



# The Colliers International *Advantage*

Accelerating success.



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Colliers International is a leader in global real estate services, defined by our spirit of enterprise. Through a culture of service excellence and a shared sense of initiative, we integrate the resources of real estate specialists worldwide to accelerate the success of our partners.

When you choose to work with Colliers, you choose to work with the best. In addition to being highly skilled experts in their field, our people are passionate about what they do. And they know we are invested in their success just as much as we are in our clients' success.

This is evident throughout our platform—from Colliers University, our proprietary education and professional development platform, to our client engagement strategy that encourages cross-functional service integration, to our culture of caring.

We connect through a shared set of values that shape a collaborative environment throughout our organization that is unsurpassed in the industry. That's why we attract top recruits and have one of the highest retention rates in the industry. Colliers International has also been recognized as one of the "best places to work" by top business organizations in many of our markets across the globe.

COLLIERS INTERNATIONAL AT A GLANCE\*

**\$1.5<sub>B</sub>**    **979<sub>M</sub>**

IN ANNUAL  
REVENUE

COMMERCIAL SQUARE FEET UNDER  
MANAGEMENT

**12,500**

PROFESSIONALS

**512**    **61**

OFFICES

COUNTRIES

**\$59.6<sub>B</sub>**

IN TRANSACTION VOLUME

\*Based on 2010 results. All statistics quoted in US dollars. Together, Colliers International and FirstService manage 2.2 billion square feet of property—second-largest in the world.

# Our Services

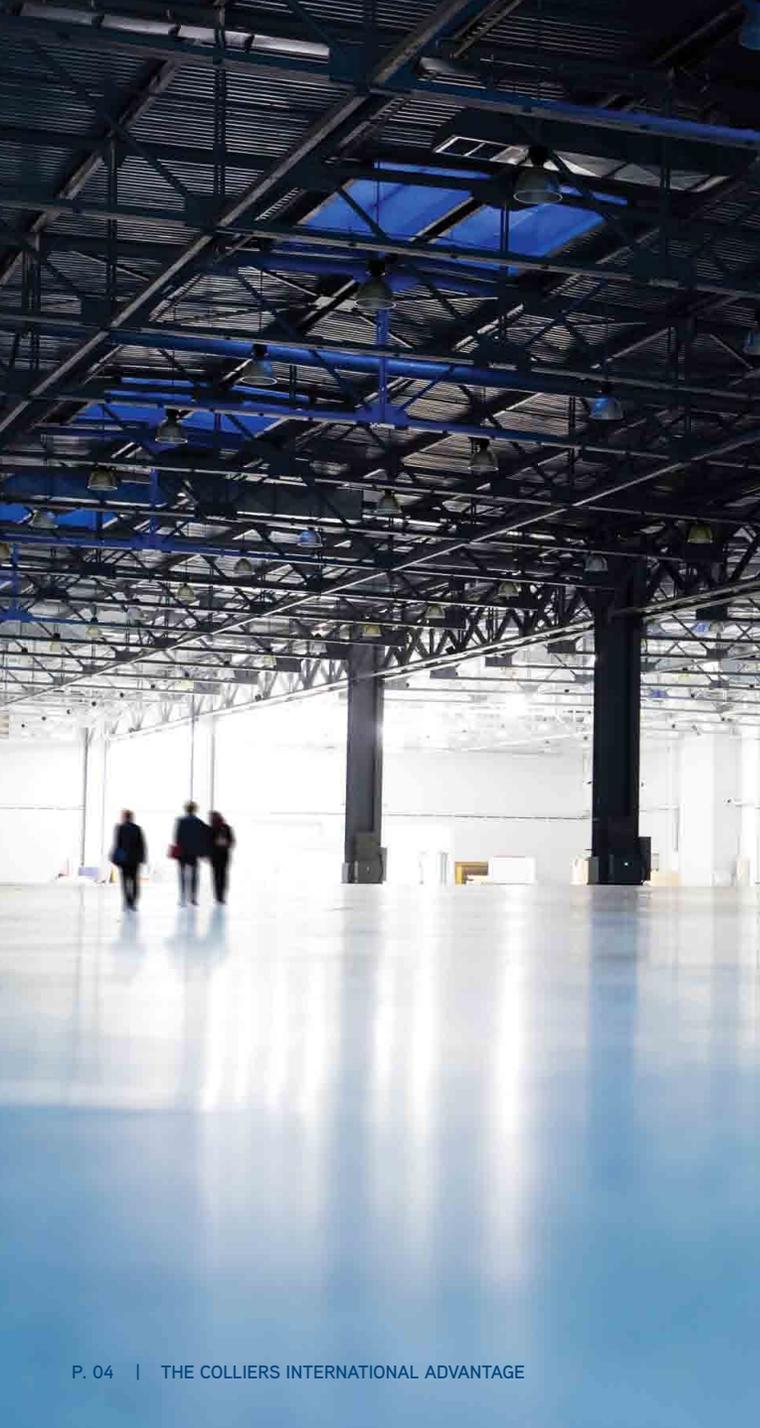
**COLLIERS INTERNATIONAL** offers a comprehensive portfolio of real estate services to occupiers, owners and investors on a local, regional, national and international basis.

