

Program Overview

What is Supplier Shield?

Supplier Shield is CBRE's supplier onboarding and risk assessment framework. Supplier Shield automates the end-to-end supplier onboarding and risk assessment process and the whole-of-life vendor maintenance process. It is powered by Coupa (CBRE's Purchase to Pay (P2P) tool) and integrates the vendor risk status with the purchasing process. CBRE has adopted industry-leading technology and partnered with industry leaders to introduce bank account and identity verification processes, tailored risk assessment, and ongoing risk monitoring. Third party checks conducted by CBRE (as required) include:

Moody's

- Entity Status
- Sanctions
- Embargos
- Anti-Money Laundering
- Bribery & Corruption

DIRO

- Bank account verification
- Identity verification

Global Risk Management Services (GRMS)

- Insurance verification and monitoring
- Health & Safety assessment
- Business Continuity assessment
- Diversity verification and monitoring (as applicable)

Ecovadis (optional)

- Sustainability rating

What does Supplier Shield do for Suppliers?

- **Increased visibility:** Includes suppliers on a global platform visible to CBRE buyers, providing greater opportunity to generate business opportunities.
- **Approved status:** Classifies suppliers as CBRE-approved/pre-qualified suppliers which streamlines/expedites procurement and engagement processes over the life of the relationship.
- **Better record maintenance:** Provides an online platform for suppliers to maintain and update vendor information which, in turn, facilitates timely invoice payment.
- **Focused risk assessments:** Assesses suppliers against identified inherent risks rather than using a one-size-fits-all approach which ensures a fit-for-purpose assessment.
- **Integrated processes:** Integrates onboarding and risk management processes with CBRE's purchase-to-pay system, providing a one-stop shop for suppliers to submit invoices and upload catalogues/rate cards (as applicable).
- **Risk profile:** Calculates inherent and residual risk rating for each supplier and provides advice on remedial actions for those suppliers that do not meet CBRE's minimum standards.
- **Preferred supplier pathway:** Helps identify suppliers that may qualify for our Partner Excellence Program.



Let's Get Started

To enhance your onboarding experience, and aid in your company successfully onboarding with CBRE, a list of the required information is provided below to allow collection of the data prior to beginning the onboarding process.

Onboarding Information Needed:

1. Contact Information

Provide details of at least two Points of Contact from your organization – one Primary Contact which should be the Account Manager who will be CBRE's primary point of contact throughout the business relationship and a Secondary Contact which should be the details for your Service Desk. You also have the opportunity to add further contacts if necessary.

Information needed for those contacts include:

- Contact title
- First name
- Last name
- Valid E-mail address
- Mobile & work number(s)

2. W-9 Tax Form

A current W9 is needed and must be filled out in its entirety. This needs to be on the October 2018 or March 2024 version, has to be signed and dated in the last 3 years and the name of the supplier and the address need to match the name and address you will be entering into the onboarding form.

3. Addresses

Your company's registered business address, remit to address, and banking address MUST match the supporting documentation:

- Registered business address must match the W9; and
- A remit to address must match the bank statement.

4. Utility Account

Login details to your utility bill account. You will not be asked to share these with CBRE or DIRO but will be asked to log into your utility account to download a statement.

