

User Guide: Preferred Suppliers

Contents:

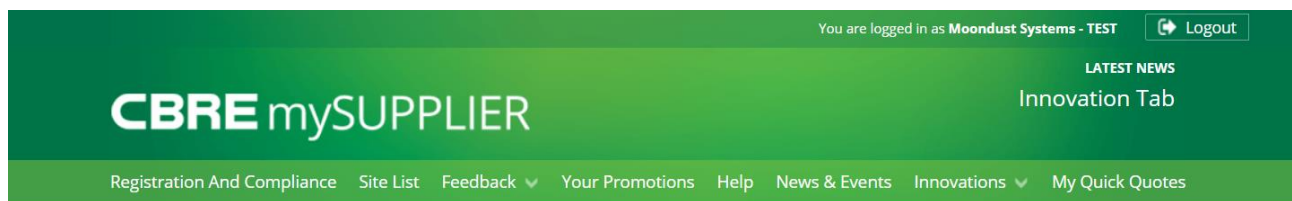
1. What is CBRE mySUPPLIER?
2. Logging in
3. Getting Started
 - a. Registration and Compliance
4. Supplier Performance Feedback
 - a. 5 Star Feedback
 - b. SPM (Supplier Performance Management)
 - c. OP63
5. QHSE "Protect"
6. Additional Benefits
7. Contacts



CBRE mySUPPLIER

1. What is CBRE mySUPPLIER?

mySUPPLIER is CBRE's supplier compliance and onboarding platform. mySUPPLIER gives suppliers an opportunity to maintain compliance documentation and market their business to CBRE in one place, whilst you continue to build your relationship with us. It is very important that you engage with mySUPPLIER and ensure that your profile is up-to-date as the portal is used to find suppliers and in 2018, will be linked to our payment system. If your profile is not up to date, our business users will not be able to raise purchase orders to your company.

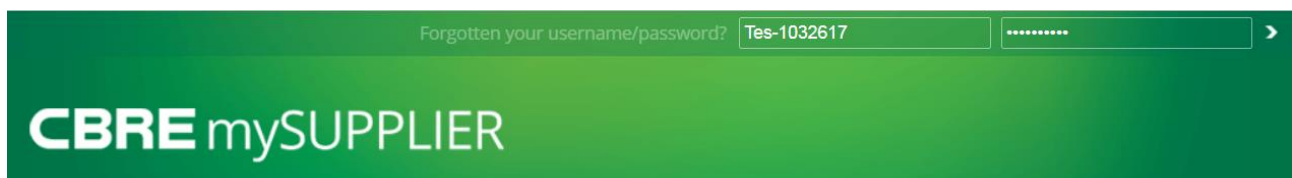


Welcome to CBRE's Supplier Engagement and Self-Registration portal - mySUPPLIER



2. Logging in

When you register onto the portal you will be sent a username and password. Type these into the two login boxes that appear at the top of the page. The first box is for your username and the second is for your password. If you forget your username or password click on the Forgotten your username/password button. The request will be sent to our help desk who will send you a link to reset your password.



3. Getting Started

Once you have logged in you will arrive at your home page. This is where you can start updating your CBRE mySUPPLIER profile.



a. Registration and Compliance

This section is for you to update your registration and compliance documents. It is very important that you ensure that this section is kept up to date because if there are out of date documents your profile will become non-compliant and CBRE users will not be able to view your profile. There are a number of questions that you must complete.

Registration And Compliance
Site List
Feedback
Your Promotions
Help
News & Events
Innovations
My Quick Quotes

Introduction and Notes
Terms and Conditions
Company Information
Contact Information
Financial Information
Legal Information
Service Information
Regional Capabilities
Policies and Staff
Certification Information
QHSE
Submit Registration

Introduction

Welcome to CBRE Supplier self-registration portal. Please complete all of the questions on the portal relevant to the services that the Company provides. All mandatory questions are identified by an asterisk (*) to the right of the question field.

CBRE expects high standards from its supply partners, all services provided shall require a recognised, industry standard qualification and/or certification appropriate to the goods and/or services being provided by the supply chain partner, as well as business insurance cover that reflects the goods being provided, the services being performed and the associated risks to CBRE and its clients.

All questions should be answered with information relating to the Company that will enter a contract with, and provide goods and/or services to CBRE, unless information of other group companies is specifically requested.

The portal has a 'Save' button on each page this should be used regularly to ensure that registration information is saved as it is entered. When all applicable information is completed please 'Submit' your supplier profile for CBRE Approval.

The ⓘ provides further details and information for the field that it is linked to, hover over the ⓘ to see the information.

When the registration process is completed please ensure that an authorised representative of your company checks and submits the profile which includes agreeing to CBRE Terms and Conditions and agreeing to provide services in accordance with CBRE's Code of Conduct for Suppliers.

