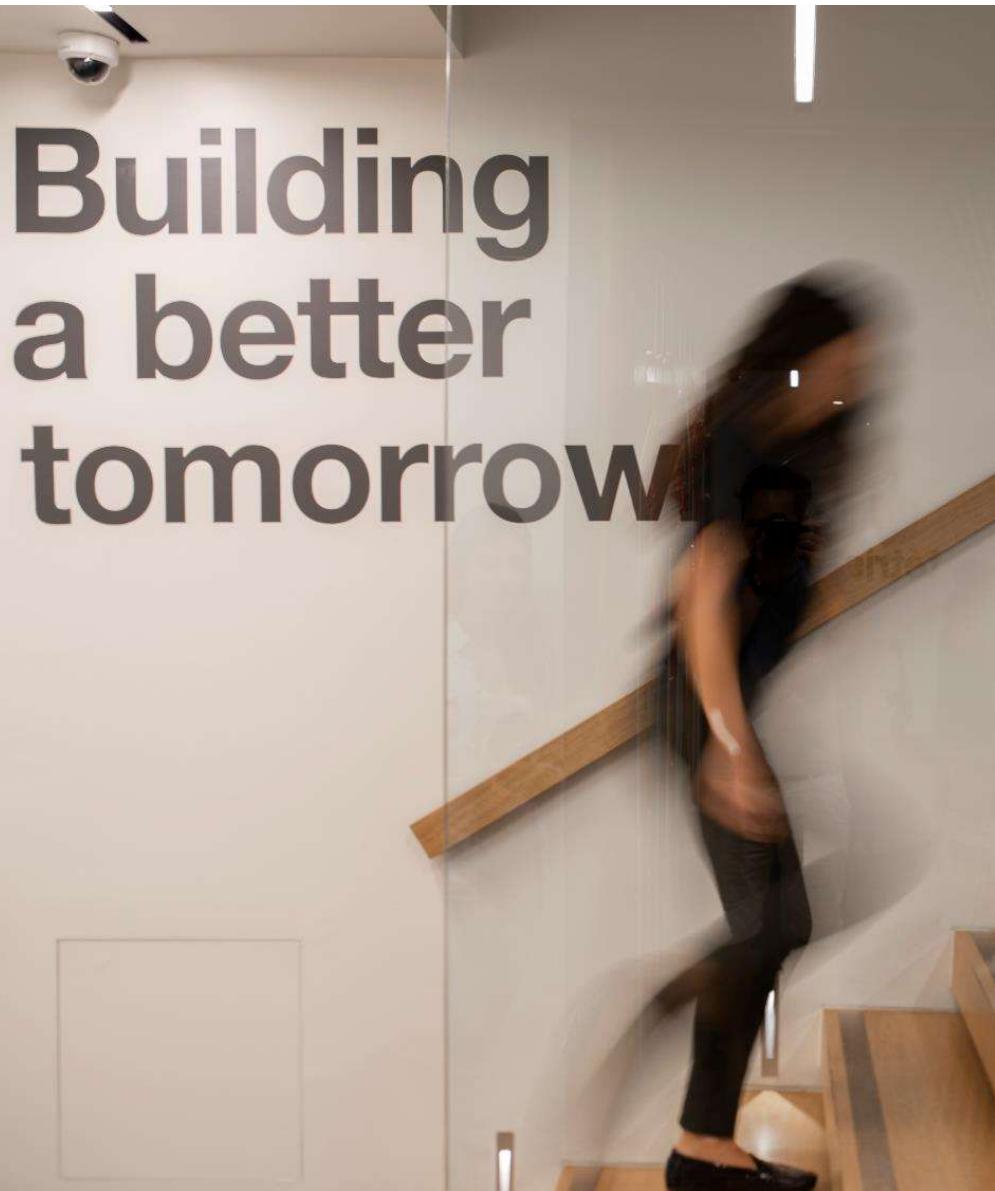




PAM Vietnam

Property & Asset Management Services Overview

The Vista



## Agenda

1. About JLL
2. PAM Asia Pacific
3. PAM Services
4. Our Technology
5. Management References
6. Positioning **The Vista**
7. Proposed Team
8. Fee Proposal
9. Why JLL?



# About JLL



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# We are JLL, a Fortune 500 company



**300**

corporate offices



**80**

countries



**92,000**

employees



**\$19.4bn**

Annual revenue



**4.6bn**

sq ft managed in  
property and facilities  
management





## Performance Highlights

35%  
of global workforce  
are women



239,749

metric tons CO<sub>2</sub>e  
averted by advising  
on renewable energy  
projects

12,245

days of employee  
time contributed to  
community causes

\$5.3m

Cash contributions to  
community causes

59

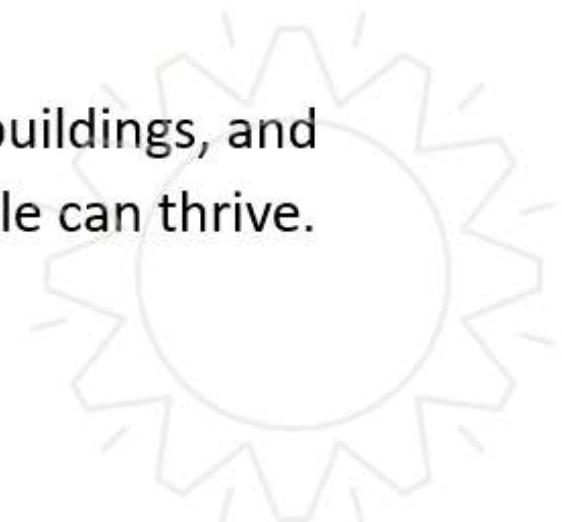
JLL offices with  
sustainable building  
certifications

