

EXCELLERATE | **JHI**

INVESTOR SERVICES

Partners Pursuing
Perfection in Property

EXCELLERATE | **JHI**
RETAIL



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WHO WE ARE

Excellerate Real Estate Services (Pty) Ltd (trading as JHI) is a trusted property services company that delivers cost-effective, comprehensive services and solutions such as property management, broking, consulting and valuation services to a wide client base.

Our diverse skills and technology platform, coupled with our innovative and entrepreneurial drive, support our clients' businesses. Over the past 100 years we have built a reputation for service excellence. This is made possible by our operational network of experienced, dedicated professionals.

The commercial and retail assets under our management are valued at approximately R180 billion, made up of around 2 300 buildings, accommodating about 21 250 tenants spanning 14 million square metres of lettable space.

We are registered as Estate Agents with the Property Practitioners Regulatory Authority and hold valid Fidelity Fund Certificates.

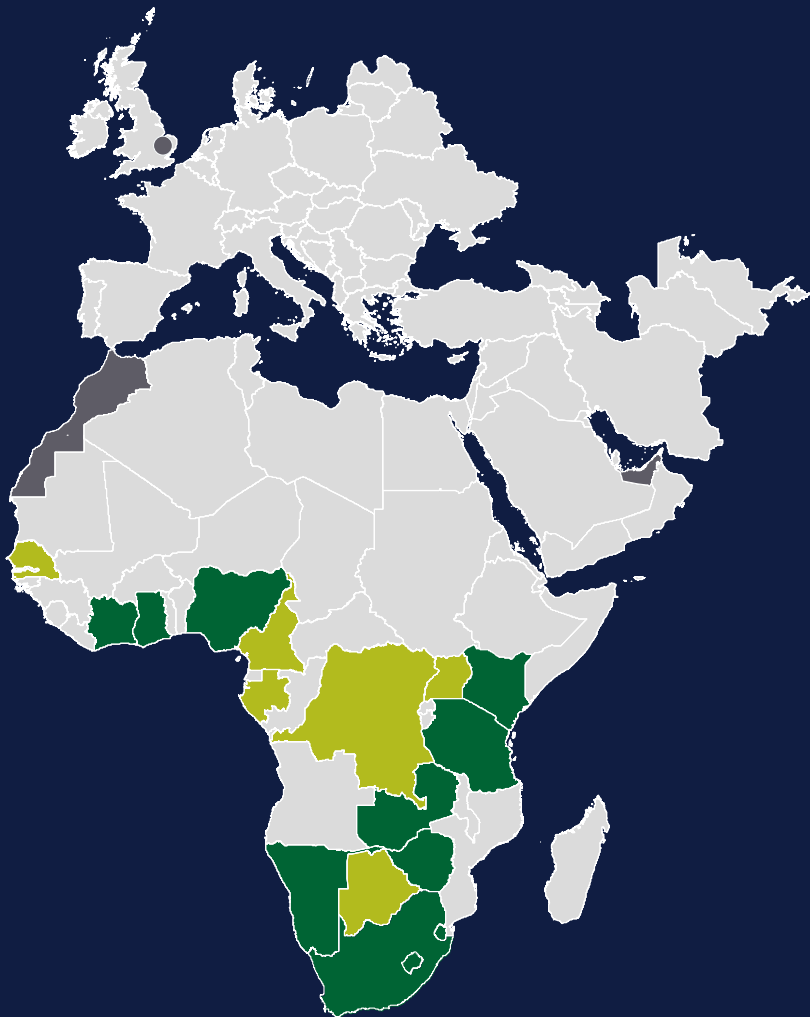
We are a certified Level One B-BBEE contributor.

INDUSTRY MEMBERSHIPS/AFFILIATIONS



OUR SERVICES

We deliver a comprehensive range of services to a wide client base across sub-Saharan Africa.



We believe in a partnership approach and take the time to understand your strategic and operational property needs. We pay close attention to detail and use a powerful range of tools to manage, maintain and improve your properties.