There are a number of required fields. If these fields are not completed correctly they will be highlighted to you when you select 'Re-Submit Registration' on the Submit Registration tab. Your data will not be submitted to CBRE until all required fields are completed.

Following submission, your registration information will be reviewed and approved, however, during the approval process you may be asked to provide or upload further information which will delay the approval process. Please therefore complete the information requested as thoroughly as possible.

When a document is due to expire you will receive an automated email from the portal reminding you to update the document. You will also receive an email when the document has expired.

4. Supplier Performance Feedback

This is a benefit that you can automatically access as one of our preferred suppliers. MySUPPLIER enables CBRE users to leave three different types of feedback on your profile: 5 Star ratings, Supplier Performance Management and OP63.

a. 5 Star Feedback

An internal user will rate 5 different aspects of your service using a 5 star rating system and this will show up on your internal profile. You will be scored on time of delivery, level of communication, quality of products, quality of service and overall recommendation.

| Rating Results 5★ | | |
|------------------------|------------------------|-----|
| Average Feedback | ★★★★★ | |
| On time delivery | <div><div></div></div> | 5.0 |
| Level of communication | <div><div></div></div> | 4.5 |
| Quality of Products | <div><div></div></div> | 4.3 |
| Quality of Service | <div><div></div></div> | 4.7 |
| Overall recommendation | <div><div></div></div> | 4.3 |



You will be able to see when the feedback was left, who it was left by, what the feedback relates to and the actual rating. If you have queries about your feedback you can use the information to contact the internal CBRE user in question.

| When | User | Reason | Score |
|-------------|--------|------------------------|-------|
| 11-Sep-2017 | level4 | Quality of Products | ★★★★☆ |
| 11-Sep-2017 | level4 | Overall recommendation | ★★★★☆ |
| 11-Sep-2017 | level4 | Level of communication | ★★★★☆ |
| 11-Sep-2017 | level4 | On time delivery | ★★★★★ |

b. SPM Report

This is a more in depth report on how you performed during the service. There are two different types of SPM report, Maintenance/EW and Projects, and you will be scored on various aspects of your service. Your overall SPM score will determine your ranking on the mySUPPLIER portal.

| Supplier performance management report | | | | | |
|--|-------------------------|-----------|---------------------------------------|------------------|------------------------------------|
| Feedback Maintenance / EW | | | | | |
| Date | Relationship Management | Financial | Quality, Health & Safety, Environment | Service Delivery | Overall Maintenance / EW SPM Score |
| 12-May-2017 15:42 | 91 | 93 | 96 | 88 | 92 |
| 31-May-2017 10:33 | 100 | 100 | 100 | 100 | 100 |

You can click on view to see a more in depth version of your SPM report, including a breakdown of the questions and the user that left the feedback.

SPM Results - TestTopia Ltd - Patricia Morris

Person's Name *
 Patricia Morris

Contract Number *
 Contract Number

Contract Name *
 Contract Name

Site Name *
 Site Name

Business Unit *
 Business Unit

Project *
 Project

Does the supplier's account management team take the initiative to learn about and work toward achieving your business objectives and needs?

☐ Takes little or no initiative and has no knowledge of our needs
☐ Has little knowledge but is learning and shows initiative.
☒ Often identifies and communicates need to align business objectives
☐ Excels at identifying and communicating business objectives and goals.

How would you describe the supplier's account management team's commitment, focus and responsiveness to your needs?

☐ Shows little interest
☐ Reactive, but does not follow up
☐ Solves major issues and is generally responsive
☒ Supplier forward thinking, anticipates needs



5. QHSE “Protect”

Our Quality, Health, Safety and Environment feature (QHSE) shows you how seriously we take Health and Safety. The quality of your work is monitored using green, amber and yellow cards.

Red Card: A serious act or omission that will lead to suspension of your account

Amber Card: a minor act or omission that needs to be addressed

Green Card: Well done, your company has performed well on site

6. Additional Benefits

a. Site List

This is a list of names and addresses for all CBRE sites. The lists are split into CBRE’s different divisions and you will be able to view what the site is and where it is located. You will also be able to view the contact details of contract managers and contract supports for each of the different sites. This is a benefit that is exclusive to preferred suppliers.

