CREATING TRANSPARENCY. DEVELOPING PERSPECTIVES.
BRANCH OFFICES AND SUPPORT FACILITIES

as of 30.09.2016

THE RGM GROUP HAS A NATIONWIDE NETWORK OF BRANCH OFFICES AND SUPPORT FACILITIES THROUGHOUT GERMANY WITH AN ADDITIONAL EUROPE-WIDE PRESENCE IN LUXEMBOURG, SWITZERLAND AND TURKEY. THE RGM GROUP IS MANAGED BY RGM HOLDING GMBH BASED IN DORTMUND.

RGM GROUP BRANCH OFFICES

Germany

01 Hamburg
02 Berlin
03 Hanover
04 Dortmund
05 Bochum
06 Düsseldorf
07 Cologne
08 Kassel
09 Frankfurt
10 Ludwigshafen
11 Saarbrücken
12 Nuremberg
13 Stuttgart
14 Munich
15 Dresden

RGM GROUP SUPPORT FACILITIES

Germany

16 Stendal
17 Magdeburg
18 Münster
19 Essen
20 Duisburg
21 Leipzig
22 Wetzlar
23 Schwabach
24 Wörth
25 Karlsruhe

Foreign markets

01 Luxembourg
02 Berne, Switzerland
03 Istanbul, Turkey
04 Ankara, Turkey

AT A GLANCE
The RGM Group was founded in 1994, and has successfully established itself in the market as one of the leading independent real estate service providers. Our promise is: »RGM – adding value«. We create added value for our clients’ properties by means of process-led facility management as well as property management services, and offer individual services precisely aligned with our clients’ needs, core processes and IT interfaces. The RGM Group offers all the services needed for sustainable and integrated facility management from a single source – privately run, highly effective, professional and transparent. With our three strategic business areas Facility Management, Industrial Services and Property Management, RGM covers the full range of services for the operational management of complex individual properties, large real estate portfolios, shopping centres and industrial sites. RGM has around 2,000 qualified employees, who enable us to rely on our in-house capabilities in all areas.

**Company profile**

**THREE STRATEGIC BUSINESS AREAS. A HIGH LEVEL OF TECHNOLOGY AND PROCESS EXPERTISE. PRIVATELY RUN, FLEXIBLE, TRANSPARENT AND FAIR.**

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**EUR 175.8 mio.**

*Total operating performance (FY 2015)*
In the past few years, the continuous growth of the RGM Group with its increasing number of branches and subsidiaries has resulted in a nationwide presence throughout Germany. The growth over recent years has been achieved both organically and through the successful integration of acquisitions in all three strategic business areas. In order to be able to serve our internationally active client base across national borders, RGM is developing its service offer beyond Germany in selected foreign markets, especially in facility management services.

**CERTIFICATIONS**

- **DIN EN ISO 9001**
  Integrated management system

- **DIN EN ISO 14001**
  Environmental management

- **DIN EN ISO 50001**
  Energy management

- **GEFMA 710-730 [IPV®]**
  Integral process responsibility in facility management