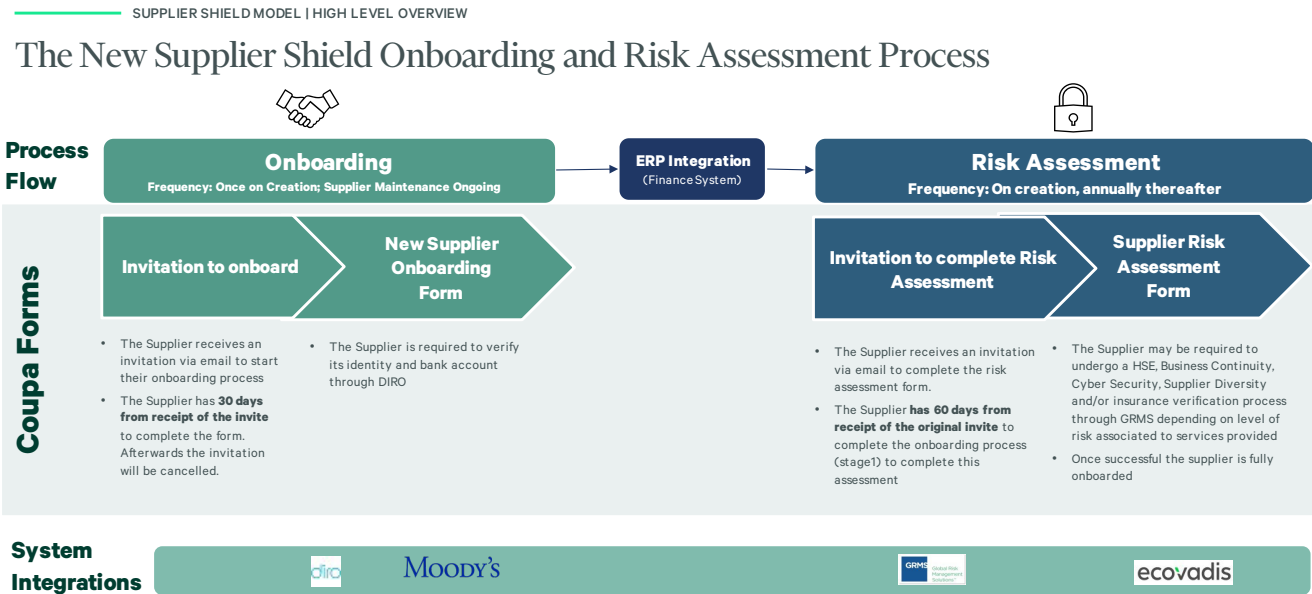
5. Bank Account

Login details to your company bank account. You will not be asked to share these with CBRE or DIRO but will be asked to log into your bank account to download a statement.

Step-by-Step Onboarding Process:

The first part is the **Supplier Onboarding Process** – this is collecting the required business information from you (i.e., registered business name, tax information, bank details, remittance address etc) in order to set you up as a vendor in our Enterprise Resources Planning Systems (ERPS) so CBRE can raise Work Orders/Purchase Orders/Payments for you. This part is initiated first and **should be completed within 30 days**.

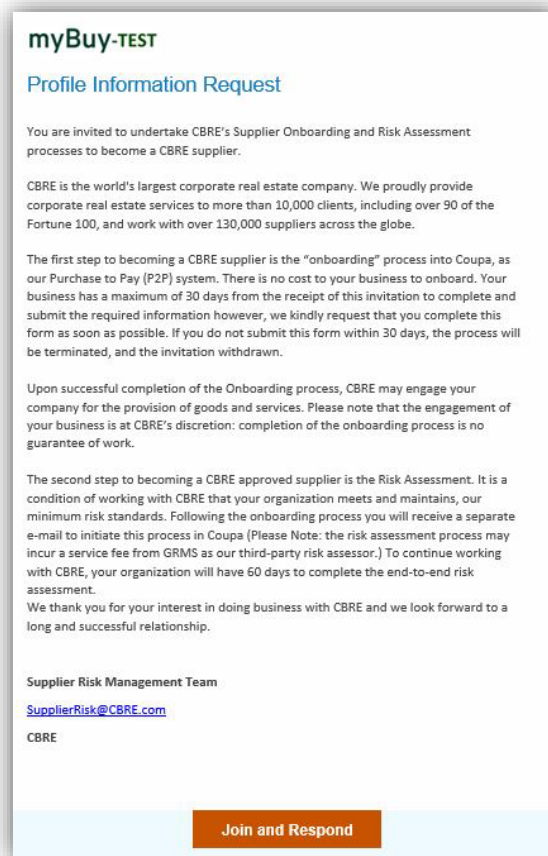
The second part is the **Supplier Risk Assessment** to minimize risk exposure for CBRE and our clients. In the risk assessment information is collected from both you and our risk partners. After you have been successfully onboarded (part 1) you then have **60 days** to successfully complete the risk assessment.



