Evolving cyber risk in commercial real estate
What you don’t know can hurt you

New technology brings business benefits, but what about new risks?

Commercial real estate (CRE) companies are implementing highly sophisticated technology solutions referred to as intelligent buildings. While these solutions offer many benefits, they can also be vulnerable to cyberattacks.

### Care

While all property owners and tenants have some degree of exposure to cyberattacks, our analysis suggests that hotel and retail property types are relatively more vulnerable.

### What are the risks?

<table>
<thead>
<tr>
<th>Property Type</th>
<th>At Risk</th>
<th>Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial</td>
<td>High</td>
<td>HVAC/BMS, HVAC, HVAC/controls, HVAC/infrastructure</td>
</tr>
<tr>
<td>Office</td>
<td>Medium</td>
<td>HVAC/BMS, HVAC, HVAC/controls, HVAC/infrastructure</td>
</tr>
<tr>
<td>Multifamily</td>
<td>Low</td>
<td>HVAC/BMS, HVAC, HVAC/controls, HVAC/infrastructure</td>
</tr>
<tr>
<td>Health care</td>
<td>High</td>
<td>HVAC/BMS, HVAC, HVAC/controls, HVAC/infrastructure</td>
</tr>
<tr>
<td>Hotel</td>
<td>High</td>
<td>HVAC/BMS, HVAC, HVAC/controls, HVAC/infrastructure</td>
</tr>
<tr>
<td>Retail</td>
<td>High</td>
<td>HVAC/BMS, HVAC, HVAC/controls, HVAC/infrastructure</td>
</tr>
</tbody>
</table>

### Cyber risk management strategy

1. **Identify threats** — Conduct a gap analysis between current and expected cybersecurity controls to identify weak points.
2. **Assess vulnerabilities** — Evaluate your building’s cyber resilience by mapping all potential points of attack.
3. **Mitigate risks** — Strategically invest in priority assets, consider a targeted and multipronged approach to data protection.
4. **Telecom and networking** — Consider network segmentation and secure your infrastructure.
5. **Security enablement** — Empower your people to identify and respond to anomalies.
6. **Compliance** — Ensure regulatory and standards compliance through established policies.

### What are the benefits?

- Enables better adaptability to the view of facilities.
- Allows a comprehensive and real-time situational awareness.
- Increases connectivity with tenants and other stakeholders through integration of building technology, and business systems.
- “Boundaryless” operating ecosystem creates a much broader “attack surface.”
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