



# **GLOBAL CORPORATE SERVICES (GCS) OVERVIEW**

Bill Concannon

Chief Executive Officer, Global Corporate Services

**CBRE**



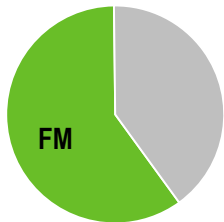
# GCS OVERVIEW

## GCS is a Full Service Outsourcing Business



### Facilities Management

- Operations and maintenance
- Energy services
- Health, safety and security
- Environment and sustainability

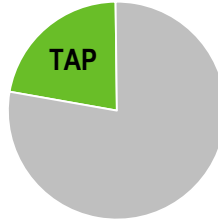


Approx. 1 billion SF managed in 105 countries



### Transaction and Portfolio Services

- Global execution of transactions with a portfolio-wide focus
- Portfolio optimization
- Lease administration services
- Multiple-transaction focus

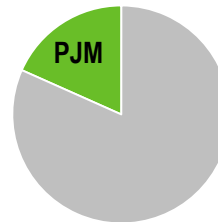


5,600+ Transaction professionals worldwide<sup>1</sup>



### Project Management

- Program management
- One-off project management
- Moves, adds, changes
- FUSION sourcing platform



2,700 PJM professionals worldwide



### Strategic Consulting

- Organizational design
- Workplace strategy
- Land use analysis and strategy
- Fiscal and economic impact analysis

*Strategic Consulting services often lead to long-term contracts in FM, TAP, and PJM*

Approx. 200 consultants

# GCS 2013 HIGHLIGHTS

- Ranked as the **top real estate firm in the Global Outsourcing 100** (#4 out of 100)
- Global **GCS Revenue** was \$1.4B through YTD Q3 2013, which represents 13% increase YOY
- Progress made against key initiatives related to **Talent, Enhancing Client Solutions and Driving Operational Excellence**
- Closed an acquisition in the **Healthcare vertical** (KLMK Group) and announced an agreement to acquire a **UK-based Facilities Management Engineering Services company** (Norland Managed Services)



## NEW CONTRACTS



## EXPANSIONS



## RENEWALS



# MACRO TRENDS

## Driving Demand for GCS Outsourcing Services

### CORPORATE REAL ESTATE (CRE) TREND

### OPPORTUNITY FOR GCS

Demand for top talent



Opportunity to demonstrate subject matter expertise in areas such as Energy & Sustainability, Strategic Sourcing, and Labor Analytics

Workplace transformation continues



Opportunity to help organizations through Portfolio Advisory, Transactions and Alternative Workplace Strategy

Centralization and globalization of CRE departments



Opportunity to leverage global, integrated platform to help multi-national corporations manage real estate across multiple geographies

Demand for self performance of technical services



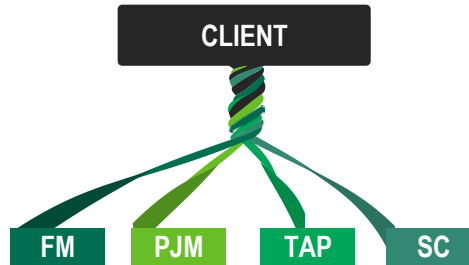
Opportunity for CBRE to grow revenues across a larger portion of the facilities supply chain

# CBRE ADVANTAGES



## FULL SERVICE PROVIDER WITH GLOBAL SCALE

- Operates and manages over 100K buildings, serving 300+ clients in over 50 countries
- Integrated offering serving virtually all corporate real estate needs
- Strong technology platform with constant innovation to better serve the client
- Few competitors have the scale and depth of GCS



## CLIENT-CENTRIC OPERATING MODEL

- Organization structured to provide executive oversight on each major account
- Leadership and Executive Team obsessively focused on top clients
- External client surveys conducted yearly through a 3<sup>rd</sup> party. Account satisfaction consistently monitored



## INVESTMENTS IN STRATEGIC GROWTH AREAS

- Top line has grown by double digits over the past 4 years
- Growth provides ability to continually re-invest in platform (e.g. People and Technology)
- Strong brand recognition in key product offerings

# GCS GROWTH OPPORTUNITIES

## EXPAND OUTSIDE NORTH AMERICA

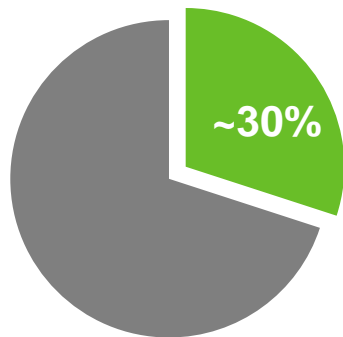


## M&A ACTIVITY

**KLMK**  
group

**NORLAND**

## EXPAND SHARE OF WALLET



**300+**  
**Corporate**  
**Accounts**

**Estimated total market: \$50-\$60 billion**

## EXPAND SELF-PERFORM MODEL

**\$32 B**  
**GLOBAL OPEX SPEND**  
**INCLUDING ENERGY**

**Technical Services expansion:**

- *Building Engineering and Technical work*
- *Energy Management & Sustainability*
- *Critical Environments*
- *Mobile Maintenance*