Achieved  
254

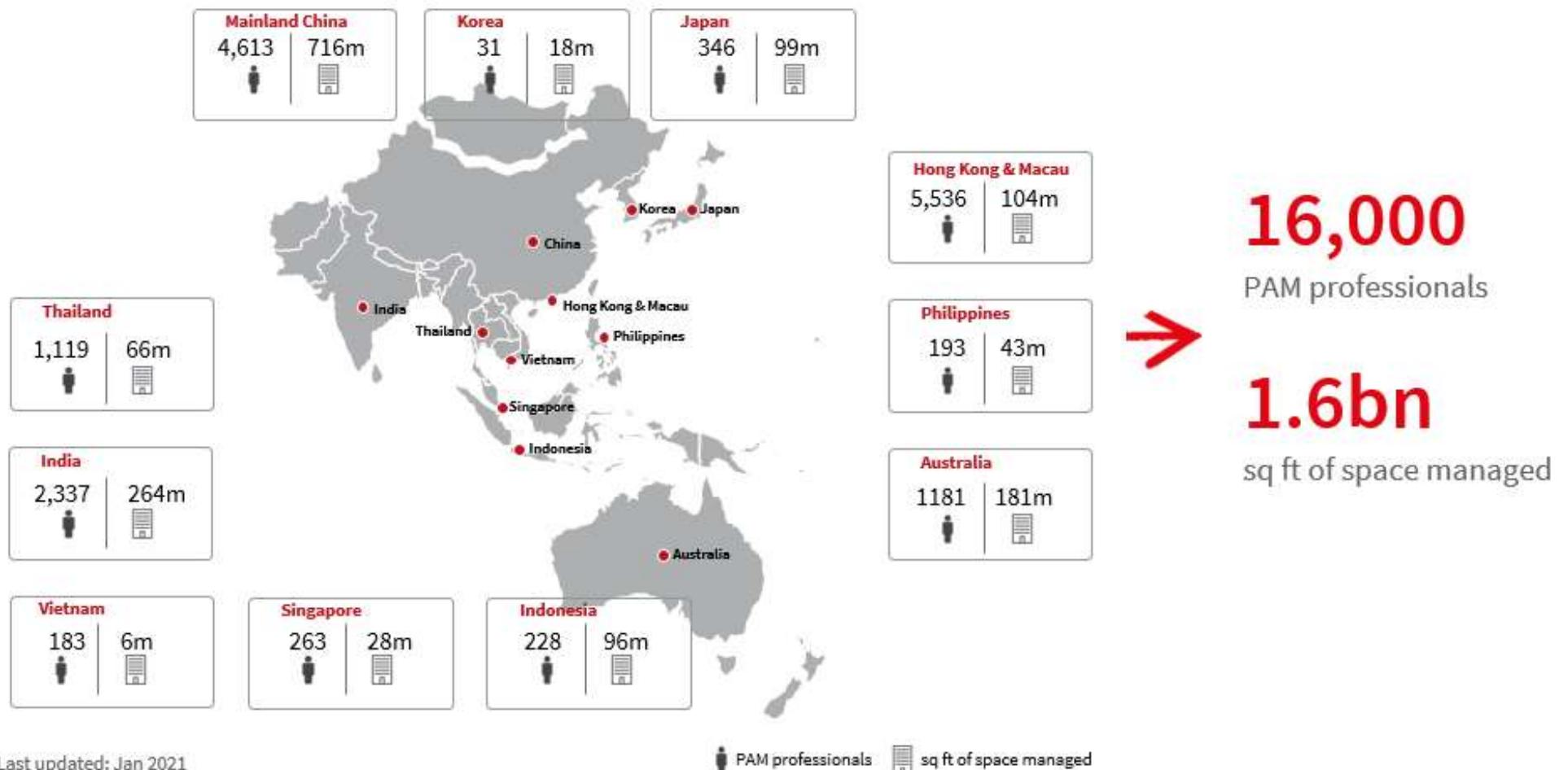
sustainable building  
certifications for clients

# Building a Better Tomorrow

Creating spaces, buildings, and  
cities where people can thrive.



# We're the largest 3<sup>rd</sup> party service provider in Asia Pacific



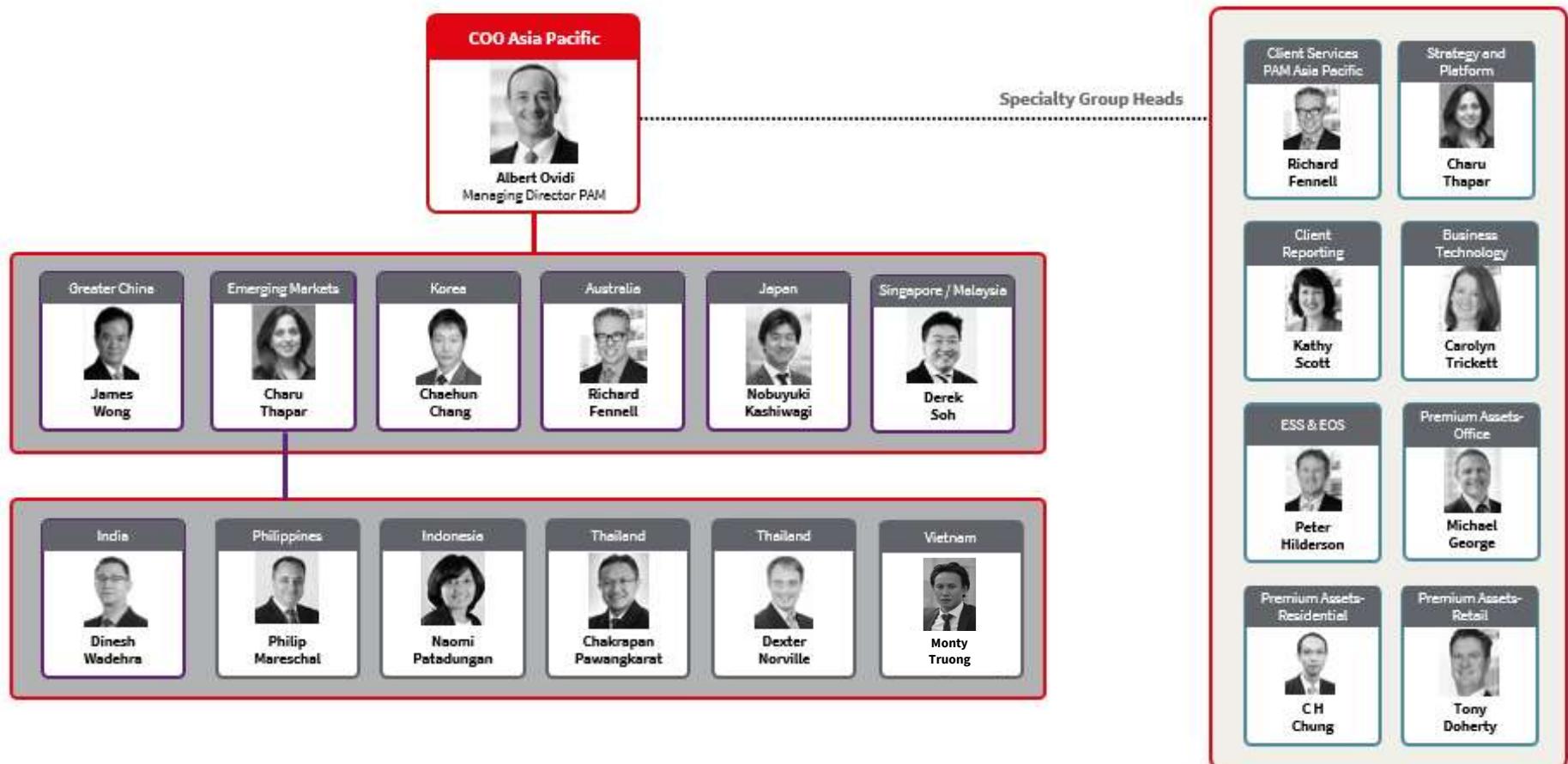
Last updated: Jan 2021

# PAM Asia Pacific



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# Asia Pac Regional Team - Diverse and Stable Leadership \*\*



We can help across the life cycle of your asset



# How PAM can help



## Personnel



Your central point of contact will ensure consistent and responsive service delivery

## Financial services



Track and deliver on building and tenant finance and accounts

## Tenant relations



Create great relationships with your tenants to ensure their needs are being met, their customer experiences are optimised and that leases are renewed

## Engineering and operations



Operate buildings efficiently to create a productive and safe environment for tenants and their clients

## Energy and sustainability services



Analyse energy performance to inform sustainable and environmental strategies

## Refurbish and improvement works



Transform a building – from feasibility to completion – by improving façade and interiors to deliver building and operational efficiencies

## Procurement



Track and deliver on building and tenant finance and accounts

## Lease administration



Create great relationships with your tenants to ensure their needs are being met, their customer experiences are optimised and that leases are renewed

## Analysis and reporting



Operate buildings efficiently to create a productive and safe environment for tenants and their clients



## JLL Global

Company Name	Jones Lang LaSalle Incorporated
Traded as	NYSE: JLL
CEO	Christian Ulbrich
Founded	1783
Office	80 countries, 300+ offices
Employees	90,000+
Revenue (2019)	US\$ 18 billion
Affiliate	LaSalle Investment Management.

