



U.S. Employee Handbook

CBRE

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About This Handbook

This handbook gives you important information that applies to all employees about CBRE, its history, employment practices, policies and benefits.

While this handbook provides a common framework for all our U.S. employees, it is not intended to cover every situation. Instead, it is intended to set the tone for how our company and its employees work together to keep CBRE the great company it is today.

When reviewing this handbook, keep in mind these important points:

- The policies in this handbook are guidelines used to support our mission, vision and values. These guidelines are not intended to address every situation that may arise. If you should encounter a situation not described in this handbook, ask your supervisor, the HR Service Center or a human resources representative for help.
- CBRE may change, delete, suspend or discontinue any part of this handbook (as permitted by applicable law) at any time without advance notice as business, employment, legislative and economic conditions dictate.
- It is CBRE's intent that our company and all employees acting on CBRE's behalf comply with all applicable laws. If a conflict arises between the applicable law and the information in this handbook, the applicable law will govern.
- If a provision in this handbook is found to be unenforceable or invalid under an applicable law, the finding invalidates only that particular provision—not the entire handbook. This handbook replaces all previous CBRE handbooks (or a predecessor company's) and policies that are addressed here, whether written or oral.
- For Employees who joined CBRE as part of the JCI/GWS transaction in September, 2015, the information communicated in your transition package will supersede the information in this Handbook in the event of a conflict.

Contract Disclaimer

This handbook is not a contract of employment. As such, it is expressly understood that the contents of this handbook do not constitute the terms of a contract of employment. Accordingly, this handbook should not be construed as a guarantee of continued employment; rather, your employment with our company is on an at-will basis. This means that your employment relationship may be terminated at any time either by you or the company for any reason not expressly prohibited by law, with or without cause or notice. Any verbal or written representations to the contrary are invalid and you should not rely on them by current or prospective employees.

Notice of Proprietary Information

This handbook is the property of CBRE and may not be copied or reproduced without the express written permission of the company's chief human resources executive. This handbook has been prepared for the express use of personnel employed by CBRE and related companies.

Our Company

CBRE is the world’s largest real estate services provider, with a preeminent leadership position in virtually all key business centers globally. We have more than 65,000 employees operating in over 50 countries. In the Americas alone, more than 29,000 employees operate in over 300 locations. These figures do not include the individuals employed by affiliate offices.

Founded by Colbert Coldwell in 1906 in San Francisco, Calif., our steady growth has been fueled by the highlights below:

1995	1996	1998	2001	2004	2005	2006	2008	2011	2013	2015
Acquisition of Westmark Realty Advisors expanded our investment management capabilities. Today, it is known as CBRE Global Investors	Acquisition of L J Melody & Co. Became a major originator and servicer of U.S. commercial mortgages. Today, it is known as CBRE Capital Markets.	Acquisition of Richard Ellis operations outside of the United Kingdom. Name changed to CB Richard Ellis.	Management buyout takes CBRE private.	CBRE launches initial public offering on the New York Stock Exchange under ticker symbol “CBG.”	CBRE enters Fortune 1,000 list.	CBRE celebrates its 100th anniversary. Acquisition of Trammell Crow Company. Named to S&P 500.	CBRE named to Fortune 500.	CBRE acquires Clarion ING as part of CBRE Global Investors CBRE officially changes its name from CB Richard Ellis Group Inc to changes name to “CBRE” Group Inc.	CBRE acquires Norland Managed Services LTD as part of Global Corporate Services.	CBRE acquires Johnson Controls Global WorkPlace Solutions (GWS) as part of Global Corporate Services (GCS). GCS changes name to Global WorkPlace Solutions.

Our Mission and Values

Mission

Our mission is to deliver superior results for stakeholders by:

- Putting the client first—always
- Collaborating across markets and service lines
- Thinking innovatively, but acting practically
- Providing a rewarding work environment

Values

Our corporate values, referred to as “RISE,” are the foundation upon which our company is built. These values are timeless and transcend all markets, service lines, languages and business cultures:

- **R**espect—Treat everyone with dignity, value their contributions and help one another succeed.
- **I**ntegrity—Uphold the highest ethical standards in our business practices.
- **S**ervice—Dedicate ourselves to making a meaningful impact with our clients and in our communities.
- **E**xcellence—Aspire to be the best in everything we do and drive for continuous improvement.

Our Business

CBRE is the global leader in real estate services. Each year, we complete thousands of successful assignments—with clients from all industries. This volume creates market knowledge that allows us to seize opportunities, speed the business process and create the most thorough, precisely accurate picture of global commercial real estate conditions and trends.

Whether it is a local, national or global assignment, CBRE applies insight, experience, intelligence and resources to help clients make informed business decisions. The following are our strengths, which we apply to every transaction and client relationship:

- Talented and committed employees
- An intimate knowledge of virtually every major market in the world
- Intellectual capital and technology resources that develop and deliver superior analytical, research and client-service tools to its employees
- A proven track record of meeting diverse client needs
- Leadership positions in all service lines
- An organizational structure that harnesses the firm’s collective expertise

Our Culture

Ethical Business Conduct

CBRE is firmly committed to conducting business with the highest integrity and in compliance with the letter and spirit of the law. We are operating in a world where laws and other standards that govern business conduct are more complex and demanding than ever. Violating them could have very serious consequences to the company and you.

Our Standards of Business Conduct (SOBC) embody the fundamental principles that govern our ethical and legal obligations. They describe, summarize and supplement policies, some of which have been in place at CBRE for years. You can find our [Standards of Business Conduct - February 2006](#) and the [Standards of Business Conduct - GCS Supplement - 4/19/2006](#) on the Navigator.

We have organized the standards into four categories:

- Conduct relating to each other
- Conduct relating to our business partners, clients and competitors
- Conduct relating to the company's resources
- Conduct relating to our communities

The standards apply to all employees, board members and others acting on our behalf.

CBRE Ethics Helpline
(800) 799-6523
www.ethicspoint.com

Your Personal Commitment to Do the Right Thing

Each person at CBRE is responsible for his or her own business conduct. The Standards of Business Conduct represent a non-negotiable commitment to doing the right thing. By being part of CBRE, you are making a personal commitment to understand the policies and laws that apply to your job—and always follow them. If you fail to follow these standards, you put yourself, your co-workers and CBRE at risk. You will be subject to disciplinary action, up to and including termination, and possibly legal consequences.

Additionally, we cannot live up to these standards if we, as individuals, fail to speak up when we should. That is why, in addition to knowing the legal and ethical responsibilities that apply to your job, you should speak up if:

- You are unsure about the proper course of action and need advice;
- You believe that someone acting on behalf of CBRE is doing—or may be about to do—something that violates these standards or the law; or
- You believe you may have been involved in any misconduct.

Who Should I Contact for Help?

On the Ethics and Compliance Program page on the Navigator, you will find internal contact information for the resources.

If you have a concern about a legal or business conduct issue, you have multiple options. Your manager is usually a good place to start. You may also get help and advice from:

- Any member of the management team;
- Any member of the Human Resources or Legal Departments;
- Your Chief Compliance Officer; or
- The CBRE Ethics Helpline at (800) 799-6523.

The most important thing is that you raise the concern quickly and effectively.

CBRE Ethics Helpline—(800) 799-6523

We have provided a confidential and anonymous method for you to ask questions and raise concerns about our Standards of Business Conduct—the CBRE Ethics Helpline.

The CBRE Ethics Helpline is always available if you are uncomfortable using one of the other resources identified in the Standards of Business Conduct, or if you are not satisfied with the response you have received.

The CBRE Ethics Helpline is operated 24/7 by an independent company. When you call the CBRE Ethics Helpline, a trained specialist will speak to you and prepare a summary of your call. If you choose to remain anonymous, the report will not identify you. (Of course, giving your name can often help us look into the matter, and as explained below, CBRE has a no tolerance policy for retaliation for raising a concern under the Standards of Business Conduct.) The call summary is then forwarded to the Chief Compliance Officer for follow up.

We will attempt to respond to your call very quickly, particularly when the nature of the concern makes speed important. If an investigation is undertaken, we will look into the issue promptly and whenever called for, see that corrective action is taken.

We have Zero Tolerance for Retaliation

If you seek advice, raise a concern or report misconduct, you are doing the right thing. Retaliation is illegal and we will not tolerate it.

Investigation of Violations

Reported violations of policy or law will be investigated. All investigations will be conducted by appropriate personnel who will work in conjunction with the Chief Compliance Officer or the designated internal or outside legal counsel.

If corrective action is required as a result of the investigation, we will determine the appropriate steps to take (including, when appropriate, legal action) to stop the ongoing violation, rectify a problem that already occurred and reduce the likelihood of its recurrence.

