# CBRE

## TJKS
A Damstra Company

## DAMSTRA
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# SUPPLIER COMPLIANCE SOLUTION

# WORKER MANAGEMENT

# CBRE
# CLIENT
# MACQUARIE GROUP

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| | |
|---|---|
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# 1. Overview

CBRE in the management of services to their client Macquarie Group, have engaged Damstra Technology to electronically record Supplier and Worker Compliance.

Damstra's Supplier Management System has been designed to effectively manage, where required:
- Supplier Insurance Verification and Compliance
- Worker Registration and Compliance
- Work Order workflow and assignment to a Compliant Worker

As an appointed Supplier of CBRE providing goods or services to the Macquarie Group, if requested by CBRE you are required to register your company with Damstra Technology to ensure your compliance. This is a mandatory requirement of CBRE and Macquarie and failure to do so will result in your company no longer being able to provide services to Macquarie.

# 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 |
| UK | 020 39952399 |
| SNG | 65 93666 108 |

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. CBRE Worker Management

CBRE/Macquarie Group has engaged Damstra Technology to electronically record worker compliance and ensure verification of documents required. Damstra Technology's Enterprise Protection Platform (EPP) has been designed to effectively manage our workforce by:

- Ensuring a compliant and competent workforce with roles and respective requirements (including photo ID, induction training, licences & qualifications required for specific roles) set by site.
- Storing documents securely; including, but not limited to licenses and qualifications.
- Providing emergency contact /next of kin details for all workers

As an appointed supplier of CBRE/Macquarie Group id advised by CBRE you are required to register your company and your employees with Damstra Technology and maintain compliance to ensure your worksite access is not disrupted. Non-compliant employees/workers will not be allowed on to Macquarie sites.

If advised by CBRE to register with Damstra Worker Management, you will be required to register in the Damstra portal using the Worker Management Icon on www.greensuppliercompliance.com.
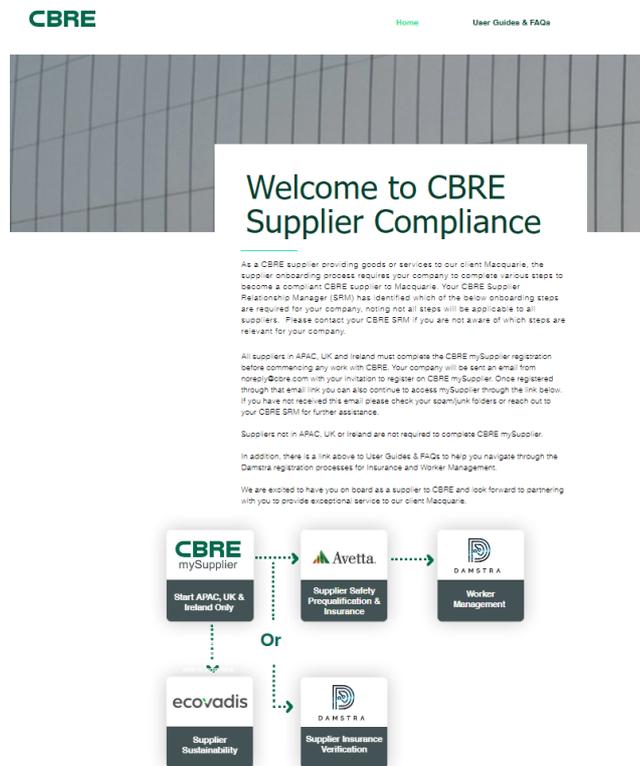


There are **three main steps** to register your workers with Damstra Worker Management



**Step1**
- Register your **Company** with Damstra Technology.

**Step 2**
- Add your **Employees** into the Company Portal

**Step 3**
- Complete the Online Registrations within the Company Portal

The following step-by-step guide will take you through what is required to be completed for CBRE and our client Macquarie.

# 4.     Register your Company (Step 1)

> **NOTE:**
>           This step is only required if your Company hasn't registered with Damstra Technology before.

**To complete this step, you will need:**

- your company's ABN/NZBN number (if applicable)
- your company's registered and trading names
- your company's contact details
- go to Registration Link: **https://cbre.damstratechnology.com/Register**

Damstra will review your company registration and send a login and password to the nominated email address.  You can access this login page through the Damstra Worker Management Icon on www.greensuppliercompliance.com.

# 5. Register/Mobilise your employees/workers to CBRE sites (Step 2)

> **Note:** This step is required to be completed for each employee that will need to work at CBRE on Macquarie sites

## 5.1 Mobilise a New Employee

> - This step is required if you are Mobilising a New Employee have not been added to your Company Portal account before.
> - To register workers, you MUST first provide your Company details in the section above "Register your Company".

