



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 a work order in SWAP
- Portal Capabilities
- Roles and responsibilities of a Vendor Administrator (VA)
- Roles and responsibilities of a Technician (Tech)
- Pre-start Risk Assessments & Permits
- Closing out a Work Order (WO)
- Recap and What's Next
- Questions

# 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 the old 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

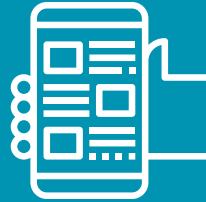
What does SWAP do?



Vendor Admin receives and allocates the job.



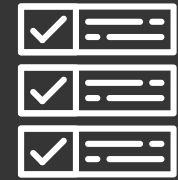
The tech receive the job & check into the site via the app.



The tech conducts PRA via the app.



The tech completes the works.



The tech closes out the job via the app.

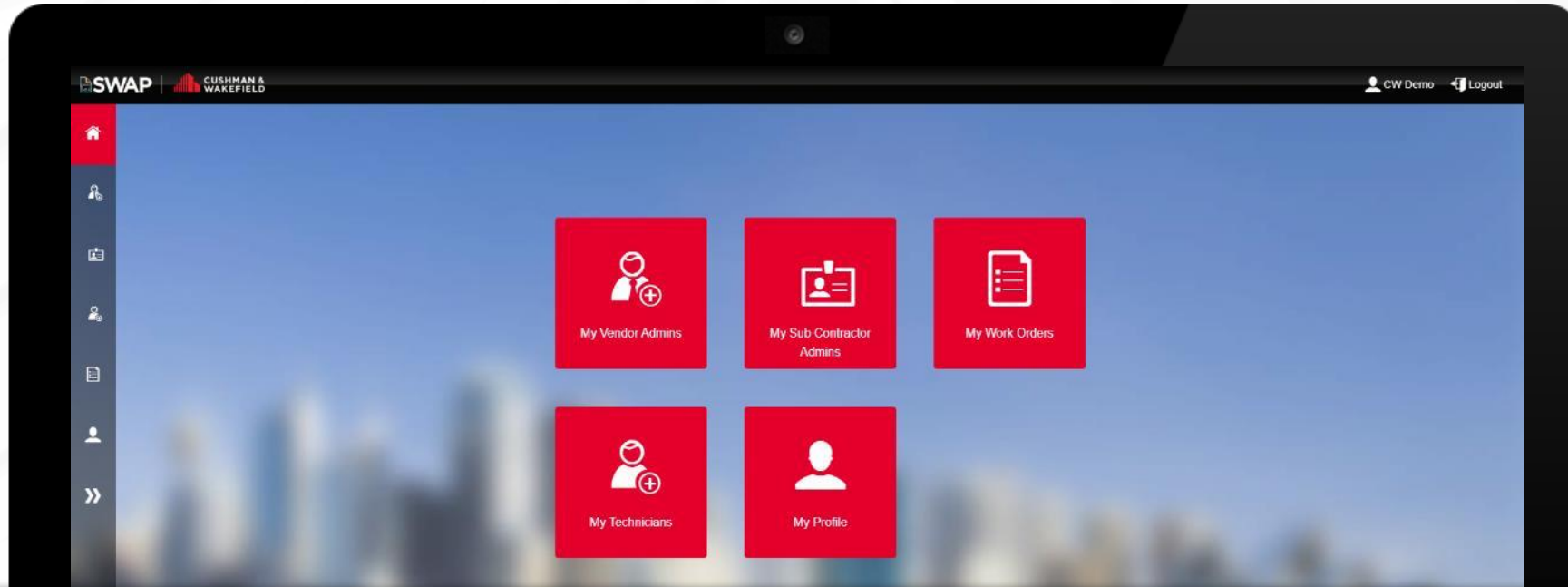
# Safe Work Assurance Platform

Technician SWAP App – Reactive Maintenance & Planned Preventative Maintenance



# 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

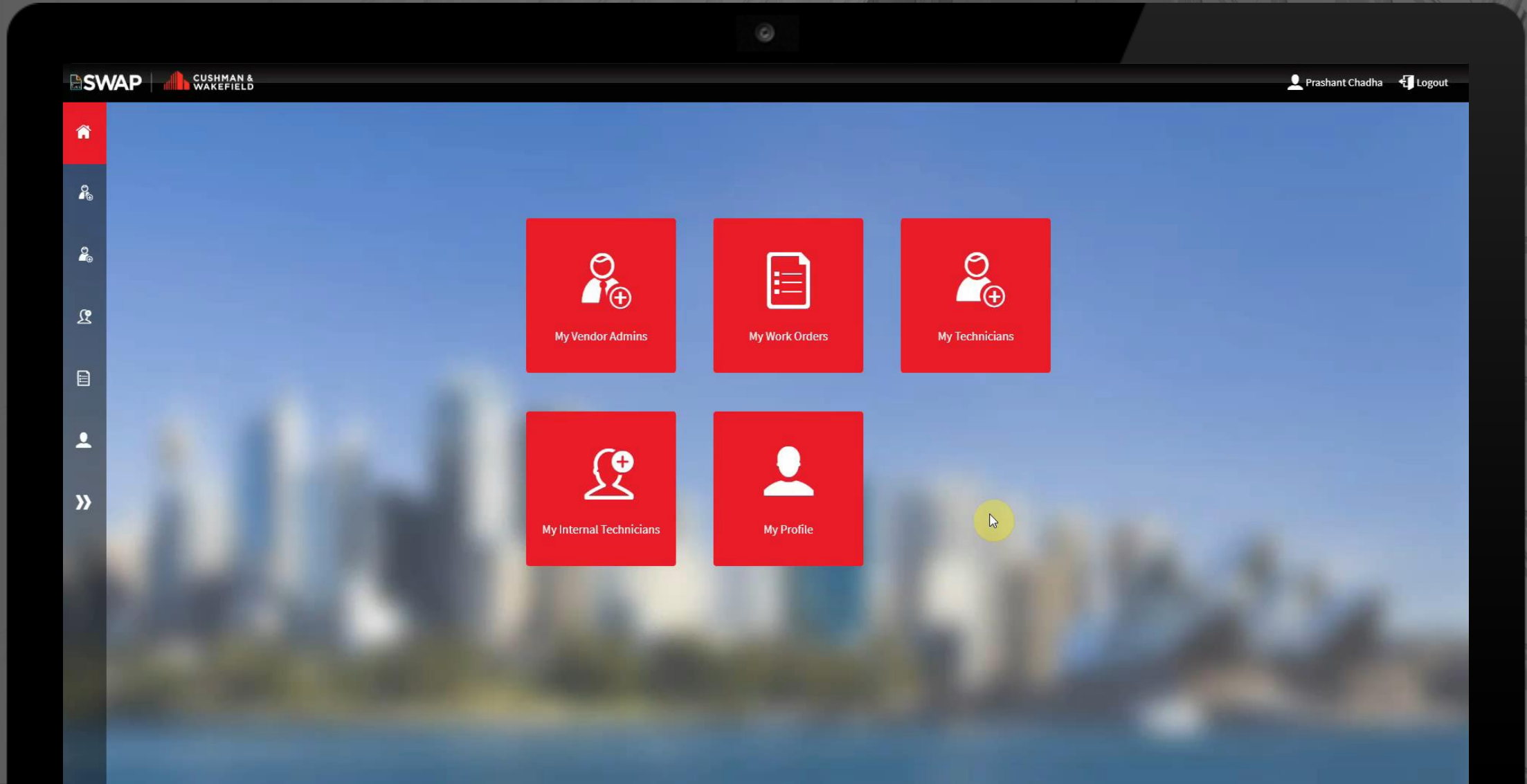
5

Edit your profile details



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

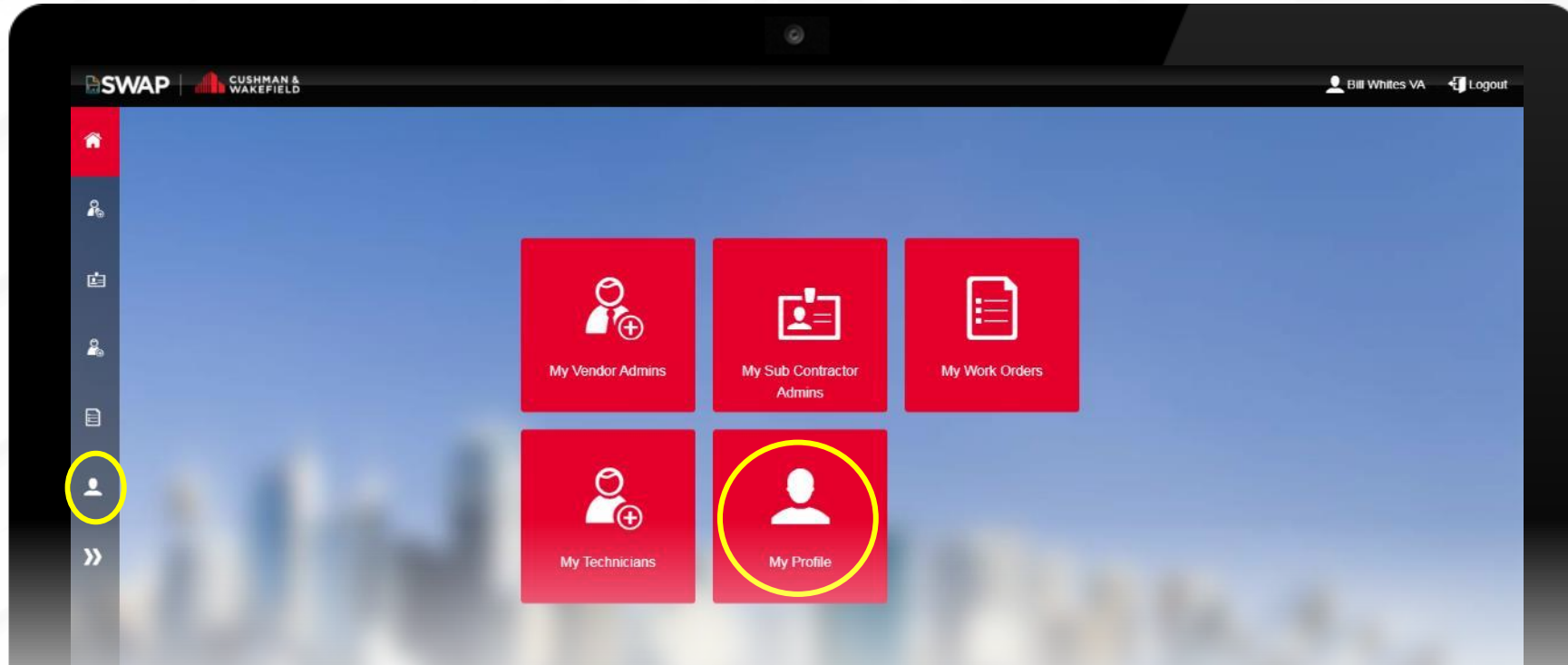
Note: If you are viewing this as a PDF, a link to the video can be found [here](#)