## JLL Vietnam

Company name	Jones Lang LaSalle Vietnam
Country Head	Paul Andrew Fisher
Staff numbers	427 Employees
Founded	2006
Service	Industry : Real Estate Service : Consulting, Leasing, Property & Asset Management
Address	HQ: 26F, Saigon Trade Center, 37 Ton Duc Thang Street, District 1, HCMC  Unit 902, 9/F, Sun Red River Building, 23 Phan Chu Trinh Street, Hoan Kiem District, Ha Noi

## Awards



- World's Most Ethical Companies, Ethisphere Institute, 11th year in a row
- World's Most Admired Companies, Fortune Magazine, 3<sup>rd</sup> year in a row
- Global Outsourcing 100, International Association of Outsourcing Professionals, 10<sup>th</sup> year in a row
- ENERGY STAR Sustained Excellence Award, U.S. Environmental Protection Agency, 6<sup>th</sup> year in a row
- 50 Out Front : Best Places to Work for Women & Diverse Managers, Diversity MBA magazine, 2<sup>nd</sup> year in a row
- Perfect score on the Human Right Campaign foundation's Corporate Equality Index, 2<sup>nd</sup> year in a row
- One of America's Best Employers, Forbes magazine

# PAM Services



SEE A BRIGHTER WAY

# Overview of property management services



- **Building management** – OPEX and CAPEX; Preventative maintenance; Contract administration; Sustainability; Monitor and manage utility contracts; Manage vacant units; Regularly review and where appropriate re-contract services to minimize expenditure and maintain service quality; Identify the necessary resources for property works, refurb, development.
- **Financial management** – Invoicing; Rental arrears; Tax (property and GST); Process and pay all purchase and sales invoices incurred; Create monthly schedule of expenditure (split between maintenance, capex and tenant improvements) indicating capitalizable or expensable amounts; Produce income statements; Provide service charge statement of expenditure with full explanation within 6 months of the service charge year end.
- **Reporting** – Operational and financial - in addition to JLL's own presentation format, provide reporting as reasonably required using the Ownership's format or template.
- **Other value add** – Asset repositioning and enhancement; Value add initiatives and income risk mitigation; Applications for grants; Monitor and seek regular advice from the Ownership's tax advisors on changes to tax laws and regulations; Archive receipts and correspondence in relation to tax and regulations; As soon as reasonably practicable notify the Asset Manager and Ownership on becoming aware of any tax liability claim, dispute, proceeding, notification or demand.
- **Compliance and risk management** – Fire safety; Emergency response; Statutory licensing; Court attendance relating to (1) the recovery of rents/compliance with lease terms and covenants, and (2) the dismissal of staff, health and safety of employment legislation.
- **Tenant management** – General lease compliance; Tenant retention program (event coordination); A&P; Management of tenant fit-out work; Allocate appropriate insurance premiums between tenants; Collect tenant's turnover reports, analyze and summaries turnover information; Arrange.
- **Sale support services** – Answer solicitor enquires prior to asset disposal; Support the Ownership in any sale process, including providing any necessary information for a DD process, property inspections and meetings at no extra cost or fee; Create and manage a data room at the request and expense of the Ownership; Upon sale completion, hand over the property and all relevant information to the buyer at no extra cost.



# Property Management services



## Team assessment

Identify needs and develop recruitment schedule when/if required

Conduct recruitment and interview process when/if required

Identify incumbent staff to be retained

Deployment of site personnel / Site familiarisation / training



## Accounting

Review accounts receivable and accounts payable and manage

Take over lease extracts and review management fees schedule

Review and manage financial policies and agree on the monthly reporting format

Take over financial accounts and support in reconciliation

Insurance plans review and advisory



## Vendor procurement and management

Review current performance of vendors  
Identify outsourced services and draft RFPs

Invite potential vendors from JLL's list of Approved Vendors

Tender evaluation and interview + comparison to actual set-up

Conduct site safety induction for all staff prior to work commencement

Mobilisation of awarded contractors when/if required

# Property Management services (cont.)



## Maintenance, Operations and System set-up

Develop maintenance schedule and customise standard operating procedures

Collate site and equipment data, and upload into proposed systems: Evolution

Set up and customise reporting standards

Obtain due diligence condition report

Co-ordinate with outgoing Property Manager to remedy outstanding defects

Site handing and taking over with outgoing Property Manager



## Lease review and documentation

Review all current executed leases and extract key terms

Obtain & review fit-out documentation such as survey plans, hand-over condition checklists etc

Establish point of contact for tenants

Establish reporting protocol around periodic updates



## Communications (Tenants, Vendors and other Stakeholders)

Develop communication plan

Establish tenant retention program

Establish contact list of tenants and set up escalation protocol

Set-up technology management tools for tenancy management and asset management purpose

# Property management strategy



## Occupier satisfaction

- Establish a 5-star concierge service to replicate the experience one would receive in a luxury condominium.
- Develop a resident retention program focused on the day-to-day wellbeing of the occupants and the engagement in the building and the amenities.



## Protecting your interests in a strata development

- Provide insights on how to manage the competing interests and expectations of your various stakeholder groups.
- Ensure that the BOC complies with legislative requirements.
- Explore possible collaborative synergies with other strata owners.



