



**CUSHMAN &  
WAKEFIELD**



# **THE OCCUPIER NEWS**

Q3 2016

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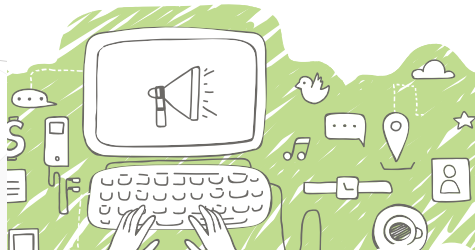
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# Welcome to the Q3 Edition of The Occupier News

The Cushman & Wakefield name is synonymous with being a world-class brand, and the strength of our brand is powered by you. Our employees are our greatest strength and talent is our priority - we want to build, engage and develop GOS professionals in order to embody the Cushman & Wakefield motto, "best talent, best clients, best results."

As you know, since the merger we have expanded rapidly and with growth comes opportunities. We've maintained a strong momentum in delivering exceptional results for our clients and continuously look to deliver and improve upon our service delivery model. Within the next few months, each region will begin exploring opportunities on how to do so - be sure to keep an eye out for updates from your regional leads.

I'm proud that the GOS business represents the firm in a positive manner - from hosting top-notch client events such as the sailing regatta in London and the dragon boat race in Hong Kong to leading and participating in industry conferences such as the PDS Summit in Chicago and Worktech in New York City.

Additionally, this edition of The Occupier News features key wins and achievements, profiles Cushman & Wakefield leaders and includes an opinion piece from one of our very own graduate surveyors. In the "Talking with Talent" section, GOS professionals discuss why they enjoy working at Cushman & Wakefield, the importance of teamwork and what makes them tick. We also asked a few of our professionals from around the world which Cushman & Wakefield office they would like to visit and why.

Take a look inside this edition of The Occupier News and as always, please share any feedback. It's a good time to be in our industry and a great time to be at Cushman & Wakefield.

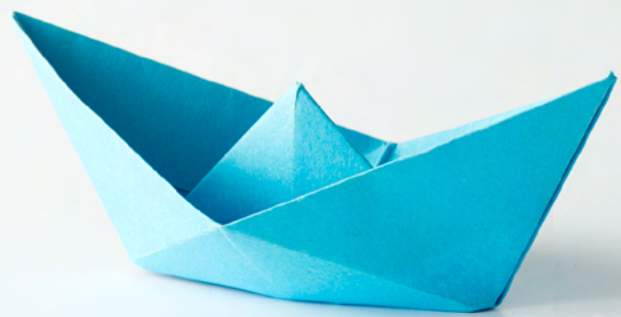
Best,



**Steve Quick**  
Chief Executive  
Global Occupier Services



# Influencer Spotlight



WE ARE EXCITED TO INTRODUCE THIS QUARTER'S CUSHMAN & WAKEFIELD INFLUENCERS.



**Sheridan Ware**

Chief Information Officer  
APAC

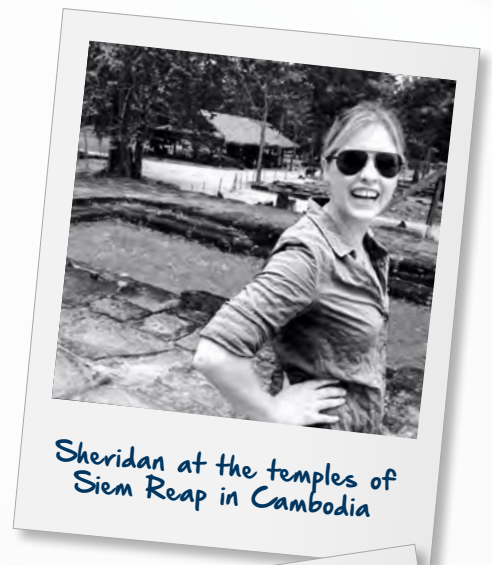
**Location:** Hong Kong

**Years with the company:** Eight

**Notable industry achievement:** Winner of the CoreNet Luminary Award and Finalist for the Australia China Alumni Women in Leadership Award.

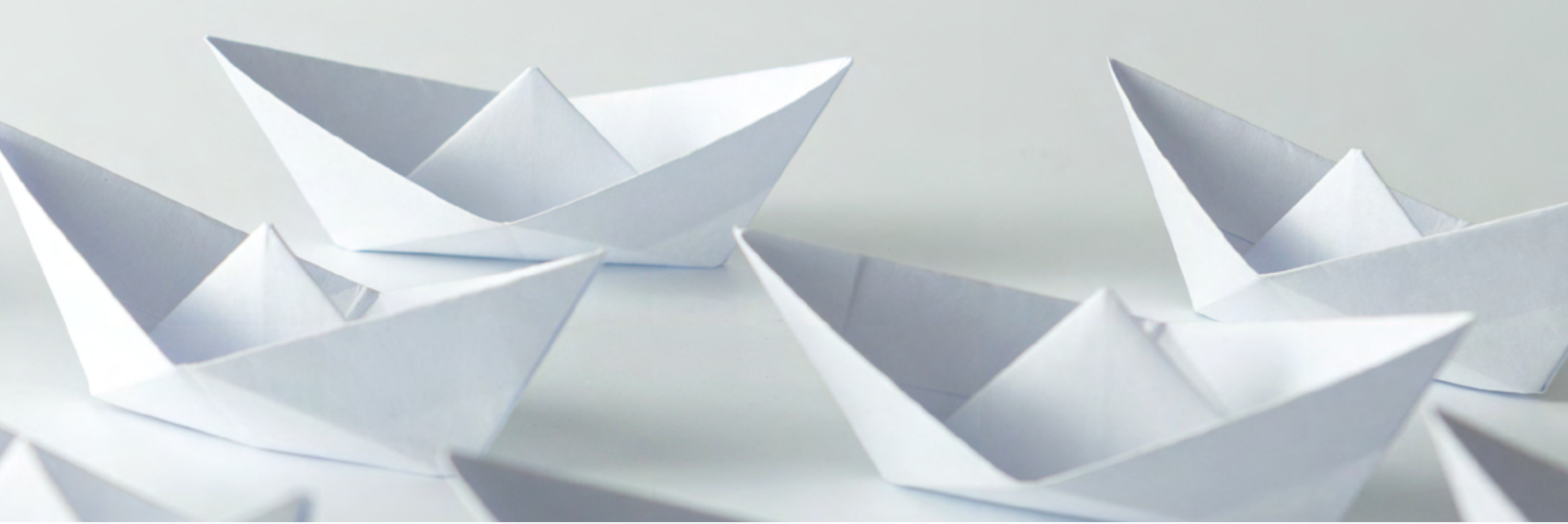
**What hobbies do you enjoy in your personal time?** I'm a keen meditator and I love to travel. I believe that exploration of any kind - whether it be physical, spiritual, academic or gastronomic - is the greatest gift of life. I feel really blessed to have lived and worked in many places including Australia, China, France, Hong Kong and the United Kingdom. I've also traveled to about 30 other countries, but there is still so much traveling left to do.

**What would people be surprised to learn about you?** I'm an ambivert, which means I'm equal part introvert and extrovert. People often assume I'm highly extroverted, but many of my best ideas and all of my energy comes from being quiet. The extrovert in me still loves a good 'sharpie and post-it' collaboration session as long as it's balanced with off time for reflection. It's a good thing I'm on planes so often.



CLICK BELOW TO WATCH SHERIDAN'S VIDEO

**Sheridan Ware**  
Chief Information Officer, APAC, Global Technology Solutions



**Rob Parker**

Account & Transaction  
Manager  
EMEA

**Location:** London

**Years with the company:** Four

**Notable industry achievement:** I'm the Account Manager for Cimpress, often known as their trading name of Vistaprint. We recently acquired a contract for the first phase of a new shared service centre in Manila. We provided up-front consulting on many aspects of this deal in order to decide on the Philippines, then narrowing down to Manila and subsequently the specific property. This project is a part of Cimpress' major five year growth plan. It has been an interesting project to be a part of with much CEO-level involvement.

**What hobbies do you enjoy in your personal time?** I love traveling to new places and I'm working towards visiting as many countries as my age - now being just a couple short. In the next year I have a trip to the Peruvian jungle planned, as well as, a wedding in northern India. I hope to explore much more of Asia.

**What would people be surprised to learn about you?** When I get the opportunity, I love to sail. In my spare time I also do graphic design work for a small charity.



*Rob at the Louvre in Paris*



*Rob sailing in a team racing event*

**CLICK BELOW TO WATCH ROB'S VIDEO**

Rob Parker Account Manager, Global Occupier Services

Are you an Influencer? Contact Gina Chinino for potential inclusion in future editions of The Occupier News.

# Talking with Talent



**Tell us a little more about you:**

I was born in Didsbury, Manchester, more than four decades ago. I started work on a building site when I was 13 years old, when I wasn't allowed anymore pocket money. I worked in London for 13 years advising national restaurateurs on all real estate matters. In 2010, I moved to Hong Kong before relocating with my wife and kids to Singapore in 2014. Currently, I work on several high profile accounts including Facebook, Yahoo and Micron, amongst others, as an APAC Account Manager.

**Notable industry achievement:**

Staying in the profession when others called.

**What's something you're most proud of?**

There are a number of things I am proud of in my career, starting with my very first deal, which was the letting of a small industrial unit in Manchester nearly 20 years ago. However, what I am most proud of is being a father to my three children, Jack, Tara and Joshua.

**Is there a quote you live your life by?** "Be still when you have nothing to say; when genuine passion moves you, say what you've got to say, and say it hot." – D.H. Lawrence

**What would most people be surprised to learn about you?**

I have flown an acrobatic biplane in New Zealand, complete with Biggles goggles, doing loop-the-loops and barrel rolls.

