



# GLOBAL WORKPLACE SOLUTIONS

BUILDING ON ADVANTAGE



CBRE



# WHAT IS GLOBAL WORKPLACE SOLUTIONS?

Global Workplace Solutions (GWS), a worldwide leader in delivering superior workplace results, combines both the sophisticated intelligence and unrivaled expertise required to plan, execute and manage real estate operations and portfolios on behalf of innovative companies worldwide. Leveraging a global platform noted for the delivery of consistent and reliable services, GWS empowers clients, allowing them to focus on broad strategic goals while their day-to-day real estate operations are handled by true workplace partners at CBRE.

By supporting our clients in-house real estate department or serving as an outsource partner for that function, we enable our clients to maximize the value of their assets while focusing on their core competencies.





## AREAS OF EXPERTISE

- Multi-Market Transaction Management
- Portfolio Management (Lease Administration)
- Project Management
- Facilities Management
- Assessment and Consulting Services
- Strategic Planning
- Complex and Emerging Markets Strategies

Our keen focus and mastery of a range of real estate services have led clients to entrust us with **\$138.8 billion** in annual transaction management volume, more than **2.2 billion** square feet of property and workplace facilities management; and **\$10 billion** in managed capital projects and new construction.





## EXPERIENCE

### OVER 300 GWS CLIENTS

including 80% of the  
Fortune 100

### \$138.8 BILLION

in transaction  
management volume

### OVER 75,000

leases maintained

## GLOBAL REACH

### WORLDS LARGEST

commercial real estate  
service provider

### OVER 425 OFFICES

in more than 65  
countries worldwide

### AMERICAS - 18,200+

employees, 209 offices,  
9 countries

### EMEA - 4,300

employees, 131 offices,  
42 countries

### APAC - 6,500+

employees, 96 offices,  
14 countries

### 7,000 BROKERS

worldwide

### 300 GWS

brokers



## RESOURCES

**\$30M INVESTED ANNUALLY**  
in research/data - knowledge is  
proprietary not a commodity

**PORTFOLIO INSIGHT,**  
Portfolio IQ, Market Strike,  
TM Toolkit

**300 MARKET  
RESEARCH SPECIALISTS**  
encompassing 40  
countries worldwide Toolkit

**OPERATIONS DATA**  
from **235M** square feet

## AWARDS

**FORTUNE 500 COMPANY**  
#321 in 2015

**#1 BRAND**  
for 14 consecutive years  
- The Lipsey Company

**TOP REAL ESTATE FIRM**  
and ranked 71st out of 500  
on 2015 "Americas best  
employers" list  
- Forbes

**GLOBAL REAL ESTATE  
ADVISOR OF THE YEAR**  
three years in a row  
- Euromoney

Named a **WORLDS MOST  
ETHICAL COMPANY**  
two years in a row  
- Ethisphere

**"FULL STAR – HIGHEST RATED"**  
status in all four judging categories  
on the 2015 IAOP Global  
Outsourcing 100 List - IAOP





## SALT LAKE CITY GLOBAL WORKPLACE SOLUTIONS TEAM

Specializing in Global Workplace Solutions, this deeply experienced group is recognized within CBRE and by their clients for providing superior workplace account advisory and tenant representation services.

The team facilitates and executes the full range of real estate transactions (acquisitions, dispositions, sale-leasebacks, build-to-suits, alternative financing structures, etc.) across a client's entire geographic footprint.

Our focus is on the client and we partner with them to develop the real estate solutions suited to their workplace goals and objectives. What makes us unique—and sets us above the rest—is that we serve exclusively as an extension of our client's real estate department, thereby giving them a personal real estate network tailored to their organization. The fact that we are available "on-call" but not on their payroll saves them from having to increase staff or maintain relationships across the globe with many different real estate professionals.

### MEET THE TEAM

**DAVID  
BAUMAN**



Global Workplace  
Services Leader  
Southwest  
Market Area

**ERIK  
SIMPER**



Senior Transaction  
Manager

**CURTIS  
CARLSON**



Senior Transaction  
Manager

**DIANE  
WILCOX**



Transaction  
Manager





We have participated in thousands of transactions, representing owners and occupiers of commercial properties. This team is recognized as a top global workplace real estate services provider and has been a valued partner for their clients in transactions located in more than 50 countries globally.

