CBRE Assure Work Order Management Solution for CBRE Macquarie

Quick Reference Guide

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1. Overview

CBRE in the management of service to Macquarie Group, has engaged Damstra Technology to help the suppliers manage Work Orders assigned to them. Damstra's CBRE Assure (also known as CBRE TIKS Assure) is an application that has been designed to effectively manage work orders and do the below actions electronically.

- Do a pre-risk risk assessment of the work.
- Apply for permit to work and access site for the work.
- Upload and review documents related to the work.

2. Assistance

If you have any questions or require assistance with the registration process, please contact Damstra Technology on Australia 1300 722 801, New Zealand 0800 722801, USA 888 8377688 or UK 020 39952399 or for any other country on service@damstratechnology.com. or through Damstra online chat. There will also be a chat support function available on each page when you are working in the systems.

3. Users

CBRE Assure will be available for suppliers of CBRE who have already registered their company in Damstra EPP Worker Management portal and mobilized workers for Macquarie sites. Onboarding a supplier to CBRE Assure is done by the CBRE Team. Once a supplier is onboarded to CBRE Assure, the supplier administrators and workers of the supplier company will receive email notifications inviting them to register with CBRE TIKS Assure.

4. Roles

CBRE Assure has three types of users.

- 1. Supplier administrator Supplier side administrator or supervisor who receives work orders and assigns it to workers within the company. Administrator will review the work done by technician and verifies it.
- 2. Supplier workers Workers or technicians who work on jobs assigned to the company. Terms worker and technician used in this document refers to the same role.
- 3. CBRE Facility Managers (FMs) CBRE FMs review the Pre-start risk assessment completed by workers and accept their request to access site to perform the work.

5. Interfaces

CBRE Assure has two interfaces available.

 The web portal – CBRE Assure web portal is available for roles Supplier administrator and Facility Managers. The URL to access the web portal is available in CBRE's supplier landing page for Macquarie suppliers <u>greensuppliercompliance.com</u>. You can launch the web portal by clicking <u>here</u>. The mobile app – CBRE Assure has a mobile app designed for workers/technicians. The technicians are on the move and the mobile app helps them to act on work orders assigned to them proactively. The app is available in play store and app store and is has the name CBRE TIKS Assure. Please see a snippet of the app icon below.



Download the app from respective stores using the below hyperlinks. Android & iOS

6. Onboarding

CBRE team will communicate to the supplier via emails upon onboarding them to CBRE Assure. There will be trainings conducted for suppliers prior to onboarding. If you miss the training, guides and video tutorials are available at <u>CBRE's supplier landing page</u>.

Supplier administrators and workers will receive an invitation email from <u>cbre@tiks.com.au</u> with subject '*You are invited to register with CBRE TIKS Assure'*. If recipients cannot find this email in their inbox, recommendation is to check the junk/spam folder too.

Both supplier admins and technicians will receive invitations that looks like snippets below.

CBREE
Dear USER,
You are requested to register with the <u>CBRE TIKS Assure</u> which will allow you to manage the registrations of your technicians so they can receive and complete work orders for CBRE TIKS Assure.
Registration in CBRE TIKS Assure is mandatory.
To allocate work orders to your technicians you must register in CBRE TIKS Assure Without registering in CBRE TIKS Assure you will be unable to perform work for CBRE TIKS Assure.
Please click on the following link to register as a Vendor Administrator (VA): <u>Click here</u>.
Thank You
Administrator
CBRE TIKS Assure

Invitation to supplier admin.

Invitation to workers.

Dear USER
You have been invited by Damstra to register with the CBRE TIKS Assure, which will allow you to receive and complete work orders for .
Registration in CBRE TIKS Assure is mandatory.
Without registering in CBRE TIKS Assure you will be unable to perform work for CBRE TIKS Assure .
CBRE registers individual technicians and workers. CBRE requires each technician and worker to input details of their qualifications and certificates related to the job, which will allow you to be allocated work orders in line with your skill level and qualifications.
As part of registration, have your relevant and current qualifications, certificates, licence numbers and expiry dates ready to input into CBRE TIKS Assure.
You will only receive work orders from CBRE TIKS Assure when you have registered all your details.
Please click on the following link to register as a Technician using the online portal: Online Portal
After you have registered using the online portal, download the Mobile App from the app stores.
Google Play
Fhank You
Administrator CBRE TIKS Assure

The recipients must launch the online portal hyperlink to complete the registration which ask for some basic details to complete their profile. Once registered, supplier admins can launch the web portal and login and workers or technicians can download the app in their mobile device and login.

