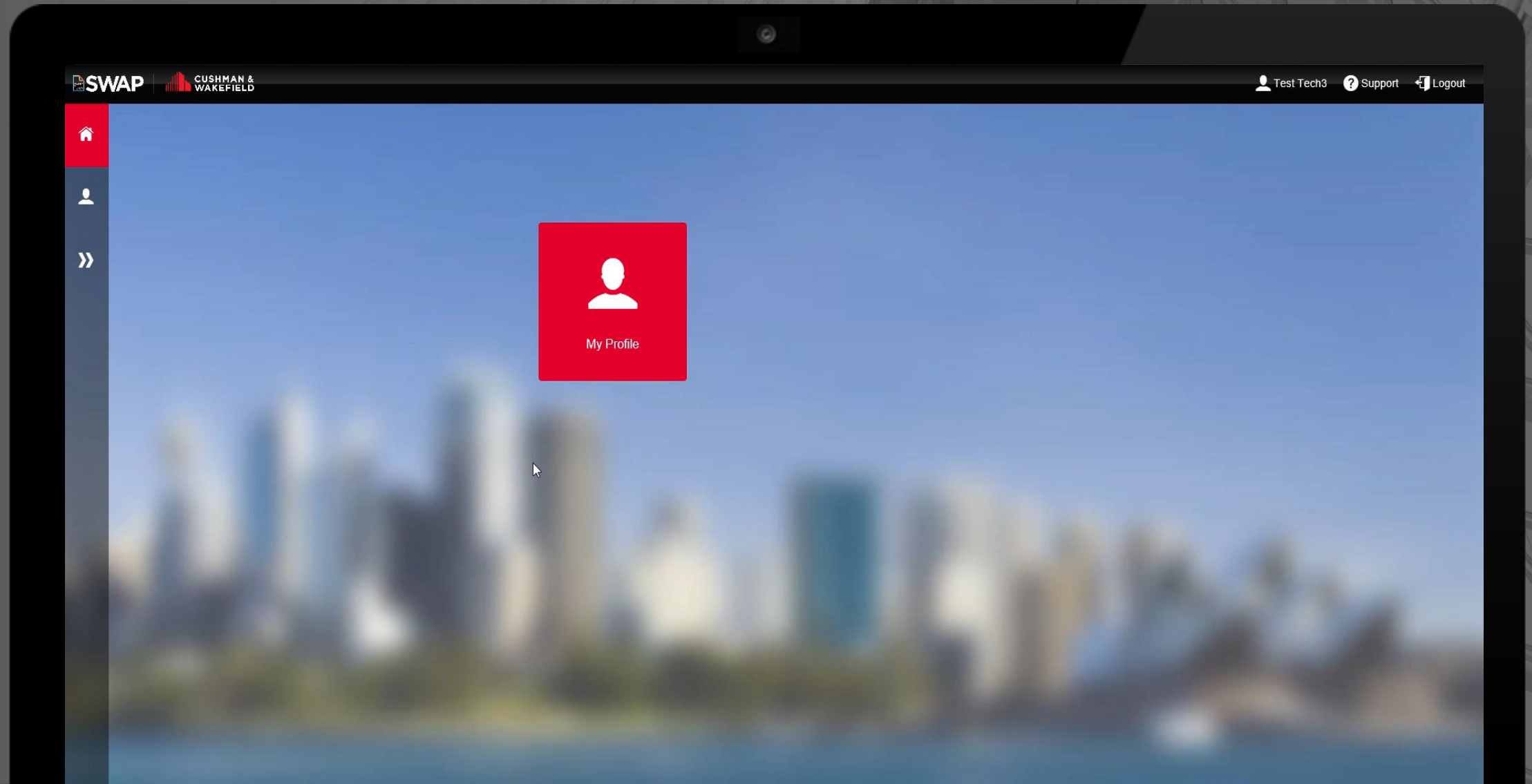
The following video will show a Vendor Admin doing Bulk Closure via the bulk update page