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## OUR SERVICES INCLUDE:

- Brokerage and Agency
  - Landlord Representation
  - Tenant Representation
- Corporate Solutions
- Investment Services
- Project Management
- Real Estate Management Services
- Valuation and Advisory Services

The foundation of our service is the strength and depth of our specialists. Our clients depend on our ability to draw on years of direct experience in the local market. Our professionals know their communities and the industry inside and out. Whether you are a local firm or a global organization, we provide creative solutions for all your real estate needs.



# Brokerage Sales & Leasing

A commercial real estate lease or sale is often a landmark event for a company—representing a new office, new facility or new opportunity to generate business. We don't approach these landmarks simply as transactions; we see them as opportunities to further advance our clients' overall business goals, whether it's their first time dealing with a property asset or the management of a large portfolio.

## LANDLORD LEASING TEAMS

Our landlord leasing teams provide a clear overview of competing properties and market trends. Our systemized approach to analysis, marketing and communication ensures you'll never miss a prospect. Our leasing specialists help you:

- › Identify competitive advantages and opportunities for improvement.
- › Create a specific go-to-market strategy tailored to your business needs.
- › Apply best-in-class marketing tools to segment target groups.
- › Generate strong interest and feedback from prospects.

## TENANT REPRESENTATION TEAMS

Our tenant representation teams are experts at crafting real estate strategies to suit your current and future needs. Our experts:

- › Guide stakeholders through the selection process.
- › Provide in-depth analysis of market conditions and trends to ensure the best possible purchase choice is made.
- › Identify potential hurdles and top tenant mistakes to keep your relocation or renewal process on target with minimal disruption to your business and productivity.

## SALES TEAMS

Our sales teams achieve the best price for your property through a system of broad market exposure to generate immediate investor interest. You will have direct access to:

- › Experts in valuation, property management and project management to ensure your building is optimally positioned for sale.
- › Marketing technology tools that enhance information security, reduce tenant disruption and create a competitive bidding environment.
- › Professional advice throughout the negotiating process to swiftly close at your optimal price.

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In addition to the comprehensive services we provide to our office, industrial, retail and investment clients, we also offer customized solutions for a wide range of niche industries.

**WE RECOGNIZE** that exceptional results require more than just transactional expertise. That's why we've built an integrated platform of complementary services to achieve your business goals. Our teams take into consideration your complete spectrum of requirements and connect you with strong, accountable specialists who can maximize the value of your property assets.

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## BROKERAGE SERVICES INCLUDE:

- Facility Relocations and Acquisitions
- Build-to-Suit
- Lease Renegotiation and Renewal
- Dispositions and Subleases
- Space Expansion and Consolidation
- In-Depth Location Analysis
- Supplier/Employee Mapping
- Business Unit Analysis/Workplace Design
- Employee Surveys
- Lease and Operating Cost Audits
- Construction and Maintenance Supervision
- Asset Resolution
- Sustainable Building Practices/Leed® Certification

# Real Estate Management Services

Colliers International's approach to institutional asset and property management is unique in our industry. We have identified the subtle drivers that enable us to manage property at a higher standard and maximize asset value.

While most firms just quantify asset value on a balance sheet, we take into account factors such as tenant loyalty, the relationship and regular contact between managers and tenants, top tenant service requests, and new opportunities for mutually beneficial tenant collaboration. These factors are proven to add asset value over time by reducing turnover and operational costs and improving a building's reputation in the market.

