

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





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 i.e, 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 are 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

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Vendor Admin





View and invite more Vendor Administrators – great for state based or regional companies

2 View, invite and monitor registration of technicians, workers and subcontractors

View and manage work orders which appear in real time from JDE

3

4

Assign work orders to SWAP-registered technicians, workers, and subcontractors



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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



Vendor Admin Also Working As Technician





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Vendor Admin Also Working As Technician



•	Profile						
	TIOME						
	test vendor						
	cwswaptest+acmetech1@gma	il.com					
	234567890						
	Australia/Sydney						
	Change password						
	Confirm password						
	Work also as a technician?						
	Opt out of expiring competenci	es emails?					
	Competencies:						
	Active Competencies R	etired Competencies Histori	cal Competencies				
No. of Concession, Name	Туре	License No	Acquired At	Expires At	Country	Added At	
	Working with children check	(WCC) 2131646496	04/02/2019	07/04/2022	VIC, Australia	10/02/2019	
		•	ompetency	Update			
		_			_		

Work Order Management



â Work Order Filter Results 2 🖉 Submit Select Action Location Wo Type Vendo Site Contact Site Contact Phone Date Created Location State Description Client Location 白 Address (RM/PM) Branch Name Number 30/06/2020 ACME I South Melbo Reactive 14207281 Testing, Please attend to repair ACG. Do not action. 07:30:00 Coventry St Melbourne Maintenanc 3205 30/06/2020 Cushman and South Melbourne 9 99 Coventi South Reactive ACME Demo Samantha 14207279 Test, Broken Pipe, Do not action. 06:28:00 Wohofield Melbourn Wedlock 3204 12/10/2017 Cushman and South Melbourne South Reactive ACME Dem 0437 972 055 TEST #2 - 12/10/2017 00:00:00 Wakefield Melbourne Maintenand 55 3205

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



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Profit Service Type: T	Details					
Technician Details FRA & Permits No Assigned Technicians Immediate At an and and and and and and and and and	Priority: PUrgent Status: Entered - Issued Region: - Issue Description: Test 1 Required Onsite: - Expected Rectification: 05/08/2020 13.48.00 Extended to: - PO Number: - Site Contact: Samantha Wedlock		Service Type: Healing & Air Con - General Work Order Type: Reactive Maintenance Client Ref: - PO Amount: -		Address: 99 Coventry St City/Postcode: South Melbourne, 320 GPS Coordinates: - Client Site Id: - Vendor: ACME Demo Vendor	6
No Assigned Technicians Form Table Southinitied At Form Tape No PERA or Permit PRA Approve/Declined Change History User User	Work Order	-				
No PRA or Permit PRA or Permit PRA or Permit PRA Approve/Declined No PRA Records currently Change History User Date Time Activity		Technician Details			PRA & Permits	
PRA Approve/Declined No PRA Records currently Change History User Activity	No Assigned Technicians			Form Title	Submitted At	Form Type
No PRA Records currently Change History User Date Time Activity				No PRA or Permit		
Change History User Date Time Activity					PRA Approve/Declined	
User Date Time Activity				No PRA Records currently		
					Change History	
No Astriky				User	Date Time	Activity
				No Activity		

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Work Order Management

SWAP

Manage work orders

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

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											3	×		
			Ent	ler name to filter								ne: South Melbourne 99 Coventr		
Priority: 🏴				Technician Name	License	Name	License #	Issue Date	Expiry Date	Country	Region	ress: 99 Coventry St		
				Greg P	Cushm:	an & Wakefield Induction	55115009	01/10/2019	-	Australia	VIC	Postcode: South Melbourne, 3205 Coordinates: -		
				John Smith	Contrac	ofor Licence	458345234	08/04/2018	10/04/2022	Australia	VIC	te ld: -		
		nsite contact 1234568 -		Michelle Phillips	Not Apr	niionhio			30/07/2021	Australia	VIC	an ACME Demo Vendor		
											_	or Branch: ACME Demo Vendor		
			0	Prashant Tech1	EWP le	ss than 11m - Yellow Card	yc117163	28/08/2019		Australia	QLD			
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		Technician I			Other li	cence or qualification	22222222	13/04/2021	13/04/2023	Australia	VIC	PA & Permits		
				Test Tech4	Cushm	an & Wakefield Induction	123456789	17/03/2021	12/11/2025	Australia	VIC			
	1 Test Tech4				[Other F	Plumbing Licence] Plumber	123456789	17/03/2021	11/08/2024	Australia	VIC			
				test user	Not App	plicable		01/10/2020	07/04/2022	Australia	VIC	11.21:12		
												Approve/Declined		
						2	Submit							



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 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 <u>Here</u>





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



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.



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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.

Techs Application – Check In/Out Tile

SWAP

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.







