



CELEBRATING  
**100**  
YEARS

# THE OCCUPIER NEWS

Q2 2017

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# Welcome to the Q2 Edition of The Occupier News

2017 has been a momentous year for us. Our business has grown significantly – internally, we’ve attracted and retained top talent, externally, we’ve exceeded expectations and deliverables for our clients. It’s been an exciting year and it’s only half way through.

GOS not only functions as a business, but as a team – and at Cushman & Wakefield, we believe our team wins together, works hard together, and celebrates together. Our business provides real estate solutions that work for companies in any industry. I am confident in our abilities to transform the market and differentiate ourselves from the competition.

Read through this edition of The Occupier News and take a look at the last quarter. We talk with global talent, feature key wins, and showcase impressive awards our team has won. Some of those awards include the ENERGY STAR Sustained Excellence Award, The Global Outsourcing 100 Award (IAOP), Supplier of the Year Award for Diversity, and even this publication itself won a Communicator Award.

I am proud of our team and all we have accomplished this quarter. Please enjoy reading the Q2 2017 Edition of The Occupier News.

Best,  
Steve Quick



**Steve Quick**  
Chief Executive  
Global Occupier Services



# Talking with Talent



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

I am originally from the UK where I followed the traditional RICS training route followed by an MBA. My working experience in the UK was Asset Management and Capital Markets. Since moving to Asia six years ago, I have worked in GOS focusing on regional transaction management, local Tenant Rep, multi-x account management, and more, in regional enterprise solutions. My wife, two sons, and I love living and working in Singapore and were recently granted permanent residence and intend to stay here as long as we can.

**What do you enjoy outside of work?** Aside from spending time with my wife and two sons, I am a bit of football (soccer) fanatic, although since I have got a bit older, my interest has shifted from playing to watching! I am also a keen long distance runner and find the calm of being out on the road a great way to unwind after a long day.

**Notable industry achievement:** On a personal level, I enjoy working and mentoring young people and passing on the knowledge I have accumulated from my own experiences. Against that backdrop, I developed the APAC regional training platform for transaction management for my previous employer. This is something I am very proud of as it gives new starters in the industry an opportunity to develop their core skills set and it empowers them to succeed.

**What's something you're most proud of?** My kids. I know that sounds very cliché, but having them was a complete game changer in my life. Kids give you a complete new level of focus with everything you do and they never cease amazing you as they grow and develop.

**Is there a quote you live your life by?** "When I look back on all these worries, I remember the story of the old man who said on his deathbed that he had had a lot of trouble in his life, most of which had never happened."  
- Winston Churchill

I think the sentiment that stress is state of mind, not a reality, is very powerful. It helps me keep focused when dealing with challenging tasks.

**What would most people be surprised to learn about you?** I love traveling and once traveled from the UK to Hong Kong via sea and land only, no flights. It was a fascinating experience watching how the landscape, people, and culture subtly change almost daily.

**Why do you enjoy working at Cushman & Wakefield and in the commercial real estate industry?** The culture within the firm is one that radiates optimism, potential, and positivity. Having recently joined Cushman & Wakefield, I find the sense that "anything is possible" is very inspiring.

**Daniel Whitmore**

Director - Enterprise Solutions

**Location:** Singapore

**Why did you join Cushman & Wakefield?** From the outside looking in, I could see that following the merger with DTZ, the enhanced platform and potential of the company was enormous. Seeing that potential, and the journey everyone was embarking on, was something I really wanted to be a part of.

*Daniel with his son.*

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

Helping other people makes me feel good about myself - this is the #1 rule to my happy life. When I help other people, it gives me a strong and positive self-image, which in turn, builds my confidence - I like myself more when I make others happy. This rule in my life makes me a good daughter, a good wife, and a respectful mother to my son. Work-wise, this philosophy makes me a first-rated client relationship manager and an inspiring leader.

**Notable industry achievement:**

I have taken various volunteer roles within IFMA over the past decades and have been appointed as an External Academic Advisor by the Hong Kong City University SCOPE in Facility Management since 2007. Developing and nurturing CRE and FM professionals is so important and this is something I would define as my life-long career.

**What's something you're most proud of?** I have to name three people in my life who I am so much proud of: My Grandma, my Mom, and my son. My Grandma and my Mom are my role models. They have greatly influenced me and make me become who I am today. Additionally, I am so glad that I had the ability to transform my son and I truly believe he will be a great person in his generation. He is pride in my eyes!

**Is there a quote you live your life by?** "Do what you love, love what you do!"

**What would most people be surprised to learn about you?** I'm a multi-tasker. I cook, I do art, I smile, I talk, I enjoy great food, and I have little drinkies.

**Why do you enjoy working at Cushman & Wakefield and in the commercial real estate industry?** I love that my job challenges me every day in different ways. Every day is so different and I get to interact with such a varied groups. It means I am always learning.



**Natina Wong**  
Executive Director, Greater China  
Location: Hong Kong



*Natina with friends.*



*Natina drawing.*

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

I was born and raised in Montreal, Québec, Canada to Italian immigrant parents and I now live in Europe. I have been exposed to different cultures and languages all my life. I speak four languages and am starting to learn a fifth (Dutch)! This has helped me to not only be a better person, but also be more business savvy in our globalised profession.

**Notable industry achievement:**

Managing a 265,000 square foot campus development project for one of our largest global clients.

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

Primarily starting a family, but then following our hearts by moving to Amsterdam - our favourite city in the world.

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

"No matter how difficult or negative a situation can be, you must find a positive focus on that and spin it into something good."

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

I used to own a small green roofing company during my university days and my projects have been featured on the front page of the Montreal newspaper twice.

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

I really like the real estate industry because it is so diverse and challenging. We service numerous industries, so you get to learn a little about everything. There is always something new and exciting to experience. I enjoy working at Cushman & Wakefield mostly because of the people. I've worked with many smart, energetic, fun, and professional colleagues. I feel privileged that working here has allowed me to make friends all over the globe!

**Guido Di Cerbo**

Senior Programme Manager

**Location:** Amsterdam



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

I joined Cushman & Wakefield in 2011 to set up and establish a Strategic Consultancy practice. This was the fourth time I had been hired to establish such a business and all the previous ones are still going. There are now, post-merger, more than 50 people in this practice in EMEA and the plan is to grow to more than 70 this year. We employ people from all sorts of backgrounds – management consultancy, finance, human resources, and real estate – from countries all across Europe. It is this diversity that I value and enjoy, together with our extremely varied client base and client challenges. We rarely say “no” to a client problem and pride ourselves on innovation and working out how we will do it as we go. It can be stressful at times, but ultimately we are “transforming how the world works, shops and lives,” and I passionately believe we have the levers to make it a better world through enhancing employee experience and wellbeing in the workplace, redistributing work and economic opportunity from wealthy high cost locations to areas with lower income and prospects, or redevelopment and redeployment of capital and assets to better service companies and communities. As a professional, I am first and foremost a strategist and creative thinker, and have an insatiable appetite to learn from my team and the world. As an individual, I have a fantastic wife and five children for whom I will be eternally grateful for.

**Notable industry achievement:**

In the 1990s, I designed and developed a Workplace Transformation program for British Telecommunications that impacted 40,000 people and won British Council of the Offices Strategy of the decade award. In the 2000s, I won Management Consultancy Association Change Management of the Year Award amongst all the change projects submitted by the “Big Four” and others for a project that used real estate and the workplace to transform a business – the only time such an award has been granted to a project from our industry. Still working on the big award for this decade!

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

Professionally, I always say my work with the Salvation Army, where I helped them re-think and develop their strategy for Education and Training of their Officers, largely focused on the William Booth Memorial College in Denmark Hill, London, which itself is a memorial to the founder of this absolutely fantastic organisation. In working through this strategy, I really got to know the organisation well and was absolutely humbled by some of the work they do in areas such as drug addiction and human trafficking. I worked very closely with the General of the Organisation and I believe he used my team and me in a way that served the needs of God and ensured the sustainability of the organisation in terms of attracting more people to the calling of officership and

**Neil McLocklin**

Partner & Co-Head of  
Strategic Consulting  
**Location:** London

leadership. The reward was for my wife and me to be invited to his box at the Royal Albert Hall for the Salvation Army Christmas Carol concert – a truly awesome experience.

**Is there a quote you live your life by?** In the consulting business, I always say, “if we are doing the same thing as what we did last year, then next year, we will be out of business.”

**What would most people be surprised to learn about you?** Given my current hair style, that I used to be (still am given the opportunity) a surfer with wild curly sun bleached hair, and a VW Campervan, and this was decades before surfing became popular. I used to travel down to Devon every weekend, and also launched the first surfing internet commerce site in the UK in 1995.

**Why do you enjoy working at Cushman & Wakefield and in the commercial real estate industry?** The positive impact we can have on how the world works, shops and lives. I truly believe that.

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

I've been in the industry since 1998 and have spent all of that time effectively with one organisation, as my previous company was acquired by Cushman & Wakefield in February 2008. Prior to that, I was an Environmental Lawyer (by training) and became involved in commercial real estate after being called to the bar when a law school friend recruited me into the business. I've been on the Service Provider / Occupier side of the business and have had great experience working with great clients across Portfolio Strategy, Sales and Leasing, Lease Administration, and Project Management. On the home front, I am married to my high school sweet heart (33 years together), who is a very successful woman (Partner at Deloitte), and have two extremely active boys in high school. We enjoy spending time with our family (my wife's mother is one of 18 children, and her father is one of six, so there is a LOT of family around!!) and traveling the world when we can. The last three big vacations for us were the East Coast of Canada, the West Coast of the U.S., and three weeks in Italy. In my spare time, I play squash, cricket, and I love to cook for family and friends!

**Notable industry achievement:**

Being involved with major new client wins at Cushman & Wakefield including AMEC Foster Wheeler, Sun Life, EY, Microsoft, and most recently, RBC.