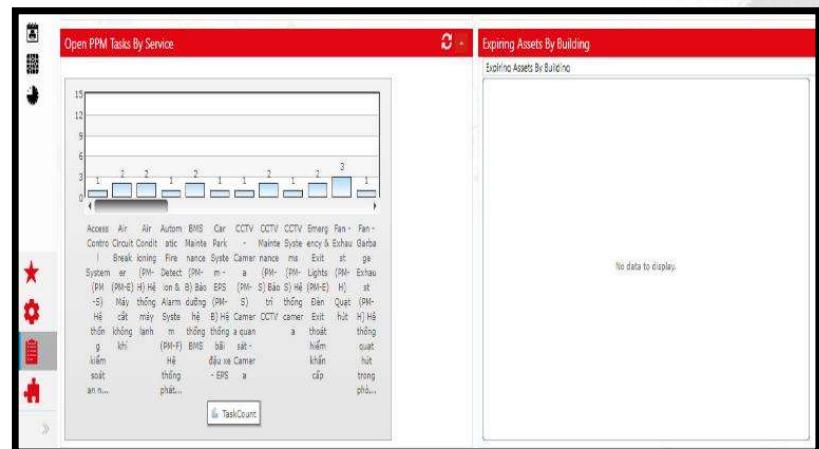
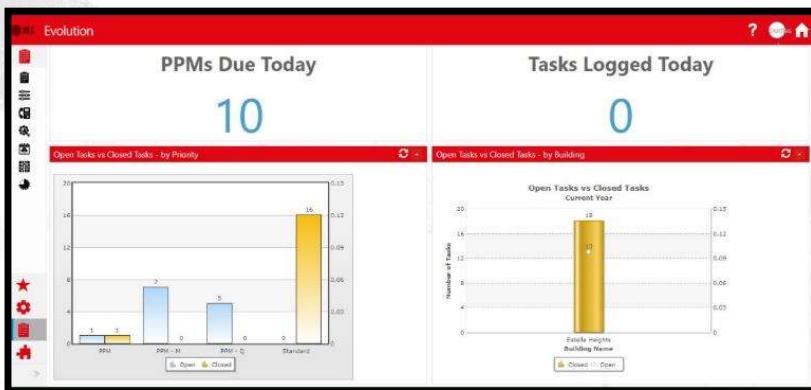
## Maximising operational efficiency

- Prepare an operational budget with analysis and industry benchmarking to minimise the number of headcount onsite whilst maximising output.
- Review the potential of a green lease and the impact on the tenants and the building.
- Ensure that all property management protocols and procedures maximise the efficiency of the building. E.g. Fit-out guide, Residents' handbook, vendor procurement, cleaning and maintenance and other operational procedures.

# Our Technology



# Evolution



**Task Management**

- Tasks
- Task Preferences
- Advanced Helpdesk
- PPMs**
- PPM Report
- Planned Maintenance Summary
- Timelines

**Favourites**

**Facilities**

**Task Management**

**Modules**

**PPMs**

**Attributes**

**Events**

**PPMs Due Today:** 10

**Tasks Logged Today:** 0

Open Tasks vs Closed Tasks - by Priority

Priority	Number of Tasks
High	1
Medium	2
Low	5
Standard	16

Open Tasks vs Closed Tasks - by Building

Building Name	Number of Tasks
Building Name	18

**Task Management**

- Tasks
- Task Preferences
- Advanced Helpdesk
- PPMs**
- PPM Report
- Planned Maintenance Summary
- Timelines

**Favourites**

**Facilities**

**Task Management**

**Modules**

**PPMs Due Today:** 12

**Tasks Logged Today:** 0

Open Tasks vs Closed Tasks - by Priority

Priority	Number of Tasks
High	1
Medium	2
Low	5
Standard	16

Open Tasks vs Closed Tasks - by Building

Building Name	Number of Tasks
Building Name	18

**Open PPM Tasks By Service:**

Service	Count
Access Control	1
Air Conditioning	2
Automotive	2
BMS	1
Car	1
CCTV	1
CCTV Camera	1
Emergency Lighting	1
Fan	1
Fire Detection	1
Fire Alarm System	1
Finance	1
Hand干	1
Lighting	1
Power Supply	1

**Expiring Assets By Building:**

No data to display.

# JLL OnSite



- Manage the health and safety obligations of your vendors and visitors through a real time and scalable online solution.

## WHAT IS IT?

- Would you rather use 850 folders, 850 risk registers and 850 hazard registers to manage 850 sites or one app to manage them all?

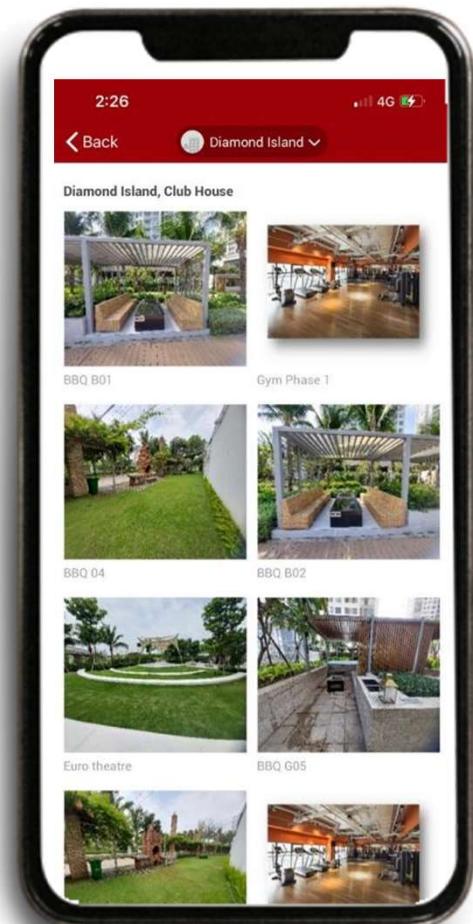
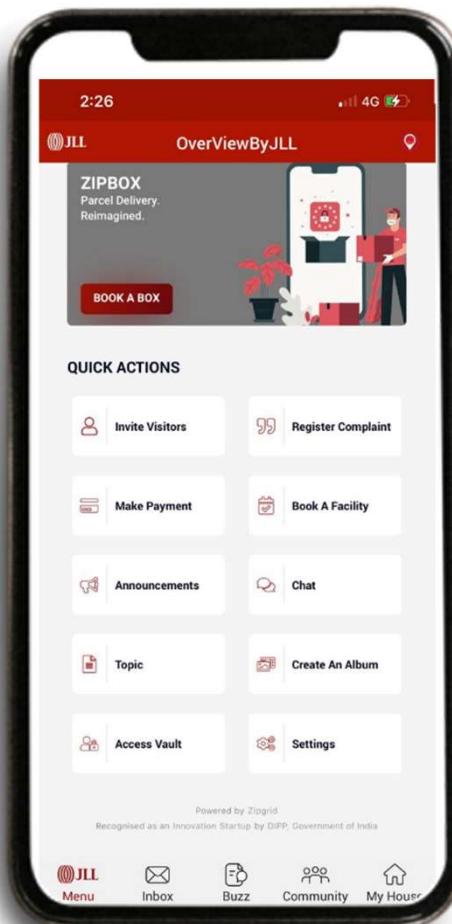
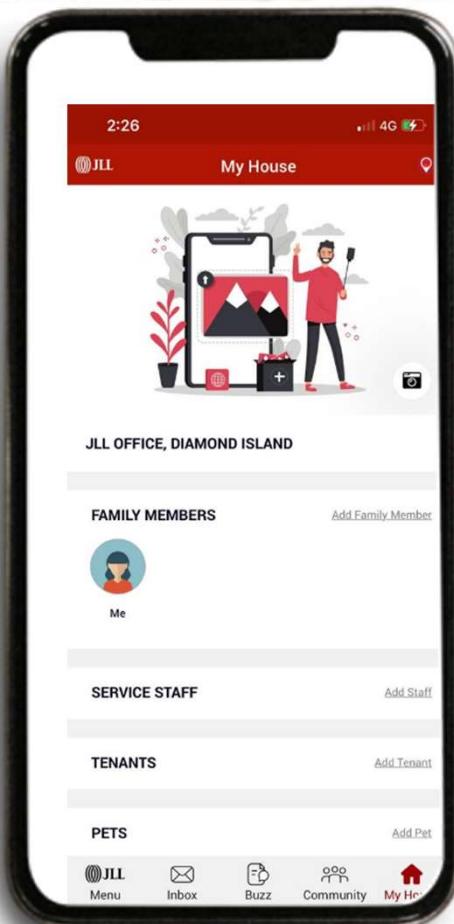


## BENEFIT TO YOU

- Real time monitoring and reporting
- Improve compliance tracking and audit
- Manage works across all sites regardless of geographic location
- Instantaneous update of information
- Facility managers are automatically updated on vendor and visitor activities



# Overview by JLL



# CMO – “Harm Event” Injury / Illness

\* 13.3

**Incident Secondary Category - Injury (JLL Employee or Contractor)**

First aid, medical treatment and hospitalization only to be chosen if there is no associated lost time being unable to perform duties for more than 1 day.