Part 1 | Supplier Onboarding

Step 1 | Supplier Onboarding Invitation

CBRE will invite you to onboard. The CBRE representative who invited you to onboard in Supplier Shield will be your designated point of contact / Supplier Relationship Manager for the duration of the onboarding process and beyond.



myBuy-TEST

Profile Information Request

You are invited to undertake CBRE's Supplier Onboarding and Risk Assessment processes to become a CBRE supplier.

CBRE is the world's largest corporate real estate company. We proudly provide corporate real estate services to more than 10,000 clients, including over 90 of the Fortune 100, and work with over 130,000 suppliers across the globe.

The first step to becoming a CBRE supplier is the "onboarding" process into Coupa, as our Purchase to Pay (P2P) system. There is no cost to your business to onboard. Your business has a maximum of 30 days from the receipt of this invitation to complete and submit the required information however, we kindly request that you complete this form as soon as possible. If you do not submit this form within 30 days, the process will be terminated, and the invitation withdrawn.

Upon successful completion of the Onboarding process, CBRE may engage your company for the provision of goods and services. Please note that the engagement of your business is at CBRE's discretion: completion of the onboarding process is no guarantee of work.

The second step to becoming a CBRE approved supplier is the Risk Assessment. It is a condition of working with CBRE that your organization meets and maintains, our minimum risk standards. Following the onboarding process you will receive a separate e-mail to initiate this process in Coupa (Please Note: the risk assessment process may incur a service fee from GRMS as our third-party risk assessor.) To continue working with CBRE, your organization will have 60 days to complete the end-to-end risk assessment.

We thank you for your interest in doing business with CBRE and we look forward to a long and successful relationship.

Supplier Risk Management Team
SupplierRisk@CBRE.com
CBRE

Join and Respond

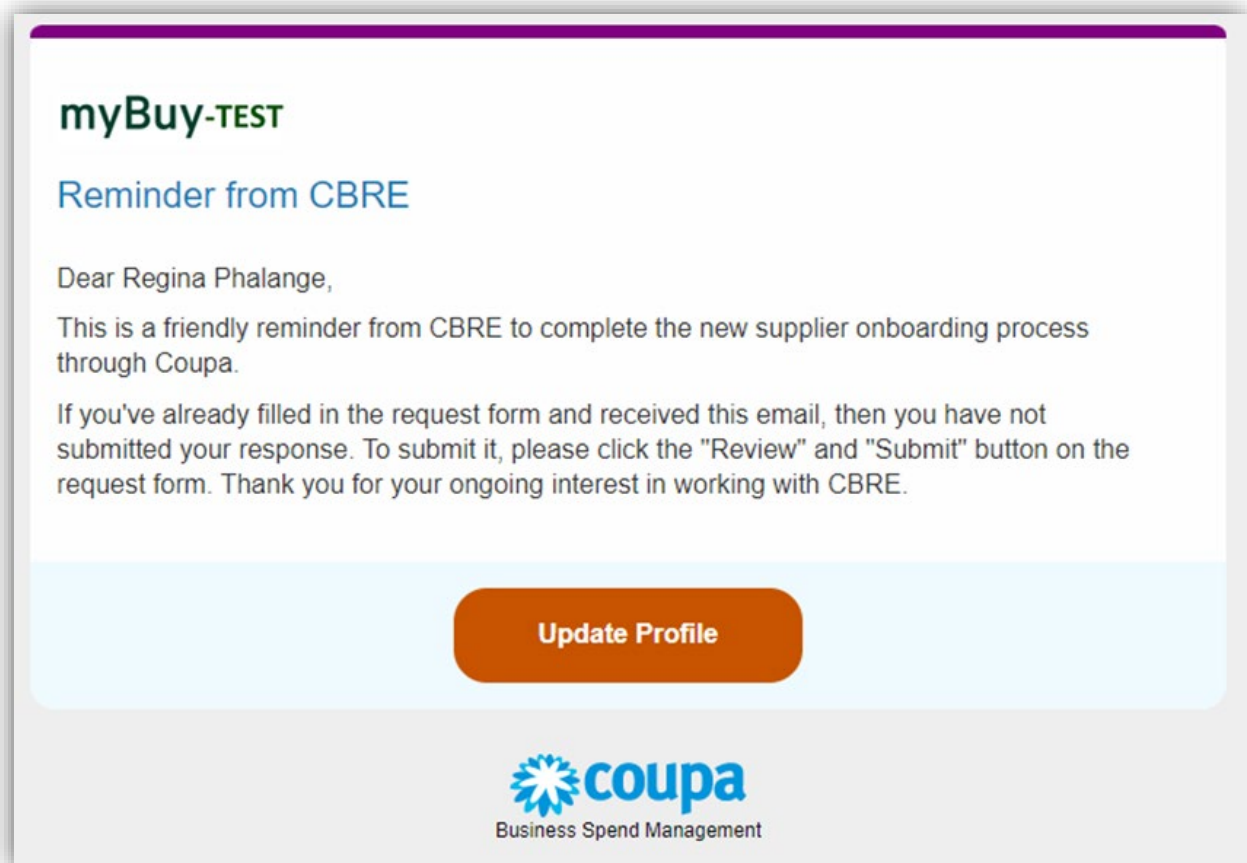
Step 2 | **Supplier Action** | New Supplier Onboarding Form