- **SCC®**
  Safety Certificate Contractors

- **BS OHSAS 18001**
  Health and safety

**OVERVIEW OF SHAREHOLDINGS**

as of 30.09.2016

<table>
<thead>
<tr>
<th>Property</th>
<th>Shareholding</th>
</tr>
</thead>
<tbody>
<tr>
<td>RGM Retail GmbH, Düsseldorf</td>
<td>100%</td>
</tr>
<tr>
<td>RGM Facility Management GMBH</td>
<td>100%</td>
</tr>
<tr>
<td>RGM Turkey A.S., Istanbul</td>
<td>100%</td>
</tr>
<tr>
<td>RGM Facility Management Schweiz AG, Berne</td>
<td>100%</td>
</tr>
<tr>
<td>RGM Portfolio Service GmbH, Düsseldorf</td>
<td>100%</td>
</tr>
<tr>
<td>RGM Technische Services GmbH, Düsseldorf</td>
<td>100%</td>
</tr>
<tr>
<td>KLUGE Unternehmensgruppe, Dresden</td>
<td>100%</td>
</tr>
<tr>
<td>HRW Gebäudetechnik GmbH, Hamburg</td>
<td>60.8%</td>
</tr>
<tr>
<td>WAGNER Facility Management S.A., Luxembourg</td>
<td>50.1%</td>
</tr>
<tr>
<td>RGM Industrial Services GMBH</td>
<td>100%</td>
</tr>
<tr>
<td>RGM ExperSite GmbH, Kassel</td>
<td>100%</td>
</tr>
<tr>
<td>RGM Technische Büroservices GmbH, Dortmund</td>
<td>100%</td>
</tr>
<tr>
<td>M&amp;B Elektrotechnik GmbH, Dortmund</td>
<td>100%</td>
</tr>
<tr>
<td>KAMB Elektrotechnik GmbH, Ludwigshafen</td>
<td>60%</td>
</tr>
<tr>
<td>Consulting and Corporate Services</td>
<td>100%</td>
</tr>
<tr>
<td>RGM Shared Services GmbH, Dortmund</td>
<td>100%</td>
</tr>
<tr>
<td>fmsc GmbH, Bochum</td>
<td>80%</td>
</tr>
</tbody>
</table>

**Total area managed (in GFA)**

~12.0 mio. m²

**~800**

Properties managed
Since it was founded in 1994 as part of an industrial group, the RGM Group has continuously developed its range of technical and commercial services and consistently aligned these with the market requirements of the real estate sector and the industry.

The takeover of the company by the present-day shareholders at the start of 2007 created the foundation for today’s triple pillar strategy, from which the three legally independent business units Facility Management, Industrial Services and Property Management have developed since the start of 2009.

As a result of the constant growth, at the end of 2010 the RGM Group was reorganised, with the central functions being separated from the operational business and transferred to RGM Holding GmbH. The holding company controls the three management companies that operate independently in the market, RGM Facility Management GmbH, RGM Industrial Services GmbH and PropertyFirst GmbH.

Since 2011 the continuously growing network of branches and sites throughout Germany has been supplemented by activities in selected foreign markets.
Contemporary facility management covers the entire lifecycle of a property, from the initial concept to the sale of the property, and includes the requirements of the respective user. This integrated perspective requires facility managers to have comprehensive knowledge, as well as innovative ways of thinking and acting. At the RGM Group, the Facility Management strategic business area concentrates on providing sophisticated technical and integrated services for modern administrative buildings, logistics facilities, upmarket shopping centres and large real estate portfolios.
RANGE OF SERVICES

TECHNICAL BUILDING MANAGEMENT
- Property management and operation
- Maintenance and repair management
- Maintenance (operation, servicing, inspection)
- Maintenance of HVACR equipment
- Modernisation, refurbishment and renovations
- Janitor services / fault management
- Project management
- Warranty pursuance
- Expert/specialist testing
- Documentation
- Energy management

TECHNICAL PORTFOLIO MANAGEMENT
- Technical/infrastructural management of portfolios throughout Germany
- Preparation of technical value enhancement strategies
- Budget preparation for CAPEX/OPEX measures

INFRASTRUCTURAL BUILDING MANAGEMENT
- Reception and security services
- Cleaning services
- Conference room management

~8.4 mio. m²
Total area managed (in GFA)
In modern production processes, buildings and production technologies are not only closely interlinked, but also interdependent. In this context the RGM Group has developed a range of services specifically aimed at the manufacturing and process industry. The RGM companies within the Industrial Services strategic business area concentrate on the demanding disciplines of integrated technical and buildings infrastructure management of industrial locations, as well as discipline-specific technical services and technical special services. Amongst other things, our range of services includes the maintenance of technical equipment, electrical, measuring and control technology for production and process equipment, power supplies, communication and data technology.

