

GLOBAL OCCUPIER SOLUTIONS

# Latin America Occupier Solutions

Tom Hundelt

*Executive Managing Director, Occupier Solutions*

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*Executive Managing Director, Occupier Solutions*





# Let's Talk About...

Occupier Solutions Approach

Leading with Technology

Service Line Review

Recent Wins

How we work today

# Occupier Solutions

Fully integrated and customizable for each stage of the real estate lifecycle



SUPPORTED BY  
Data & Technology | Marketing | Research | Procurement | Corporate Responsibility

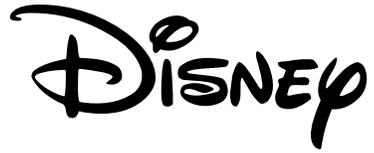
# Occupier Solutions | Representative Clients in LATAM

 **AB InBev**

 **AIG**

 **bmc**

 **CUSTOM GOODS**

 **Disney**

 **DOW**

**FRAGOMEN**

 **Google**

 **logitech**

**MOOG**

 **Panasonic**

 **RELX**

 **RICOH**

 **SAINT-GOBAIN**

 **SONY**  **STTelemedia**

 **Shell**

 **Trellix**

 **Western Digital**

 **ZS**

# Newmark's Occupier Platform

**Newlitic**

BUSINESS INTELLIGENCE LAYER

PORTAL | DATA VISUALIZATION | COLLABORATION | DOCUMENT MANAGEMENT

**N**

Workframe **GENERATIVE & AGENTIC AI LAYER**

APPLICATION DEVELOPMENT | ORCHESTRATION & WORKFLOW | SOFTWARE UTILITY DEVELOPMENT

**Newlitic**

INDEPENDENT DATA LAYER

DATA LAKE | DATA MODEL | TRENDING & BENCHMARKING

**Newlitic**

DATA INTEGRATION LAYER

FUNCTIONAL APPLICATION LAYER

PORTFOLIO PLANNING

**NewliticQuest**

LOCATION ANALYSIS & GIS

**N** Newmark ESRI

CAPITAL PLANNING

smartsheet

SPACE PLANNING

**SQUARE PLAN**

WORKPLACE EXPERIENCE

**cohesion**

OT DATA  
FDD  
BMS / BAS

**kodelabs**

SUSTAINABILITY & ESG

**NewliticQuest**

ENERGY MANAGEMENT

Preferred Solution Under Review

TRANSACTION MANAGEMENT

**NewliticTM**

LEASE ADMIN & ACCOUNTING

**VL** VISUAL LEASE

CAPITAL PROJECT MANAGEMENT

smartsheet

SPACE & AMENITY MANAGEMENT

**Archibus**  
by eptura

ROOM & DESK BOOKINGS

Preferred Solution Under Review

FACILITY MANAGEMENT

**Archibus**  
by eptura

HEALTH, SAFETY, ENVIRONMENTAL

smartsheet

PROCUREMENT & FINANCIAL MANAGEMENT

**YARDI mri**

HARDWARE / DEVICE / EQUIPMENT LAYER

NETWORK LAYER

BUILDING EQUIPMENT

GATEWAYS

METERS

ACCESS CONTROL

INTEGRATED LIGHTING

AIR QUALITY

LEAK DETECTION

IRRIGATION

OCCUPANCY/ UTILIZATION

BOOKING KIOSK/ PANELS

DIGITAL SIGNAGE

# Delivering Client-Centric Technology Solutions *That Matter*



# Program & Project Management

ENHANCE PROJECT OUTCOMES WITH STRATEGIC BUSINESS ALIGNMENT, TIMELY EXECUTION, AND BUDGET CONTROL.

Align your long-term business goals to enhance efficiency across project management, design, construction, procurement, and relocation services. Serving as stewards of your objectives, we ensure seamless collaboration among stakeholders and manage data workflows, team accountability, quality, and budget adherence.