We look forward to partnering with you to deliver innovative solutions and services to support your global real estate needs.

**GWS HUB FOR  
CBRE'S  
SOUTHWEST REGION**

**250 TRANSACTIONS  
UNDER ACTIVE  
MANAGEMENT**

**5 BILINGUAL TEAM  
MEMBERS**

**LANGUAGES SPOKEN:  
SPANISH, PORTUGUESE,  
AND ENGLISH**

**BRAD  
DAVIS**



Transaction  
Manager

**JUDD  
TIDWELL**



Transaction  
Manager

**JOSEPH  
SANCHEZ**



Transaction  
Specialist

**JACE  
ALLEN**

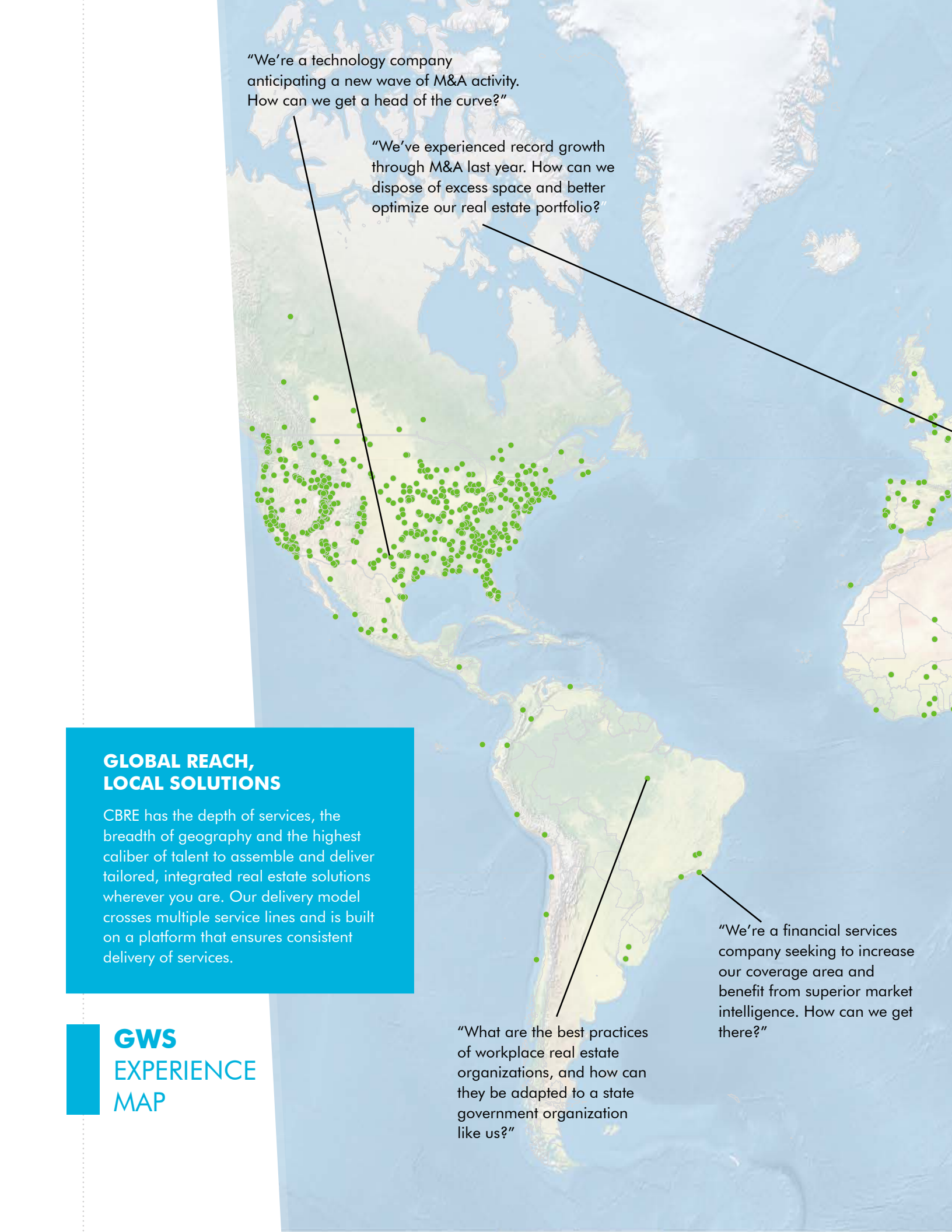


Transaction  
Coordinator

**CHERYL  
EYRE**



Transaction  
Coordinator



"We're a technology company anticipating a new wave of M&A activity. How can we get a head of the curve?"

