

CBRE

mySupplier

SUPPLIER ONBOARDING

New supplier training manual

Version 5

INTRODUCTION

Welcome to CBRE's mySupplier Registration Manual for New Suppliers

CBRE is firmly committed to conducting business with the highest integrity and to promoting ethical business conduct with our supply community.

As a supplier of products and/or services to CBRE and our clients, your company is critical to our success.

mySupplier is CBRE's gateway to onboarding, compliance and supplier engagement that allows you to self-manage your company information and important reference documents and demonstrate your compliance to CBRE's business standards

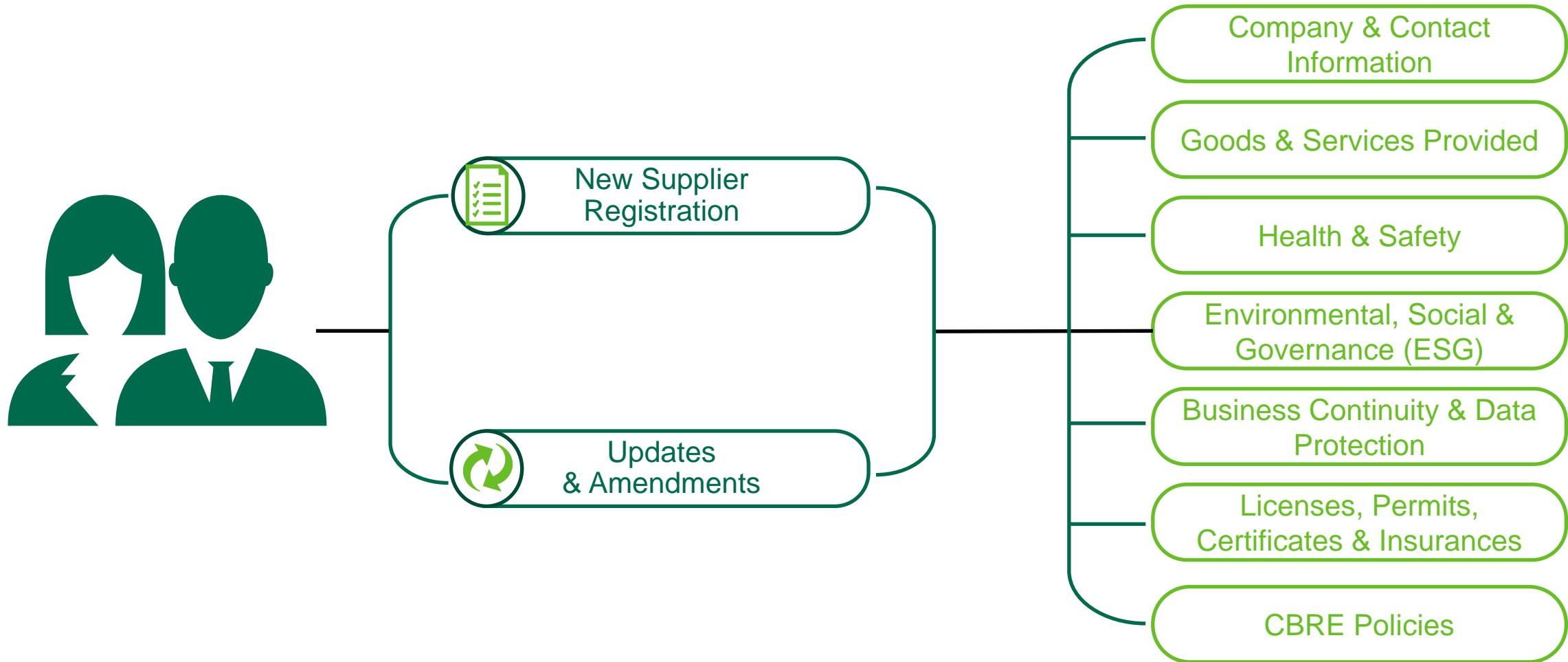
This manual will guide you through the steps to complete the online registration process.

Low-risk suppliers will move through a simplified question set.