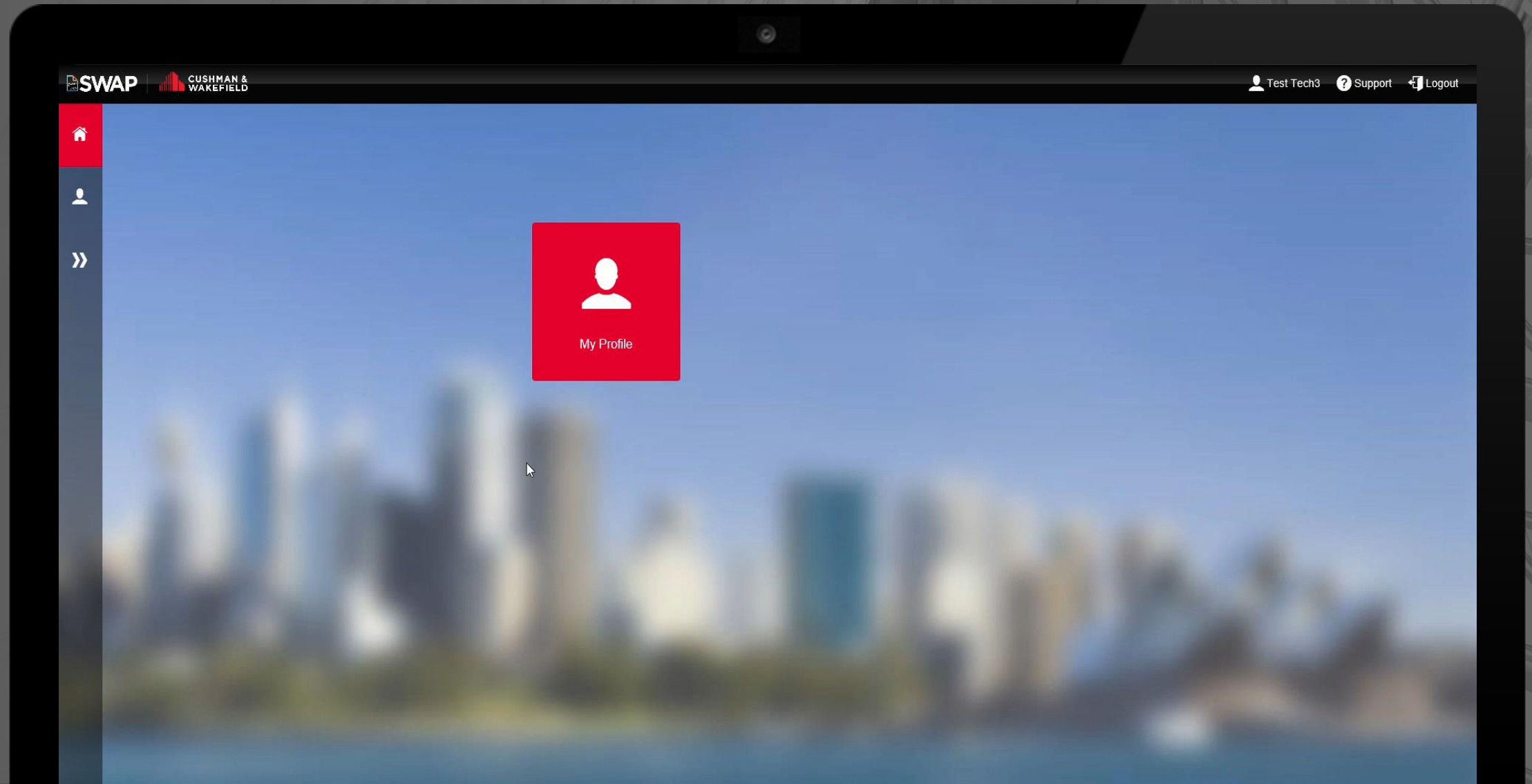
The following video will show a Vendor Admin doing Bulk Closure via the csv spreadsheet