"We've experienced record growth through M&A last year. How can we dispose of excess space and better optimize our real estate portfolio?"

## GLOBAL REACH, LOCAL SOLUTIONS

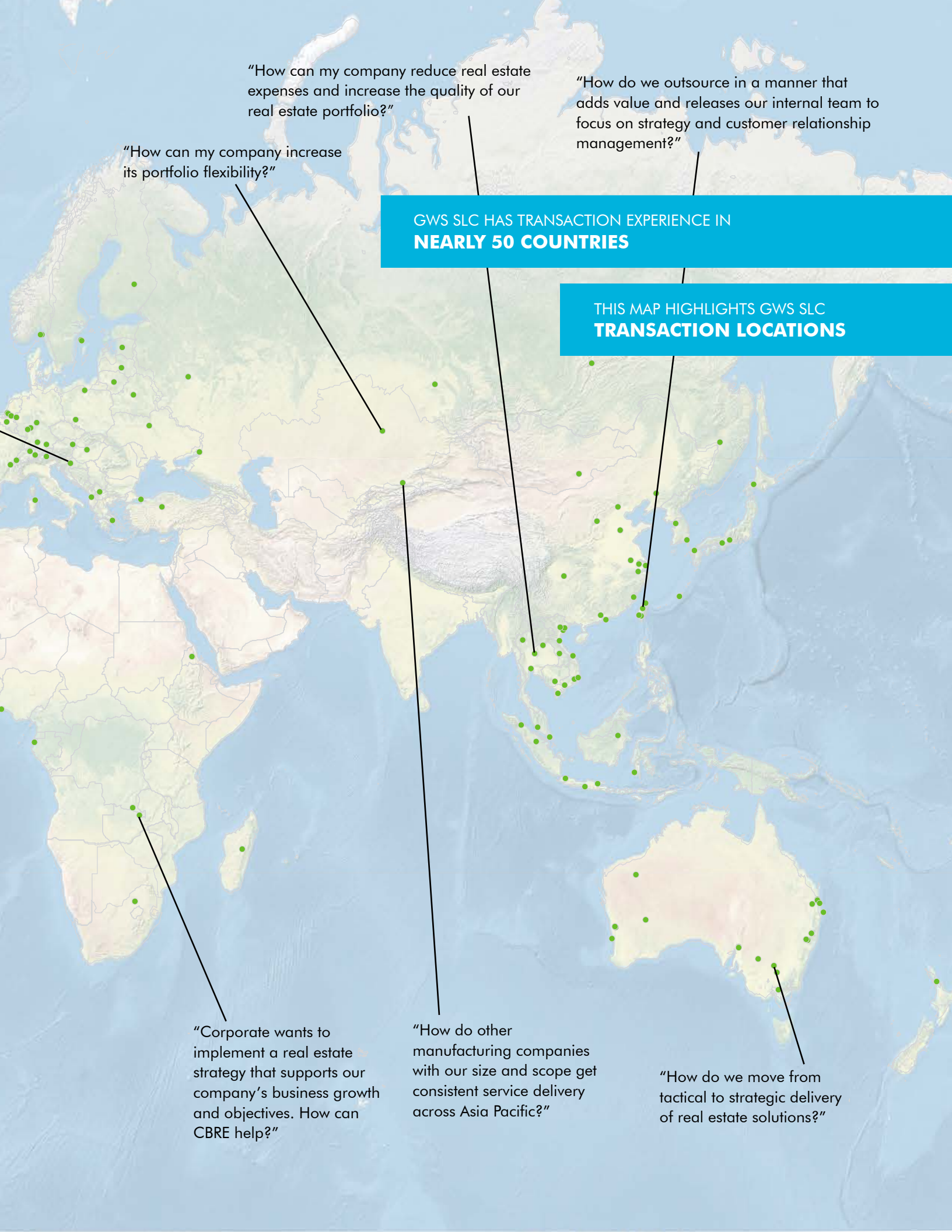
CBRE has the depth of services, the breadth of geography and the highest caliber of talent to assemble and deliver tailored, integrated real estate solutions wherever you are. Our delivery model crosses multiple service lines and is built on a platform that ensures consistent delivery of services.