**Why do you enjoy working at Cushman & Wakefield and in the commercial real estate industry?** The people. Enjoyment of your job is only truly attainable if you have a passion for the people you work with and the work you do.

**Paul David Gratton**

Director

Global Occupier Services

**Location:** Singapore*Paul's three children**Paul in Hong Kong**Paul and his son in Amsterdam*

**Tell us a little more about you:**

I have been a Facilities Professional for more than 30 years. I thrive in the complexities of a constantly changing environment and enjoy what I do. On a personal note, I am married with three amazing children and a rescue black Labrador named Molly. In my spare time I find myself constantly entertained with golfing, traveling and spending time with my family. I am also a retired competitive hockey coach of 13 years with the scars to prove it and confidently refer to myself as a “grilling aficionado.”

**Notable industry achievement:**

It is humbling when I am invited to participate in high-visibility industry events as a Subject Matter Expert on various facility-related topics.

**What’s something you’re most proud of?**

When moving on to new professional opportunities and seeing the amazing folks grow and thrive in the position you once left vacant. Outside of the professional realm, I am proud to have been involved in the Big Brothers Organization and being able to shape, support and mentor my little brother, who taught me a thing or two as well.

**Is there a quote you live your life by?**

“Always be humble and kind.”

**What would most people be surprised to learn about you?**

When I was in high school, I had the pleasure of working for the Toronto Blue Jays on their Grounds Crew and was able to meet some Hall of Fame players.

**Why do you enjoy working at Cushman & Wakefield and in the commercial real estate industry?**

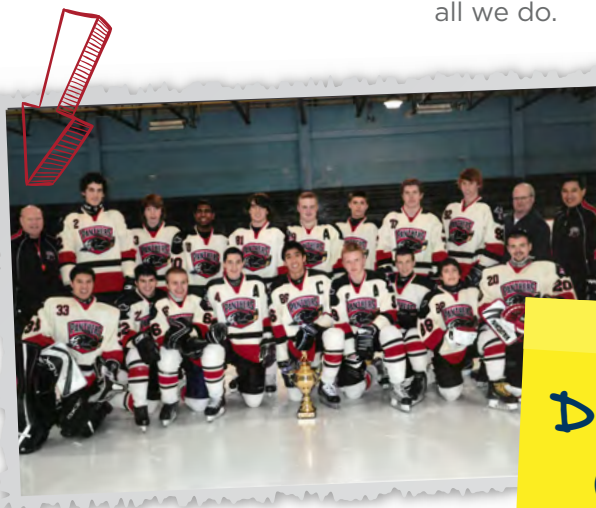
First, the people! Engrained in my mind is the interview process with Chuck Scott, Gary Galardo, Jim Walter and Roger Gonzalez. The dialogue was incredibly easy and fluid. It was inspiring to see how passionately these individuals spoke about the business and Cushman & Wakefield. Leaving that interview I quickly identified that this organization felt like a home-away-from-home and a place I wanted to be part of.



**Greg Sherwood**

Managing Director, Integrated Facility Management, Canada  
**Location:** Toronto

Second, the platform and my peers! Hands down, Cushman & Wakefield has the best IFM Platform out there. A global operating platform with the nimbleness of local solutions is a win-win in my books. It is incredible having the opportunity to work alongside some of the most talented and brightest FM professionals and peers in the industry who strongly believe and appreciate that teamwork is at the core of all we do.



**Tell us a little more about you:**

I have been with Cushman & Wakefield for 10 years and have worked in the Account Management, Lease Administration and Occupier Management teams within GOS.

**Notable industry achievement:**

I'm fortunate to work with some prestigious clients including Mondelēz International and Amec Foster Wheeler. Recently, I was appointed to the Operating Committee of the CoreNet Global UK Chapter as the Vice Chair of the Manufacturing & Industrial Community.

**What's something you're most proud of?** Completing my Masters in Real Estate and becoming a Member of the Royal Institution of Chartered Surveyors whilst working full time and having a baby to look after.

**Is there a quote you live your life by?** "If you trust in yourself, believe in your dreams and follow your star, you'll still get beaten by people who spent their time working hard and learning things and weren't so lazy." - Terry Pratchett, The Wee Free Men

**What would most people be surprised to learn about you?**

My first degree was in Animal Science - I was going to be a veterinarian.

**Why do you enjoy working at Cushman & Wakefield and in the commercial real estate industry?**

Working with occupiers in the commercial real estate industry is fascinating because it is never static. The industry is in a constant state of flux with economic changes, developments in best-practices and changing occupier trends. There is always something new to learn and always the opportunity to demonstrate added value to your clients.

As for working at Cushman & Wakefield, it's the team that makes it a fantastic place to work. It is a hugely positive environment to work in too. It's great that coming up with suggestions or ideas for improvements are so positively encouraged at all levels within the firm.

**Vanessa Curtis**

Associate Director  
Transaction Management  
**Location:** London



Vanessa and her son, Ben.



Vanessa's son walking their dogs.

Vanessa has two Greyhounds named Sam and Jazz.

**Tell us a little more about you:**

I'm a 30 year industry veteran who started in Property Management before starting up the Edward Jones account in 1993. I'm married and have two adult sons, a wonderful daughter-in-law and the cutest granddaughter. I enjoy rugby, golf, snow skiing, woodworking and history.

**Notable industry achievement:**

I was named to the St. Louis Business Journal's "40 under 40" in 1999. I've also achieved my CPM, RPA and CIPS designations.

**What's something you're most proud of?**

On a personal note, 35 years of marriage to a wonderful wife, with two successful adult children and a beautiful granddaughter. Professionally, I am proud of helping start the Edward Jones Branch Facilities account in 1993. I was also selected to the Western Regional Rugby Representative side in 1991, which is a unique accomplishment.

**Is there a quote you live your life by?**

"Work as hard at having fun as you do at work. They are mutually inclusive."

**What would most people be surprised to learn about you?**

I am a huge American Civil War buff and support the cause to purchase battlefield grounds to prevent them from being

developed. If you're interested, more information can be found at [civilwar.org](http://civilwar.org).

**Why do you enjoy working at Cushman & Wakefield and in the commercial real estate industry?**

Seeing the impact we have in helping our clients succeed while they help their clients succeed. Also, enabling numerous growth opportunities for many great associates over the years.



**Rich Etzkorn**

Executive Managing Director

**Location:** St. Louis



Rich at his wedding



Rich playing with his granddaughter



Rich playing rugby with the Marines.

# Around the World

CUSHMAN & WAKEFIELD HAS A PRESENCE IN ALL CORNERS OF THE WORLD. AS ONE FIRM, WE WORK TOGETHER TO SEAMLESSLY SERVE OUR CLIENTS GLOBALLY.

WE ASKED TEAM MEMBERS WHICH CUSHMAN & WAKEFIELD OFFICE THEY WOULD LIKE TO VISIT AND WHY.



**NICK DAUPHINEE**  
Managing Director, GOS  
Toronto

I would visit Cushman & Wakefield's office in ...

**Rio De Janeiro.** I have always wanted to visit Brazil - I love Brazilian food and their culture is fascinating.



Nick in Rangoon, Myanmar.



**EMMA GILLESPIE COX**  
Account Executive  
Energy & Sustainability  
Chicago

I would visit Cushman & Wakefield's office in ...

**Singapore or Australia.** I lead a global call for Energy & Sustainability Services and would love to meet my global colleagues.



Emma in Hawaii.

SAN FRANCISCO

CHICAGO

TORONTO

NEW YORK

ATLANTA

LONDON



**TYLER COURTNEY**  
Vice President, Portfolio  
Solutions, East Region  
Atlanta

I would visit Cushman & Wakefield's office in ...

**Singapore, Buenos Aires or London.** I would like to have a better understanding of our global capabilities.



Tyler on a road trip.

RIO DE JANEIRO



**SOPHINA GELLON**  
Global Portfolio Manager  
for salesforce.com  
San Francisco

I would visit Cushman & Wakefield's office in ...

**New Delhi.** I'm a third generation Indian American and would like to have the experience of visiting an office abroad.



Sophina at the pyramids in Cairo, Egypt.



**ALEX BURNETT**

Director  
London

I would visit Cushman & Wakefield's office in ...

**Sydney.** I would like to meet our Australian team and catch up with my brother, who lives near Sydney.



Alex running in London's Royal Parks half marathon.



**GIN LIU**

Senior Manager  
Beijing

I would visit Cushman & Wakefield's office in ...

**Chicago.** I would like to visit our Global Headquarters and experience the culture.



Gin at the Palace of Tang Dynasty in Xi'An, China.



**SOPHY MOFFAT**

Associate Director  
London

I would visit Cushman & Wakefield's office in ...

**New York.** It's the origin of many world changing trends and ideas and I would love to be part of it.



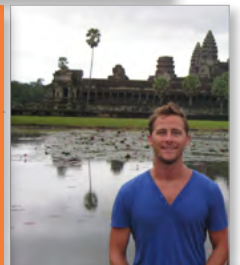
Sophy in Milan.



**CHRIS HANLEY**  
National Manager  
Real Estate Services  
NAB Account  
Sydney

I would visit Cushman & Wakefield's office in ...

**Shanghai.** I would like to develop a deeper understanding of the service lines offered through our Chinese business.



Chris at Angkor Wat in Siem Reap, Cambodia.



**JENNY HYLTON**

Director, GOS  
London

I would visit Cushman & Wakefield's office in ...

**Hong Kong.** I traveled to Hong Kong ten years ago and absolutely loved it.



Jenny at the Brooklyn Bridge in New York.