You will receive an email from Coupa (on behalf of CBRE) from **do_not_reply@cbre.coupahost.com** (please make sure to check your spam folder if you expected an invite which has not come through yet) with a link to register in the Coupa Supplier Portal and complete your New Supplier Onboarding form. You then **have 30 days** to complete and submit your response. The sooner this is done, the sooner CBRE will be able to place work orders with you, Reminders will be sent directly from Coupa. **After this period, your invitation will be cancelled.** In order to ensure a quick and smooth onboarding process, please complete the form in a timely manner.

Below are the instructions for completing and making changes to the CBRE Supplier Onboarding Form. This process takes approximately 15 minutes to complete and includes the requirements for you to verify your identity and banking information through DIRO.

Training Guide: [How to Complete the CBRE Supplier Onboarding Form](#)

Please note: you can "Save" your progress at any time if you need to exit the form.



Identity and Bank Verification through DIRO

Prerequisite for any supplier who wants to work with CBRE is to go through the process of having their bank details and address verified.

For this CBRE has partnered with DIRO, a leading provider of bank and address verification services, to implement the Supplier Shield: DIRO Verification Process. The purpose of this process is to prevent fraud and money laundering activities by identifying fraudulent parties before entering into a business relationship with them. DIRO's address and banking verification process is trusted by Fortune 500 and Tier 1 global banking institutions.

The process of verifying supplier's address and bank information is not new, but the method of how CBRE is doing it is. The old process of sharing PDF or bank letters is open to tampering and fraud through simple Photoshop, where DIRO's process helps to capture data directly from the original online source.