**What's something you're**

**most proud of?** Growing the Transaction Management Team of Cushman & Wakefield in Canada from eight to 34 since 2008. We have the best people in the industry! Also, having pretty consistent double digit top line growth during that time.

**Is there a quote you live your life by?** "Do unto others."**What would most people be surprised to learn about you?**

Canadian born and raised, I have always been athletic and played just about all the traditional North American sports growing up and into adulthood. I took up Cricket in my early 40s and have been passionate about that sport ever since, including being part of a touring side that has played in Argentina, England & Wales, and Philadelphia.

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

The opportunities it provides to work with great people for great clients. There is so much opportunity to develop and grow, to innovate and be creative, and to meet the challenges our clients' needs present.

**Al Edwards**

Senior Managing Director  
Americas

**Location:** Toronto



*Al and his cricket team.*



*Al with his family.*

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

I've been in real estate for more than 30 years involved in handling almost a \$1.0B in transactions and thankfully, have had a diverse background and experience in both the public and private sectors. After completing a Master of Arts degree from Temple University and having an interest in urban redevelopment (isn't that what every wayward intellect studied back in the early 80s), I worked for the city of Philadelphia and the federal government administering various redevelopment and asset management programs. I then started my own consulting practice where I specialised in urban redevelopment debt and equity packaging, low-income and historic tax credits, valuation, and brokerage. I had a desire to join the private sector after almost ten years of government service and headed up GMAC Mortgage's Corporate Real Estate department where it was quite exciting and rewarding establishing a fully integrated and enterprise-wide functioning department that could also operate with full empowerment within the corporate governance of General Motors. Wanting to experience the other side of the equation, I jumped to the service provider side for the last 15 years. I feel fortunate having an appreciation and hands-on experience functioning in-house and as an outsource provider and no question, this has served

me well as an account director where I can understand how the head of CRE is thinking and how the service provider needs to respond with strong alignment yet challenging and progressive vision.

**Notable industry achievement:**

The Pfizer New York World Headquarters relocation award. It was an opportunity to work with amazingly talented colleagues from almost all of the various services lines of the Cushman & Wakefield enterprise, such as Brokerage, Consulting, Capital Markets, and Marketing. It was satisfying seeing the five years of exceptional Transaction Management services provided on the corporate account through GOS create a reputation and expectation that Cushman & Wakefield has not only the capabilities, but the chemistry to service the most important real estate requirement Pfizer will undoubtedly have. Watching in action executives like Josh Kuriloff, Bob Knakal, Peyton Horn, Debra Moritz, Adam Spies, Josh King, and of course John Santora with the constant support of Toby Dodd energised me while at the same time humbled me to what Cushman & Wakefield can provide as a world-class organisation. Sharing in this win was truly a notable career highlight for me.

**Warren Braverman**

Managing Director, Pfizer  
Account Director, Americas  
**Location:** New York City

**What's something you're**

**most proud of?** The five years that I served as an asset manager at the Resolution Trust Corporation/Federal Deposit Insurance Corporation during the S&L bailout were extremely rewarding. It was challenging and fulfilling to be a part of a ground up organisation innovating asset disposition and management processes never before seen at this level or scope, with exposure to billions of dollars of assets with a demanding mission statement of accounting for, stabilising and enhancing asset value to recycle government acquired assets back into the private sector as effectively and as efficiently as possible. About the same time, I augmented this service with an observatory assignment in Warsaw, Poland, which exposed me to real estate privatisation and the



practicalities of transforming a closed economy into an open structure. I was proud to see how our efforts at the RTC/FDIC were working effectively in the U.S. and how other countries could benefit from this type of approach to asset redistribution.

**Is there a quote you live your life by?** “When you talk, you are only repeating what you already know. But if you listen, you may learn something new.”  
- Dalai Lama

**What would most people be surprised to learn about you?** I wear a suit and tie by day, and I’m a guitar slinger by night. I’m an avid rock and blues guitar player which really is a corollary to the vibe we have in the Braverman household – expression through art. My 16-year-old daughter studies ballet and several years ago had the part of Clara in the Radio City Christmas Spectacular at the Grand ‘Ole Opry in Nashville and my 19-year-old son is an aspiring die-hard jazz guitarist. As my wife can attest, there are a lot of pointe shoes and guitar picks lying around the house waiting to ruin the vacuum cleaner.

**Why do you enjoy working at Cushman & Wakefield and in the commercial real estate industry?** The people and a relentless commitment to serve the client with creative and adaptive solutions while

never compromising integrity. I absolutely love this company and the people who make it up. My exposure to leaders like John Santora, Todd Schwartz, Ron LoRusso, Jim Fagan, Toby Dodd, and Mike Hart continues to feed my insatiable appetite to be the best that I can be as a real estate professional. I get goose-bumps when I think about how much I cherish being a part of this organisation ... like family! Combining this passion for where I work with the commercial real estate industry in general where every day is new and exciting, where we are encouraged to look at things with fresh and cutting edge perspective, where we are challenged with problem-solving, and where you are always moving forward meeting new people and coming up with new ideas, I consider both the industry and Cushman & Wakefield the ultimate compositional masterpiece from which to perform!



# Business Development



## **Regina Ellis**

Head of Business Development,  
Bid Team

**Location:** London

**Years with the company:** Eight months

**Provide a brief overview of your day-to-day job:**

Managing a team of five great and dedicated Bid Managers who relentlessly support GOS tenders for new business opportunities, renewals, and presentations.

**What's your team's expertise?** Between my team, I reckon we have nearly 50 years of pitch experience under our belts. We write bids, project manage them, coach our teams to present with credibility, are good story tellers, and instill energy when everyone is getting tired. We are here to help GOS teams develop business opportunities, but ultimately, we are incredibly driven when it comes to winning!

**What's one thing you want colleagues to know about your team:** We are determined. We pitch day in and day out and my team is tirelessly supporting one bid after another. I am incredibly proud of my team's dedication to grow our client base for Cushman & Wakefield, not just locally, but globally.

**What's the most exciting part of your job?**

Every day is different. Our clients want and need different services and because of that, pitching is hugely rewarding - we tailor GOS offering, nothing is off-the-shelf, and clients tell us that this is exactly what differentiates us from the rest.

**Are there any best practices you would like to share?** Get ahead of the game. By that I mean "get to know your client" well before the tender/presentation lands. That way, we can make sure we are getting our story and messages right - it's so important to show we thought about the client and everything we offer is centered around them.

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

I previously worked for DTZ. Leaving the company five years ago was by far the most difficult decision I had to make. I am incredibly proud to have been asked to come back. Having worked for a number of different companies and sectors in the past, real estate is running through my veins - I am so very happy to be part of Cushman & Wakefield again.

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

Sports - running, cycling, snowboarding... you name it. Also, medieval history - I'm a bit of a geek in that respect.

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

I cycled from London to Paris once. It was possibly the biggest achievement in my life, apart from having three children, of course.

**Anything else you would like to share:** Working at Cushman & Wakefield allows me to meet amazing people. The power of the global network here is truly incredible.







**Anne Cadigan**

Head of Business Development,  
Bid Team

**Location:** San Francisco

**Years with the company:** Nine months

**Provide a brief overview of your day-to-day job:**

No two days are the same. Overseeing a team of more than 20 business development professionals means that every day involves some level of trouble-shooting, advising, strategizing, coaching people, sharing best practices, writing, editing, managing our pipeline, working on deadlines, and of course, there is always room for laughter and humour – I couldn't survive without that!

**What's your team's expertise?** We are a high-achieving team of more than 20 business development professionals – proposal managers, graphic designers, knowledge managers, and innovators. We are 100% focused on winning new business for Cushman & Wakefield. We partner with Enterprise and Portfolio Solutions sales leadership to manage complex global and regional RFPs. We work closely with ES and PS sales leads, solution leads, and subject matter experts across the firm to produce innovative new content and solutions, and winning proposals and presentations. To excel in our roles, we have to be proactive and collaborative, work calmly under pressure, and communicate clearly. Areas of expertise that are essential to our team's success include people and project management, writing, editing, design, strategy, excellent communication skills, and attention to detail.

**What's one thing you want colleagues to know about your team:** Many of us are creatively-inclined writers, designers and artists. We are a passionate and creative team always striving to do our best working under the stress of constant deadlines.

**What's the most exciting part of your job?** For me, it's all about the people. I love working with all kinds of people and personalities, advising, inspiring, and coaching people. Creating strong connections and building trust with the people and teams I work with every day is important to me. I am fortunate to work with many great people here at Cushman & Wakefield! It's exciting when our teams' hard work pays off and we win new business!

**Are there any best practices you would like to share?** Meditating and exercising every day are essential for me – it helps me to be calm and grounded, inspires clarity, creativity, patience, and compassion when working with others in our stressful world of constant deadlines and distractions.

**Notable industry achievement:** I am proud to be a woman in a leadership position in this industry. I would love to see more women at all levels in Commercial Real Estate.

**Describe your career path to Cushman & Wakefield:** I began my career working for creative planning, design, and architecture firms in the San Francisco Bay Area. I completed a three-year Master's program in Feng Shui in 2007 while I was working at a planning and design firm and offering residential and commercial consultations to clients in my spare time. I joined the Commercial Real Estate world ten years ago working for JLL in San Francisco. I was the first Senior Proposal Manager they hired outside of the Chicago headquarters. Today, I am so happy that I made the move to Cushman & Wakefield. Every day I am thankful to be here – appreciating the culture, the people, the positive energy, and momentum!



**What hobbies do you enjoy in your personal time?** I love hiking with my mini Aussie, Frankie, and spending time in nature. I also love to go horseback riding. I practice Bikram yoga and meditate every day.