**To complete this step, you will need:**
- Each employee's contact details.
- Each employee's emergency contact person's details (can be a company contact).
- A passport style photo per employee (can be a self-portrait).
- Photo identification per employee.
- To know what jobs/roles/tasks each employee will likely be completing on Site, and what site induction/location you require. If unsure, please contact your CBRE/Macquarie Representative for details.
- A credit card OR Purchase Order to complete payment of fees.

1. Go to the CBRE Supplier Portal www.greensuppliercompliance.com.

2. Click **'Worker Management'**

3. Enter your Username and Password provided to you in the email confirming your Company's registration with Damstra Technology. Then click Login.

4. Click on the **Workforce Management** from the Menu of the Company Portal once logged in then **Mobilise an employee.**
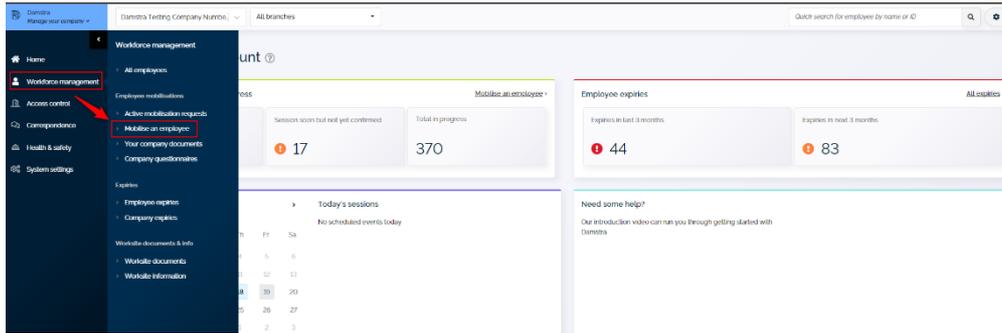
5.  Select New Employee and the Worksite they are being mobilized for and click [Next ›]
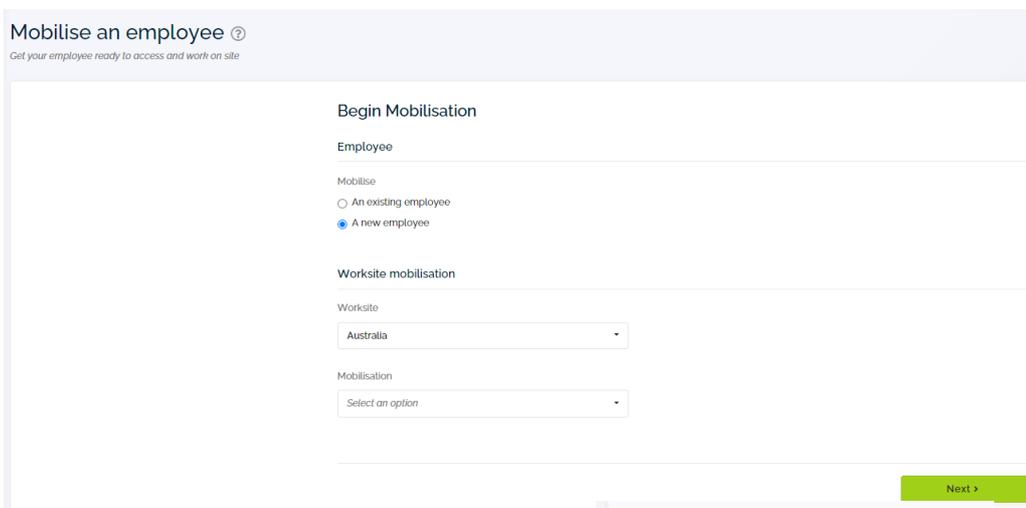


6.  Complete requirements – All requirements can be completed concurrently.
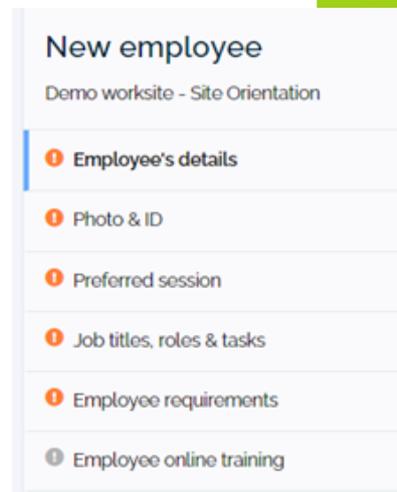
- Employee Details
  - Information can be added as it is obtained from the employee. All information is not required prior to moving to another section.



- Photo & ID
  - Complete the required information and attachments. Tips to help with approval show requirement criteria such as photo requirements.
  - Click [Upload]
  - The requirement will collapse once supplied and all required criteria are met.
  - Error messages will show where requirement criteria are not met.
  - Click ✎ Edit to edit the requirement prior to sending for verification.

- Preferred Session
  - Only required/visible for face-to-face mobilisation.
  - The selected session date will determine the requirements needed to complete the request.



