



CUSHMAN & WAKEFIELD SWAP PRESENTATION

SAFE WORK ASSURANCE PLATFORM

SWAP

Better never settles



OVERVIEW

CONTENTS

- What is SWAP?
- What does SWAP do?
- Life Cycle of a workorder through SWAP
- Portal Capabilities
- Roles and responsibilities of a Vendor Admin & Technician
- Pre-Start Risk Assessments & Permits
- CushWake Capture

Better never settles

WHAT IS SWAP?

SWAP is Cushman & Wakefield's **Web Portal** and **Mobile Application** which **integrates safety** and **asset management standards** to produce a **work order management solution**.

SWAP replaces old paper forms with one all purpose app that allows contractors to



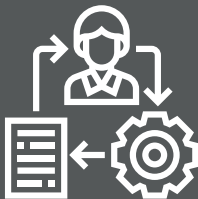
**Receive and
Close Work
Orders**



**Complete Pre-Start
Risk Assessments**



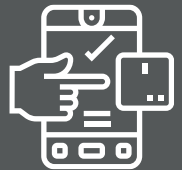
**Request Approval
for Permits to
Work**



**Manage
Qualifications,
Inductions and
Certification
Expiration**

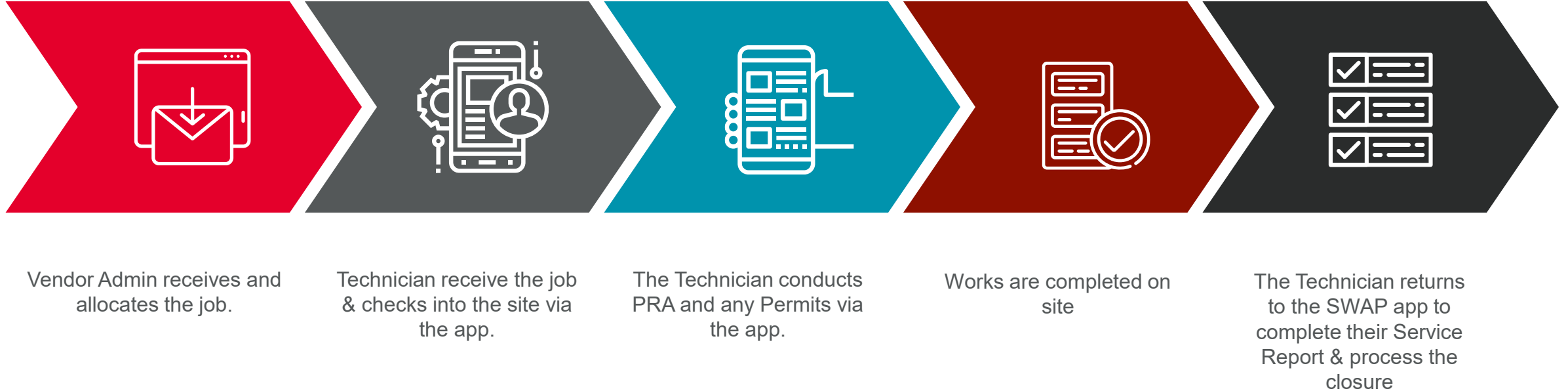


**Assurance that
only Qualified
Technicians
Attend Site**



**Receive Complete
Service Delivery
Commentary**

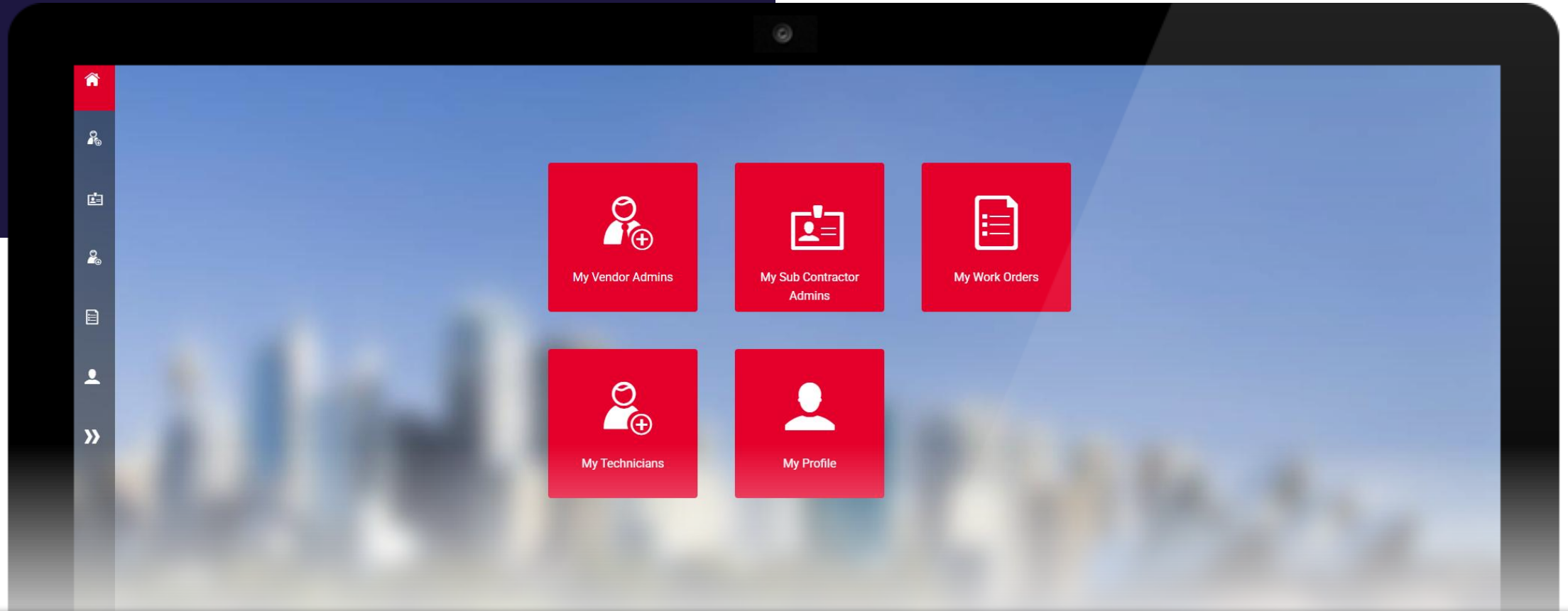
WHAT DOES SWAP DO?