7. Process

Please see the end-to-end process of CBRE Assure outlined below.

a. Creation and assignment of work orders | Supplier Administrator

When a job needs to be performed by the supplier, the CBRE Facility Manager will assign the job to the supplier company. The supplier admin (person(s) who registered as admin in the Damstra Worker Management EPP) will receive an email from cbre@tiks.com.au stating that a new Work Order is assigned to the company.

- Supplier admin can log in to <u>CBRE TIKS Assure</u> to review and accept the work order.
- Upon login, the admin can see many options. To review Work Orders assigned to their company, go to the *My Work Orders* option.



• All open work orders assigned to the supplier company can be viewed here. Work orders can be at different stages and can be identified by the *WO Status*.

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ث م	Work (Order			• (Archive	d Work Orders	4	Submit	1		Ł	csv	Filter Re:	suits	Save Fill Results: 10	ter D •
	Priority	WO Completion Date/Time	ETA		Date Created -	WO Number	WO Status	Client	Client Site Id	Location	Location Address	Location State	Wo Type (RM/PM)	Vendor	Site Contact Name	Site Contact Phone Number	Descrip
2	P3	16/02/2024 00:54	15/02/2024 13:52	ô	14/02/2024 23:57:20	C503605	ADMIN DOC SUBMITTED	MGL	MGLSYD800	50 Martin Place	50 Martin Place	N/A Sydney,	Reactive Maintenance	(VERTIV {AUSTRALIA} PTY. LTD.)	Vivek Sreedhar	000	After h extend usage: update
я Гр	₽	12/02/2024 22:44	13/02/2024 05:30	Ō	12/02/2024 04:14:10	C503604	ADMIN DOC REQUIRED	MGL	MGLSYD300	1 Martin Place	1 Martin Place Levels 1-16	N/A Sydney,	Reactive Maintenance	(VERTIV {AUSTRALIA} PTY. LTD.)	Martin Das	495865	Additio Cleanir
• »	ب P4	12/02/2024 21:51	13/02/2024 10:00	Ō	12/02/2024 04:11:52	C503603	ADMIN DOC SUBMITTED	MGL	MGLSYD300	1 Martin Place	1 Martin Place Levels 1-16	N/A Sydney,	Reactive Maintenance	(VERTIV {AUSTRALIA} PTY. LTD.)	Martin Das	495865	Securit
	۱ Р4	12/02/2024 20:56	12/02/2024 17:35	ô	11/02/2024 08:08:34	C503601	ADMIN DOC SUBMITTED	MGL	MGLSYD300	1 Martin Place	1 Martin Place Levels 1-16	N/A Sydney,	Reactive Maintenance	(VERTIV {AUSTRALIA} PTY. LTD.)	Martin Das	495865	Additio Cleanir
1		0.8/02/2024	08/02/2024		07/02/2024					1	1 Martin	N/A	Reactive	(VERTIV	Martin		Adjust 🚽

• Admin can sort the report as per *Data Created* to see latest work orders. Look for *WO Unassigned* status for Work orders that need to be actioned.

	₽	-	No ETA presented	Ġ	14/12/2023 04:06:30	C503578	WO UNASSIGNED	MGL	MGLSYD800	50 Martin Place	50 Martin Place	N/A Sydney,	Reactive Maintenance
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• Click on the WO Number and admin can view the work order details.

CBR	E		English (Default) 🔻 🌐 隆 My Bookmarks 📃 Smith, Adrian 🔄 Logout 🕕 Help
^	Work Order Details		
₽ 1⊕	Work Order Number: C503578	Client: MGL	Site Name: 50 Martin Place
	Priority: 🏴 P5	Service Type: -	Address: 50 Martin Place
	WO Status: WO UNASSIGNED	Work Order Type: Reactive Maintenance	City/Postcode: -
	TIKS Status:	Client Ref: MGL	GPS Coordinates: -
	Dispatched		Client Site Id:MGLSYD800
E	Region: -		
	Issue Description: Adjust Temp / AC Issue / HVAC:>"	Test WO created for demo	Vendor: (VERTIV {AUSTRALIA} PTY. LTD.)
× 0	Additional Details: All Floors All Areas		Vendor Branch: VERTIV (AUSTRALIA) PTY. LTD.
	Required Onsite: 15/12/2023 06:00:00		Essential Site Information
2	Expected Rectification: 19/12/2023 04:00:00		
	Extended to: -		
r.	Site Contact: Vivek Sreedhar		PO Amount: \$ 0.00
600	Site Contact: 000		Site Contact Number: 000
			Facilities Manager (FM): Lindsay Gomes
.			FM Email: Lindsay.Gomes@macquarie.com
			FM Number: 000-000-0000
»	Acceptance		
	Tech Status: Pending		
	Select Action -		