The following video will show a Technician Renewing a Competency

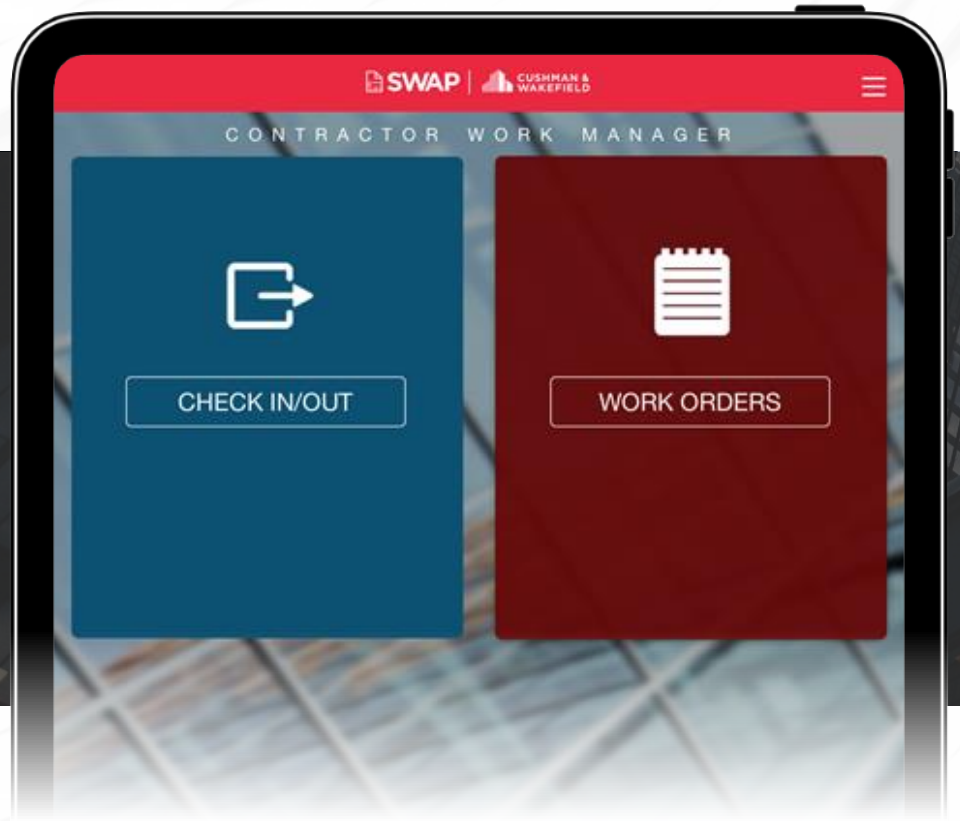


The following video will show a Technician Retiring a Competency



Mobile Application

Techs Application – Home Page



Work Orders Tile:
All work orders that have been assigned to the technician by a Vendor Administrator will be housed here.

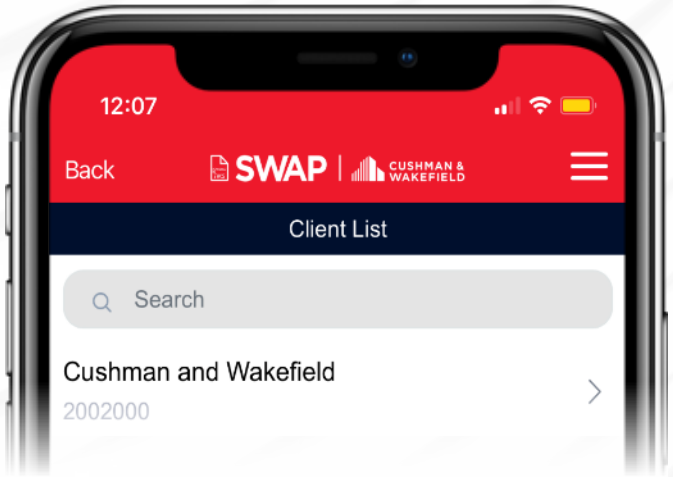
Check In / Out Tile:
All Active Work Orders against your vendor number will be housed here.

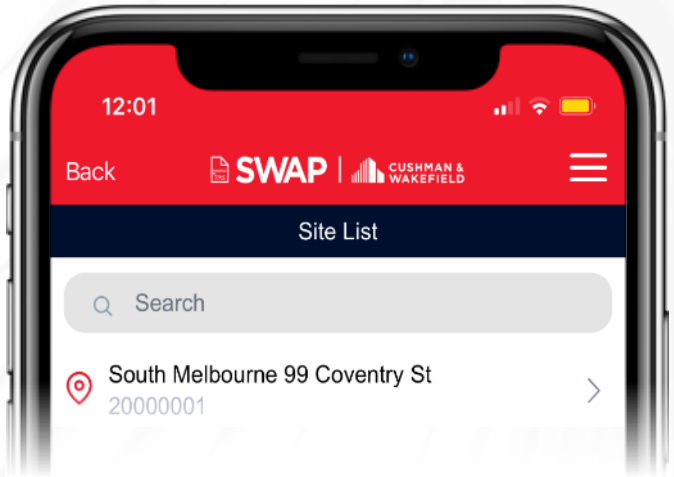
NOTE: This requires the 'Technician can only view work orders assigned to them' field to be left unticked.