# Portal Capabilities

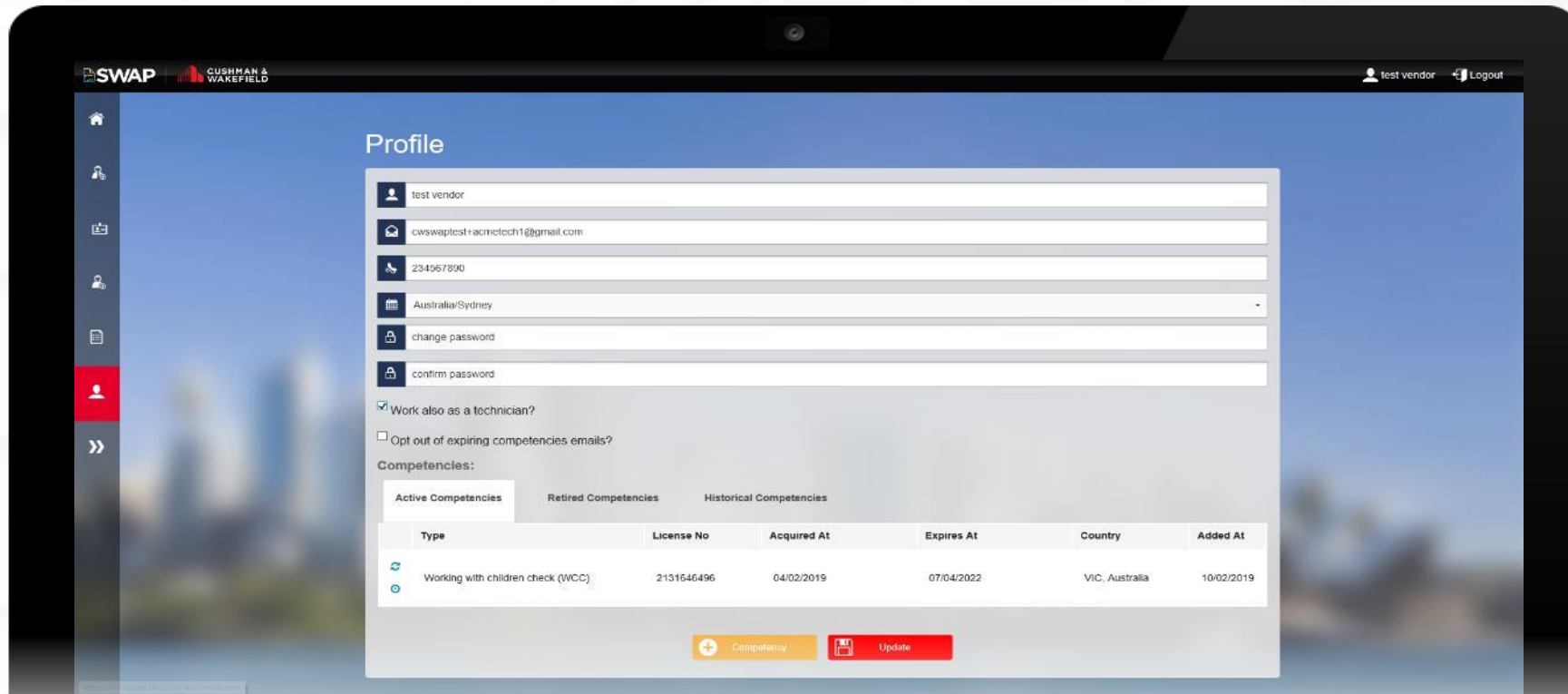
Vendor Admin Also Working As Technician





# 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.

The screenshot displays the 'Work Order' management interface. At the top, there is a 'Select Action' dropdown and a 'Submit' button. On the right, there are buttons for 'CSV' and 'Filter Results', along with a 'Results: 10' indicator. The main content is a table with the following columns: Date Created, WO Number, Client, Location, Location Address, Location State, Wo Type (RM/PM), Vendor Branch, Site Contact Name, Site Contact Phone Number, and Description. Three work orders are listed in the table.

<input type="checkbox"/>	Date Created	WO Number	Client	Location	Location Address	Location State	Wo Type (RM/PM)	Vendor Branch	Site Contact Name	Site Contact Phone Number	Description
<input type="checkbox"/>	30/06/2020 07:30:00	14207261	Cushman and Wakefield	South Melbourne 99 Coventry St	99 Coventry St	VIC South Melbourne, 3205	Reactive Maintenance	ACME Demo Vendor	Samantha Wedlock		Testing, Please attend to repair ACG. Do not action.
<input type="checkbox"/>	30/06/2020 06:28:00	14207279	Cushman and Wakefield	South Melbourne 99 Coventry St	99 Coventry St	VIC South Melbourne, 3205	Reactive Maintenance	ACME Demo Vendor	Samantha Wedlock		Test, Broken Pipe, Do not action.
<input type="checkbox"/>	12/10/2017 00:00:00	8648916	Cushman and Wakefield	South Melbourne 99 Coventry St	99 Coventry St	VIC South Melbourne, 3205	Reactive Maintenance	ACME Demo Vendor	Tijen Eski	0437 972 055	TEST #2 - 12/10/2017

# Vendor Admin

Viewing the Work order



### Details

<b>Work order Number:</b> 14207415	<b>Client:</b> Cushman and Wakefield	<b>Site Name:</b> South Melbourne 99 Coventry St
<b>Priority:</b> <span style="color: red;">Urgent</span>	<b>Service Type:</b> Heating & Air Con - General	<b>Address:</b> 99 Coventry St
<b>Status:</b>	<b>Work Order Type:</b> Reactive Maintenance	<b>City/Postcode:</b> South Melbourne, 3205
<b>Entered - Issued:</b>	<b>Client Ref:</b> -	<b>GPS Coordinates:</b> -
<b>Region:</b> -		<b>Client Site Id:</b> -
<b>Issue Description:</b> Test 1. -		<b>Vendor:</b> ACME Demo Vendor
<b>Required Onsite:</b> -		<b>Vendor Branch:</b> ACME Demo Vendor
<b>Expected Rectification:</b> 05/08/2020 13:48:00		
<b>Extended to:</b> -		
<b>PO Number:</b> -	<b>PO Amount:</b> -	
<b>Site Contact:</b> Samantha Wedlock	<b>Site Contact Number:</b> -	