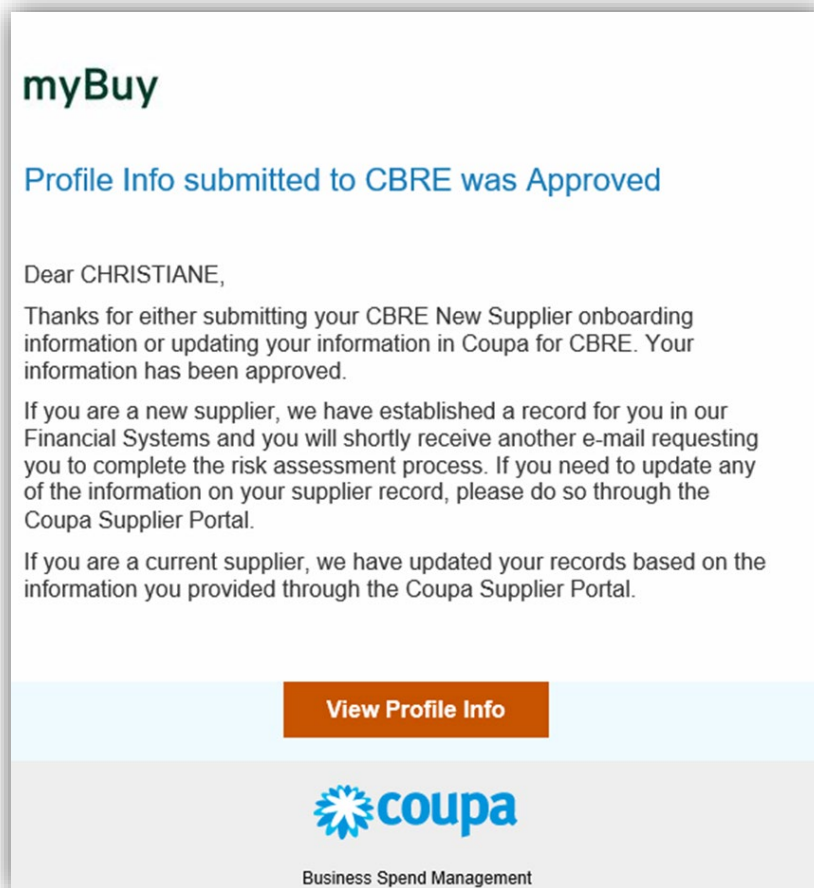
The scope of the DIRO process includes verifying the supplier's address details through a utility statement and the bank account number directly with the bank online source. CBRE uses the verified information from DIRO to compare it against the information you have provided in your New Supplier Onboarding form.

No account creation is required within DIRO - only a valid email address.

Training Guide: [How to verify your company's bank and address information with DIRO](#)

Submitting the New Supplier Onboarding Form

The last step within the Supplier Onboarding is to submit your form for approval. After hitting the submission button, the form will be in "Pending Approval" status. You will receive an email confirming receipt of your Supplier Onboarding Form and a further notification when your application is approved.



Step 3 | Onboarding Due Diligence

CBRE will now complete the onboarding due diligence process with DIRO, undertake an initial screening through Moody's and perform a duplicate supplier check.

Step 4 | Vendor Creation

If all previous steps are passed successfully, you will be preliminarily established as a 'vendor' in our finance and work order system; no action needed.