We empower our teams to create memorable tenant experiences that ultimately benefit the owner's and the building's bottom line. Our full-service team of professionals assigned to a client's property typically includes a property manager, a property accountant, a manager of maintenance services and a service technician or building engineer.

In addition, we offer our clients and tenants access to the Colliers Service Center, which provides immediate and accountable responses. The Service Center also provides service call analysis for each property to proactively solve building issues before they become major capital requirements.

**WHEN IT COMES** to real estate management, we adhere to two key operating philosophies: putting our clients' interests first and providing value-added expertise. We take care to understand your ownership goals and short- and long-term plans for the property. Our team connects with specialists throughout our enterprise to build a management strategy to directly address your needs.

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## REAL ESTATE MANAGEMENT SERVICES INCLUDE:

- Property Management
- Building Operations and Maintenance
- Facilities Management
- Asset Management
- Property Accounting and Financial Reporting
- Contract Management and Lease Administration
- Project Marketing and Leasing
- Project Move Management
- Engineering and Construction Management
- Sustainability Consulting, LEED Certification and Energy Conservation

# Corporate Solutions

Our professionals specialize in understanding your unique corporate real estate needs, whether engaged on a single service line, providing a total outsourced solution as a sole provider, or functioning as a services integrator. The value of our thought leadership extends beyond transaction management—our subject matter and industry experts become trusted, strategic partners, dedicated to the success of our clients.

**CUSTOMIZATION:** Our proprietary processes quickly and efficiently develop a tailored delivery model and tools. Our leading business intelligence technology maximizes our impact.

**ACCOUNTABILITY:** As a unified, globally-controlled business, we can commit to consistency of results and performance-based compensation.

**INNOVATION:** Our continuous improvement programs and our enterprising culture foster and reward innovative client solutions.

Our over 200 Corporate Solutions professionals cover the globe with regional leaders in North America, Latin America, Europe, Middle East and Africa, and Asia Pacific.

**WE DELIVER** customized, accountable and innovative real estate solutions that result in the best service experience and alignment with our client's core business strategy.

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## **CORPORATE SOLUTIONS SERVICES INCLUDE:**

- Integrated Client Services
- Transaction Management
- Project Management
- Advisory Services
  - Workplace Consulting
  - Sustainability Consulting
  - Corporate Real Estate Strategy
  - Portfolio Optimization
  - Merger and Acquisition Support and Consulting
- Lease Administration
- Facilities Management
- Corporate Finance



# Investment Services

Colliers International's elite team of institutional investment sales specialists sees beyond the bricks and mortar to analyze how property acquisition, ownership and disposition can accelerate the success of your financial portfolio.

We work with national and global institutions and investors to identify, evaluate and select assets that best complement their existing portfolio, property performance requirements, income goals, and risk profile. This often requires complex analysis and innovative thinking to provide a defensible, well-researched strategy for asset acquisition.

When the time is right for disposition, we provide a clear competitive analysis and transaction history of comparable assets to maximize the property's momentum in the market. Through our best-in-class marketing technology and our creative approach, we drive strong investor interest in properties. At the same time, we work with you to preserve confidentiality, minimize disruption to tenants and prevent surprises in the due diligence process.

Through our integrated platform, we offer owners debt placement, valuation and appraisal services, property assessment and management, and project management services to increase the asset's income stream and overall value.

Our proven system of investment sales takes into account each investor's unique priorities and weighted concerns for price, closure and risk. The outcome of our specialized approach is strategic development of the property's competitive profile, speed to market and careful negotiation to ensure a smooth closure and the investment return.

# Valuation and Advisory Services

Never in the history of real estate has valuation taken a more pivotal role than in today's business climate. A true and defensible assessment of property value can mean the difference between reaching a critical goal—securing a loan, closing a sale, choosing the best asset—or failing to achieve it altogether.

Our valuation and advisory services are designed to deliver insight into a property's fundamentals, its competitors and the overall market dynamics affecting value, now and in the future. We believe that valuation can be a strategic asset for investors and owners, provided that reporting is clear, prompt and addresses the big picture.

Our consultants share a commitment to delivering the highest level of service and the best experience possible. We go the extra mile to deliver for our clients, whether this means meeting a tight deadline or working with a complex and challenging property.

Our best-in-class approach has pushed the valuation industry forward to a higher standard of service and accountability. We strive to continually raise the bar through our knowledge and systems to deliver distinctive, quality results.