WORK ORDER LIFECYCLE



VENDOR ADMIN PORTAL VIEW



01

Invite & Manage additional Administrators

02

Invite & Manage Sub-Contractors

03

View & Assign all Open work orders which appear in real time from JDE

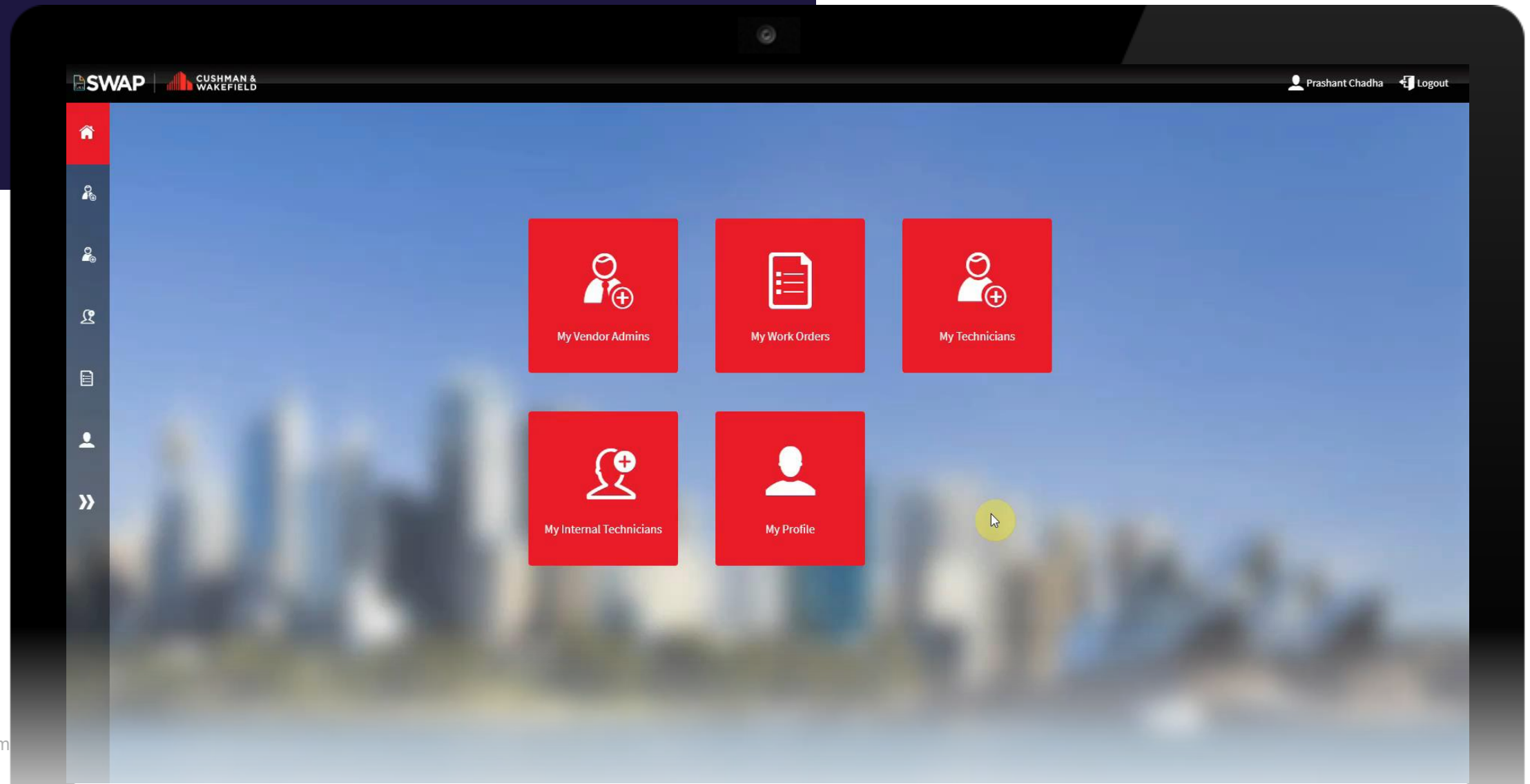
04

Invite & Manage Technicians Competencies

05

Update their profile

TECHNICIAN ONBOARDING PROCESS



WORK ORDER MANAGEMENT

Work Order											
Select Action Submit Results: 10											
☐	Date Created	WO Number	Client	Location	Location Address	Location State	Wo Type (RM/PM)	Vendor Branch	Site Contact Name	Site Contact Phone Number	Description
☐	22/07/2026 02:36:00	20502324	Cushman & Wakefield Pty Ltd	Melbourne 385 Bourke St,	385 Bourke St	VIC Melbourne, 3000	Reactive Maintenance	ACME DEMO ONLY VENDOR	Michelle Phillips		This is a test - please ignore.
☐	15/07/2026 16:03:00	20482802	Cushman & Wakefield Pty Ltd	Melbourne 385 Bourke St,	385 Bourke St	VIC Melbourne, 3000	Reactive Maintenance	ACME DEMO ONLY VENDOR	michelle phillips	9697 5091	this is a test
☐	15/07/2026 15:12:00	20482685	Cushman & Wakefield Pty Ltd	Melbourne 385 Bourke St,	385 Bourke St	VIC Melbourne, 3000	Reactive Maintenance	ACME DEMO ONLY VENDOR	Michelle Phillips	9697 5091	This is a test. Please ignore
☐	13/07/2026 15:43:00	20478134	Cushman & Wakefield Pty Ltd	Melbourne 385 Bourke St,	385 Bourke St	VIC Melbourne, 3000	Reactive Maintenance	ACME DEMO ONLY VENDOR	Michelle Phillips	0407941120	This is another test
☐	08/07/2026		Cushman &	Melbourne 385		VIC	Reactive	ACME DEMO	Peter		

01

Work order details appear in SWAP in real time

02

Vendors can bulk assign work orders

03

Users can CSV an export of all filtered work orders

04

Selecting a work order number will load the details page

WORK ORDER DETAILS

Work order Number: 20463953

Priority:  Non Urgent

Status:

Onsite - Permit Approved

Region: -

Issue Description: this is a test - it is very cold here

Required Onsite: -

Expected Rectification: 08/07/2026 11:04:00

Extended to: -

PO Number: 20000P42001328

Site Contact: Michelle Phillips

Select Action

Client: Cushman & Wakefield Pty Ltd

Service Type: Heating, Ventilation & Cooling

Work Order Type: Reactive Maintenance

Client Ref:

