

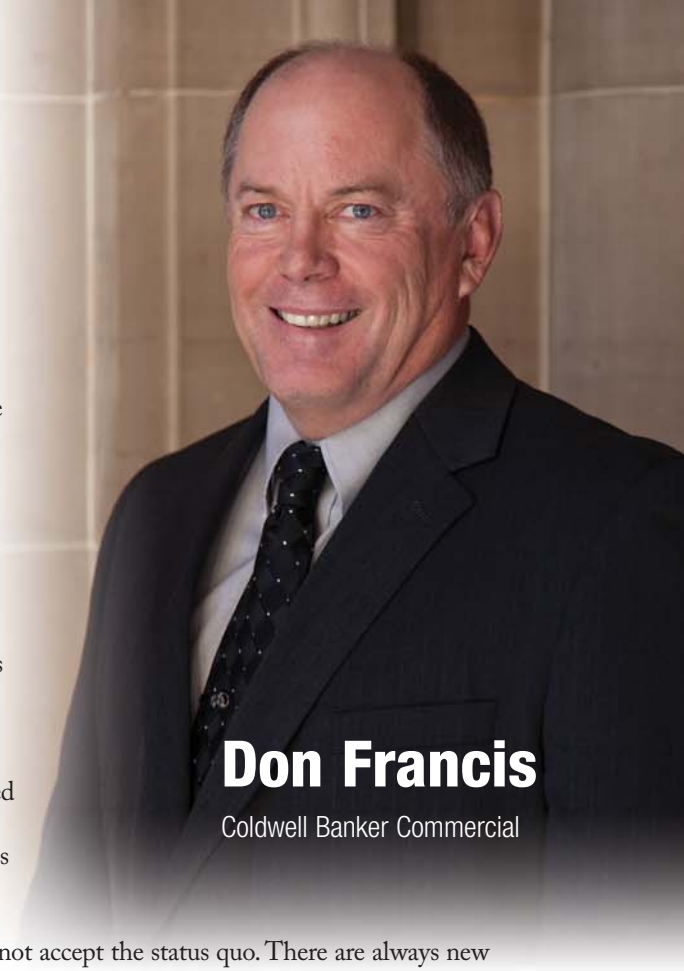
Facilities Management

As the director of Engineering and Construction Management, Asset Services at Coldwell Banker Commercial, Don Francis supervises and trains the property engineering teams on best practices. He leads Coldwell Banker Commercial in qualifying buildings for the Government Energy Star Rating and LEED Certification. Francis is responsible for coordinating and supervising all construction projects in the Utah region. He has worked on a wide variety of capital and special projects, including the supervision and build out for the FBI building in downtown Salt Lake City. He also managed the 50,000 square-foot build out for the Salt Lake Olympic Organizing Committee and most recently a 30,000 square-foot build out for the Art Institute of Salt Lake City.

Francis oversees the commissioning process on new facilities and the re-commissioning of building systems on existing facilities. He looks for innovative ways to maximize the operating efficiency of the building systems and lower operating costs. For example, Francis, who oversees the operations of the 75,000 square-foot Occupational Safety and Health Technical Services Center in Sandy, was able to save the OSHA Office thousands of dollars in repair costs for their HVAC systems, construction management bid specifications and construction management oversight. On another property, Francis helped an owner who despite paying a contractor in full, had liens filed against the property by unpaid sub-contractors.

Staying informed and up to date on the latest trends and technologies is Francis' key to success.

"Do the research. Push to implement fiscally sound changes and upgrades. Build strong relationships within the industry," Francis says. "Do not accept the status quo. There are always new challenges to overcome, issues to be resolved and new technologies to be implemented."



Don Francis

Coldwell Banker Commercial

Brokering

NAI West President Mike Falk and his team represented the owner of 5995 W. Amelia Earhart Drive at the Bonneville Distribution Center in leasing 395,000 square feet to ITT Corp. The transaction was the largest in Utah during 2011.

The lease is representative of NAI West's strength and Falk's ability to lead the company during turbulent economic times. The transaction not only showed customers that they could be confident in NAI's ability to lease and manage their properties, but it also represented the strength of Utah's industrial real estate market as a whole, Falk said.

Since 1998, Mike has been helping to grow NAI West. Re-branding the company from NAI Utah to NAI West to better reflect the geographic area and customers was one growth strategy implemented by Falk. Operations were consolidated to a central, 20,000 square-foot Salt Lake City location. Falk's vision led to the development of several horizontal and vertical service companies, including NAI West Property Management, NAI West Facility Services, NAI Global Corporate Solutions and NAI CRES Mergers and Acquisitions. During the recession, NAI West leaned on its vertical services that perform well during tough times. In so doing, the company was able to sustain itself.

"Some lines of business do better during tough times and support those that are not," Falk said. "We also streamlined our operations and eliminated waste and redundancies. This is something that has continued to be a strategic focus for us as we are always seeking to improve."

In addition, Falk has built a culture that fosters and rewards success, allowing the NAI West team to grow and to share the growth.

"Our goal is not to be the biggest, but to be the best," Falk said. "We will continue to operate with our customers' best interests in mind and provide a higher level of service. We will also continue to upgrade and improve our team of employees and agents."



Mike Falk

NAI West