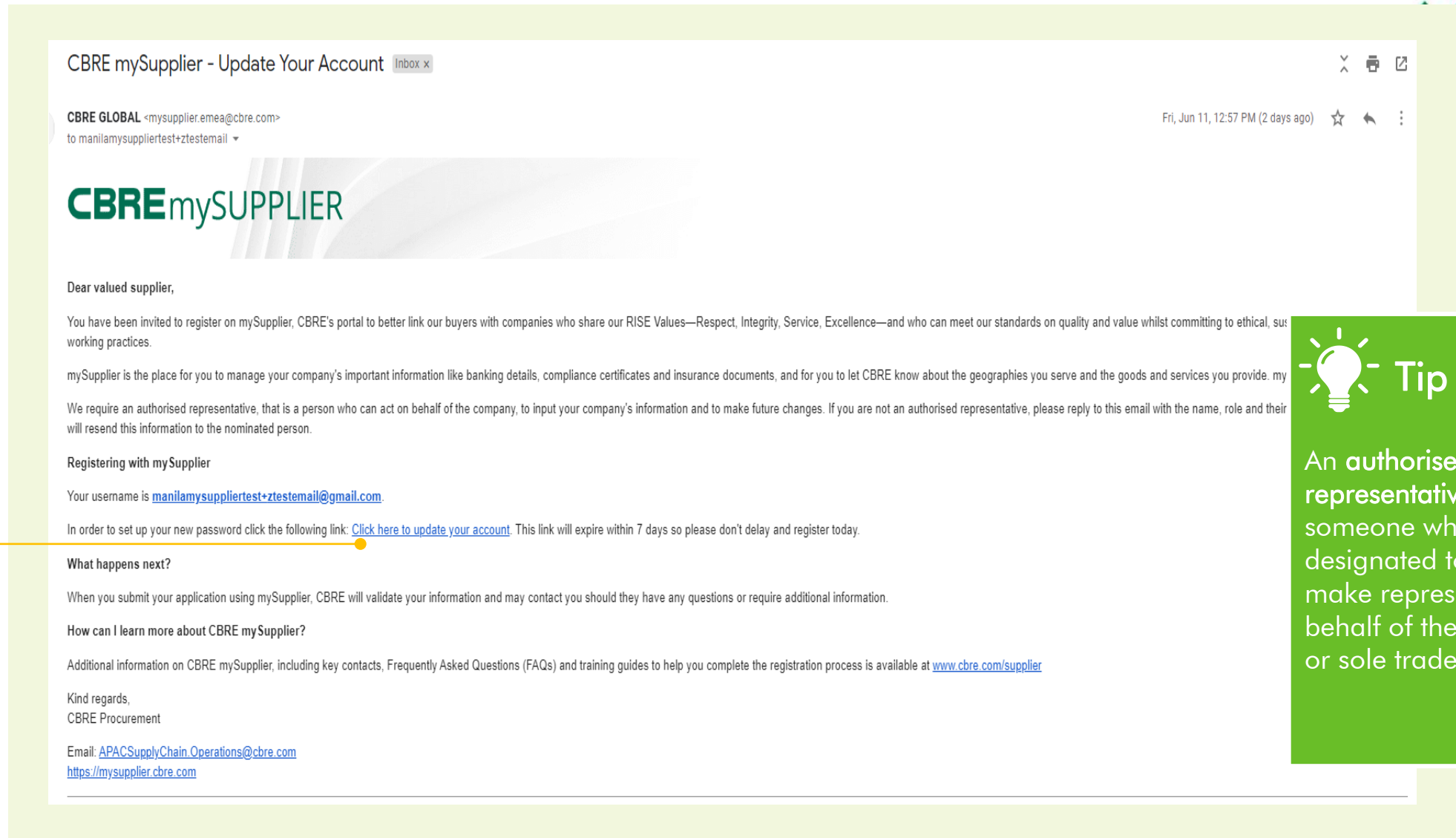
If you are a high-risk supplier, you may be required to complete additional information with a third-party agency who will provide an independent assessment. The service is subject to a fee, which is to be paid directly to the provider.

If you need additional support, contact apacsupplychainoperations@cbre.com

REGISTERING WITH MYSUPPLIER



STEP 1 - SUPPLIER REGISTRATION



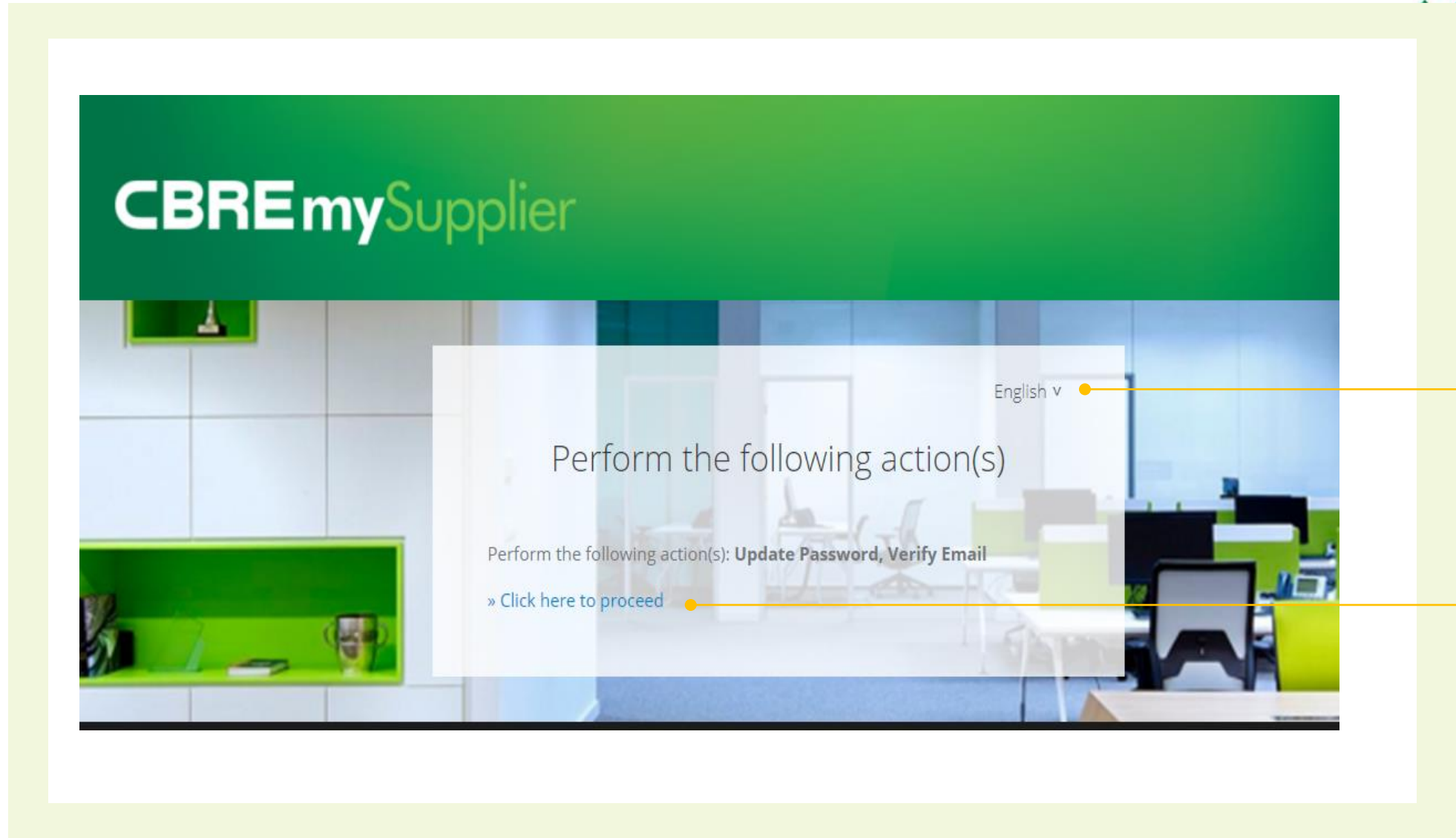
1. Click on this link to register your details and set up a password.