Site Name: Melbourne 385 Bourke St

Address: 385 Bourke St

City/Postcode: Melbourne, 3000

GPS Coordinates: -

Client Site Id: -

Vendor: ACME DEMO ONLY VENDOR

Vendor Branch: ACME DEMO ONLY VENDOR

PO Amount: \$500

Site Contact Number: 0407941120

Work Order

Technician Details

Leader	Name	Phone	
	 Michelle Phillips	0411115752	

PRA & Permits

Form Title	Submitted At	Form Type
PRA Group: 08/07/2026 14:47		
20463953 :Pre-Start Risk Assessment v1.7	08/07/2026 14:47	PRA FORM
20463953 :Service Report Open Form v1.0	08/07/2026 14:47	PERMIT FORM

PRA Approve/Declined

No PRA Records currently

TECHNICIAN ASSIGNMENT

AP CUSHMAN & WAKEFIELD

Prashant Chadha Support

Details

Work order Number: 14712983

Priority: 🔴 Routine

Status:

Onsite - Permit Approved

Region: -

Issue Description: Level 1 - please attend to broken pipe. Onsite contact 1234568 -

Required Onsite: -

Expected Rectification: 25/01/2021 18:15:00

Extended to: -

PO Number: 2000OP40839559

Site Contact: Samantha Wedlock

Assign

Work Order

Leader Name

Test Tech4

Technician

Enter name to filter

	Technician Name	License Name	License #	Issue Date	Expiry Date	Country	Region
☐	Greg P	Cushman & Wakefield Induction	55115669	01/10/2019	-	Australia	VIC
☐	John Smith	Contractor Licence	456345234	08/04/2018	10/04/2022	Australia	VIC
☐	Michelle Phillips	Not Applicable	-	-	30/07/2021	Australia	VIC
☒	Prashant Tech1	EWP less than 11m - Yellow Card	yo117183	28/08/2019	-	Australia	QLD
☒	Test Tech1	Cushman & Wakefield Induction	123A	08/04/2021	-	Australia	VIC
☒	Test Tech2	Cushman & Wakefield Induction	12345678	02/03/2021	16/07/2025	Australia	VIC
☒	Test Tech3	Cushman & Wakefield Induction	TEST1	12/04/2021	-	Australia	VIC
☒	Test Tech3	Safe Access to Rail Corridor (SARC) induction	123	01/10/2016	-	Australia	QLD
☒		Not Applicable	-	-	21/06/2018	Australia	QLD
☒		Other licence or qualification	22222222	13/04/2021	13/04/2023	Australia	VIC
☒	Test Tech4	Cushman & Wakefield Induction	123456789	17/03/2021	12/11/2025	Australia	VIC
☒		[Other Plumbing Licence] Plumber	123456789	17/03/2021	11/08/2024	Australia	VIC
☐	test user	Not Applicable	-	01/10/2020	07/04/2022	Australia	VIC