Corporate Citizenship

CBRE has long been recognized for success and leadership in the commercial real estate services marketplace. Now we are ready to lead in another very important area: corporate citizenship.

The concept of citizenship is not new to our company. Our employees are some of the largest supporters of philanthropic causes in their communities, and our company has led the industry in good governance and ethics practices for some time.

Our Corporate Responsibility program is designed to better define and improve our practices in the six areas of deepest concern to our stakeholders: governance; ethics and compliance; environmental stewardship; employee relations and diversity; health and safety; and community involvement and philanthropy. While we have been active in these areas for many years, our Corporate Responsibility program provides a framework for coordinating and building on current initiatives, and setting explicit new goals. We are committed to making our improvements real, measurable and ongoing. For more information on our Corporate Responsibility program, click [here](#).

Environmental Stewardship

Perhaps our biggest opportunity lies in taking a strong position in support of environmental sustainability. Recent studies have shown that buildings account for as much as 40 percent of the Earth's greenhouse gas emissions, which are believed to contribute to climate change. As the world's largest real estate services firm, we directly manage more than 1.9 billion square feet of property and corporate facilities, and we advise the owners and occupants of billions more square feet. Our ability to influence how real estate is built, sourced, occupied and sold is unsurpassed.

By aggregating and sharing our expertise in "green" building policies, processes and procedures, we can make a tangible impact on improving energy efficiency, reducing greenhouse gas emissions and slowing climate change. We can work with our clients to make their facilities greener, save them money and contribute to the growing battle against climate change.

Philanthropy and Community Service

With great leadership comes great responsibility: responsibility to lead with integrity, responsibility to our corporate values, responsibility to support the communities in which we live and work, and responsibility to share with others the good fortune in each of our lives.

Founded in 2006, CBRE Cares is our corporate philanthropy program. It encompasses all our philanthropic activities at the local, regional and national levels. The CBRE Cares program motto, "Leading with Heart," is an expression of our commitment to the responsibility of leadership, and it is through the various facets of this program that we demonstrate that CBRE really does care.

For detailed information on CBRE Cares, including the many programs supported by the CBRE Foundation, visit www.cbre.com/cbrecares.

Client Service and Community Relations Philosophy

Satisfied clients are vital to CBRE. Our clients assure us of success and continued employment opportunities. All employees, in one way or another, contribute to our clients' satisfaction with our company. It is the responsibility of all employees to help maintain high client satisfaction.

As a CBRE employee, you will interact with internal and external clients. Always treat clients politely and courteously. We strive to make a good first impression, present a professional appearance, maintain an orderly and neat work environment and—most importantly—meet or exceed our clients' needs.

If you have ideas on how we can improve our processes, become more efficient or effective, or better meet our clients' needs, please let your manager know.

Maintaining good community relations is important to the continued success of our company. It is important that all employees, management and non-management alike, reflect a positive image of the company in the community. Therefore, all employees are encouraged to conduct themselves in such a manner as to be a positive reflection of CBRE.

Employment with CBRE

Online Tools and Resources

Intranet—The Navigator

The Navigator is our company's intranet, accessible only to employees from any computer with an Internet connection. It serves as a way to share important information with everyone simultaneously.

The Navigator is home to corporate and local office news, business line information and department resources for such departments as human resources, information technology, corporate communications, research and Web services. It also serves as the central location for employee tools, training and information.

For example, on the home page, you may view company headlines, your own local office news, and other areas such as the CBRE Library, Global Resources or Research and Mapping. In other Navigator areas, you can register for training and access information specific to each line of business.

You are encouraged to become familiar with the Navigator and all it has to offer. The CBRE intranet will serve as an important foundation as you navigate your way through our company. Chances are excellent that much of what you need to know for your job can be found within this company portal.

Accessing the Navigator

From your local office:

1. Go online to <http://navigator.cbre.com>. You will be prompted to log in.
2. Choose your domain (i.e. US) and use your network login and password.
3. First time users need to select the "New User" link and fill out the form in its entirety.

If you have problems logging into the Navigator, please contact the IT Help Desk at HelpDesk@cbre.com.

From a remote location:

1. Go online to <http://www.cbre.com>.
2. Move your cursor over the "Employee Log-In" link at the top right of the screen.
3. In the pop-up box, click "the Navigator" link.
4. Enter your network CBRE username and password.

Self-Service Tool—myHR

Our employee self-service tool, called myHR, is available to you at any time through any computer with Internet access. It provides an efficient means for you to review and manage your personal and professional data. By using this tool, our company maintains accurate and up-to-date records on its employees.

Through myHR, you will be able to:

- Review information such as your benefits summary, payroll information and personal and professional profile content.
- Update your personal information, such as home address, phone numbers, emergency contacts, education and certifications.
- Modify your W-4 tax withholding allowances (some exceptions may apply) and establish or modify bank accounts for direct deposit.

For our managers, myHR includes a special Manager Self-Service tool. This allows managers to conduct many transactions for their employees and obtain real-time information, including:

- Creating job requisitions to initiate the new hire process
- Making salary adjustments, promotions and job title changes
- Reviewing department and location transfers
- Initiating the employee termination process
- Approving timesheets and reporting

Accessing myHR

Through Navigator:

1. Go online to <https://navigator.cbre.com>.
2. Sign in using your network username and password.
3. From the tabs at the top of the page, click “myHR”.
4. Sign in using your network username and password.
5. Click “myHR” in the menu options.

From a remote location:

1. Go online to <https://my.cbre.com>.
2. Sign in using your network username and password.
3. Click “myHR” in the menu options.

From the company’s Web site:

1. Go online to www.cbre.com.
2. Move your cursor over the “Employee Log-In” link on top right of the screen.
3. In the pop-up box, click the “myCBRE” link.
4. Sign in using your network username and password.
5. Click “myHR” in the menu options.

Human Resources Service Center (HRSC)

The Human Resources Service Center (HR Service Center or HRSC) is available to you to answer your questions regarding employee benefits, leaves of absence, paychecks, and other general HR information and policies.

You may contact the HR Service Center:

- Monday through Friday, excluding company holidays, from 8 a.m. to 6 p.m., CST
- By phone at (866) 225-3099
- By e-mail at hrservicecenter@cbre.com

Equal Employment Opportunity

CBRE has a long-standing commitment to providing equal employment opportunity. This includes all aspects of the employment relationship such as recruiting, advertising for recruitment purposes, hiring, promotion, demotion, transfer, work assignments, compensation, benefits, training, layoffs, terminations, and social and recreational programs.

CBRE complies with all laws regarding your employment. We have also established policies and practices that support the company’s position on prohibiting discrimination or harassment on the basis of race, color, religion, national origin, sex, pregnancy, childbirth (or related medical condition) age, citizenship, marital status, disability, political belief, sexual orientation, veteran status or any other basis, as protected by applicable laws. You are expected to make a personal commitment to conscientiously respect diversity and ensure our workplace is free from unlawful discrimination.

Our company is also committed to an inclusive environment that reflects the diversity of our employees and clients. An inclusive environment provides everyone with the opportunity to succeed, values the differences of each individual and recognizes their contributions to our company’s success.

As an affirmative action employer, CBRE has adopted an Affirmative Action Plan (AAP) and is committed to making good-faith efforts toward achieving its objectives. The chief human resources executive has overall responsibility for the plan development and implementation. CBRE believes the company’s strong commitment to equal employment and affirmative action activities is reflected in our policies, and affords you the opportunity to advance and achieve your full potential based on your individual qualifications and merit. You are expected to commit your full support to our equal employment opportunity efforts.

As part of our Affirmative Action Plan, CBRE provides a process where employees with disabilities or those who are armed forces veterans may voluntarily identify themselves. Self-identification facilitates tracking of the progress we are making in support of these special interest groups.

It is also CBRE's policy to comply with all relevant and applicable provisions of the Americans with Disabilities Act (ADA). CBRE does not discriminate against qualified individuals with disabilities. The company attempts to provide reasonable accommodation in all employment practices to applicants and employees with disabilities who are otherwise qualified. We do not deny employment opportunities to an otherwise qualified applicant because of the need to provide reasonable accommodation to that individual. CBRE also provides reasonable accommodation for religious beliefs if such accommodations do not pose an undue hardship on the company.

If you have any questions about these policies, please contact your local human resources representative. For more information, see [HR Policy 4.1.1 Equal Employment Opportunity](#).

Compliance with Local, State and Federal Laws and Regulations

CBRE complies with local, state and federal laws related to the workplace. As such, some local policies may vary from this manual. Please contact your local human resources representative if you have questions regarding these laws or regulations.

Standards for Employment

If you are offered a position with CBRE, you must provide:

- Satisfactory references
- A copy of your valid Social Security card for payroll tax purposes
- Proof that you are at least age 18
- Valid documents to establish your identity and legal right to work in the United States
- Satisfactory completion of a pre-employment drug screening and background check. In the event that the applicant fails either the drug screen or background check, he or she may apply again after six months.