Select Action

---

#### Work Order

No Assigned Technicians

#### Technician Details

#### PRA & Permits

Form Title	Submitted At	Form Type
No PRA or Permit		

#### PRA Approve/Declined

No PRA Records currently

#### Change History

User	Date Time	Activity
No Activity		

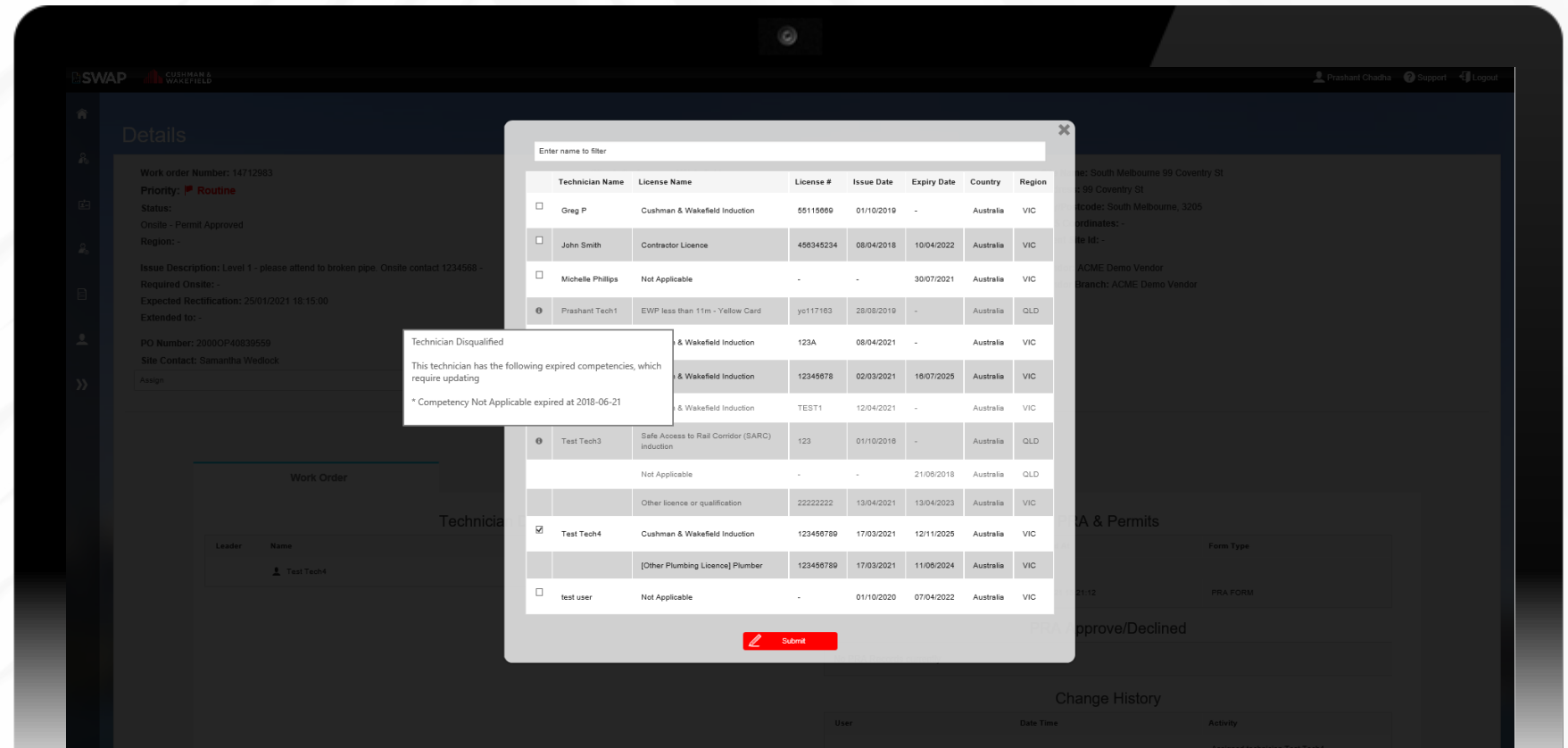
# Portal Capabilities

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.





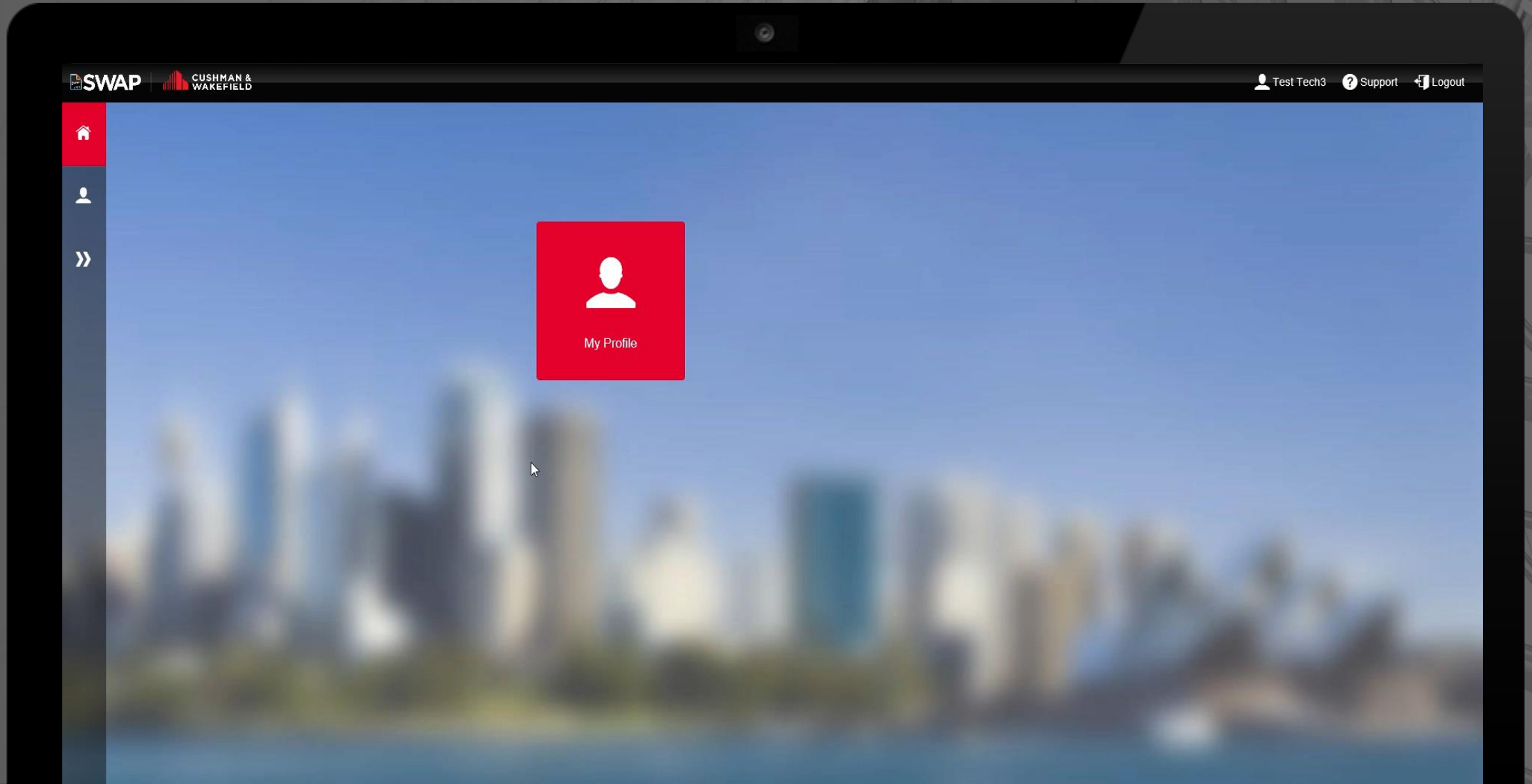


The following video will show a Vendor Admin conducting a Bulk Closure

Note: If you are viewing this as a PDF, a link to the video can be found [here](#)

The screenshot displays the SWAP user interface. At the top left, the SWAP logo and Cushman & Wakefield logo are visible. The top right corner shows the user's name, Prashant Chadha, along with Support and Logout options. A vertical sidebar on the left contains navigation icons for Home, Users, Calendar, Profile, and a double arrow icon. The main content area features five red buttons with white icons and text: 'My Vendor Admins' (with a person and plus icon), 'My Sub Contractor Admins' (with a person and document icon), 'My Work Orders' (with a document icon), 'My Technicians' (with a person and plus icon), and 'My Profile' (with a person icon).