- Job titles, roles, and tasks
  - Select ALL relevant job titles, roles, tasks, and related qualifications.



- Employee Requirements – these are the documents and information required by the worksite to prove employees are competent in their roles.



- Complete required information such as dates and attachments. Tips to help with approval show requirement criteria such as date rules.
- Click **Upload**
- The requirement will collapse once supplied and all required criteria are met.
- Click ✎ Edit to edit the requirement prior to send for verification.

- Employee Online Training – these are the lessons the worksite requires the employee to complete for this mobilization. This section will only be visible if the selected worksite requires online training.
  - If the employee has already completed the lesson, there will be nothing further to do. If they have not completed the lesson, they'll be emailed a link to do so after this request has been sent for verification.
  - These don't need to be completed to send this mobilization.



7. Once all required mobilization requirement sections are marked as

 Complete, verification required

 Complete, no verification required

- Click  to complete the mobilization request.
- Complete payment details and confirm you agree to the terms and conditions.
- Click

## 5.2 Mobilise an Existing Employee

1. To begin mobilisation select existing employees and the worksite they are being mobilized for.



2. Complete requirements – All requirements can be completed concurrently.

- Employee Details – check employee details to ensure they are up to date.

**Employee's details**

These details are required to be checked **every three months** to ensure they are up-to-date.

| Citizen, John<br>352407 | ✎ Edit |
| --- | --- |
| ✔ Details checked a month ago | |

- Preferred Session
  - o Only required/visible for face-to-face mobilisations.
  - o The selected session date will determine the requirements needed to complete the request.

**Preferred session**

This employee **will not be booked in for the selected session** until the mobilisation has been confirmed

ⓘ The selected session date will determine the requirements you'll need to complete for this request

Select preferred session

- Job titles, roles, and tasks
  - o Select ALL relevant job titles, roles, tasks, and related qualifications.

**Job titles, roles & tasks**

Demo Site A needs to know what type of work and roles this employee will be performing while on site, as well as any relevant qualifications they hold

ⓘ Can't find what your looking for?
Selecting the correct job titles/roles is important, if you can't find what you're looking for email service@damstratechnology.com for assistance

Job titles, roles & tasks for Demo Site A Contractor Induction 2

Select ALL that apply

- ☑ Operator - Truck Mounted Attenuator ✕ ▾
- ☑ Traffic Controller - Stop / Slow ✕

ⓘ Select ALL relevant job titles, roles, tasks and related qualifications
(e.g. Working at Heights, Confined Space, Hot Work (MDG25), all High Risk Licence Classes such as Forklift Operator, Rigging, Dogging and Crane Operation)

- Employee Requirements – These are the documents and information required by the worksite to prove employees are competent in their role. Previously supplied documents that meet date requirements/rules will not need to be supplied again.

- Complete required information such as dates and attachments. Tips to help with approval show requirement criteria such as date rules.
- Click [Upload]
- Instead, you can forward the list of documents required to an existing employee by using the forward hyperlink on screen.



- An email will be sent to employees with list of documents to upload. Another email with login credentials will also be triggered if they do not have a login. Employees can self-help and upload the pending documents themselves.



- Requirements will collapse once supplied and all required criteria are met.
- Error messages will show where requirement criteria are not met.
- Click [Edit] to edit the requirement prior to send for verification.

- Employee Online Training – These are the lessons the worksite requires the employee to complete for this mobilization. This section will only be visible if the selected worksite requires online training.
- If the employee has already completed the lesson, there will be nothing further to do. If they have not completed the lesson, they'll be emailed a link to do so after this request has been sent for verification.
- These don't need to be completed to send this mobilization.

3. Pay & send once all required mobilization requirement sections are marked as

   ✔ Complete, verification required

   ✔ Complete, no verification required

- Click [ ✔ Pay & send for verification ] to complete the mobilization request.
- Complete payment details and confirm you agree to the terms and conditions.
- Click [ ✔ Pay & send for verification ]





4. The price of the Worker Registration Fee will be presented onscreen. There are 2 different fee structures:
   - The fee per employee is **$15.00 AUD (excluding GST)** for a Worker with verification of photo ID and online induction completion and is valid for one year.
   - The fee per employee is **$50.00 AUD (excluding GST)** for a Worker with verification of photo ID, online induction completion and licence verification and is valid for one year.

**Note:**

You have the option to pay with Purchase Order if your company has set up a trading account with Damstra Technology; otherwise, the only option will be pay by credit card - **see FAQs for further information.**

# 6.  Damstra Review of New Employee/Mobilisation Request

## Processing an Online Registration

Damstra Technology will review your employee's registration or mobilisation within a 24-hour time frame and based on CBRE/Macquarie Groups requirements, will accept, or deny the online registration/booking. If urgency is required, you can contact Damstra to request high priority.

**Note:**

This is not a commitment that it will be processed immediately but it will alert the Damstra team that these booking needs urgent attention.