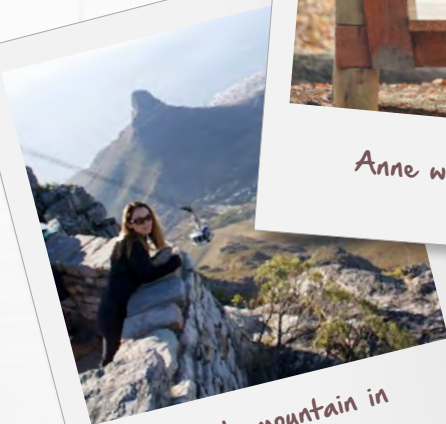
**What would people be surprised to learn about you?** I was born in Durban, South Africa and my family was kicked out of the country when I was two years old during Apartheid. We ended up moving to Danbury, Connecticut where my Dad got a job as the Headmaster of a private boarding school. I spent my early years running around the beautiful campus of the Wooster School in Connecticut.



*Horseback riding in Arizona.*



*Anne with her dog.*



*Table mountain in Cape Town.*



*Anne in Botswana.*

# Portfolio Solutions Spotlight





**Kevin Hughes**  
 President  
 Portfolio Solutions

**Location:** Cincinnati, OH

**Years with the company:** 26 years

**Provide a brief overview of Portfolio Solutions:**

The Portfolio Solutions (PS) team partners with brokers and managing principals to source, solution, and win exclusive corporate accounts.

**Is there anything about the Portfolio Solutions team that others should know about?** The PS team serves as a conduit from brokerage to the GOS platform and works closely with the Enterprise Solutions team. We also provide an important sales management function in support of our markets by identifying targets and coordinating pursuits of qualified corporate prospects.

**Notable industry achievement:** I've never accomplished anything flying solo. Every win came about because of a strong and committed team. I've been blessed to be in a leadership role for 30 years and I cannot remember ever losing a valued team member to a competitor. Not once! That is one thing that I am proud of.

**Describe your career path to Cushman & Wakefield:** I started as an industrial broker. At age 26, along with three others, I founded a company that, through M&A, became Cassidy Turley. I left the business from 2009-2011 to run a non-profit, returning to capitalism with JLL as the leader of Transaction Services working for Tod Lickerman. I came back to the "family" three years ago and I'm having a blast. This really is the most exciting firm in the industry.

**Give us one word or phrase that differentiates us from the competition:** Cushman & Wakefield has a soul.

**What hobbies do you enjoy in your personal time?** Being with my three grandkids, fitness and golf (I suck).

**What would people be surprised to learn about you?** I have coached four city championships (basketball & soccer). The other thing I rarely admit: I get choked up very easily, but never when I'm sad – only when I witness or experience something happy or beautiful...which is every day.



*Kevin enjoying the outdoors.*



*Kevin with GOS colleagues.*




*Kevin with his wife and grandchildren.*





**We  
Won!**





# Following are GOS Wins in Q2 2017

## ALTICE NORTH AMERICA

**Team:** Rick Bagy, Rick Cleveland, Christine Colley, Toby Dodd, Raul Esparza, Beth Forstneger, Michael Hart, George Hauch, Peter Hennessy, Conor Kenny, Kevin McCann, Machell Roller, Joe Sadak, Todd Schwartz, Liz Sharp, Megan Snyder & Anthony Zissel

**New / Renewal / Expansion:** New

**Location:** North America: HQ in Bethpage, NY

**Services:** Transactions, Facilities Management, Lease Administration & Portfolio Strategy

## BRISTOL-MYERS SQUIBB

**Team:** Pete Brohoski, Alex Diaz, Jill Gambino, Ryan Rawls & Shirley Roberts

**New / Renewal / Expansion:** Expansion

**Location:** Tri-State

**Services:** Transaction Management

## CH2M HILL COMPANIES, LTD.

**Team:** Antonia Cardone, Chris Johnke, Tyler Kellogg, Chris Larson, Cale Miller, John Reynolds, Joe Solarte, Derek Woodburn, Martin Woodrow & Olan Young

**New / Renewal / Expansion:** Expansion

**Location:** Denver, Colorado

**Services:** Transaction Management

## CIENA

**Team:** Chris Browne, Tim Eichholz, J Glasgow, Kelly Hackett, Bridgette Hoeft, Julie O'Donnell, Greg Schuster, Colette Temmink & Jessica Worley

**New / Renewal / Expansion:** New

**Location:** Global

**Services:** Integrated Facilities Management, Transaction Management, Project & Development Services, Portfolio Administration, Strategic Consulting and Occupancy Planning

## HUAWEI

**Team:** Claude Bernatchez, Andrew Dale, Natina Wong, Jackson Zhang & Brandon Zhou

**New / Renewal / Expansion:** New

**Location:** China

**Services:** Integrated Facilities Management

## IBM

**Team:** Andrew Carmichael, Brigid Chan, Tom Gibson & Sharon Wee

**New / Renewal / Expansion:** Expansion

**Location:** ASEAN

**Services:** Portfolio Development Services

## MICROSOFT

**Team:** Kent Foster, Guy Masse & Jean-Sebastien Vincent

**New / Renewal / Expansion:** Renewal

**Location:** Montreal, Quebec

**Services:** Transaction Management & Office Leasing

## MONDELEZ

**Team:** Gerald Datario, Ricardo Jale & Haidee Lim

**New / Renewal / Expansion:** New

**Location:** Manila

**Services:** Project Management

## MS AMLIN

**Team:** Julie Broom, Felipe Campos, Mark Preston, Dieter van Bijnen & Colin Wingham

**New / Renewal / Expansion:** Expansion

**Location:** Europe - Holland, Belgium, France, Germany & Switzerland

**Services:** Facilities Management



### ORACLE CORPORATION

**Team:** Shaun Jenkinson, Guillaume Hemery, Kavita Modha & Pascale Newcombe  
**New / Renewal / Expansion:** Renewal  
**Location:** EMEA  
**Services:** Transaction Management

### ROCHE

**Team:** Mei Chiang, Vivien Chong, Sharon Wee & Perci Wu  
**New / Renewal / Expansion:** New  
**Location:** Taipei  
**Services:** Leasing, Workplace Strategy, Change and Project Management Services

### ROGERS COMMUNICATIONS

**Team:** Lloyd Cooper, Nick Dauphinee, Lindsay Kitcher, Erik Langburt, Katya Shabanova & George Tedder  
**New / Renewal / Expansion:** Renewal  
**Location:** Montreal, Quebec  
**Services:** Transaction Management & Office Leasing

**Snapshot:** The 266,000-square-foot (sf), 16-and-a-half-year renewal was completed after a diligent market search for relocation options.

Rogers is a leading Canadian communications and media company offering wireless communications services, cable television, high-speed internet, information technology, and telephony services to consumers and businesses. They also offer radio and television broadcasting, sports, televised and online shopping, magazines, and digital media.

The transaction included the re-branding of the iconic Place Bonaventure for Rogers,

including a new building entrance, signage, and branding package— screens and media advertising throughout the \$1.5 million sf complex. Negotiations also yielded a green roof deck, upgrades to the base building system including electrical, lighting, HVAC, generators, etc. and common area, and a re-configuration of the Rogers footprint for the implementation of their new employee workplace plan.

### RPM MORTGAGE

**Team:** Tyler Kellogg & Mitch Hertz  
**New / Renewal / Expansion:** Expansion  
**Location:** Alamo, California  
**Services:** Transaction Management & Portfolio Administration

### SHELL

**Team:** Alpha Baltazar, Andrew Carmichael, Tom Gibson, Haidee Lim, Kartik Mani, Rob Parker & Neil Portillo  
**New / Renewal / Expansion:** New  
**Location:** Manila  
**Services:** Transaction Management

**Snapshot:** Cushman & Wakefield has been appointed for the Project Management of the fit-out for Shell's new Manila headquarters – a major 18-month project covering technical due diligence, design, tendering, construction and handover.

This is a special win as this will be Shell's only project in APAC this year that involves a significant capex investment given the low oil price environment has forced Shell cut costs across all functions, and annual Real Estate budgets have dropped by over 70%. Shell is looking to move their Philippines HQ office from an aging building

in Makati City to a new development in suburban district. This project has been in planning stages for over 3 years and is now poised to secure internal approvals.

The key to securing the win was the strength of Shell's relationship with GOS Transaction Management and a pursuit strategy involving TM, regional PDS and PDS Manila teams. The pitch played to our strengths – our organisational culture of Health & Safety, our local team's extensive track record, and our assurance to Shell of implementing their stringent standards on HSSE, workplace standards, and governance process.

Cushman & Wakefield is on a panel of two suppliers for global transactions and valuations and competed with Shell's global preferred PM provider on this bid.

Regional PDS Business Development Director Andrew Carmichael said the transaction management team played a pivotal role in positioning the PDS service line to secure the win:

*"[Account Managers] Kartik Mani and Rob Parker did a great job of positioning the PDS service line on this one. It was a great showing of local capability between the Manila team and Tom Gibson [Director, Project Delivery, APAC], connectivity with procurement and regional team's interaction with Shell leadership."*

*Jason Whitcombe (Managing Director, Account Management, GOS APAC) also commented, "This is terrific news and a big well done to the team. This is precisely how collaboration should work at Cushman & Wakefield".*

The team is now initiating the project's first stages, working on the contractual engagement and being inducted into Shell's HSSE protocols. The Philippines Project Management team for this instruction will be led by Haidee Lim and Neil Portillo and business development support has been provided by Alpha Baltazar.

#### **SIEMENS PLC**

**Team:** Ed Neild & Michael Thiele  
**New / Renewal / Expansion:** Expansion  
**Location:** UK  
**Services:** Transaction Management

#### **SWIFT**

**Team:** Jon Cooper & Ian Gray  
**New / Renewal / Expansion:** New  
**Location:** UK  
**Services:** Facilities Management

#### **VERTEX**

**Team:** Christian Brooks, Jon Cooper, Ian Gray, Pasquale Lorusso, Kelly Hepburn & Andrew Smart  
**New / Renewal / Expansion:** New  
**Location:** EMEA  
**Services:** Facilities Management & Program Management

#### **VOLKSWAGEN**

**Team:** Eva Escaig, Viktoria Reiser & Dr. Michael Thiele  
**New / Renewal / Expansion:** New  
**Location:** Global (Excluding the U.S.)  
**Services:** Transaction Management & MSA

**Snapshot:** Volkswagen AG (VW) has awarded Cushman & Wakefield a three-year framework contract as a global service provider for transaction services. The contract covers Transaction Management, Valuation & Advisory and Project Management and can be used by the entire Volkswagen Group, including brands such as Audi, Porsche, SEAT, Skoda, MAN, Scania, Bentley, Bugatti, Lamborghini and Ducati. The appointment puts Cushman & Wakefield on a panel of advisors along with JLL and CBRE.