**OUR REPORT** production technology is unmatched in the industry. This secure, centralized production system moves appraisals through the pipeline quickly and allows us to generate peripheral reports and high-volume portfolio orders without delays. All appraisals are evaluated and approved by a central review team to ensure our clients receive clear, concise, timely and error-free appraisals.

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## VALUATION AND ADVISORY SERVICES INCLUDE:

- Single Asset and Portfolio Valuations
- Appraisal Review/Management
- Lease and Cost Analysis
- Insurance Valuation
- Arbitration and Consultation
- Discounted Cash Flow Analysis
- Feasibility Studies
- Investment Analysis
- Highest and Best Use Studies
- Tax Appeals
- Litigation Support

# Project Management

**PROJECT MANAGEMENT** means different things to different clients. Whether the requirement is large or small, simple or complex, our focus is on bringing project success.

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## **PROJECT MANAGEMENT SERVICES INCLUDE:**

- Strategic Project Consulting
- Bid Document Review™
- Construction Monitoring and Delivery Management
- Risk Management
- Quality Assurance
- Contract Administration and Integrated Cost Control
- Milestone and Performance Monitoring
- Facility and Engineering Functionality

Colliers International project management provides strategic leadership to both public and private sector clients, who benefit from the dividends that best-in-class service provides: project cost savings, proactive risk management, and profitable strategies for sustainability.

We take pride in our reputation for seamless integration with clients' in-house expertise and resources and are committed to delivering projects on time and on budget. We offer total support when and where it is most required, whether it's a single one-time requirement or full management of the project from start to finish.

The foundation of our approach to project management is based on a single, powerful solution: a dedicated project leader working on behalf of the facility owner. You can rely on our project leaders for the interpersonal, communication and team skills needed for project success.

Our multidisciplinary team has wide-ranging expertise in design and engineering disciplines and most are both PMP (Project Management Professional) certified and LEED® (Leadership in Energy and Environmental Design) accredited professionals. In fact, we have one of the highest accreditation ratios in the industry.





# Research

Knowledge is a critical part of the service we offer our clients, and research is a key component of this knowledge. Our research teams work in partnership with our service professionals to provide clients with the market intelligence required to support practical business decisions and provide multi-level support across all property types, ranging from data collection to comprehensive market analysis.

Our expansive databases house detailed information on properties globally, including historical supply, demand, and absorption data, as well as transaction comparables. From this data, our research analysts produce quarterly reports by market and product type, reflecting market conditions in virtually every major market in the U.S. and around the world. We combine this information with forward-thinking expertise to deliver more than what is readily available in terms of market data, including custom reports based on your specific needs. This approach helps you respond to current conditions and plan for the future.

