This document sets out the steps BNP Paribas Real Estate UK has taken in order to comply with the Government’s guidance on managing the risks of COVID-19.

Our main priority has been, and continues to be, the safety and welfare of our colleagues, our clients and our communities.

We are taking a conservative, risk-based approach, in accordance with all guidance provided by the UK Governments, Public Health Authorities and BNP Paribas Group, ensuring a safe operating environment, for all.

We have undertaken thorough risk assessments for all parts of our business in order to manage and mitigate our risks in response to the COVID-19 pandemic. Copies of these risk assessments are available on request.

This work has allowed us to continue to support our clients throughout the lockdown with the majority of our workforce being based at home, facilitated by our digital platforms.

As the lockdown eases, we are now able to resume physical property viewings in accordance with Government and industry-body guidelines and our own risk assessments. We are also planning a phased and gradual return to the workplace but, adopting a new way of working to maintain social distancing.

Many employees will continue to work from home in this first phase. Those who are travelling to the workplace or to inspect a property will avoid public transport, where possible. Where this is not possible they will observe all Government advice and guidelines. These practical steps have been taken to make sure we can continue to work with you as we have done throughout this pandemic.

The guidelines apply to our offices across the United Kingdom and will be rigorously applied at all times. Where guidance from the Scottish Government and Welsh Assembly differs from central Government advice, we will continue to follow all local, as well as national policy.

These guidelines are in addition to BNP Paribas Real Estates health and safety obligations.

We expect adaptations to these arrangements will be made as Government guidance develops and we will constantly evaluate the effectiveness of our policies and procedures.

For more information on our policies and procedures, please contact: Mark England, UK Chief Operating Officer BNP Paribas Real Estate.