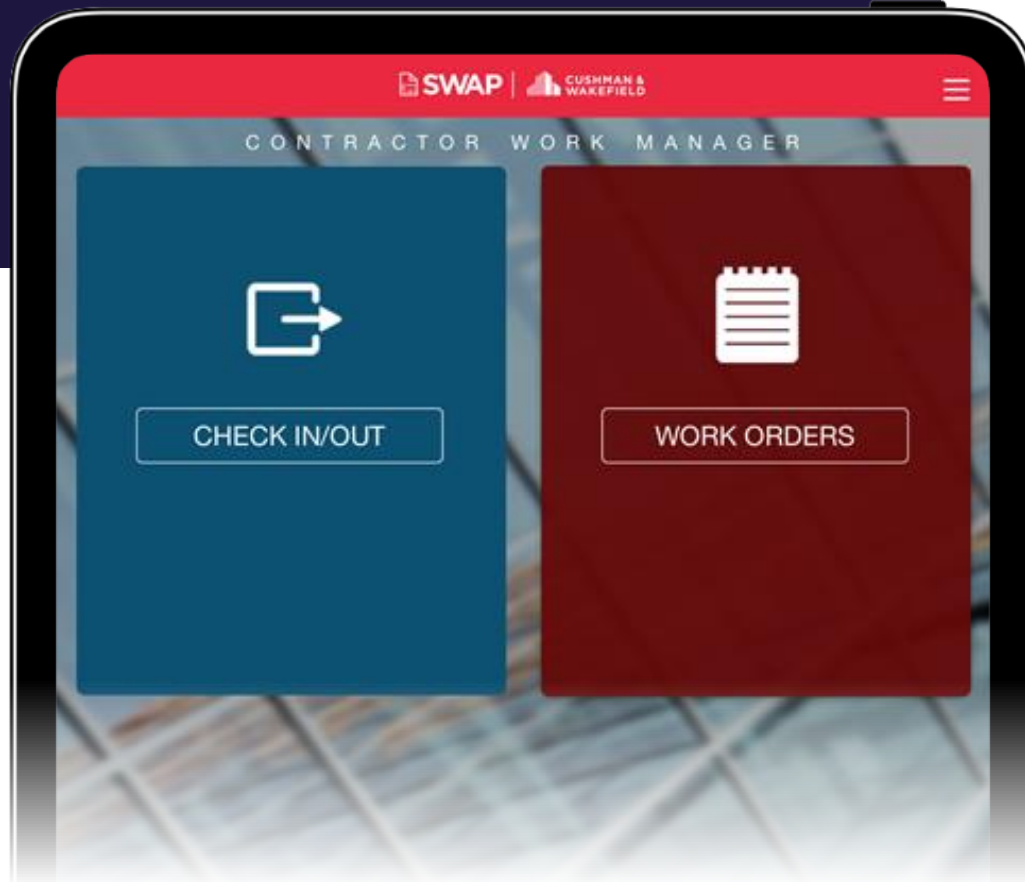
Technician Disqualified

This technician has the following expired competencies, which require updating

* Competency Not Applicable expired at 2018-06-21

Submit

TECHNICIAN MOBILE APPLICATION



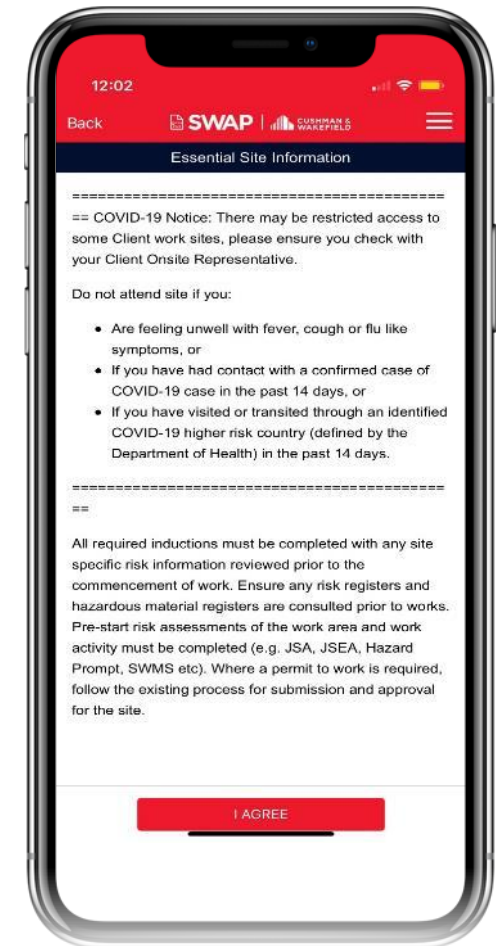
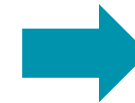
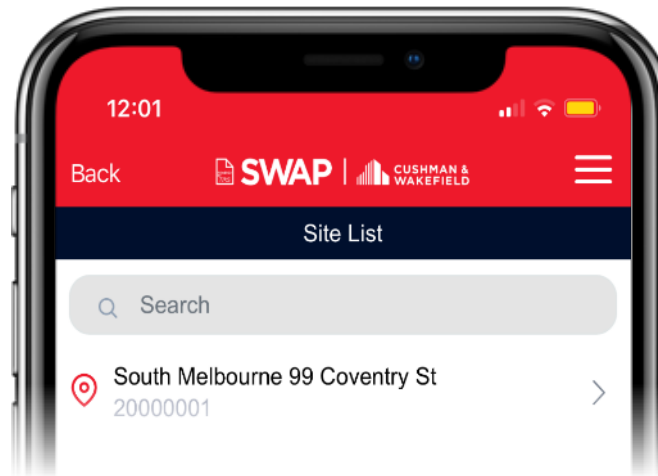
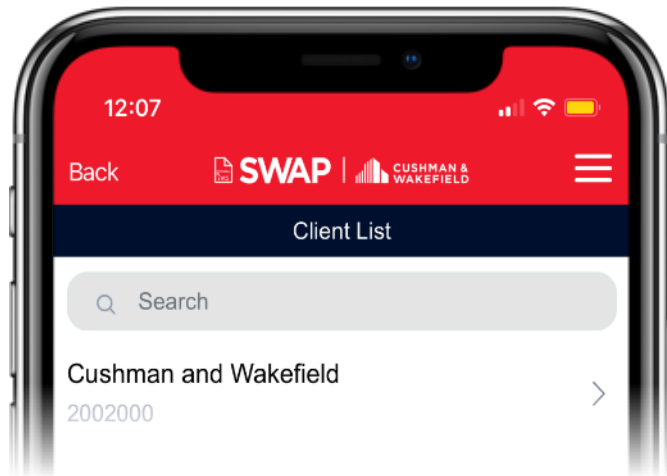
All work orders that have been manually assigned to the technician by a Vendor Administrator will be listed here



Where an administrator has provided access to all work orders to a technician, they will be able to view all active work orders here

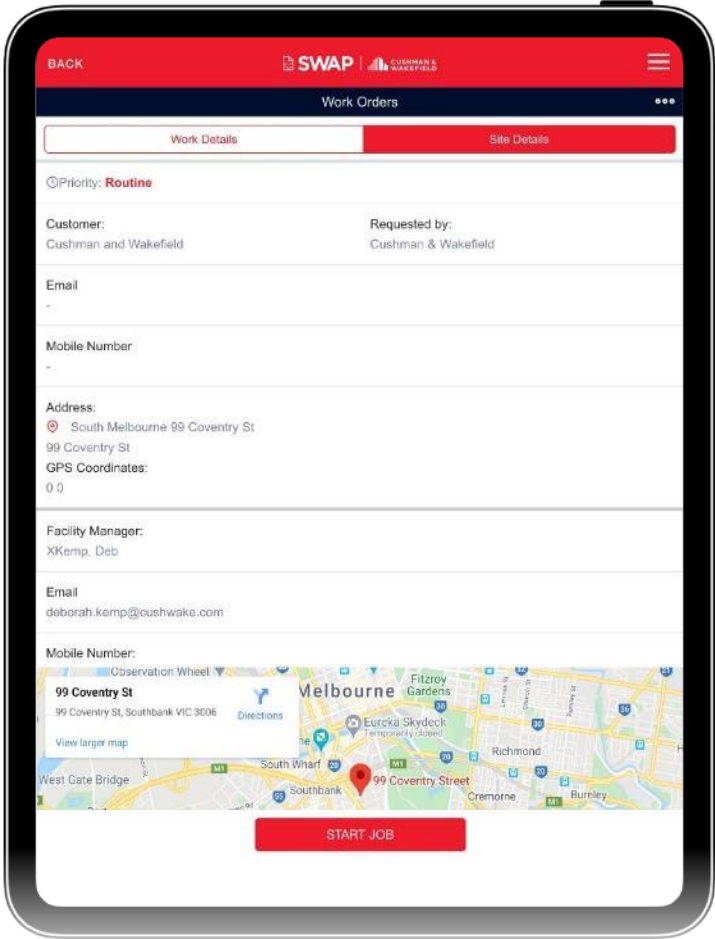
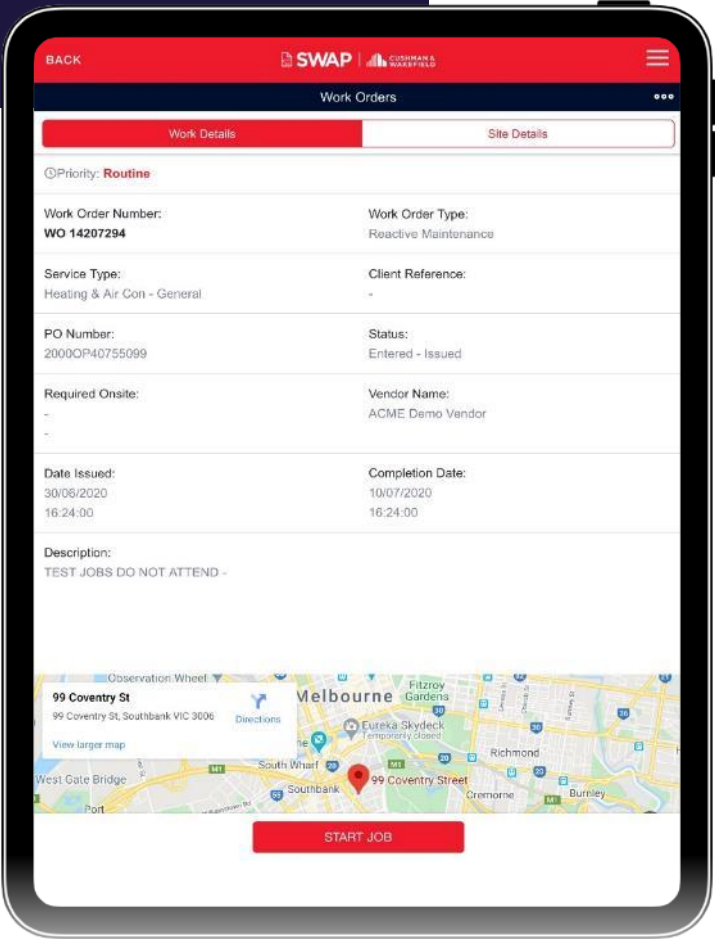
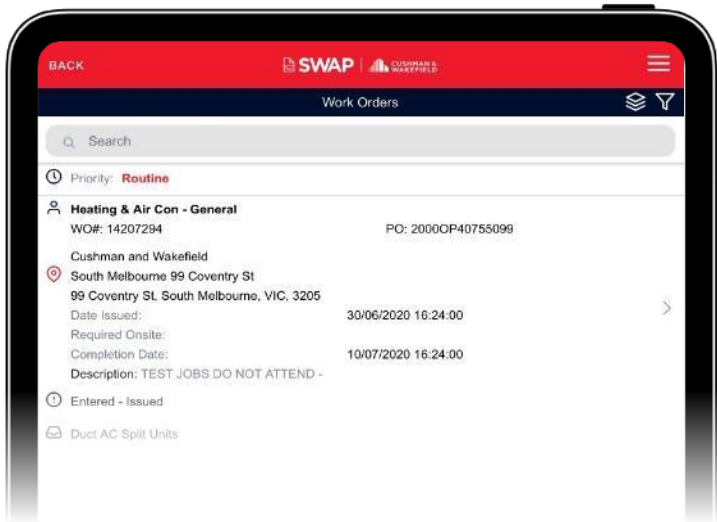
CHECK IN / OUT TILE

