

From Risk to Resilience:

How CBRE Achieved Full Supply Chain
Visibility and a **95%** Compliance Rate

CBRE

A SafeContractor Case Study

Here's how SafeContractor helped CBRE improve regulatory compliance, reduce risk, and strengthen supply chain performance.

CBRE

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60% of CBRE's service delivery depends on its contractors and suppliers.



Customer needed:

to raise their efficiency in managing the compliance of thousands of on-site contractors and off-site suppliers in its supply chain.

We enabled CBRE to:

have greater control and oversight of supplier compliance, giving them confidence in their ability to stay ahead of evolving regulatory demands, build stronger supplier relationships, reduce compliance and safety risk, and save time and money.

The result:

Through its partnership with SafeContractor, CBRE has created a safer, more sustainable supply chain - achieving **95% contractor compliance** and **cutting internal admin by 30%**.

This has been delivered through automated compliance processes and a standardised approach to managing supply chain performance. It has turned risk into a competitive advantage.

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Cutting internal admin by **30%**

The Customer's Story

CBRE has 6,000 suppliers and contractors in the UK. Strong and reliable supplier performance underpins the company's own success.

Few businesses are as committed to nurturing and maintaining close partnerships with its supply chain as CBRE. As a global leader in real estate and facilities management, CBRE relies on a network of on-site contractors and off-site suppliers across multiple sectors, to bring specialist expertise and value. They needed confidence that their entire supply chain aligned to their compliance standards.

CBRE's future performance is only as strong as its supply chain

Supplier performance, compliance, and integrity are not just procurement priorities; they're business critical. So, next we'll take you through how CBRE's supply chain management posed two different challenges – one for their on-site contractors and one for their offsite suppliers.



CBRE's Two Big Supply Chain Challenges

ON-SITE

On-site: Held back by contractor certification

At the heart of the incredible service CBRE provides is a massive operation of thousands of on-site contractors. With unquestionable commitment to the highest standards, CBRE needed to be certain that health and safety requirements were met across the board.

The current contractor certification process was painful and inconsistent, and managed differently across sites. The lack of a unified approach was holding back both CBRE and its contractors. Part of the challenge was that verifying contractor credentials varied by region and site – a result of localised, in-house processes. Doing things differently had become the norm, making consistent standards difficult to maintain.

Slowed down by checks

What's more, proving adherence to high compliance standards through pre-qualification was hard work for their contractors. Too much time was being spent delivering documentation and completing questionnaires meaning less time to deliver on-site results.

The time-consuming and manual nature of carrying out ongoing OHSE assessments meant that the workload weighed heavy on CBRE's in-house team, and resulted in further delays to getting contractors onboarded, approved, and on to site.

Off-site: New supplier risks every day

Just as crucial to CBRE as its on-site contractors are the thousands of suppliers providing goods and services off-site – from tech and maintenance to consumables. Operating an ethical, secure, and sustainable operation is a strategic priority to CBRE, and ensuring the same standards were maintained across their broader supply chain was becoming increasingly important.

This was a serious challenge – not only because risks and legislation evolve constantly, but because many suppliers don't yet track the kind of sustainability data clients need. That makes it harder to get a clear picture of supplier performance – and harder still to meet ESG goals with confidence.

Disjointed supplier ESG performance data

The way CBRE monitored its suppliers created issues. Across the company's many departments, supplier compliance information lived in spreadsheets, with no single source of truth. There was no guarantee that different parts of the organisation would easily be able to access information they could trust.

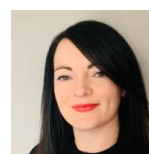
3 Key areas of focus for supplier ESG performance:

- 1. The rising risk of modern-day slavery**
 As CBRE operates cleaning and security services that employ lower-paid staff, it is vulnerable to the increased risks of modern-day slavery and unsafe working conditions. CBRE needed confidence that it had visibility and control measures in place to eradicate any modern slavery risk within its supply chain and be able to evidence it.
- 2. Cybersecurity weakness**
 Data protection risks were growing with increased data sharing to its supply chain, particularly the smaller suppliers who were likely to have gaps in their data policies and processes. CBRE needed visibility into the cyber security practices and policies of its supply chain to manage risk to their operation.
- 3. Ever-changing environmental regulations**
 As governments and businesses build towards a more sustainable future, CBRE are looking to lead the way in the real estate industry. With ESG regulations evolving, they required a clearer understanding of their suppliers' processes, policies and social and environmental impact.



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This partnership has helped us build stronger relationships, reduce risk, and stay ahead of evolving compliance demands.



Gemma Lindley

Supply Chain
Performance,
Director, CBRE

The Two Solutions

On-site Contractor solution:

SafeContractor provides simpler and stronger certification, raising compliance rates to 95%

CBRE now manages its contractors through a smart, data-driven technology platform – SafeContractor.

This transformation was powered by SafeContractor's robust audit process, delivered by over 60 in-house compliance experts who ensure rigorous and consistent verification. Contractors go through a risk-based audit tailored to the work they carry out, giving CBRE meaningful insight into varying levels of compliance risk across its supply chain. A dynamic pre-qualification process has reduced the admin burden for contractors, and CBRE were able to onboard certified contractors into their business quicker than ever before.