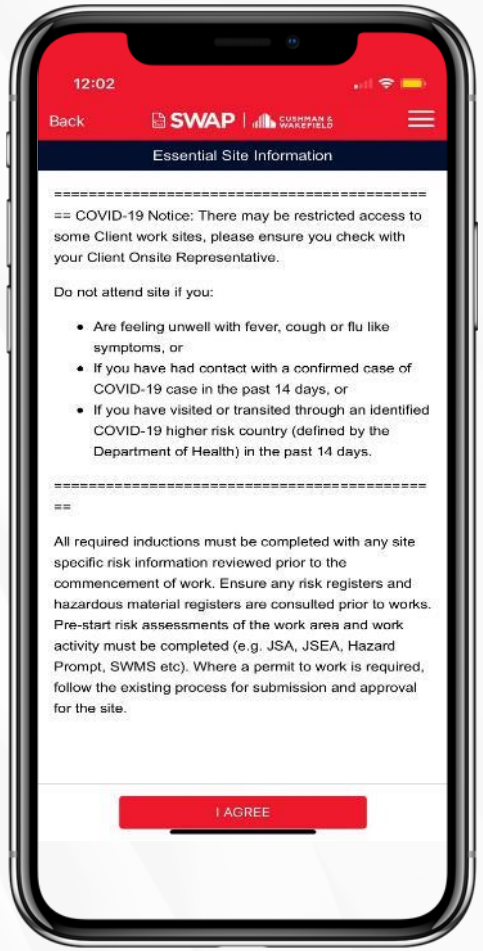
Mobile Application

Techs Application – Check In/Out Tile

ESI: Essential Site Information specific to the account will appear for review prior to the tech attending site. Techs are required to review and agree.