If there are multiple people injured in the same incident – you MUST enter the most severely injured FIRST



- Information Only - Injury
- First Aid – Injury
- Medical Treatment – Injury
- Lost Time – Injury
- Death

**Clear**

\* 13.6 First Aid - Main Treatment Received

- Using a non-prescription medication at non-prescription strength
- Cleaning, flushing or sealing wounds on the surface of the skin
- Using temporary immobilization devices (like transporting an accident victim (e.g. splints, slings, neck collars, back boards, etc.)
- Using massages (physical therapy or chiropractic treatment are considered medical treatment)
- Using eye patches
- Using wound coverings, such as bandages, Band-Aid, gauze pads, etc. or using butterfly bandages or steri-strips
- Removing foreign bodies from the eye using only irrigation or a cotton swab
- Drinking fluids for relief of heat stress
- Using any non-rigid means of support, such as elastic bandages, wraps, non-rigid back belts, etc.
- Administering tetanus immunizations
- Using hot or cold therapy
- Removing splinters or foreign material from areas other than the eye by irrigation, tweezers, cotton swabs, or other simple means
- Visits to a doctor or health care professional solely for observation or counseling
- Drilling of a fingertip or toenail to relieve pressure, or draining fluid from a blister
- Using finger guards
- Diagnostic procedures including administering prescription medications that are solely for diagnostic purposes

**Clear**

\* 13.9 Medical Treatment - Main Treatment Received

- All treatment not listed as first aid
- Treatment of second or third degree burns
- Using prescription medications
- Work-related needle stick injuries and cuts from sharp objects that are contaminated with another person's blood or other potentially infectious material
- Or use of a non-prescription drug at prescription strength
- Admission to a hospital or equivalent medical facility for treatment
- Using wound closing devices such as surgical glue, sutures, and staples
- Application of sutures (stitches)
- Positive x-ray diagnosis (fractures, broken bones, etc.)
- Using any devices with rigid stays or other systems designed to immobilize parts of the body
- Loss of consciousness
- Administration of oxygen to treat injury or illness

**Clear**

**Question**

- Risk / Finding / Action
- Action
- Attachment

\* 1.3.3

**Incident Secondary Category - Injury (JLL Employee or Contractor)**

First aid, medical treatment and hospitalization only to be chosen if there is no associated lost time being unable to perform duties for more than 1 day.

If there are multiple people injured in the same incident – you MUST enter the most severely injured FIRST



- Information Only - Injury
- First Aid – Injury
- Medical Treatment – Injury
- Lost Time – Injury
- Death

**Clear**

**Question**

- Risk / Finding / Action
- Action
- Attachment

\* 1.3.7 Were they hospitalized overnight as an inpatient as a result of this incident?

- Yes
- No

**Clear**

**Question**

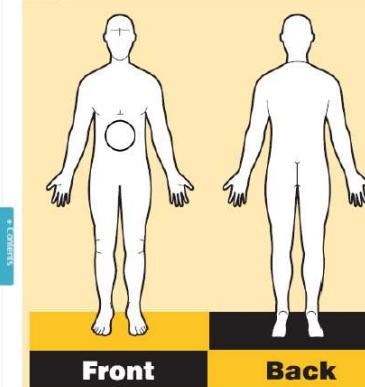
- Risk / Finding / Action
- Action
- Attachment

\* 13.12 Please select the body location of the injury / illness

Please select within the Body Map Border or point will be listed as "General and Unspecified Locations"