NEW DELHI

HONG KONG

BEIJING

SHANGHAI

SINGAPORE

SYDNEY

# Employee Engagement





# Amplify your content, gain followers and build your social reputation.

Cushman & Wakefield **Social Edge**, our new social networking platform, launched in June 2016 for the GOS business. Social Edge enables Cushman & Wakefield professionals to easily share the latest updates and CRE news on their LinkedIn page. Each week, subscribers receive an email with social media content to share on their personal LinkedIn pages. With a simple click of a button, content will post immediately, boosting employees' social presence.

Following the Social Edge webinar, **79** GOS professionals signed up for the free tool. We want to recognize and thank the following individuals for embracing Social Edge and helping position Cushman & Wakefield as a leader on LinkedIn.

*Listed alphabetically.*



1. Ada Taraszewska
2. Akhilesh Bhide
3. Alan Orman
4. Alex Crane
5. Alex Diaz
6. Amanda LaRiviere
7. Andrew Black
8. Andrew Clagg
9. Anne Edelbrock
10. Anton Pratt
11. Bojo Bauer
12. Bryan Paride
13. Bryan Wool
14. Cara Chodash
15. Casey Alderson
16. Charles Wagandt
17. Chris Helgesen
18. Christopher Calvetti
19. Corey Duncan
20. Craig Berry
21. Craige Coren
22. Denise Yee
23. Ellie Cesario
24. Erica Ruder
25. Giles Flaxton
26. Gina Chinino
27. Greg Schementi
28. Guillaume Hemery
29. Hannah Jones
30. James Maddock
31. Jason Whitcombe
32. Jeff Russell
33. Jennifer Shierson
34. Jennifer Teufel
35. Jenny Cuthbert
36. Jody Russelle
37. Joel Walker
38. Jonathan Marcus
39. Jose Napoleon Artiaga IV
40. Justin Sekely
41. Katy Pietrini
42. Kenya Milton
43. Kevin Luchansky
44. Kristin Dyak
45. Kristy Bogert
46. Kristyn Spetsios
47. Lauro Nakamura
48. Lidija Castro
49. Lori Drury
50. Louise Sheerin
51. Madeline Mahon
52. Michael Bosica
53. Michael Casolo
54. Michael McDermott
55. Mike Warner
56. Nadeem Mhatarnaik
57. Neil Gorman
58. Peter Smirniotopoulos
59. Peter Trivelas
60. Quentin Knights
61. Rian Tara Johnson
62. Richard Myers
63. Rita Minor
64. Rob McLean
65. Rob Parker
66. Robin Ritter-Ceriello
67. Sam Carr
68. Senem Goctu
69. Shelby Porter
70. Simon Pook
71. Simon Ward
72. Stefan Krepiakevich
73. Steve Farahay
74. Tim Callahan
75. Todd Brandon
76. Tyler Courtney
77. Valerie Courbier
78. Veldin Miskic
79. Yuko Okayasu

Visit [Cushmanwakefield.com/socialedge/](https://cushmanwakefield.com/socialedge/) to create your free account, and keep an eye out for future social media tools, which will be introduced in the coming months.

# Events, Awards & News

## Top Magazines Feature GOS Leaders in Advertisements



**Steve Quick**, Chief Executive, GOS, was highlighted in an advertorial in *Fortune 500* issue where he discussed trends to watch: vendor consolidation and a focus on workplace culture.

The feature noted that Cushman & Wakefield made a strategic advantage by merging with DTZ last year, which resulted in a broader capacity to meet a range of client needs. Additionally, the article noted that costs and inconsistencies are minimized by consolidating and bundling services through Cushman & Wakefield. The firm's global perspective and deep local knowledge were highlighted as differentiators as well.

*Fortune* interviewed **Colette Temmink**, Executive Managing Director, Integrated Facilities Management. Colette shared her expertise in an article discussing facilities management. She was also featured in an advertisement, that was placed alongside the article, that highlighted Cushman & Wakefield's capabilities.



## Microsoft Worldwide Partner Conference Features Cushman & Wakefield in Client Video

The sold-out 2016 Microsoft Worldwide Partner Conference featured stakeholders discussing Microsoft's vision for the year and highlighting new opportunities for companies. More than 15,000 attendees from around the globe gathered to hear from top leaders, learn best-practices and gain tangible takeaways. During the three-day conference, the Cushman & Wakefield client testimonial video premiered, which featured **Robert Franch**, Chief Technology Officer, as well as, appearances by a few members of the GOS Marketing team.



Cushman & Wakefield was invited to sponsor an *American Builders Quarterly* article with an advertisement that showcased the firm's work. The advertisement will appear in the January-March 2017 edition of the magazine.

## The Global Outsourcing 100 Award

IAOP, the International Association of Outsourcing Professionals, produces The Global Outsourcing 100—an annual listing of global outsourcing service providers. The list is featured in the June issue of *Fortune* magazine and provides information about the quality of outsourced services for current and potential customers, providers, and advisors.



Cushman & Wakefield received several recognitions, one of the most notable being:

**Sustained Excellence:** This is awarded to Cushman & Wakefield for being on the Global Outsourcing 100 list for the last five consecutive years.

We would like to give a special thanks to **Rich Etzkorn**, Executive Managing Director, and **Karen Grillo**, Business Manager, for compiling the submission.

## The Culture of Oneness Award

Congratulations to **David Susoreny**, Senior Managing Director, Regional Lead, and **John Wichman**, Vice President, GOS, who were awarded the Culture of Oneness Award for fostering

relationships between GOS and Industrial. **John Morris**, Logistics & Industrial Services Lead, Americas, presented David and John with the award because of their cross-collaboration efforts in numerous pitches and industry events.



## Steve Quick Dresses for Success

**Steve Quick**, Chief Executive, GOS, was profiled in *Syd Jerome Magazine*, a men's lifestyle publication. A frequent customer to the Syd Jerome store, located in Chicago, Steve was approached to

be featured in their customer profile section of the magazine. In this feature, Steve discussed his personal fashion style, his favorite designers and why dressing well helps him perform at the highest standards.



[Read the magazine here](#)

## Luminary Award Winner: Excellence in Speaking

Congratulations to **Susanne Lorencin**, Director of Workplace Strategy, GOS, for being honored as a Luminary Award Winner for Excellence in Speaking, from the 2015 EMEA Summit in London. This award is a symbol of excellence, presented to those achieving performance ratings in the top 10% of all moderators and speakers at each Summit. Susanne was awarded for her session, "Psychological Application of Design." She will be presented the award at the CoreNet Global Summit in Amsterdam this September.

## Top Workplaces Award

Cushman & Wakefield has been awarded a 2016 Top Workplaces honor by *The Washington Post*. The third annual list spotlights private, public, nonprofit and government agencies that have the highest ratings from their employees in a survey conducted by Workplace Dynamics.

A total of 150 companies were awarded and were featured in a special section of *The Washington Post*.

## WELL Certification Questions Answered

**Alex Spilger**, Senior Vice President, is leading Cushman & Wakefield's first WELL Certified Project for client, 23andME, a genetic testing technology company aiming to become the one of the first 12 projects to certify under the WELL system.

WELL is the world's first building standard focused exclusively on human health and wellness and has triggered new innovations in building practices, design and development. WELL is administered by the International WELL Building Institute (IWBI), a public benefit corporation whose mission is to improve human health and wellbeing through the built environment. It is a framework that all projects can use as a guide for implementing strategies focused on the health and well-being of occupants.

Read a Q&A with Alex below.

**What are the costs and what are the paybacks with creating healthier workspaces and certifying under WELL?** WELL Certification is still in its infancy, so we don't have concrete data on the costs and payback for buildings of different sizes and uses. Costs will certainly come down as more projects register for the system and the design & construction community becomes more familiar with how to implement WELL strategies and design features into their projects. The return on investment is more difficult to measure than with energy efficiency upgrades, etc.; however, creating a workplaces where employees thrive has been proven to have a strong positive impact on a company's bottom line.



**Where is this movement headed?** Using our physical spaces: offices, homes, hospitals, schools, etc., to enhance the health and well-being of the occupants has become a huge global movement with far-reaching implications. More and more of our clients are recognizing that creating a "healthy" workspace is critical for recruiting and retaining top-talented employees. In the near future, we may even see health insurance companies offering lower premiums for firms that have WELL Certified office spaces. We're excited to see where this movement takes us over the next few years and to be on the front lines with helping our diverse portfolio of clients create healthier, more dynamic workplaces.

**Does WELL have a professional designation similar to the LEED AP credential?** Yes,

professionals can take an exam demonstrating proficiency in the WELL Rating System. I was fortunate to be invited to help develop the exam so we have a unique insight as to what is required to pass and we'll be offering internal WELL AP prep courses to anyone at Cushman & Wakefield that is interested.

“

More and more of our clients are recognizing that creating a 'healthy' workspace is critical for recruiting and retaining top-talented employees.

- Alex Spilger

”

## The Power of Collaboration: Canadian Head Office Relocation

GOS Canada is proud to be one of the first offices in the Americas to merge legacy Cushman & Wakefield and legacy DTZ together in one office. **Chuck Scott**, CEO, Canada; **Shawn Mobley**, President, East Region; **Jody Russelle**, Managing Director, Project Management; and other senior leaders presented and shared their high-level vision and plans.

Cushman & Wakefield's Strategic Occupancy Planning Group works with many top organizations to help them create leading edge workplace solutions and now we're doing it for ourselves.

Over the next six months, two of the three Greater Toronto Area offices will be relocating to new, high performing environments. Cushman & Wakefield's in-house experts have created a world-class workplace environment that mirrors the cutting edge advisory services we provide to our clients. The team can't wait to move into these new workplaces that are guaranteed to enhance the experience for our people, our clients and our community.



