

CBE Head Office

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20 March 2020



EMERGENCY CONTACTS

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Dear Stakeholder

The Council for the Built Environment (CBE) hereby acknowledges the latest media statement on National State of Disaster declared in terms of the Disaster Management Act dated 15 March 2020 by President Cyril Ramaphosa regarding the Covid-19 Coronavirus. It is against this background that we officially update you on the steps that the CBE is taking to ensure business continuity for our stakeholders.

In the current environment, the health and safety of our employees, stakeholders and communities is our top priority. The CBE is committed to making sure that business operations continue while the situation evolves. We have taken the following measures to ensure business continuity and availability for our stakeholders, and staff:

- Extended work-from-home policies for employees with effect from **23 March 2020**. All employees have access to emails and our internal systems, to allow real-time response to email enquiries.
- Reduced staff will be available at the office for any urgent telephonic enquiries. We kindly request that physical visits to our offices be limited unless essential. Stakeholders may contact their Departmental Managers directly on their dedicated mobile phones for urgent assistance.
- All non-critical meetings will be cancelled/postponed until further notice. Essential processes, approvals and work activities to meet deliverables will be conducted online as far as possible. Separate confirmation from your respective Chairperson will follow in the event of any critical processes and deadlines.
- Employees will leverage technology (i.e. Skype, WhatsApp Conference Calls) to conduct meetings virtually where possible, limiting the number of external visitors to our office. Where

stakeholders have access to Electronic Participation, we kindly request that this be utilised should the need arise.

The CBE is taking the necessary steps to ensure that our business services remain uninterrupted during this time, regardless of whether our staff are working in office or remotely. We are equipped to provide the high-quality service you have come to expect from us. We do however ask for your patience as response times may take longer.

We thank you for your support and understanding during these extreme circumstances. Please do not hesitate to contact us for any further information or assistance. We will keep you updated on any change in these arrangements.

Stay safe, sanitised and spaced!

Yours sincerely



Ms Priscilla Mdlalose
Chief Executive Officer