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.



WORK ORDER VIEW

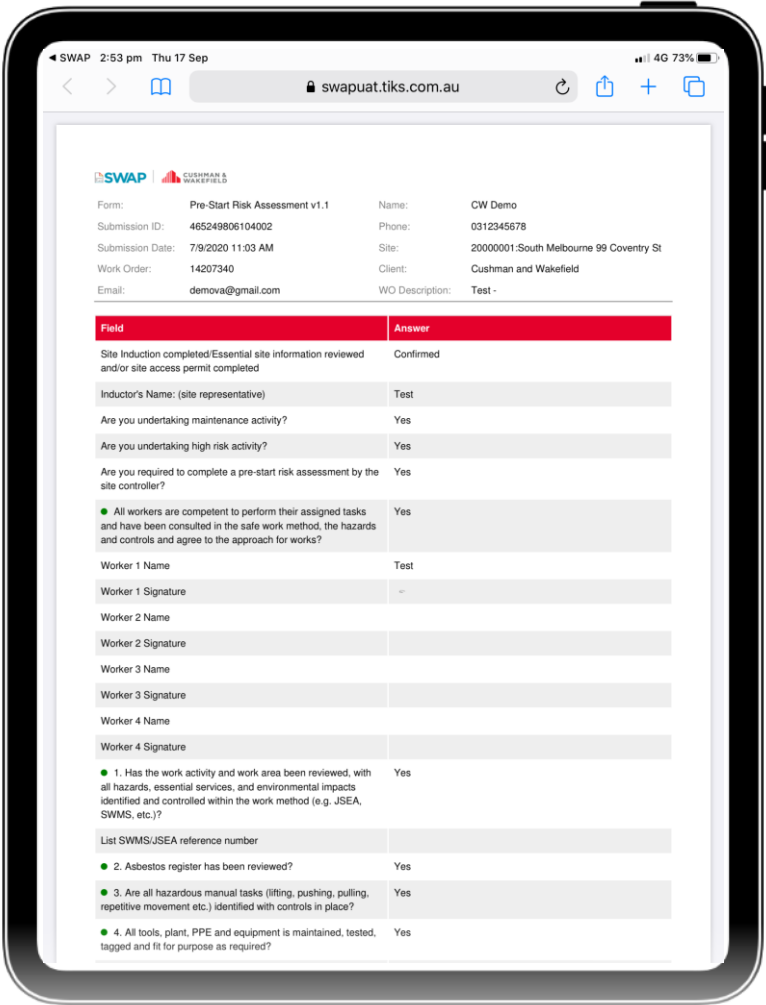
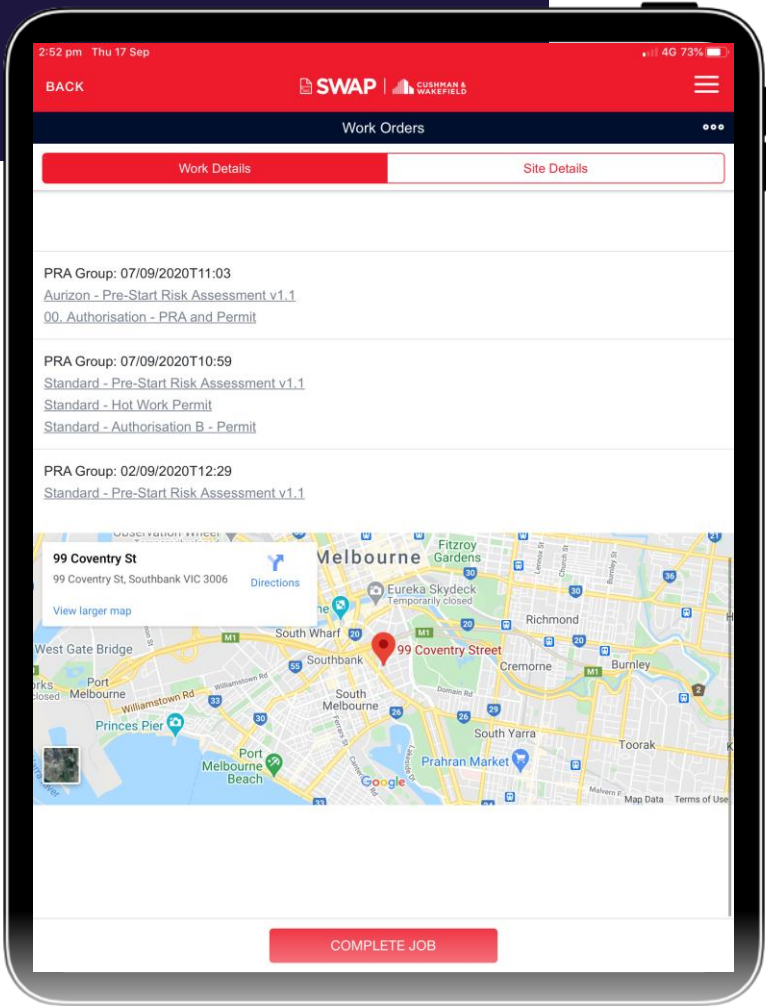
Technicians can view all work orders similarly to the web portal, first as a summarised list, which provides more detail once a work order is selected