- CBRE may require a consumer report or investigative consumer report (background check) as a condition of employment for all employees, regardless of position or status, including temporary employees and employees of a temporary agency whose assignment is longer than two weeks. Updated reports may be required for future employment-related decisions. In addition to a criminal background check, these reports may include information regarding your character, general reputation and personal characteristics.

The Fair Credit Reporting Act (FCRA) gives you the right to request, in writing, within a reasonable amount of time, a disclosure of the nature and scope of the investigation and a copy of the report. For more information, see [HR Policy 4.1.6.1 Obtaining Pre-Employment Background Checks](#).

Immigration Law Compliance

CBRE is committed to full compliance with the Immigration Reform and Control Act of 1986. This federal law requires the verification of identity and legal employment authorization of all new employees. You must provide satisfactory evidence of your identify and legal authority to work in the United States no later than three business days after beginning work. If you work for CBRE on a temporary visa, you must maintain the appropriate visa status.

Employment Classifications

Throughout this handbook, employees are classified in various ways, including:

- Full-time or part-time
- Regular, temporary or intern
- Non-exempt or exempt
- Commission or noncommission

Full-time or Part-time

Full-time: If you work at least 30 hours per week, you are considered a full-time employee. An employee classified as a "sales professional – qualified real estate agent" is also a type of full-time employee who is eligible for a different set of company benefits. For more information, see [HR Policy 4.5.5.3 Sales Professional – Qualified Real Estate Agent](#).

Part-time: If you work fewer than 30 hours per week, you are considered a part-time employee.

Regular or Temporary

Regular: If you work on a regularly scheduled basis, your classification is a regular employee, regardless of whether you work full-time or part-time.

Temporary: From time to time, CBRE hires employees for seasonal projects or other assignments of limited duration, generally not to exceed 12 months. If you are hired under these conditions, you are classified as a temporary employee. The job assignment, work schedule and duration of the position will be determined on an individual basis. Interns are classified as temporary employees.

Non-exempt or Exempt

The compensation group within the human resources department determines the exempt status for all positions. This determination is based on the nature of your job and decided according to federal and state wage and hour laws.

- Non-exempt: Eligible to be paid overtime.
- Exempt: Not eligible for overtime pay.

Commission or Noncommission

Commission: If your compensation is based solely or primarily on commissions, regardless of the number of hours you work weekly and whether you are paid on a weekly basis or biweekly basis, you are classified as “commission.”

Noncommission: You are paid a base salary and commissions are not a part of your compensation package.

For more information, see [HR Policy 4.1.3 Employment Classifications](#).

Employment of Relatives

In general, employment of relatives is acceptable. Examples of relatives include spouse or domestic partner, children, parents, siblings and in-laws.

Working relationships between relatives are discouraged if the relationship poses a potential for conflict of interest. Managerial and supervisory employees are not permitted to supervise relatives, and relatives are discouraged from reporting to the same manager.

This policy includes vendors and clients working at a location under CBRE direction. For example, if your relative is the key contact person on a client account, you cannot directly or indirectly supervise that person as a CBRE employee.

Decisions involving you and a relative working in the same department must be reviewed and approved in advance by the appropriate human resources manager. If you and another employee become related, the same rules apply in evaluating your reporting relationships. Temporary employment of relatives will be decided by the appropriate department leader in conjunction with the local human resources representative on a case-by-case basis.

If CBRE determines that the relationship between you and your relative poses a potential conflict of interest, one of the relatives may be asked to transfer or resign. You and your relative are expected to comply with all CBRE policies regarding security and disclosure of confidential information.

These same guidelines apply in the event that you commence a personal relationship (including engagement, marriage, domestic partnership, etc.) with another CBRE employee. In most cases, the two employees will be given the opportunity to determine which of the two will make a job change to avoid the conflict of interest; however, CBRE retains the exclusive right to determine which employee will be transferred, reassigned or retained.

For more information, see [HR Policy 4.1.5 Employment of Relatives](#).

At-Will Employment

CBRE’s excellent reputation is built on our high standards for employee performance. In keeping with these standards, your employment at CBRE is considered “at will.”

At-will employment means that you have not entered into a contract with CBRE regarding the duration or terms and conditions of your employment. You are free to terminate your employment with CBRE at any time, with or without notice and with or without reason. Likewise, CBRE has the right to terminate your employment, or otherwise discipline, transfer or demote you at any time, with or without notice and with or without reason, at its discretion.

No company representative, except the president of the Americas or the president and chief executive officer, in conjunction with the CBRE Legal Department, is authorized to modify this policy for any employee or to enter into any agreement, oral or written, contrary to this policy.

For more information, see [HR Policy 4.1.2 At-Will Employment](#).

Employee Referrals for Open Positions

CBRE strongly encourages employee referrals of candidates for open positions. CBRE does not currently offer an Employee Referral Bonus Program.

Licenses and Certifications

If a license or certification is required for your position, you are responsible for renewing the license or certification and for completing any educational requirements for the renewal in a timely manner.

When you renew your license or certification, notify your manager to update your employee record. Sales professionals should provide a copy of their license to their local office operations manager.

Failure to renew a license or certification may result in disciplinary action up to and including suspension and/or termination of employment.

Salary Policies

Pay Periods and Paydays

Most employees are paid on a bi-weekly basis (every two weeks), unless otherwise required by law. Union employees are paid per their collective bargaining agreement. If a payday falls on a holiday observed by CBRE, the payday will be the last working day prior to the holiday.

CBRE will issue your paycheck to you directly via the U.S. mail or through direct deposit to your bank account. To activate direct deposit, provide advance authorization through the myHR employee self-service Web site (<https://my.cbre.com>).

Access your itemized statement of wages and deductions through myHR.

Wage Deductions, Garnishments and Advances

When you receive your paycheck, your itemized statement shows gross pay, deductions and net pay. Applicable local, state, federal and Social Security taxes will automatically be deducted. Our company is also required by law to recognize certain court orders, liens and wage garnishments that will result in payroll deductions.

You may also voluntarily authorize deductions from your paychecks to cover the costs of participation in programs and benefits offered by CBRE.

Overtime

At times, business demands may require non-exempt employees to work overtime. Every effort will be made to minimize overtime requirements. However, overtime may be a condition of employment, based on business demands.

All overtime requires your supervisor's prior approval.

Overtime is paid according to all federal, state and local laws. A standard workweek is a seven-day period, beginning on Sunday and ending on Saturday. A standard schedule is considered to be 40 hours. Hours worked by a non-exempt employee over 40 in a week will be paid at time-and-a-half according to the Fair Labor Standards Act. In some states, such as California, daily overtime rules may apply.

Holiday hours paid for the major company-designated holidays count toward hours worked for overtime pay calculation. However, hours paid for floating holidays do not count toward hours worked.

For more information, see [HR Policy 4.5.4 Paydays/Business Hours/Work Schedule](#).

Salary Review

CBRE employees who work full-time are eligible for a yearly salary review. This review is generally conducted in the fourth quarter of the calendar year.

Bonus

Employees who are eligible for performance bonuses are expected to meet performance goals and must be employed at the time the bonus is paid.

Sales Professional/Qualified Real Estate Agent (QREA)

Specific information regarding sales professional requirements and QREA status can be found in [HR Policies Section 4.5.5](#). and [General Rules and Policies Section 10](#).

Benefits

CBRE is committed to sponsoring a comprehensive and competitive benefits program for all eligible employees. CBRE offers you and your eligible dependents benefit programs intended to protect your health and financial security.

For your convenience, this handbook provides brief highlights of the benefits programs. Any benefits governed by a separate plan document will be administered according to that plan document. CBRE reserves the right to modify or discontinue the benefits it offers.

For program details, see Summary Plan Descriptions or Benefit Guides on the Navigator or log onto www.cbrebenefitconnect.com. Following are links to the health care benefit plans:

- [Medical Plan](#)
- [Dental Plan](#)
- [Vision Plan](#)

Plan options, costs and how certain benefits are determined for employees who are 100 percent commission-paid and/or who have QREA status may vary. For program details, see the [Summary Plan Description](#) or [Benefit Guide for QREAs](#) on the Navigator.

Employees who are not eligible for benefits are:

- Those covered by a collective bargaining agreement
- Part-time employees scheduled to work less than 30 hours per week
- Employees classified by CBRE as temporary. (These employees are eligible for the 401(k) plan.)

Health Care Benefits

CBRE offers regular, full-time employees medical, dental, and vision coverage, effective for coverage on the first day of the month coinciding with or following your date of hire. For example, if your date of hire is June 1, you will be eligible for coverage on June 1. If your date of hire is June 2, your eligibility date will be July 1.

