- **Year-In-Review Recap/Key Metrics**

- **Discussion Items**

- **Now, New, Next with Barron**

- **Update from each team on what's working and any assistance needed**

- **Next call…**

Stadium Tower

150 N. Michigan

Warner Building

Tanner Point

Concourse

8750 NCX

Pasadena Towers

2019 Year-In-Review

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The CBRE GI engagement at a glance...

Client	Buildings Live (Digital)	~ SQFT	~ Users
CBRE GI	7	4.31M	2,157 (15%)

Planning to add 6-10 GI properties to Host in 2020 with addition of Fund 9

Goal for 2020 is 50% + of tenant population downloaded and using Host per building

Will work with each team as part of the Annual Leasing Plan creation to establish the pathway to achieve the Host adoption goal

Discussion Items:

Early engagement will be achieved by mobile access adoption, but focus in 2020 will be addition of services to draw and retain the user

Focus on services in and around each building to add to the Marketplace/F&B

As Host adoption continues to grow more communication will be through the platform, but for now there will need to be both our traditional communication methods and Host

Workspace integration is in-discussion, but will be sometime out before a definitive timeline can be established

Both set-up and prorated Host invoices should be to you within a week

Now, New, Next with Barron

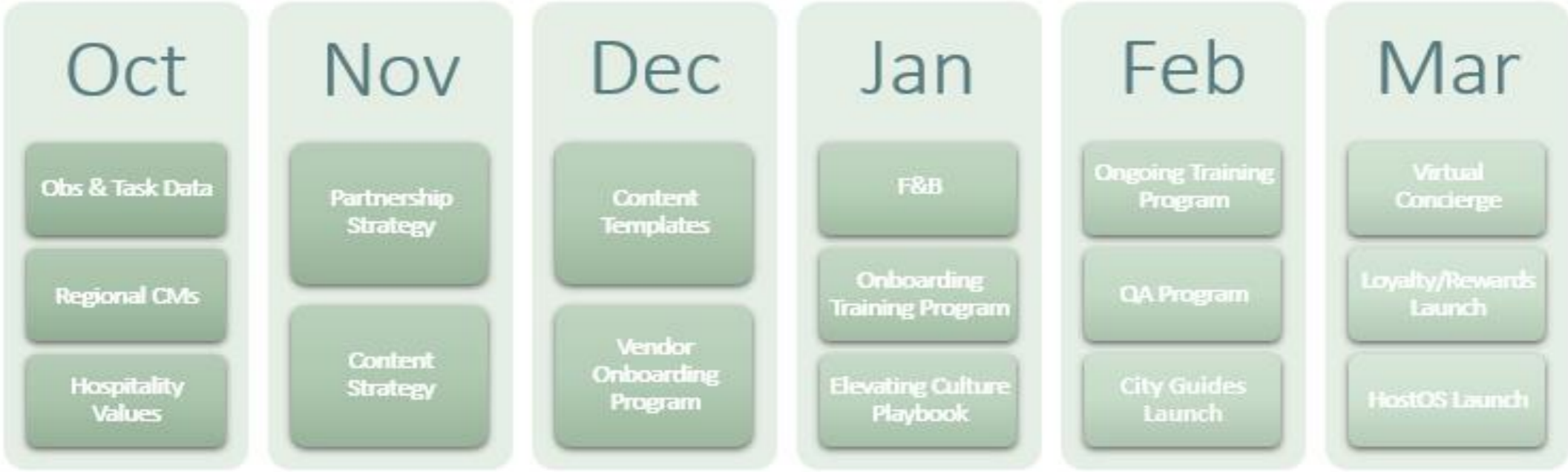host **A&B**

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Experience Services Roadmap

Your Host will be with you soon.

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Oct	Nov	Dec	Jan	Feb	Mar
Obs & Task Data	Partnership Strategy	Content Templates	F&B	Ongoing Training Program	Virtual Concierge
Regional CMs		Onboarding Training Program	QA Program	Loyalty/Rewards Launch
Hospitality Values	Content Strategy	Vendor Onboarding Program	Elevating Culture Playbook	City Guides Launch	HostOS Launch

Property Updates

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Hear from each of you:

How is your mobile access integration and rollout coming along?

- Goal is to be fully set-up and migrating users by year-end

- Need assistance?

- Any lessons learned that you want to share?

Any general needs or thoughts that the larger group can assist with?

Alexandria and Hannah – cross training on A&B and Host – key takeaways?

Next call:

Beginning in January these calls will be monthly

Goal is to share updates, best practices and offer team support

Will look to each of you to assist our new GI/Host team members

THANK YOU!

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