## Our Solutions

- Full Project Life Cycle Management
- Program Management Office (PMO)
- Design Development
- Space Planning
- Project Accounting & Payments
- M&A Due Diligence
- Software & Process Consulting

## Client Outcomes

- ✓ Optimize Cost
- ✓ Improve Operational Efficiency
- ✓ Reduce Risk
- ✓ Resiliency to Market Pressure
- ✓ Reduce Carbon Footprint
- ✓ Strengthen & Simplify Supply Chain
- ✓ Improve Energy Efficiency

1,500

Projects Managed  
Annually

15-25%

Average Total Cost  
Avoidance per Project

\$1M

Average Value of  
Projects Managed

800+

Global  
Professionals



**Tom Hundelt**  
*Executive Managing Director,  
Program & Project Management  
Atlanta, GA*



# HSBC & Newmark



Newmark is currently hired by HSBC as their MDP service provider for the next 5 years in the Americas region. Newmark is responsible for providing project management services across every HSBC service line within their capital investment plan. It is a multiproject / multiregion account involving any capital project across the region.

The trust we built with HSBC was vital to our success and played a key role in their decision to engage Newmark to deliver Project Management services across the Americas region. We are currently assessing HSBC pain points and providing the right solutions to increase the efficiency required towards a successful project delivery process.

## OUTCOMES

### PORTFOLIO

Americas  
+1k HSBC Branches  
+1M sqft offices/infrastructure  
Office, Retail, Data Centers

### SOLUTIONS PROVIDED

Program & Project Management  
Workplace Strategy  
Technology Services

### Program & Project Management:

- Assembled a 20+ full time PM team
- Engaged with every HSBC stake holder & service provider
- Identified areas of improvement and deliver strategic solutions to mitigate cost and time deviations
- Currently working on a procurement strategy to deliver an agile service
- Working hand in hand with MACE (HSBC's IPMO service provider) to align governance and compliance expectations between every region in the Americas and HSBC global guidelines

### Workplace strategy:

- Implementing current and innovative workplace solutions along with HSBC's architectural firms for current and future projects
- Driving the design towards a carbon net zero objective



# Santander & Newmark: A Trusted Partnership

Santander, a bank operating across **10 key markets** in Europe and Latin America, sought to centralize its operations. They identified Mexico City as the optimal location for their Corporate Headquarters, positioning this area as **strategic** for their current operations and future growth.

Newmark then successfully **created synergy** with Banco Santander, leveraging its expertise to deliver solutions that addressed the issues across their existing branch network, while tackling the long-term challenges faced by major corporations with global aspirations.

Our core purpose was to establish the kind of **unwavering trust** we have forged with the world's largest corporate leaders. We understood this project was more than just centralization; it was the **defining moment for Santander's operational future**. That's why we committed to delivering a **strategic synergy** that ensured every real estate decision directly contributed to the **profitability, efficiency, and long-term leadership** Santander was targeting for the coming decade.

## PORTFOLIO

Global  
70, 813m2  
Office, Corporate

## SOLUTIONS PROVIDED

Program & Project  
Management  
Workplace Strategy  
Location Strategy  
Technology Services

## OUTCOMES

### 1. Technical Annex Definition and Realization

Newmark led the creation of the detailed **Technical Annex**, establishing the precise contractual specifications for engineering, building services, and exact capacity requirements (e.g., parking and occupancy density), ensuring alignment with Santander's program requirements.

### 2. Comprehensive Team for Multi-Phase Engineering Review

A **comprehensive technical team** (MEP, Architecture, and Civil Works) was deployed to execute rigorous reviews across all project phases. This guaranteed the developer's design met Santander's strict global corporate standards.

### 3. Presence and Support in Technical Negotiations

**Specialized technical support** was provided during key negotiations with the real estate developer. Our role was to safeguard the incorporation of long-term functionality and efficiency considerations into the final contractual agreements.

### 4. Comprehensive Team Coordination and Project Management

A **centralized coordination mechanism** was established to manage all stakeholders (Santander internal teams, the developer, and consultants). This ensured synchronized deliverables, schedule control, and proactive resolution of complex interfaces.