Tip

An authorised representative is someone who is designated to act or make representations on behalf of the company or sole trader

STEP 2 – PASSWORD UPDATE, EMAIL VALIDATION



1. Click to select your language.
2. Click to update your mySupplier account information.

STEP 2 – PASSWORD UPDATE, EMAIL VALIDATION

CBRE mySupplier

English v

Update Account Information

You need to update your user profile to activate your account.

Email
apacmysuppliertest+ztest-chn-all-02@gmail.com

First name

Last name

Preferred Language
English v

Submit

3. Enter your first and last name.

4. Click submit to proceed.

STEP 2 – PASSWORD UPDATE, EMAIL VALIDATION


5. Set up your password following the guidelines for password creation.

6. Click submit to proceed.

CBRE mySupplier

English v

Update password

 You need to change your password. Password must be at least 10 characters; must contain at least one lowercase letter, one uppercase letter, one numeric digit, and one special character.

New Password

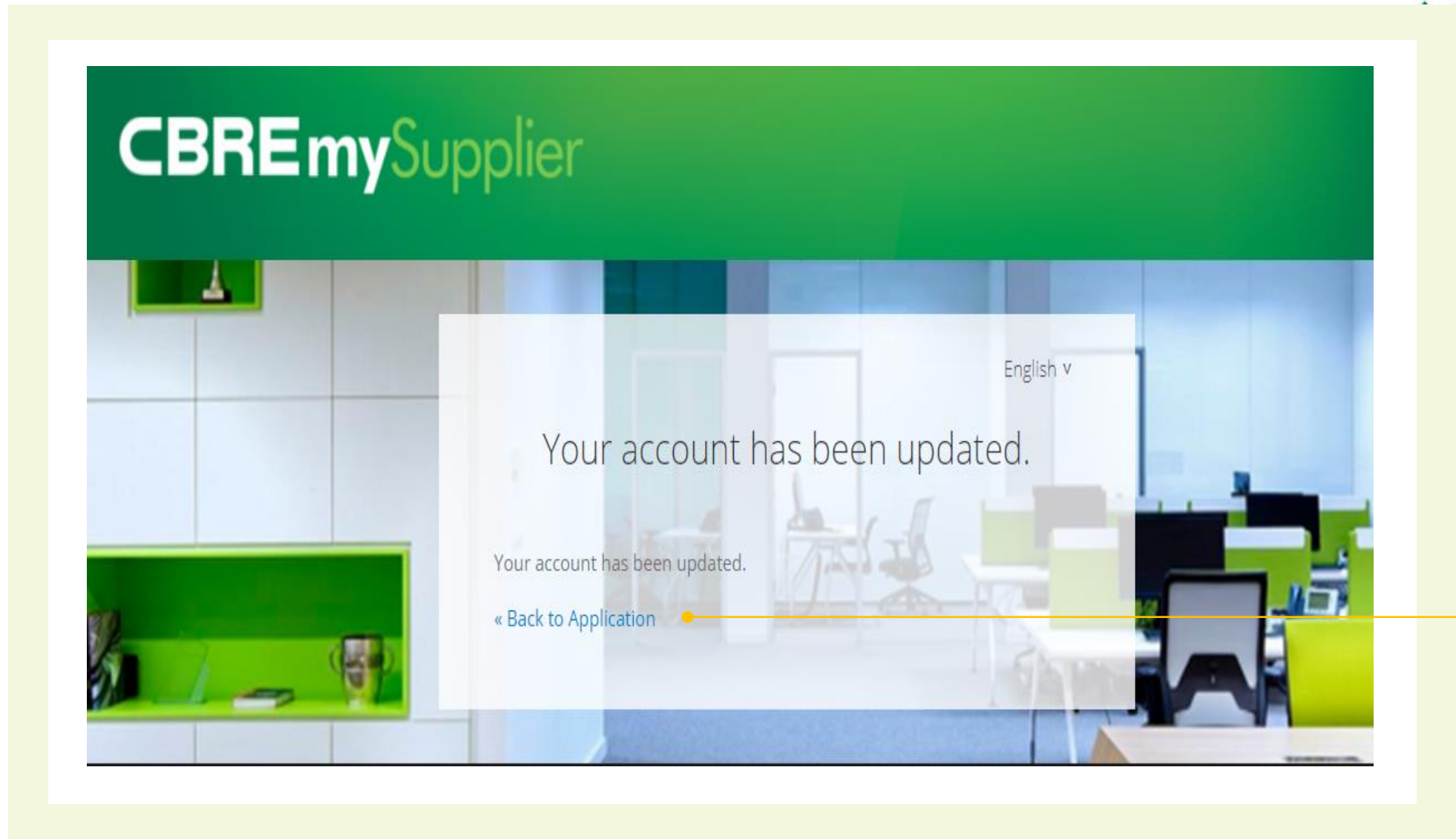
Confirm password

Submit

5

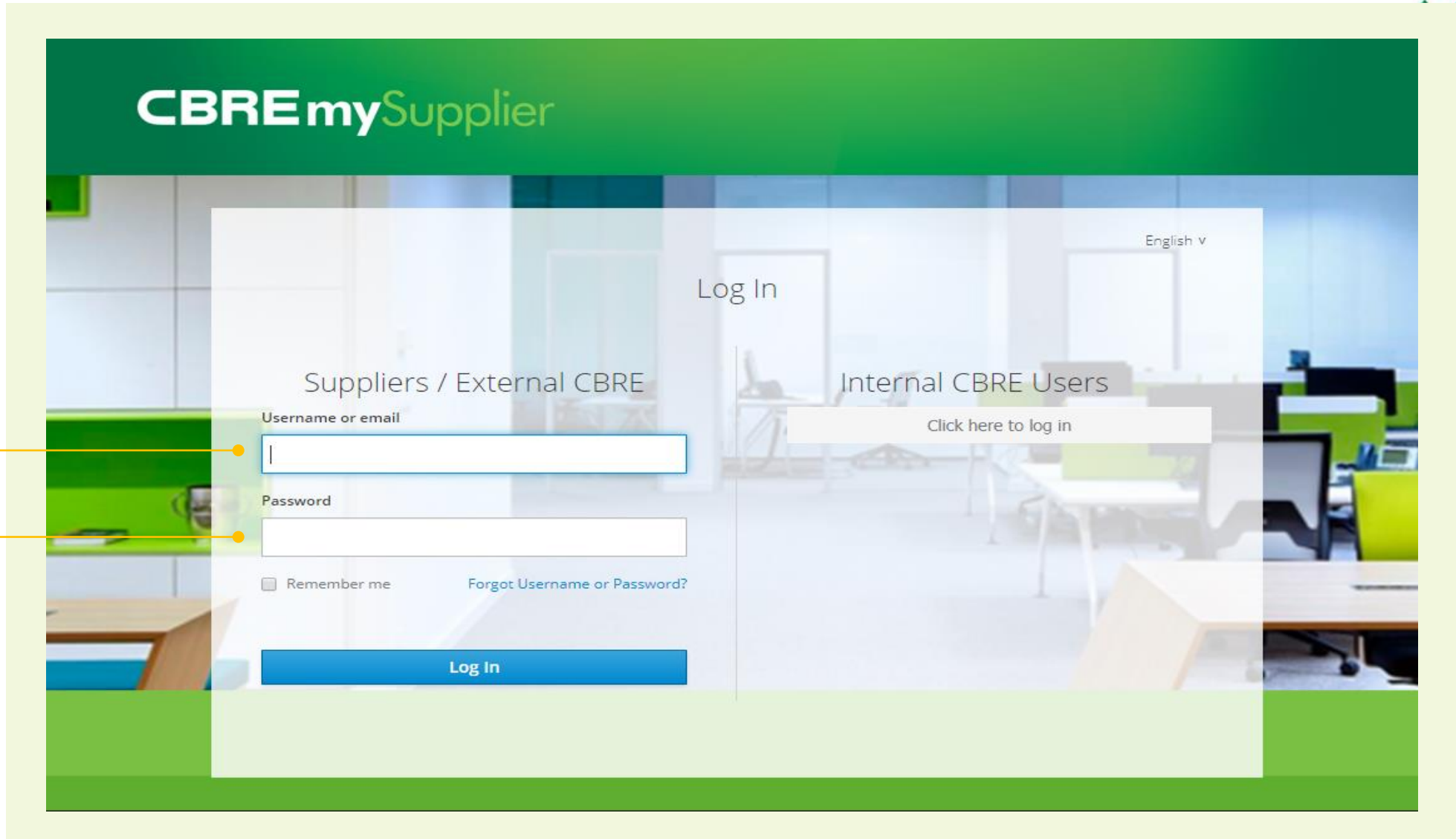
6

STEP 2 – PASSWORD UPDATE, EMAIL VALIDATION



7. Click to start registration.

STEP 3 – LOG IN



1. Enter the username and password from the registration process.

NAVIGATING

1. Click the world icon at the upper right corner to change your preferred language

Navigation Tabs

2. When ready, click the "Next" button or move to another section using the navigation tabs.

The screenshot displays the CBRE mySupplier registration portal. At the top right, a language dropdown menu is open, showing options for English, Nederlands, Tiếng Việt, العربية, ไทย, and 日本語. A yellow circle with the number '1' points to the world icon that triggers this menu. Below the header, a progress bar shows 50 questions completed. A navigation sidebar on the left lists various sections, with 'Environmental, Social and Governance (ESG)' and 'Diversity' marked with green checkmarks. A yellow bracket labeled 'Navigation Tabs' encompasses this sidebar. The main content area shows the 'Introduction' section, which includes a welcome message and instructions. At the bottom right of the main content, 'Next' and 'Submit' buttons are visible, with a yellow circle and the number '2' pointing to them.