The team for the pitch consisted of Tobias Nickisch (who led the bid process), Michael Thiele and Richard Middleton supported by Regina Ellis and Dominic Daymond in the Enterprise Solutions team. Tobias is the global account manager.

*"This is an exciting moment for GOS. It demonstrates that we are a truly global service line and the success we can achieve from an integrated approach." – Michael Thiele, Head of Global Occupier Services, Germany*

*"This is another great success for our GOS team in Germany. It shows we have put in place the right strategy and team to win the trust, and service the real estate needs of, German corporates globally." – Richard Middleton, Head of Account Management & Client Services, Global Occupier Services, EMEA*



# Influencer Spotlight

WE ARE EXCITED TO INTRODUCE THIS QUARTER'S INFLUENCERS.



**Emma Botting**  
Associate Director, APAC

**Location:** Singapore

**Years with the company:** Five

**Notable industry achievement:** I'm proud to have been part of the award-winning London Occupier Team, which gave me great exposure to interesting clients and exciting high-profile projects. I am also proud to have implemented the successful "Young Clients Series," which has increased our exposure to the rising stars amongst our clients through a series of formal and informal events. Highlights have included informative and insightful breakfast briefings on how technology is disrupting the retail, residential, and office sectors, how Brexit is affecting investment across the different UK sectors, as well as some fun evenings enjoying a wine tasting session and an open-air cinema.

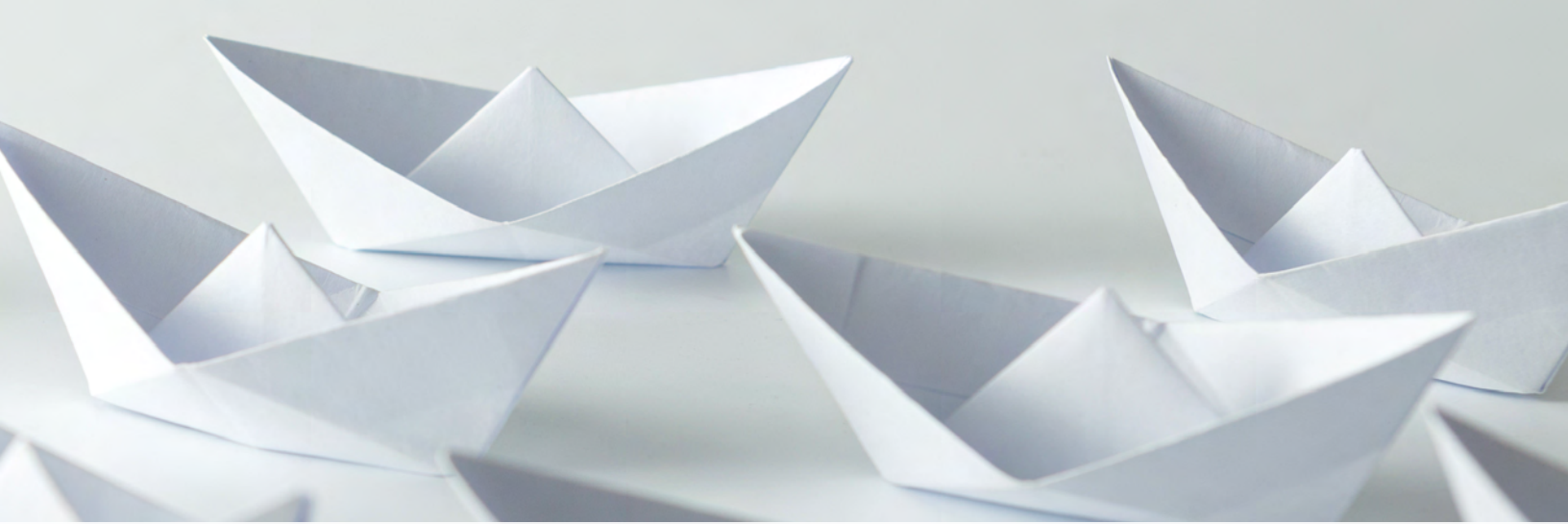
**What hobbies do you enjoy in your personal time?**

I love being outdoors and, luckily, south-east Asia provides me with year-round sunshine to hike, swim, and (attempt to) surf. I've recently learned to scuba dive, so I spend most weekends traveling the region in search of turtles, barracudas, and other incredible marine wildlife. I'm also a keen runner, and in a moment of madness, I just signed up for the Singapore marathon.

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

I'm a volunteer member of Girl Guiding, which has taken me on some exciting trips to Madagascar, Iceland, and Switzerland, as well as a trip to St. James' Palace where I was presented the "Queen's Guide Award" by the Countess of Wessex. Girl Guiding Singapore is, similarly to Cushman & Wakefield, celebrating its centenary this year, and I'm looking forward to volunteering at the centenary camp in the Singapore Botanic Gardens later this year!





**Tom Owen**

Senior Consultant  
Account Management, EMEA

**Location:** Frankfurt

**Years with the company:** Since March 2017

**Notable industry achievement:** Significantly increasing occupancy levels to a private UK investment portfolio containing many challenging properties in very difficult market conditions during 2009-2011.

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

Anything outdoors and watching football, including my adopted German team 1.FC Köln.

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

I can run a 5k well under 25 minutes which is usually met with surprise.



*Tom running.*



*Tom at a football game.*



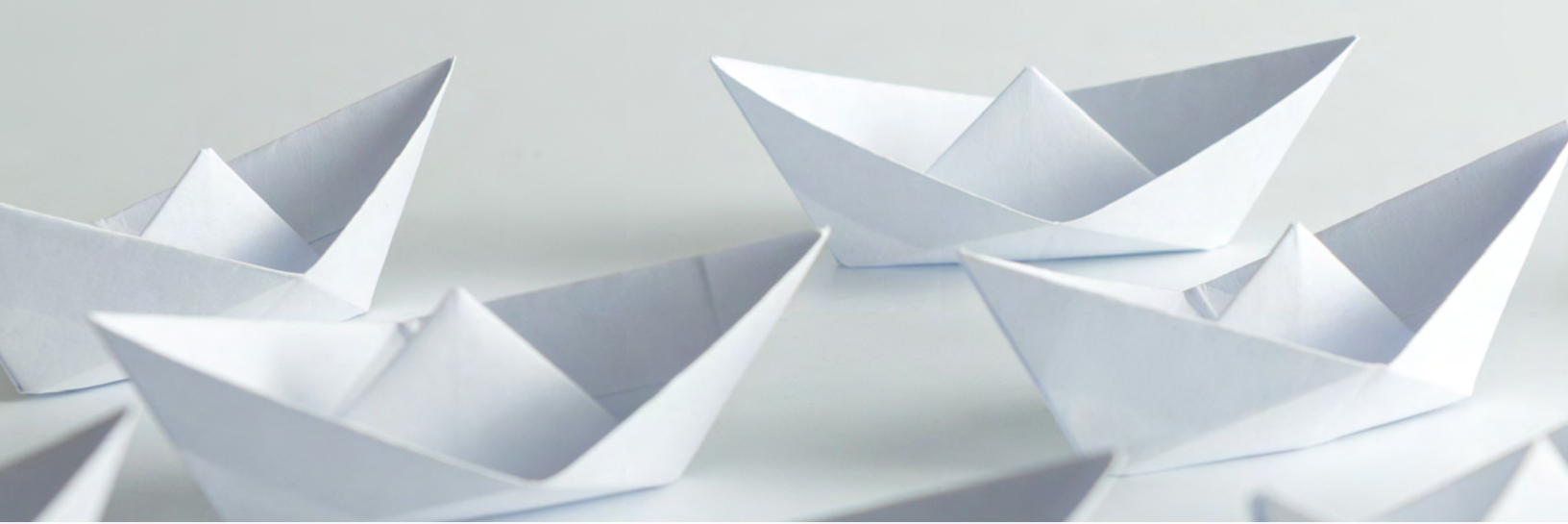
*Tom enjoying the outdoors.*



CLICK BELOW TO WATCH TOM'S VIDEO







**Mariana Rodriguez-Beltrán**  
PDS Commercial Manager & PMO  
Mexico, Central America &  
Caribbean, Americas

**Location:** Mexico City

**Years with the company:** Four

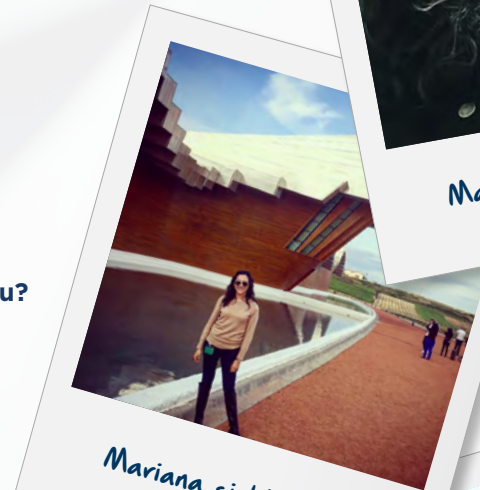
**Notable industry achievement:** “Project Manager of the Year 2013” for the Project Marsh McLennan Companies in Mexico City.

**What hobbies do you enjoy in your personal time?**  
Theater, reading, and road trips.

**What would people be surprised to learn about you?**  
I was selected to play in the Pan Americans representing Mexico in the Softball team in 2003.