## IDB – Interamerican Bank of Development



The Inter-American Development Bank (IDB), founded in 1959 and headquartered in Washington, D.C., is the leading multilateral development institution focused on improving lives and fostering sustainable, inclusive growth in Latin America and the Caribbean. With 48 member countries, it provides financing, technical assistance, policy support, and private-sector investment through the IDB Group (IDB, IDB Invest, and IDB Lab). The Bank supports priority sectors such as infrastructure, energy transition, water and sanitation, digital transformation, social development, and institutional strengthening. Managing annual lending typically between USD 14–20 billion, the IDB plays a strategic role in reducing inequality, enhancing regional integration, and driving climate-resilient development across the region.

They have updated their Corporate Real Estate standards and renewing most of their spaces around the continent.

### PORTFOLIO

Mostly Office Space

### SOLUTIONS PROVIDED

Program & Project Management

### OUTCOMES

#### Locations:

- Project Management Provided on different Locations:
  - Suriname
  - Barbados
  - Belice
  - Costa Rica



# CAF – Development Bank of Latin America



CAF – Development Bank of Latin America and the Caribbean is a multilateral financial institution founded in 1970 by Andean nations to promote regional integration and sustainable development. Over time, it has expanded to include more than 20 member countries across Latin America, the Caribbean, and Europe, becoming one of the region’s most important lenders for infrastructure, social development, environmental resilience, institutional strengthening, and private sector growth. With headquarters in Caracas and a major operational hub in Panama, CAF is recognized for its strong regional presence, agile financing, and strategic role in enhancing competitiveness and integration throughout the

## PORTFOLIO

Office,

## SOLUTIONS PROVIDED

Project Management  
Facilities Management  
Location & Urban Feasibility  
Technology &  
Security Services

## OUTCOMES

### Locations:

- Bogotá
- Buenos Aires
- Dominican Republic
- El Salvador
- Trinidad & Tobago
- Barbados

# Workplace Strategy & Human Experience

ALIGN EMPLOYEE EXPERIENCE WITH ORGANIZATIONAL GOALS USING PEOPLE, PLACE, PURPOSE, AND PRODUCTIVITY TO ENHANCE WORKPLACE PERFORMANCE.

Leveraging innovative workplace technology, we help clients create spaces that enhance performance and optimize space utilization. Our real estate experts, architects, and change managers design environments that support your business objectives and improve the employee experience.

## Our Solutions

- Workplace Strategy
- Design
- Change Management
- Occupancy Management
- Experience Solutions
- Organization Change & Transformation
- Portfolio Strategy & Optimization
- Current & Future State Analysis
- ESG Workplace Advisory

## Client Outcomes

- ✓ Optimize Cost
- ✓ Improve Operational Efficiency
- ✓ Reduce Risk
- ✓ Access Top Talent
- ✓ Resiliency to Market Pressure
- ✓ Reduce Carbon Footprint
- ✓ Employee Recruitment & Retention

900+

Headquarter Strategies  
Developed since 2018

20-40%

Average  
Cost Savings

\$300M+

Average Annual  
Projects Managed



**Roy Abernathy**  
*Executive Managing Director,  
Workplace Strategy &  
Human Experience*  
Atlanta, GA



**Tamar Moy**  
*Senior Vice President,  
Workplace Strategy & Human  
Experience*  
New York, NY

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# Investing and Winning

Dedicated Business Development

Technology Consulting Services

Enhanced Proposal & Presentation Team

Sales Training



# Featured Client Success Stories



## SOLUTIONS

Facilities Management  
 Transaction Management  
 Lease Administration  
 Technology  
 Project Management (ad-hoc)