FORM REVIEW

Technicians can access a PDF copy of all forms & files attached to a work order, directly via the app.

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



PRE-START RISK ASSESSMENTS

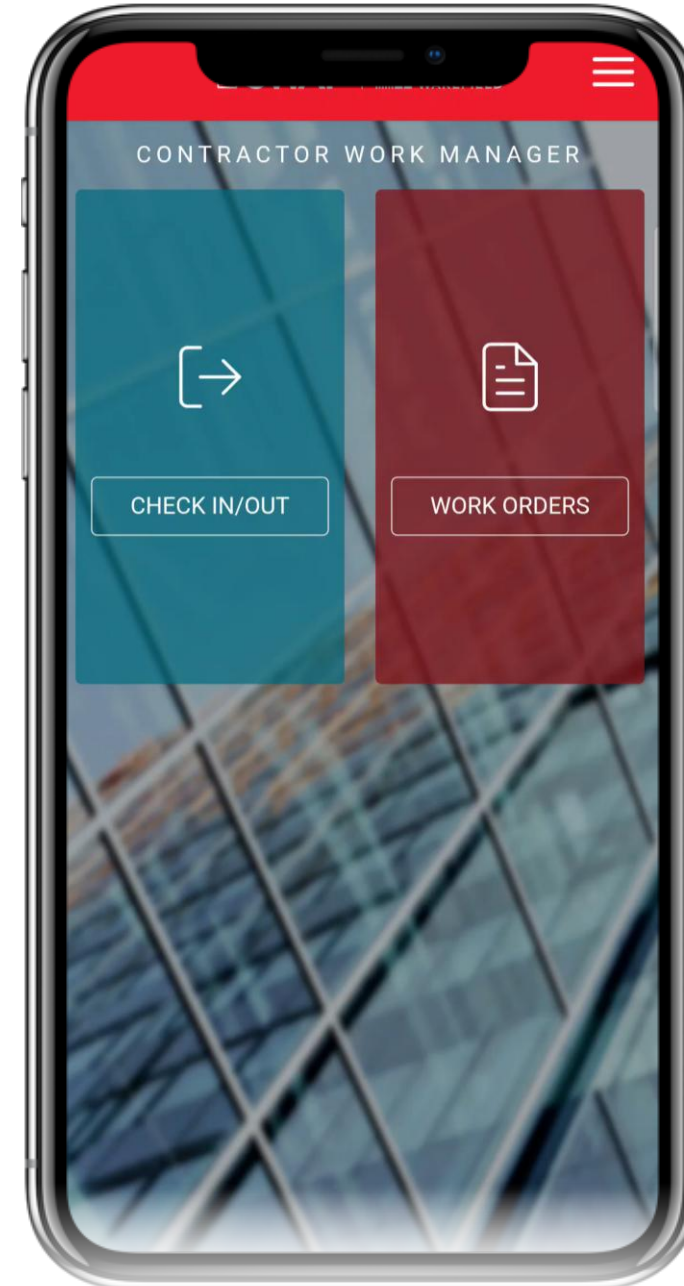
This video highlights the process of a technician completing their PRA via the SWAP app.



When commencing a work order, the technician will be required to complete a Pre-Start Risk Assessment.



The PRA form is dynamic, and will present slightly differently depending on the types of work being completed



PERMITS

This video highlights the process of a technician completing a Permit



Where a technician selects that a permit to work is required, the Permit form will be displayed immediately after the Pre-Start Risk Assessment is submitted



Each Permit type within SWAP has their own unique form to be completed



Facilities Manager review & approval will be required on Permit forms, either directly in the app if onsite with the technician, or remotely via the SWAP portal



Work Orders will be placed on an “Awaiting Permit Approval” status until the FM review is complete.

10:13

Back SWAP CUSHMAN & WAKEFIELD

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

SERVICE REPORTS AND WORK ORDER COMPLETION'S

Here we see the process of a technician closing out a work order upon completion



Technicians will first need to either attach a copy of a pre-filled Service Report, or manually fill in the works completed & attach photos from prior to work commencing and after work completion



The technician may then be required to complete an asset review, depending on the type of work being completed, before filling out the additional findings screen.



Where required, the technician is able to back date their onsite and completion times.



Completion data is set back to JDE in real time, along with the technician's commentary.
All closure data and forms are visible within the SWAP portal.

A mobile app interface for 'Work Orders'. The screen has a red header with 'BACK' and a menu icon. Below the header is a dark blue bar with 'Work Orders' and a three-dot menu. The main content area has two tabs: 'Work Details' (active) and 'Site Details'. The 'Work Details' tab shows a form with the following fields: 'Priority: Urgent' (with a clock icon), 'Work Order Number: WO 20123954', 'Work Order Type: Reactive Maintenance', 'Service Type: Heating, Ventilation & Cooling', 'Client Reference: -', 'PO Number: 2000OP41907153', 'Status: Entered - Issued - Permit Approved', 'Required Onsite: -', 'Vendor Name: ACME DEMO ONLY VENDOR', 'Date Issued: 28/05/2026 14:19:08', 'Completion Date: 29/05/2026 14:19:08', and 'Description: test'. At the bottom is a red button labeled 'COMPLETE JOB'.