**GWS**  
EXPERIENCE  
MAP

"What are the best practices of workplace real estate organizations, and how can they be adapted to a state government organization like us?"

"We're a financial services company seeking to increase our coverage area and benefit from superior market intelligence. How can we get there?"





"How can my company reduce real estate expenses and increase the quality of our real estate portfolio?"

"How do we outsource in a manner that adds value and releases our internal team to focus on strategy and customer relationship management?"

"How can my company increase its portfolio flexibility?"

GWS SLC HAS TRANSACTION EXPERIENCE IN  
**NEARLY 50 COUNTRIES**

THIS MAP HIGHLIGHTS GWS SLC  
**TRANSACTION LOCATIONS**

"Corporate wants to implement a real estate strategy that supports our company's business growth and objectives. How can CBRE help?"

"How do other manufacturing companies with our size and scope get consistent service delivery across Asia Pacific?"

"How do we move from tactical to strategic delivery of real estate solutions?"



## PORTFOLIO MANAGEMENT

CBRE's global Portfolio Administration Services group helps clients identify, collect, analyze, and manage key portfolio and operational data to identify portfolio trends, spot opportunities and make sound real estate decisions that support business strategy and drive value.

"We require a platform that is flexible, responsive and knowledgeable. This platform is needed on both a local and national level. We get that with CBRE."

– **Craig Tagen, ING Clarion**

We will provide you with a single resource for comprehensive evaluation of the inter-related variables that impact real estate portfolio decisions. We help our clients reduce costs and improve productivity through a comprehensive analysis of relocation, reconfiguration, consolidation, co-location, sell, sublet, blend and extend, and purchase alternatives.

"CBRE makes your job easier by aligning their interests with yours. They have consistently provided the level of support and results we have come to expect."

– **Kenneth J. Kaminski, Invesco**





## 7 STEP PROCESS

**ASSESS** real estate commitments

**ENGAGE** local market resources

**ANALYZE** market opportunities

**PRESENT** portfolio savings

**DEVELOP** execution strategy based on internal operational objectives

**IMPLEMENT** execution of strategic plan

**CAPTURE SAVINGS** /new property commitments into integrated portfolio management database

## PORTFOLIO ADMINISTRATION SERVICES

- Real Estate and define ODS strategy
- Lease abstraction and system set-up
- Ongoing lease administration
- Database creation and maintenance
- Portfolio analysis and benchmarking
- Portfolio and rent roll reports
- Desktop and full scope lease audits
- Critical Dates
- Consultation on technology platforms
- Portfolio management for workplace occupiers
- Transition and management of client portfolios
- Relocation and consolidation
- Alternative workplace solutions (Regus)



A 10–20% savings gap exists in an average portfolio prior to the execution of a comprehensive optimization program





## PROJECT MANAGEMENT

CBRE maintains the largest network of professional real estate project managers in the world. Our unmatched geographical coverage—combined with our optimized service delivery process—enables us to plan and execute a full menu of project management services for both users of and investors in commercial real estate.

We partner with our clients by implementing cost-efficient, staffing models and introducing industry-leading processes designed to optimize project management activities and make the most efficient use of capital across the portfolio. Regardless of size, industry sector or geographic dispersion, our project management professionals consistently deliver cost savings and value.

CBRE'S EARLY INVOLVEMENT ENSURES FULL INTEGRATION OF PROJECT MANAGEMENT

### SOLUTIONS INCLUDE:

- Project management outsourcing strategies
- Program management
- Tenant improvement and interior build-out
- Critical environments
- Facility assessments and due diligence
- Capital improvements and base building infrastructure
- Space/building efficiency analyses
- Moves, adds and change services
- Relocation management
- Occupancy coordination (telephone/data/FF&E)
- Build-to-suit





**Operations data from  
235M square feet**

**28 LEED certified  
projects in 2009**

**60 PJM LEED APs  
in U.S. in 2010**

**Manage over 50,000  
projects annually**

**Manage over 20,000  
individual client moves**

**Servicing over 300  
clients annually**

**Project management  
LEED APs in  
Americas: 200+**

**Project manage-  
ment LEED APs  
internationally: 25+**

**20 PJM LEED APs  
internationally in  
2010**

**Over \$14.6 billion in worldwide business  
activity, including managed capital projects  
and new construction: Americas \$9.9B,  
EMEA \$1.1B, APAC: \$3.6B**

**Over 2,900 project man-  
agement team members  
worldwide: 1,600 Americas,  
600 EMEA, and 700 APAC**









## FACILITIES MANAGEMENT

CBRE manages more than 2.5 billion square feet of facilities for workplace, institutional, not-for-profit and government space users around the world. By applying our knowledge, technology, procurement leverage and processes, our people are able to customize our delivery of services to any client's culture and create a competitive advantage for the client.