**Brian Kritzer**, Executive Managing Director, Americas Business Development Lead, TOC, Valuation Advisory; **Stefan Teague**, Managing Director GTA, Market Leader; **Michael Caplice**, Executive Managing Director, National Operations & Corporate Development; **Shawn Mobley**, President, Central & Southeast Regions; **David Bergeron**, Managing Director Toronto West; **Chuck Scott**, Chief Executive Officer, Canada

## Automotive Practice Group Launched

The Americas Executive Committee recently approved Automotive as a newly-formed Practice Group within the Industrial platform. Led by **Jeff Green**, Managing Director, GOS, the group includes real estate and business advisors to auto manufacturers, suppliers, distributors and retailers. The mission is to understand and address the unique challenges of the automotive sector, including labor issues, logistics, infrastructure, credits and incentives, as well as the unique requirements of the real estate itself. The Practice Group is comprised of representatives from multiple services lines including Industrial Brokerage, Office Brokerage, Global Occupier Services, Strategic Consulting, and Valuation & Advisory Services.

## St. Louis Office Supports U.S. Troops and Families

In celebration of Independence Day, the St. Louis office sent a care package to deployed U.S. Soldiers stationed in Iraq. Cushman & Wakefield employees donated food, shampoo, batteries and other common necessities, as well as, a personalized letter with hand-written words of encouragement and signatures. Additionally, as part of this donation, they also sent the soldier's family a care package to help them through the difficult time of having a family member on duty overseas. The St. Louis office chose a U.S. soldier named, Chase, and his family to receive the generous donations. A special thank you to **Alexandra Spezia**, Manager, Project Designer, for leading this philanthropic initiative.



## World FM Day: Celebrating the Profession that Impacts Everyone, Everywhere

On July 13, Cushman & Wakefield celebrated World FM Day, which recognizes the vital work that facilities professionals play in keeping the built world safe, clean and productive. Cushman & Wakefield's Integrated Facilities Management practice is a core, vital service. Our professionals are dedicated to providing the safest, most efficient and cost-effective work environments, which include critical facilities and corporate headquarters, as well as, industrial, manufacturing, and R&D sites.

The theme of this year's World FM Day is "empowering people for a productive world," and focuses on how facilities management enables different business disciplines to collaborate and deliver high-quality business performance. Having a designated day aims to recognize the vital work that FM professionals, and the FM sector, contributes to businesses worldwide while raising the profile of the profession around the world.

Listen to **Colette Temmink**, Executive Managing Director of Integrated Facilities Management; **Andrew Smart**, Head of Facilities Management, EMEA; and **Claude Bernatchez**, Director, Regional Integrated Facilities Management Operations, APAC, thank Cushman & Wakefield professionals for their hard work.

WATCH THE VIDEO HERE



## Tenant Advisory Group (TAG) Holds 10th Annual Conference

The 10th Annual TAG Conference attracted Cushman & Wakefield TAG members, including ten from Canada, four from APAC, four from EMEA and one from Mexico. The event was held in Nashville and included breakouts, general sessions and networking opportunities.

Attendees heard from TAG leaders share their initiatives and best-practices.

GOS leaders presented at the conference and shared insights into key wins as well as how the business has connected the dots among service lines to pitch, win, and service business.

GOS presenters included: **Steve Quick**, Chief Executive, GOS; **Kevin Hughes**, President, Portfolio Solutions; **Debra Moritz**, Executive Managing Director, Strategic Consulting; and **Greg Schementi**, Head of Portfolio Solutions, East.

## CoreNet Summer Party in London

The UK Chapter CoreNet Summer Party took place in London at The Artillery Garden Marquee at the HAC with the theme "Bringing a flavor of Rio to London." Cushman & Wakefield sponsored the wine collars at the event and hosted three tables of clients, including MasterCard, Unilever and G4S, amongst others. It was a relaxed evening with dinner and entertainment provided by comedian, Russell Kane.





## Andrew Smart at the European Facility Management Conference

**Andrew Smart**, Head of Facilities Management, EMEA, published an article for the European Facility Management Conference (EFMC) in Milan, Italy. EFMC is the largest annual meeting of FM executives. The unique, pan-European concept brings together more than 500 facility management professionals and end-users from all sectors, hosted in a different European country every year.



In his article, Andrew discussed how, as professionals, we are constantly challenged to seek and deliver innovation and that a major motivator is the reduction of cost. He also mentioned that facility managers look to use collective skills to deliver requirements in a refined and optimized manner.

[Read the full article here.](#)

## Industrial Conference in Texas

The 2016 Industrial Conference in Austin, Texas, featured more than 36 speakers, including **David Susoreny**, Managing Director, GOS. The three-day event had more than 639 attendees registered, including GOS professionals, and was sponsored by 27 companies.

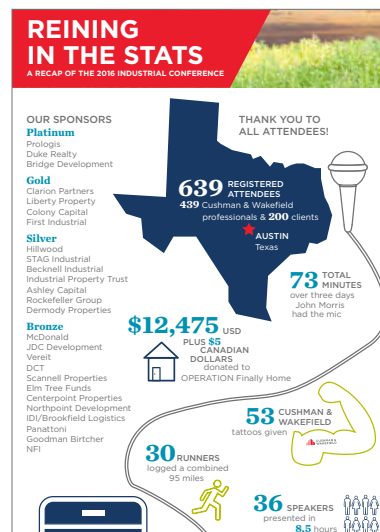


Representatives from a variety of services areas made the days collaborative, including Business Incentives, Global Consulting, Tax Services, Project Management, Capital Markets, Investor Services, Property Management, Marketing and Research.



## Our Success is Customer Success

**Greg Schementi**, Head of Portfolio Solutions, East, recently spoke on a panel titled “Maximizing Your Service Provider Relationships” at CoStar’s 2016 Customer Success Conference in Atlanta. He shared best-practices for leveraging commercial real estate services providers’ capabilities for corporate customers. A main discussion topic at the conference was the new lease accounting standards and how it will impact business.



[View the infographic here.](#)

## NYC X Design at WORKTECH16

WORKTECH16 New York is a forum for those involved in the future of work and the workplace. More than 250 senior professionals from real estate, facilities, HR, technology, executive management, architecture, design and professional advisers attended the event to further their knowledge and share best-practices and expertise.

Cushman & Wakefield was a silver plus sponsor and the firm hosted a panel on the Future of the TMT (Technology, Media & Telecoms) Workplace. **Richard Golding**, International Director, Head of GOS, UK&I, discussed the Cushman & Wakefield **TMT Report** during his presentation. Richard also moderated a panel featuring **Bryan Berthold**, Managing Director, Workplace Strategy, Strategic Consulting.

## Sigrid Zialicita Speaks at REDAS Property Seminar

**Sigrid Zialicita**, Head of Research, APAC, spoke at the annual REDAS Property Seminar in Singapore to deliver her views on the region's outlook, topping it off with an analysis on how digital technologies are disrupting corporate real estate strategy in the digital age. She kept her focus on the region's sustained economic fundamentals and then extended her analysis to Singapore – where the impact of record supply this year remains a foremost concern – emphasizing that the regeneration of the nation's office stock in the core CBD is necessary to maintain its edge as a global financial hub.

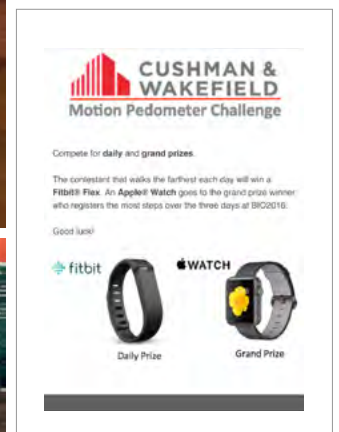
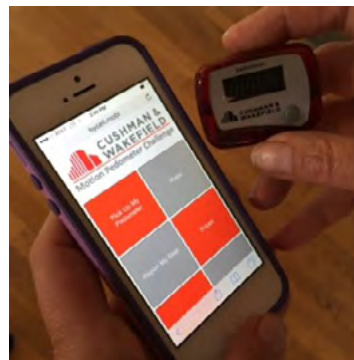
Additionally, Sigrid participated on a lively panel, fielding impromptu questions from the audience. The annual seminar remains a key event in the industry's calendar in Singapore, which draws a distinguished speaker list of seasoned real estate professionals, addressing an audience made up of industry practitioners. This year's event, held at the Grand Copthorne Waterfront in Singapore, drew more than 250 attendees.

## Motion Pedometer Challenge at the Bio International Convention

The Bio International Convention attracts more than 15,000 biotechnology and pharma leaders who come together to discover new opportunities and promising partnerships. Cushman & Wakefield attended the 2016 convention in San Francisco and sponsored the Motion Pedometer Challenge.

Cushman & Wakefield supplied 3,000 convention attendees with pedometers to measure their active steps. The contestant who walked the furthest each day of the convention won a FitBit and the grand prize winner, who gained the most steps over three days, won an Apple Watch.

The walking contest and health tip push messages provided wellness advice and information that will last in the minds of attendees.



## Full House at Lease Accounting Breakfast Seminar in London

The EMEA GOS Team held a session for clients and employees, “A new era for lease accounting – are you ready?” which addressed the new lease accounting standard, IFRS 16.

In January 2016, the IASB released a new lease accounting standard, IFRS 16. This was closely followed by the publication of a new standard from the FASB, governing body responsible for US GAAP, in February 2016.

This represents a fundamental shift in the approach to reporting lease obligations and will have significant knock on effects for Corporate Real Estate, from strategy and policy setting at one end of the spectrum to data management and reporting at the other.