STEP 4 – ORGANIZATION INFORMATION

Click on a status to filter the questions

49 94

Mandatory (49) Open (94)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"

Introduction and Notes

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Submit Registration

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1

2

Organisation Identification

Full legal name of your organisation *

alex.thailand@gw-01

Trade Name or Brand Name

Legal Status *

Privately Owned Company

Organisation Registration / Identification Number *

00112233445566

Date of registration *

5 June 2020

Registered Address

Correspondence Address

Ownership Information

Use of Subcontractors

Existing organisational relationship or staff connections with CBRE

Supply Chain

Tip

Data is saved and accepted when you see a green check

*Company registration ID should be reflected in the company/business registration form. See page 13/14 for country specific details.

**If not found in the business registration form, a supporting document should be uploaded showing the registered address

1. Ensure you answer all mandatory questions with *.
2. Click Next or simply go to the next navigation tab to proceed.

STEP 5 – TAX & BANKING INFORMATION

1. **Important:** Please carefully read the instructions on the documentation required in the Letterhead Upload section to avoid delays in your registration. You need to upload 3 documents:

- a. Company Registration Cert
- b. Tax Registration Cert (if you are GST/VAT registered)
- c. Bank Statement/Cancelled Cheque signed by an authorized rep of your company

1

4 45 94

Answered (4) Mandatory (45) Open (94)

Supplier Status: Invoiced

Please complete your profile information and click "Submit Registration". There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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Tax Information

What is your Organisation's Tax Identification Number? ⓘ

Are you registered for Sales Tax / GST / VAT? ⓘ

Yes No

Banking Details

Payment Method ⓘ

Wire / Bank Giro

Bank / Branch Country ⓘ

Singapore

Bank Name ⓘ

Account Name ⓘ

Account Number ⓘ

Bank / Sort / Routing Code ⓘ

SWIFT / BIC Code ⓘ

Branch Code ⓘ

Letterhead Upload

Please upload the following documented evidence of your organisation's details:

Company Registration Form	Should clearly show your company name and registration number.
Tax Registration Certificate From Your Local Tax Authority	Should clearly show your company name, the tax registration number for corporation tax/tax on profits and the registration number for sales tax (if applicable).
Bank-issued Document or Statement Signed by Authorised Company Representative	Should clearly show your company name and the account information required to make a payment to the correct bank account (bank account name, number other bank identifier code used in your country to ensure that payment reaches the correct account); remove or hide any private information and have your authorised representative sign the document and print their name and title below their signature.

Please inform your Administration team that a member of CBRE may be in contact to validate the banking details. ⓘ

Choose



Tip

IMPORTANT

Fill out all the fields in the Banking Details section. The information you entered should be evident in your bank certificate or any BANK issued document.

*See next page for the country-specific requirements.

DOCUMENTS YOU NEED TO UPLOAD



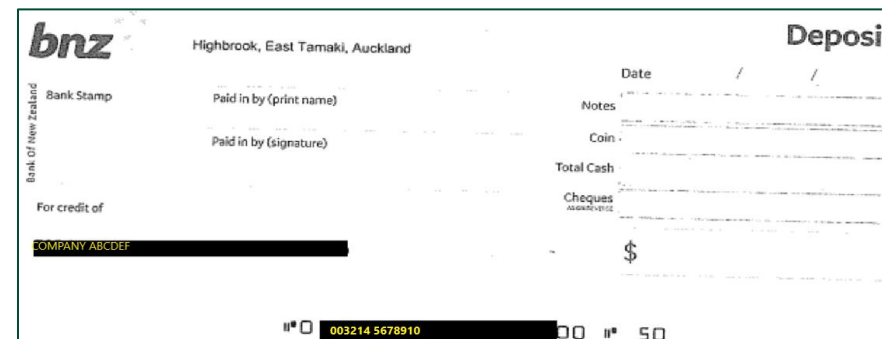
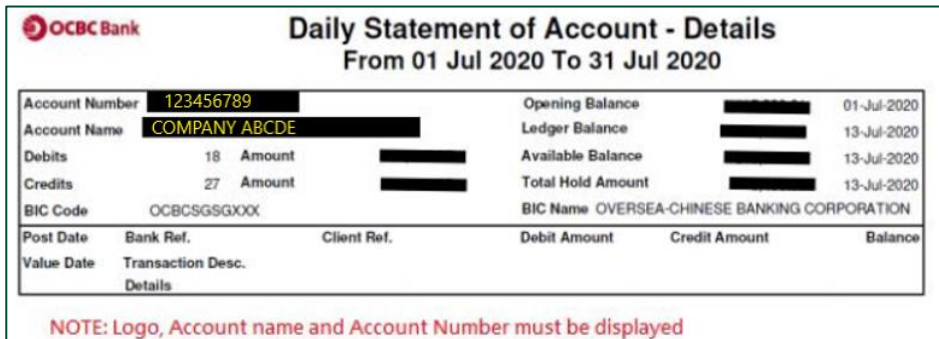
Refer to your country for a list of documents you need to upload under the letterhead upload section to support the details you have entered in the Organisation Information, Registered Address, Tax Information and Banking Details section