If you change to a benefit-eligible status, (e.g., part-time to full-time), the same eligibility rules will apply. If you reside and work in Hawaii, state legislation mandates that you become eligible for benefits on the first of the month following your date of hire or on the date you change to a benefit-eligible status.

A benefit-eligible employee may elect to cover him- or herself and eligible family members, including your spouse or domestic partner and any eligible children (including eligible children of your domestic partner). The employee and CBRE share the cost of coverage.

Employee Assistance Program (EAP)

The employee assistance program (EAP) is a professional counseling service designed to help resolve a variety of personal and family problems. CBRE retains an independent employee assistance consulting firm to administer the program. Everything discussed in counseling is strictly confidential.

You and your eligible dependents may use the EAP if you are a full-time or part-time employee. CBRE provides the EAP, including up to five counseling sessions at no cost to you when short-term intervention is appropriate. Assistance is also available to help with legal and financial issues.

Contact the EAP, ComPsych, toll free, seven days a week, 24 hours a day at (888) 243-6404 or visit them online at www.guidanceresources.com. When you register for the first time, enter the Company/Organization ID as: cbre0509.

For more information, see [HR Policy 4.4.7 Employee Assistance Program](#).

Life and Accidental Death and Dismemberment (AD&D) Insurance

Regular, full-time employees are eligible for life insurance benefits to protect your family from the financial effects of a serious accident or death.

CBRE provides basic life insurance for you. In addition, you can purchase supplemental life and AD&D insurance for yourself and your benefit eligible dependents.

Disability Benefits

CBRE offers disability benefits intended to protect you and your family from the financial effects of a serious accident or illness that prevents you from working.

Short-term Disability (STD) Plan

CBRE pays the full cost of STD coverage for regular full-time employees earning less than \$100,000 per year. This benefit is available to hourly and salaried employees, and is not available to employees classified as commissioned or salaried employees who participate in the “Highly Compensated Executive PTO Program.” The STD benefits described in this guide are for hourly and salaried employees whose annual base income is less than \$100,000.

STD replaces 70% of your income. However, STD benefits are reduced by any other sources of income you have during disability. These other sources are defined by the plan. CBRE provides this coverage at no cost to its eligible employees. Employees earning \$100,000 or more per year are eligible for the Highly Compensated Employee (HCE) paid time off program.

Long-term Disability (LTD) Plan

Regular full-time employees are eligible to participate in this employee paid plan. LTD provides up to 60 percent income replacement, less other sources of income as defined by the plan, for disabilities lasting longer than 12 weeks.

Workers’ Compensation Insurance

If you are involved in an employment-related injury or illness, regardless of your employment classification, you may be eligible for workers’ compensation (based on eligibility requirements and state law). For more information, refer to the On-the-Job Injury section on [page 20](#) of this handbook, or see [HR Policy 4.8.2 Report of Injuries/Accidents](#).

To access the Workers’ Compensation Claim Form (DWC 1) & Notice of Potential Eligibility (Formulario de Reclamo de Compensación para Trabajadores (DWC 1) y Notificación de Posible Elegibilidad) click [here](#).

Unemployment Insurance

CBRE provides unemployment insurance benefits for current and former employees in compliance with state laws. CBRE cannot guarantee or withhold unemployment benefits. The respective state agencies are responsible for determining eligibility.

Travel Accident Insurance

Regular, full-time employees receive travel accident insurance coverage that pays a benefit if you suffer a serious accident or death while traveling on business for CBRE, regardless of the mode of travel (e.g., airplane, train, automobile, taxi cab, etc.).

Flexible Spending Accounts (FSAs)

Regular, full-time employees can set aside pre-tax money from their paychecks in flexible spending accounts (FSAs) to pay for eligible out-of-pocket expenses for health care or dependent care. When you have eligible out-of-pocket expenses, you can receive reimbursement from your account for these out-of-pocket expenses.

You elect the amount you wish to contribute for the year, but may use the money in your account for eligible expenses you incur through March 15 of the following year. You must file all claims by May 15. Otherwise, you forfeit any unused account balances.

Transit and Parking Programs

Employees can pay for transit and parking expenses (up to the IRS limit) using pre-tax dollars they set aside from their paychecks. CBRE uses outside vendors to assist with this program. Employees who are 100 percent commission-paid are not eligible for this program.

401(K) Savings Plan

Eligible employees may elect to contribute from one percent to 75 percent of their pay on a pre-tax basis (not to exceed the annual IRS deferral limit). “Catch-up” contributions are also permitted for older employees, as defined by the IRS.

CBRE provides a 50 percent match on the first five percent of eligible compensation that you save. Vesting is based on your years and hours of service. Loans against your vested balance are available with some restrictions. Your account options at termination are dependent on your account balance.

Further details regarding plan provisions, limitations and conditions can be found in the [CBRE 401\(k\) Summary Plan Description](#) which may be accessed via the CBRE online library on the Navigator.

For more information, see [HR Policy 4.4.6 401\(k\) Plan](#).

Additional Benefits

As part of our commitment to being a family-friendly organization, CBRE offers the following additional benefits

Adoption Assistance

CBRE will reimburse a full-time employee up to \$5,000 of his or her eligible adoption expenses (up to \$6,000 in the case of a special-needs child). If you are a salaried, non-highly compensated, noncommission-based employee, CBRE will also provide salary continuation equal to 100 percent of your eligible earnings for up to four weeks of parental leave. Union employees are not eligible for adoption benefits.

Time Away From Work

Holidays

CBRE observes the following company holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

The company also identifies two additional paid holidays yearly for a total of 11 paid holidays. For specific dates that apply for the current year, click on [Holiday Schedule](#) or call the HR Service Center at (866) 225-3099.

If you work at an on-site client facility, you may be required to observe the client's holiday schedule, regardless of whether more or less holidays are offered compared to CBRE. If the client offers fewer than the number of paid holidays provided by CBRE, you will be eligible for additional "floating" holidays to equal the number of holidays offered by CBRE. If the client offers more holidays than CBRE, your manager will communicate with you about your holiday schedule.

Holiday Pay

CBRE follows these pay practices regarding holiday pay:

- Holidays that fall on Saturday will be observed on the preceding Friday.
- Holidays that fall on Sunday will be observed on the following Monday.
- If a non-exempt employee works on a company holiday, he or she will receive one-and-a-half times base pay for the actual hours worked on the holiday.
- For non-exempt employees, hours paid for company holidays will count as time worked for purposes of calculating weekly overtime.
- Employees on a leave of absence are not eligible for holiday pay.

Hours paid for floating holidays do not count as hours worked toward the calculation of overtime pay.

For regular, part-time employees, the amount of pay you receive for a holiday will be determined on the basis of the employee's base hourly salary multiplied by the number of regularly scheduled hours worked for the day on which the holiday is observed.

For more information, see [HR Policy 4.6.1 Holidays](#).

Paid Time Off (PTO)

Paid time off (PTO) is used for vacation, sick and personal reasons. Regular, full-time employees with a base salary of less than \$100,000 annually earn paid time off according to the following schedule:

Beginning the Year of Service	Equivalent Annual Days / Hours	Hourly Accrual Per 80 Hour Pay-Period	Maximum Accrual
0 – 4 years	15 days / 120 hours	4.62	15 days / 120 hours
5 – 9 years	20 days / 160 hours	6.16	20 days / 160 hours
10 – 14 years	25 days / 200 hours	7.69	25 days / 200 hours
15 or more years	28 days / 224 hours	8.62	28 days / 224 hours

PTO accrues at the higher rate beginning on the first day of the pay period after your service anniversary. (For example, you are eligible for 25 days after your 10-year service anniversary.)

Sales professionals and all other employees paid on commission, regardless of their compensation structure, are not eligible to participate in the PTO program. Union employees are also excluded from the PTO plan and earn benefits per their bargaining agreement. Eligibility for PTO can be verified with the HR Service Center.

PTO hours are accrued based on your service date with CBRE based on the table above. Certain types of hours worked count toward PTO, including, but not limited to, regular, holiday, jury duty and PTO hours up to the maximum shown in the table above.

CBRE encourages all employees to regularly schedule time off. If your PTO reaches the maximum accrual, no more time will accrue until your balance is below the maximum.

Upon termination of employment for any reason, you will be paid any accrued and unused PTO.

For more information, see [HR Policy 4.6.2 Paid Time Off \(PTO\)](#).

Bereavement Time

CBRE grants regular full-time employees time off with pay if a family member (including a relative of your spouse or domestic partner) or someone close to you dies. You should discuss how much time you need with your supervisor.

