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# GS SRE AM REP Office | Lunch & Learn

Year-End Real Estate Reviews

Feb 18, 2016

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## Thank you for your support!



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### **SIEMENS**

## **Agenda**



- Tone from the Top
- ReCap by Division
- Customer Engagement
- Q&A
- Appendix

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## **Tone from the Top**

## Real Estate Reviews...

**Strengthen** relationships

Take action when issues raised

Secure decisions / direction on real estate projects



Encourage open and frank dialogue

**Drive innovation** 

Align real estate strategy with business priorities

Provide a forum for key SRE messages

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## **Voice of the Customer**

## Six key themes emerged from Y/E Reviews



1

### Collaboration



- Forum ensures alignment
- More engagement welcomed
- New ideas / ways to support business strategy

2

### Projects



- High focus on key projects
- Execution and communication are critical

3

### **P&L** Impacts



- Customers do not like surprises
- Inform divisions early of potential P&L impacts

4

### **Global vs Local**



- Some misalignment b/w local and global div leadership
- Strategies / direction change following REP reviews

5

### **Cost Reduction**



- Non-PUMA savings ideas appreciated
- Reluctant to implement employee-impacting changes

6

### **Ind Flat Pricing**



- Executives understand the program as the way forward
- Side-by-side comparison of GOSA vs BD16 helpful

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WP

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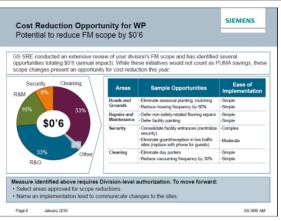
**Date:** January 12, 2016

Attendees: Jacob Anderson and Karen Lane

**POC:** Steve Olson









#### **Key Discussion Points**

- Business performance / forecast for FY16
- Location discussions focused on Brazil, Hutchinson, Orlando and Fort Madison
- FM scope/cost reduction opportunity declined

#### **Key Takeaways**

- Further action re Brazil
- Investigate EEP opportunity @ Ft. Madison

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PG



**Date:** January 12, 2016

**Attendees:** Mark Bennie **POC:** Steve Olson







### **Key Discussion Points**

- Dresser Rand Integration
- Industrial Flat Pricing @ Charlotte
- Orlando Campus Security
- PG cost per sf vs WP / PS

### **Key Takeaways**

- Orlando & Charlotte remain key concerns
- Keep PG informed about P&L impacts from DR

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**Date:** January 13, 2016

**Attendees:** Kevin Riddett and Matthias Schlelein **POC:** N/A (M Schlelein acts in POC role)





### **Key Discussion Points**

- Louisville/Marion FM Program/Timeline re IFP
- Global MO request re Sacramento optimization
- FM Cost Reduction Opportunity

#### **Key Takeaways**

- · Louisville parking lot repair
- Request for follow-up mtg re IFP / New GOSA
- Clarification re Sacramento environmental study

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## Meeting Highlights PS (Global Review)



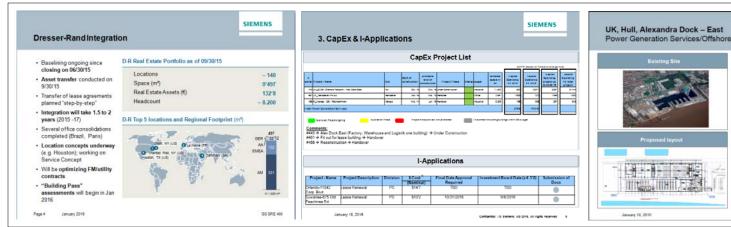
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**Date:** January 18, 2016

**Attendees:** Randy Zwirn and Steve Conner

**POC:** Steve Olson





#### **Key Discussion Points**

- Direction re projects in Germany / Saudi Arabia
- Impacts re SEI (DR, Charlotte IFP)
- Confirmed Global Scorecard reporting not required

#### **Key Takeaways/Action Items**

- Consolidation of Essen, Germany into Mulheim aligned with PS contract obligations
- Background requested re Charlotte back taxes

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**SIEMENS** 

**Date:** January 21, 2016

**Attendees:** Kevin Yates and Mirko Schueppel

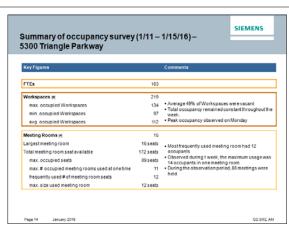
**POC:** Jim Eason











### **Key Discussion Points**

- Alpharetta, Grand Prairie and Raleigh
- Status of Global Baselining related to IFP
- Occupancy Survey in Norcross

#### **Key Takeaways**

- Potential P&L impacts from deferred maintenance/IFP
- New Alpharetta EM site selection
- Grand Prairie project updates / ground-breaking timing

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## Meeting Highlights DF/PD (joint meeting)

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**Date:** January 22, 2016

**Attendee:** Harry Volande

**POC:** Jim Eason











### **Key Discussion Points**

- Improving communication regarding ECP
- Occupancy Survey results in Norcross
- Communication protocols for OMP employees

#### **Key Takeaways**

- SRE invited to participate in DF/PD Leadership meeting
- PD to review proposed FM Scope Reductions
- Potential future consolidation opportunity in Atlanta

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BT **(** 



**Date:** February 2, 2016

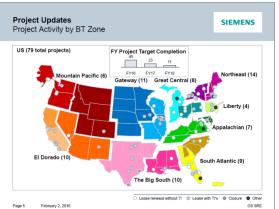
**Attendees:** Dave Hopping and Anton Duvall