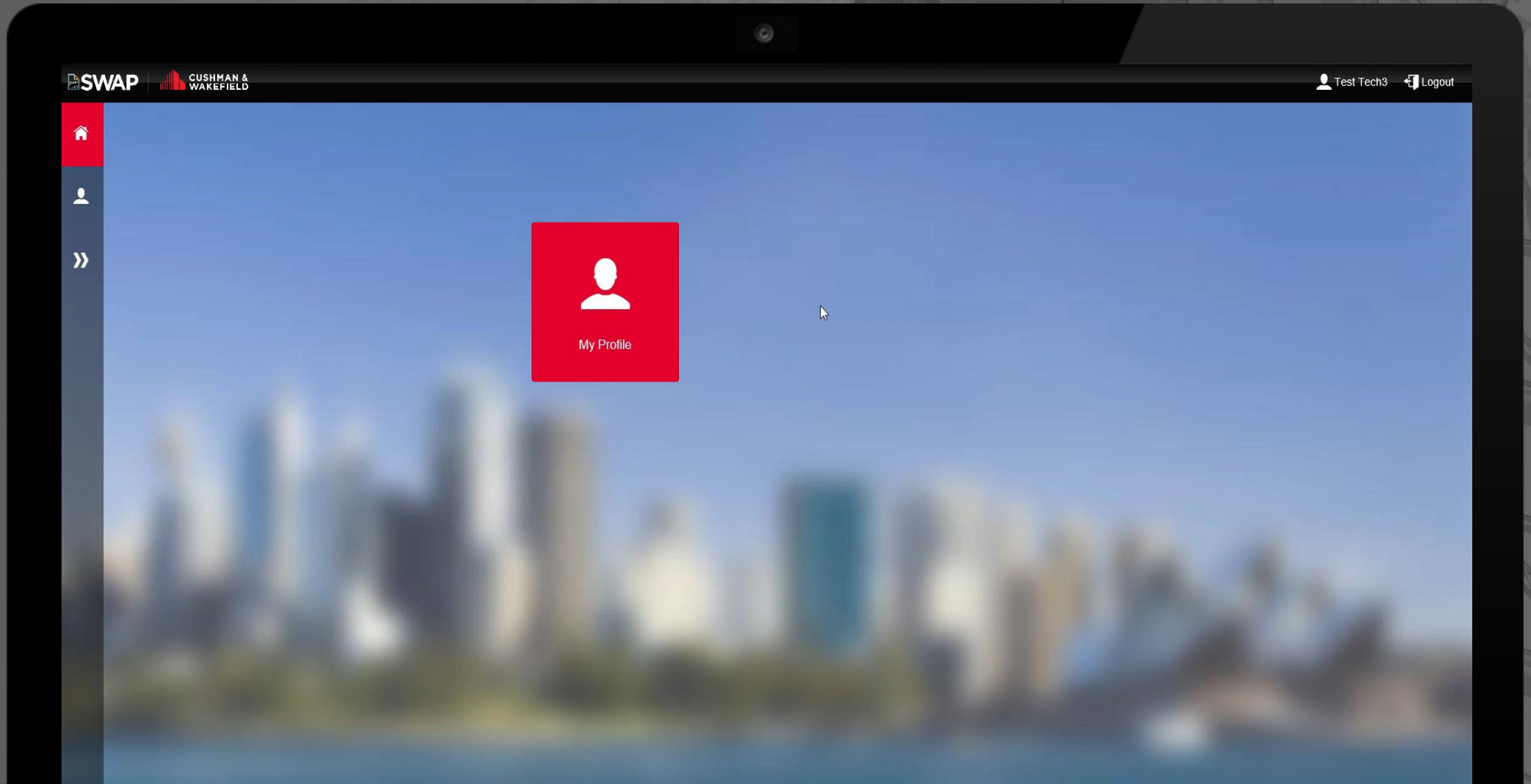
 **The following video will show a Technician Renewing a Competency**  
Note: If you are viewing this as a PDF, a link to the video can be found [Here](#)





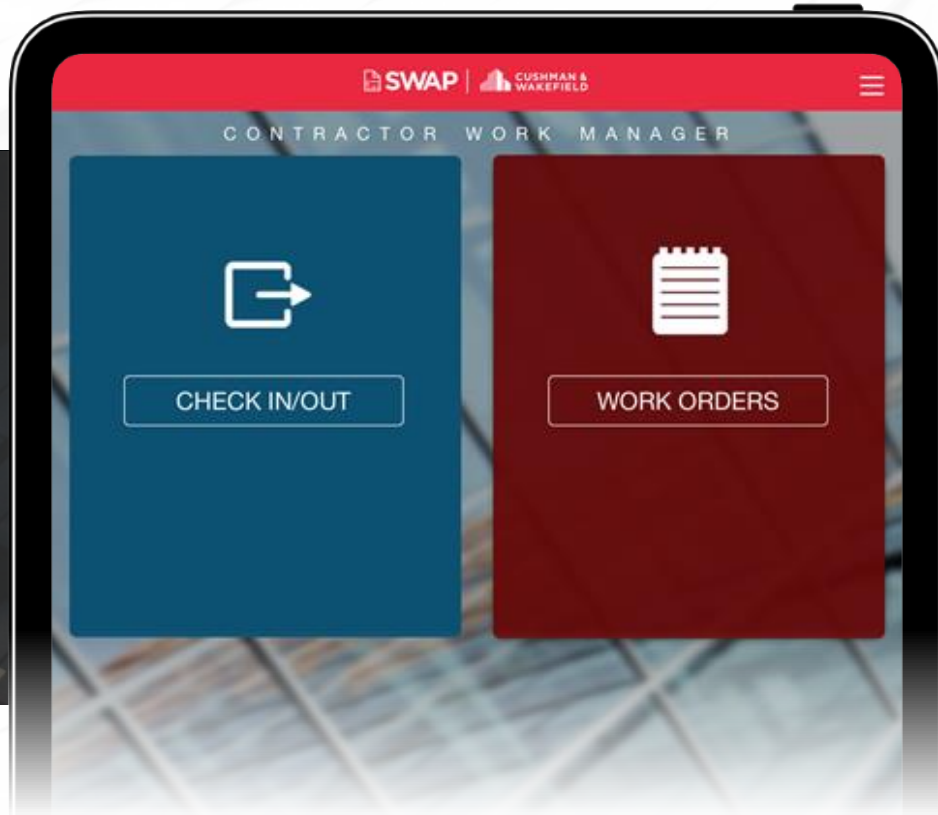
The following video will show a Technician Retiring a Competency

Note: If you are viewing this as a PDF, a link to the video can be found [Here](#)



