



NEW SUPPLIER PACKET

Enrollment Instructions

GREYSTAR[®]

Redefining Excellence in Apartment Living.

▶ greystar.com

2016 New Supplier Packet

Thank you for your interest in Greystar® Real Estate Partners!

Greystar develops and manages public sector rent (PSR) assets around the globe for sophisticated clients who demand an “institutional” approach to risk management. This includes mitigating risk associated with engaging suppliers that construct and maintain Greystar properties. As such, Greystar requires suppliers engaged in specified services to maintain minimum insurance levels and comply with all applicable laws and regulations, including anti-corruption and health/safety laws.

Prior to doing business with Greystar, suppliers are required to become a member of Avetta (formerly known as PICS), who administers our supplier credentialing program. This program is vital to ensuring a safe and healthy workplace for team members, residents, and suppliers.

Please follow the steps below to begin enrollment:

- 1) **Register Online** on the Avetta website at www.avetta.com/get-started. Click on the Register Now button at the top of the page. Enter your company’s, contact, and account information in order to create your Avetta membership account and then add Greystar UK as the client site. If you are already a member with Avetta, simply log into your account and link your company with Greystar UK. Avetta representatives are available to provide registration assistance by phone at (0) 808 234 0862.
- 2) **Submit Documents** to Avetta directly on their website, as prompted. Please do not send documents to Greystar or a Greystar property directly. Use the checklist below as a guide.

SUPPLIER CHECKLIST

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|--------------------------|---|
| <input type="checkbox"/> | Complete the Prequalification Form (PQF). Once you have registered and aligned your company with Greystar you may begin the qualification process by completing and submitting the PQF and Annual Update information online. |
| <input type="checkbox"/> | Upload Your Safety Program Documentation. Even if you have already provided Greystar with a copy of your safety program, please upload your current information on the Avetta website. |
| <input type="checkbox"/> | Supplier Services Agreement. This will be provided on the Avetta website during the questionnaire process. Your company will digitally sign this agreement. |
| <input type="checkbox"/> | Bank Account Verification Letter. Provide on your company letterhead and upload to the Avetta website when prompted during the questionnaire process. |
| <input type="checkbox"/> | Provide Evidence of Insurance. Upload a copy of your Certificate of Insurance meeting Greystar’s insurance requirements on the Avetta website. |

- 3) **Respond to any Audit Questions.** After submitting your PQF online to Avetta, an Avetta representative may contact you to review your submission. Your dedicated Avetta representative will work with you to collect any missing information to ensure you achieve green flag status for Greystar.

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- 4) **Check Your Approval Status.** Once registration is complete, you may check your status via the Avetta website at <https://organizer.avetta.com> using the same user name and password provided by Avetta when you registered.
- 5) **“Green Flag” Status.** Once you have achieved green flag status, your company will be rated as compliant in Avetta and approved for work with Greystar. You may then solicit your services on a per property basis. Approved suppliers may request a list of currently managed Greystar properties by sending an email to internationalsuppliers@greystar.com.
- 6) **Approval as a Greystar Supplier Does Not Guarantee Being Hired for Work.** Please note that participation in Greystar’s supplier credentialing program is required to work at Greystar properties, but does not guarantee that you will be awarded work at Greystar. However, it does ensure that you meet Greystar’s background criteria, health and safety standards, insurance requirements, and are qualified to perform work when requested by a Greystar property. Please contact the property staff directly to inquire about being hired as a supplier.

FAQs

Please review the most frequently asked questions below. If the answer to your question is not listed, please send an e-mail to Greystar’s Supplier Support Team at internationalsuppliers@greystar.com or visit <http://pages.avetta.com/Greystar> for further information.

Q: Who is Avetta?

A: Avetta is the industry leader in contractor/supplier management and prequalification services with offices throughout the world. Avetta provides a robust, customizable, online platform utilized by major multi-national businesses including BP, Exxon Mobil, American Airlines, and Jones Lang LaSalle. Their products DocuGUARD, AuditGUARD, and InsureGUARD pre-screen suppliers, verify insurance, and perform risk-based audits on safety-sensitive contractors.

Q: Why did Greystar choose Avetta?

A: As the world’s largest multi-family real estate operator, Greystar’s investors and clients expect an “institutional” approach to risk mitigation. This includes a rigorous supplier credentialing program. Avetta allows Greystar to administer its supplier credentialing activities in multiple countries with multiple languages and different regulatory structures on a single platform. The Avetta membership fee structure is the most reasonable relative to other third-party credentialing firms based on an RFP conducted in late 2015. Most importantly, Greystar suppliers will gain exposure to new business opportunities from new customers through its membership with Avetta.

Q: Does Avetta replace existing Greystar credentialing programs?

A: Yes. Depending on the country, Greystar suppliers may have been participating in other third-party credentialing programs, including SafeContractor in the United Kingdom. Avetta replaces all such credentialing programs. Greystar now requires all of its suppliers to become members in the Avetta program as a condition for doing business. Most Greystar suppliers enrolled with other third-party credentialing firms will experience a savings over five years when switching to Avetta.

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Q: What benefits does the Avetta program provide to suppliers?

A: Greystar values its supplier relationships. As the fastest growing global operator of PSR properties, Greystar seeks to develop high-quality, high-volume, supplier partnerships to maintain growth and deliver results for its Owner-Clients and Resident-Customers across multiple markets. Avetta facilitates this by providing the following benefits:

- One qualification event for multiple work opportunities
- Access to new clients who are part of the exclusive Avetta network
- Validates regulatory compliance and best practices
- Consistent process ensures members are not under-bid by unqualified, non-member suppliers
- Cost savings relative to other third-party credentialing firms
- Ability to leverage audited safety program for potential insurance discounts
- Dedicated customer service for Greystar-Avetta program

Q: Is there a membership fee for Avetta?

A: For suppliers not already active in the Avetta system, there is a one-time registration fee of £149. In addition to the registration fee, there is an annual membership fee based upon (1) the number of Avetta clients for whom products or services are provided; (2) the type of work performed; and (3) the location where the work is performed. Annual membership fees will range between £99 to £447 for suppliers working with Greystar only. The complete fee structure is available on the Avetta website during the registration process.

Q: What does the Avetta registration fee cover?

A: The registration fee covers the extensive screening procedures Greystar requires, including – but not limited to – background and criminal checks, government watch list searches, professional license verification, liens/judgments/bankruptcies, tax identification number verification, and insurance and safety audits (as needed).

Q: I have already enrolled with Avetta and am an approved supplier for a different client. Why do I need to register for Greystar too?

A: Some companies who utilize Avetta may have different compliance requirements. Please complete the registration process for Greystar to ensure that your company meets Greystar specific requirements. However, your registration fee will be reduced if you are already enrolled for a different Avetta client.

Q: What if I need assistance with the registration process?

A: Avetta will provide a dedicated customer service representative (CSR) to help suppliers through the prequalification process. Once registered in the Avetta system, you can search for other business within the network. Other companies can also find your company and solicit your services.

Q: How long does it take Avetta to process documents?

A: The process may take up to 72 hours and re-starts each time new information is submitted for review.

Q: I have submitted all of my documents but I still do not have a green flag. Why?

A: Please Contact Avetta directly at (0) 808 234 0862 or registration@avetta.com to determine what items are still outstanding. You may also log in to your Avetta account at <https://organizer.avetta.com> to view any outstanding items, as shown on your dashboard. You can also reach out to your assigned customer service representative (CSR) listed on your dashboard in the Avetta system.