## Declined Documentation/Registration

If the submitted documentations are declined, you will receive an automated email outlining the reason. To submit amended item(s), log back into your company portal and re-upload the corrected documentation via the **Active Mobilisation Requests in Progress page, Attention Required Tab.**

# 7.  Damstra Learning - Online Training Links

## Employee/Worker Induction Training

Employees are required to complete a CBRE site induction and general induction training module.  There is also a high-risk induction training module assigned to some high-risk roles.

Online Training Links will be sent directly to your employee's email address for completion.  A booking confirmation will not be sent until the training modules have been completed.

**Training Links are available for 14 days.**

Your employee will be sent a *Welcome to Damstra Learning Email*, prompting them to reset their password before completing these courses.

Once training is completed evidence will be sent directly to Damstra, while the employee will also be sent a *Certificate of Achievement* from Damstra Learning.

## Registration Approved

Once your Online Training Modules have been completed by the employee, an automated email will be sent to your company confirming or rejecting your Worker Induction booking or registration.

# 8.    Keeping your Employees/Workers Details up to Date

It is important to keep your employees' details up to date to ensure worksite access is not unexpectedly affected. You can do this by checking your employees' profiles and their expiry dates.

## 8.1  Checking Employees' Profiles

1.    Select **Workforce Management,** then click **All Employees > Profile.**
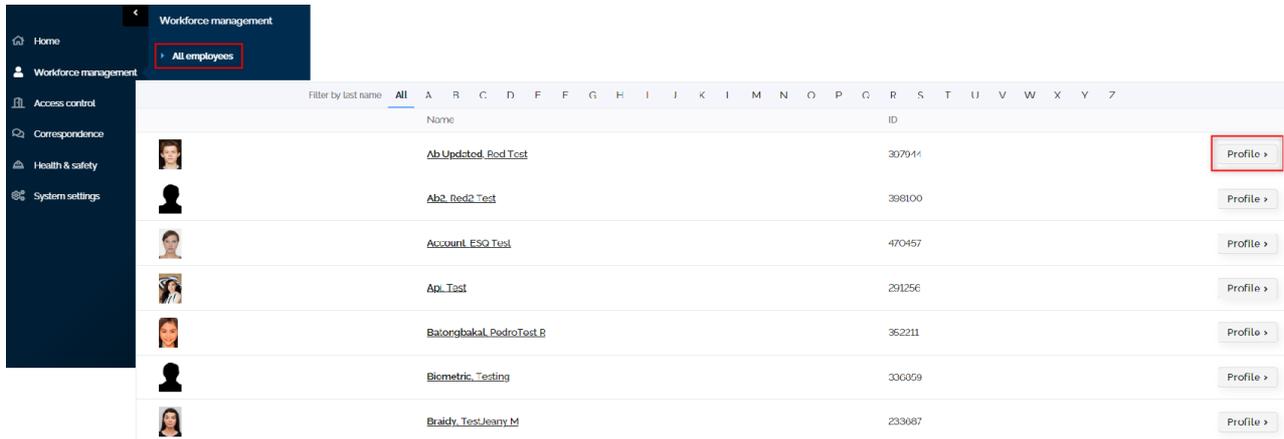


2.    You will be taken into your employee's profile page where you can:

- Edit and update your employee details and upload new qualifications,
- Terminate employees that are no longer employed by your company, and
- View documentation stored against employee profiles.
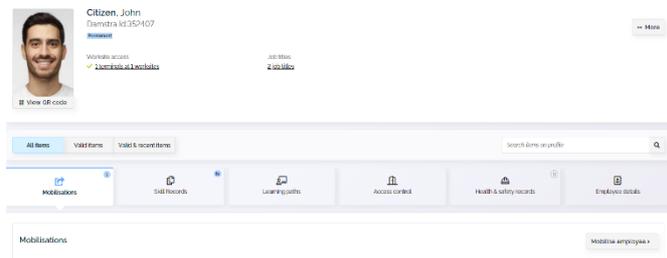