Our dedicated management teams, made up of over 5,700 professionals, have the ability to tap a vast network of variable resources, subject matter experts and proven company best practices and processes to bolster the solutions we provide to our clients. Our teams are further supported by accounting centers and technology solutions that enhance the performance of our client's facilities. These innovations combined with our economies of scale enable our facility management platform to realize 15-20% savings in operating expenses for our clients.

## ASSESSMENT AND CONSULTING SERVICES

CBRE Assessment & Consulting Services (ACS) offers a full range of construction, property condition and environmental assessment services associated with commercial real estate acquisition, finance and surveillance. Using its nationwide network of experienced professionals and national quality control program, CBRE provides its clients a high quality product produced in a timely manner at a reasonable cost. Whether dealing with a single asset or a multi-market, multi-property portfolio, CBRE consistently meets its clients' needs.



## CBRE ADVANTAGE



The ACS group works hand in hand with CBRE Valuation & Advisory Services (VAS) group, the recognized leader in providing appraisal services. ACS is committed to supporting each of our professionals with the education and tools needed to meet our client's needs.

All members of our professional staff are strongly encouraged to continue their education and maintain relevant licenses and designations.

The ACS advanced technology platform benefits our clients by reducing delivery time and cost. iChannel is our proprietary, web-based extranet site for CBRE clients available on a 24-hour basis with client access rights. Clients are able to post and download project documents from a single web location in real time.

## GLOBAL CAPABILITIES



As part of CBRE's global real estate operations, ACS can coordinate with our overseas offices to provide these services in most international locations. Complex international projects are delivered quickly as our global network enables us to mobilize teams with the right qualifications and geographical experience.









## COMPLEX AND EMERGING MARKETS

As markets evolve, businesses are seeking out opportunities to capitalize on new revenue and cost reduction opportunities by gaining early access to rapidly developing untapped markets. However, these opportunities have a risk profile that is greater, or at least different, to those confronted in traditional marketplaces.

Our approach means that our clients' strategies are developed from robust information that can be difficult to obtain and interpret, giving them confidence to proceed in challenging circumstances. Many of our clients' in-country operations that would otherwise have been overlooked or deemed too risky, are now thriving.

Our combined expertise enables us to solve problems that fall beyond the scope of mainstream real estate providers, thus allowing our clients to make informed decisions with greater certainty and precision.

### SERVICES INCLUDE:

- Market Reviews
- Emerging Markets Strategy
- Due Diligence
- Risk Management
- Program Management
- Transaction Management
- Project Management
- Facilities Management Supplier Advisory

## SCOPE OF SERVICES

As part of CBRE's overall real estate operations, ACS has the human and technological resources to help solve any environmental- or property condition-related real estate problem you face.



## SERVICES PROVIDED BY THE GROUP INCLUDE, BUT ARE NOT LIMITED TO:

- Valuation Services
- Market Analytics and Demographics
- Mapping
- Market Research and Intelligence
- Financial Planning and Analysis
- Property Tax Appeals
- Real Estate development strategy
- Land Use and Entitlement Analysis
- Energy and Sustainability
- Geotechnical, Boundary &  
Topographical Surveys
- Alta Surveys
- Phase I: ACSTM Environmental Site  
Assessment
- Phase II: Subsurface Assessment
- Phase III: Site Remediation
- Property Condition Assessments
- Seismic Studies/Probable Maximum  
Loss Evaluations
- Tier I and Tier II ADA Surveys
- Asbestos, Lead-Based Paint and  
Radon Surveys
- Construction Document and Cost  
Reviews (DCRs)
- Construction Progress  
Monitoring (CPM) Inspections
- Surveillance and Servicing  
Inspections



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