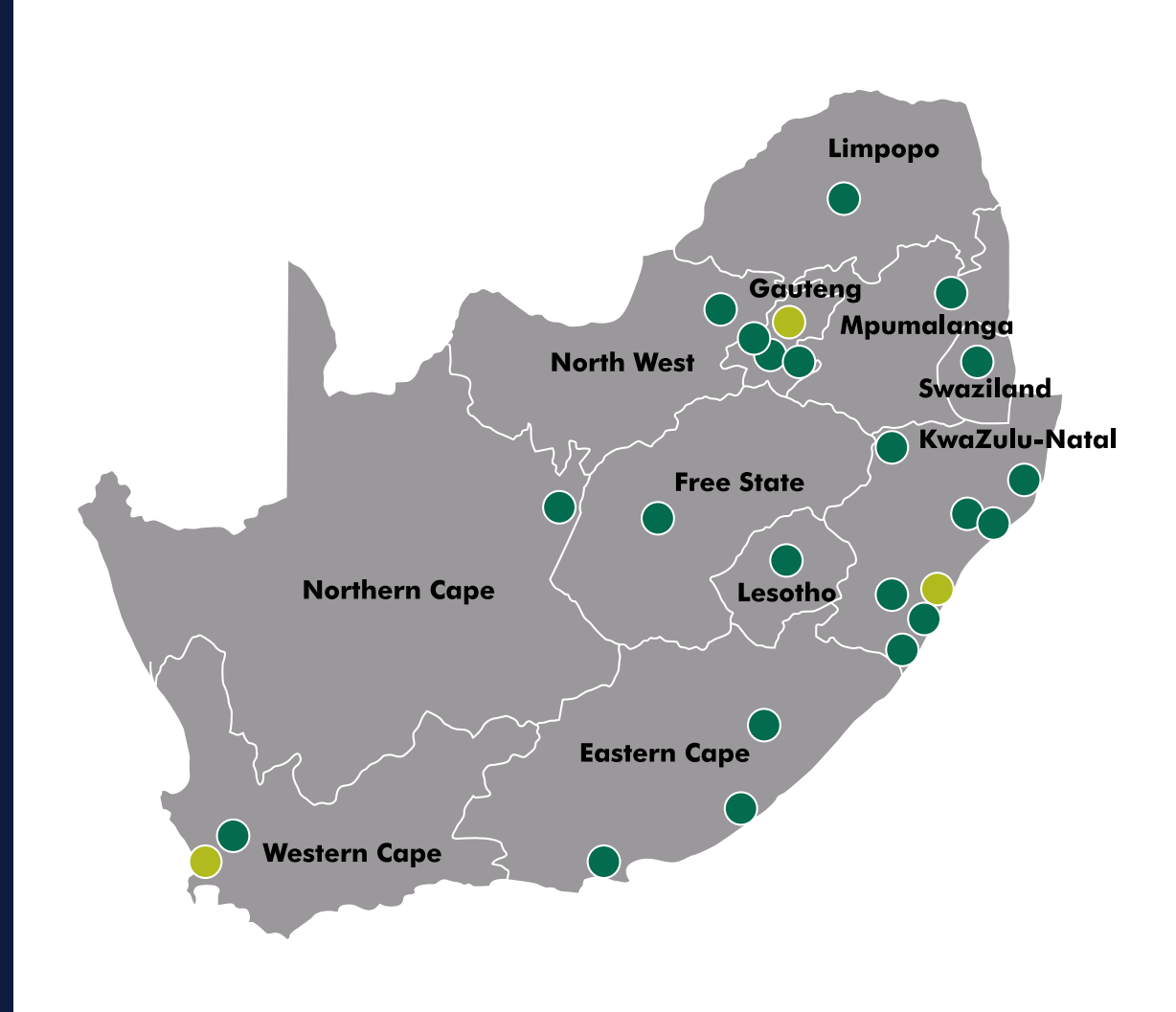
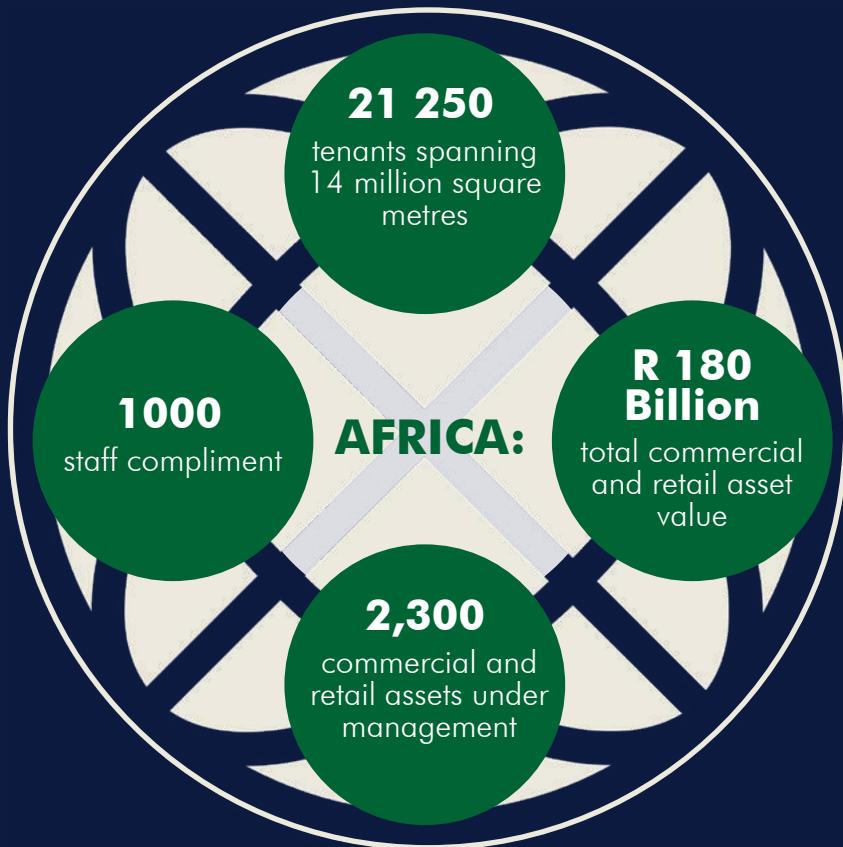
We know our industry and thoroughly understand our markets. Our property expertise and insight helps us to identify opportunities and add value to your properties. Quality is the cornerstone of our efficient and effective management.