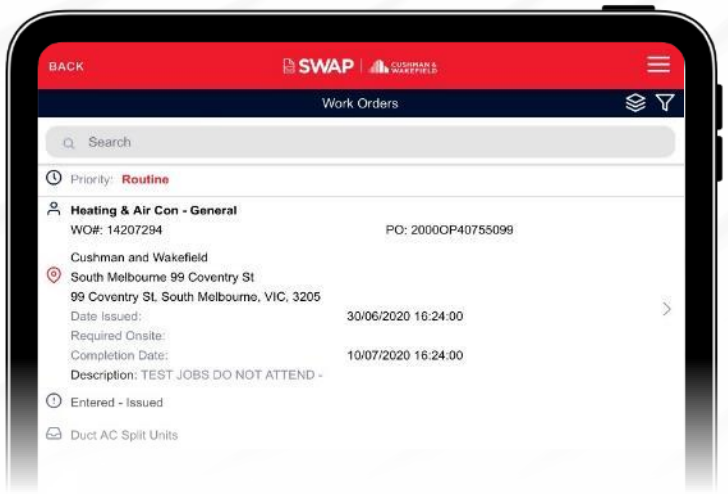


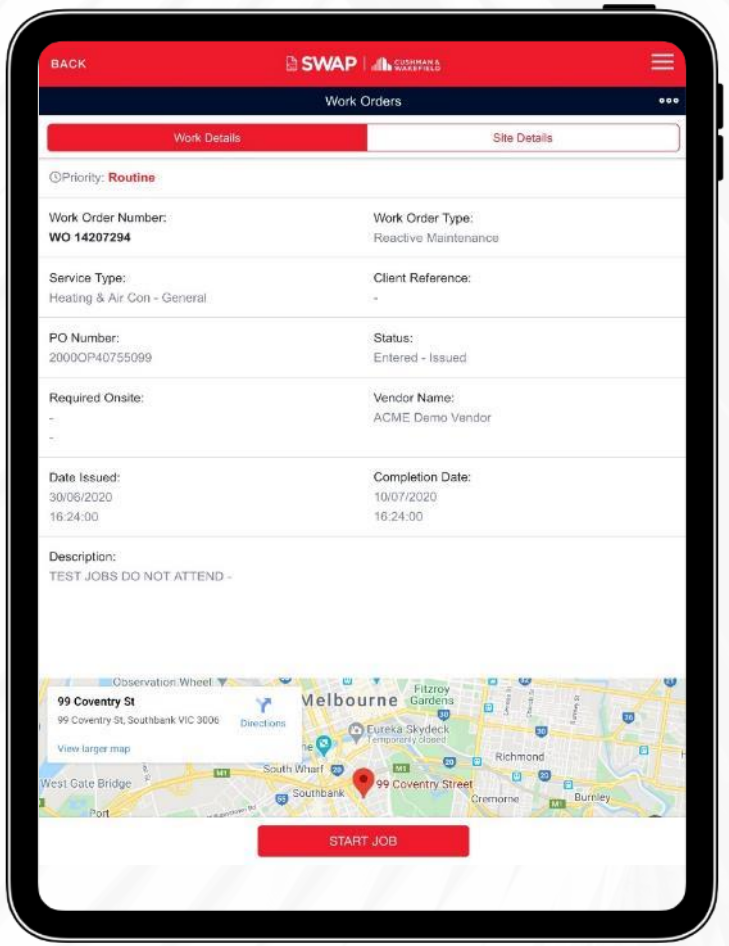


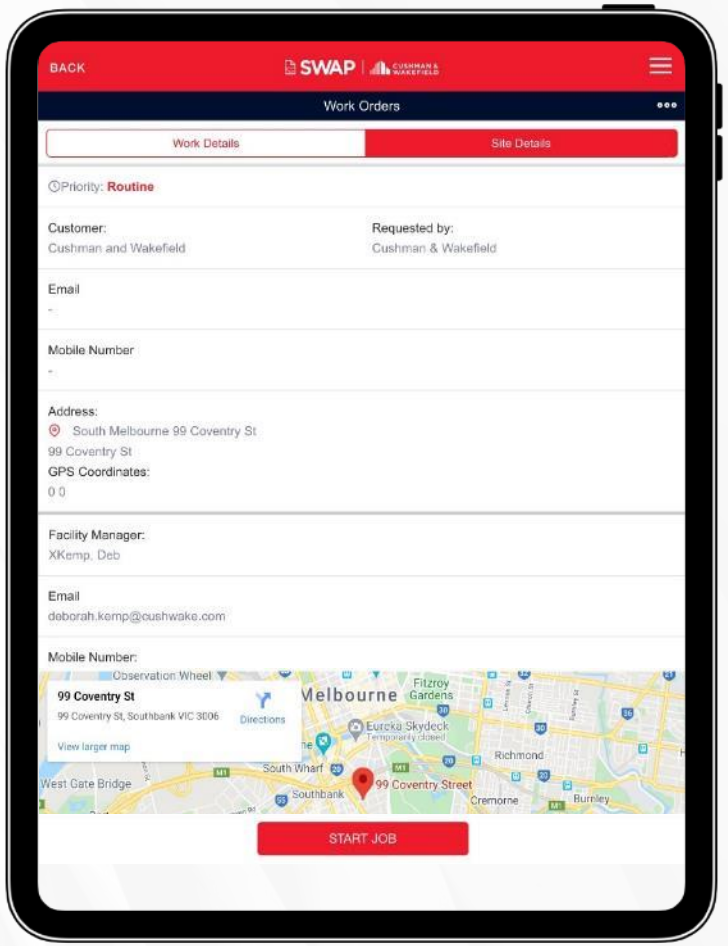
Mobile Application

Techs Application – Work Order Summary/Detail screens

View all work orders allocated to you, and the priority and due date of the work order.