Circle represents internal organs

Body Map



**Clear**

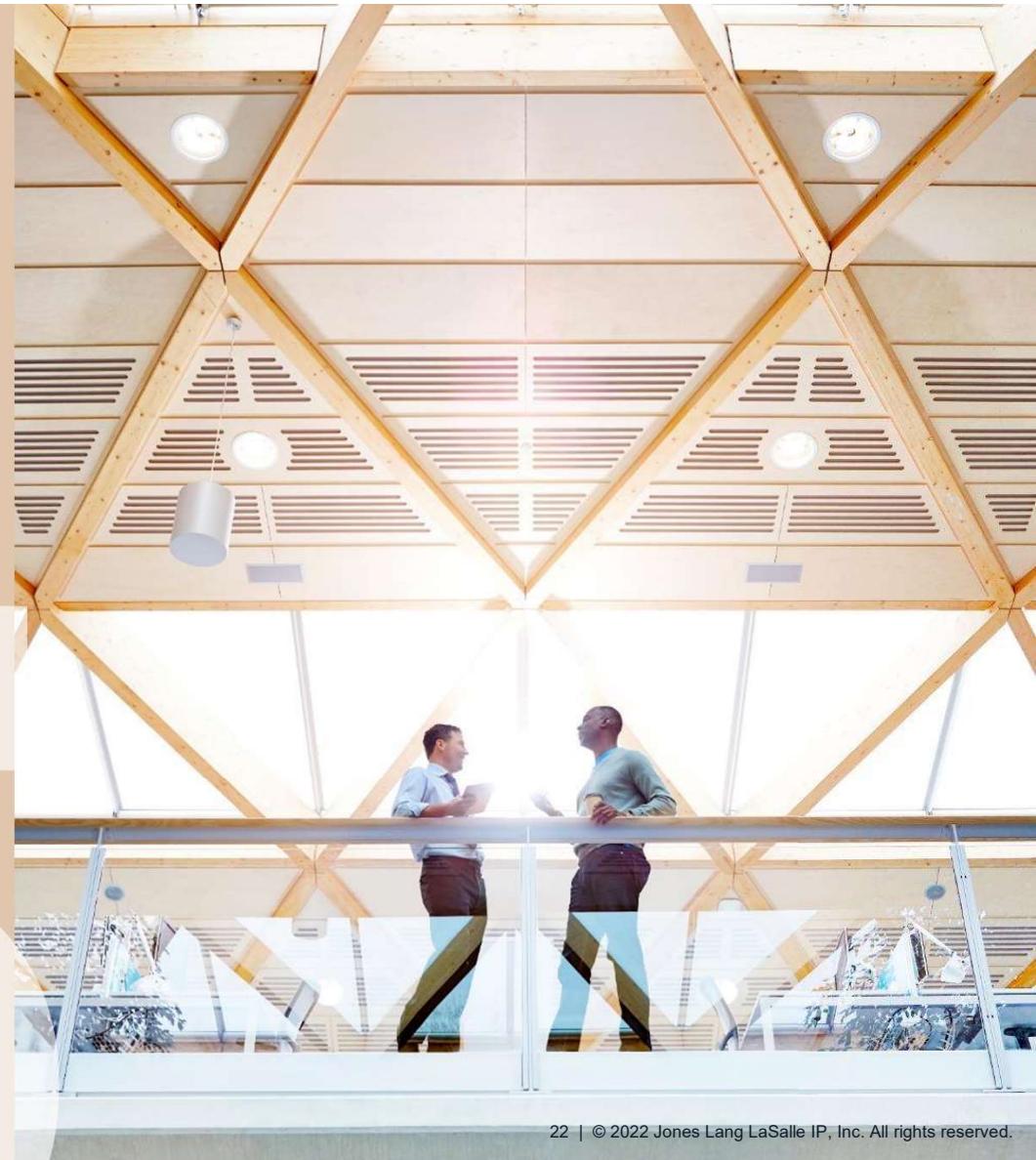
# Management References



JLL

SEE A BRIGHTER WAY

05



## Track record of excellence

Best Property Management Team of SEA:  
2020, 2021 and 2022 voted by RICS



- Reducing our building energy costs by 5% year-on-year
- Strong financial performance of buildings under management
- Usage of technology and knowledge sharing to improve operational efficiency
- Covid protocols with high effectiveness
- Building resident occupiers consistently exceed 80% satisfaction



# We have advised on the most iconic assets globally



Burj Khalifa  
Dubai



One Island East  
Hong Kong



Shanghai Tower  
Shanghai



Asia Square  
Singapore



Lotte World Tower  
Seoul



Ping An Finance Centre  
Shenzhen



Taipei 101  
Taipei



The Shard  
London



Frasers Tower  
Singapore



Merdeka PNB 118  
Kuala Lumpur

# Track Record



**Kingdom 101**



Client name: Indochina Kingdom

Address: District 10

Size: 3 Blocks – 986 Units

**Estella Heights**



Client name: Keppel Land

Address: District 2

Size: 4 Blocks – 872 Units

**Lim Tower III**



Client name: Hoa Lam

Address: District 1

Size: 31,016 m<sup>2</sup>

# Track Record

**Masterise Home**



Client name: Masterise

Address: CBD – Ho Chi Minh City

Size: 111,941 m<sup>2</sup>

**M Tower**



Client name: Mottama

Address: Myanmar

Size: 34,052 m<sup>2</sup>

**Capital Tower**



Client name: Thu Do Joint Stock Tourism  
– Trading & Investment Co.

Address: Hanoi

Size: 30,000 m<sup>2</sup>

# Track Record



**Nine South Estates**



Client name: Vina Capital

Address: Nha Be

Size: 13 ha – 384 villas

**Imperia**



Client name: Kien A

Address: District 2

Size: 4 Blocks – 700 units

**Diamond Island**



Client name: Binh Thien An - Kusto

Address: District 2

Size: 6 Blocks – 1,545 units

# Track Record

**Thanh Long Bay**



Client name:	Trung Son Bac
Address:	Binh Thuan
Size:	90,3 ha

**The Song**



Client name:	Phuoc Loc Investement
Address:	Vung Tau
Size:	1600 units, 8.816 m <sup>2</sup>

**Savico**



Client name:	Savico Corp
Address:	District 1
Size:	5,000 m <sup>2</sup>

# Track Record

**Vietcombank Tower**



Client name: Vietcombank – Bonday  
Address: District 1  
Size: 65,000 m<sup>2</sup>

**Cornerstone Building**



Client name: TNHH VIB – NGT  
Address: Ha Noi  
Size: 40,000 m<sup>2</sup>

**Sonatus Tower**



Client name: Hoang Thanh  
Address: District 1  
Size: 36,519 m<sup>2</sup>

# Track Record

**Sun Premier Village  
Ha Long Bay**



Client name: Sun Group

Address: Ha Long

Size: 312 kiosks, 1791 units  
Shophouse, Villages,  
Townhouse

**Sun Grand City**



Client name: Sun Group

Address: Ha Noi

Size: 519 units, 20,000 m<sup>2</sup>  
commercial

**Hanoi Aqua Central**



Client name: Tháp Nước Hà Nội

Address: Ha Noi

Size: 238 units



## Track Record

Villa Park



Client name: MIK  
Address:  
Size: 248 villas , 11ha

Mulberry Lane



Client name: CapitaLand  
Address: Ha Noi  
Size: 1,478 units

EcoPark Verde



Client name: Vihajico  
Address: Hanoi  
Size: 1,560 units, 600 villas, 53ha

# JLL Facilities Management

## IFM Presence in Vietnam



**300** facilities management professionals in Vietnam



**36 corporate clients** in Vietnam 35% Market Share of corporate clients



**Over 7 Million SF** of space under management





# **Positioning The Vista**

# Positioning The Vista



## FINANCE MANAGEMENT

- Improve governance, reporting and transparency. International accounting and reporting standards and metrics to be used with global industry best practices and management software systems.
- Ensure OPEX are managed efficiently in a cost effective and value for money approach.
- Identify and plan out for OPEX and CAPEX so that the Sinking Fund is preserved for major maintenance expenses and interest on principal compounds.
- Management Fee to therefore adjusted in order to improve / maintain quality of asset / services whilst protecting the Sinking Fund and generate Compound interest.
- Accounting to be done in accordance with industry best practices and Vietnam Accounting standards, in a tax efficient manner. Which means: The BOC to operate under their own tax code, and all the operating accounts are under the BOC jurisdiction. All income and expenses are declared under the BOC tax code.
- All bank accounts to be under the BOC jurisdiction (currently under the Management Agent): Means Management Agent provides budget for the BOC approval. Large expenses are subject to tender / bid process, subject to the BOC approval. JLL will issue debit notes and payment request, and the BOC will approve on the system in accordance with the BOC's financial regulations that have been approved by the Annual General Meeting.