# 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.

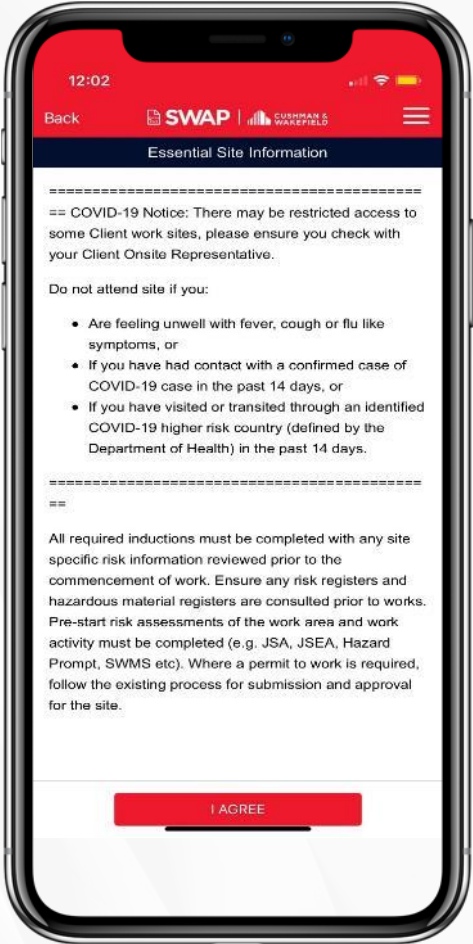
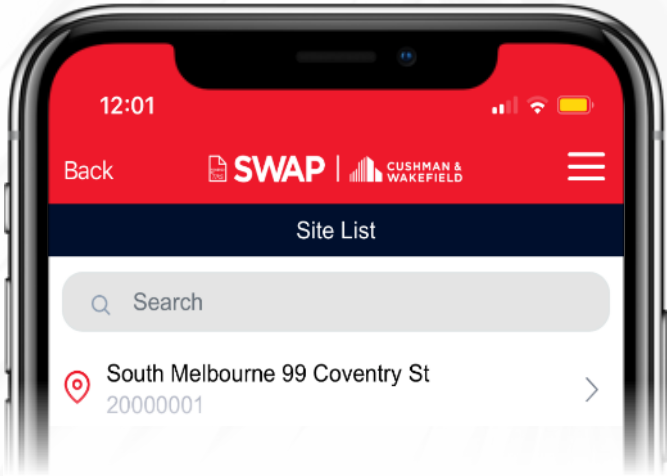
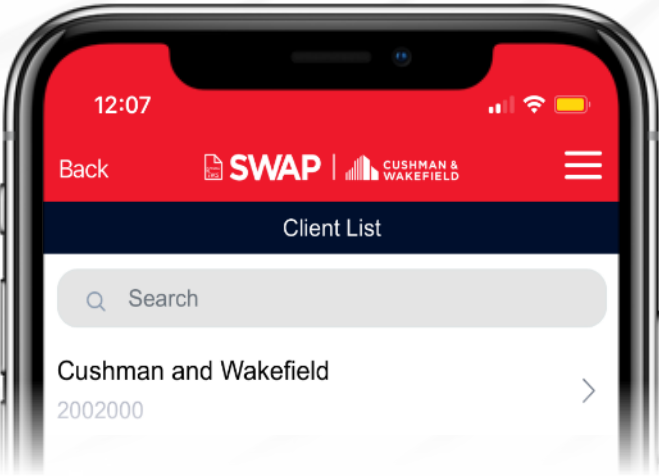


# Mobile Application

Techs Application – Check In/Out Tile

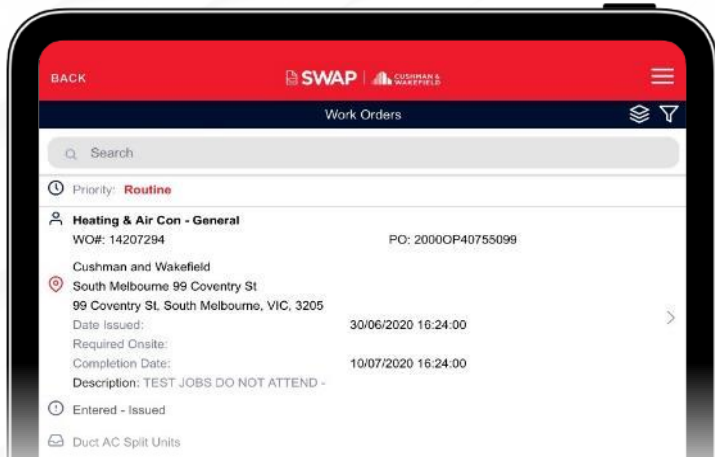


**ESI:** Essential Site Information specific to the account will appear for review prior to the tech attending site. Techs are required to review and agree.



# Mobile Application

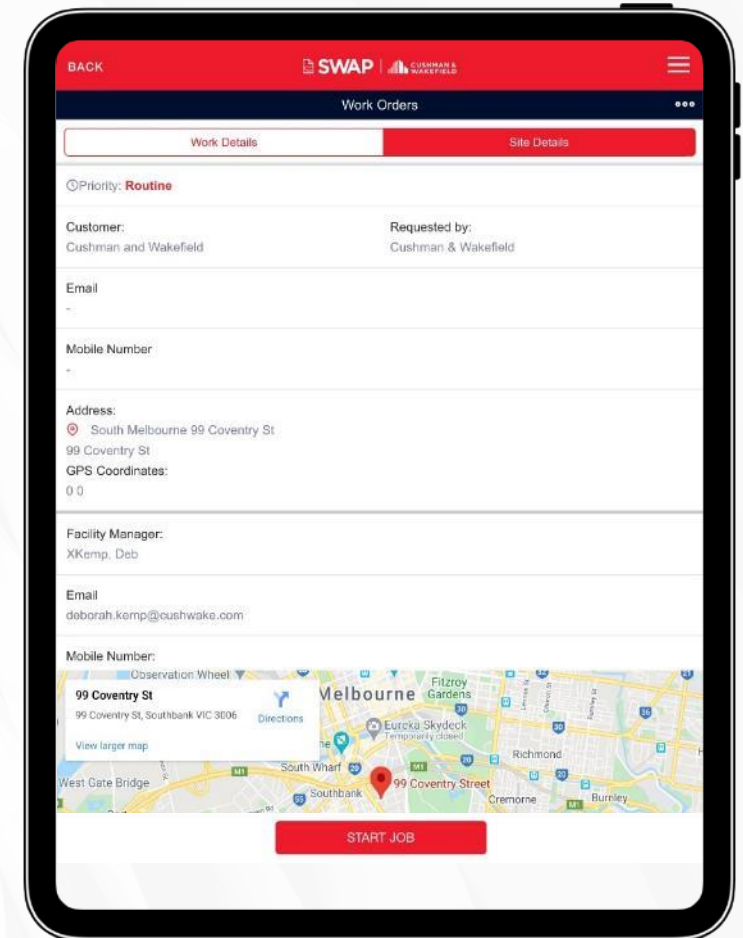
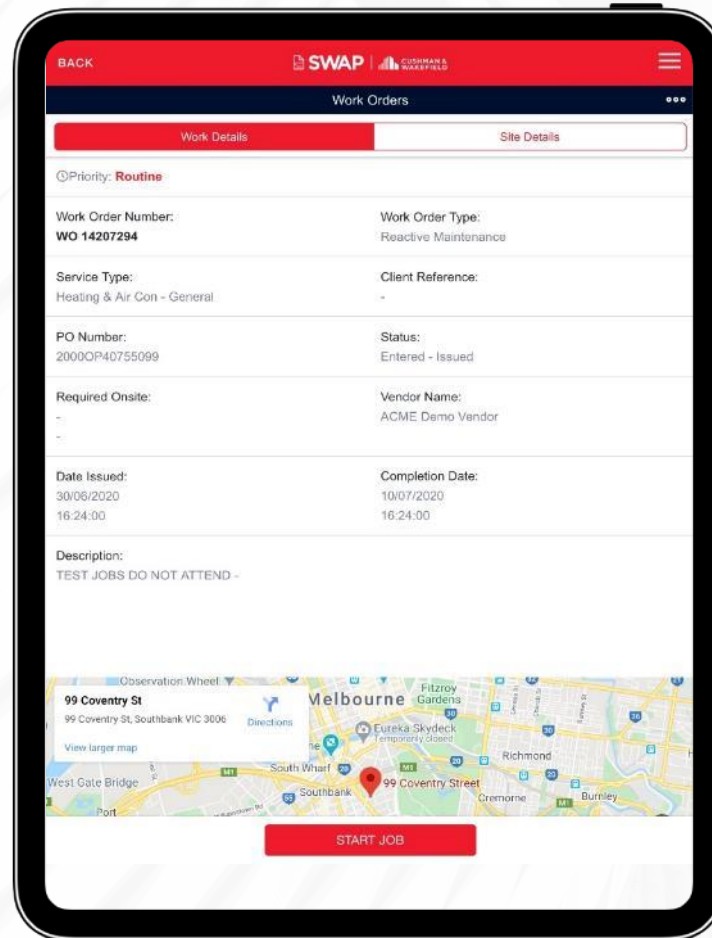
Technician Application – Work Order Summary/Detail screens