*Mariana at Waterloo.*



*Mariana sightseeing.*



*Mariana at a Wine Cellar.*



**Mary O'Connor**  
Senior HR Manager  
Americas

**Location:** New York City

**Years with the company:** Three

**Notable industry achievement:** I was honoured to receive the “Rising Star Award” at this year’s GOS Americas awards ceremony.

**What hobbies do you enjoy in your personal time?** I’ve lived in New York for about three years and love that there are always new things to see and do. I spend a decent amount of my time volunteering with great organisations through the New York Junior League. I also spend a lot of time with my family including my three brothers and our large extended family in the tri-state area.

**What would people be surprised to learn about you?** I love to travel and try to go somewhere new at least once a year. My favourite trip, so far, was to the beautiful country of South Africa a few years ago.



*Mary receiving the Rising Star Award.*



*Tara Gibney discussing Mary's achievements.*

# Colleague Q&A





**JADE ROGERS**  
Bid Manager  
Enterprise Solutions  
London

*If you were in a talent show, what would your talent be?*

I'm a really fast reader - not sure that anyone would be interested in watching that in a talent show though - although it helps in my job!



**AMY KELLY**  
Senior Manager  
Communications, APAC  
Singapore

*If you were in a talent show, what would your talent be?*

I am a full-licensed stop / go traffic warden. I can also pull off some interesting yoga moves.



**JYOTI GANESH**  
Managing Director, Strategic  
Account Management and  
Client Experience  
East Greenwich, RI

*If you were in a talent show, what would your talent be?*

Belting out a Bollywood Ballad.



**ANDREW CARMICHAEL**  
Director, Client Services  
- Project & Development  
Services, APAC  
Singapore

*If you were in a talent show, what would your talent be?*

100% a pro golfer (more aspirational than reality!)



**VIKTORIA REISER**  
Senior Consultant  
Munich

*If you were in a talent show, what would your talent be?*

Raise the mood in a group.



**RICK BAGY**  
Senior Vice  
President  
St. Louis

*If you were in a talent show, what would your talent be?*

Ice hockey. Not sure if I could enter that into a talent show, but it is something I enjoy very much.



**BRIAN P. VELO**  
EVP, Enterprise  
Solutions  
Chicago

*If you were in a talent show, what would your talent be?*

Stand-up Comedian or Juggler.

# Sustainability Team Q&A







# Sustainability Team Q&A



**Alex Spilger**  
Senior Vice President  
Sustainability Services

**Tell us a little more about you:** I am an engineer by training and am fortunate to have worn many different hats within the sustainability industry. I've worked as an energy engineer, a green building consultant and most recently served as Director of Sustainability for a large GC prior to joining Cushman & Wakefield. I've been lucky to work with incredible clients such as Google, Salesforce, Skype, GoPro, Comcast, Wolverine Worldwide, and the Wharton School of Business among others.

As a former teacher, I've always been passionate about education. I've taught more than 300 green building workshops across the globe through organisations such as the USGBC, AIA and the Stanford Graduate School of Business. Education provides an excellent opportunity to get Cushman & Wakefield in front of potential clients and to provide thought leadership in industry.

**Notable industry achievement:**

- First WELL AP & WELL Faculty in all of Cushman & Wakefield.
- Consulted on Google's Real Estate & Workplace Services headquarters.
- Presented at CoreNet annual Summit four years on a row.
- Participated in 2013 and 2014 World Economic Forum in Davos, Switzerland.
- Taught full-day green building training in Bogota, Colombia all in Spanish.
- Volunteered in remote mountains of Central America for one year through Harvard-based non-profit.

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

- Building a sustainability & wellness practice from the ground-up, building out a great team.
- Lecturing at Stanford, Berkeley, and Wharton business schools.
- Taking one year off from industry to volunteer through WorldTeach a Harvard-based non-profit focused on providing training and opportunity to underserved areas.
- Related to the above, completing a miniature documentary film on a coffee farming family in Costa Rica with the purpose of connecting grower, roaster and consumer.



*Alex presenting at the Wharton Business School.*





**Allison Kim**  
Vice President  
Sustainability Services

**Tell us about the Wellness & Sustainability Practice:**

Our Wellness & Sustainability practice is focused on providing solutions for our clients that centre around site selection, energy, water, waste, materials, and human health & wellness. We have a talented & diverse team working on projects across the globe. Much of our work in the wellness space utilises the WELL and/or Fitwel frameworks to develop customised strategies for clients.

**What's something you want everyone to know:**

We have a talented & diverse team focused on implementing Sustainability & wellness strategies for clients across the globe. We have worked with some of the largest, most successful companies in the world including Google, Skype, Salesforce, Adobe, & Genentech and have grown by more than 25% in each of the Past four years.

**How can clients benefit from engaging with your team?**

Implementing sustainability and wellness strategies has a tangible return on investment for our clients, whether relating to energy cost savings or increased employee productivity.

**Discuss the new headquarters and its sustainability and wellness updates:**

Cushman & Wakefield global headquarters in Chicago is pursuing LEED v4 certification for commercial interiors and WELL Building Standard certification for new interiors. The LEED system features significant improvements in water, energy efficiency, daylighting, air quality, and smart material selection. The WELL Building system incorporates features focused on the health and wellbeing of building occupants. This includes healthier food choices, sit-stand desks, layout for physical movement, quiet zones, daylighting, and glare control.



*Chicago global headquarters, Centennial Hall.*



3

What're its

AT C+W IT'S  
**ALWAYS**  
ABOUT  
IDEAS

**INTO:**



**ACTION!**





# Events, Awards & News

## Being Green Pays Off: Cushman & Wakefield Wins ENERGY STAR Sustained Excellence Award

Cushman & Wakefield has been named a 2017 ENERGY STAR Partner of the Year – Sustained Excellence Award winner for continued leadership in protecting our environment through superior energy efficiency achievements. The firm's accomplishments were recognised by the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy in Washington D.C. in April.



Cushman & Wakefield, an ENERGY STAR partner since 2013, will be honoured for a number of innovations and actions benefiting clients and its own corporate real estate portfolio, including:

- ▶ Releasing Cushman & Wakefield's inaugural Corporate Responsibility report detailing the firm's commitment to environmental, social, and governance initiatives.
- ▶ Merging three legacy firms' master accounts to create our updated national ENERGY STAR Portfolio Manager account, ensuring our growing portfolio is benchmarked.
- ▶ Earning the ENERGY STAR for 297 buildings in 2016.
- ▶ Enrolling 10 buildings across diverse regions in EPA's National Building Competition.
- ▶ Training more than 150 Cushman & Wakefield associates, property teams, and engineers on how to benchmark in Portfolio Manager.
- ▶ Conducting broker trainings in Atlanta, Boston, Charlotte, Chicago, Philadelphia, Los Angeles, New York, and Washington D.C.

- ▶ Training for a major global corporate occupier tenant on energy management and efficiency practices leveraging ENERGY STAR best practices and resources.
- ▶ Communicating our energy goals and successes to a broader audience including building tenants, clients, and the greater communities through campaigns such as Powerful Ideas®, Daylight Hour, corporate blog posts, tenant events, and social media.

The 2017 Partner of the Year – Sustained Excellence Awards are bestowed upon a diverse set of organisations that have demonstrated continued leadership in energy efficiency. Winners hail from small, family-owned businesses to Fortune 500 organisations—representing energy-efficient products, services, new homes, and buildings in the commercial, industrial, and public sectors.

## Chicago Business Journal's 2017 Women of Influence

*Chicago Business Journal* recently announced its 2017 Women of Influence, which included **Adrienne Fasano**, Americas Head of Marketing and Communications.

The women recognised have made an impact both professionally and in their communities, and found success in a range of businesses affecting the Chicago economy, including health care, law, real estate, and finance. They've also been active in mentoring younger executives, working with non-profit organisations, and pursuing charitable endeavors.



## The Global Outsourcing 100 Award IAOP

The International Association of Outsourcing Professionals (IAOP) has once again honoured Cushman & Wakefield with The Global Outsourcing 100 Leaders recognition, which acknowledges the top 75 global outsourcing firms. Additionally, IAOP recognised Cushman & Wakefield as a “Super Star” company based on superlative scores in five judging categories – size and growth, customer references, awards and certifications, programs for innovation, and programs for corporate social responsibility – and for Sustained Excellence, noting our position on The Global Outsourcing 100 for six consecutive years.



Now in its 13th year, IAOP’s Global Outsourcing 100 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.

We would like to give special thanks to **Bailey Webb**, Corporate Public Relations Director, and **Katrina Fenrick**, Knowledge Manager, for compiling the submission.



IAOP’s Global Outsourcing 100 recognition is an essential element we use to display the value we provide to clients. We are once again honored to be a part of this prestigious recognition and look forward to partnering with IAOP in the future.

- **Steve Quick**,  
Chief Executive, GOS

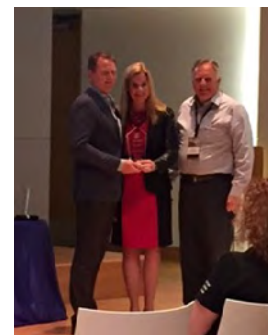
## CoreNet Luminary Award Winner in Shanghai

**Sheridan Ware**, Chief Information Officer, Asia Pacific, has been honoured as a Luminary Award Winner at the CoreNet Global Summit in Shanghai. Sheridan’s session, “Drones: Eyes In the Sky or Hurdles To Cross?,” was highly rated. 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.

## Supplier of the Year Award for Diversity

Ericsson held its annual Strategic Supplier Summit at the North American headquarters in Plano, Texas. Ericsson’s Sourcing organisation puts this Summit on in order to bring together a select group of innovative speakers at the forefront of its ICT transformation to discuss areas of strategic focus and showcase innovative ideas. The Summit also provides Ericsson’s suppliers with the opportunity to expand their networks and influence future initiatives with Ericsson.