• Go to the *Acceptance* section below to assign the work order to a technician or decline the work order.

CBR	E	
Â	Work Order Details	
26	Work Order Number: C503578	Client: MGL
	Priority: P5 WO Status: WO UNASSIGNED	Service Type: - Work Order Type: Reactive Maintenance
Ċ.	Dispatched Region: -	
2	Issue Description: Adjust Temp / AC Issue / HVAC:>Tes Additional Details: All Floors All Areas Required Onsite: 15/12/2023 06:00:00	t WO created for demo
£	Expected Rectification : 19/12/2023 04:00:00 Extended to: -	
նհ •	Site Contact: Vivek Sreedhar Site Contact: 000	
»	Acceptance Tech Status: Pending	
	Select Action Select Action	
	Assign Branch Decline	

• If you choose to assign the work order to one of the technicians/workers of your company, select *Assign* in the dropdown and go to *Select Technician*.

Tech Status: Pending			
Assian		Calact Techniciana	
Assign		Select Technicians	

• This will open a list of the technicians from your company. You may assign the work order to a compliant technician. *To be compliant, a technician must have successfully completed all the inductions assigned to them and provide proof of identification and qualification in*

Damstra Worker Management.

Detail				×	
	Enter name to filter				
C503578	U	67.3263 - Iviicnaei Armstrong		Plate	
SIGNED	0	4079230 - Michael Catanzariti			
	0	1104923 - Michael Johnson			
	0	436800 - mohamed gasham			
ust Temp / AC liss	0	Mohamed Gasham		STRALIA) PTY. L	TD.
Floors All Areas 2/2023 06:00:00	0	149545 - Mohammed Shaikh		TIV (AUSTRALIA)) P1
n : 19/12/2023 04:	0	Mohammed Shaikh		_	
perihar	0	149522 - Paul Borthwick			
scontar	0	Paul Borthwick		: 00 <mark>0</mark>	
	0	Peter Nad		M): Lindsay Gom	es .coi
	0	Robert Hardman		-000	
	Estimated Time of Arriva	al for Technician: [ETA must be provided in Tech's local time]			
	ETA		Clear		
		Z Submit			
			_	_	

• Tech Status goes to Pending and technician details are added to the work order.

Acceptance Net foras: Pering See Adv					
Bod Other	Consistion Research				
Technician Details			PRA & Permits		
Leader Name	P1444	Actus	Farm Tibe	Subwither At	Form Type
* 1 Releved Golem	12/00/9808		No FRA: e Parent		
			PRA Approve/Declined		
			No FRA Records currently		
			Change History		
			User	Date Time	Activity
			Derifts, Julium	191220211219	100 UH4656RED - Wels order CSESSY's a new accupatelby Smith, Addian as Wender Addian
			Smith-Addum	27122020118.24	1910 ASSIGNED- Analgenet technicken Michamed Gasham- michamed gesteringevelin zum
			Mohamed Gashary	274220034 16.24	INDERER MANAGEMENT - Complexe ()

b. Prestart Risk Assessment | Supplier Worker/Technician

Technicians must install the CBRE TIKS Assure mobile app in their device to receive and work on a work order. The app can be installed from <u>app store</u> or <u>play store</u>.



• Once a work order is assigned to technician, the app notifies them of the new work order.



• Upon login, the app has a *Work Order* button which the technician must select. Ignore the *Sign In/Out* button. There is a hamburger menu on top right corner which will lead the worker to configurations.



• The app and its contents can be translated to 12 languages (Chinese, Traditional Chinese, Dutch, French, German, Hindi, Italian, Japanese, Korean, Malay, Spanish and Thai) by

choosing the language lookup on the bottom right of the screen.