## PDS Summit in Chicago

More than 40 professionals attended the two-day PDS Americas Leadership Conference in Chicago. The meeting objective was to communicate and integrate PDS' operating platform for each region, product and specialty area to successfully drive strategy, integration, adoption and execution for growth.

The conference started off with a conversation from **Tod Lickerman**, Global President; **Joe Stettinius**, Chief Executive – Americas; and **Shawn Mobley**, President, East Region. Following the overview, **Steve Quick**, Chief Executive, GOS, and **Kay Barrett**, Senior Vice President, PDS, GOS, discussed PDS' objectives, differentiators, strategy and integration. They also noted the opportunity the firm has to leverage the PDS practice to drive growth.



## Digital is the New Black: Digital Disruption in the Workplace

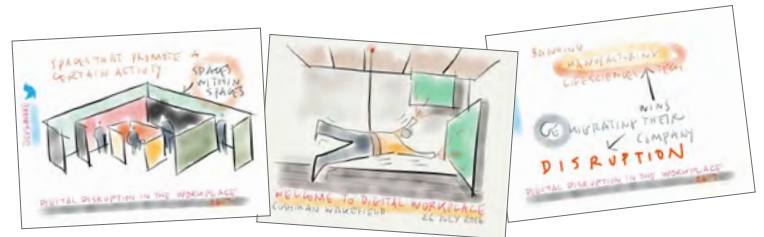
More than 50 top clients attended Cushman & Wakefield’s Global Occupier Services event in London, “Digital Disruption in the Workplace.” Many companies are trying to understand how they can become digital businesses and this event touched upon how the digital workplace can become a redefining strategy.

Four leaders from Cushman & Wakefield EMEA spoke at the event and shared key lessons from their research. Those speakers included: **Neil McLocklin**, Head of Strategic Consulting, EMEA; **Derrick Bock**, Partner, Head of Workplace Strategy, Germany; **Juliette Morgan**, Partner, Global Tech Group, London; and **Rory Young**, Assistant Surveyor. Additionally, a speaker from Gartner joined the conversation and shared their insights.



During the event, there was a scribe creating live illustrations documenting key takeaways.

 [Download the robust file here.](#)



“

Neil and the Cushman & Wakefield team put together a fascinating and thought-provoking program – challenging all of us in the audience to raise our sights and think ambitiously about a host of ways to reinvent and rejuvenate the workplace.

- Client attendee

”

Additionally, Cushman & Wakefield EMEA created a robust research report highlighting this topic.

 [Download the report here.](#)



## Big Breeze Thrills at Client Sailing Regatta

More than 100 sailors attended the third annual Cushman & Wakefield Client Sailing Regatta in Port Hamble Marina, Southampton. Cushman & Wakefield crewed 14 boats and GOS manned two of the 37' Beneteau yachts. The sailors worked hard and fast in each of the four races.

GOS sailors who participated in the sailing regatta: **Richard Golding**, International Director, Head of GOS, UK; **Jenny Hylton**, Director; **Lorna Landells**, Director, Head of London Occupier Management Global Occupier Services; and **Alastair Lindsay**, Senior Director. There were several clients from Direct Line, Cadence, Smith & Williamson and Better Capital, who also joined in on the fun.



The Cushman & Wakefield branded boats.

## All Bets on Green: Client Success with H&R Block

The Cushman & Wakefield H&R Block team was motivated to save money for their client, so they created a fun competition to showcase their expertise.

After visiting the Portfolio Services Center in St. Louis, Cushman & Wakefield client, Dan Rieger, Vice President of Real Estate, H&R Block, learned that the portfolio lease administration team was nearing \$1M in savings for H&R Block's fiscal year. He also learned that his shoes, which have a stripe of neon green, were also a huge hit with the Cushman & Wakefield team. A light-hearted bet was made that if the team could hit \$1.3M in savings before the end of the fiscal year on April 30, then Dan would give the team his beloved shoes.



Once the Cushman & Wakefield portfolio lease administration team hit the impressive savings mark, they had a great time breaking the news.

WATCH THE VIDEO HERE



WATCH THE VIDEO HERE



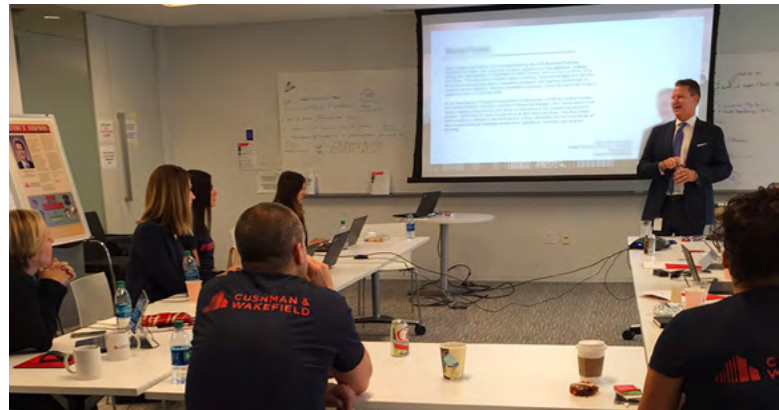
## Global Marketing “Gets Stuff Done” at GOSD

Our GOS Marketing colleagues are working hard to promote Cushman & Wakefield as the industry’s premier leader in the occupier real estate space. By researching and expanding upon trends impacting our clients’ businesses, we are leveraging our expertise and maintaining our client-centric mentality. White papers, newsletters, videos and reports are among the channels utilized to promote the GOS platform to external clients and prospects, as well as, Cushman & Wakefield colleagues.

In May, members from the GOS Marketing team had a two-day workshop in Chicago at the first annual G.O.S.D. – which stands for both “Get our Stuff Done” and “Global Occupier Services Day.”

The workshop was led by **Katy Pietrini**, VP, Marketing, GOS, and filled with team building activities, strategic planning initiatives and presentations from firm leaders: **Tod Lickerman**, Global President; **Steve Quick**, Chief Executive, GOS; **Adrienne Fasano**, Americas Head of Marketing; **Chris Browne**, President, Client Service Delivery, GOS; and **David Foster**, Senior Vice President, Global Proposal Development.

The team demonstrated their team pride by wearing matching **#squadgoals** shirts.



## Stronger Together: Greater China Workshop

Senior Management and top brokers in Asia Pacific and Greater China attended the Occupier Services Greater China Workshop in Hong Kong. The agenda covered a wide range of topics including the alignment of regional and Greater China teams, competitor analysis and the action plan for each local market. The break-out sessions focused on business development strategy, business development training and the tactics to increase collaboration across the region.

The workshop enhanced team collaboration and resource-sharing across multiple offices and strengthened the team’s business development skills. All the participants enjoyed a productive workshop with many useful takeaways.



## GOS Happy Hour – Tri-State, Mid-Atlantic and New England

### Quarterly Awards, Recognitions & Celebrations

Each year, the Tri-State, Mid-Atlantic and New England Regions celebrate a Global Occupier Services Top Performer at the annual GOS Happy Hour. A big thank you to **Toby Dodd**, Executive Managing Director, GOS, for hosting this year's event.

The Top Performer award is based on service delivery standards, client experience, team leadership and financial performance. We are delighted to congratulate **Arpine Aroyan**, Managing Director, who was awarded the Top Performer Award for 2015. Arpine leads a team of 288 professionals serving UBS across the Americas for all GOS Service Lines; Transaction Management, Project & Development Services, Integrated Facilities Management, Strategic Consulting and Portfolio Administration. UBS is one of the largest occupier clients across the region, continually increasing their scope of work with Cushman & Wakefield under Arpine's strong leadership.

We also celebrated three team members who have achieved milestones in their careers at Cushman & Wakefield. Congratulations to:

- **Tim Peters**, Portfolio Manager, for reaching five years. Tim leads a team that manages the firm's largest facility management clients across New York, including One World Trade Center.
- **Larry Conlon**, Managing Director, for reaching 15 years. Larry leads a team of more than 700 professionals servicing Citi across North America, one of Cushman & Wakefield's largest global clients.
- **Bob Sweeney**, Managing Director, for reaching 30 years. Bob leads a team managing the firm's largest facility management clients globally, including MasterCard.

**Todd Schwartz**, President, Account Management & Operations, and **Kevin McCann**, Senior Managing Director, Integrated Facilities Management, presented the awards at The Roger Smith Hotel during the GOS Happy Hour on July 21.



## The Surveyors Sevens Rugby Tournament in London

The Surveyors' Sevens is an annual rugby tournament where each team is associated with a property or construction organization. Organized by RICS, the social and sporting event had more than 6,000 spectators in attendance.

Cushman & Wakefield hosted a hospitality and entertainment tent at the event and also participated by having a sevens rugby team.

**James Gregory**, Chartered Surveyor, and **Thomas Metcalfe**, Assistant Surveyor, were on the team and represented GOS on the team.



The Cushman & Wakefield team.



Colleagues in front of Cushman & Wakefield's hospitality and entertainment tent.



The Cushman & Wakefield Dragon Boat Team.



The team celebrating after the race.

## Dragon Boat Race Fires up Hong Kong

In celebration of the Tuen Ng festival, Cushman & Wakefield participated in the Sun Life Stanley International Dragon Boat Race, which is the largest and the most exciting dragon boat series in Asia. The race was at Stanley Main Beach in Hong Kong.

Dragon Boat Racing is a rapidly growing sport that combines Chinese traditions, competition, teamwork and fun. Dragon boats are 46 feet long and feature paddlers, a drummer and a steersman. During the race, the drummer's job is to keep an effective beat in order to synchronize the paddlers. GOS was well represented with 27 paddlers on the team and took part in three races. The Cushman & Wakefield Dragon Boat team achieved the best time record of 1.23 seconds.