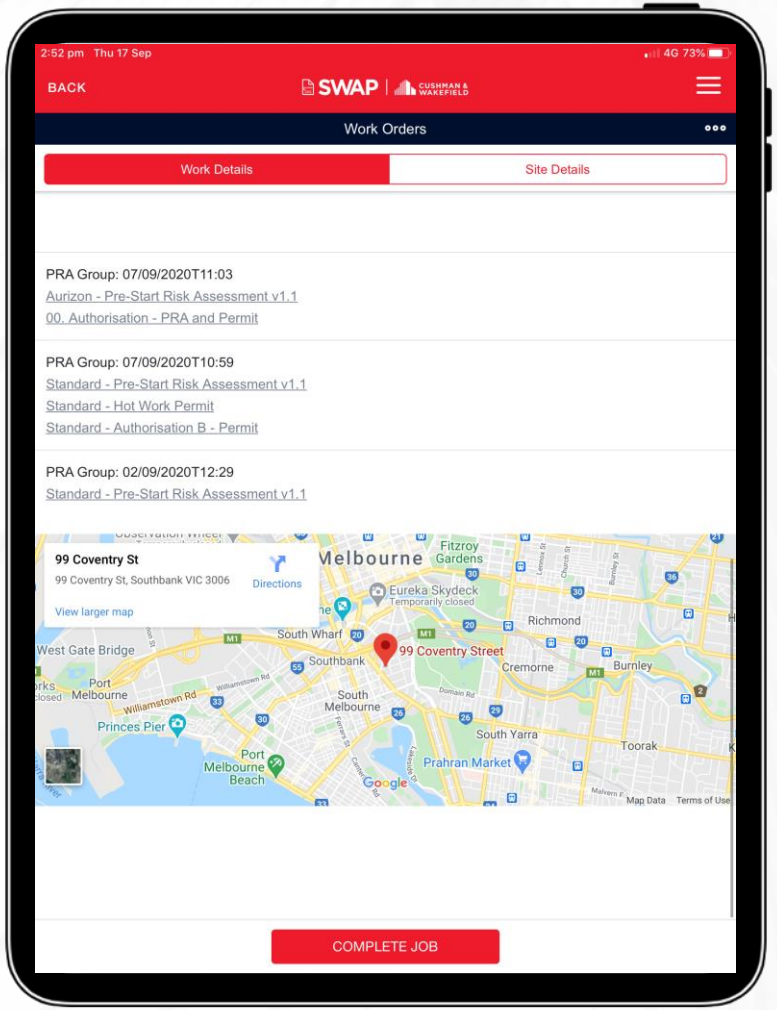


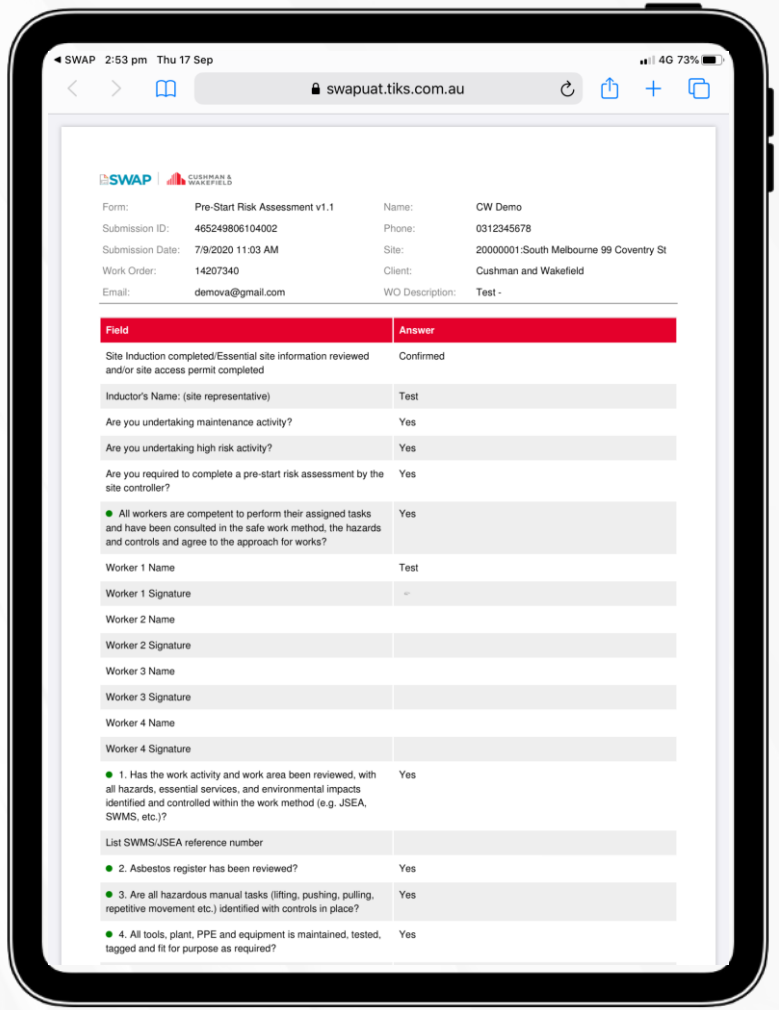


Mobile Application

Techs Application – View PRA / Permit Forms

Technicians can now access all the PRAs and Permits they have submitted via the app.