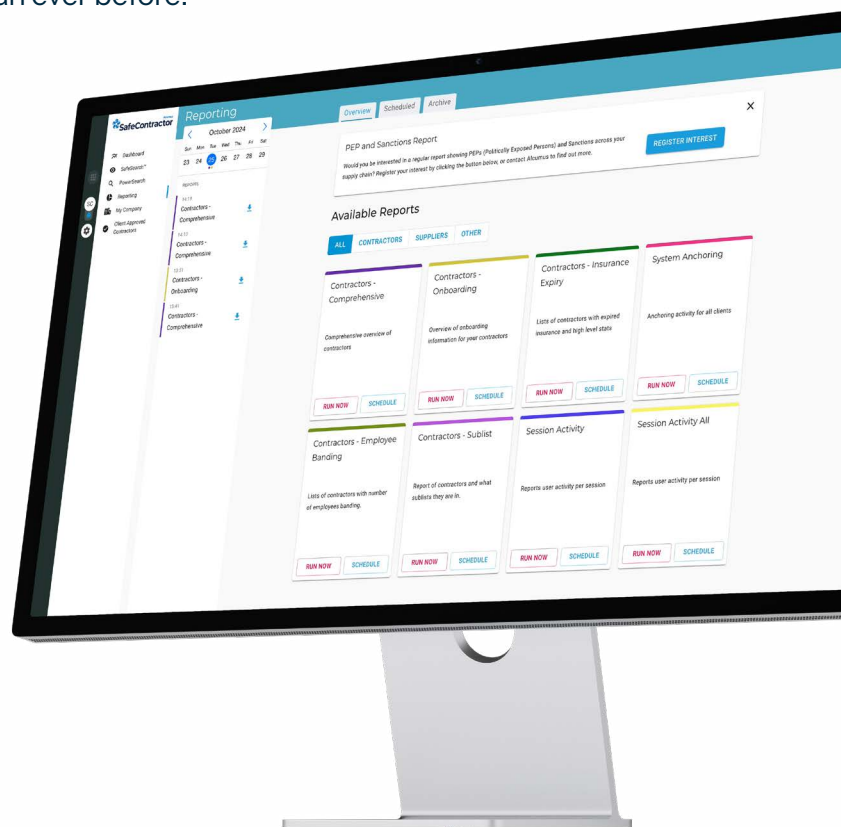
Complete confidence in compliance checks

SafeContractor has taken the pain out of CBRE's compliance process. Standardised and ongoing checks are now simple.

One rigorous, industry leading certification is used across all high-risk contractors – meaning no uncertainty for CBRE or the contractor's it uses.

Onboarding the right people faster

SafeContractor reduces administrative time and supports contractors through every step of the journey to achieve certification, without needing to communicate with the in-house team at CBRE. This has allowed CBRE to focus on what they do best – deliver exceptional work across a multitude of industries.



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Shortly after implementation, contractor compliance soared to 95% – and CBRE gained instant visibility of compliance across their supply chain.

Off-site Supplier solution:

SafeSupplier has made CBRE risk ready

To bring the same level of compliance visibility and control to its broader supply chain, CBRE implemented SafeContractor's off-site supplier verification solution, SafeSupplier.

Centralised supplier data makes risk easy to spot

Supplier compliance data is no longer buried in spreadsheets or siloed across teams.

Now, CBRE teams have a single view of their suppliers – including who they are, what services they provide, and how they score on key compliance areas such as modern slavery, carbon, financials, environmental impact, cyber security, and more.

Suppliers experience a dynamic online questionnaire which requires them to submit data and evidence of its compliance practices across various topics. With real-time monitoring built in, it's easier for CBRE to spot gaps, track supplier compliance levels, and act quickly when risks emerge.

ESG checks close any gaps

CBRE now has visibility into the ESG practices of its supply chain, with baseline standards in place to assess and strengthen supplier resilience. Risk is assessed and validated by SafeSupplier's in-house technical team – depending on the nature of the goods or services provided – so checks are proportionate and meaningful.

Now CBRE is able to lead positive change and drive forward its strategy to deliver a safe, secure and ethical operation.





We can spend more effectively with diverse businesses, local businesses, small businesses, social enterprises, that could really make a massive shift in terms of what the business achieves in terms of overall ESG.

Gemma Lindley, Supply Chain Performance Director, CBRE

The Results

SafeContractor’s supply chain compliance solution has delivered a measurable impact:

- **95% Compliance Levels** across contractors and suppliers
- **Efficiency Gains:** CBRE saved hundreds of hours, cut admin by 30%, and boosted supply chain trust.
- **Faster, Clearer Risk Insights:** A unified view of compliance across on-site and off-site suppliers.
- **Improved Compliance:** Targeted support helped increase compliance in high-risk areas like modern slavery and cybersecurity.
- **Stronger Supplier Relationships:** Collaborative processes built trust and transparency between CBRE and its supply chain.

Why this matters

Facilities Management sits at the intersection of multiple risks – from on-site safety and contractor oversight to rising ESG obligations underpinned by regulations. In a sector where operations rely heavily on third-party suppliers and contractors, the ability to monitor and manage compliance across a dispersed supply chain is critical.

SafeContractor gives FM leaders the tools to gain clear, consistent visibility over supplier risk – enabling faster decisions, safer sites, and stronger alignment with evolving legal and ethical standards.

CBRE’s experience shows that when compliance is embedded into everyday operations and supplier relationships, it becomes a foundation for long-term resilience and responsible growth.



We chose SafeContractor to make compliance easier for contractors – not harder. That support has made a real difference. This partnership has helped us build stronger supplier relationships, reduce risk, and stay ahead of evolving compliance demands.

Gemma Lindley, Supply Chain Performance Director, CBRE



Want to build a smarter, safer supply chain?

Contact us or visit safecontractor.com to learn how we can help.