

# COVID-19 Risk Assessment

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## Risk Assessment Process

CBRE has a duty to assess and control the risks in the workplace and implement suitable controls to reduce this risk to the lowest reasonably practicable level. This CBRE COVID-19 Risk Assessment will be communicated to all employees and where required on the company intranet.

What is the hazard?	Who might be harmed and how?	What are the current controls?	What further action is needed and by when?	Completed
Office Reopening	Employees Visitors Supply Chain Clients Vulnerable Persons & Carers Others	<ul style="list-style-type: none"> <li>• EMEA Reoccupying the Worlds Workplaces Playbook Guidance.</li> <li>• EMEA Regional and UK task force in place.</li> <li>• EMEA H&amp;S Questionnaire undertaken for each office location prior to approval to open (in areas where offices did not close H&amp;S Questionnaire undertaken as audit).</li> <li>• Review and completion of maintenance and statutory inspections prior to reopening.</li> <li>• Workplace employee survey undertaken.</li> <li>• Local office/facilities management liaising with building management and/or other tenants.</li> <li>• People Policy Supporting employees who cannot return to the office (vulnerable or living with someone vulnerable).</li> <li>• Company FAQs in place. Located on intranet.</li> </ul>		
Client Site Visits & Work Activities	Employees Clients Visitors Residents Others	<ul style="list-style-type: none"> <li>• EMEA &amp; UK Site Visits Procedures.</li> <li>• Face coverings and personal supply of alcohol-based hand rub (hand sanitiser) provided to employees undertaking site visits (via online supplier).</li> <li>• COVID-19 Lone Working Policy.</li> <li>• Review of Construction Leadership Council Guidelines undertaken.</li> <li>• Risk Assessments to be undertaken for client site visits.</li> <li>• Company FAQs in place. Located on intranet.</li> <li>• Property Management Reopening the Worlds Workplaces Building Re-entry Checklist</li> <li>• EMEA PM Reopening the Worlds Workplaces EMEA Offices and Shopping Centres Briefing Guide</li> <li>• EMEA PM Reopening the Worlds Workplaces Tenant Briefing Guide</li> <li>• EMEA PM Reopening the Worlds Workplaces Landlord Briefing Guide</li> <li>• EMEA Advisory and PM Coronavirus Readiness Guidance Client Facing Roles</li> </ul>		
Commuting	Vulnerable Persons Carers for Vulnerable Persons Employees Visitors Supply Chain Members of the Public	<ul style="list-style-type: none"> <li>• People Guidance issued on safe travel and commuting.</li> <li>• People Policy supporting employees who cannot return to the office (vulnerable or living with someone vulnerable)</li> <li>• Staggered start times for team members to avoid peak travel times.</li> <li>• Review of carparking space and bike storage undertaken.</li> <li>• Where shower facilities are available, these must be pre-booked in advance.</li> </ul>		

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		<ul style="list-style-type: none"> <li>Passengers in company vehicles to be limited to 1 person in cars where possible.</li> </ul>		
Reception	Receptionist Employees Clients Visitors Couriers Others	<ul style="list-style-type: none"> <li>EMEA Visitors not permitted into CBRE offices for a minimum of two weeks after opening. To be reviewed.</li> <li>Enhanced cleaning and disinfection regimes implemented.</li> <li>Plexiglass screens installed as appropriate.</li> <li>Where plexiglass screens are not installed, strict social distancing to be applied.</li> <li>EMEA Advisory and PM Coronavirus Readiness Guidance Client Facing Roles.</li> </ul>	Visitor management review to be undertaken every two weeks.	
Office Working	Employees Visitors Supply Chain/Contractors Cleaning Personnel Clients Vulnerable Persons & Carers Others	<ul style="list-style-type: none"> <li>All non-essential activities undertaken remotely (homeworking). Employees should work from home wherever possible.</li> <li>EMEA Exposure Notification and Reporting Procedure. Employee guidance issued surrounding suspected and confirmed COVID-19 and associated symptoms (in line with WHO and public health authority guidance).</li> <li>Enhanced cleaning and disinfection regimes implemented, which includes high touch point areas such as door handles, taps, handrails etc.</li> <li>Sanitisation points distributed throughout office including at entrance to building, adjacent to workstations, meeting rooms and tea points.</li> <li>Social distancing measures applied throughout office and common areas in accordance with local authority requirements (UK 2 metres).</li> <li>Personal hygiene measures in place throughout offices and common areas including signage, soap and access to water, alcohol-based hand rub (hand sanitiser), screen and desk wipes.</li> <li>Guidance issued to employees on safe wearing, removal and disposal of face coverings (optional use only for office settings).</li> <li>Office floor plans prepared documenting access and egress, reduced capacity, available workstations and circulation (including 1-way movement) requirements in accordance with local social distancing measures.</li> <li>Passenger lifts operating at reduced capacity/for prioritised users. Stairwells nominated for use where possible.</li> <li>Signage in place within the workplace to indicate social distancing requirements.</li> <li>Clear desk policy implemented at all times to support enhanced cleaning and disinfection measures.</li> <li>All employees allocated a designated workstation. Hot desking suspended until further notice.</li> <li>Employees requested to bring stationery from home.</li> <li>Green/Gold teams to be implemented when occupancy reaches 50% (or as required to maintain social distancing).</li> <li>Mandatory training required for all team members prior to returning to the office.</li> <li>All staff zoom call to discuss the measures taken in CBRE offices.</li> <li>Meeting rooms issued as office for a day, at reduced occupancy or closed dependent</li> </ul>	Visitor management review to be undertaken every two weeks.	