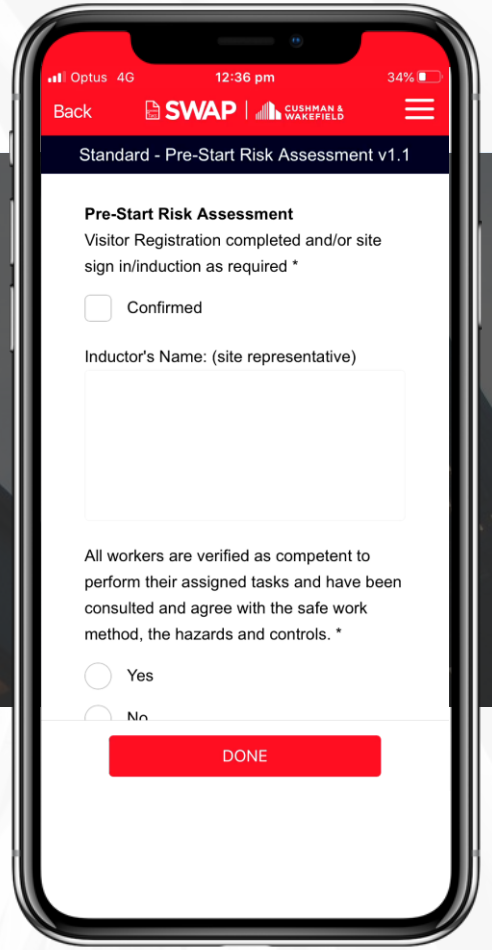




Mobile Application

PRA Video

Here is video of how quick and easy it is to complete a PRA via the SWAP app.



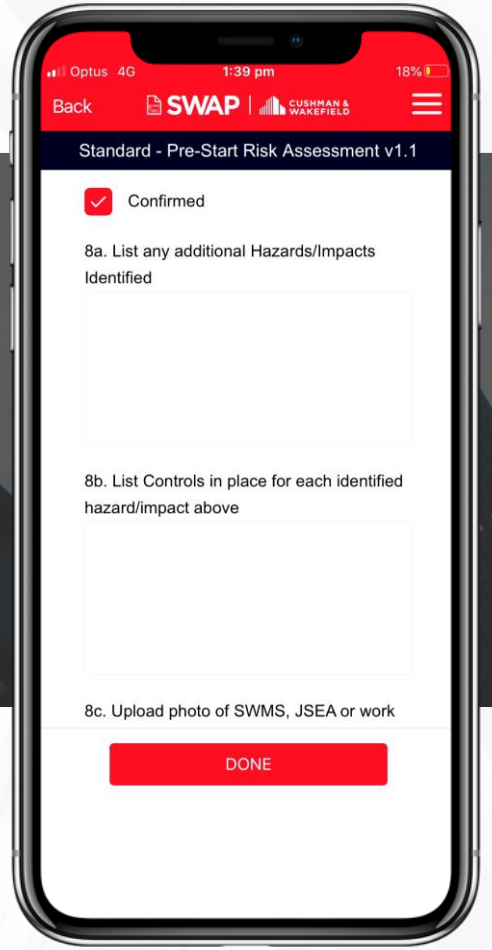
Mobile Application

Permit Video

There are a number of different Permits that a technician can select from depending on the Works they are conducting.

There are options to have a hold point so a FM has to approve the Permit and an option to have an onsite presentive sign.

Please see the Video to watch how easy Permits are to do through the SWAP Application.

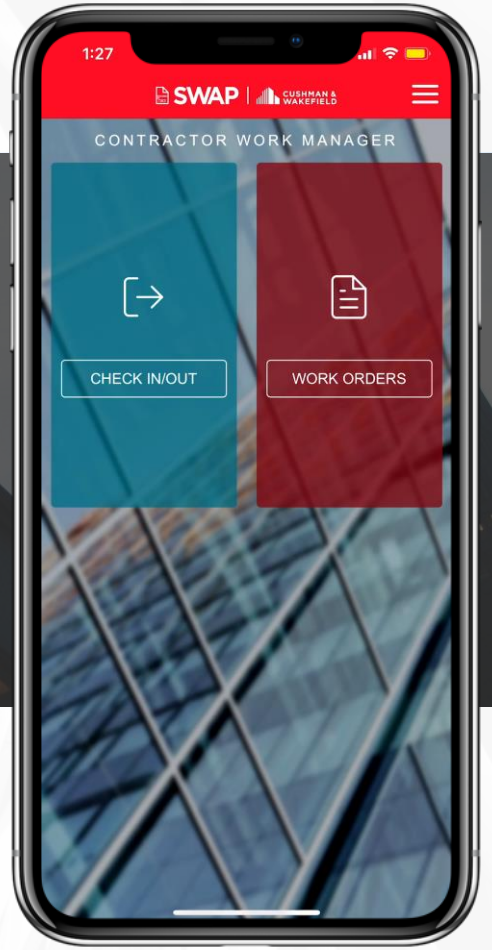


Mobile Application

Bulk PRA Video

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.