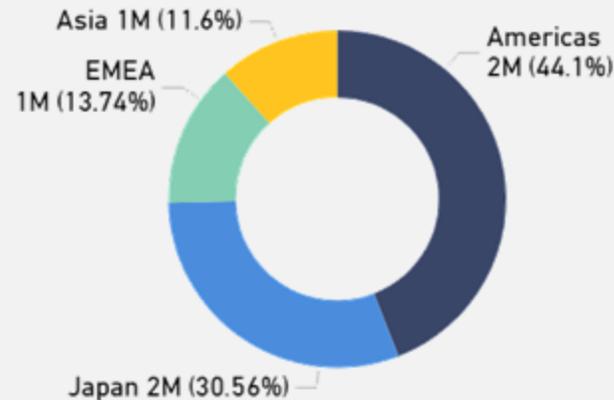
## COLLABORATORS

George Hauch  
 Andy Sachs  
 Ari Baetiong  
 Deb Gould  
 Garrett Cannon  
 Jason Martindale  
 Jason Miglin  
 JD Byrnes  
 Jessica Thomas  
 John Pritchard  
 Mark Peach  
 Mitch Wickland  
 Nathan Kropp  
 Susan Everts  
 Tamar Moy  
 Tanya Brownrigg  
 Tim Gibson

**Industry:** Financial Services  
**Property type:** Office  
**Location:** Global (North America, EMEA, Asia Pacific)  
**Locations:** 288 locations  
**Size:** 4.9M SF

**AIG** sought to drive transformational change in how the manage, operate, and optimize their real estate portfolio. With a combination of outsourced brokerage and lease administration services and in-house facilities management services, their aim was to centralize operations and strategy globally.

Sum of Total RSF by World Region



## LATAM Portfolio Overview

**Property type:** Office  
**Locations:** 18 locations  
**Size:** 254K SF

Country	Locations	SF
Brazil	5	62,000
Colombia	1	1,000
Ecuador	4	35,000
Mexico	5	134,000
Venezuela	3	22,000

# Featured Client Success Stories



## SOLUTIONS

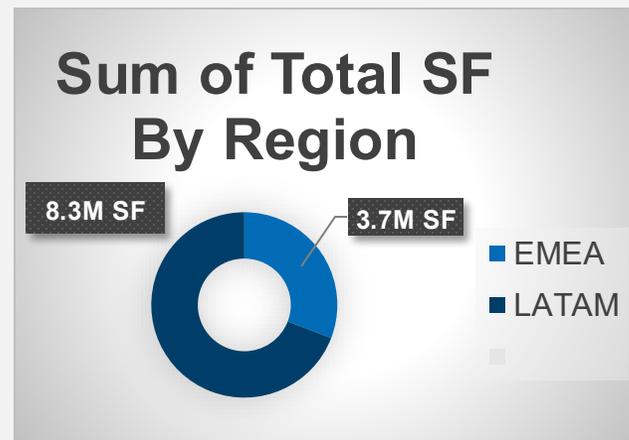
Transaction Management  
 Consulting  
 Brokerage Services

## COLLABORATORS

Adam Petrillo  
 Maria Valdez  
 Roy Abernathy  
 Ari Baetiong  
 Lindsay Binder  
 Katie Schaad  
 Jenn Glass  
 Nevardo Arguello  
 Mark Peach  
 James Southey  
 JD Byrnes  
 Ricardo Penna  
 Hettie Cust  
 Starr Argyrakis  
 JP Guaqueta  
 Rafael Miranda  
 Justine Danz

**Industry:** Food & Beverage  
**Property type:** Office, Land, Industrial  
**Location:** Global (Mexico, LATAM, EMEA)  
**Locations:** 304 locations  
**Size:** 12M SF

**ABI** sought to find a partner that was able to demonstrate a strong connection between the account team and the local markets. We worked with over 20 brokers to show the coordination between Occupier Solutions and local brokers who are connected to the local markets and critical in building relationships with local **ABI** teams.



**LATAM Portfolio Overview**  
**Property type:** Office, Industrial, Land  
**Locations:** 194 locations  
**Size:** 8.3M SF

Country	Locations	SF
Argentina	2	13,000
Brazil	153	7,000,000
Colombia	18	170,000
Ecuador	3	18,000
Honduras	1	1,000
Mexico	16	289,000
Peru	1	11,000

# LATAM: Integral to Our Global Success

- A key partner in securing and delivering new global wins
- Seamless collaboration across borders and service lines
- Strengthened client relationships through shared expertise
- Ongoing opportunities for LATAM teams to engage and expand support