This Option provides the technician with a list of filterable fields to help narrow down their work order list.



This Option allows for a bulk-PRA to be submitted, allowing the technician to submit a singular PRA form against multiple PPM work orders raised to the same client & location




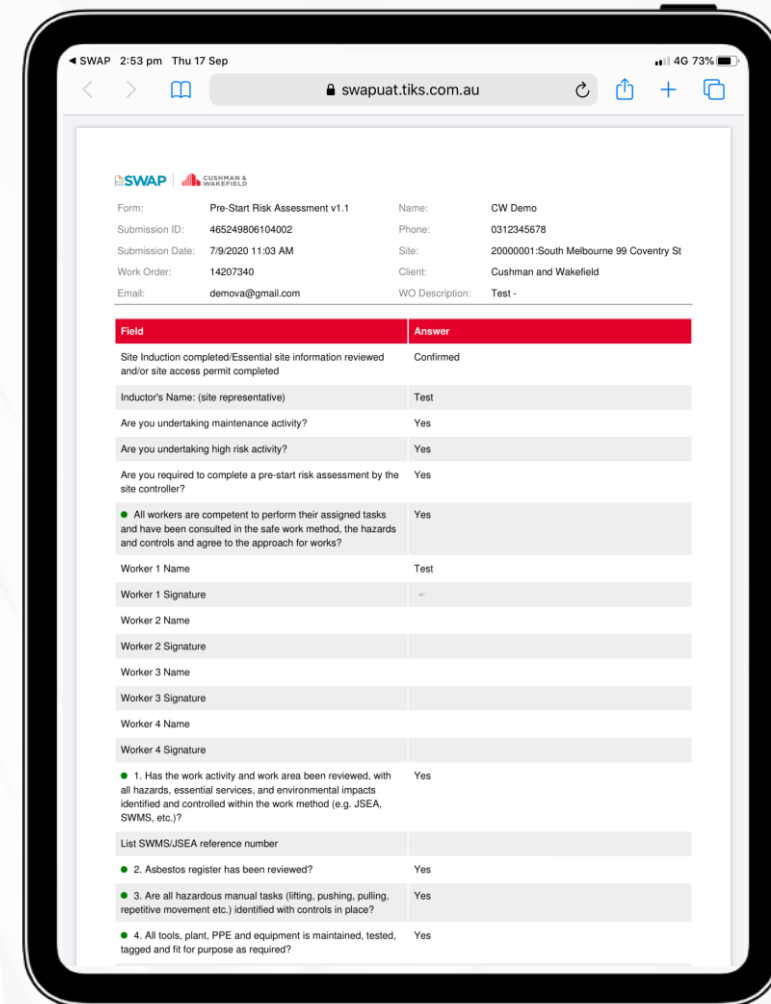
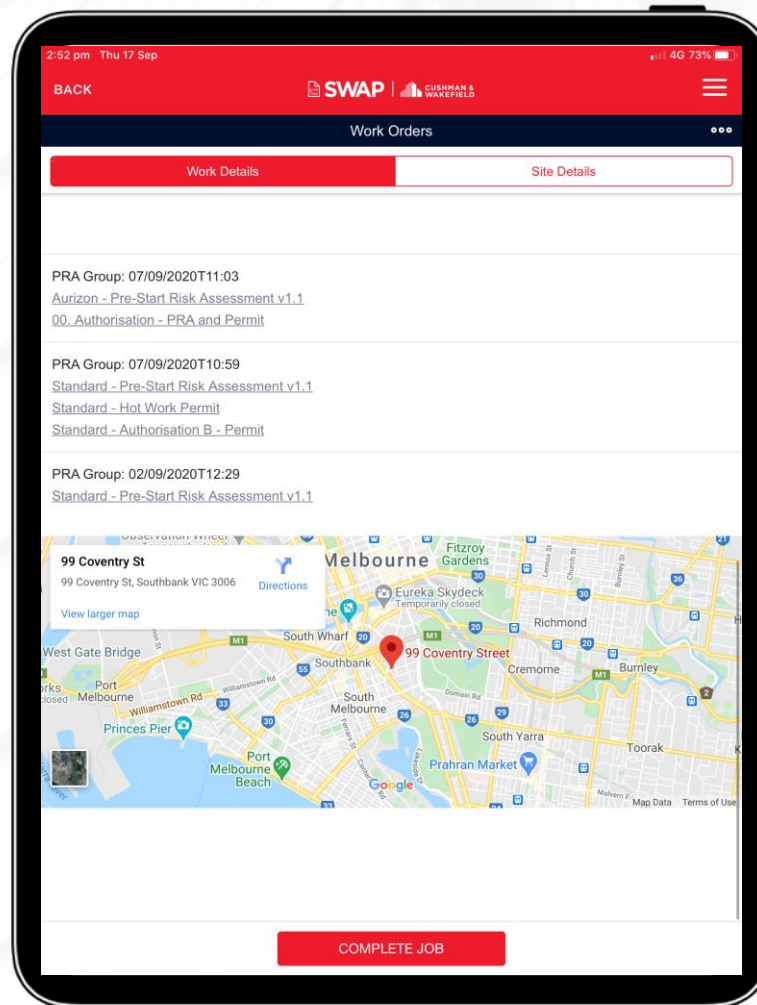
# Mobile Application

Techs Application – Viewing submitted PRA & Permit Forms



Technicians can now access a PDF copy of any PRAs and Permits they have submitted via the app.