We are a proud division of Excellerate Property Services, Africa's leading provider of fully-integrated, self-performing property solutions that deliver quality, cost-effective results. Driven by excellence and forward thinking, Excellerate unlocks opportunities for clients by leveraging its extensive knowledge and experience, technical capabilities and group synergies.

OVER 30
OFFICES
THROUGHOUT
AFRICA, UAE & UK



Poised on the brink of significant growth, Africa offers great opportunities for those who have the vision, flexibility and determination to adapt and succeed.



EXCELLERATE JHI OFFICES

South Africa (22+ Offices)

Regional Head Offices
Gauteng
KwaZulu Natal
Western Cape

OUR VISION AND VALUES

To be the leading, trusted provider of fully integrated, self-delivered property related solutions and services, driven by quality, excellence and forward thinking in the Middle East and Africa.

RISE | ACT



Respect



Integrity



Service



Excellence



Accountability

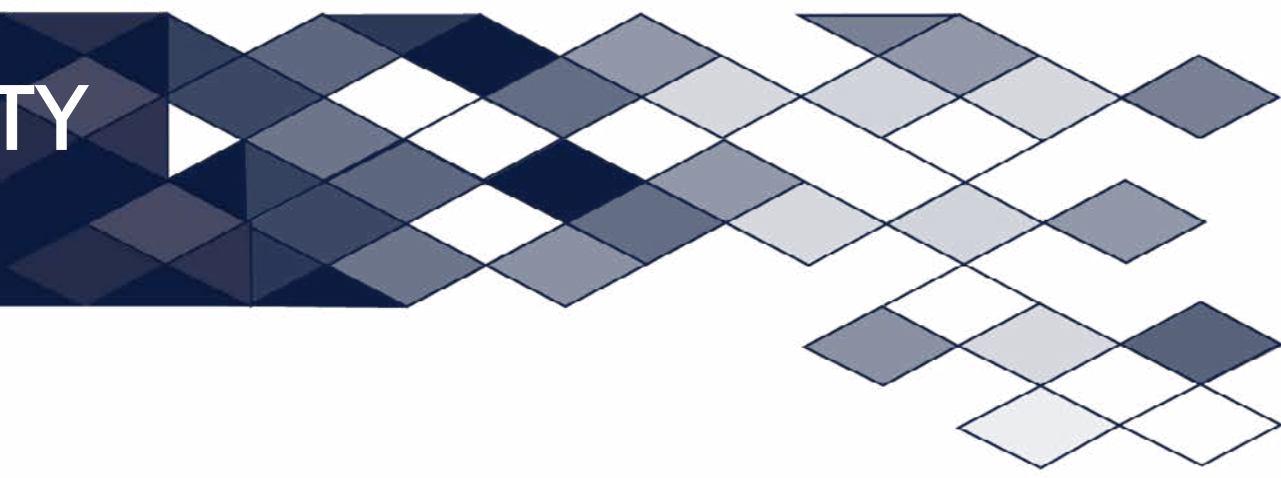


Collaboration



Transformation

EXCELLERATE PROPERTY SERVICES GROUP



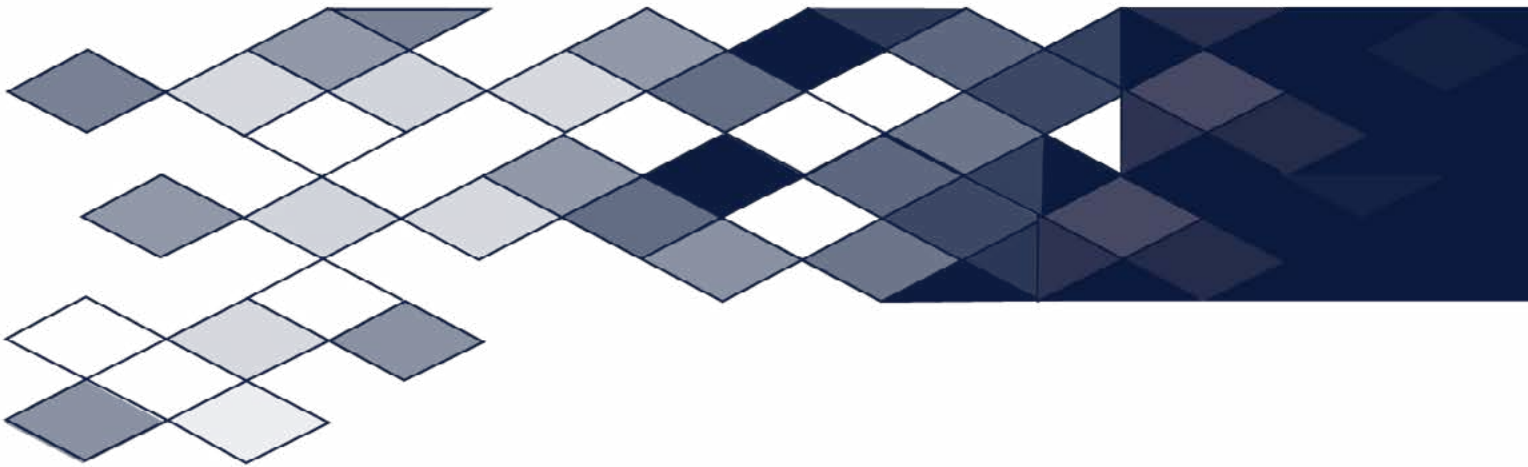
South Africa



South Africa,
United Kingdom &
Middle East



Africa &
Middle East



INTEGRATED SOLUTIONS



GROUP SERVICE LINE BREAKDOWN



EXCELLERATE | JHI

CBRE | EXCELLERATE

EXCELLERATE
SERVICES

Investor Services

PROPERTY MANAGEMENT

- Retail
- Commercial
- Industrial

Advisory

Broking Services

Financial Management

Retail Consulting

Risk Management

Strategic Leasing

Valuations

SOUTH AFRICA

Occupier Services

ADVISORY & TRANSACTIONS

Once-off Transactions

Transaction Management

Portfolio Services

Supply Chain

Retail Analytics

Portfolio & Location

Workplace

Research

FACILITY MANAGEMENT

Technical Services

Occupant Support Services

Specialist Support Services

Strategic Sourcing

Supply Chain

Energy and Sustainability

QHSE

SLA Management

Call Center / Help Desk

PROPERTY MANAGEMENT (REST OF AFRICA)