## **GEOGRAPHIC INFORMATION SYSTEMS (GIS)**

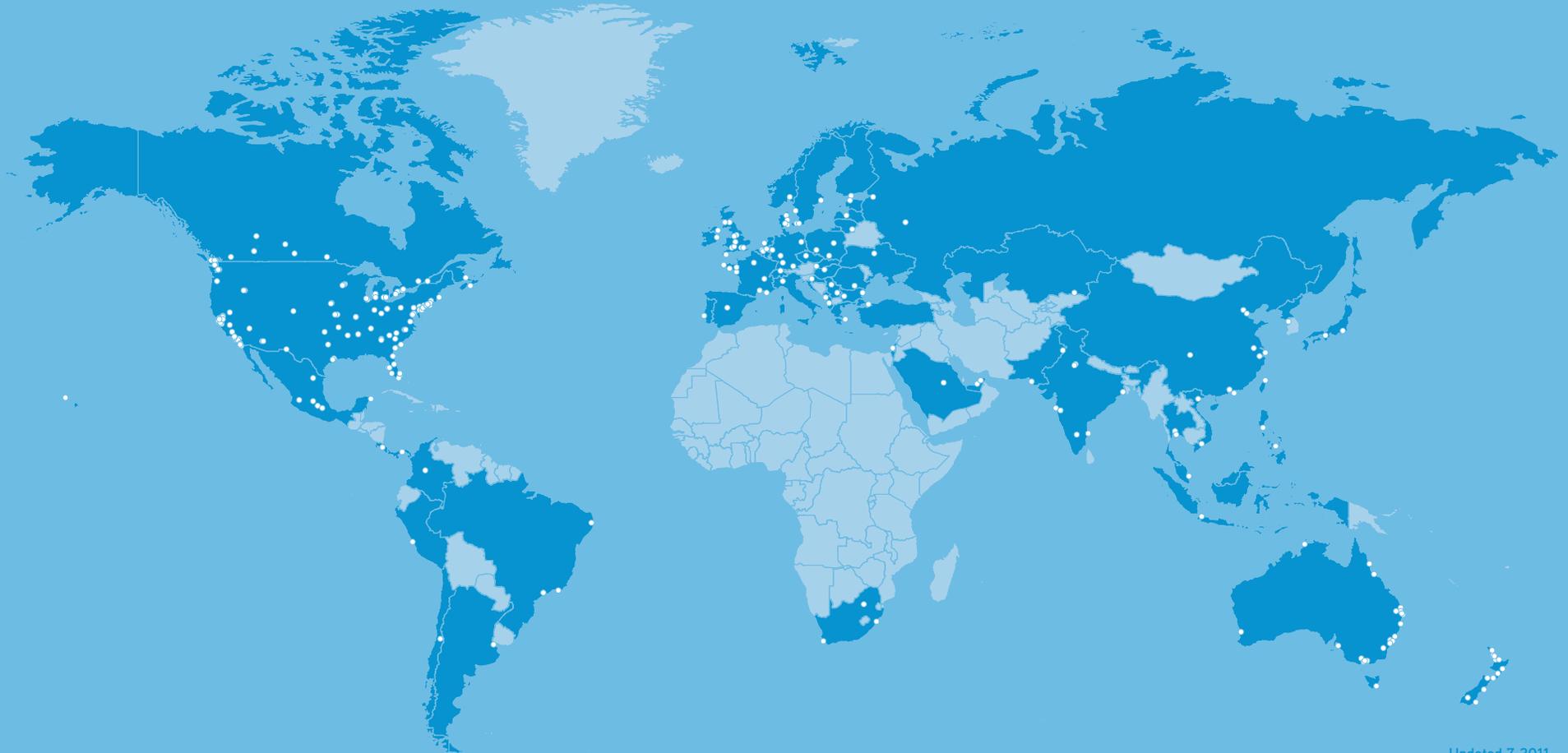
Colliers GIS is a full-service geographic consulting and mapping group providing cartographic, demographic, and analytic products and services. Our deliverables vary from simple aesthetic maps to complex geographic analysis and site selection packages. Our scope is geographically scalable to meet your needs from a downtown core to an international landscape. GIS provides answers to complex questions, differentiates you from the competition, and adds tangible value to real estate transactions. The GIS team is committed to providing the highest level of innovative products and solutions with a strong focus on customer service, consultation, and the custom needs of our clients.

# Property Marketing

Once you've entrusted us with your business, we go to work executing a detailed marketing strategy based on your targeted goals for the property. Our integrated approach to property marketing includes considering the entire go-to-market cycle: targeting the right audience, positioning the property, developing the creative materials and timing the sale or lease.

We offer a wide range of value-add products and services related to property marketing, from the straightforward (signage, advertising, fliers) to the sophisticated (positioning campaigns, tours, websites). We pride ourselves on looking beyond the obvious to develop a unique, creative marketing strategy that speaks to the benefits of your specific asset and its value to the end user.

Real estate is a location business.  
That's why we do business where you do business.