CBRE may grant up to five days for the loss of an immediate family member, such as a spouse, child, parent, grandparent, child, sibling or your spouse's/ domestic partner's child, parents, or sibling. If a close friend or relative dies, you may be granted up to two days off with pay.

If you need additional time off beyond what was granted by CBRE, you may use your accumulated PTO. If you have no PTO left, it will be unpaid.

Jury Duty

CBRE grants time off to employees who are called to jury duty. If you are summoned for jury service, notify your supervisor immediately.

Regular full-time employees receive their regular base salary while on jury duty. To receive pay for the time off, request a verification letter from the court bailiff or clerk's office upon release from jury duty, and submit it to your supervisor when you return to work. This verification serves as authorization for time off during jury service. Your salary will not be reduced because of jury duty pay you receive from the court.

Voting

If suitable time for voting is not available before or after normal work hours, reasonable time off with pay will be provided to allow you to exercise your voting privilege. We encourage you to take advantage of early voting if it is available where you live. Coordinate with your supervisor to arrange time off to vote.

Highly Compensated Employee (HCE) Program

If you are an exempt employee who earns a base salary of \$100,000 or greater, you are defined as a “highly compensated employee” (HCE). HCE employees receive a different level of benefits in the areas of paid time off, severance and medical leave of absence.

For more information, see [HR Policy 4.4.13 Highly Compensated Employee \(HCE\) program](#).

Leaves Of Absence (Family/Medical/Disability)

CBRE provides employee leaves of absence (LOA) for family, medical, disability-related or service member reasons. The paragraphs below provide summary information.

Leaves of absence are somewhat complex due to the various federal and state regulations surrounding some of the most common leaves. The following general information should assist you in determining your eligibility for a leave, reasons for a leave, and whether it is paid or unpaid. If you are considering a leave of absence, please contact the HR Service Center as soon as possible. The HR Service Center will assist you in accessing all leave and leave benefits due to you.

For more information about FMLA, click [here](#).

Who is Eligible?

Generally full- and part-time employees who have worked one year at CBRE, although the time does not need to be continuous. Employees are eligible for Military Leave immediately.

What Reasons Qualify for a Leave?

- Family and medical leave
- Caring for a child, typically under age 18
- Tending to your serious health condition or that of your family
- Being called to military service or having a family member called to active duty
- Caring for a family member who becomes ill or injured while serving as an active duty member of the Armed Services
- Serving in the National Guard
- Personal leave due to extraordinary circumstances

How Much Leave Time is Available?

For most leaves it is 12 weeks within a rolling 12 month period. In some cases you may have as much as nine months as applicable by law. For active duty military leaves it is longer.

Is My Leave Paid?

Generally leave is unpaid unless you have PTO to use. Leaves for your own disability, adoption of a child, or involuntary call to active duty may be partially paid for a period of time provided you meet the eligibility requirements.

Is My Job Protected While on Leave?

It depends on the type and length of leave.

Please see the following policies for more detailed information or call the HR Service Center at (866) 225-3099.

4.6.3 Leaves of Absence

4.6.3.1 Leaves of Absence (non-medical)

4.4.12 Adoption Benefits

4.4.13 Highly Compensated Employee (HCE) Program

CBRE also complies with state-specific leaves of absence regulations. See Appendix A for State-Specific Information.

Professional Growth and Development

Educational and Professional Designation Assistance

CBRE may provide financial assistance for job-related studies scheduled outside of regular working hours at accredited institutions at the discretion of your manager and based on your local budget.

The employee must be employed by CBRE both at the time reimbursement is requested and disbursed. The employee must be classified as a regular full-time employee and have completed a 60-day period of employment prior to the request.

This policy allows for a maximum total reimbursement of \$1,500 per calendar year for all coursework, application fees, certification examination fees and books. Reimbursement for certain courses may be taxable income to participating employees, as required by federal law.

For more information, see [HR Policy 4.4.11 Education and Professional Designation Reimbursement Program](#).

Performance Management

Performance Management at CBRE is an ongoing dialogue and partnership between you and your manager. Performance is reviewed periodically throughout the year. We encourage you to take an active role in the process by openly discussing your performance with your manager.

For more information, see [Performance Management](#) on the Navigator.

Internal Job Opportunities

CBRE encourages employee promotion from within the organization to encourage employee retention and professional growth.

A list of open positions can be found on the Careers site on the Navigator. Internal candidates should be qualified for the job opening through appropriate work experience, related skills, and/or completion of educational courses pertinent to position requirements.

To be eligible for a transfer, you must have completed a minimum of six months in your current position and be meeting all performance standards. To apply, complete an Internal Transfer Form and have it signed by your manager before being interviewed by the hiring manager.

If you accept an internal transfer, your current and new managers will arrange a mutually convenient transfer date. Generally, you will move to your new position within four weeks.

For more information, see [HR Policy 4.1.10 Transfer of Employees](#).

Performance Improvement Plan/Corrective Action Process

CBRE believes that you are responsible, accountable and want to do a good job for the company. You should feel free to discuss performance expectations with your supervisor. Occasionally, you may have difficulty meeting CBRE's performance expectations. In these cases, we expect your supervisor to discuss the situation with you and to work with you on a corrective action plan. A written record of counsel, probationary letter, or final warning letter may be issued depending on the situation. In some cases, the situation may be serious enough to warrant immediate termination. We do not have a progressive disciplinary policy.

Your Workplace

Discrimination and Harassment

The following is information taken directly from the Human Resources section of the Policy and Procedure Manual which can be found in the company Library on the Navigator:

“CBRE is committed to providing a workplace free of harassment (including sexual harassment) based on gender, pregnancy, childbirth (or related medical conditions), race, color, creed, religion, national origin, ancestry, age, citizenship, marital status, sexual orientation, military status or any other factors protected by applicable laws.

Neither discrimination nor harassment will be tolerated, and both are prohibited by employees and non-employees working with us. CBRE considers such behavior unacceptable, contrary to our company values and undermining to our goal of providing an inclusive work environment.

We expect employees to report incidents of possible discrimination and harassment, and to cooperate during an internal investigation.

Harassment

Workplace harassment can take many forms including, but not limited to:

- Words or slurs
- Disruptive, menacing or violent behavior
- Inappropriate or persistent comments regarding an employee’s sexual orientation
- Offensive signs
- Offensive jokes, cartoons, pictures, posters
- E-mail jokes or statements
- Pranks
- Intimidation
- Physical assaults or contact
- Other verbal activity, including derogatory statements made within the workplace

Sexual Harassment

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition for employment or compensation;
- Submission to or rejection of such conduct is used as the basis for employment decisions; or
- Such conduct has the purpose or effect of unreasonably interfering with work performance or creating an intimidating, hostile or offensive work environment.

Reporting Discrimination or Harassment

If you are exposed to conduct from an employee or non-employee (such as a vendor or visitor) that you find offensive, you are expected to report the actions using any one of the following avenues:

- Your direct manager
- Any member of the Senior Management Team (Managing Director level or above)
- HR Service Center at (866) 225-3099
- Any member of the human resources or legal department
- The company’s chief compliance officer
- The CBRE Ethics Helpline at (800) 799-6523

You are not required to first report the questionable conduct to your supervisor, especially if your supervisor is the individual committing the action.

Any of our managers approached by an employee or non-employee about any form of discrimination or harassment is required to immediately bring the complaint to the attention of the local human resources manager.

All reports or complaints will be investigated promptly, impartially and confidentially. Information about the complaint will be disclosed only when necessary. No form of retaliation or discipline will be tolerated for registering a report or complaint.

After appropriate investigation, any employee, supervisor or manager who is found to have engaged in discriminatory or harassing behavior will be subject to appropriate disciplinary action, up to and including termination.

With regard to acts of discrimination and harassment by clients or vendors, corrective action will be taken after consultation with the appropriate management personnel of those organizations.”

For more information, see [HR Policy 4.2.3 Harassment-Free Workplace](#) and [HR Policy 4.2.8 Non-Retaliation](#).

Safety and Security

CBRE is concerned about your safety, health and well-being. To maintain a safe work environment, CBRE has established policies and procedures regarding safety, security, drugs, alcohol, violence, weapons and on-the-job injuries.

CBRE strives to provide a safe work environment that is conducive to quality client service, good morale and a high level of productivity. CBRE also strives to comply with all applicable federal, state and local health and safety regulations so we can provide a work environment free from recognized hazards. You are expected to comply with all safety and health requirements, whether established by CBRE or federal, state or local law.

For more information, see [HR Policy 4.8.1 Safe Workplace Policy](#).

Drugs and Alcohol

We are committed to maintaining a workplace free from the influence of drugs and alcohol.