PROFICA

PROJECT & DEVELOPMENT SERVICES

Project Development Management

Program Portfolio Management

Retail Tenant Co-ordination

Construction Project Management

Construction Management

Workplace Solutions

Space Planning and Design

Design & Build / Turnkey

Integrated Soft Services

Security (Physical & Technology)

Cleaning & Hygiene

Garden & Landscape

Indoor Plants

Pest Control

Canteen & Catering

Managed Services

Brand Management

Parking Management

Precinct Management

Event Infrastructure

OUR DIFFERENTIATORS



**SOPHISTICATED
TECHNOLOGY PLATFORM**



GEOGRAPHICAL FOOTPRINT



PARTNERSHIP APPROACH



INTEGRATION CAPABILITY



SCALE



**FLEXIBLE, AGILE &
INNOVATIVE**



**SPECIALISATION IN KEY
SKILLS**



DEPTH OF SKILLS

OUR OBJECTIVES

- **HIGH QUALITY SERVICE DELIVERY**
- **INDUSTRY RECOGNITION**
- **THOUGHT LEADERS**
- **CLIENT RETENTION**
- **OPERATE A PROFITABLE & SUSTAINABLE BUSINESS**
- **RETENTION OF APPROPRIATELY SKILLED STAFF**
- **MARKET REVENUE GROWTH**





BROAD-BASED BLACK ECONOMIC EMPOWERMENT



- **B-BBEE Level 1**
- **Procurement level 135%**
- **62.97% Black ownership**
- **29.16% Black woman ownership**
- **We are an empowering supplier**



PROPERTY MANAGEMENT

Managing in excess of 14 million square metres of space, 2 300 buildings worth over R180 billion in assets.



ASSET SERVICES

Our Asset Services group provides a wide range of property management services throughout the life cycle of real estate assets to corporate, institutional, and private commercial real estate investors. We protect and improve value by minimizing operating costs, improving efficiencies, enhancing the tenant experience.



COMMERCIAL REAL ESTATE

We manage all types of real estate, from premium office buildings, industrial parks to industrial warehouses and underdeveloped land.



RETAIL MANAGEMENT

Managing 345 shopping centres including 3 of the top 5 in South Africa, and 22 000 tenants. Our specialised retail skills and experience helps optimise your shopping centre today and future proof it for tomorrow.



KNOWLEDGE

Many of our experts have worked on owner property teams or as external management resources in respective markets for decades, giving them an understanding of both local dynamics and the owner's perspective. We leverage industry connections, cross-platform knowledge, and internal research resources to provide insight into each asset's market position so clients can make informed decisions for their building or portfolio.

PROPERTY MANAGEMENT CORE SERVICES

Our core business is the management of shopping centres and commercial properties, including office blocks and parks, mixed-use properties and industrial buildings on behalf of property owners. These buildings are in many locations across major cities and in business nodes beyond metropolitan areas.

Services include:



LEASING



BROKING
SERVICES



VALUATION &
ADVISORY



RETAIL PROPERTY
MANAGEMENT



COMMERCIAL
PROPERTY
MANAGEMENT

COMMERCIAL AND RETAIL PROPERTY MANAGEMENT

SERVICES INCLUDE:



Retail Property Management

- Compiling strategic leasing plans and retail leasing
- Trading densities and turnover management
- Customised property and portfolio reporting
- Identifying expansion, upgrade and refurbishment opportunities
- Managing marketing and promotional activities against approved budgets



Leasing

- Leasing strategy
- Lease renewals
- Managing and leasing of vacancies



Financial

- Monthly rental collection and statements
- Collecting of deposits and ancillary costs
- Flexible reporting meeting the client's needs
- Income, expense and capital budgeting
- Financial account, management and reporting
- Trust account management



Facility Management

- Maintenance management, preventative, ad hoc
- Housekeeping at buildings



BROKING & LEASING SERVICES

Our Broking Services offers a complete spectrum of commercial, industrial, retail and investment property brokerage services.

We have a significant footprint in all the metropolitan nodes in South Africa, and across the African continent. We're also proud to have a national network of property investors, impressive international exposure and strong, long term and mutually-beneficial relationships with asset managers, fund managers and developers.