- On selecting the Work Order option on the *Home* screen, worker can see 2 options.
 - My Work Orders

This lane shows the existing work order he/she has accepted and is working on.



 $\circ \quad \text{New Work Orders} \\$

This section shows the new work orders assigned to the worker which are yet to be accepted/rejected.



If a work order is rejected by a worker, it goes back to the *WO Unassigned* status and supplier admin must assign it again.

• A worker can accept a work order by selecting the *Accept WO* button. It immediately asks the technician for an ETA.

4:33			all 5G 749
Back	СВ	RE	≡
Q Search			
My Work	Orders 🔹	New Work Or	rders 🚺
O Priority: F	25		
	578		
MGL 50 Martin	Place, Sydney, N	J/A	
Date Issu Required	ed: Completion Date	14/12/2023 19/12/2023	04:06:30 04:00:00
Descri create Dispa	Do you wish to 27/02/201	submit the ETA 24 16:33?	Test WO
F	Cancel	Yes	
Please se	lect your ETA aft	er accepting WO	
Cancel			Done
	Feb 27, 2024	4:33 PM	

• Upon accepting a Work order it moves from New Work Orders to My Work Orders list.



- Tap on a work order and technician will be taken to the Work Order page. This shows all the details on the work order including:
 - o Priority
 - $\circ \quad \text{WO number and type} \\$
 - o Current status
 - o Estimated completion date and time
 - o Details on location and issue

W	ork Orders
Work Details	Site Details
③Priority: P5	
Work Order Number:	Work Order Type:
WO C503578	Reactive Maintenance
Service Type:	Client Reference:
	MGL
Status:	
Dispatched	
Vendor Name:	
VERTIV (AUSTRALIA) PT	Υ.
LTD.	
Required Completion Date	e:
19/12/2023	
04:00:00	
Description:	
Adjust Temp / AC Issue / H	HVAC:>Test WO created for demo
All Floors All Areas	

When a technician is ready to address the job they can select *Start Job* button.

• First step of the job is to conduct a Pre-Start Risk Assessment (PRA). The PRA form that opens will have several questions related to the worker and the job they are about to conduct under this work order.



PRA form ask for details including the below.

- Upload the safe works pack (SWMS (Safe Work Method Statement)/RAMS (Risk Assessments and Method Statements)/JSA (Job Safety Analysis)
- If the job involves a high-risk activity, upload the permit issued by CBRE
- The above can be uploaded as a document or app allows technicians to open the camera and take a snap of the document
- Note that there are changes expected to the PRA form in near future. SWMS/RAMS/JSA will be needed only for high risk works. If a high -risk job is selected, all regions except EMEA will have provision to request for a high-risk job permit through the same PRA form. EMEA will continue to upload the permit.
- If the job involves no high risk activity the technician can proceed to come on site and to perform the job. If a high risk activity is involved, the PRA form will need to be verified by the Facility Manager. Technician will receive a message *Site access requested successfully*.



• Technician must wait for the permit to be approved. If this is not done faster considering the estimated completion date, please reach out to your local CBRE contact.

c. Permit Review and Approval | CBRE Facility Manager

CBRE Facility Managers (FM) will receive emails when a technician request for PRA approval. The FMs will log into the <u>CBRE Assure web portal</u> to review and act on the permit.

• FMs must go to the *Permits* button on their home page to review all permits pending for action.



• Work order, permit requestor and supplier company can be viewed from the list. FMs can select the work order number to see the work order details. By clicking *View* button against each permit they can review details provided by technician through PRA.

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Â	Permit	Open Pending	1		
	WO Number	Property	Requested By	Status	Action
ă Ĉ	C503578	Client: MGL Property Name: 50 Martin Place	Vendor: VERTIV (AUSTRALIA) PTY. LTD. Technician: Mohamed Gasham	Awaiting Permit Approval Submitted at: 27 Feb 2024 16:35	View
•	P503120	Client: MGL Property Name: 50 Martin Place	Vendor: VERTIV (AUSTRALIA) PTY. LTD. Technician: Mohamed Gasham	Awaiting Permit Approval Submitted at: 04 Sep 2023 11:09	L View

• FMs can give comments and either approve or reject the permit. Technician will be notified of the result.