# Positioning The Vista



**LONG TERM PLAN FOR ADDING VALUE TO THE ASSET [does not need to be detailed right now, but list as future planning].**

- Identify additional cost savings
- Identify additional revenue sources
- Recommendations for value added physical improvements
- Recommendations for value added services

# Proposed Team



# Professional Management and Consulting Team

## Core Team



**Tran Huyen Trang**  
Portfolio Manager  
PAM



**Le Van Luan**  
Business Solutions Director  
Engineer Lead  
PAM



**Pham Tu**  
Director  
HR Advisor



**Le Nguyet Thu**  
Senior Property Manager  
PAM



**Nguyen Thuan**  
Senior Manager  
HVAC Tech



**Ho Thi Ngoc Trang**  
Chief Accountant  
PAM



**Duong Thi Thai Hien**  
Resident Services Coordinator  
PAM



**Phan Ly**  
Manager  
Solution Development  
IFM



**Tran Chinh**  
Director  
Sustainability



**Ta Thanh Thuy**  
Director  
IFM



**Huynh Thao**  
Manager  
Administrative Division

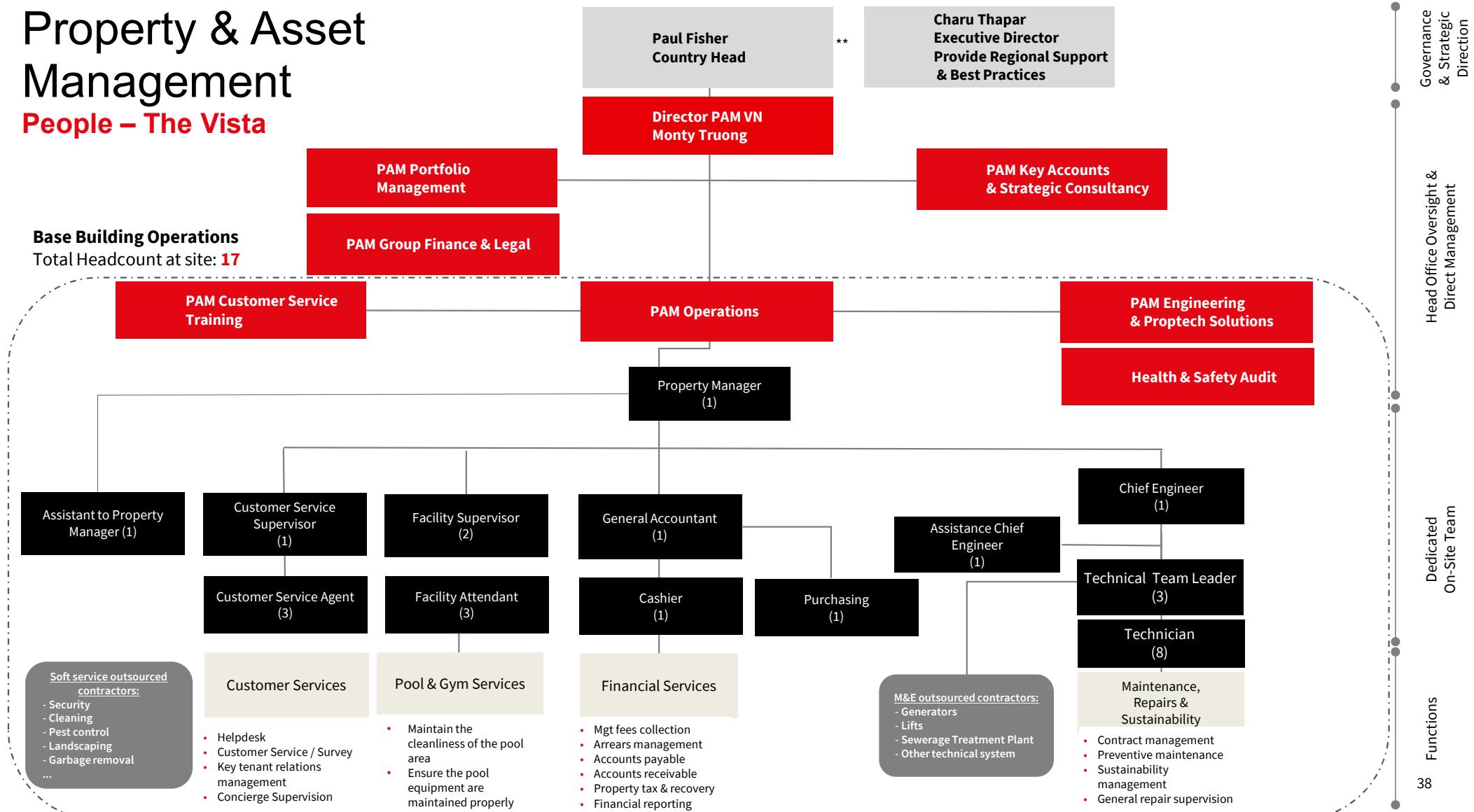


**Nguyen Minh**  
Team Leader  
Procurement and Supply Chain  
Management

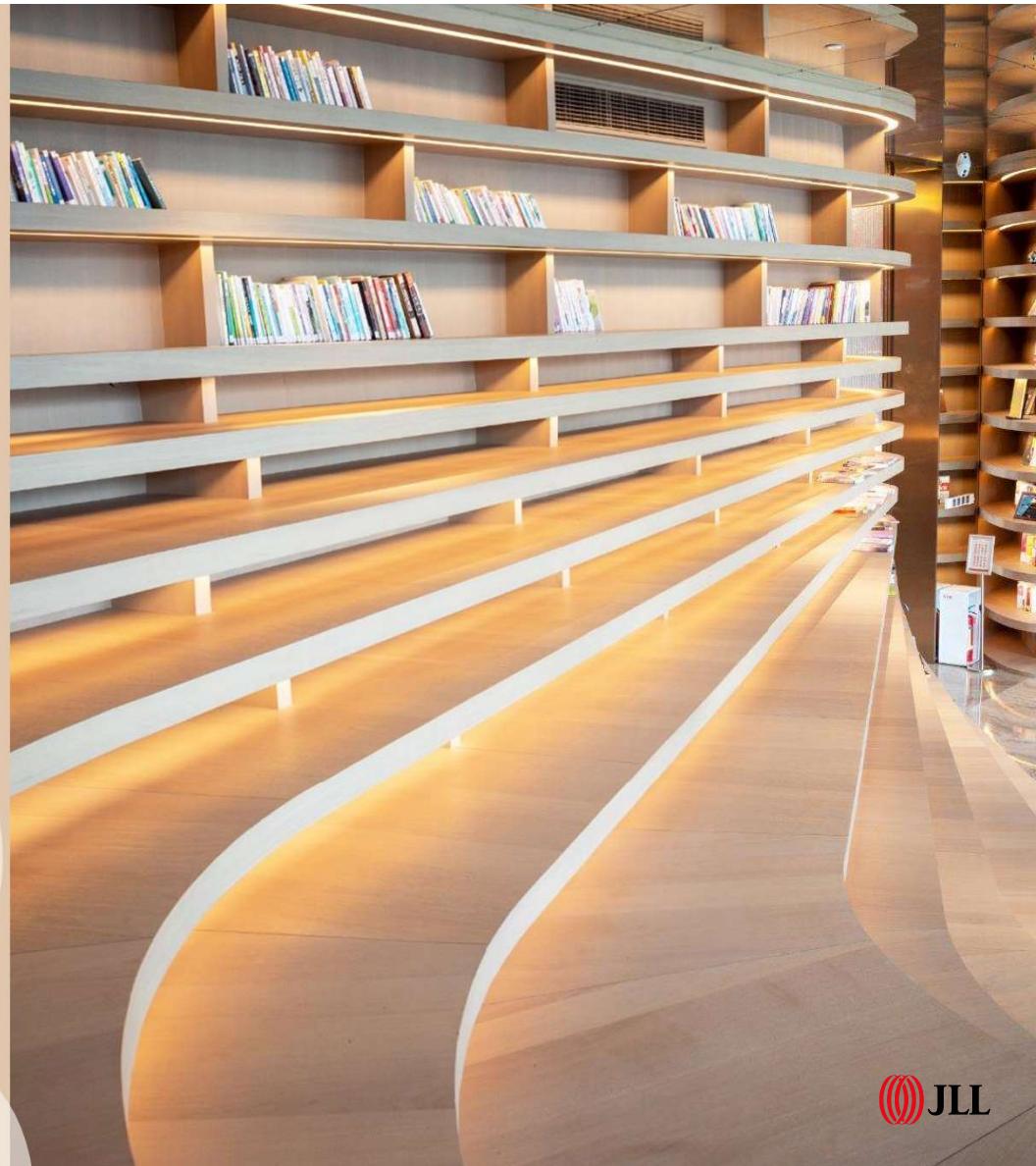
## Professional Support Team

# Property & Asset Management

## People – The Vista



# Fee Proposal





# Property Management for THE VISTA

Property Management Fees	
Brand Fee	Staffing Cost
<b>70,000,000 VND/month (ex VAT)</b>	 Estimate On-Site Staff Cost Recovery when staff are deployed: <b>584.624.054 VND/month (ex VAT)</b>

This fee includes:

1. Regular and ad-hoc Senior support with on-site visits
2. Head Office Financial advisory Support
3. Head Office HR sourcing support
4. Technology support from 3 modules:
  1. Evolution
  2. Overview
  3. JLLOnsite

*All supported modules are described in the proposal under the technology section*



Why JLL?



# Differentiation is the key to placemaking



Quality & prestige



Sense of arrival



Efficiency