**THE MORE COMPLEX THE PRODUCTION PROCESSES, THE MORE IMPORTANT IT IS TO ENSURE A STABLE ENVIRONMENT FOR THE SECONDARY PROCESSES.**

In modern production processes, buildings and production technologies are not only closely interlinked, but also interdependent. In this context the RGM Group has developed a range of services specifically aimed at the manufacturing and process industry. The RGM companies within the Industrial Services strategic business area concentrate on the demanding disciplines of integrated technical and buildings infrastructure management of industrial locations, as well as discipline-specific technical services and technical special services. Amongst other things, our range of services includes the maintenance of technical equipment, electrical, measuring and control technology for production and process equipment, power supplies, communication and data technology.

**RANGE OF SERVICES**

- Management and technical administration of complex industrial premises including the management of industrial parks
- Support for production operations by safeguarding all of the necessary production-related processes (secondary processes)
- Safeguarding an intact building and production infrastructure
- Electrical, ventilation and climate technology
- Technical maintenance of cranes, materials handling technology, forklift equipment
- Removals management (for R&D units in particular)
- Surveillance and security services
- Assembly, commissioning and maintenance of custom-designed UV systems for the disinfection of drinking water and waste water

**RALF JIRA**
Managing Director (Chairman) of RGM Industrial Services GmbH

**EUR 62 mio.**
Total operating performance (FY 2015)
GEORG DÜSSEL
Managing Director of RGM Industrial Services GmbH

>500 ha
Industrial area managed

M&B ELEKTROTECHNIK GMBH

THE INDUSTRIAL ELECTRICIANS
Since it was founded in 2005, M&B Elektrotechnik GmbH, Bochum, has developed into a reliable partner to the chemical industry. Its services are focussed on the planning, installation and commissioning of industrial electrotechnical equipment. The range of services includes the following disciplines amongst others:
- Electrical, measuring and control technology
- Power supply technology
- Communication and data technology
- Lightning protection and potential equalisation
- Electrical trace heating

With the takeover of its shares by the RGM Group in 2015, M&B Elektrotechnik GmbH became an integral element of the strategic business area Industrial Services.

KAMB ELEKTROTECHNIK GMBH

THE PROCESS EXPERTS
The RGM Group has been a majority shareholder in KAMB Elektrotechnik GmbH, Ludwigshafen, since 2008. The technical services company mainly focusses on providing services for the chemical, pharmaceutical, automotive and food industries. The range of services comprises the following areas of operation amongst others:
- Electrical, measuring and control technology
- Data and communication technology
- Electrical switchgear production

The range of services covers all the services from planning, installation and commissioning through to maintenance and service.

STAFF
Full-time equivalents in a year-on-year comparison

<table>
<thead>
<tr>
<th>Year</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>468</td>
<td>475</td>
<td>471</td>
<td>460</td>
<td>444</td>
</tr>
</tbody>
</table>

AT A GLANCE
Contemporary commercial property management involves more than just accounting for the running costs; it also forms a major interface between today’s operational property management and strategic asset management. As trustees of the owners, our property managers have to treat the property stocks as if they were our own properties. This is not only the claim of our qualified property managers, but also our commitment.

03

WE NOT ONLY MANAGE PROPERTIES, BUT CONSCIOUSLY OPERATE IN THE MARKET.

EUR 9.8 mio.

Total operating performance (FY 2015)

| STAFF | | | | | |
|---|---|---|---|---|
| 2011 | 2012 | 2013 | 2014 | 2015 |
| 71 | 87 | 117 | 107 | 110 |

KEY FACTS

as of 30.09.2016

- Assets under Management: ~ EUR 3.3 bn.
- Number of rental contracts overseen: ~ 3,600
- Total area managed: ~ 2.5 mio. m²
- Number of parking spaces: ~ 18,700
- Net rental payments due per annum: ~ EUR 210 mio.