POC: Ali Khan











### **Key Discussion Points**

- BT role in Energy Efficiency Program
- New space requests from zone mgrs
- · Cost increases expected for BT in FY16
- BT as Supplier to SRE
- POC role (separate meeting with A Duvall)

### **Key Takeaways**

- Better alignment needed for EEP timing/implementation
- Develop new BT pricing model for SRE
- "Branch of the future" pilot
- Follow up re Florham Park facility concerns

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**SIEMENS** 

**Date:** February 8, 2016

**POC:** Stephanie Marinello

Kirk Edelman









### **Key Discussion Points**

New York City

Attendee:

Iselin space requirements

### **Key Takeaways**

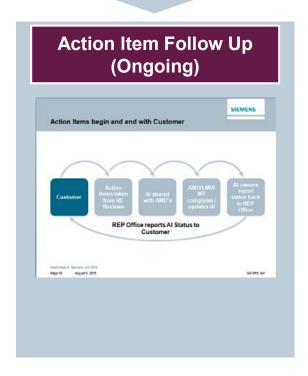
- Iselin lease extension
- Norwalk project update

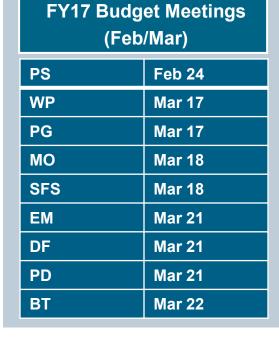
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### **SIEMENS**

### What's Next

## Follow up and continuous customer contact is key





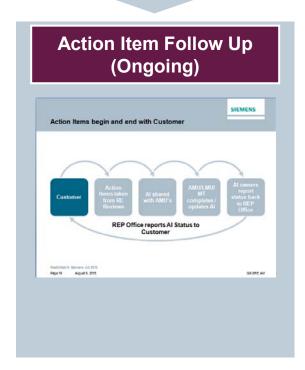


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### **What's Next**

## Follow up and continuous customer contact is key



(Feb/Mar)		
PS	Feb 24	
WP	Mar 17	
PG	Mar 17	
МО	Mar 18	
SFS	Mar 18	
ЕМ	Mar 21	
DF	Mar 21	
PD	Mar 21	
ВТ	Mar 22	



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## Engagement with the REP team is encouraged and welcomed!



## These are your meetings

## Engagement this past cycle was fantastic! Keep it going...proactively reach out with:

- Topics that are unresolved / have been escalated on the division side
- Escalations
- Value add topic you feel would be helpful to share with executives
- Customer feedback positive or negative
- Relationship status at key sites



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## How are you engaging with the customer?

## **Invite R/HQ/SMEs to visit major sites**



### Take customers out for lunch



## **Proactively discuss challenge areas**



## Solicit feedback often



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## Do relationships impact CSS results?



What steps are you taking to improve our CSS?

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## Feedback

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## Feedback

SRE4Future Update with Alisha Armstrong Feb 22

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Ingenuity for life

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Annex

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## **US FY15 Year-End RE Reviews**

## **Customer Participants**



Div	CEO	CFO	POC
ВТ	Dave Hopping	Anton Duvall	Ali Khan
DF	Rajeev Batra*	Harry Volande	Jim Eason
EM	Kevin Yates	Mirko Schueppel	Jim Eason
МО	Kevin Riddett	Matthias Schlelein	N/A
PS	Randy Zwirn	Steve Conner	Steve Olson
PG	Barry Nicholls*	Mark Bennie	Steve Olson*
PD	Anne Cooney*	Harry Volande	Jim Eason
SFS	Kirk Edelman	Georg Bauer*	Stephanie Marinello*
WP	Jacob Anderson	Karen Lane	Steve Olson*



<sup>\*</sup>Did not participate in this cycle's meeting

## Resources REP SharePoint



REP Customer Presentations can be found on the SRE AM SharePoint site:

https://workspace-us.siemens.com/content/10003444/Functions/GM/default.aspx



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### Resources

### **REP Mailbox**



## REP Mailbox: srerepoffice.us@siemens.com

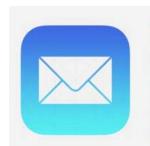
#### REP Mailbox created for customer / internal SRE use

- Forward customer ad-hoc requests/concerns
- Requests not specific to AMU or project
- Most common request: Division Portfolio

### **Quarterly Reports**

- REP Office distributes standardized reporting for most divisions
- Some legacy project status reporting continues



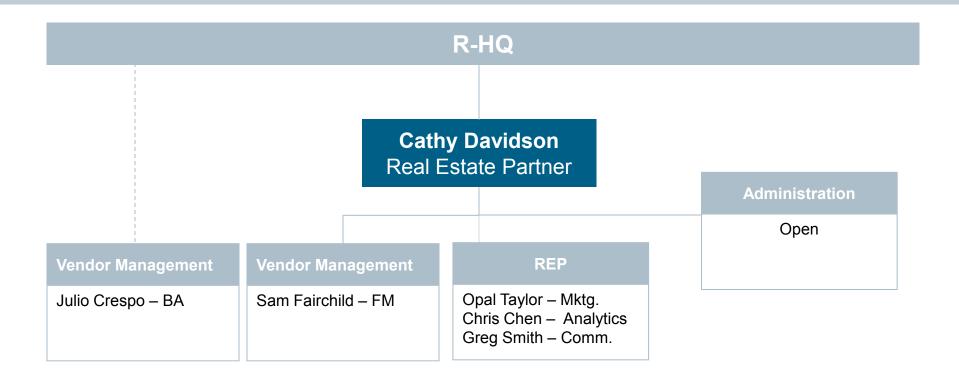




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## Resources REP Office Team





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