Drugs

CBRE strictly prohibits the possession, use, detectable presence of, purchase, sale, manufacture, transportation or distribution of illegal drugs, drug paraphernalia or unauthorized controlled substances while on the job or on company property (including buildings, vehicles and work sites, whether owned, leased or used). This prohibition also applies to using medications for which you do not have a valid prescription. Off the job, this type of activity violates company policy when it has the potential to adversely affect job performance, workplace safety or CBRE’s reputation in the community.

Alcohol

The use of alcohol on CBRE premises at any time requires the approval of the appropriate managing director.

Working Under the Influence

It is against company policy to be under the influence of illegal drugs, alcohol or any unauthorized controlled substance at any time while you are working or representing CBRE. For more information, see [HR Policy 4.2.2 Drug Free Workplace](#).

Drug Screening

CBRE conducts pre-employment drug screening as part of its hiring process. CBRE may test its employees for drugs and alcohol if there is reason to believe the employee is under the influence of alcohol or drugs. CBRE may also conduct random drug tests when required by law. Disciplinary action, up to and including termination, may be taken for:

- Refusing to submit to a drug test
- Testing positive for the presence of illegal drugs or drugs used illegally
- Adulterating, switching or tampering with a urine specimen, attempting to do so, or otherwise interfering or refusing to cooperate in the drug-testing process

For more information, see [HR Policy 4.1.6.4 Drug Screening](#).

Disciplinary Action

Consequences for violating this drug and alcohol policy will depend on the nature and severity of the offense, the potential effect on workplace and public safety, and other factors such as your demonstrated willingness to pursue rehabilitation and your work record.

Workplace Violence and Weapons

You are expected to refrain from fighting, horseplay or other conduct that may be dangerous to others. You may not possess firearms, weapons, other hazardous devices or substances without proper authorization while on CBRE premises or while conducting company business. CBRE premises include CBRE-managed properties.

CBRE will not tolerate verbal or physical conduct that threatens, intimidates or coerces another employee or other person in the workplace, even during off-duty periods. This prohibition applies to all acts of harassment.

For more information, see [HR Policy 4.2.1 Standards of Conduct](#).

On-the-Job Injury

If you have an accident or injury while you are working, you or your manager should notify the Risk Management Department immediately at (714) 939-2126, regardless of how insignificant the injury may appear to be.

If you need non-emergency medical attention, the Risk Management Department will arrange an immediate appointment at an approved occupational clinic. It is up to you and your manager to arrange transportation to the clinic.

You or your manager must complete a Workers' Compensation Incident Report (available on the Navigator under the Risk Management Department) and fax or e-mail the completed form to the HR Service Center within 24 hours of the injury. (See page 27 for the HR Service Center's contact information.)

For more information, see [HR Policy 4.8.2 Report of Injuries/Accidents](#).

Business Interruption Event

Normal business operations may be interrupted for a variety of reasons, including incidents such as inclement weather, terrorism, transportation strikes, infrastructure failure or fire. CBRE will take appropriate actions, keeping in mind both employee safety and well-being, and service to our clients. At no time will CBRE knowingly put its employees at risk.

CBRE maintains the toll free CBRE National Emergency Operations Center Hotline at (866) 635-2512. If an interrupting incident occurs, you are encouraged to call to verify the status of your local office. You will be instructed on appropriate actions to take. Additionally, CBRE will post instructions on the www.cbre.com/emergency Web page. Select leaders may also be notified via an automated call out system.

If an incident occurs during normal working hours, employees will be guided by pre-defined actions set up in their local business continuity plans. Actions may include sheltering in specified area, evacuating buildings or closing the office. Communication of the appropriate actions will come from the office's local crisis management team.

For incidents that occur outside of normal working hours, employees are expected to use the CBRE Hotline and/or Web page to learn what actions to take.

To ensure all employees can be reached, it is essential that all employees keep their contact information updated in myHR.

Smoke-Free Workplace

Smoking is prohibited in all CBRE offices, worksites and buildings. This policy applies to all employees, clients and visitors.

If you wish to smoke, exit the building and smoke in designated areas. Smoking outside designated areas may lead to disciplinary procedures.

For more information, see [HR Policy 4.8.3 Smoke-Free Workplace](#).

Your Responsibilities

As a CBRE employee, you have certain responsibilities regarding conduct, attendance, dress, and use of company property. This section outlines your responsibilities in these areas.

Open Communication

CBRE believes that mutual respect and open and direct communication are key factors in maintaining a positive work environment. We encourage, expect, and value employee communication.

Under CBRE's open door policy, you are encouraged to discuss any concerns or offer suggestions openly and honestly with your supervisor.

For more information, see [HR Policy 4.3.1 Open Door Policy](#).

Appropriate Business Appearance

Your appearance affects how our clients perceive our organization. CBRE believes the best practice is to dress for our clients. Dress codes are based on working conditions and the effect your appearance will have on business relationships with other employees, people from other companies and the public.

Work Attire

CBRE's standard dress is business appropriate. This means different attire may be required based on your location and duties. Your individual business unit will provide the accepted dress code for your location.

Generally, your clothing must be appropriate, clean, convey a professional appearance and be in good condition. Your supervisor can answer your questions about guidelines for proper dress in your department or location.

For more information, see [HR Policy 4.2.5 Personal Appearance Standards](#).

Work Schedule and Attendance

Business Hours

Business hours vary by office. Learn the hours of operation for your department or office and be present and actively at work when you are scheduled.

Attendance

Regular attendance is necessary for productivity and success as a team. If you expect to be late, absent or need to leave early, please provide as much advance notice as possible to your supervisor. Local policy will dictate acceptable practice.

If you are absent for three consecutive workdays without contacting us or without approval, your absence will be considered a voluntary resignation. Your employment will be end as of the last day you worked.

For more information, see [HR Policy 4.3.2 Attendance/Absenteeism](#).

Time and Attendance Reporting

All non-exempt employees are required to maintain a company record of time worked.

Depending on your location, you will maintain time records electronically using a computer or manually using a timesheet or time card. Please be sure to accurately complete your time record because it is an official company record and the basis for your pay.

You should only complete your own time record. Completing another employee's time record or falsifying a time record is not permitted.

For more information, see the following HR Policies:

- [4.5.1 Overtime Pay—Fair Labor Standards Act](#)
- [4.5.2 Timekeeping](#)
- [4.5.2.1 Non-exempt Employee Off-Site Travel Timekeeping](#)
- [4.5.3 Rest and Meal Periods](#)
- [4.5.4 Paydays/Business Hours/Standard Work Schedule](#)

Personal Conduct

Your personal conduct reflects upon CBRE and how others—including our clients—perceive us. Interactions with others should be professional and appropriate for our workplace. Refrain from engaging in off-the-job conduct that, if known in the workplace, could create a disruptive situation or discredit your and CBRE's good name.

For more information, see [HR Policy 4.2.1 Standards of Conduct](#).

Company-Sponsored Social Events

CBRE may periodically sponsor social activities that are made available to employees and members of their immediate families. The purpose of these events is to promote fellowship among our employees and their families.

Unless you are notified that your participation is mandatory, participation in any off-duty, company-sponsored recreational, social or athletic activity is voluntary. No one is required to participate in these activities, and they do not constitute a part of any employee's work-related duties.

Verification of Employment

If you require proof of your current employment at CBRE, contact The Work Number at www.theworknumber.com or (800) 367-5690. You will be asked for CBRE's company code, which is 12424.

Use this service when you apply for a loan, need a reference check, lease an apartment or any other instance where proof of employment or income is needed. If you require a verification of salary, position and employment dates, submit a written request, including your signature, to our company's Work Number representative. Requests for personal information such as addresses, phone numbers and for information pertaining to work performance, such as eligibility for rehire, are not honored.

For more information, see [HR Policy 4.9.1.1 Providing Reference Checks](#).

Information Systems

Electronic Communications and Acceptable Use of Technology

CBRE's acceptable uses of technology policy protects the substantial investment that the company has made in its various technology and electronic communications systems. This policy includes, but is not limited to CBRE's:

- Telephone, voicemail, fax and e-mail systems
- Computers, including file servers and Web servers
- Software, including operating systems, applications, platforms and fonts; storage media
- Network accounts
- Internet access/browsing
- Instant messaging
- File transfer protocols (FTP)
- PDAs and Blackberries, cell phones and similar devices (collectively "electronic communication systems")

CBRE's electronic communication systems are tools for business communication. The electronic communication systems and all information transmitted by, received from or stored in these systems are the sole property of CBRE. Even though you maintain a personal password, you should have no expectation of privacy in connection with the use of any systems or regarding any information created, stored or transmitted by you. The "deletion" of a message or file may not eliminate the information from these systems and you should have no expectation of privacy for deleted information.

You have the responsibility to use these resources in an efficient, effective, ethical and lawful manner for the benefit of CBRE. See [IT Policy 5.9 Electronic Communication & Acceptable Use of Technology](#). You are also responsible for complying with all CBRE IT Security Policies including software licenses, copyright laws, and taking reasonable measures to safeguard and protect our information and computer resources.