At this summit, **Steve Quick**, Chief Executive, GOS, and **Lloyd Lechtenberg**, Global Account Director—Ericsson Account, were honored to accept the Diversity Supplier of the Year Award for our contribution to Ericsson’s Diversity Program, which encourages the use of minority, woman, and disabled veteran-owned businesses. By leveraging our vast supplier base, Cushman & Wakefield achieved nearly \$11M to date in Tier 2 spend for diversity suppliers performing contracted services on Ericsson’s behalf. This is a significant accomplishment and an important initiative that we are proud to support. We look forward to continuing to partner with Ericsson on important programs such as this.





## GOS Marketing Wins Five Platinum Hermes Creative Awards

Our Global Occupier Services Marketing team received five platinum accolades in the 2017 Hermes Creative Awards competition. Our marketing deliverables earned top honours among competitors including major international brands and leading Fortune 500 companies. This accomplishment stands as a testimony to our world-class talent and the immeasurable value our firm provides to clients.



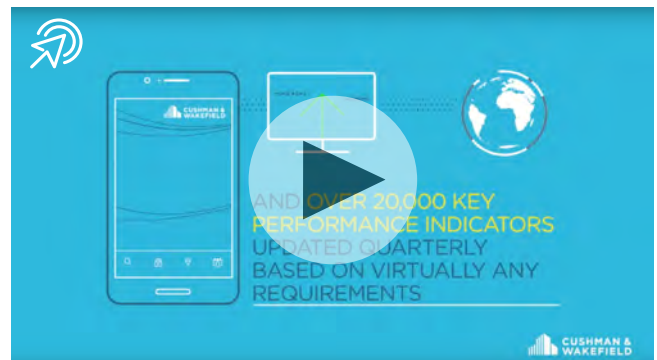
**Integrated Marketing Materials:**  
GOS Heroes - video and comic book



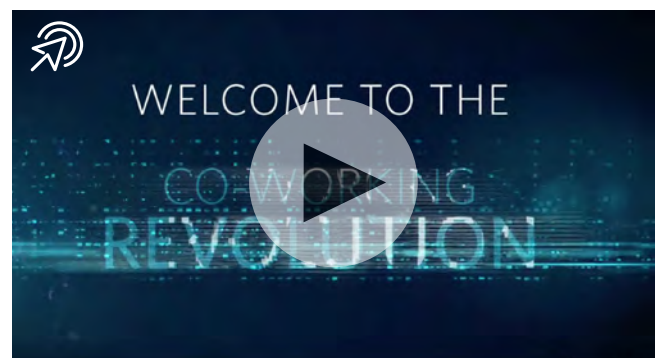
**Marketing (Service) Video:**  
FUSION Technology Video



**Marketing (Product) Video:**  
Global Occupier Metrics Video



**Educational Video:** Co-Working Video



**Publication Overall:** *The Occupier Edge*



Administered and judged by the Association of Marketing and Communication Professionals, the Hermes Creative Awards is an international competition that identifies and rewards outstanding achievements in creativity and design of traditional and emerging media, programs, and technologies. The 2017 competition received more than 6,000 entries from around the world, including corporate marketing and communication departments, advertising agencies, PR firms, graphic design shops, production companies, web and digital creators, and freelancers.

Congratulations to our outstanding professionals on this prestigious and well-deserved honor!

**The Communicator Awards**

GOS publications, *The Occupier Edge* and *The Occupier News*, each won a 2017



Communicator Award for excellence in marketing and communications. The Communicator Awards are the leading international awards program recognizing big ideas in marketing and communications and receive more 6,000 entries from

companies and agencies of all sizes, making it one of the largest awards of its kind in the world.

**Culture of Oneness Award**

Congratulations to **Jeff Green**, Managing Director, GOS, who was awarded the Industrial Americas Culture of Oneness Award. Presented by John Morris at last month's Global Industrial Conference, the award recognised Jeff for his outstanding efforts to leverage and advance the greater Industrial Platform.



**Jeff Green**, Managing Director, GOS, and **John Morris**, EMD, Logistics & Industrial Services Lead, Americas.

## 2017 Americas GOS Awards

Congratulations to the winners of our Annual Americas GOS Awards! These outstanding professionals were recently recognised for their groundbreaking and innovative work over the past year, which truly embodied our winning culture. Please join us in congratulating all of our winners and nominees. *(Listed alphabetically).*

### The Shepard Award

**Kay Barrett** was the recipient of this year's Shepard Award for individual excellence, which is given to an employee who has demonstrated consistent achievement and best-in-class performance in their respective functional area.



#### Nominees:

- ▶ Kay Barrett
- ▶ Ryan Rawls
- ▶ Joe Tocco

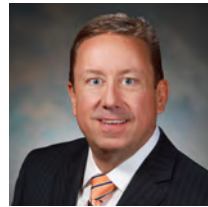
### The Fusion Award

**Alex Diaz** received the Fusion Award, which is given to an individual who has demonstrated significant partnership between GOS and Markets.



This award will be presented annually to the Enterprise Principal that has sourced the most significant individual or aggregate new business involving our Market brokers.

### The Constellation Award



**J Glasgow** was the recipient of this year's Constellation Award. The Constellation Award was developed as the embodiment of our business' collegial and winning culture. Each year, the Constellation Award is given to the Enterprise,

Portfolio, or BDR2 team member who has best demonstrated the collective spirit, commitment, and development of the culture and growth of our team and of our firm.

### The Sirius Award

**Mike Hart** received this year's Sirius Award. The Sirius Award, is given to the Enterprise Team member who has executed contracts that deliver, in total, the highest annual EBITDA to the firm - whether for new business, renewal, or expansion. As we are a sales organisation, we are focused on growth - bottom line and top line. This award is given based on 100% objective, quantifiable criteria.



### The Rising Star Award



**Mary O'Connor** was honoured with the Rising Star Award, which is given to a GOS individual less than 10 years into his/her career at Cushman & Wakefield, who clearly demonstrated upward mobility through proactive solution

delivery and shows an attitude of continuous learning and growth.

#### Nominees:

- ▶ Mary O'Connor
- ▶ Tim Eicholtz
- ▶ Carly Flapper



### The Stellar Award

**Sean O'Donoghue** and his team received the Stellar Award for their work on Verizon. The Stellar Award for change management is awarded to the Account Director, Account Team, and Transition team who tackled the most challenging new or renewal transition, delivering exceptional results to our client, account team and Cushman & Wakefield.



**Nominees:**

- ▶ Sean O'Donoghue (Verizon)
- ▶ Valerie Torres (Dollar Financial Group)
- ▶ Ed O'Neill (Chrysler)

In addition, an incredible cast came together to win the assignment that included:

**Bob Knakal, Josh King, Janice Stanton, Andrew Braver, Jason Greenstone, Ashley Chase, Anthony Pasqual, Conrad Oberbeck, Molly Brannon, Melissa Siegel, Richard Persichetti, Paul Barako, and Lauren Hale.**

### The Compass Award

The Compass Award is presented to an individual that successfully took an "at-risk" account and was able to transform and/or optimise such that the client's overall satisfaction with Cushman & Wakefield significantly improved and put Cushman & Wakefield in good standings with the client. **Nick Rossini** was the recipient of this year's Compass Award for his work with AMD and PG&E.

**Nominees:**

- ▶ Nicole Goldsmith (Citi)
- ▶ Cat Cotman (Ameriprise & Avaya)
- ▶ Nick Rossini (AMD & PG&E)

### The Apollo Award

The Apollo Award is presented to the team who proactively sought to work together across lines of business to pursue and win business, creating a client outcome that far exceeded an individual approach.



Congratulations to the **Pfizer Team** for their collaborative effort in securing Pfizer's Global HQ relocation assignment. The team who secured this win executed Cushman & Wakefield's platform masterfully and serve

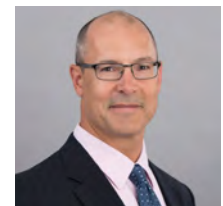
as an example of what it means to be best in class.

The Pfizer Global HQ team was led by **Warren Braverman** and **Josh Kuriloff**, Executive Vice Chairmen. The core project team included:

- ▶ **Adam Spies**, Chairman Capital Markets
- ▶ **Debra Moritz**, Executive Managing Director, Global Business Consulting
- ▶ **Peyton Horn**, Managing Director, Corporate Finance & Investment Banking.

### The Polaris Award

**Greg Trusso** was honoured with this year's Polaris Award for leadership, given to a leader and role model who has consistently gone above and beyond his/her scope of responsibilities to successfully



inspire and lead their team, as well as influence the broader GOS and Cushman & Wakefield community with thought leadership, innovation, and strategic relationship building.

**Nominees:**

- ▶ Warren Braverman
- ▶ Raul Esparza
- ▶ Greg Trusso

## The “Gig” Isn’t Up for James Maddock

**James Maddock**, Head of EMEA, GOS, hit the road to talk all things “Gig Economy.” Spanning over a period of six months covering the UK, Australia, Czech Republic and Amsterdam, James presented to clients and colleagues on the new sharing economy shaping the future of work. As the role of smart machines, robotics, and artificial intelligence grow and more temporary jobs are created, it is not only ‘digital disruptors’ adopting these ‘gig’ workers (often referred to as consultants, contractors, freelancers or temp workers), there are a multitude of industries embracing this fast growing ‘Gig Economy’ which is comprised of 20-30% of the working population.

Discover more in the Fourth Edition of *The Occupier Edge* in “The Gig is Up” article.



The Gig Economy *Occupier Edge* video has been watched for a total of **277 minutes**. Additionally, the Gig Economy article has been the most popular blog post, receiving **1,422 page views**.

See media placements highlighting James’ roadshow.



James Maddock, at a stop on his roadshow.



James and GOS colleagues.