## 8.2  Checking Employees'/Company Expiry Dates

1.    Select **Employee Expiries** to view your worker expiries and **Company Expiries** for your company.

-    Red Expiry Date = already expired
-    Orange Expiry Date = expiring within the next 90 days
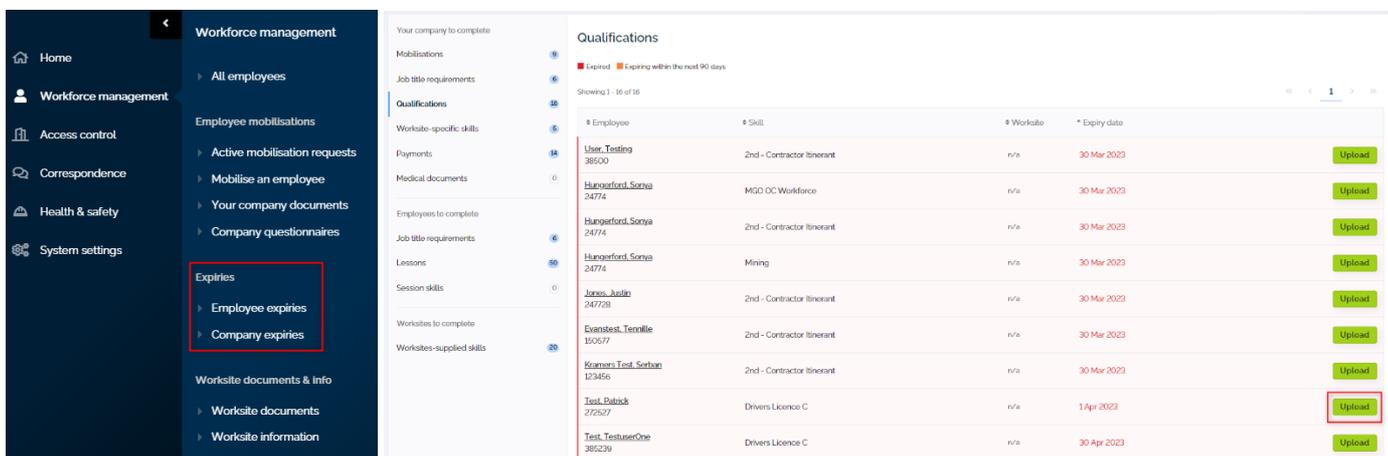
2.   Click on the **Upload** button listed against each expiry. If no 'Upload' buttons appear, your company may have an account issue. To rectify account issues, contact accounts@damstratechnology.com.

> **Note:**
> If information is not updated prior to the expiry, this may result in your employee not being able to access site.

# 9.   FAQs

## 9.1  General

### What are the minimum system requirements?

Damstra has been developed using modern technologies and, as a result, needs a modern web browser. Damstra only supports the latest version of the most popular web browsers, which include:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari
- Opera

### What is Damstra's role?

Damstra's job is to collect process and manage Suppliers and Contractor's data on behalf of CBRE and its client Macquarie Group. Damstra do not make the rules but ensure compliance to the CBRE rules and that the Contractor Management Program is followed.

As part of CBRE/Macquarie Group Contractor Management platform, certain insurance, documents, and qualifications are required before CBRE/Macquarie Group will allow their suppliers to perform a particular role or job on their sites.

### How do I get an exemption from a requirement?

Depending on the client protocol you can reach out to your CBRE point of contact.

### Does my registration fee expire?

Yes, your registration expires annually.

### Is the information I provide secure and private?

Data collected for managing compliance is governed by the following principles and controls:

- Collection is limited to the minimum information necessary to be able to complete verification and qualification management services.
    - Images of any documents supplied are deleted after verification actions have been completed.
    - Individual data is deleted upon notification that the service is no longer required for a registered user.

- Users have the right to access and request a change or deletion of records that are not accurate, relevant, timely or complete.

- Data is not transferred or shared to any other individuals or groups.

- System is ISO 27001 compliant with all data secured and protected against unauthorized access including:
    - Limiting access to data appropriate personnel only, on a need-to-know basis.
    - All Data is encrypted at rest and in transit.

Annual, independent, external vulnerability and penetration testing are conducted together with ISO27001 and SOC 2 audits to validate data security and controls.

## Where can I view Damstra's privacy policy and terms and conditions?

You can view our privacy policy and terms here: https://damstratechnology.com/terms-conditions#terms-conditions

## Where can I view information on how to use Damstra's system?

Help and system navigation documents are available on Damstra Support site: **Damstra Workforce Management for worksite users – Damstra Technology**

# 9.2  Worker Registration

## How do I register a worker who does not have an email address?

1.  Supplier adds employee in the Contractor Portal
    - Enter the Supplier Admin/Generic email address (i.e., info@abcelectrical.com) as the workers email address.
    - Complete remaining worker registration steps
2.  Confirmation of Registration will be sent to the Supplier Admin/Generic email address (i.e., info@abcelectrical.com) entered for the worker
3.  Supplier Admin/Generic email address (i.e. info@abcelectrical.com) will also receive notification of worker site training allocation <Title - Welcome to your new online training platform> which includes a personalised link for the worker to the training site (see below)

Damstra learning management - Welcome to your new online training platform

Dear Test,

Welcome to Damstra learning management, the video eLearning platform in the Cloud.

An account at Client Demo has been created for you.