Company Info	Documents to Upload				
	AUS	HKG	IND	IDN	MYR
Organisation/Business Registration Number and Registered Address	ABN Certificate	Business/Company Registration Certificate	Corporate Identity Number reflected in the Certificate of Incorporation	NIB/TDP /Company Registration Certificate	'Form 9/SSM certificate
Tax ID (if different from Business Registration Number)	ABN/TFN Certificate	If Any	PAN Certificate	NPWP/Tax Registration Certificate	LHDN certificate
VAT/GST Number (if applicable)		If Any	GST certificate (Form GST REG-06)	NPWP/Sales Tax Registration Certificate	'LHDN/SST certificate
Bank Issued Document	Bank Certificate / Bank Statement (you may cover or mask the amounts in the bank statement / Cancelled Cheque				

DOCUMENTS YOU NEED TO UPLOAD

Please refer to your country for a list of documents you need to upload under the letterhead upload section to support the details you have entered in the Organisation Information, Registered Address, Tax Information and Banking Details section

Company Info	Documents to Upload			
	NZD	PHL	SGP	VNM
Organisation/Business Registration Number and Registered Address	Company Registration Certificate	SEC/DTI Certificate	ACRA Company Profile	Company Registration Certificate
Tax ID (if different from Business Registration Number)	Tax Registration Certificate	BIR 2303 / Certificate of Registration	ACRA/IRAS Certificate	
VAT/GST Number (if applicable)	GST Certificate		GST certificate	
Bank Issued Document	Bank Certificate / Bank Statement (you may cover or mask the amounts in the bank statement / Cancelled Cheque)			



STEP 6 – GOODS OR SERVICES PROVIDED

1. Input all of the countries and region where your organization provides goods and/or services.
2. Identify all goods and/or services provided by your company (expand each category for more details).
3. Provide key words that will help us better find your company with a free text search (ex: Cleaning, janitorial, training, etc).

1

50

● Answered (1) ● Mandatory (50) ● Open (97)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"

There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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Geographic Scope

You have been invited to supply the following CBRE Country:

Japan

Please indicate the geographic areas that you can supply to within the country(s) shown below. *

Japan

- Chōbu
- Chōgoku
- Hokkaido
- Kansai
- Kanto
- Kyushu
- Shikoku
- Tohoku

Goods or Services Provided

Will your Organisation provide Goods, Services, or Both to CBRE or its Clients? *

Please select

Please select the category(s) which best describe what you provide:

- Business Services
- Facilities - Services
- Facilities - Design & Build Services
- Facilities - Building & Grounds
- Technology & Telecom
- Transportation & Travel

KEYWORD SEARCH

Please also provide a list of keyword search terms for any specific goods or Services that you commonly provide.

These keywords will be searchable in a "keyword" search engine used by CBRE staff looking for specific goods and services.

Please only include industry standard terms.

Please write each word once, separated by a comma.

255 characters remaining.

2

3

STEP 7 – HEALTH & SAFETY

1. Mandatory Response Required: If you are a high-risk supplier, you may be required to complete additional information with a third-party agency that will provide an independent assessment. This will be subject to a fee.

Click on a status to filter the questions

3 49 97

● Answered (3) ● Mandatory (49) ○ Open (97)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"

There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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Submit Registration

Duties Performed on CBRE Client Sites

Will your workers (employees or contractors):

Perform work on a CBRE Site or CBRE client site? * ☒

Yes No ✓

Transport CBRE employees or CBRE client employees? * ☒

Yes No

Transport dangerous goods / hazardous substances on behalf of CBRE? * ☒

Yes No

Avetta Registration

Is your organisation registered with Avetta? <https://www.avetta.com/> * ☒

Yes No Don't know

✓

Previous Next Submit

1

STEP 8 – ENVIRONMENTAL, SOCIAL & GOVERNANCE

This section focuses on **your company policies**. A response is not mandatory (for most countries), but it is important to understand your alignment with CBRE's business values. Please provide documents where possible.

*For AUSTRALIA suppliers, please complete the Modern Slavery

The screenshot shows a questionnaire interface with a progress bar at the top. The progress bar indicates 3 answered questions, 49 mandatory questions, and 97 open questions. A legend below the progress bar shows a green circle for 'Answered (3)', a red circle for 'Mandatory (49)', and a grey circle for 'Open (97)'. The 'Supplier Status' is 'Invited'. A message states: 'Please complete your profile information and click "Submit Registration"'. Below this, it says: 'There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.' There are three buttons: 'Previous', 'Next', and 'Submit'. A sidebar on the left lists various sections: 'Introduction and Notes', 'Organisation Information', 'Tax & Banking Information', 'Goods or Services Provided', 'Health & Safety', 'Environmental, Social and Governance (ESG)' (highlighted with a green checkmark), 'Business Continuity and Data Protection', 'Licences, Permits, Certificates, Insurances & Disaster Recovery', 'Key Person Contact Information', 'Government Affiliations & Legal or Financial Judgements', 'CBRE Policies', 'Financial History', 'Diversity' (highlighted with a green checkmark), and 'Submit Registration'. The main content area shows the 'Environmental Programmes and Policies' section, which includes a question: 'Does your company have a written environmental programme?' with 'Yes' and 'No' radio buttons. Below this are several expandable sections: 'Energy and Climate', 'Environmental Regulatory Compliance', 'Labour Relations', 'Code of Conduct', 'Bribery and Corruption', 'Modern Slavery', 'Social Sustainability Score', 'Existing Social Inclusion Programme', and 'Reviewer / Approver Section'. A yellow line connects the 'Modern Slavery' section in the sidebar to the 'Modern Slavery' section in the main content area.