For more information, see [IT Policies and Procedures](#) in the Information Technology Section.

Outside Employment

It is acceptable to have outside employment or a second job. However, the outside employment may not be with a competitor, compromise CBRE, or require you to use CBRE property, facilities or confidential information. For example, performing services for CBRE clients on non-working time when those services are offered by CBRE would be inappropriate.

For more information, see [HR Policy 4.1.11 Outside Employment](#).

Press Inquiries and News Media

Only CBRE officers and designated representatives may provide information or supply statements to representatives of the media on behalf of CBRE.

Immediately refer all local media inquiries to your office's managing director or business line leader. Media inquires of national scope must be referred to the Corporate Communications department.

For more information, see our company's Communications and Fair Disclosure Policy.

Business Entertainment and Gift Policy

Business entertainment and gifts in a commercial setting can serve the legitimate business purpose of creating goodwill and sound working relationships between the company and those with whom it does business. However, business entertainment or gifts should not materially benefit individual company employees (especially to the exclusion of the company or its clients) or be used to gain improper advantage with or give improper advantage to clients or suppliers.

CBRE has a detailed policy on the use and acceptance of business entertainment and gifts. To review it, see [HR Policy 4.2.6 Inappropriate Entertainment](#) and [HR Policy 4.2.7 Gifts and Entertainment](#).

Your Personnel File

You will have access to your employment history through the Employee Self Service tool in myHR. All current and former employees may request an appointment to review information in their own official personnel files. The following conditions apply:

1. Reasonable advance notice must be given to the human resources department. Inspection of a personnel file will be supervised by a human resources representative.
2. CBRE reserves the right to remove certain sensitive and confidential documents from the file prior to the employee inspection. These documents may include letters of reference or material pertaining to a pending internal investigation.
3. A copy of a document which has the employee's signature will be provided to the employee by a human resources representative upon request.

For more information, see [HR Policy 4.9.1 Access to Employee Records](#).

When You Leave CBRE

If your employment ends, it's important to understand CBRE policies regarding your final paycheck, benefits and severance pay. Applicable details are contained in HR Policy 4.7.1 Termination of Employment.

Termination of Employment

CBRE considers you to have voluntarily terminated your employment if you:

- Resign from CBRE
- Fail to return from an approved leave of absence on the agreed date
- Fail to report to work or call in for three consecutive work days

You may be involuntarily terminated for reasons such as poor performance, misconduct, excessive absences, lateness, discrimination, harassment or any other violation of CBRE policies. Your employment is at-will and you and CBRE both have the right to terminate your employment at any time, with or without notice and for any reason or for no reason.

Resignation

CBRE asks employees to give at least a two-week notice, if possible.

Final Paycheck

When your employment ends, you are paid through the last day worked, plus accrued PTO.

If you owe CBRE money or are responsible for any lost or damaged property, you are responsible for settling any unpaid balances.

Your final paycheck is usually a "live" check and not direct deposited. If any additional payment is due after the pay period in which you terminate, the payment will be a live check. CBRE complies with all state regulations regarding final paychecks.

It is important to provide CBRE with a current forwarding address so CBRE can mail your W-2 to you. CBRE will also supply correct address information to the COBRA administrator so they can send you COBRA enrollment information.

Return of Company Property

When you leave CBRE, please return all keys, access cards, calling cards and other CBRE property in your possession to your supervisor.

Continuation of Insurance Coverage

In compliance with the Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA), as amended, CBRE offers eligible employees the opportunity to continue health care coverage and life insurance in certain instances where coverage under the plans would otherwise end.

Additionally, eligible employees who terminate and who meet the age and years of service requirement have the option to continue health and life insurance under CBRE's Retiree Health and Life Program. For more information, see [HR Policy 4.4.3 Benefits Continuation](#).

Re-employment

If you are rehired by CBRE within one year of your termination date, you will receive credit for all prior service for determining 401(k) vesting and rate of paid time off accrual benefits.

For more information, see [HR Policy 4.1.7 Re-Employment](#).

Severance Plan

CBRE has an ERISA-qualified severance plan should employment end due to a job elimination or reduction in force. Eligible employees may receive a lump sum severance payment based on years of employment with CBRE.

For more information, see [HR Policy 4.7.2 Severance Pay Policy](#).

In Closing

CBRE's history of success is due to our employees' integrity and work ethic. CBRE recognizes and appreciates the valuable contributions individuals make and provides this handbook to promote clarity of purpose and process across the company.

If you have questions, please contact the HR Service Center at (866) 225-3099.

Appendix A—State-Specific Information

Specific Information for California

The following pages provide information that applies only to the state of California:

California Family and Medical Leave Provisions

- California Family Rights Act (CFRA)
- Pregnancy Disability Leave (PDL)
- Paid Family Leave Insurance Program (PFLIP)
- San Francisco Paid Sick Leave

Work Schedule and Attendance

- Meal break
- Work break
- Overtime for non-exempt employees

Appendix A—State-Specific Information

State of California

California Family and Medical Leave Provisions

California Family Rights Act (CFRA)

Under the California Family Rights Act (CFRA), eligible California employees may be granted up to a maximum of 12 workweeks for family/medical leave. The 12 workweeks will be counted within a rolling 12-month period measured backward from the date an employee uses any CFRA leave.

Eligibility—To be eligible for a CFRA leave of absence, you must meet all of the following criteria:

- Be employed by CBRE in the state of California
- Have been employed by the Company for at least 12 months (need not be 12 consecutive months)
- Have worked at least 1,250 hours during the 12-month period immediately preceding the start of the leave
- Are employed at a worksite where 50 or more employees are employed by CBRE within 75 miles of that worksite (as of the date of the leave request)

Duration and Qualifying Reasons for the Leave—All employees who meet the eligibility requirements described above may be granted a total of 12 weeks of unpaid family leave for any of the following reasons:

- The birth of your child and to care for the child
- The placement of a child with you for adoption or foster care
- To care for a spouse, child or parent who has a serious health condition; or to recover from a serious health condition that renders you incapable of performing the functions of your job.

CFRA does not, however, cover any disability due to pregnancy, childbirth or related medical conditions.

Reinstatement—When you are granted a CFRA leave to you—with the exception of those employees designated as “key employees”—CBRE guarantees you the right to be restored to your former position or to a position with equivalent pay, benefits, and other terms and conditions of employment. When you request it, CBRE will provide this guarantee in writing. CBRE cannot guarantee that you will be returned to your original job nor that a position will remain available if a reduction in force occurs during the leave. A determination as to whether a position is an “equivalent” position will be made by CBRE.

A “key employee” is a salaried employee who is among the highest paid 10 percent of all employees employed by CBRE within a 75-mile radius. Upon a key employee’s return from leave, CBRE will attempt to reinstate him or her to the same or an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. It is possible that a “key employee” will not be reinstated if doing so causes substantial and grievous economic harm to the organization.

Intermittent Leave—Leave may be taken on an intermittent or reduced schedule (part-time) basis with proper medical certification. You may take family or medical leave in blocks of time, or by reducing your normal weekly or daily work schedule. Contact the leave of absence coordinator in the HR Service Center at (866) 225-3099 for restrictions on these leave benefits. If you take intermittent leave, CBRE may also require that you work on an intermittent or reduced part-time schedule to transfer temporarily to an available position with the same base pay and benefits in order to accommodate your need for recurring periods of leave. The alternative position need not have equivalent duties to your previous position.

Pregnancy Disability Leave (PDL)

Eligible California employees are also entitled to take up to a maximum of 4 months unpaid leave for their own disability caused by pregnancy, childbirth or related medical conditions. California Pregnancy Disability Leave (PDL) is available immediately upon commencement of employment and upon the need for the leave.

Eligibility—To be eligible for a PDL, you must meet the following criteria:

- Be employed by CBRE in the state of California
- Have a disability due to pregnancy, childbirth or other pregnancy-related conditions

Duration of Leave/Coordination with CFRA—Pregnancy-related disability leave may be taken for up to four (4) months for each pregnancy. At the end of your pregnancy disability (not to exceed 4 months), you are also eligible for a CFRA leave, as described in the previous section. You may take a leave of up to 12-weeks for the birth of your child. The maximum possible combined leave for both CFRA and pregnancy disability leave for the birth of a child is four months and 12 weeks. This assumes that you are disabled by childbirth or related medical conditions for four months and then request, and are eligible for, a 12-week CFRA leave for the birth of your child. Pregnancy-related disability leave is counted towards your FMLA entitlement, but is not counted as time used for CFRA leave.