CBRE		English (Default) * 🌐 🖡 My Bookmarks	💄 Lindsay Gomes 🛛 Logout 🚺 Help
•			
	Permit Approval For	m	/
ai	Permit for Work Order: C503578 Status: Awaiting Permit Approval	For client: MGL At location: 50 Martin Place	
•	PRA: • Pre-Start Form v1.2	Permits: • Hot works Permit	
ß	Please provide relevant comments to inform the Te expected of the Technician when the SWMS is non Please leave the area clean after works.	chnician of the next steps. For example, what action is compliant and/or Permit declined:	
1			-
»	Responsible Officer Role	Email Phone number	
	Lindsay Gomes Facility Manager	Lindsay.gomes@ma-040000001	
	I have confirmed that the worker(s) that are to p current qualification	perform works under this Permit hold the appropriate	
	® Yes		
	Approve	Decine	
	Ð	Back	

- d. Receiving PRA approved and completing the job | Supplier Worker/Technician
- Workers receive a notification on permit approval



- Worker can then proceed to perform and complete the job
- Worker can choose *Complete Job* option upon successful completion. Do note the Pause Job button doesn't pause the SLA. We do not recommend using the same. If there are reasons for delay, let your local FM team know.



• To complete the job, worker must complete the close out form shown below.



If any issues or hazards are identified, workers must report them via this form. It is recommended to take pictures through the *Add photos of work completed option*.

• Enter meaningful comments on what was done to fix the issue.

7:27		al 🕈 🗊
	CBRE	Ξ
	Actual date/time work started	
	© 2/02/2024 16:34	
	EDIT	
	Actual rectification date/time	
	© 27/02/2024 19:27	
	EDIT	
Please en	ter comment*	
Replace	d faulty part.	
	DONE	

This completes a worker's action on the work order. The work order will be removed from workers *My Work Orders* list.

- e. Final supplier review of the job | Supplier Administrator
- After the worker closes the work order, it comes back to supplier admin with Admin Doc Required status. This is when the admin reviews all entries made by technician. The work order can be viewed in the My Work Orders option upon login.



• Admin can search for a specific work order by selecting the *Filter Results* button and looking for a specific work order number in the filters.



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WO Status	Acceptance Status	×
Select Status -	Select Acceptance Status	•
Work Order Number	Client	
■ C503578	MGL	•
Location Address	Location	
a	<u>a</u>	
Work Order Type	Location State	
Select Work Order Type -	Select a State	·
Site Contact Name	Vendor	
1	Select Vendor	*
Site Contact Phone	Description	
<u>*</u>		_
Service Type	Status	
		-
Start Date Created		
Start Date Oppita		
Start Date Completion	End Date Completion	
Assignment Status	Assigned To	
Select Assignment Status	Select Vendor/Technician	•
Priority	Region	
8	Cb Select a region	•
	filter clear	close

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ጉ	W	ork (Order				/	Ł	csv	F	ilter Results	B	Save Filter
	Sele	ct Action		•	Archive	d Work Ord	ers 🖉 Submit					Re	sults: 10 -
	•	Priority	WO Completion Date/Time	ETA	Date Created	WO Number	WO Status	Client	Client Site Id	Location	Location Address	Location State	Wo Type (RM/PM)
୍କୁ		► P5	28/02/2024 06:27	27/02/2024 16:33	14/12/2023 20:06:30	C503578	ADMIN DOC REQUIRED	MGL	MGLSYD800	50 Martin Place	50 Martin Place	N/A Sydney,	Reactive Maintenance

• The whole trail of activities on the work order can be reviewed by admin at the second half of the *work order details* screen.

					English (Default) + 💿 🖗 My Bookmarks 📃 Smith, Adrian
Work Onler	Completion Recuments				
Technician Details			PRA & Permits		
Leader Name	Phone	Action	Form Title	Submitted At	Form Type
* 1 Mohamed Gasham	0258055800		C503578 Pre-Start Form v1.2	27/02/2024 18:35	PRA
			C503575 : Hot works Permit	27/02/2024 10:35	PERMIT
			PRA Approve/Declined		
			Permit Open - Approved by Lindsay G	omes at 27/02/2024 19:25	
			Name: Lindsay Gomes Email: Lindsay gomes@macquarie.com Phone: 040000001 Role: Facility Manager		
			Change History	NET HURS	
			User	Date Time	Activity
			Smith, Adrian	19/12/2023 33:16	WO UNASSIGNED - Work order C503578 is now a Smith, Adrian as Vander Admin
			Smith, Adrian	27/02/2024 18:24	WO ASSIGNED - Assigned technician Mohamed G mohamed gasham@vertiv.com
			Mohamed Gasham	27/02/2024 18:24	WORKER MANAGEMENT - Compliant ()
			Nohamad Gasham	27/02/2024 10:33	WC ACCEPTED - Work onder C603578 is now acc Mohamad Gasham as Technician
			Mohamed Gasham	27/03/2024 10:34	PRA STARTED - Start Work
			Mohamed Gasham	27/02/2024 10:34	WORKER MANAGEMENT - Compliant ()
			Mohamed Gasham	27/02/2024 10:34	PRA STARTED - PRA Panding
			Mohamed Gashern	27/02/2024 18:35	PRA STARTED - PRA Submit
			100000000000000000000000000000000000000		