STEP 9 – BUSINESS CONTINUITY & DATA PROTECTION

1. If your services involve sensitive data or access to client systems, you will be asked to complete a more comprehensive data protection assessment. This is an internal CBRE process and not subject to any fees.

3 49 97

● Answered (3) ● Mandatory (49) ● Open (97)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"

There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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Submit Registration

Business Continuity

Does your organization have a Business Continuity Policy or have top management defined procedures necessary to protect the organization from business disruption?

Yes No

Does someone in top management own the Business Continuity Policy/Procedures and ensure these are compatible with your requirements?

Yes No

Does your organisation have a business continuity plan or contingencies in place, which enable/maintain the recovery of services provided to CBRE following business disruption?

Yes No

Does your organisation undertake annual business continuity exercises or within the last 3 years has your organization successfully managed an incident following business disruption?

Yes No

Have you reviewed the business continuity arrangements of your critical suppliers, which deliver goods or services you need to maintain services provided to CBRE?

Yes No

Data Protection Statements

During the course of performing work for CBRE or its Clients, will your organization have access to any CBRE or Client Information Systems? For example, this would include access to CBRE's internal applications, a database containing CBRE employee or client data, or to a CBRE or CBRE client's network. *

Yes No

During the course of work, will you be processing personal data (as defined by applicable data protection law) on behalf of CBRE or its clients; or have access to non-public, proprietary, or confidential information relating to CBRE or its clients? *

Yes No

STEP 10 – LICENSES, PERMITS, CERTIFICATES, INSURANCES & DISASTER RECOVERY

1. If you answer Yes to Licenses or Permits, you will be asked to attach documents.
2. We will monitor insurance dates and system will notify you to update the information as it becomes due.

Click on a status to filter the questions

3	49	97
---	----	----

● Answered (3) ● Mandatory (49) ○ Open (97)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"

There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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Submit Registration

Introduction

In this section you will be asked to provide information and supporting evidence for any licences, permits, certificates and Insurances.

1 Licences or Permits to Operate

Does your organisation have the required licenses or permits to operate issued by a government organisations or recognised legislative authority for the Goods and / or services that you will supply to CBRE or CBRE or its Client(s)? *

Yes - All

Some

None

Quality Systems

2 Insurance

STEP 11 – KEY PERSON CONTACT INFORMATION



Please provide us with details for the best people for CBRE to contact in each different function.

3 49 97

● Answered (3) ● Mandatory (49) ○ Open (97)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"

There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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Submit Registration

Key Person Contact Information >

Primary Contact Person ▾

The person in your organisation who will be provided with an administrator user name and password to the CBRE mySupplier system in order to update or change your organisation information including where applicable banking information.

First Name *

Last Name *

Job Title *

Office Number *

Mobile Number *

Email Address *

Authorised Representative? * Yes No

Secondary Contact Person >

Finance Manager / Accounts Payable Manager >

Purchase Order / Work Order Recipient >

Operations / Dispatch Manager >

Health and Safety Manager Information >

Previous Next Submit

STEP 12 – GOVERNMENT AFFILIATION, LEGAL & FINANCIAL JUDGEMENTS



All questions are mandatory.

If you answer “Yes” to any question, please provide additional information.

Your registration will be further reviewed by our Compliance team and you may be contacted for further information.

3 49 97

Answered (3) Mandatory (49) Open (97)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"

There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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Affiliations with a Government Organisation or Individuals

Is the Company or any Company in the Group (including subsidiaries, predecessors, successors or affiliates) owned or controlled, either partially or fully, a government or quasi government entity (National or International)? *

Yes No

Are any staff or employees of the Company or any Group Company, connected or related to government officials (e.g. family, business or otherwise)? *

Yes No

Will your services for CBRE require that you interact with Government Officials or government authorities, including making payments or pursuing deals/ engagements with governments? *

Yes No

Declarations: Legal & Financial Issues

National or International Sanctions

STEP 13 – CBRE POLICIES

3 49 97

● Answered (3) ● Mandatory (49) ● Open (97)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"
There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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CBRE Policies & Data Protection Consent

The following sections must only be completed by an Authorised Representative of your organisation. If you are not an Authorised Representative, please save the form using the orange "save" button and forward the link to this form to an Authorised Representative for them to complete the rest of this application form.