## J.P. Morgan Chase Corporate Challenge in Chicago

Cushman & Wakefield Chicago participated in the J.P. Morgan Chase Corporate Challenge in Grant Park, with 51 runners / walkers participating. At each event, J.P. Morgan Chase makes a donation on behalf of all participants to a not-for-profit organization - donations totaled more than \$750,000. For 40 years, the J.P. Morgan Corporate Challenge has been a powerful combination of top-shelf competition, morale-building teamwork and community impact.



## Colleagues Compete in Toronto

The GOS Toronto team ignited their competitive side at their annual summer team building event held at SPiN, a ping pong social club. Colleagues from all GOS service lines engaged in competitive open play table tennis and bonded as a team. The group had fun, let off some steam and got a little exercise at the same time. The event was organized by **Jamie Erin Katzman** and supported by **Gary Galardo & Nick Dauphinee**.



Neil McDonough, Jennifer Devolin, Peter Jassem, Martin Smith, Jamie Erin Katzman and Alex Maksymec posing for a photo between games.

## CoreNet Canadian Chapter Annual Golf Classic

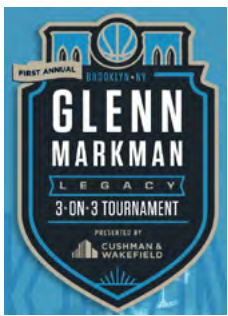
The Golf Classic is one of CoreNet Canada's marquee events and continues to gain popularity each year. This was the 11th year of the annual event and it was held at the Lionhead Golf Club in Brampton, Ontario. Cushman & Wakefield was represented by a foursome that included: **Greg Sherwood**, Managing Director, Integrated Facility Management, GOS; **Nick Dauphinee**, Managing Director, Transaction Management; and **Rian Johnson**, Marketing & Business Development Specialist, and their client contact from Deloitte, who oversees Facilities Management in Canada.



The GOS Canadian team foursome: **Greg, Nick, Rian** and their client from Deloitte.

### 3 on 3 Basketball Tournament to Benefit Late Employee

Cushman & Wakefield hosted the first annual Glenn Markman Invitational 3 on 3 Basketball Tournament at The Barclays Center in Brooklyn, New York. The tournament was held on the Brooklyn Nets’ official practice court and participants had access to the NBA locker rooms and participated in an NBC style 3-point contest.



The event honored the memory of former Cushman & Wakefield Vice Chairman, **Glenn Markman**, who dedicated his professional and personal time to evaluating the Brooklyn Commercial Real Estate Market. All proceeds from the event benefited the Glenn Markman Foundation.

The event was organized by **Jason Greenstone**, Senior Associate, Retail Brokerage, and **Brooks Hauf**, Senior Associate.

### Toronto Participates in Corporate Rat Race Run for Charity

Cushman & Wakefield Canada employees participated in the Scotia Bank Rat Race in Toronto. Team members included **Chuck Scott, Heather Solomon, Zachary Turner, Adam Miller,**



**Dryden Bero, Reilly Hayhurst and Kelsey Donahue** who “scurried” through downtown Toronto in the 5 kilometer race, which was followed

by the ‘Big Cheese’ party. More than \$400,000 was raised from this event to benefit United Way.

### Indianapolis Office Brightens Park in Annual Day of Caring

Nearly 80 Cushman & Wakefield employee volunteers from the Indianapolis office recently joined forces with Indy Parks and Recreation and the Indianapolis Parks Foundation for a “Day of Caring” at Northwestway Park in Indianapolis. This was the office’s sixth annual involvement “Day of Caring” project.



Volunteers worked on improvement projects such as moving 180 cubic yards of mulch to the playground and other areas, rehabbing the interior of restroom facilities and giving picnic tables a fresh coat of paint.

“

Cushman & Wakefield has truly been committed to improving our parks through these service projects. We greatly appreciate their efforts and ongoing dedication to beautifying our parks.

– **Dominic Cornett, Senior Manager of Community Partnerships for Indy Parks**

”



**We  
Won!**

# Following are GOS Wins in Q2 2016

## AKTO

**Lead:** Danielle Fernandes  
**New / Renewal / Extension:** New  
**Location:** Rio de Janeiro  
**Services:** Account Management

## ALEXION

**Lead:** Michael Hart  
**New / Renewal / Extension:** New  
**Location:** Global  
**Services:** Transaction Management

## ADM

**Team:** Machell Roller, Greg Schementi, Greg Trusso & Martin Woodrow  
**New / Renewal / Extension:** New  
**Location:** Global  
**Services:** Transaction and Account Management, Strategic Consulting & Portfolio Administration

**Snapshot:** Martin Woodrow, Greg Schementi, Machell Roller and Greg Trusso secured a five-year contract to provide Archer Daniels Midland Company (ADM) with global service for their 100 million square foot portfolio. Cushman & Wakefield will provide Strategic Consulting, Portfolio Administration, and Transaction and Account Management. ADM is a Fortune 500 company, with more than \$80 billion in annual revenue. Its products include food ingredients, animal feeds and feed ingredients, and biofuels. In addition to office buildings, ADM has a wide array of assets around the globe, including deep water ports,



grain silos, rail cars, and food processing plants.

## ARRIS

**Lead:** Tricia Trester  
**New / Renewal / Extension:** New  
**Location:** Global  
**Services:** Transaction Management

## BAYER

**Team:** Alex Charlesworth & Jason Whitcombe  
**New / Renewal / Extension:** New  
**Location:** APAC & EMEA  
**Services:** Facilities Management



## BRISTOL-MYERS SQUIBB

**Lead:** Alex Diaz  
**New / Renewal / Extension:** New  
**Location:** Global  
**Services:** Transaction Management

**Snapshot:** A powerful combination to set our solution apart. Bristol-Myers Squibb, a leading biopharmaceutical company, has chosen Cushman & Wakefield to provide transaction management services on a global scale.



A collaborative effort between GOS and Brokerage resulted in a new 3-year, 2.8 million-square-foot, global contract. Team members involved in winning the business: Alex Diaz, Jill Gambino, Joe Garvey, Alicia Riley, Lou Varsames & Gerland Younce.



### CHARTER COMMUNICATIONS

**Team:** Christopher Larson, Melissa Lavers, William Lucas & Travis Young

**New / Renewal / Extension:** New Denver Headquarters

**Location:** Denver, Colorado

**Services:** Transaction Management & Brokerage

### CITIBANK

**Lead:** Rick Bagy

**New / Renewal / Extension:** New

**Location:** North America

**Services:** Transaction Management

### EATON

**Lead:** Alex Diaz

**New / Renewal / Extension:** New

**Location:** Global

**Services:** Transaction Management

### ERICSSON

**Team:** Raul Esparza, Scott Johnson, David Susoreny & Jim Walter

**New / Renewal / Extension:** Renewal

**Location:** North America & Latin America

**Services:** Facilities Management, Portfolio Strategy, Transaction Management, Lease Administration, Program/Project Management & Space Management

**Snapshot:** Ericsson, the global leader in communications technology equipment, software and services, awarded a no-bid renewal and extension of our contract through 2021. The 5.15M SF portfolio spans across 25 counties in the Americas and includes Facilities Management, Portfolio Strategy, Transaction Management, Lease Administration, Program/Project Management and Space Management services.



### FACEBOOK

**Team:** Melanie Baxter, Alex Diaz & James Kennedy-Cooke

**Location:** Seattle, Washington

**Services:** Transaction Management, Brokerage & Consulting



### **FARADAY FUTURES**

**Team:** Alex Frei, Keith Gendreau, Andy Mace, Amy Ogden & Danielle Steffen

**New / Renewal / Extension:** New

**Location:** United States of America

**Services:** Strategic Consulting, Business Incentives, Tenant Representation & Industrial Services

**Snapshot:** An electrifying multi-team collaboration win. Cushman & Wakefield's Strategic Consulting, Business Incentives, Tenant Representation and Industrial Services recently completed site selection and incentive negotiations for Faraday Future's 3 million-square-foot all-electric vehicle assembly plant situated on 940 acres of land in North Las Vegas. This was part of the first phase of Faraday's massive billion dollar development plan.

### **GOLDMAN SACHS**

**Lead:** Alastair Marshall

**New / Renewal / Extension:** New

**Location:** EMEA

**Services:** Occupier Consulting & Office Agency

### **HONEYWELL**

**Lead:** Marc Shamma'a

**New / Renewal / Extension:** New

**Location:** APAC

**Services:** Strategic Consulting

### **HUAWEI**

**Team:** Danielle Fernandes & Satoshi Yadoya

**New / Renewal / Extension:** New

**Location:** Brazil

**Services:** Facilities Management

**Snapshot:** A São Paulo team supported by new business development professional Danielle Fernandes and Satoshi Yadoya, a regional facilities operations manager, signed an agreement with Huawei, a global leader in communications technology. São Paulo will lead the effort to provide Integrated Facilities Management to each of Huawei's Brazilian operations. During its first phase, the project includes Huawei's head offices in São Paulo, its subsidiaries in Rio de Janeiro, and Huawei's logistics operations in Sorocaba, comprising a total area of 538,196 square feet.

