



Colliers

# Occupier Services

Delivering solutions to make  
a difference for your business.

Accelerating success.

# Our mission

Maximize the potential of property to accelerate the success of our clients and our people.



## Our commitment

At Colliers, we see real estate from your perspective. A well thought out real estate strategy can elevate your brand, streamline operations, attract leading talent and make a meaningful impact on your bottom line.

We examine the dynamics of your industry, business and markets to align a real estate solution with your business objectives. Our experts advise occupiers and apply specialized knowledge and agile service offerings to ensure you realize a competitive advantage.

# Our differentiators

What sets us apart is not what we do, but how we do it.



## Culture of collaboration

We are enterprising. We act quickly to create and seize opportunities, embracing change and thinking differently to generate new and better solutions for our clients. As a partner, we will challenge clients to consider new ideas and, with our transparent approach, deliver trusted advisory expertise.



## Unique technology offerings

Fast and flexible delivery, our Colliers360 platform and collaborative team bring innovative tools that solve data access, integration and confidentiality challenges, delivering valuable data visualization through customized dashboards.



## Specialized expertise included

We include specialized subject matter expertise to augment our client's business and support their mission. We do everything we can to help our client's internal capability become stronger for the future. We are your long-term partner, providing the right specialized expertise today and beyond to help you build and grow your business.



“Working with the Colliers’ Occupier Services team helped us visualize our information, spanning global planning initiatives to regional and local transaction delivery. Colliers360 technology was quickly adapted to our needs and provides a platform that integrates our business and real estate metrics. Within a 90-day transition period, the Colliers team developed a focused solution with insight into portfolio reporting, location strategies and status of the regional transaction pipelines.

Having access to our data sources in one portal is important to balancing operational, people and financial objectives, supporting growth and efficiency across our portfolio.”

**Bill Rinsma**  
*Global Head of Real Estate, SAP*



## We understand occupiers

In today's highly competitive and evolving business environment, our proven methodology and performance allows us to advise occupiers in any scenario.

We start by listening to and understanding your unique situation, then leverage our expertise and enterprising culture to develop a custom solution to meet your needs.

# Our approach



## Discovery Understanding business goals and objectives

We begin each engagement by gaining an in-depth understanding of your business goals, strategies, opportunities and challenges.



## Alignment Analyzing results and gaining agreement on direction

Based on our findings and combined with our industry and market intelligence, we summarize the results and align on the path forward.



## Strategy Generating opportunity and developing a procurement strategy

We confirm your business needs, establish financial parameters and align stakeholders around the objectives, working to determine and evaluate alternative strategies to define an appropriate course of action.



## Delivery Implementing the plan and managing the details

We are committed to the timely, thoughtful and seamless execution of each detail in the delivery process. With a well-defined strategy, we take a systematic approach to achieving the best possible outcomes for you.



## Metrics Measuring and reporting results

Key to ensuring success is measuring and evaluating results. We bring metrics and a variety of tools and processes to provide information and solicit feedback.



# Our service integration

For clients that want bundled services, across some or all of an entire “portfolio” of sites, our professionals bring a Corporate Solutions approach and outstanding global coverage.



# Colliers360 Analytics Application

Customized to fit your needs, we provide full-service capabilities and a team of experts to integrate your data with our Colliers360 technology. Our agile solution helps you make informed business decisions, based on strategy and insight. Our non-proprietary business intelligence platform integrates with your existing data sources and simplifies your analytics, providing fast and flexible access – often within 30 to 60 days. By aggregating your data into one centralized tool and applying dashboards and analytics across your real estate portfolio, Colliers360 helps you visualize your information, delivering valuable insights through a user-friendly portal, accessible on all digital devices.



# Workplace Advisory

Colliers' proven process of workplace strategy development and implementation is supported by tested tools, techniques and data visualization. Our goal is to align your organization's workplace with your business objectives, brand, vision and culture. Applied successfully for clients across an array of industries, our evidence-based approach helps occupiers create environments that engage employees, drive mission and enable productivity leading to competitive advantage.

## An Integrated Approach to Workplace



A typical workplace strategy varies in length from 8-12 weeks, based on client needs.

# Our clients' industries

Our specialized experts understand your industry sector and your business operating in dedicated practice groups and teams with niche expertise.



 **Banking & Financial Services**  
We bring a platform of comprehensive advisory services and integrated solutions designed in many cases to streamline operations and reduce costs. We advise some of the most notable, and many high growth clients, including major banks, fintech, investment advisors, and insurers.

 **Consumer Products & Retail**  
We bring experience advising some of the world's most well-known consumer brands in the delivery of customized real estate solutions. Our expertise includes office, manufacturing and distribution and retail properties. We also deliver portfolio-wide strategies for clients to optimize real estate costs and efficiency.

 **Government Contracting & Defense**  
Unique space classifications and compliance requirements, real estate demand tied to client contract terms, and a dynamic contract procurement environment are key considerations for clients in this industry sector. Our advisors bring the subject matter expertise and action-oriented approach to ensure these clients realize timely solutions that fit this specialized sector.

 **Heavy Manufacturing & Distribution**  
Our experts understand your unique operational needs and real estate considerations, delivering a platform of comprehensive advisory services and integrated solutions designed to streamline operations and reduce costs — solving for manufacturing, supply chain and distribution, and research and development challenges.

 **Life Sciences & Healthcare**  
Within the life sciences and healthcare industries, our agile and integrated experts serve these dynamic clients and their rapidly evolving strategies.

 **Professional Services**  
Our advisors support firms with customized, knowledge-based services and benchmarking, specific to each industry. Our depth of experience and understanding of our client's specific business challenges allows us to provide disproportionately better results to law firms and accounting firms, hedge funds and investment managers, consulting, insurance brokerage, architectural and engineering.