ANDREAS FLECHTNER
Managing Director of PropertyFirst GmbH

AT A GLANCE
GEORG DÜSSEL
Managing Director of PropertyFirst GmbH

~ EUR 3.3 bn.
Assets under Management

RANGE OF SERVICES

PROPERTY MANAGEMENT
- Preparation of property strategies
- Rental contract cash flow budgeting
- Qualitative and quantitative portfolio analyses
- Micro and macro analyses
- Optimisation of letting situations
- Letting management
  (Section 34c GewO [German trading regulations])
- Optimisation of tenant mix
- CAPEX and OPEX planning
- Revenue-optimising control of facility management
- Assistance in acquiring and selling portfolios

COMMERCIAL BUILDING MANAGEMENT
- Property accounting
- Accounting and management of running costs
- Budgeting, cost planning and control
- Rental contracts and active tenant services
- Optimisation of outstanding tenant balances
  (active receivables management)
- Customer specific reporting

~600
Managed properties

RGM RETAIL GMBH

THE RETAIL SPECIALISTS
Our subsidiary RGM Retail GmbH, Düsseldorf, which specialises in managing retail properties, applies an integrated approach to managing complex shopping centres and retail parks. The range of modular services comprises amongst others:
- Centre management
- Preparation of property strategies
- Micro and macro analyses
- Qualitative and quantitative portfolio analyses
- Letting management
  (Section 34c GewO [German trading regulations])
- Tenant-specific cash flow planning
- Revenue-optimising control of facility management
- Technical building management
- Renovation and removals management

AT A GLANCE
THE CONSULTANTS AT FMSC GMBH ARE EXPERTS IN RELIABLE REAL ESTATE MANAGEMENT BASED ON AN INTEGRATED SERVICE STRATEGY.

fmsc GmbH, the real estate consultancy company within the RGM Group, has been advising clients in the property sector and industry on matters of operational real estate management since it was founded in 2008 as an independent real estate consultancy firm. fmsc combines many years of experience with recent research findings to achieve the optimal client value in all phases of a property’s life cycle. As well as developing specific concepts and strategies within an integrated approach to highlight the potential for optimisation, fmsc also provides certification in accordance with the established certification procedures such as DGNB, LEED or BREEAM, and thus contributes to its clients’ individual sustainability strategies.

FACILITY MANAGEMENT-CONSULTING
- Corporate real estate management
- Organisation/process consultancy
- Cost estimation and optimisation
- Recording and valuing assets
- Preparation of tender documents/bid processes
- Facility management during planning and construction
- FM audits for performance monitoring

ENERGY AND ENVIRONMENT
- Building certification in accordance with DGNB, LEED, BREEAM, Effizienzhaus label
- Documentation and analyses for new builds and existing properties
- Company energy management certification in accordance with DIN EN ISO 50001
- Energy audits
- Portfolio analyses for energy efficiency
- Advice on funding

KLAUS FRANZ
Managing Director of fmsc GmbH

~400
Successfully completed consultancy projects
~15 Professionally experienced consultants

UNIV.-PROF DR.-ING. MIKE GRALLA
Managing Partner of fmsc GmbH

SUSTAINABILITY CERTIFICATES
- DGNB
- LEED
- BREEAM

~35 Successful Green Building preliminary assessments and certifications

FACILITY ENGINEERING
- FM assistance in the planning phase
- Management/support for system commissioning and implementation
- Advisory in the operating phase
- Assistance/support on fire prevention topics
- Assistance with property handovers
- Technical due diligence (technical fittings/special systems engineering in particular)

CONSTRUCTION MANAGEMENT AND WARRANTIES
- Management of building completions
- Project management and control
- Determining construction specifications
- Quality assurance during construction
- Support during construction/acceptance
- Assessment of condition for preservation of evidence
- Expert reports on structural damage
- Strategic building conservation
- Coordination of defect management
- Warranty pursuance
- Technical due diligence (for technical fittings/special systems engineering in particular)

DOCUMENTATION OF MEASUREMENT ANALYSES
- Thermal simulation and measurement
- Energy requirement in accordance with LEED
- Measurement, simulation or calculation of daylight quality
- Inside air quality
- Energy inspection in accordance with EnEV [Energy Saving Ordinance]
- Assessment of the state of construction by means of drone technology

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