MBO Partners / Cushman & Wakefield Engagement Lifecycle Process Summary

MBO Partners, through our comprehensive independent workforce solution supports Cushman & Wakefield throughout an independent's entire engagement lifecycle.

This document explains the processes behind the four key areas of the MBO solution: finding the right independent talent, determining the best way for them to engage, helping them complete their onboarding requirements, and handling all ongoing financial administration and support.

On your own	Vendor Services	Background Check	Consolidated invoicing
OR	**OR**	Onboarding documents	**AND**
Through MBO marketplace	Business Services	AND	Payroll / payments
	OR	MBO account set-up	**AND**
	Payroll Services		Ongoing support
DAY 1	**DAY 1 – 2**	**DAY 2 - 10**	**ONGOING**

* Timing expectations above are approximate and may vary due to the worker's responsiveness to MBO's onboarding instructions and the selected engagement service.

For example, workers who engage though Payroll Services often complete onboarding within one day of service determination,

while the Business Services process may take up to 10 days due to business establishment requirements.

Background check and other Cushman & Wakefield-specific requirements also factor into overall onboarding timing.

The sections that follow provide step-by-step explanations of each area of the engagement cycle.

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1. TALENT REFERRAL

MBO provides our engagement services for independent professionals who are pre-identified by Cushman & Wakefield managers and referred to us. Once the right worker has been identified for your project, refer them to MBO by completing this Referral Form.

Once a resource has been selected, MBO will determine the appropriate engagement service and initiate the onboarding process as outlined below.

2. MBO ENGAGEMENT SERVICE DETERMINATION

Note: Because no two independent workers are alike, MBO offers three services—**Vendor Services**, **Business Services**, and **Payroll Services**—to ensure an engagement experience ideally suited to each workers' unique characteristics.

1. MBO directs the worker to complete our proprietary online Engagement Questionnaire.
   Timing: Day 1

2. MBO reviews the questionnaire responses and, if necessary, conducts a personal consultation with the worker to fill in gaps or clarify ambiguities.
   Timing: Typically Day 1 or 2 (subject to the worker's responsiveness)

3. Based on the above, MBO determines the engagement service that best fits the worker's experience, preferences, business structure, and vendor qualification status.
   Timing: Typically Day 1 or 2 (subject to the worker's responsiveness)

3.ONBOARDING

Note: MBO monitors each referral's progress in completing the onboarding steps and provides regular reminders to avoid delays.

1. MBO provides the worker a detailed list of onboarding steps that include Cushman & Wakefield-specific tasks (immediately below). Candidates for Business Services or Vendor Services also complete qualification or business-related tasks (further below). In most cases, workers can complete both sets of tasks concurrently.
   Timing: Immediately upon service determination

2. The worker undergoes a Cushman & Wakefield-required background check.
   Timing: Typically launched on Day 2 or 3 with results four to five days later

3. The worker completes a Federal I-9 form (W-2 engagements only).
   Timing: Typically Day 2 or 3

4. The worker creates an account in the MBO system and signs the appropriate agreement with MBO.
   Timing: Typically Day 2 or 3

Business-Related tasks: Vendor Services

1. MBO instructs vendor candidates to send us business documentation (Articles of Incorporation, Form W-9, proof of other clients, marketing examples, etc.).
   Timing: Typically begins on Day 2 and often takes two to four days; can occur concurrently with remaining onboarding steps

2. MBO evaluates the worker's business for vendor qualification, including business documentation review, insurance confirmation, and ensuring adherence to qualification criteria. Non-qualified workers engage through Business Services or Payroll Services.
   Timing: Within one business day of receiving the business documentation

Business-Related tasks: Business Services

1. If the worker already has a company, MBO requests and reviews supporting documentation (Articles of Incorporation, Form W-9, proof of other clients, marketing examples, etc.). Non-qualified workers engage through Payroll Services.
   Timing: Typically begins on Day 2 or 3 and often takes two to four days; can occur concurrently with remaining onboarding steps

2. If the worker does not have a company, MBO assists with establishing a new compliant business. This may include filing the business with state agencies, securing a Federal EIN number, and more.
   Timing: Typically begins on Day 2 or 3 and often takes four to seven days; can happen concurrently with remaining onboarding steps

4. Ongoing Payments, Management, and Support

1. MBO confirms completion of all onboarding activities and notifies you that the MBO onboarding process is complete. (Note: Cushman & Wakefield may require the completion of additional non-MBO-related tasks before the project may begin.)
   Timing: Within one business day of completion of the steps above

2. MBO provides the worker with detailed instructions for submitting hours, milestones, deliverables, and/or expenses.
   Timing: Concurrent with step 1 above

3. MBO works with AGS to coordinate the consolidation of and invoicing for approved time and expense submissions from the previous week.
   Timing: Each Friday

4. As they work, MBO provides all Cushman & Wakefield independent workers their labor payments and reimburses Cushman & Wakefield-billable expenses.
   Timing: Payment timing varies by engagement service. See the grid below.

5. For workers engaged through Vendor Services or Business Services, MBO monitors each business's adherence to appropriate eligibility requirements.
   Timing: Ongoing throughout the entire engagement

6. MBO's experienced support professionals are standing by to answer workers' questions, resolve issues, notify workers of program changes or upcoming events, and provide guidance related to getting the most from their independent practices.

PAYMENT TIMING EXPECTATION

Vendor Services or Business Services	After invoicing (step 3 above), MBO pays workers in the weekly pay cycle following Cushman & Wakefield's Net 65 terms. As such, workers in these services receive their payments 11 weeks after a given work week. See the Cushman & Wakefield Payment Calendar for details.
Payroll Services	MBO pays workers engaged through Payroll Services on Fridays, two weeks after a given work week (or sooner if required by state law).

Timing: Ongoing throughout the entire engagement