• Admin must go to the *Completion Documents* section of the work order details page to upload any documents. Documents expected are service documents, SWMS/RAMS/JSA or photographs the admin thinks is necessary to track against this work order. After documents are uploaded admin can select *Submit Documents* at the right bottom corner of the screen.

If no documents are pending to be uploaded, admin can just select *Submit Documents* at the right bottom corner of the screen.

BRE						English (Default)+ 😗 🖡 Ny Bookmanis	L Destry, Adrians 🗐 Logist
	Publicion Plates: DOOLBENT ADMIN DOO DOOLINGO	Completion Documents					
	Submission Status: DOCUMENT_ADMIN DOC REGORED						
	Service Reports			Safe Work Method Statement			
		Drag and drop your document(s) here		Form Title [System Generated]		Submitted At	
		Or click here to broke for documents		No SWMB Pows			
					Drag and drop your document(s) here Or click here to broken for documents		
	Pre-Start Risk Assessment *			Compliance Certificates			
	Form Title [System Generated] CR03518 -Peo Bast Form v1.2		Submitted At 27/00/024 46:35:31		Drag and drop your document(s) here Or click here to broken for documents		
		Drag and drop your document(s) here Or click here to broken for documents					
	Permits to Work						
	Form Tille (System Generaled)		Submitted At				
	C003578 INdivoris Permit		27/020024 10:30:44				
		Drag and drop your document(s) here Or disk here to branke for documents					
	Other Documents						
	Completion Form						
	Form Title [\$ystem Generaled]		Submitted At				
	C503579 : active Maintenance MSL: Work Congretor Details		275220224 192731				
	There are no documents of this type to soview.						
							Rated Decem

• This changes the Work Order's status to *Admin Doc Submitted*. This completes the admins action on the work order (unless the FM team has follow up questions).

f. Final CBRE Review of the Work Order | CBRE Facility Manager

The last step of the process is with CBRE FMs to review and approve paperwork submitted by supplier admin and technician. This must be done in CBRE's Service Insight (SI) application.

• FM should review the job done and the work order in SI. If everything looks good FM can go to Log → Add log comment → Transaction Type: PPWApproved in SI.

CROSSFORM											
Dashboards & Reports	Order Pro	ocessing	Asset Management	Contact Main	Location Maint	Codes & S	Transaction Type:	Add Comment	ions		
View Modify Work							* Comments	Add Comment			
2 Log								InspComp			
Add Log Comment								AcknowledgeRetry			
				ork Order: C				PPWApproved	1		
Display Log History			Custor	mer Order:				PPWDeclined	tora.		
Audit Trail				Status: D				SyncRetry	less.		
Email Audit Trail				Priority: P				- 1			
Set Critical Comment				Entered: 1					Levels:		

This action will change the status of work order to Finalized and complete the process for a work order.

СВ	CBRE													
ሰ	Work Order							Archived Work Orders			L Submit		1	
	0	Priority	WO Completion Date/Time	ETA		Date Created	WO Number	WO Status	Client	Client Site Id	Location	Location Address	Location State	Wo Type (RM/PM)
4		P5	28/02/2024 06:27	27/02/2024 16:33	Ġ	14/12/2023 20:06:30	C503578	FINALISED	MGL	MGLSYD800	50 Martin Place	50 Martin Place	N/A Sydney,	Reactive Maintenance

8. Support

For any support, suppliers or CBRE FMs can reach out to Damstra Support channels

- Phone: AU: 1300 722 801, NZ: 0800 722 801
- Email support@damstra.zendesk.com

For escalations, reach out to your local CBRE contact.