| CBRE mySUPPLIER | | | | |
|--|----|-----------------------------|--------------|---|
| LATEST NEWS Innovation Tab | | | | |
| Registration And Compliance Site List Feedback ▾ Your Promotions Help News & Events Innovations ▾ My Quick Quotes | | | | |
| Site Contact List | | | | |
| <ul style="list-style-type: none"> Supply Chain Solutions Team Corporate Services Healthcare & Life Sciences Critical Environments Data Centre Solutions FM Division National Accounts Scotland & Ireland UK Services Project Contacts | 2 | Local Facilities Management | | |
| | 3 | Corporate Services | | |
| | 4 | Business Unit | Contract No. | Contract Name |
| | 5 | CS-LOND | CA000088 | Greater London Authority |
| | 6 | CS-LOND | CA000986 | Hunter UK Retail General Partner Ltd |
| | 7 | CS-LOND | CA000044 | National Gallery |
| | 8 | CS-LOND | CA001005 | National Gallery Building Fabric Maintenance |
| | 9 | CS-LOND | CA000847 | Royal Academy of Arts |
| | 10 | CS-LOND | CA001018 | Sony Computer Entertainment Europe |
| | 11 | CS-LOND | CA000461 | Suffolk One |
| | 12 | CS-LOND | CA001175 | The National Portrait Gallery |
| | 13 | CS-LOND | CA001017 | The Natural History Museum |
| | 14 | CS-LOND | CA000846 | The Prudential - London |
| | 15 | CS-LOND | CA000846 | The Prudential -Reading |
| | 16 | CS-LOND | CA000846 | The Prudential -Scotland |
| | 17 | CS-LOND | CA000083 | Trillium - Aviva |
| | | | | City Hall, 110 The Queens W 14-18 St Stephens Street, Nor Trafalgar Square, London, WC Trafalgar Square, London, WC Burlington House, Piccadilly, L Great Marlborough St, Soho, L One Scrivener Drive, Ipswich, St. Martin's Pl, London WC2H Cromwell Rd, Kensington, Lor 12 Arthur Street, London, EC4 121 Kings Road,Reading, RG 1st Floor Gatehouse, Craigfor Wellington Row, York, YO90 |

This function will help you to further engage with the CBRE business and show you where there may be opportunities available for your company.



b. Promotions

This function enables you to share more details of your company with us. You can upload your company logo, articles, marketing literature, business updates and just share any more information that you think would be useful for us to know about. This is a fantastic tool for you to use to help your mySUPPLIER profile stand out to our users.

TestTopia Ltd



CBRE Additional Benefits Module



TESTTOPIA
TEST SUPPLIER FOR CBRE GWS

Contact Details

Create Contact

Account Manager

Edit

Delete

Salutation EMEA Systems Coordinator

First Name Romy

Family Name van Wezel

Email Address romy.vanwezel@cbre.com

Mobile Number NA

c. Innovations

CBRE is always keen to hear about exciting and unique Innovations, and to promote these to our clients. The mySUPPLIER Innovations function enables you to upload innovative products or services that your company can provide. One of our Procurement Team will review your innovation, and publish onto the site. To upload an innovation simply select the tab that says **Contact Us** and give details of your Innovation.

Registration And Compliance Site List Feedback Your Promotions Help News & Events Innovations My Quick Quotes

Innovations

Category filters

- Building Maintenance
- Catering Services
- Cleaning Services
- Construction
- Consultancy
- Corporate Services
- Electrical Engineering
- Environmental
- HVAC
- ICT
- IT and Telecoms
- Mechanical Engineering

Search

Keywords

Results

| Vendor id | User | Company Name | Supplier Status | Innovation Name | Status |
|-----------|-------------|---------------|-----------------|-----------------|------------|
| PLXXXX | Tes-1032617 | TestTopia Ltd | Published | Innovation | Rejected |
| PLXXXX | Tes-1032617 | TestTopia Ltd | Published | Innovation | Unapproved |

1 to 2 of 2 results per page 10



d. Quick Quotes

This is an exciting new functionality that enables CBRE users to directly contact you using mySUPPLIER. A CBRE user will fill in the details of a service that they need using mySUPPLIER and you will receive an automated email from the portal telling you that you a quote for work has been requested. You will then be able to log onto your profile and fill in the relevant information which will then be sent back to the CBRE user. REMEMBER: You can only access this functionality if all of your documentation is up to date and your profile has been published.

Registration And Compliance Site List Feedback ▾ Your Promotions Help News & Events Innovation ▾ **My Quick Quotes**

Quick Quotes

| Results ▾ | | | | |
|-----------|-------------------|---------------|-------------------------------|----------|
| QQ ID | Name of Requestor | Date Received | Brief Overview | Status |
| 5 | Abby | 05-Mar-2018 | Level 1 Test Approved Plus | Rejected |
| 6 | Abby | 05-Mar-2018 | level 1 Approved Plus 2 | Approved |
| 7 | Abby Bowman | 05-Apr-2018 | Abby Test Supplier | Pending |
| 8 | Romy van Wezel | 12-Apr-2018 | Testing how Quick Quote works | Approved |

1 to 4 of 4 results per page 10 ▾

Contacts

CBRE's mySUPPLIER has a dedicated Helpdesk Team, who will be able to help with any questions you might have. You can contact them at:

Email: mysupplier@cbre.com

UK: +442071828766

ROI: +35316185766