## The Digital Advantage

**Kevin Luchansky**, Digital Analyst, recently shared his insights on how commercial real estate firms can adopt and increase its investments in technologies to help drive innovation and growth in order to become Digital Leaders for 2017. Listen to Kevin as he addresses how top-performing CRE companies can successfully adopt digital technologies and social networks to plan, innovate, measure results, interact with customers, and create value.



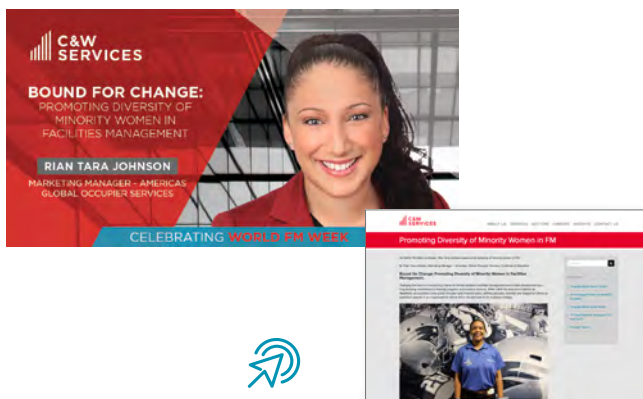
## Mix Interiors Magazine Featuring Giles Flaxton

**Giles Flaxton**, Regional Facilities Manager – EMEA, GOS, was featured in Mix Interior Magazine in the article title, “Designing an Experience.” In this article, he shared his firsthand knowledge of design and how the workplace is influential in attracting and retaining the right people. He also explained that it’s crucial to get the operation side right. Read more below.



## Bound for Change: Promoting Diversity of Minority Women in Facilities Management

**Rian Tara Johnson**, Marketing Manager – Americas, GOS, shared her perspective on the diversity of minority women in facilities management on the C&W Services blog.



## Earth Day Summit at Wharton Business School

**Alex Spilger** presented at The Wharton Business School’s annual Earth Day Summit. The Summit brings together business leaders & top faculty from across the country to focus on how businesses & universities can create solutions to our environmental challenges.

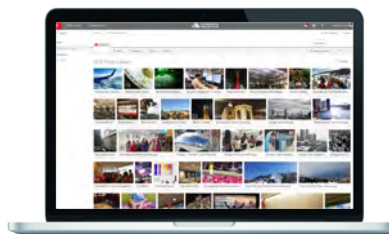


Alex presented on the ‘people’ side of sustainability, highlighting the intersection between human health and the built environment. Health and Wellness continues to be an important focus for our clients. Cushman & Wakefield’s GOS Sustainability Practice is well-positioned to lead the efforts – working with clients large and small to develop corporate wellness strategies and apply the WELL & Fitwel Building Standards.

## Cushman & Wakefield Global Occupier Services Photo Library

We asked colleagues to take photos of their everyday lives to capture who we are, what we see around the world and to help us build a photo library. Look below to see how exciting, different

and unique every global colleagues’ life is.



Photography is a powerful tool to convey a message. Whether it’s to deliver a

more impactful message, to convince the value of our services or to enhance otherwise dull slides – photos are useful in all situations. Never underestimate the power of strong photography in your presentation designs.



## Cushman & Wakefield Dominates CoreNet Global Summit in Shanghai

Cushman & Wakefield lived up to its reputation as the disruptor brand at this year's CoreNet Global Summit in Shanghai. As a Diamond sponsor with 35 attendees, we had a commanding presence throughout the summit where we truly brought to life our "Ideas into Action" theme.



### Branding

Our booth was designed as an 'Ideas Incubator' space – a co-working, brainstorming centre located in a premiere location in the main foyer. On the large chalkboard backdrop, an illustration artist captured hot topics into storyboards and infographics to keep the look and feel of the booth fresh throughout the two-day event.



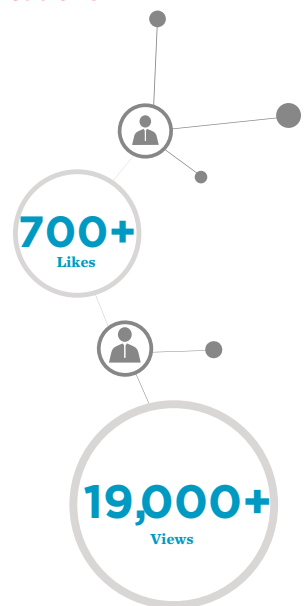
### Global Survey

As the official polling sponsor, Cushman & Wakefield was the only service provider to get stage time during the opening ceremony, when **Steve Quick** opened the Security Risks poll, and the closing ceremony, when **Chris Browne** raffled off a GoPro Hero 5 to a winning voter. A white paper is now being produced using data from all three global summits (including EMEA and North America from 2016).



### Social Media and Communications

WeChat, the biggest social media platform in China, was a major differentiator for us at this year's conference. One single post on CoreNet resulted in 19,000+ views and 700+ likes, which is the company record. We also produced a video (388 views, 4 likes), 26 tweets, 6 LinkedIn posts, 2 Facebook posts and sent daily internal updates to more than 1,300 recipients.



## Awards and nominations

Congratulations to **Michael Casolo**, President, Client Solutions, GOS, for being named to the CoreNet Global Board of Directors. Michael was nominated for this position due to his leadership, support and dedication to CoreNet Global. His nomination is evidence of his efforts and achievements in the commercial real estate industry. Michael started his three-year term at the summit.



Michael Casolo

**Sheridan Ware**, Chief Information Officer, Asia Pacific, has been honoured as a Luminary Award Winner following the summit for her session, “Drones: Eyes In the Sky or Hurdles To Cross?” The session was rated 4.8 out of 5 by attendees, placing her in the top 10% of all moderators and speakers at the Summit and earning her the distinction.

Additionally, congratulations to **Emily Gray**, Executive Director, Transaction Management, who was named the Hong Kong Chapter winner of the Young Leader of the Year award.

## Events

Our centennial-themed cocktail party was the highlight of the summit and featured a parkour performance and one of the best DJs in Shanghai. The event, at POP Restaurant, 3 on the Bund, attracted a capacity crowd of around 300 who danced on until the early hours. We also invited clients including Unilever, Huawei, UTC and Qualcomm to an exclusive centennial-themed client dinner at Jean Georges restaurant on the first night of the summit.













## Cushman & Wakefield Shines at Supply Nation

Cushman & Wakefield's stand-out booth ensured our presence was noticed at the Supply Nation trade show held at the Sydney Convention Center recently. The trade show, which showcased products and services in the largest exhibition of Indigenous-owned businesses in Australia, was a huge success, with more than 155 exhibitors.



Through facilitating partnerships and creating long-term relationships, Supply Nation and Cushman & Wakefield seek an alignment of supply chain management values that assist in closing the gap between Indigenous and non-Indigenous Australians. This is done by accelerating pathways providing social and economic value for individuals and the community that result in real and measurable change.



At the event's Knowledge Forum, delegates had the opportunity to share global insights, a local focus, practical strategies, and their

vision for supplier diversity success in Australia. Cushman & Wakefield's **Stuart Smith**, Head of Procurement ANZ, participated in a session discussing procurement 101 among a lineup of local and international experts from government, corporations and small businesses.

As part of our commitment to diversity and inclusion, Cushman & Wakefield was also one of the key sponsors at the Supply Nation Gala Awards, where we celebrated the achievements of individuals and organisations who demonstrate that supplier diversity is everyone's business.



## Leaders of Tomorrow Conference

More than 45 of Cushman & Wakefield's emerging leaders from the Americas, APAC and EMEA attended the two-and-a-half day "Leaders



of Tomorrow" conference on the Gold Coast, Australia. Designed to develop, stretch, and test the resilience of our emerging leaders, the event featured sessions on selling, presentation skills, goal-setting, and improving one's personal brand.

The sessions were facilitated by both external industry experts and some of Cushman & Wakefield's top talent in APAC who shared their stories, journeys and learnings with the conference

attendees The students participated in fun exercises, presentations and networking sessions and were graded on a final group project that tested their creativity and presentation skills. It was the first time the event had been held and the feedback received was overwhelmingly positive.

Cushman & Wakefield facilitators included:

- ▶ **Stuart Roberts**, Chief Executive, APAC
- ▶ **James Patterson**, Chief Executive, Australia/New Zealand
- ▶ **Holly Yang**, Head of Strategic Marketing, APAC
- ▶ **Foo Chek Yee**, Head of Communications APAC

## CIO Conference Japan

The inaugural Cushman & Wakefield Japan Chief Investment Officer Conference was held in Tokyo on April 21, 2017.

The event, which focused on smart investment strategies in growing Next-Core markets, gave the roomful of 200 key investor clients insights into the latest global trends and the investment environment. They were also presented with the findings from The Atlas Summary 2017, the latest Cushman & Wakefield global capital markets report.



In his keynote speech, **David Hutchings**, Head of European Investment Strategy offered his perspectives on how to set a course and position investments for the best chance of success, through a comprehensive overview of the sources and destinations of capital.

**Sigrid Zialcita**, Managing Director of Research, APAC, then continued the discussion on investment opportunities in the Next-Core markets in the region, exploring emerging asset classes that are on the cusp of becoming the Next-Core markets in the global hunt for yield. The conference also held a panel discussion on Next-Core sectors. **Hideaki Suzuki**, Head of Japan Research moderated the discussion with fellow panelists, **Janice Stanton**, Executive Managing



Director, Global Capital Advisory, **Kosuke Ogi**, Executive Director, Capital Markets, Japan, and a business leader from Mitsubishi Corporation.

The highly interactive and insightful session which focused specifically on data centers and student accommodation was well received by the audience.

Congratulations to the team for delivering a highly successful and impactful event!



## On the Move

At Cushman & Wakefield, we believe that our offices should be more than a place we go each day - they should represent the latest thinking in workspace strategy and serve as the hub of our people, culture, clients, and brand.