WHAT IS CAPTURE?

CushWake Capture is a platform designed to centralise the management of work order documentation. The system provides a **secure portal** to upload and access all documents relating to a work order.



**Centralised Portal
for Documentation**



**Integrates with other
C&W platforms**

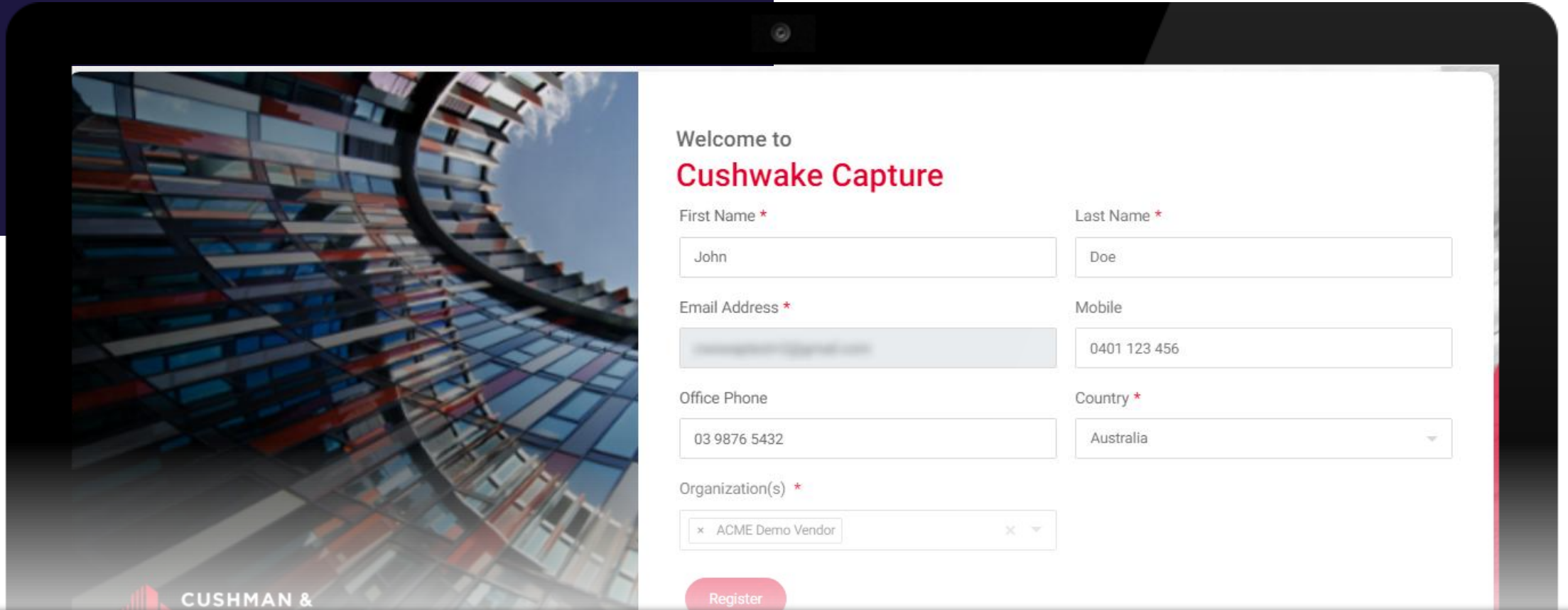


**Allows users to
provide additional
documents**



**Provides users a
Centralised Location to
View and Download
Documents**

CAPTURE REGISTRATION PROCESS



Welcome to
Cushwake Capture

First Name *
John

Last Name *
Doe

Email Address *
[Redacted]

Mobile
0401 123 456

Office Phone
03 9876 5432

Country *
Australia

Organization(s) *
x ACME Demo Vendor x

Register



To register for CushWake Capture, simply head to the web portal & enter your email address. If the system recognises that you are not yet registered, it will take you to the registration page as seen below.



Once registered, if required your access request will be sent for approval.

CAPTURE PORTAL CAPABILITIES

The screenshot displays the 'CW Capture' portal interface for 'Work Orders'. The top navigation bar includes 'CW Capture' and 'Work Orders' tabs, along with a user profile 'NM ACME Demo'. A sidebar on the left shows a 'Documents' icon. The main content area is titled 'Work Orders' and features a table with 12 columns: Actions, Work Order #, Type, Status, Client, Assigned Vendor, Purchase Order #, Property, Service Type, Fault Type, Priority, and Date Required. Each column has a search bar. The table contains 7 rows of data, all for 'Reactive Maintenance' requests. A 'More Filters' button is visible in the top right. A red arrow points to the 'Documents' icon in the sidebar.

Actions	Work Order # ↑↓	Type ↑↓	Status ↑↓	Client ↑↓	Assigned Vendor ↑↓	Purchase Order # ↑↓	Property ↑↓	Service Type ↑↓	Fault Type ↑↓	Priority ↑↓	Date Required
 	18771968	Reactive Maintenance	Request Created	2005256 - National Australia Bank	5546327 - ACME Demo Vendor	05256OP41552629	-	Cleaning General	Clean Required	5 - Routine	18/11/20
 	18771966	Reactive Maintenance	Request Created	2005256 - National Australia Bank	5546327 - ACME Demo Vendor	05256OP41552628	-	Cleaning General	Clean Required	5 - Routine	18/11/20
 	18771962	Reactive Maintenance	Request Created	2005256 - National Australia Bank	5546327 - ACME Demo Vendor	05256OP41552626	-	Cleaning General	Clean Required	5 - Routine	18/11/20
 	18771960	Reactive Maintenance	Request Created	2005256 - National Australia Bank	5546327 - ACME Demo Vendor	05256OP41552625	-	Cleaning General	Clean Required	5 - Routine	18/11/20
 	18771958	Reactive Maintenance	Request Created	2005256 - National Australia Bank	5546327 - ACME Demo Vendor	05256OP41552624	-	Cleaning General	Clean Required	5 - Routine	18/11/20
 	18771956	Reactive Maintenance	Request Created	2005256 - National Australia Bank	5546327 - ACME Demo Vendor	05256OP41552623	-	Cleaning General	Clean Required	5 - Routine	18/11/20
 	18771954	Reactive Maintenance	Request Created	2005256 - National Australia Bank	5546327 - ACME Demo Vendor	05256OP41552622	-	Cleaning General	Clean Required	5 - Routine	18/11/20