## LOCAL ACCOUNT TEAMS

### Middle America (MAZ)



**Key Regional Contact**  
Nevardo Arguello  
Executive Managing Director  
Florida, USA



**Mexico**  
Sergio Pérez  
Executive Managing Director  
Mexico City, Mexico



**Dominican Republic**  
Andreas Meoli  
Associate Director  
Panama City, Panama



**Panama**  
Alvaro Antadillas  
Associate Director  
Bogotá, Colombia



**Colombia**  
Juan Manuel Torres  
Managing Director  
Bogotá, Colombia



**Peru**  
Ricardo Cabrera  
Executive Managing Director  
Lima, Peru



### South America (SAZ)



**Key Regional Contact / Brazil**  
Ricardo Penna  
Office Broker  
Rio de Janeiro, Brazil



**Bolivia**  
Best in Class Local Partner  
TBD  
Bolivia



**Argentina**  
Domingo Speranza  
Director  
Buenos Aires, Colombia



*Thank you for helping us deliver seamlessly across borders!*

# Featured Client Success Stories



## SOLUTIONS

Account Management  
Transaction Management  
Capital Markets Advisory

## COLLABORATORS

Roy Abernathy  
Alan Polacsek  
Ari Baetiong  
Chad Lavender  
Derek Feinman  
JD Byrnes  
Jillian Pytel  
Manuel Breidenbach  
Marcella LaHara  
Victor Frandsen

**Industry:** Technology

**Property type:** Office, Telecom

**Location:** Global (Americas, EMEA, Asia Pacific)

AT&T's Global Workplace Services launched a process this year to solicit participation in transaction management services from a pool of brokerage firms (rather than sole source).

While the process was still competitive despite a sole award being up for grabs, the Newmark team focused on a solution that was thoughtful, insightful, and flexible.

The team that was brought forward addressed current concerns as well as anticipating future needs: transaction execution, account management and governance, and creative problem solving via capital markets.

# Featured Client Success Stories



## SOLUTIONS

Transaction Management  
Brokerage Services

## COLLABORATORS

Jillian Pytel  
Sean O'Leary  
Maury Gentile  
Richard Whobrey  
Rob Abernathy  
JD Byrnes  
John Pritchard  
Alex Gotti  
Mark Peach  
Anne Wynne  
Maria Valdez  
Kaylie O'Connor  
JP Guagueta

**Industry:** Entertainment

**Property type:** Office, Warehouse, Land, Production, Retail

**Location:** Global (North America, LATAM, EMEA, APAC)

**Locations:** Unknown

**Size:** Unknown

**Disney** sought to streamline the number of brokerage firms with a panel appointment agreement. NMRK has been providing Transaction Services in the U.S. for 10+ years and by partnering with Occupier Solutions we were able to renew the agreement in place and expand to all other geographies.

# Featured Client Success Stories



## SOLUTIONS

Transaction Management  
Lease Administration  
Technology  
Consulting

## COLLABORATORS

Nevardo Arguello  
JD Byrnes  
Mitchell Loveman  
Celine Mackerdichian  
Amber Lariza  
Garrett Cannon  
Jannifer Katt  
Hanna Fisch  
Kaylie O'Connor  
George Hauch  
Denisse Garcia

**Industry:** Chemical Manufacturing

**Property type:** Office, Warehouse, Land, Manufacturing, Lab

**Location:** Global (North America, LATAM, EMEA, Asia Pacific)

**Locations:** 118 (location not yet known)

**Size:** 30M SF

**Lubrizol** sought to move from a brokerage led relationship that they had in place for 20 years and move to a more formal Enterprise solution. Newmark received a cold call from Lubrizol to begin this sales process. We were able to quickly demonstrate how we deliver seamless integrated services through our single point of contact model.

Note – MSA pending



## These are Specific Questions GCS Consultants are Posing Right Now in Q3 2025

*What can you ask your client to engage...*



What is your current experience with talent attraction and retention?



How are you managing critical sites and the demand for data center growth?



What impact have tariffs and supply chain dynamics had on your operations?



How have you changed your site selection as a result of VUCA dynamics?



How does your real estate team and human resources departments work together?



What is your best performing location / facility and why?