Updated 7-2011

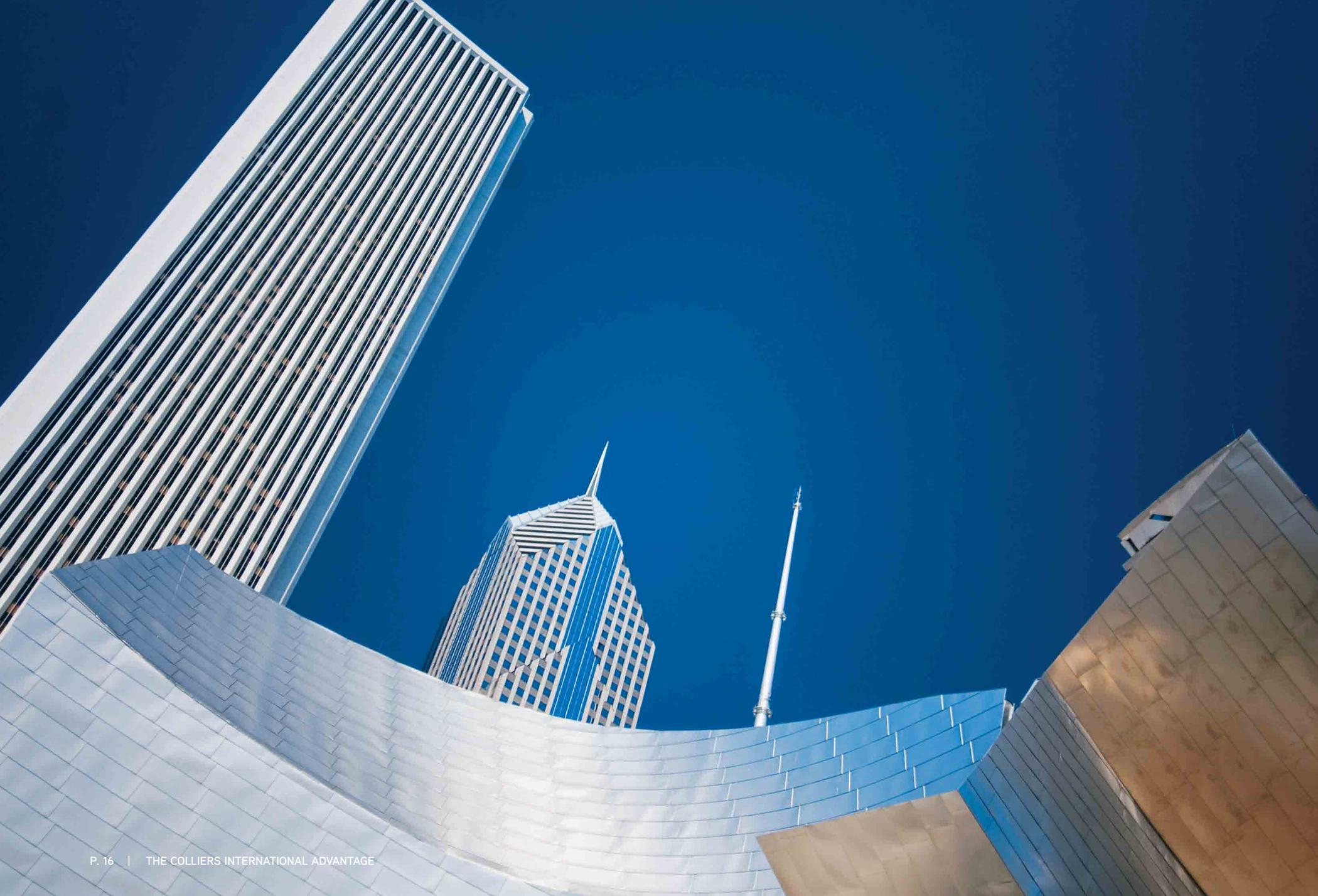
When you partner with Colliers professionals, you know you are getting the best local knowledge available, while also gaining access to in-depth, local expertise in 512 markets around the world. Now that's global business at its finest.

# Our Clients

Colliers represents a wide variety of companies and industries. Whether our clients are *Fortune 500* brands with offices worldwide or local, family-owned businesses, we're committed to exceeding their expectations and delivering a memorable experience.