Reinstatement—If you take California Pregnancy Disability Leave, with limited exceptions, you have the right to be restored to your former position. If CBRE is legally excused from reinstating you to the same position, you have the right to be restored to a substantially similar position. A determination as to whether a position is “substantially similar” will be made by CBRE.

Intermittent Leave—Leave may be taken on an intermittent or reduced schedule (part-time) basis when medically advisable (with proper medical certification). You may take leave in blocks of time, or by reducing your normal weekly or daily work schedule. Contact the leave of absence coordinator in the HR Service Center at (866) 225-3099 for certain restrictions on these leave benefits.

If you take intermittent leave, CBRE may also require that you temporarily transfer to an available alternative position with the same pay and benefits to accommodate your need for recurring periods of leave. The alternative position is not required to have equivalent duties to your previous position. You may also be eligible to request a transfer to a lighter duty position if it is medically advisable.

Paid Family Leave Insurance Program (PFLIP)

Eligibility—The Paid Family Leave Insurance Program (PFLIP) benefits provide an eligible employee up to six weeks of partial wage replacement in a rolling 12-month period to provide care for a seriously ill child, spouse, domestic partner, parent, or to bond with a newborn. PFLIP is not a leave of absence, but provides wage replacement while an employee is on CFRA leave. The PFLIP benefits are not available for your’s own medical condition.

Granting PFLIP:

- A female employee may receive up to 10 weeks of benefits for pregnancy and/or childbirth under the Short-Term Disability Insurance (SDI) program and an additional six weeks of benefits under the PFLIP program for bonding with a newborn, for a total of 16 weeks of partial wage-replacement benefits (plus two additional weeks for a caesarian delivery).
- A father is entitled to six weeks of PFLIP benefits for bonding. There is a seven-day, unpaid waiting period for the benefit to begin any PTO available must be applied first.
- The company may require you to use up to two weeks of earned PTO before taking PFLIP. There is a one-week waiting period for SDI or PFLIP, but not both. If a pregnant woman satisfies the waiting period for SDI, there is no second waiting period required for PFLIP. The waiting period may be satisfied with a week of PTO.

San Francisco Paid Sick Leave

If you are a CBRE employee who performs work (on a full-time, part-time or temporary basis) within the San Francisco city limits, you are entitled to paid sick leave. If you were hired after Feb. 5, 2007, paid sick leave begins to accrue 90 calendar days after your first day of work. Then, for every 30 hours worked, you will accrue one hour of paid sick leave. Paid sick leave accrues only in hour-unit increments, not in fractions of an hour.

Eligibility:

- All CBRE employees who perform work (on a full-time, part-time or temporary basis) within the San Francisco city and county limits are entitled to paid sick leave. However, because CBRE provides paid time off to eligible employees and unlimited paid time off for eligible Highly Compensated Employees (HCEs) which exceeds the paid sick leave accrual requirements, CBRE does not provide additional paid sick leave to those eligible under other plans sponsored by CBRE. For more information, see HR Policy 4.6.2 Paid Time Off for eligible employees and HR Policy 4.4.13 for HCEs.
- If you are an eligible nonexempt employee, you will accrue paid sick leave hours for any overtime hours worked. If you are an eligible salaried, exempt employee, you will accrue paid sick leave hours based on a 40-hour workweek. If you are an eligible employee paid on an irregular basis, such as commissions or draw, you will be paid for any accrued and used sick leave at a rate as established by statute, regulation or governing rules that may be proposed by the San Francisco Office of Labor Standards Enforcement or other responsible legislative or administration body or agency.

Duration and Qualifying Reasons for Leave:

- You may use San Francisco Paid Sick Leave in the event that you, a family member or “designated person” is ill or injured; or for the purpose of receiving medical care, treatment, or diagnosis or to aid or care for a family member or designated person when that person is ill, injured, or receiving medical care, treatment, or diagnosis. If you are not married and do not have a registered domestic partner, you may designate one person for whom he or she may use paid sick leave to provide aid or care (i.e., “designated person”).
- You may not accrue paid sick leave in excess of 72 hours. Once you reach your cap of paid sick leave, you do not begin to accrue additional hours until paid sick leave hours are used and you return to work.
- To request paid sick leave, access the San Francisco Paid Sick Leave/PTO Request form on the Navigator intranet. You should submit the completed form to your manager or the office operations manager for approval.

Identifying a Designated Person:

Within 30 hours after the date when paid sick leave begins to accrue, CBRE will offer you an opportunity to identify a designated person by providing you with a Designated Person Identification form. If you have no spouse or registered domestic partner, you may identify a designated person by completing this form and returning it to the Human Resources Service Center within 10 days of receipt. The company will thereafter offer you the opportunity to make or change a designation on an annual basis, again by providing the Designated Person Identification Form, which you will complete within 10 work days.

Work Schedule and Attendance

All nonexempt California employees must take a meal break of at least 30 minutes on any day in which they work more than six hours. That meal break must occur no later than five hours after the start time for that day.

All nonexempt employees must also observe a work break of 10 minutes as close as possible to the midpoint of each work period before and after the meal period. The work break is considered work time and should not be shown on timekeeping records.

Any work time in excess of eight hours during a nonexempt employee’s workday will be paid at the overtime rate. Time in excess of 12 hours on any workday will be paid as double time. All overtime must be pre-approved by management.

CBRE

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT OF UNDERSTANDING

I acknowledge receipt of the CBRE Employee Handbook, containing policies and procedures as well as outlining my privileges and obligations. I understand that it is my responsibility to read and understand the contents of the handbook. I agree to consistently comply with the company's policies and procedures set forth in this employee handbook as well as all policies, practices and regulations currently in effect. Should I have any questions, I will contact my manager or the human resources department. I understand that except for the "at will" nature of my employment, all other rules, policies, benefits contained in the employee handbook and other related documents may be changed, modified or deleted at any time.

I further understand and agree that my employment with the company is for an unspecified term and may be terminated by the company or me "at will" at any time, for any reason, with or without cause or prior notice. Although other terms or conditions of employment may change, this at-will aspect of my employment relationship, which I understood and agreed to prior to accepting employment with the company, cannot be modified, changed or waived except by an individual written employment contract signed by me and the president of the company. In addition, this at-will nature of my employment sets forth our full agreement on this subject.

I also understand and agree that nothing in the employee handbook or the company's discretionary use of corrective discipline creates any express or implied contract to the contrary and that this employee handbook is not a contract of employment. Accordingly, I will not interpret this employee handbook in any way that will create any expressed or implied contractual rights between CBRE and me.

EMPLOYEE NAME (PRINT): _____

EMPLOYEE SIGNATURE: _____

DATE: _____

NOTE: Upon completion of this acknowledgement sheet, remove it from the remainder of the book (or print it if you are viewing it online) and give it to your manager or the human resources department for insertion in your personnel file.

The information in this handbook is not intended to help you make decisions regarding our employee benefit programs. Not all plan provisions, limitations or exclusions are described in this handbook. In case of a conflict between the information in this handbook and the actual plan documents or master contract, the plan documents or master contracts will govern. Contact your local human resources department for additional information.

The company reserves the right to change or terminate benefits at any time. Neither the benefits nor this handbook should be interpreted as guarantee of future benefits or a contract of employment.

Important Employee Resources

Contact Name	Description	Contact Information
BenefitConnect	Review and enroll in company benefit plans and options Accessible 24/7	<ul style="list-style-type: none"> Online at www.cbrebenefitconnect.com
Employee Assistance Program (EAP)	Accessible 24/7	<ul style="list-style-type: none"> Call (866) 358-8296 toll-free Online at www.guidanceresources.com (when you register for the first time, enter the Company/Organization ID as: cbre0509)
Ethics Helpline	Accessible 24/7	<ul style="list-style-type: none"> Call (800) 799-6523 toll-free E-mail ChiefComplianceOfficer@CBRE.com Online at www.ethicspoint.com
Human Resources Service Center (HR Service Center or HRSC)	Monday through Friday (excluding company holidays), 7 a.m. to 7 p.m., Central time	<ul style="list-style-type: none"> Call (866) 225-3099 E-mail HRServiceCenter@CBRE.com
Information Technology (IT) Help Desk	Monday through Friday (excluding company holidays), 7 a.m. to 10 p.m., Central time	<ul style="list-style-type: none"> Call (877) 435-7547 toll-free or (214) 438-8500 in the Dallas area E-mail HD@cbre.com
myHR	Employee self-service tool to manage/review personal and professional information Accessible 24/7 from any computer with Internet access	<ul style="list-style-type: none"> Online at Navigator (https://navigator.cbre.com), www.cbre.com or https://my.cbre.com
Navigator	CBRE employee intranet Accessible 24/7 from any computer with Internet access	<ul style="list-style-type: none"> Online at https://navigator.cbre.com or www.cbre.com



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