SWAP

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

Work Details Site Details BPriority: Routine Work Order Type: Work Order Number: Work Order Type: Reactive Maintenance Reactive Maintenance Service Type: Client Reference: teating & Air Con - General - PO Number: Status: 20000P40755099 Entered - Issued Required Onsite: Vendor Name: ACME Demo Vandor 1007/2020 16:24:00 16:24:00	BACK	SWAP	
Priority: Routine Work Order Number: Work Order Type: NO 14207294 Reactive Maintenance Service Type: Client Reference: -teating & Air Con - General - PO Number: Status: 20000P40755099 Entered - Issued Required Onsite: Vendor Name: ACME: Demo Vendor AcME: Demo Vendor Date Issued: Completion Date: 2006/2020 10/07/2020 16:24:00 16:24:00		Work (Orders ••••
Work Order Number: Work Order Type: Reactive Maintenance Service Type: Heating & Air Con - General PO Number: 2000CP40755099 Entered - Issued Required Onsite: - Date Issued: 30/06/2020 16:24:00 Description:	Work	Details	Site Details
W0 14207294 Reactive Maintenance Service Type: Heating & Air Con - General Client Reference: - PO Numbor: 2000OP40755099 Status: Entered - Issued Required Onsite: - Vendor Name: ACME Demo Vendor Date Issued: 30/06/2020 16:24:00 Completion Date: 10/07/2020 16:24:00	OPriority: Routine		
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Completion Date: Completion Date: 2006/2020 10/07/2020 16:24:00 16:24:00	PO Number:		Status:
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30/08/2020 10/07/2020 16:24:00 16:24:00	54		
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SWAP

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



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	SWAP	l ah	CUSHMAN & WAKEFIELD							
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	Submission	n ID:	46524980	6104002		Phone:	0312345678			
	Submission	n Date:	7/9/2020 1	1:03 AM		Site:	20000001:Sou			ventry St
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	Are you u	ndertakir	ng maintenar	ce activity?		Yes				
	Are you ur	ndertakir	ng high risk a	ctivity?		Yes				
	Are you re site contro		o complete a	pre-start risk a	ssessment by th	e Yes				
	and have	been co	nsulted in the		assigned tasks hod, the hazards orks?	Yes				
	Worker 1	Name				Test				
	Worker 1	Signatur	e							
	Worker 2	Name								
	Worker 2	Signatur	0							
	Worker 3	Name								
	Worker 3	Signatur	e							
	Worker 4	Name								
	Worker 4	Signatur	e							
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				tasks (lifting, p ified with contro	oushing, pulling, ols in place?	Yes				
			nt, PPE and e ourpose as re		aintained, tested	Yes				

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

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Permit Video

SWAP

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.

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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 <u>Here</u>

10:13 . 🗘 🤋	-)
Standard B - Pre-Start Risk Assessment v1.5	
8c. Upload photo of SWMS, JSEA or work instruction relied upon for the works being performed	
Take Photo	
9. Do you require a permit for any of the high risk activities below *	
Yes	
No	
Asbestos Disturbance or Removal (Permit)	
Entry to a confined space (Permit)	
Excavation or Trenching (Permit)	
Hot Works (Permit)	
Isolation of services/energy sources (e.g. gas, electrical, water, fire impairment etc.) (Permit)	
Roof Access (Permit)	
Work at Height (Where there is a risk of falls, falling objects or fall protection is required)	
Cranes and/or Lifting/Rigging operations	
Demolition	
DONE	



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 <u>Here</u>





Work Order Completion

SWAP

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 <u>Here</u>

VVo	rk Orders
Work Details	Site Details
OPriority: Routine	
Work Order Number:	Work Order Type:
WO 14207335	Reactive Maintenance
Service Type:	Client Reference:
Heating & Air Con - General	±
PO Number:	Status:
2000OP40755110	Entered - Issued - Pe
	Approved
Required Onsite:	Vendor Name:
е 6	ACME Demo Vendor
Date Issued:	Completion Date:
21/07/2020	31/07/2020



SWAP Presentation

Application Overview / Recap



Vendors commence and close all Work Orders in SWAP Application – no longer required to call the Customer Experience Centre

2

3

- Real time data are sent back to JDE. Data is visible in the Supplier Admin Portals.
- Ability to view a vendors / technicians competencies.

Essential Site Information can be read prior to arrival at site so subcontractors are prepared.

5

4

Ability to resubmit pre-start risk assessments when circumstances change.

6

8

9

Ability to track Permits to Work

Further works recommended – technicians are able to advise if further works are required to be carried out on the work order, including attaching photos.

- Supplier Admins are not able to assign work orders to disqualified technicians
- 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 <u>SWAP Vendor Engagement Portal</u> to check the FAQ section to see if your query can be resolved.

If your query cannot be found, please contact: Email: <u>AU.Application.support@cushwake.com</u>. 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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