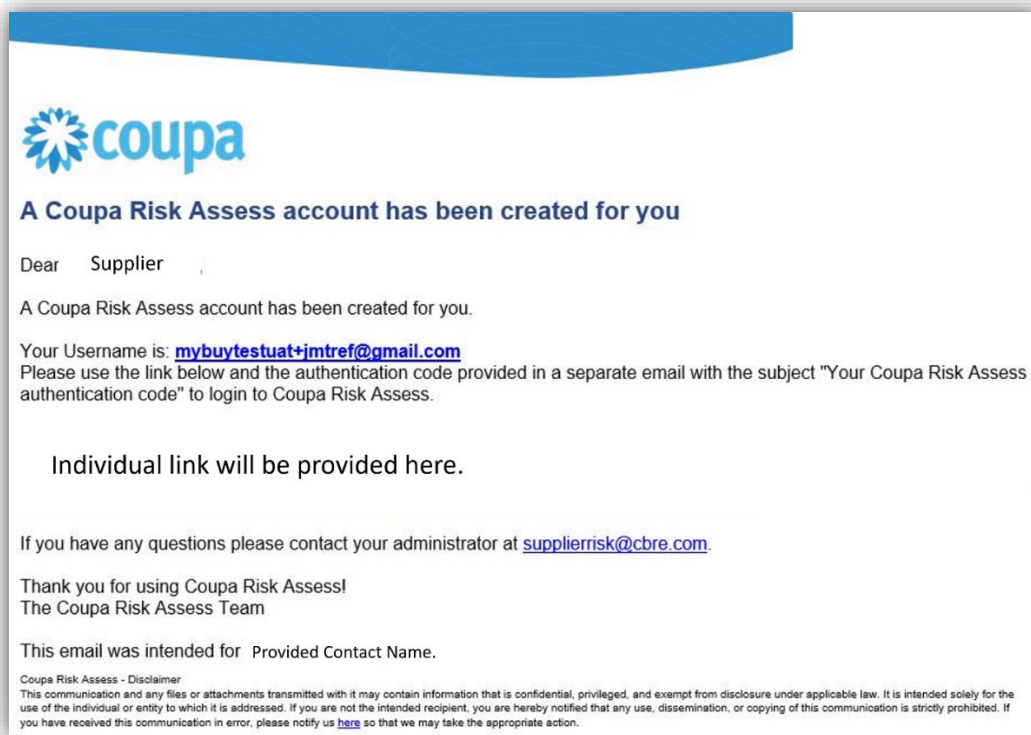
Part 2 | Supplier Risk Assessment

Step 5 | Risk Assessment Initiation by CBRE

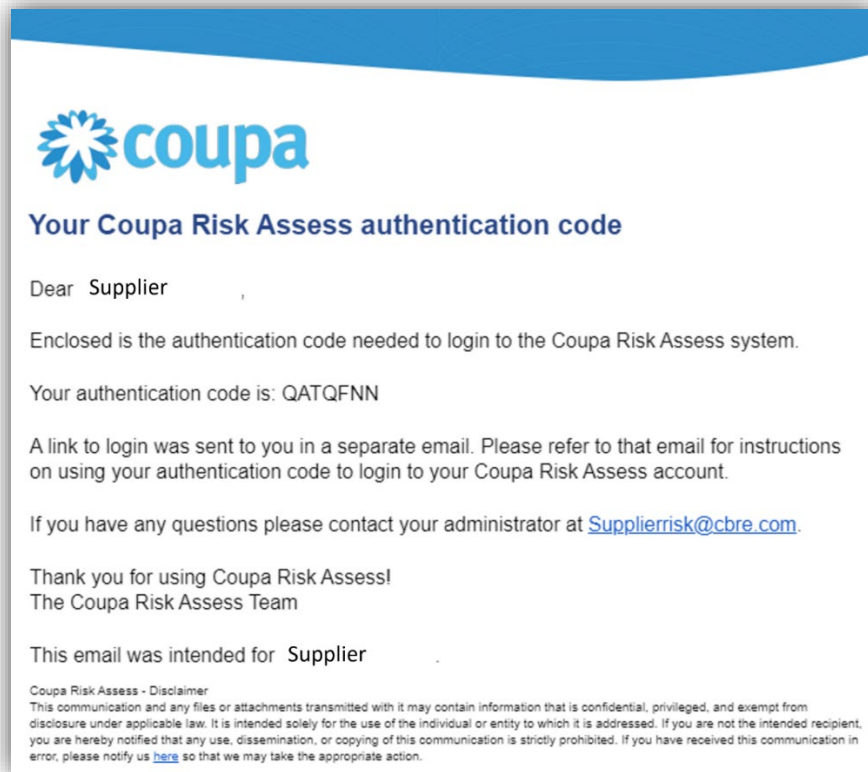
After successfully completing the Onboarding stage, you will be invited to complete a risk assessment form. You have **60 days** to complete this form.

Step 6 | **Supplier Action** | Coupa Risk Assessment

You will receive an email from Coupa (on behalf of CBRE) from do_not_reply@cbre.coupahost.com with a link to start the Supplier Shield risk assessment process. You may need to engage with other members of your organization to verify the answers to certain questions.