### **IBM**

**Lead:** Simon Marion

**New / Renewal / Extension:** Renewal

**Location:** Singapore

**Services:** Design & Build

### **L'ORÉAL**

**Team:** Ben Cullen, Alastair Marshall, Pascale Newcombe & Vincent Simmond

**New / Renewal / Extension:** New

**Location:** EMEA

**Services:** Occupier Consulting, Office Agency & Building Consulting

### **MAGNA INTERNATIONAL**

**Team:** Chuck Scott, Jeff Green, Neil McDonough, Jennifer Tsai, Neil Gorman, Silke Winter

**New / Renewal / Extension:** Renewal

**Location:** Global

**Services:** Account & Transactions Management Services

**Snapshot:** Magna International has extended their Account & Transaction Management Services contract through January 2019. Magna is the leading global auto supplier with 305 manufacturing operations and 93 product

development, engineering and sales centers in 29 countries. Team members involved in winning the business: Neil Gorman, Jeff Green, Neil McDonough, Chuck Scott, Jennifer Tsai and Silke Winter.



#### **MASTERCARD**

**Team:** Ed Kekec, Bob Sweeney, Mary Kaye Sanderson, Daryl Ives & David Bertorelli  
**New / Renewal / Extension:** Expansion  
**Location:** Global  
**Services:** Facilities Management, Project Management, Transaction Management & Lease Administration

#### **MERCEDES-BENZ FINANCIAL SERVICES**

**Lead:** Bryan Berthold, Beth Forstneger, Greg Trusso, Taylor van Dam & Karon Woodcock  
**New / Renewal / Extension:** New  
**Location:** Detroit, Michigan & Dallas, Texas  
**Services:** Strategic Consulting, Workplace Strategy & Change Management

#### **MONDELÉZ**

**Lead:** Mylene Tan  
**New / Renewal / Extension:** New  
**Location:** Hong Kong  
**Services:** Design & Build

#### **PRA HEALTH SCIENCES**

**Lead:** Jessica Tay  
**New / Renewal / Extension:** New  
**Location:** APAC & EMEA  
**Services:** Project & Development Services

#### **RALPH LAUREN**

**Lead:** Shikha Gautam  
**New / Renewal / Extension:** New  
**Location:** Gurgaon, India  
**Services:** Design & Build



#### **RABOBANK**

**Team:** Collin Anders, Chris Cole, Shaun Jenkinson, James Maddock & Simon Ward  
**New / Renewal / Extension:** Expansion  
**Location:** Global  
**Services:** Transaction Management, Lease Advisory, Consulting & Lease Administration

**Snapshot:** In collaboration with DTZ Zadelhoff, C&W GOS has signed a global master service agreement with international financial services provider, Rabobank. The contract covers approximately 165 assets globally, mainly consisting of country headquarter buildings, with the exception of the Netherlands, USA and Australia where there is also a retail banking function. Rabobank is a long term key client which has generated significant fees in recent years. The indications are that they are implementing a growth strategy globally and this new contract will bring in total fees of circa. \$500,000 - \$750,000 p.a. Services being provided include transaction management, lease advisory, consulting and lease administration.

#### **SABIC**

**Lead:** Allison Payer  
**New / Renewal / Extension:** Renewal  
**Location:** Global  
**Services:** Lease Administration, Transaction Management & Project Management



**Snapshot:** GOS secured a seven-year contract renewal for Transaction Management, Portfolio Administration, and Project & Development Services with SABIC

(Saudi Arabia Basic Industries Corporation), one of the world's largest petrochemicals and plastics manufacturers. Cushman & Wakefield became the first outsourced service provider for SABIC after the company acquired GE's plastics division in 2007. Since then, SABIC's global portfolio has grown to more than 20 million square feet in 200 locations. The SABIC account team includes Sean O'Donoghue, Allie Payer, Sally Quinn, and Melissa Mason. Tim Relyea, David Guion, and Randy Thompson have provided executive oversight and strategic advisement on major initiatives including the SABIC Americas headquarters relocation in Houston and a new technology center in the Northeast.

*"We work with SABIC's procurement team to drive measurable savings on a per-deal and cumulative basis. In the last year, we saved our client \$1.5 million on eight transactions through rent savings, above-market concessions, and rebates."*

- Allie Payer, Account Director

#### **SALESFORCE**

**Team:** Jessica Tay & Karen Vincent  
**New / Renewal / Extension:** New  
**Location:** APAC & EMEA  
**Services:** Project & Development Services

#### **SUN LIFE FINANCIAL**

**Team:** Randy Borron, Nick Dauphinee, Chuck Scott, Alina Szpir & Alaina Weeks  
**New / Renewal / Extension:** Renewal  
**Location:** Americas  
**Services:** Transaction Management, Lease Administration, Audit & Business Intelligence

#### **TATE & LYLE**

**Team:** J Glasgow & David Susoreny  
**New / Renewal / Extension:** New  
**Location:** North America  
**Services:** Integrated Facility Management

#### **THYSSENKRUPP**

**Team:** Martin Belik, Tobias Nickisch, Michael J. Störrlein & Michael Thiele  
**New / Renewal / Extension:** New  
**Location:** EMEA  
**Services:** Global Valuation Services

#### **XYLEM CANADA COMPANY**

**Lead:** Greg Sherwood  
**New / Renewal / Extension:** New  
**Location:** Toronto  
**Services:** Facility Management



# Service Line Spotlight

# Portfolio Administration

**Provide a brief overview of your service line.** The Cushman & Wakefield Portfolio Administration Team provides complete and accurate data, which in turn results in timely insights of real estate holdings to minimize risk, allowing clients to confidently build strategy. Portfolio Administration programs enable clients to control leasehold expenditures through aggressive management of critical dates and options; increase utilization efficiency through effective space utilization management, expense reviews and audits; and develop strategic plans that align with the business by providing access to detailed real estate data. The team adds value by transforming data into meaningful management information that supports improved decision-making.

**What services do you offer clients?** Portfolio Administration offers an a la carte menu of services tailored to meet the particular needs of each valued client; providing a cost/benefit while offering scalability through skilled support personnel for special projects or fluctuations in portfolio volume. Services are broken-out into four tiers: consulting, transition, ongoing & audits.

**What's your team's expertise?** Cushman & Wakefield prides itself on having experienced and knowledgeable professionals. Each client account is assigned a skilled team that acts as an extension of their own real estate group. Each team member is accountable for knowing the culture, portfolio and systems. A Portfolio Administration Account Manager ensures consistent quality, communication, operational efficiencies, reporting, and corporate governance compliance and will be responsible for the delivery of best-in-class lease administration services.

Through primary service centers Cushman & Wakefield delivers service line integration and operational efficiency that results in superior service delivery and market competitive fees.

WATCH THE VIDEO HERE



**What services are most often combined for GOS clients?** Portfolio Administration is the foundation to improved strategic planning. Cushman & Wakefield's Portfolio Administration program can be offered to clients as a standalone service or bundled with other GOS service offerings. This allows the business to deliver an integrated solution to meet changing client requirements.

**What services are typically offered through broker-led accounts?** Generally, Portfolio Administration is integrated with transaction management services on broker-led accounts. Combining Cushman & Wakefield's FUSION technology with its powerful analytics tools, and having support from GOS' Global Business Consulting can truly deliver value to our clients with meaningful reporting and enhanced portfolio planning strategy.



### A snapshot of a few key Portfolio Administration clients



verizon✓

IBM



Westpac



YAHOO!

WeightWatchers



SIEMENS

# Service Line Lead



## Clifford Radosevic

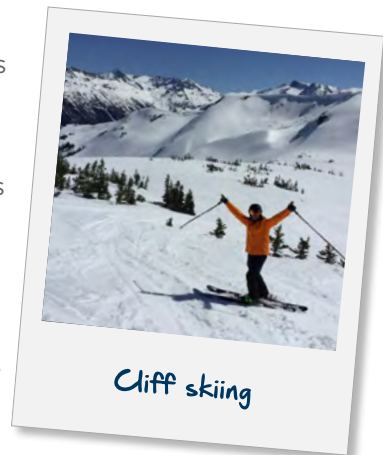
Senior Managing Director  
Global Head Portfolio Administration, GOS

**Location:** Vancouver, Canada.

**Years with the company:** 12 years

### Describe your career path to Cushman & Wakefield:

As my family was in real estate, this business is in my blood. I started my real estate career as a residential realtor, specializing in condominium marketing and pre-sale campaigns to offshore investors. Relationships established with prominent developers led me to seek the “dark side” and to further my career as a commercial broker in investment sales where I was able to build meaningful relationships with many REIT’s and publically traded organizations throughout North America. I spent 11 years in Toronto, where I worked in the telecommunication sector specializing in negotiating fiber-optic license agreements with prominent landlords throughout North America. I then joined Royal LePage Commercial’s Client Services (GOS) where I was tasked by a visionary to develop a Lease Administration program. A few years later, Royal LePage was acquired by Cushman & Wakefield where I was able to continue my passion for this business, and help develop our Global Portfolio Administration centers around the world.



Cliff skiing

### What hobbies do you enjoy in your personal time?

I thrive on excitement and have a passion for skiing, surfing, wakeboarding, wakesurfing and numerous other sports including tennis and baseball. In my down time, I’m completely content simply “chillaxing poolside!”

