

# Jones Lang LaSalle Overview Presentation

September 2002

# Company Overview

Jones Lang LaSalle has become the world's leading real estate services and investment firm by evolving and growing with our clients. We pioneered a professional services approach in the industry by providing clients with total solutions to their complex real estate needs. We focus on long-term relationships, not simply transactions. With extensive experience in all aspects of commercial real estate, we offer an unmatched advisory capability and comprehensive services. We look forward to working with you.



*Chris Peacock*  
*Chief Executive Officer*  
*Jones Lang LaSalle*



# Client Focused



## **A Culture Built on Relationships**

We work with many national and multi-national clients in long-term relationships to provide integrated real estate services that address overall business objectives.

## **Partnering with Clients**

Our non-commission compensation structure empowers us to always act in our clients' best interests.

## **The World's Leading Real Estate Services and Investment Management Company**

We give clients a competitive edge with advanced technologies, proprietary research and best practices that we have developed and tested across numerous disciplines and geographic boundaries.

The loyalty of our clients supports our reputation as an industry leader.

# Value-Added Service Delivery



## **Advisory Approach**

We combine strategies that address overall business objectives with tactical capabilities that enable clients to rapidly realize process improvements and cost savings.

## **Global Coverage**

Our 7,200 employees operate in more than 100 key markets to meet the local, regional and global needs of our clients.

## **A Unified Firm**

Because we are not a loosely connected group of affiliates, we deliver consistent, superior service in local markets, across regions and around the world.

The only global firm in the industry that operates under a single management and ownership structure.

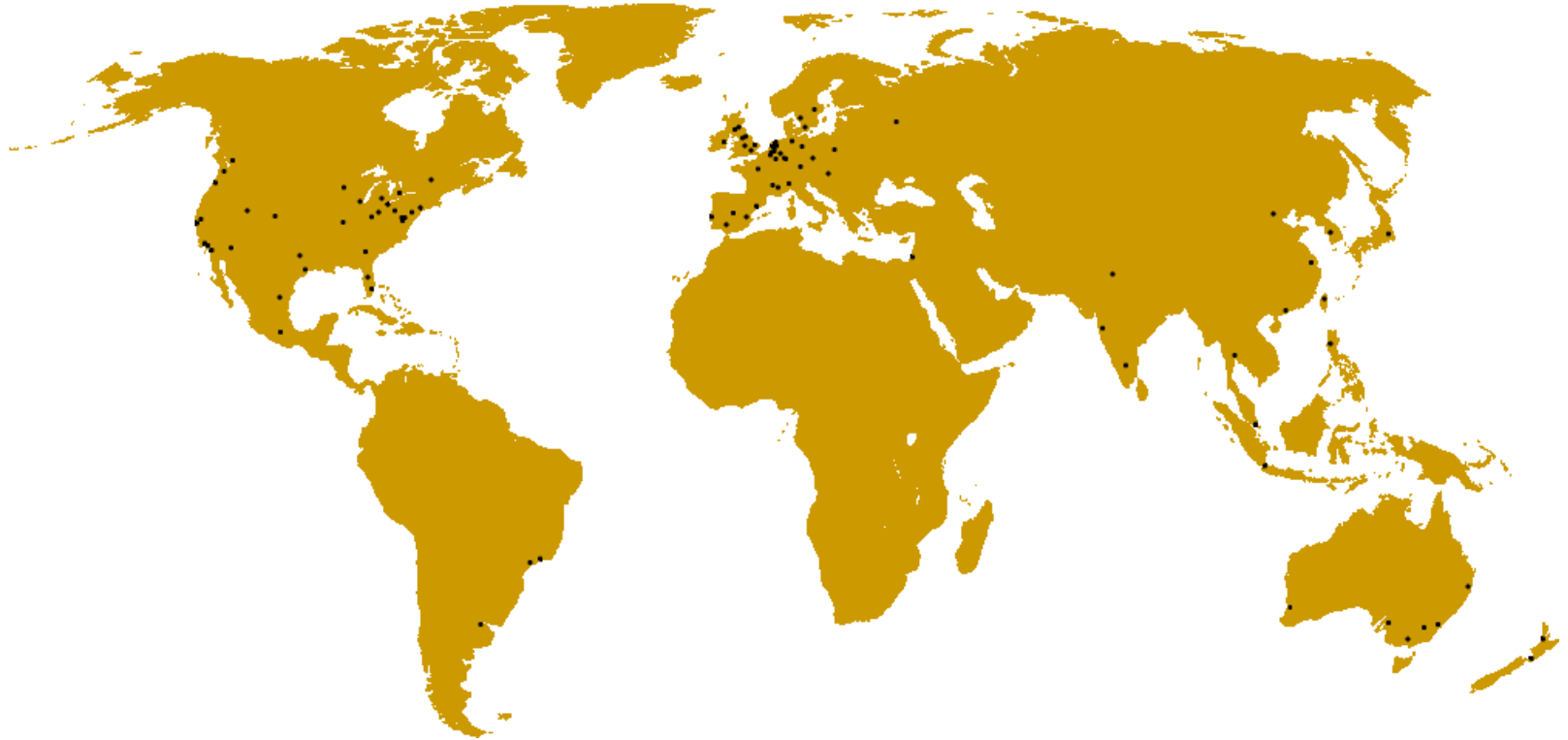
# Industry Leader



- World's largest property manager, 725 million s.f. under management
- \$22 billion of assets under management
- \$19 billion in capital transactions in 2001
- \$149 billion in valuations in 2001
- 82 million s.f. of lease transactions in 2001
- 33 million s.f. of tenant representation transactions in 2001

No other firm has a stronger combination of owner, occupier and investor capabilities.