An authentication code will be sent to log in.



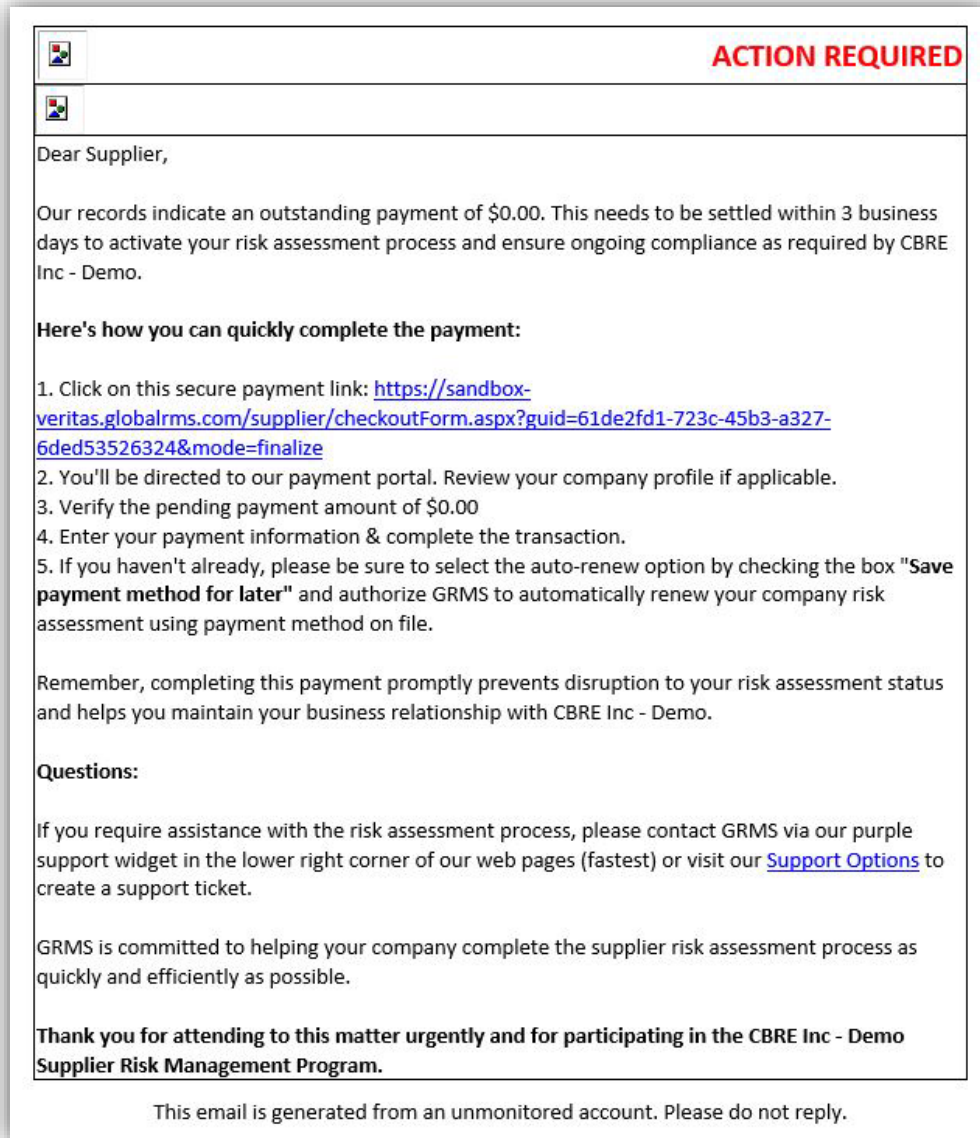
Risk Assessment Requirements

- Agreement to CBRE's supplier code of conduct
- Advice on whether your organization has had any work-related fatalities or health and safety regulatory violations in the last three (3) years
- Declaration of any conflicts of interest
- Information on your organization's approach to:
 - Environment, Sustainability and Governance (ESG)
 - Modern slavery
 - Subcontracting and subcontractor management
- If you declare Diverse Supplier Status, you are required to provide your company's Diversity registration/certification numbers
- Information on your organization's physical security measures (if applicable)

Step 7 | Risk Assessment Due Diligence (As Needed)

Suppliers with a medium or high risk (this depends on the type of services offered) will need to undergo a risk assessment due diligence process. This process verifies your health and safety framework, insurance, supplier diversity certification and business continuity plans.