Amenities



Green Credentials

Future proof



Activated spaces



Collaboration



Human experience

CSR

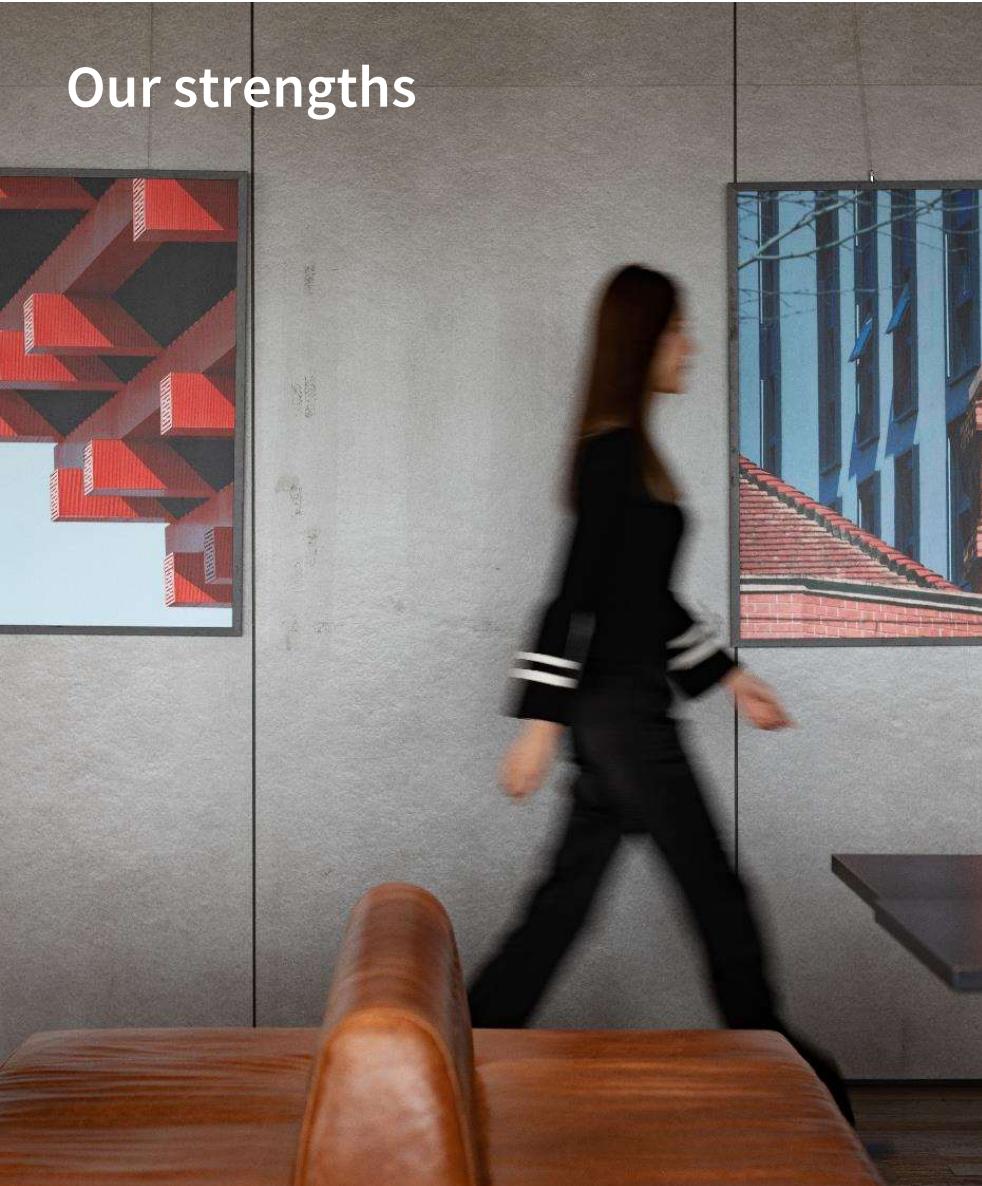


Community



Sense of history

# Our strengths



**Client-focused** advisory approach

Unparalleled **talent** and **specialized teams**

Expertise in **domestic knowledge** and know-how

Unmatched quality and **depth of research**

**Integrated** global platform

**Innovative solutions** driven by data, insights and technology



We love to work with you



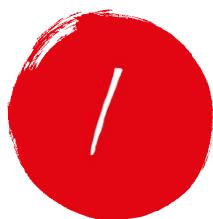
Understanding of how to **drive value** through property management

Connection with the world of property management, including **best practice** relating to the Future of Work and PropTech

Expertise in **Future of Work, PropTech**

Ability to reach out to, and unrivalled access to property management with **work ethics values and commitment**

# Our commitment to Vista



## True international class

To provide a true international class market leading service for our clients and their customers



## Proven successful

Apply our proven successful international property management operating model and practices to Vietnam



## Quality over quantity

To choose quality over quantity, commit to selective clients, and not be held back by tight margins and lack of support due to over committing on numerous projects



## Enhance and protect

To enhance and protect the value of our clients assets, this is our job



## Fairly and ethically

Practice business fairly and ethically, we have an anti-corruption policy

# Thank you

**Monty Truong**  
Director of PAM

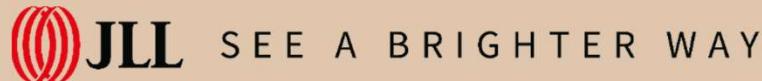
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Engineering Lead

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**Tran Huyen Trang**  
Portfolio Manager

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