If the technician is required to check out of site, or to resubmit a PRA/Permit, they can do so via the  menu





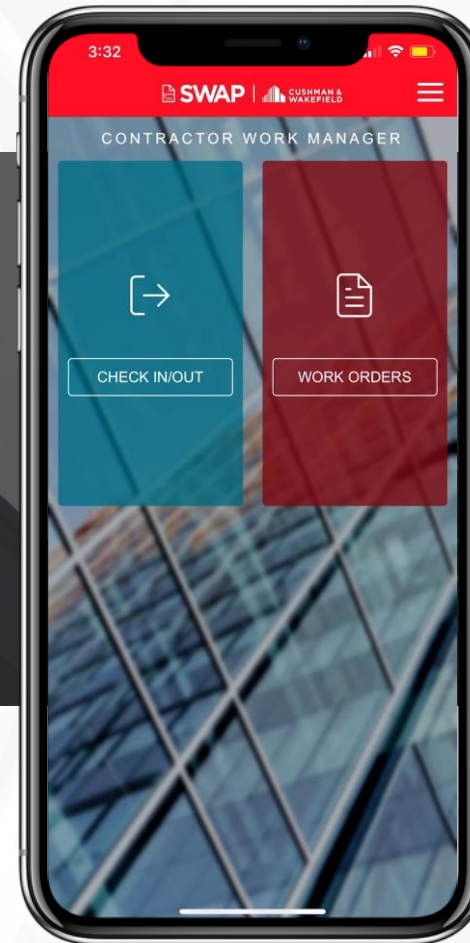
# Mobile Application

PRA Video



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

Note: If you are viewing this as a PDF, a link to the video can be found [Here](#)





# Mobile Application

Permit Video

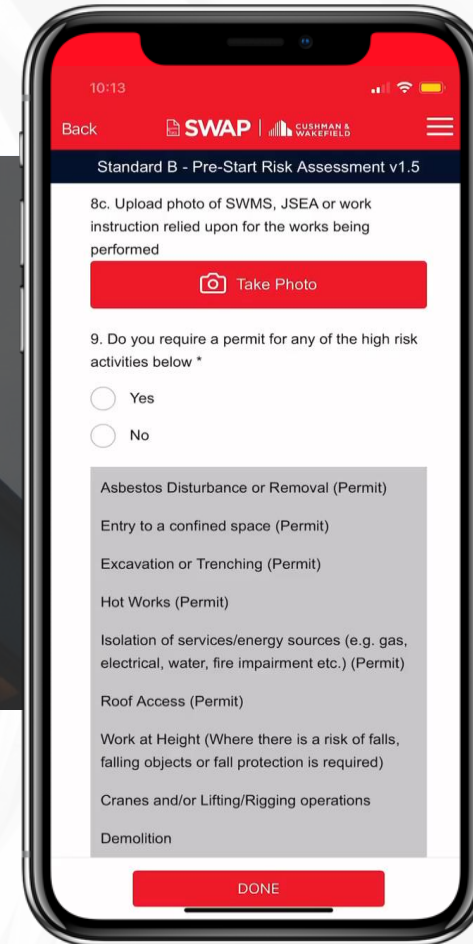
There are a number of different Permits that a technician can select from depending on the Works they are conducting.

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.

Note: If you are viewing this as a PDF, a link to the video can be found [Here](#)



# Mobile Application

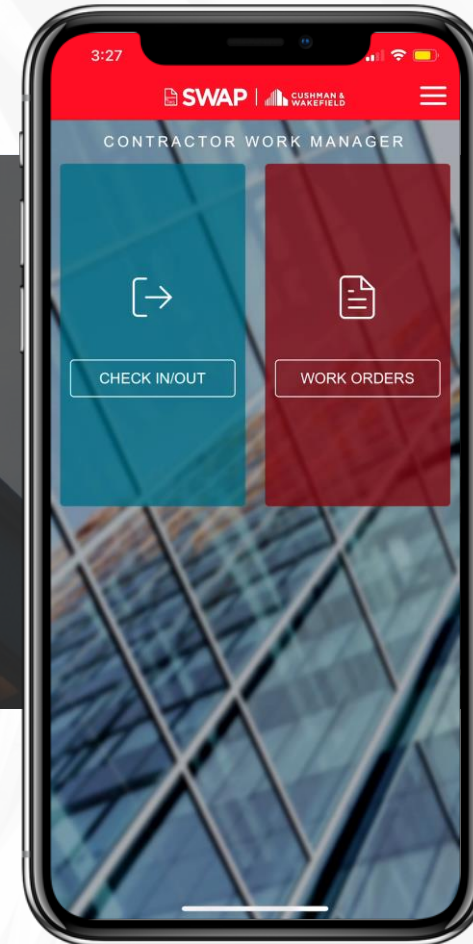
Bulk PRA Video



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.  
Note: If you are viewing this as a PDF, a link to the video can be found [Here](#)





# Mobile Application

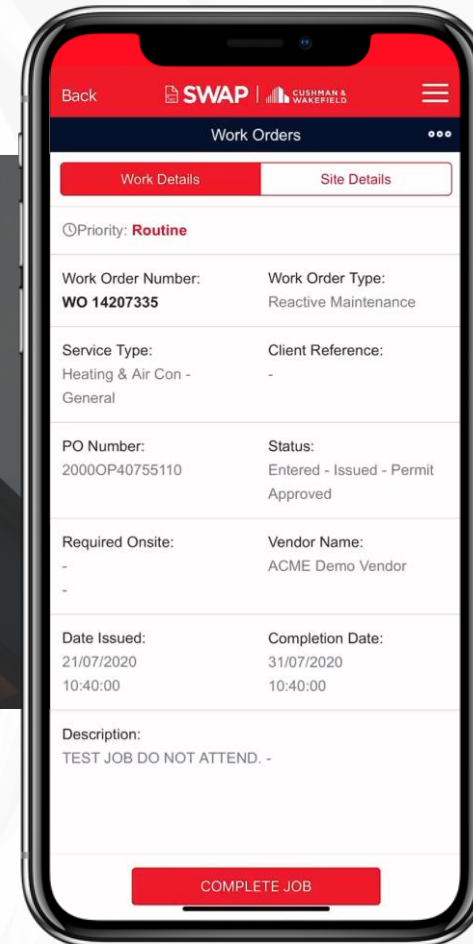
Work Order Completion



## Here is video of a job being completed in SWAP.

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

Note: If you are viewing this as a PDF, a link to the video can be found [Here](#)





# 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

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 via the WO Summary screen

## 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](mailto: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](http://www.cushmanwakefield.com) or follow @CushWake on Twitter.

[www.cushmanwakefield.au](http://www.cushmanwakefield.au)