For this part you will be directed to register with our Global Risk Partner GRMS. You will be charged a risk assessment fee directly by GRMS. The fee is based on the level of screening required which is based on the types of services provided and expected spend volume.

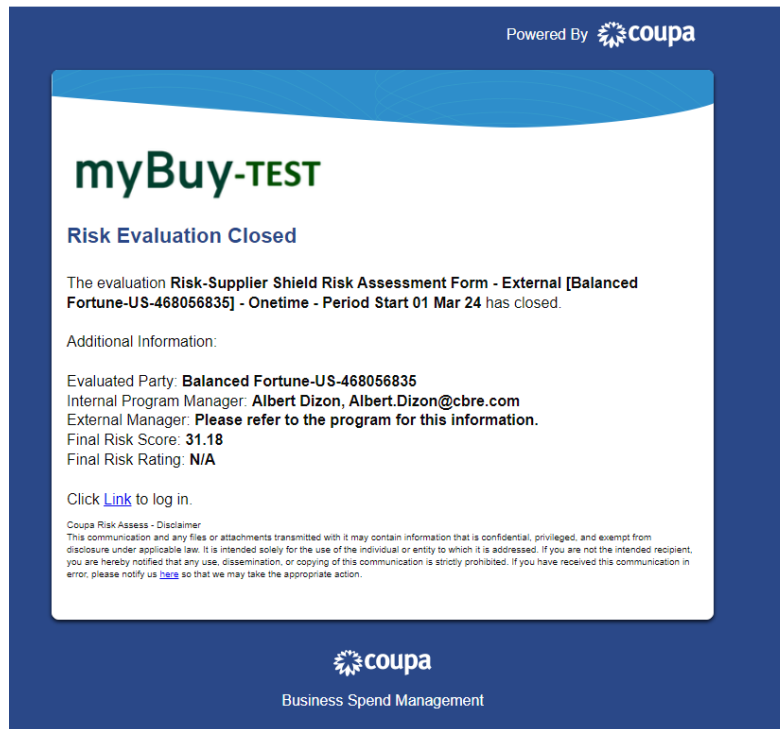


Step 8 | Final Consideration

An internal review will be performed for any suppliers that indicate a high residual risk in consultation with CBRE subject matter experts as required and a Go/No-Go decision will be made.

Step 9 | Process Complete

Once the risk assessment is successfully completed you will receive an automated email from do_not_reply@cbre.coupathost.com informing you that your application was successful, and that you are now fully onboarded as a supplier to CBRE.



Step 10 | Annual Reassessment & Vendor Maintenance

All suppliers are required to renew their risk assessment on an annual basis. You will receive an automated email from Coupa once this is due.

Suppliers will also use Supplier Shield to update their data through the year if changes occur e.g., change of address, change of contact person.

Supplier Support Resources

Further information on Supplier Shield can be found on our [Supplier Shield website](#) which also contains a set of targeted [training guides](#) with the following topics:

- How to Access the CBRE Coupa Portal (PDF)
- How to complete the Onboarding Form (PDF)
- How to verify your company's bank and address information with DIRO (PDF)
- Researching the status of the application (PDF)
- Profile Update Process (PDF)
- Understanding the CSP (Coupa Supplier Portal) homepage (PDF)
- Understanding and Completing the Risk Assessment Process (PDF)

If you need further assistance, please contact your Supplier Relationship Manager or reach out to SupplierRisk@cbre.com.