Here is video of how quick and easy it is to complete a Bulk PRA via the SWAP app.

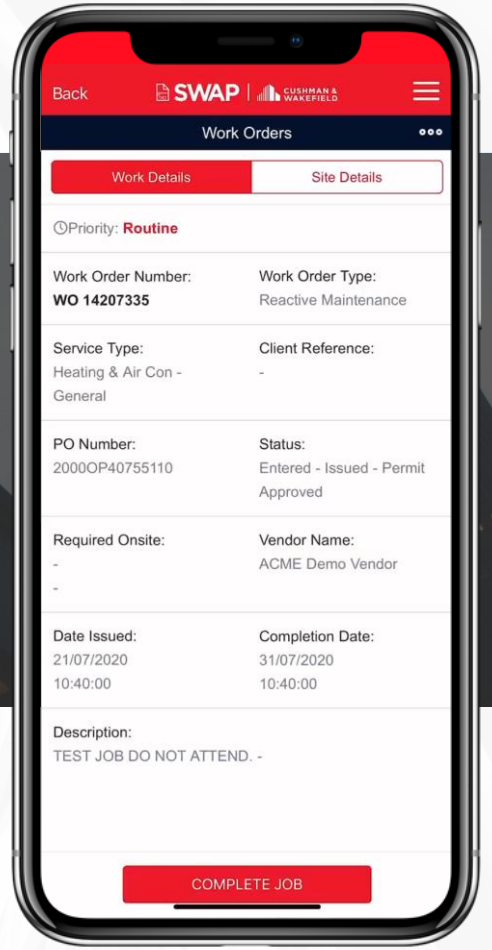


Mobile Application

Work Order Completion

Here is video of a job being completed in SWAP.

Note: Corrective Works, Hazard Identified or Further Works Required are not mandatory fields so only check these boxes if it applies to the work order.



SWAP Presentation

Application Overview / Recap

1. Vendors commence and close all Work Orders in SWAP Application – no longer required to call the Customer Experience Centre
2. Real time data are sent back to JDE. Data is visible in the Supplier Admin Portals.
3. Ability to view a vendors / technicians competencies.
4. Essential Site Information can be read prior to arrival at site so subcontractors are prepared.
5. Ability to resubmit pre-start risk assessments when circumstances change.
6. Ability to track Permits to Work against each work order
7. Further works recommended – technicians are able to advise if further works are required to be carried out on the work order, including attaching photos.
8. Supplier Admins are not able to assign work orders to disqualified technicians
9. Vendor can bulk assign a work order or assign to multiple technicians .

SWAP Next Steps

What's Next?

1. Start SWAP implementation within your company. Make sure all your Vendor Admins and Technicians are registered and ready to use SWAP.

2. Follow up communications will be sent via the App Support Team to highlight progress for your company.

3. Follow up meetings will be arranged to discuss any concerns or queries you may have after trialing SWAP within your company.

4. Additional training can be organised if required. We can deep dive into specific areas or provide an overview training depending on your requirements

5. SWAP uptake increase is expected on suppliers.

Contact Information

If you are having issues using the SWAP Portal or App, go to the SWAP Vendor Engagement Portal to check the FAQ section to see if your query can be resolved.

If your query cannot be found, please contact:
Email: AU.Application.support@cushwake.com. For technical enquiries please call 1300 149 286 (Press Option 1)

About Cushman & Wakefield

Cushman & Wakefield (NYSE: CWK) is a leading global real estate services firm that delivers exceptional value for real estate occupiers and owners. Cushman & Wakefield is among the largest real estate services firms with approximately 53,000 employees in 400 offices and 60 countries. In 2019, the firm had revenue of $8.8 billion across core services of property, facilities and project management, leasing, capital markets, valuation and other services. To learn more, visit www.cushmanwakefield.com or follow @CushWake on Twitter.

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