Click here to access Damstra learning management

Your account details are below

Username: test.user
Organisation: Client Demo
Web Address: configteam

All the best,
The Damstra Team

4.  Supplier Administrator to forward the worker training notice email < Titled: welcome to your new online training platform> to
    - the worker
    and
    - CBRE contact / site FM
5.  Access to a computer is arranged for the worker.
    - At supplier office – by Supplier Administrator

or
- At CBRE site by CBRE contact / site FM

6. Worker accesses the computer and opens the link in the email.
7. Worker will be prompted to:
   - set their password.
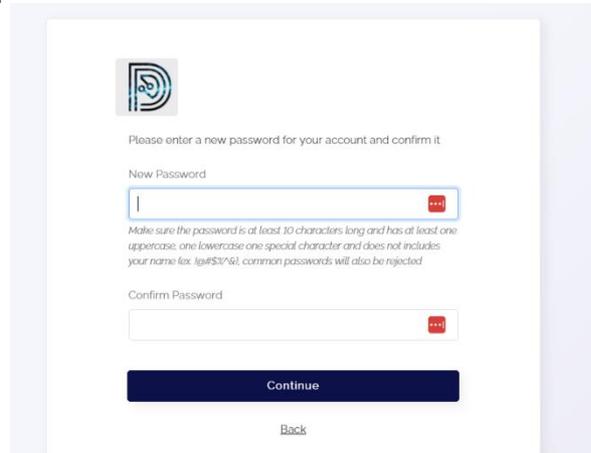


and
- Complete the assigned training modules (inductions)
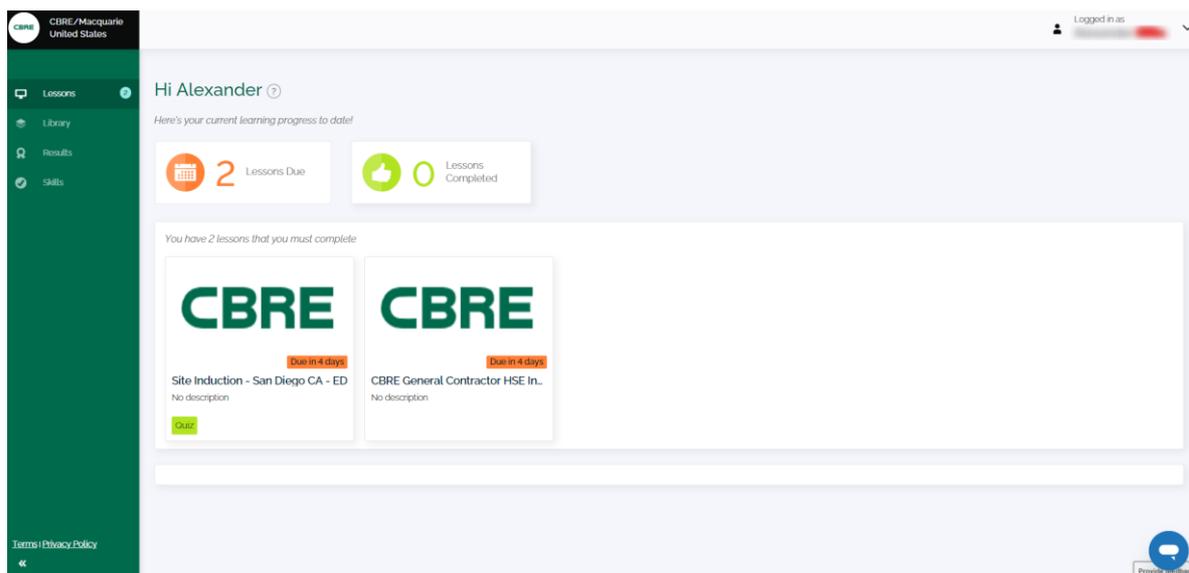


8. Worker completes training modules (inductions)
9. Confirmation of training completion issued, and worker status updated in Damstra Worker Management

## I sent my workers documents yesterday, why have I not heard anything?
Damstra has 24 hours to process paperwork after we receive it. Once Damstra have received and processed all the correct documents and completed forms, your company is sent a registration email to let you know what to do next.

## Do I need to submit my insurance policy or certificate of insurance?
You only need to provide your certificate of insurance if you are Low Risk Supplier

## Who can I talk to about the worker requirements?
You can discuss the worker requirements with a Damstra Customer Service Representative. However, the worker requirements are not negotiable.

## Who be nominated as a Next of Kin / Emergency contact?
Any individual nominated by the worker registering can be the next of nominated contact including family members, work managers or colleagues.

## Can I claim reimbursement for Worker Registration fees from CBRE?

No, Worker Registration fees are a cost for individual companies to manage.

## How do I get a Tax Invoice for my payment?

Worker makes a request to GST Email service@damstratechnology.com requesting a copy of their Tax invoice, providing the following details:

- Employee ID,
- Date of Transaction and
- Amount

A support ticket number will be issued to allow request to be tracked.

Damstra GST team will download the invoice and sent via return email.

Estimated turnaround time to receive the Tax invoice approximately 1 Day.

There is no charge for a tax invoice receipt request.