# New Hires

# New Hires

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**Alan Colquhoun**, Chairman, Poland

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**Alex Ong**, Director

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**Andrew Carmichael**, Director

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**Ayaz Juneja**, Associate Director

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**Bradley Migdal**, Senior Managing Director

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**Brendan O'Shaughnessy**, Managing Director

---

**Brigid Chan**, Director, Transaction Management

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**Bryan Engelman**, Director of Change Management

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**Claude Bernatchez**, Director of Regional Operations, Integrated Facilities Management, APAC

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**Clara Yu**, Senior Manager

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**Dan Anderson**, GOS Client Accounting Team Lead

---

**Dorothea Exeler**, EMEA Associate/Associate Director

---

**Eric Rudin**, Director, Senior Project Manager

---

**George Hauch**, Enterprise Solutions Pricing Director

---

**Graeme Running**, Bid Leader

---

**Greg Hulbert**, Project Management Director

---

**Hanneke Roelofse**, Bid Manager)

---

**Henry Johnson**, Vice Chairman, GOS

---

**Ian Anderson**, Senior Director, Development & Planning

---

**Jane Orlin**, Senior Managing Director, Business Incentives

---

**Jason Lake**, Senior Managing Director

---

**Joe Turi**, Managing Director

---

**Joel Xu**, Associate Director

---

**John Garofalo**, Manager, Project Design

---

**Jon Zimmerman**, Managing Director, Project and Development Services

---

**Karl Tremmel**, Director of Engineering

---

**Katherine Crowton**, Associate Director, Bid Strategy & Production

---

**Kenyon Brenish**, Environmental Health & Safety Leader, Senior Managing Director

---

**Kitty Hy Quan**, Director, North China

---

---

**Lisa Wiersma**, Senior Vice President, Project & Development Services

---

**Mark Dedman**, Salaried Partner

---

**Mary Sanderson**, Director

---

**Michael Condon Sr.**, Executive Vice President, Portfolio Solutions

---

**Michael Sanchirico**, Senior Project Director

---

**Michelle Fajardo**, Managing Director

---

**Mike Condon, Jr.**, Executive Managing Director

---

**Mike Scimo**, Vice Chairman, GOS

---

**Nancy Cartledge**, Senior Project Management Director

---

**Paul Boyer**, Project Management Director

---

**Paul Huggins**, Director Facilities Management

---

**Paulus Brouwers**, Account Director

---

**Rich McMahan**, Project Director

---

**Robert Cox**, Director of Financial Management

---

**Robert England**, Vice President, Project & Development Services

---

**Sean Prasad**, Senior Vice President

---

**Shannon O'Hare**, Managing Director

---

**Sharon Wee**, Associate Director

---

**Shashi Bushan**, Managing Director

---

**Shyam Prasad**, Associate Director

---

**Stephen Brey**, Managing Director

---

**Sudipto Ghosh**, Director

---

**Ted Hoog**, Senior Vice President, Project & Development Services

---

**Tim Michel**, Senior Managing Director of Asset Services, U.S. East Region

---

**Tim Xu**, Associate Director, Greater China

---

**Todd Chitester**, Account Director

---

**Todd Kohlbecker**, Senior Managing Director, Retail Portfolio Services Center

---

**Tom Gibson**, Director

---

**Tyler Kellogg**, Senior Vice President

---

**Veronica Amaya-Giraldo**, EMEA Associate/Associate Director

---

**Wallace Chu**, Director, Projects

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# Promotions

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**Allison Cummins**, Project Management Director

---

**Amy Henshaw**, Assistant Director

---

**Arpine Aroyan**, Managing Director

---

**Benjamin Drinkwalter**, Director, Head of Project Management, Japan

---

**Frances Graham**, Managing Director

---

**Jaeuk Jung**, Director

---

**Marcin Golly**, Associate Director

---

**Mary Sanderson**, Director

---

**Meng Zhao**, Associate Director

---

**Mylene Pe Tan**, Director

---

**Natalie Mitchell**, Vice President, Portfolio Lease Admin

---

**Richard Lambden**, Chief Financial Officer, GOS, EMEA

---

**Sean O'Donoghue**, Senior Managing Director

---

**Selina Mo**, Associate Director

---

**Sheryl Moore-Marlette**, Senior Managing Director

---

**Tao Jiang**, Associate Director

---

**Wira Agus**, Director

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WATCH CANADA SPOTLIGHT VIDEO FEATURING  
CHUCK SCOTT, CANADA CEO



# GOS Uncovered



## Life of a New Graduate

**Tell us about yourself:** My name is Ed Arrowsmith and I am one of the latest graduates to join the wonderful world of GOS in London. I am now on my second rotation, assisting Charlotte Gannon in the Transaction Management team, advising predominantly technology occupiers such as Gartner, Arris, Activision and Yahoo! on their EMEA and APAC property portfolios.

**What were your expectations coming from your previous team and what interested you the most?**

With limited knowledge of GOS, I asked around the floor for answers of what to expect:

- Many conference calls with funny headsets
- They design whacky futuristic buildings
- They run Vodafone

Arguably they weren't far off, but what I didn't appreciate was the breadth, depth and challenging experiences I'd benefit from joining this business.

What drew me most was the 'G' in GOS, it is the only team where a graduate can help to advise clients across all continents, facilitated by our global platform. After only two months, I have worked on projects across 28 countries, and on every continent (bar Antarctica!).

**Biggest obstacles you have faced?**

**Language Barriers**

- "Can we do the next conference call in Hebrew?" stated one Israeli broker!
- "What is the rent stated in this lease? Sorry, it is in French!"

**Abbreviations**

- RFS, RFI, WAF, MSA, ROFR, HT, the list goes on... I'm sometimes tempted to confidently state my own and see if anyone catches me out.

**Q Most interesting project to date?**

Advising Yahoo! on their Dublin office strategy. With prior knowledge of "European's Silicon Valley" from a University trip and several long weekends watching the Rugby, I was excited to be given the opportunity to assist with Yahoo!'s disposal of an excess floor. With the office market in the capital currently as hot as the "Pokémon Go" phenomenon, the local broker received an offer before it reached the open market, making my job of impressing the client very easy.

**Is it just office space**

**that you have dealt with?** No - I have recently been assisting Rob Hall throughout the pitching for the global mandate of a leading industrial & logistics company with a footprint of 200 million square feet. My role ranged from coordinating with Industrial brokers across America, EMEA and APAC to carry out portfolio and savings analysis, to attending a conference call with Tod Lickerman. The skills I acquired and the opportunity to work with senior individuals in the U.S. was fantastic. The end-to-end nature of GOS, starting with an initial business lead, progressing to corporate research and understanding, pricing, pitching and eventual management of transactions really emphasizes the variety of a seat in this team.

**Would you recommend the team to a prospective graduate?**

Absolutely! GOS is a great rotation to gain experience across all property disciplines, helping my professional development and progression towards qualification. I deal directly with clients on a daily basis, improving my client care skills and gain an insight into Landlord & Tenant work, Business Rates, Workplace Strategy, Financial Modelling, Agency and Sale & Leasebacks / Capital Markets.

**As fresh eyes in GOS - Is there anything you would change?**

GOS is one of the largest businesses in the firm and last year we gave agency team's instructions in more than 60 countries. We have a lot to shout about and the more we use the tools in place to spread the word, the better position we are to deliver an



Ed Arrowsmith, and other EMEA GOS graduates, with James Maddock and Richard Middleton.

exceptional service for our clients. With the recent launch of the "Global Fee Sharing Guidelines," the team now has a professional structure to carry out work anywhere in the world, making it commercially attractive to all involved.

**Future - How do you think the rest of your time will play out in GOS and thereafter at Cushman & Wakefield?**

Cushman & Wakefield staff now have the opportunity to work in more than 60 countries. The last two months has given me an insight of working in APAC and I would now grasp the opportunity to work in Hong Kong or Singapore after I complete the graduate scheme. Hopefully one day I will be on the other end of the line advising GOS clients.



# Fun in the Sun

**GOS LEADERS SHARED THEIR PHOTOS FROM VACATIONS, TIME SPENT WITH FAMILY AND OTHER SUMMER ACTIVITIES. CHECK OUT THE PHOTOS OF CUSHMAN & WAKEFIELD FAMILY AND FRIENDS HAVING FUN IN THE SUN AND ENJOYING THEIR SUMMERS.**



Chris Browne white water rafting with his family in the Ocoee River.



Katy Pietrini with her family at Lake Geneva.



Richard Golding sailing with his daughter.



Cliff Radosevic boating.



Simon Ward with his family at a wedding.



Jeremy Pearson sailing with his family in the North Sea.



Kay Barrett's children.



Jason Bogaczyk at Disney World with his family.



Todd Schwartz with family and friends in Montauk, New York.



Paul Neal's wife and daughters.

## Closing Notes

The Occupier News allows us to share valuable information with the global GOS business and to demonstrate our appreciation for the hard work GOS professionals contribute to Cushman & Wakefield's success. The goal of this quarterly newsletter is to keep you updated on important company news and to foster a greater sense of teamwork and engagement throughout GOS.

We found it incredible, when asking our colleagues about which office they would like to visit, that each location they chose was different. Sometimes, we forget how truly global our footprint is! It was also fun to find out how colleagues spend their summer with family & friends through photos.

In each edition, we want to ensure that we are recognizing superior performance and achievements - please be sure to share notable information for inclusion in future editions. Additionally, we would like to thank the many colleagues who contributed to making this edition a success, especially the global GOS Marketing team.

As always, we welcome ideas for future editions of The Occupier News. Please share your recommendations with Gina at: [gina.chinino@cushwake.com](mailto:gina.chinino@cushwake.com)

Have a wonderful quarter.



**Katy Pietrini**  
VP, Marketing  
Global Occupier Services



**Gina Chinino**  
Global Communications Manager  
Global Occupier Services

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### **About Cushman & Wakefield**

Cushman & Wakefield is a leading global real estate services firm that helps clients transform the way people work, shop, and live. The firm's 43,000 employees in more than 60 countries provide deep local and global insights that create significant value for occupiers and investors around the world. Cushman & Wakefield is among the largest commercial real estate services firms with revenue of \$5 billion across core services of agency leasing, asset services, capital markets, facility services (C&W Services), global occupier services, investment & asset management (DTZ Investors), project & development services, tenant representation, and valuation & advisory. To learn more, visit [www.cushmanwakefield.com](http://www.cushmanwakefield.com) or follow @CushWake on Twitter.

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