01

Upload Documents against work orders

02

View & Update the metadata for Existing Documents

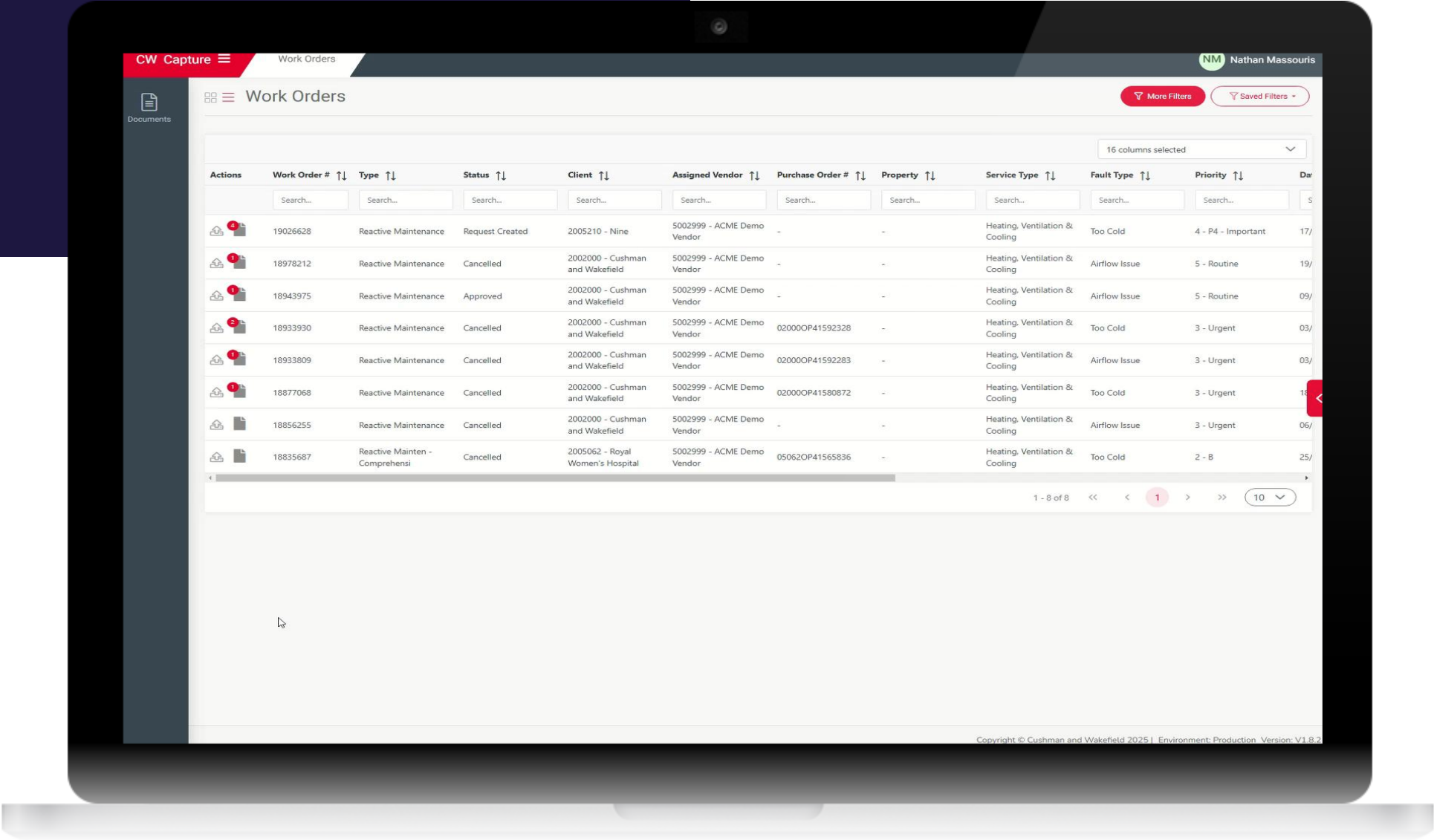
03

Create & Save Custom Filters

04

Re-arrange columns to suit your workflow

UPLOADING & VIEWING DOCUMENTS



ADDITIONAL FILTERING OPTIONS & TABLE CUSTOMISATION

Actions	Work Order # ↑↓
Search...	
 4	19026628
 1	18978212
 1	18856255
 1	18877068
 1	18933809
 2	18933930
	18835687
 1	18943975

More Filters		Saved Filters	
16 columns selected			
↑↓	Priority ↑↓	Date Reported ↑↓	
Search...		Select a date	
	4 - P4 - Important	17/01/2025	
e	5 - Routine	19/12/2024	
e	3 - Urgent	06/11/2024	
	3 - Urgent	18/11/2024	
e	3 - Urgent	03/12/2024	
	3 - Urgent	03/12/2024	
	2 - B	25/10/2024	

Work Orders			
Actions	Work Order # ↓↑	Type ↑↓	Status ↑↓
Search...	Search...	Search...	
 4	19026628	Reactive Maintenance	Request Created
 1	18978212	Reactive Maintenance	Cancelled
 1	18943975	Reactive Maintenance	Approved
 2	18933930	Reactive Maintenance	Cancelled
 1	18933809	Reactive Maintenance	Cancelled
 1	18877068	Reactive Maintenance	Cancelled
 1	18856255	Reactive Maintenance	Cancelled
	18835687	Reactive Mainten - Comprehensi	Cancelled

More Filters

Saved Filters

6 columns selected

Create New Filter Query

No Filter Queries



Create New Filter Query

Filter Name *

WO's Missing Documents

Filter Type

Work Orders



More Filters

Saved Filters

columns selected

Create New Filter Query

WO's Missing Documents

01

Filter Columns using the Search option

02

Additional Filtering Options

03

Re-arrange columns to suit your workflow

04

Save your filters for next time



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 commercial real estate services firm for property owners and occupiers with approximately 52,000 employees in nearly 400 offices and 60 countries. In 2024, the firm reported revenue of \$9.4 billion across its core service lines of Services, Leasing, Capital markets, and Valuation and other. Built around the belief that Better never settles, the firm receives numerous industry and business accolades for its award-winning culture. For additional information, visit www.cushmanwakefield.com.

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