CBRE Supplier Code of Conduct

[Click here to view the Supplier Code Of Conduct](#)

Please confirm that your organisation has read and understood the CBRE Supplier Code of Conduct document and accepts that it shall ensure that its staff, contractors, sub-contractors and agents comply with the Code of Conduct at all times. *

Confirmed
 Not Confirmed

CBRE Anti-Bribery & Corruption Policy

Please confirm that neither your Organisation nor any of its Associates, is, or has engaged in any activity, practice or conduct or has taken any action or inaction directly or indirectly, which constitute an offence under any applicable laws, statutes and regulations relating to anti-bribery and anti-corruption. *

Confirmed
 Not Confirmed

Act on Prevention of Unjust Acts by Organized Crime Group Members

[View the Anti-social Act](#)

Please confirm that your organisation has read and understood the document and accepts that it shall ensure that its staff, contractors, sub-contractors and agents comply with the Anti-social Act. *

Confirmed
 Not Confirmed

CBRE Modern Slavery Policy

Please confirm your organisation's compliance with any Modern Slavery legislation in force in the countries in which you operate and that neither your organisation nor any of its suppliers use, or are in any way connected with, slave labour, human trafficking or exploitation, or any other activity which would constitute an abuse of human rights. *

Confirmed
 Not Confirmed

Please confirm your organisation's consent to CBRE, on reasonable prior written notice, being given access to your senior staff to conduct an audit of the practices and procedures that you have in place to ensure you comply with all applicable Modern Slavery legislation. *

Confirmed
 Not Confirmed

Data Protection Consent

Terms & Conditions

1. Review the CBRE Supplier Code of Conduct by clicking on the link.

All questions in this section are mandatory.

STEP 14 – FINANCIAL HISTORY

The screenshot displays a registration questionnaire interface. At the top, a progress bar shows 3 answered questions, 49 mandatory questions, and 97 open questions. The 'Supplier Status' is 'Invited'. A sidebar on the left lists various sections, with 'Financial History' and 'Diversity' marked as completed. The main content area is titled 'Financial History' and contains a form for providing financial information. A green tip box on the right provides an important instruction.

3 49 97

● Answered (3) ● Mandatory (49) ● Open (97)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"

There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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Financial History ✓

Diversity ✓

Submit Registration

Financial History

Please provide documented evidence of your organisations Paid Up Capital

Paid Up Share Capital Value *

Please provide the following financial information in the currency of the country in which your organisation is registered:

This information is normally provided in your organisation's most recent balance sheet

Please only enter positive numbers (no minus / negative sign)

Net Sales

Total Assets

Working Capital Requirement

Retained Earnings

Total Liabilities

Book value of Equity

Earnings Before Interest and Taxes


Financial Risk Reports >

Business References >

1

1. Although not mandatory, your financial history helps us to determine your financial health and potential for long-term partnering.

*Note that some countries or businesses may require you to provide this information

 **Tip**

IMPORTANT

If the financial history section is answered, please values in ALL fields and ensure to validate the information with your finance team to avoid any delays in your onboarding.

STEP 15 – DIVERSITY



3 49 97

Answered (3) Mandatory (49) Open (97)

Supplier Status: Invited

Please complete your profile information and click "Submit Registration"

There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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Disability Owned or Operated Business

Does your organisation self-identify as, or is it registered as a disability-owned business in the country(s) in which your organisation is registered in or operates in?

Yes No

Not including owners, do you employ individuals with a recognised disability in the country(s) in which your organisation is registered in or operates in?

Yes No

Women Owned or Operated Businesses

Does your organisation self-identify as, or is it registered as a woman-owned business in the country(s) in which your organisation is registered in or operates in?

Yes No

Not including owners, do you employ women in the country(s) in which your organisation is registered in or operates in?

Yes No

Disadvantaged or Minority Owned or Operated Business

Diversity in the Supply Chain

Previous Next Submit

1

1. Hover over the blue icon to get more information on what is being asked.

STEP 15 – SUBMIT REGISTRATION

1. Once you answer all questions, confirm that all information are true and accurate.
2. Click the submit Registration button. Ensure that all tabs are marked with a checked green box in order for your submission to be successful.

Supplier Status: Invited
Please complete your profile information and click "Submit Registration"
There are changes to the questionnaire that have not yet been submitted. Please complete all the questions and then submit the answers for review by clicking on the Submit Registration tab below and then clicking on the button in the Submission section.

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CBRE Policies

Financial History

Diversity

Submit Registration

Previous Submit

I confirm that the information provided for the registration and all supporting documentation is a true and accurate representation of the systems, processes, certificates, licences and accreditations of the Company in respect of sub-contracting and the assessment of competence. I confirm that all individuals involved in the delivery of works are competent to undertake the work on behalf of the Company. *

Confirmed Not Confirmed

Submission

There are many mandatory questions which require answers in this registration form, marked with a red asterisk *. If the mandatory questions have not been answered, they will be highlighted to you when you select the "submit registration" button below. Your registration form will not be submitted to CBRE until all mandatory questions are answered.

Submit Registration

1

2

What happens next?

Your registration will be reviewed by CBRE and you may be contacted to clarify your responses or provide additional information.

If you are accepted as a CBRE supplier, you will be notified. Going forward, you can manage your company details through mySupplier.

CONTACTS AND HELP

If you need additional support in completing your registration, please contact the mySupplier support team at apacsupplychain.operations@cbre.com. You may also refer to the [FAQ](#) for additional help.

Other useful reference materials

[Supplier Code of Conduct](#)

[Supplier Diversity Program](#)

[CBRE Slavery and Human Trafficking Statement](#)

[Corporate Responsibility](#)

THANK YOU.

Gracias. 謝謝. Salamat. धन्यवाद. Obrigado. شكرا.
Спасибо. 감사합니다. ขอบคุณ. Danke. ありがとう. Merci.

CBRE



toward a greener
tomorrow

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