 **Technology, Media & Telecom (TMT)**  
Our TMT experts recognize the speed at which companies are innovating. Our advice comes with the understanding of the potential disruption to talent attraction and retention by financial considerations and ever-changing approaches.

 **Utilities, Energy & Public Sector**  
We balance between operating requirements, mission, asset viability and local property markets to find creative, value-add solutions that increase efficiencies for long-term outperformance.



# Our clients' properties

What sets Colliers apart is not what we do, but how we do it.

You'll experience client-centric expertise focused on the unique needs of occupiers. We bring specialized expertise across property types and global geographies.



## Office

Helping you find the right space or flexible workspace to grow your business and brand, retain talent and boost productivity.



## Life Sciences and Healthcare

We understand the strategic drivers of this sector and the unique relationships between these environments, partnering with you to enable research & innovation.



## Industrial

From manufacturing & warehouse facilities to final-mile distribution centers and supply chain and logistics consulting, we guide you to the right industrial solution.



## Data Centers & Technology

Providing technology solutions to help you align your organization's needs, crafting real estate strategies to intersect your business and cloud services and keeping you in front of the digital revolution.



## Retail

Retail is more than physical space; it drives the consumer experience. Our experts advise you to define, implement and execute your retail strategies.

# Our work

We appreciate the opportunity to advise our clients every day, and here are some examples.



One of the world’s largest food and beverage companies.  
*Consumer Products & Retail*

- | Geography | Services                                                                                                                                     |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Global    | <ul style="list-style-type: none"> <li>• Transaction Management</li> <li>• Lease Administration</li> <li>• Colliers360 Technology</li> </ul> |



AM Law 100 firm with 500 attorneys.  
*Professional Services | Law Firm*

- | Geography | Services                                                                                                |
|-----------|---------------------------------------------------------------------------------------------------------|
| Boston    | <ul style="list-style-type: none"> <li>• Tenant Representation</li> <li>• Project Management</li> </ul> |



Global business advisory firm helping organizations manage change & mitigate risk.  
*Banking & Financial Services*

- | Geography     | Services                                                                                                                                 |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------|
| North America | <ul style="list-style-type: none"> <li>• Transaction Management</li> <li>• Lease Administration</li> <li>• Project Management</li> </ul> |



Global financial advice and expertise.  
*Banking & Financial Services*

- | Geography               | Services                                                                  |
|-------------------------|---------------------------------------------------------------------------|
| Hong Kong<br>SAR, China | <ul style="list-style-type: none"> <li>• Tenant Representation</li> </ul> |



National supply chain solution for eCommerce retailers.  
*Industrial & Automotive*

- | Geography     | Services                                                                               |
|---------------|----------------------------------------------------------------------------------------|
| North America | <ul style="list-style-type: none"> <li>• Multi-Market Tenant Representation</li> </ul> |



One of the Big Four professional networks offering audit, tax and advisory services.  
*Professional Services | Accounting*

- | Geography     | Services                                                                                                |
|---------------|---------------------------------------------------------------------------------------------------------|
| North America | <ul style="list-style-type: none"> <li>• Tenant Representation</li> <li>• Project Management</li> </ul> |



The nation’s largest publicly held personal lines insurer.  
*Professional Services | Insurance*

- | Geography          | Services                                                                   |
|--------------------|----------------------------------------------------------------------------|
| ½ of North America | <ul style="list-style-type: none"> <li>• Transaction Management</li> </ul> |



National leader for business and personal banking needs.  
*Banking & Financial Services*

- | Geography           | Services                                                                               |
|---------------------|----------------------------------------------------------------------------------------|
| Select U.S. Markets | <ul style="list-style-type: none"> <li>• Multi-Market Tenant Representation</li> </ul> |

# Local to global impact

When it comes to serving occupier clients, our experts collaborate daily across markets and around the globe.

With our deep-seated global relationships, our experts in 68 countries are experienced in working together, delivering unique advisory service, corroboratively pushing our clients to think differently and facilitating results that exceed our clients' expectations — every single time.



# Occupier services proven performance

Representing <b>38%</b> Forbes Global 1000	Advising <b>800+</b> Clients in Multiple Markets
Representing <b>23</b> Fortune 100 Fastest Growing Companies	IAOP world's best <b>100 LIST</b> Global outsourcing advisors 13 consecutive years

# Colliers at a glance

 Revenue <b>\$3.5B</b> (US\$)	 Established in <b>68</b> countries	 Transaction value <b>\$36B</b> (US\$)	 Managing <b>2B</b> (square feet)
 Lease/sale transactions <b>70,000</b>	 Assets under management <b>\$112B+</b>	 Comprised of <b>18,000+</b> professionals	

The Colliers logo consists of the word "Colliers" in a white serif font, centered within a white rounded rectangular border. Below the text are three horizontal stripes: a yellow stripe on top, a red stripe in the middle, and a blue stripe on the bottom.

Colliers

[colliers.com/occupierservices](https://colliers.com/occupierservices)

## Our Global Leadership

### Scott Nelson

CEO

Occupier Services | Global

+1 470 386 9250

[scott.nelson@colliers.com](mailto:scott.nelson@colliers.com)

### Sam Harvey-Jones

Managing Director

Occupier Services | APAC

+852 2822 0509

[sam.harvey-jones@colliers.com](mailto:sam.harvey-jones@colliers.com)

### Andrew Hallissey

Executive Managing Director

Occupier Services | EMEA

+44 20 7344 6552

[andrew.hallissey@colliers.com](mailto:andrew.hallissey@colliers.com)

### Doug Henry

Managing Director

Occupier Services | APAC

+61 2 9257 0386

[doug.henry@colliers.com](mailto:doug.henry@colliers.com)

Accelerating success.