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Mail Room & Couriers	<p>Mail Room Personnel Couriers and Postal Service Employees Visitors Others</p>	<ul style="list-style-type: none"> <li>Couriers where possible not permitted to enter the premises. In the event of a loading bay all social distancing requirements to be adhered to.</li> <li>Employees requested to have all personal items delivered to their home address.</li> <li>Mail room personnel provided with gloves.</li> </ul>		
Home Working	<p>Employees Family Members Visitors Other</p>	<ul style="list-style-type: none"> <li>Home working to be implemented unless not possible to work from home.</li> <li>Health and Safety DSE Guidance Communications</li> <li>Work planned to include regular breaks or change of activity.</li> <li>People policy: Supporting employees who cannot return to the office (parental/caring responsibilities)</li> <li>People policy: Supporting employees who cannot return to the office (vulnerable or living with someone vulnerable)</li> <li>Staying Connected Weekly Newsletter</li> <li>All employee weekly zoom call</li> <li>Company FAQs in place. Located on intranet.</li> <li>Support for managers on management of virtual teams, managing different personalities and how to support your team wellbeing.</li> </ul>	<p>Review of homeworkers DSE assessment process.</p> <p>Laptop users trained to carry out own DSE assessment for use away from office.</p>	
Mental Health and Wellbeing	<p>Employees Visitors Supply Chain/Contractors Clients Vulnerable Persons &amp; Carers Others</p>	<ul style="list-style-type: none"> <li>Provision of employee mental health and wellbeing guidance and communications.</li> <li>Staying connected weekly newsletter</li> <li>All employee weekly zoom call</li> <li>Employee Assistance Programme in place</li> <li>Signposting to government initiatives</li> <li>Guidance to managers on</li> <li>Virtual learning programme in place</li> <li>EMEA COVID-19 Intranet Page in place</li> <li>People policy: Supporting employees who do not feel confident returning to the office</li> <li>People policy: Supporting employees who cannot return to the office (parental/caring responsibilities)</li> <li>Healthy habits and behaviours</li> </ul>		

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		<ul style="list-style-type: none"> <li>Support for managers on management of virtual teams, managing different personalities and how to support team wellbeing.</li> </ul>		
Fire, Emergency and Security	Employees Visitors Supply Chain/Contractors Clients Others	<ul style="list-style-type: none"> <li>Fire Risk Assessments and Emergency evacuation plans to be reviewed at site level.</li> <li>Review of fire wardens and first aiders included in office returnees</li> <li>Fire warden training scheduled as required</li> <li>Online appointed person training planned for small office on reduced occupancy.</li> <li>First aid box contents reviewed. Additional supplies added e.g. face coverings.</li> <li>Furniture removed for social distancing to be stored appropriately so that it does not block fire escape routes/doors.</li> <li>Fire doors not to be wedged open.</li> <li>Business continuity plans in place and reviewed as appropriate.</li> <li>Security consulted where COVID-19 measures alter existing security measures.</li> </ul>		
Maintenance Activities	Employees Visitors Supply Chain/Contractors Clients Others	<ul style="list-style-type: none"> <li>Where possible, maintenance activities to be undertaken out of hours.</li> <li>Review and completion of maintenance and statutory inspections prior to reopening.</li> <li>Maintenance personnel to comply with all social distancing and personal hygiene measures as instructed on site.</li> <li>Servicing to be undertaken on Heating Ventilation and Air Conditioning systems as required.</li> </ul>		
Food Safety	Employees Visitors Supply Chain/Contractors Clients Others	<ul style="list-style-type: none"> <li>Office restaurants closed on re-opening.</li> <li>Kitchen facilities (fridge/microwave/tea points) available to employee's subject to increased cleaning and disinfection schedule.</li> <li>Employees instructed to provide lunch from home</li> </ul>		
Travel	Employees Visitors Supply Chain/Contractors Clients Others Members of the Public	<ul style="list-style-type: none"> <li>Travel restrictions in place and communicated to all employees.</li> <li>Information on travel posted on company intranet page.</li> <li>CBRE Continue to monitor the evolving situation and update as required.</li> <li>Restrictions in place relating to access between different offices communicated to returning employees.</li> </ul>		