## Does Damstra accept Digital Certificates?

Yes, Damstra does accept digital certifications- during the uploading of requirements, you will need to select the requirement prefixed with the term 'Digital'.

See example for Digital Drivers Licence C below:



## Can I update/amend my log in details?

**Supplier Portal** Administrators are created with nominated email address and password. You will be prompted to update your password the first time you log into the system, however if you wish to amend your default email address, you can do this within your Supplier Portal.

Select the **System Settings > User Login Accounts > Details > Account** – within this tab you can update the email address.

**Employee Accounts -** are automatically created when an employee is added to your company. By using the employees unique Damstra ID number as their username, this cannot be amended. Their email address, by default is also what is listed against their employee record.

## Creating additional Administrators

With the new Company Portal, you can create administrators as many as you like. You can either have someone as a **Standard** user or **Admin** user. Click Create new company user to nominate one under **System Settings > User Login Accounts**

## 9.3  Becoming a Purchase Order Approved Company

**Trading Account/PO Payment Option**

1.  A request must be lodged to the Damstra Accounts/Finance Department ahead of time before the intention to use a PO.
2.  Please send your intention request to accounts@damstratechnology.com

    If approved, Supplier company must issue a PO based on their agreement with finance.
3.   The PO option gets activated for the requesting Supplier.
4.  Registrations prior to the issuance of the PO must be paid through CC.
5.  When registering a worker, the PO option for payment should be available (PO to be uploaded and PO number to be provided)

**Considerations**

•   12 months with Damstra Technology.
•   Company must have 20 minimum active users.

## Quick Reference Guide

# CBRE MACQUARIE SUPPLIER COMPLIANCE SOLUTION WORKER MANAGEMENT

### Step 1 Register your Company

- Go to the CBRE Supplier Landing Page CBRE Supplier Compliance
- Select Worker Management Icon
- Select New Suppliers
- Follow the onscreen instructions to register your company

24 Hours   Damstra verification of details

To complete registration you will need to have the following information available:
- Your company's ABN/NZBN number (if applicable)
- Your company's registered and trading names
- Your company's contact details

### Step 2 Mobilise a New/Existing Employee

- Go to the CBRE Supplier Landing Page CBRE Supplier Compliance
- Select Worker Management Icon
- Select Existing Supplier
- Login
- Select Mobilise a New Employee
- Follow the onscreen instructions to register your company

24 Hours   Damstra verification of details

To complete this step, you will need:
- User ID and password email from Step 1
- Employee's Contact details
- Employee's NOK details.
- A passport style photo ( can be self-portrait).
- Photo identification
- Requirements for the Job/Role you will select.

**Confirmation email issued**
- Approval
  - Employee/Workers will receive an email advising them of registration and a link to required training and inductions they need to complete.
- Decline
  - Company Admin will receive an email detailing reasons for the decline and will need to re-upload for what is required.

For Assistance :   AU: 1300 722 801    US: 888 837 7688    SG: 65 93666 108
NZ: 0800 722 801    UK: 020 3995 2399
Email: service@damstratechnology.com

There are **two main steps** to register your workers with Damstra Worker Management

| Step1 | Step 2 |
|---|---|
| •Register your **Company** with Damstra Technology. | •Mobilise a New Employee |
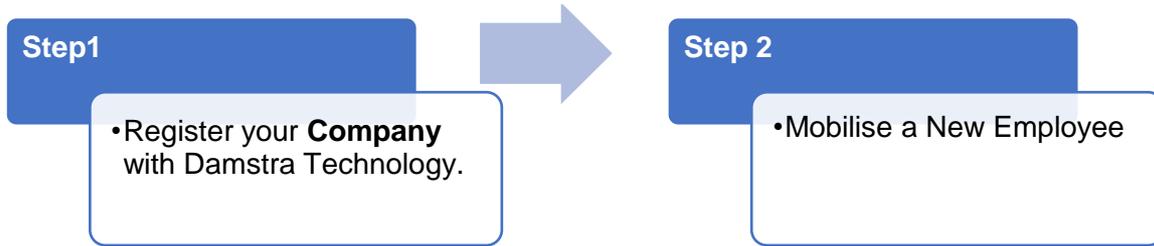
## Before you start

**To complete registration you will need to have the following information available:**

- your company's ABN/NZBN number (if applicable).
- your company's registered and trading names.
- your company's contact details.