## ORGANIZATIONS THAT LOOK TO COLLIERS INTERNATIONAL TO ACCELERATE THEIR SUCCESS:

Adobe	The Coca-Cola Company	Harsch Investment Properties	NFP	Sealy & Grant
Agility Logistics	Colgate-Palmolive	Hatch Corporation	Nippon Express USA	7-Eleven
Amazon.com.kydc, Inc.	Colony Capital	Heitman	Northwestern Mutual	Sirius XM Radio
Amica Insurance	Costco	Hillwood Development	Northern Trust	Solo Cup Company
Amylin Pharmaceuticals	Coventry Health Care	Holland & Knight	1-800-PACK-RAT	Spanion
Ancestry.com	Covidien	HomeChoice Partners	ON Semiconductor	Steelcase
Applied Materials	CVS Caremark	Honeywell	Open Solutions	Sterling Savings Bank
Arden Realty	DEXUS Property Group	IHS	Oracle	Stockbridge Real Estate
ARS	Dorsey & Whitney, LLC	ING Clarion	Panattoni Development Company	Sutter Health
A.T. Kearney	Equifax	Intel Corporation	Parsons Brinckerhoff	TD Bank
The Associated Press	FedEx	Johnson & Johnson	Pfizer	TELUS
Atmel Corporation	Ferguson Enterprises	Kamehameha Schools	Plum Creek	3M
Avnet	Fidelity Investments	KBS Realty Advisors	PNC Bank	TIAA-CREF
Avocent	France Telecom	Kia Motors	Proctor & Gamble	24 Hour Fitness
Bank of America	Franklin Electric	Koll/PER, LLC	Prologis	Umpqua Bank
Bard Capital	Frontier Bank	LANDesk	Prudential	United Nations
Blackstone	GE	LBA Realty	Raytheon	Unum
Bristol-Myers Squibb	GE Capital	Lockheed Martin	Reckitt Benckiser	U.S. Air Force
BT (formerly British Telecom)	Gildan Activewear	Loja Real Estate	Red Hat	U.S. Bank
Butler America	Goodyear	Macmillan Publishers	Rent-A-Center	Verizon
CalPERS	Grosvenor	Manulife Financial	Ropes & Gray LLP	ViaSat
Capital One	GSA	Masco	RREEF	Walton Street Capital
Cengage Learning	Guardian Life Insurance	MAXIMUS	RTI International	Wells Fargo
Citibank	H&R Block	MIT	The Salvation Army	Wolters Kluwer
Clearwire	HanesBrands	Nexon America	Sanyo Logistics Corporation	Zynga



# Our Corporate Commitment

As a company, and as individuals, we are committed to accelerating success. We continually strive to advance our personal knowledge, set new standards of professional excellence through charitable giving, and elevate our environmental responsibility.

## Charitable Giving

Colliers International contributes to hundreds of charitable organizations annually by empowering our people to support the causes that are important to them and that affect their families, friends, clients and communities.

In addition to local giving campaigns, Colliers USA Foundation provides financial and resource support to both national and international disaster relief efforts. Recent Colliers USA Foundation efforts include the Haiti Earthquake Aid Fund, Hurricane Katrina Relief (in response to the devastation and loss affecting our southern U.S. communities), and the Kirinda Village Reconstruction Fund (following the Asia tsunami), as well as Earthquake Funds for New Zealand and Japan.

## Colliers University

When we launched Colliers University (CU) in 2002, it was truly a novel concept within the industry. Built on the premise that learning is a competitive advantage, CU has grown to include more than 1,700 classes and accelerates the professional and personal success of more than 7,500 Colliers professionals. The curriculum includes courses in commercial real estate, business and personal development. CU is not only a cultural driver for the company internally; it is an outwardly competitive tool and it raises the bar for our professionals' expertise and service. This is a proven program: our professionals who take six or more core courses achieve three times the annual revenue growth, on average, compared to colleagues who take no classes.

## Sustainability

As one of the world's largest real estate service providers, Colliers is in a unique position to have a dramatic, positive impact on the environment while generating significant competitive advantage for our clients. Our leadership extends from addressing the impact of our own operations to advising clients on the benefits of sustainability to their bottom line, to playing a leadership role in the green building movement worldwide through our role as Founding Global Partner of the World Green Building Council.

To help our professionals generate sustained economic and ecological value for our clients and investors, we actively support them in their knowledge development. Colliers University offers more than 15 classes focused on sustainability and green building and has coached many of our professionals on achieving LEED® Accredited Professional and LEED® Green Associate status.

We offer our owner and landlord clients assistance with the greening of their properties, including assistance with LEED® Certification, property management and marketing the benefits of sustainability to potential investors and occupiers. We help tenants select spaces that are aligned with their environmental, social and economic goals, including cost savings, efficiency, employee wellness and productivity.

Colliers International is also the first and only commercial real estate services provider to be a founding partner of the World Green Building Council and the Regenerative Network. Additionally, we support national councils such as the US Green Building Council, in markets across the globe. Colliers has also been instrumental in forming new national Green Building Councils around the world, and serves as ambassador and advisor for these organizations.





Scan this with a QR code reader to view a video of our 2010 results.

Wi-Fi connection recommended.

[www.colliers.com](http://www.colliers.com)