This is an exciting time for our company. Within the past few months, we've opened up new offices in the following North American locations:

Boston	San Diego
Brooklyn	St. Louis
Chicago	Tampa
Dallas	Toronto Central
New Jersey	Toronto West
Northern Virginia	Walnut Creek
Oakland	Washington D.C.
Sacramento	

## Portfolio Services Center Ribbon Cutting

**Tod Lickerman**, Chief Executive of the Americas, cut the ribbon at the new Portfolio Services Center in St. Louis on May 3. More than 300 associates joined Tod and Richard Etzkorn, Executive Managing Director, for the exciting unveiling and champagne toast.

This state-of-the-art facility is the gem of GOS, boasting the latest in technology and workplace strategy, with an open work environment for more than 400 associates and plenty of room to grow. The cutting edge facility is a true differentiator for Cushman & Wakefield.

Within the last year, the PSC added more than 25 clients to their roster, an outstanding 32% increase year over year. This aggressive growth goes hand-in-hand with the addition of the new PSC.



Watch the video featuring new Toronto office.



**Tod Lickerman**, at PSC ribbon cutting ceremony.



Chicago global headquarters Centennial Hall.



Portfolio Solutions Center lobby.

## World FM Day: May 17

Once a year on World FM Day, the global facilities management community comes together to celebrate our profession. This milestone event highlights the vital work that facilities management (FM) professionals and the facilities management industry contribute to business worldwide.

At Cushman & Wakefield, our greatest strength in FM is our people, their dedication and service ethics. It is these teams, professionals and leaders that embody the values of FM that drive us every day.

Our teams span diverse geographic regions and countries with diversity is an integral part of Cushman & Wakefield's FM culture and business. From New Delhi to St. Louis - our strength comes from this diversity and ability to work together to provide our clients with the best solutions and service delivery.



We are proud of our FM professionals across the globe that continually dedicate their time and effort to delivering best-in-class services to ensure facilities are operated and maintained safely, efficiently and cost-effectively.

On behalf of all of us, we would like to take the opportunity to say thank you to our GOS FM Heroes who continue to serve our clients and profession on a daily basis.

## Vivid Sydney 2017

Cushman & Wakefield is delighted to be the inaugural Access and Inclusion partner for Vivid Sydney 2017, the world's largest festival of light, music, and ideas. As champions of diversity and inclusion, we are delighted to partner with Destination NSW in developing a cohesive program providing infrastructure and facilities to make the Vivid Sydney Light Walk accessible for all attendees.

Inspired by Vivid Sydney, where ideas and creativity meet, Cushman & Wakefield is leading a Vivid Ideation Session to break down the barriers of social exclusion and isolation that children with special needs and their families experience every day.

Our goal is to create sensory rich experiences where all children can play, participate, and belong, including those with special needs.





## EMEA Ski Tour

After the unmitigated success of the inaugural GOS Ski Trip to St. Anton in Austria last year, a group of 18 colleagues from the GOS London team descended upon Ischgl, Austria, for another momentous week.

Ischgl, commonly referred to as 'Ibiza on Ice' provided sunshine, skiing, lashings of rose and a raucous sense of après which the GOS Ski Team have become accustomed to.

The organising committee, **Alister Yearley** and **Alastair Marshall**, produced an eventful three day itinerary which included ski safari, long lunches, après parties and team dinners. It also featured the legendary awards ceremony with **Simon O'Reilly** topping **Michael Creamer** for the coveted MVP prize.

It was a fantastic weekend, filled with many laughs and memories.









# Employee Engagement



# Employee Engagement Matters

Congratulations to this quarter's most engaged GOS employees. It's crucial for our professionals to be informed of all our key initiatives, offerings, tools, and other notable news, and by interacting with our GOS internal communications, these professionals are leading the charge.

See a list of the top 25 most engaged employees for this quarter.

*Listed alphabetically.*

1	<b>Brett Abrams</b>	Global Director of Operations, Portfolio Lease Administration
2	<b>Arpine Aroyan</b>	Managing Director
3	<b>Craig Berry</b>	Director, Project & Development Services
4	<b>Allan Brass</b>	Vice President, GOS
5	<b>Renan Chittero</b>	Business Partner, Human Resources
6	<b>Chad Cook</b>	Senior Vice President
7	<b>Brian Deutsch</b>	Managing Director
8	<b>Al Edwards</b>	Senior Managing Director
9	<b>Rich Etzkorn</b>	Executive Managing Director
10	<b>Sherye Gordon</b>	Executive Administrator
11	<b>Erin Henderson</b>	Manager, Human Resources
12	<b>Scott Johnson</b>	Executive Managing Director
13	<b>Kimberly Leynes</b>	Generalist, Human Resources
14	<b>Connie Medina</b>	Coordinator, Human Resources
15	<b>David Mickool</b>	Managing Director
16	<b>Lauro Nakamura</b>	Engineering and Quality Assurance Manager
17	<b>Mary O'Connor</b>	Senior Manager, Human Resources
18	<b>Claire Paulson</b>	Senior Director
19	<b>Andrew Sansom</b>	Senior Vice President
20	<b>Peter Stanford</b>	Senior Managing Director
21	<b>Brandon Tanner</b>	Senior Vice President, Solutions Development
22	<b>Marc Teitelbaum</b>	Executive Managing Director, IFM
23	<b>Simon Ward</b>	Partner and Head of Client Intelligence
24	<b>Tamar Wartanian</b>	Account Associate
25	<b>Andre Wilson</b>	Analytics Solution Manager

“The behaviors of engaged employees can lead to a positive effect on employee performance, which can influence a company's success.”

- Global Business Review



\* Our marketing platform scores employees based on how frequently emails are opened, clicked, and forwarded, which is how this list was compiled.

# New Hires



# New Hires

*Listed alphabetically.*

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**Chrissy Bajardi**, Associate Vice President, Project Design

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**Lance Bishop**, Director, Critical Environments Operations

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**Chevelle Freeman**, Senior Program Manager, GCI

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**Stephanie Grey**, Account Director, PG&E

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**Matt Harris**, Managing Director, Mobile Engineering and Account Director

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**James Hill**, Partner, Vodafone

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**Shawn Lawler**, Vice President, PDS

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**Odysseus Markezinis**, Chief Operating Officer, Japan

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**Christopher Pesek**, Account Director, Humana

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**Dino Piccini**, Executive Vice President, Transaction Management

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**Anitha Raman**, Technology Platform Architect, Global

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**Natalie Robinson**, Financial Planning & Analysis, GOP

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**Wayne Skicki**, Account Director, Ebay

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# Promotions

*Listed alphabetically.*

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**Brett Abrams**, Global Director of Operations, Portfolio Lease Administration

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**Alison Davies**, Head of Operations, Occupier Management

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**Beth Forstneger**, Senior Director, Global Business Consulting

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**Alexandria Gerler**, Assistant Vice President, Portfolio Lease Administration

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**Carol Henderson**, Consulting Director, Global Consulting Business Development

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**Janire Irastorza**, Partner, Strategic Consulting

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**Lorna Landells**, Head of Occupier Management, UK

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**Marisol Lopez**, Operations Manager, Finance

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**Alastair Marshall**, Partner, Transaction Management

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**Kate Mullins**, Partner, Strategic Consulting

---

**Mary O'Connor**, Senior Manager, Human Resources

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**Danielle Pietrucha**, HR Generalist, UBS

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**Timothy Scheibal**, Assistant Compliance Director, Client Accounting

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**Daniel Wessel**, Vice President, PSC

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**Jevon Williams**, Assistant Director, CIS

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# GOS Thought- Leadership



# The Occupier Edge Fourth Edition

The Occupier Edge provides strategic, actionable thought leadership crafted by our very own future thinking Cushman & Wakefield experts.

This edition of The Occupier Edge features articles addressing influential trends impacting the commercial real estate industry and beyond. A few key topics include gamification and how it transforms the way we work; how artificial intelligence is no longer a concept, but rather a reality in the workplace; the top-trending topic, gig economy, which has created a new kind of diversity, with full-time permanent employees working side-by-side with freelancers and much more.

As of June 15, there have been **2,664 downloads** of the publication.



# Co-working Report

Corporate Co-working continues to be the most transformational trend in the workplace. The environment, amenities, cost savings and flexibility that Co-working space offers makes a great case for all kinds of occupiers including small businesses, start-ups and larger companies. With the demand growing at 10-15% on average per annum across all regions, the size of Co-working space is estimated to be at its prime.







## Oil & Gas Markets Index 2017

The oil & gas industry operators have experienced challenges throughout the last few years. With weak demand and low prices, it has been difficult to make long-term plans and implement strategic decisions. Only now, with oil prices back to a more stable state, is the sector beginning to emerge from its prolonged period of upheaval.

Our Oil & Gas Markets Outlook 2017 explores the following:

- ▶ How has the downturn impacted sector spending?
- ▶ What technologies are being integrated into the supply chain?
- ▶ Can shale production success be sustained?
- ▶ What energy-centric markets are exposed to market fluctuations?



## GOS Heroes

Introducing a super team of real estate heroes. The GOS Heroes are working collaboratively with clients to turn challenges into strategic assets.

The team has been collaborating together for 100 years, but now they will assemble for their most audacious task. Allow us to introduce the heroes:

- ▶ Facilitator
- ▶ Portfolio
- ▶ Projecto
- ▶ Strategia
- ▶ Transactor



## Thank You.

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.

In each edition, we want to ensure that we are recognising 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.

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.

Best,  
Katy and Gina



**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. Our 45,000 employees in more than 70 countries help occupiers and investors optimize the value of their real estate by combining our global perspective and deep local knowledge with an impressive platform of real estate solutions. Cushman & Wakefield is among the largest commercial real estate services firms with revenue of \$6 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. 2017 marks the 100-year anniversary of the Cushman & Wakefield brand. 100 years of taking our clients' ideas and putting them into action. To learn more, visit [www.cushwakecentennial.com](http://www.cushwakecentennial.com), [www.cushmanwakefield.com](http://www.cushmanwakefield.com) or follow @CushWake on Twitter.