## Start

- Go to the CBRE Suppler Landing Page   CBRE Supplier Compliance
  - o Select Worker Management Icon



  - o The following screen will appear
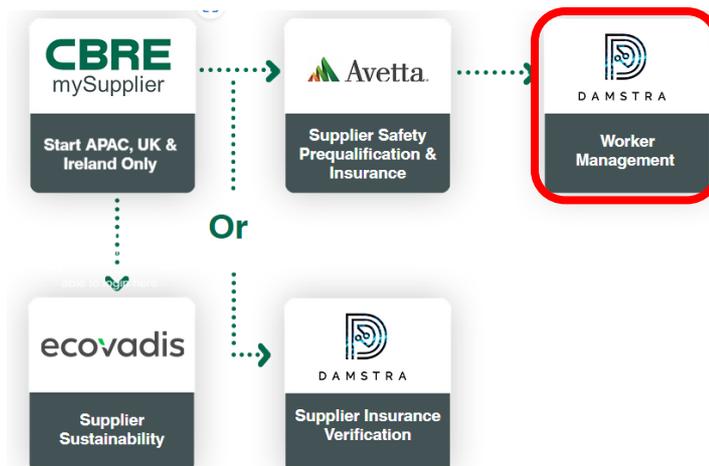


  - o Select New Suppliers

Select one of the following options:

New Suppliers | Exisiting Supplier | CBRE user

o   The CBRE Damstra registration page will display.



**Register Company with Damstra Technology**

*Register your company with Damstra Technology for prequalification for CBRE/Macquarie.*

Step 1/6

**Step 1: Country/Region selection**

Select the Prequalification Businesses/Countries/Regions that you are registering with Damstra Technology.

Currently selected:
⚠ None currently selected

Search …

CBRE/Macquarie

ANZ

☐ Australia

☐ New Zealand

ASIA

☐ China

o   Follow the onscreen instructions to register your company.

When you have entered your company details
- the information you have provided will be verified by Damstra, and
- a user login and password will be sent to the email address entered.

**Note:**        **Damstra review and issuing the email address can take up to 24 hours**
**You cannot proceed to Mobilise New Employees/Workers (step 2) until you receive the user login and password.**

# Step 2 Mobilise your Employees/Workers to Damstra

## Before you start

**To complete this step, you will need:**
- User Id & password email from Step 1
- Each employee's contact details.
- Each employee's emergency contact person's details (can be a company contact)
- A passport style photo per employee (can be a self-portrait)
- Photo identification per employee

- To know what jobs/roles/tasks each employee will likely be completing on Site, and what site induction/location you require.
    - *If you are unsure, please contact your CBRE/Macquarie Representative for details*

- A credit card OR Purchase Order to complete payment of fees.

- Go to the CBRE Suppler Landing Page CBRE Supplier Compliance
    - o  Select Worker Management Icon



- o  The following screen will appear.

o  Select **Existing** Supplier



o  The Damstra Login page will display.



o  Enter your email address & password to log in.

o  Click on the Mobilise an employee from the homepage or UI menu under Workforce Management.



OR
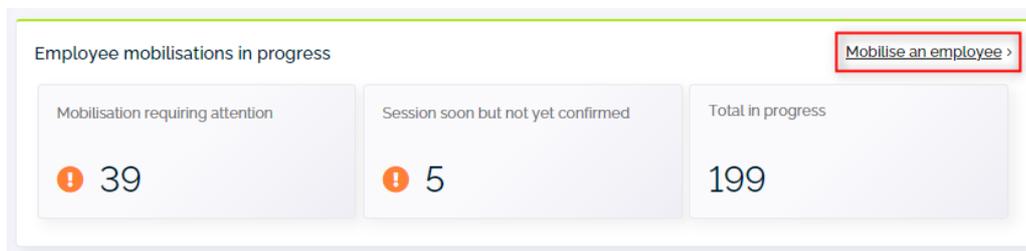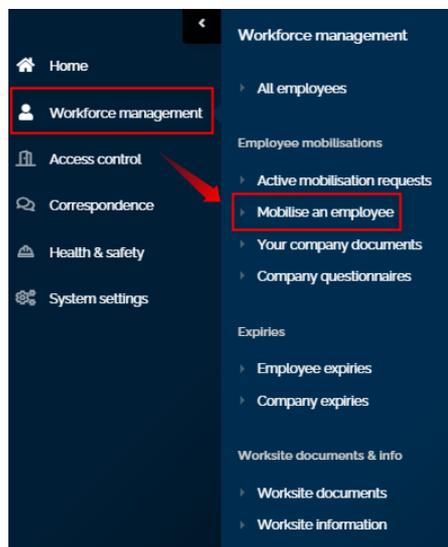
o   Follow the onscreen instructions to Mobilise a New / Existing Employee

- Choose the country from the Worksite dropdown list under **CBRE/Macquarie.**
- Choose the Mobilisation type for the employee.

**Note:**    **Damstra will review the Employee registration and confirm approval or decline the registration**
**This process can take up to 24 hours**

**If approved**
- the Employee/Worker will receive an email advising them of registration and a link to required training and/or inductions they need to complete.

**If declined**
- you will receive an email detailing reasons for decline and will need to repeat Step 3 for the Employee

**Registered employees/workers need to complete their training and inductions within 14 days of receiving the email.**