Identifying a client's ideal space starts with understanding their exact needs. Once this has been established we can access our state-of-the-art property database to identify suitable spaces. We assist with negotiations, any legal or regulatory requirements and ensure a smooth occupation process for tenant and landlord. And we do it across the continent.

SERVICES INCLUDE:



Retail, office and industrial leasing



Investment broking/capital markets



Vacancy marketing and advertising



Property development marketing

CLIENT CENTRIC & PARTNERSHIP APPROACH

We conduct our business with you, in a way that provides a positive experience before and after the contract is signed

Our Client comes first & we strive to see the world through their eyes

We focus on building relationships with our client to maximise service experience

We focus on your wants and needs

CORPORATE GOVERNANCE

We maintain high standards of corporate governance and comply with legislative requirements in all the countries in which we operate.

Our financial accounting complies with **IFRS**. As we strengthen our international presence, we continue to review our compliance and risk management skills, systems, and processes to further enhance these capabilities.

As an accountable institution, we are registered with the **Financial Intelligence Centre**, and all our employees are subject to the requirements of this legislation.

We are registered with the **Property Practitioners Regulatory Authority** in strict compliance with the Act and hold the required **Fidelity Fund Certificates**.

Our quality assurance is based on a range of measurements, which include the implementation of the **ISO 9001:2015** quality management system, proven policy framework guidelines for processes and procedures, and customised models based on continuously monitored client-specific service level agreements.

BRINGING OUT THE BEST IN OUR PEOPLE

In assuring you of exceptional levels of service, we are committed to providing the best personnel to look after your needs. Therefore you will be assigned a proactive and dedicated specialist manager who will be responsible for all high-level and strategic liaison with you; at the same time, they will closely monitor the activities and performance levels of our staff working on your behalf.



Having established a reliable workforce, we also encourage our staff to become an integral part of your business. Through ongoing training and personal development, we foster individual initiative, pride in work, client loyalty – plus the ability of our people to adopt your values and serve your needs as if directly employed by you.

Whilst benefiting from our in-depth training and support, our personnel must firstly satisfy rigorous employment criteria:



EXPERIENCE

Staff must demonstrate experience and qualifications, supported by references (always followed up) and a comprehensive employment record.



BACKGROUND CHECKING

The backgrounds of all personnel are checked in accordance with industry guidelines and standards.



ONGOING ASSESSMENTS

All staff are regularly monitored and assessed to ensure that they are delivering optimum levels of service at all times.



PERSONAL SKILLS

Employees must demonstrate excellent communication abilities, a positive and courteous attitude, plus the ability to deal competently with all situations and challenges.



INDUSTRY & INTERNAL SPECIFIC TRAINING

Staff are subject to ongoing training in the latest developments, skills training and techniques.





JSE LISTED PROPERTY SECTOR

Fairvest Limited
 Fortress Real Estate Investments
 Gemgrow property fund
 Growthpoint Properties
 Investec Property Fund
 Izandla Property Fund
 Liberty Two Degrees
 Redefine
 Resilient
 Vukile Property Fund



CORPORATES

Atterbury
 Amaanat
 Artemis Properties
 Diversified Properties
 Masingita
 Moratiwa Property Fund
 Morulat Property Investments
 Moolman Group



PUBLIC SECTOR

Government Institutions Pension
 Fund (Namibia)



INSTITUTIONS

Sanlam Properties
 Sasol Pension Fund
 Old Mutual Properties
 Pareto Limited
 Liberty Group

OUR CLIENTS

We value our Clients that we service and have long standing successful relationships with them.

We service a diverse range of clientele, which are listed on the JSE, unlisted Corporates and government related entities.

The above is merely a representative sample across the Sectors and does not constitute our full list of Clients.



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CONTACT US

Johannesburg (Head Office)
3A Summit Road, Dunkeld
West, Hyde Park, Johannesburg
Tel: +27 11 911 8000

Cape Town
222 Durban Road,
Oakdale, Bellville
Tel: +27 21 943 1000

Durban
2nd Floor,
1 Millennium Blvd,
Umhlanga Rocks
Tel: +27 31 534 2500

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