# Everywhere Our Clients Need Us



**Americas:** 37 Markets, 5 Countries    **Europe:** 39 Markets, 17 Countries    **Asia Pacific:** 21 Markets, 11 Countries

# Diverse Industry and Asset Experience



OFFICE    GOVERNMENT    RETAIL    LAND    HEALTHCARE    RESIDENTIAL



DATA AND CALL CENTERS    HOTELS    INDUSTRIAL    HIGHER EDUCATION

# Vertically Integrated by Client Type



| CLIENT TYPE                | JONES LANG LASALLE SERVICE PLATFORM |
|----------------------------|-------------------------------------|
| Owners                     | Investor Services                   |
| Occupiers                  | Corporate Solutions                 |
| Investors                  | LaSalle Investment Management, Inc. |
| Hotel Owners and Investors | Jones Lang LaSalle Hotels           |

Our comprehensive services are vertically integrated according to the types of clients we serve—real estate owners, occupiers and investors—so we deliver client-specific solutions from concept to completion.



# Investor Services

Jones Lang LaSalle's ability to serve all of our clients' needs is exemplified by the complete range of services we provide to investors. Whether we are recommending an investment strategy or conducting a complex lease negotiation, our experts consistently maximize the value of real estate assets.



# A Full Spectrum of Services for Real Estate Investors



For superior returns on their real estate investments, owners look to Jones Lang LaSalle for high-caliber property management and leasing expertise. For clients looking for capital markets expertise, we offer a range of services, including investment sales, acquisitions, financings and portfolio advisory.

# Maximizing Asset Value



**OWNERS**                      **INVESTORS**                      **DEVELOPERS**



DAI-ICHI LIFE CAPITAL PROPERTIES, INC.



**GOVERNMENT AGENCIES**                      **HIGHER EDUCATION**

# Corporate Solutions

Jones Lang LaSalle provides overall occupancy solutions—integrated responses tailored to clients’ needs. We are a single-source partner that will work with your organization to support its internal processes and business goals.



# Solving Complex Occupancy Needs



We have become the market leader in real estate outsourcing by partnering with clients to provide real estate solutions across large portfolios. We manage facilities, implement projects, oversee new developments, execute transactions and administer leases in line with our clients' business objectives.

# The Company We Keep



CORPORATIONS UTILITIES



GOVERNMENT ENTITIES HIGHER EDUCATION

# Capabilities

We offer a comprehensive scope of services augmented by experience in all asset types and an array of industries. Based on your needs, one of our professionals will serve as your single point of contact—a portal to a team of specialists that will deliver the full benefit of Jones Lang LaSalle’s global resources.



# Agency Leasing and Property Management



- Full spectrum of services includes market research, acquisition identification, due diligence, start-up coverage, leasing, management and disposition preparation
- Maximizes asset value and delivers superior results through local market leadership, in-depth market knowledge, strong technology platforms, complete support resources and unmatched purchasing power
- Agency leasing and property management for more than 600 properties covering every major U.S. market
- More than 800 professionals and 3,000 indirect employees who perform day-to-day property operations

Portfolio of nearly 125 million s.f. makes us the largest office management company in the United States.



# Consulting



- Objective, non-transactional advice aligns real estate activities with overall business goals
- Consultants around the globe transfer best practices across geographic boundaries
- Specialties include:
  - Occupier portfolio strategy
  - Occupier organizational strategy
  - Merger, acquisition and transformation strategy
  - Development and asset strategy
    - Advisory
    - Acquisition and dispositions
  - Valuation advisory
  - Privatization

We have received numerous awards, including IDRC's Best Practice Award, for consulting work.

# Corporate Property Services



- Comprehensive property and portfolio management services for corporations and institutions
- Provides best practices through consistent standards, processes and systems
- National Property Service Center uses sophisticated technology to provide 24-hour facility operations services
- Industrial specialty offers expertise in disposition and acquisition of industrial properties
- Critical Environment Management Team (CEM) helps clients with mission-critical operations to reduce risk and improve reliability

World's largest corporate facility manager, with more than 220 million s.f. under management.

# Development Management



- Acts as the agent, advisor and advocate on new developments or major renovation projects for owners, investors and developers
- Maximizes long-term value of facility and ensures that overall goals are met
- Oversees entire project from concept and strategy through construction and move-in
- Helps to control budget and schedule, and manage divergent interests
- Experienced with office, industrial, mixed-use, retail, hotel, high-tech and other specialty-use properties

We have completed more than 240 developments totaling 115 million square feet of ground-up developments and major renovations

# Jones Lang LaSalle Hotels



- First fully integrated global hotel real estate investment banking services group
- Transaction, advisory, valuation, asset management, operator assessment and selection, capital markets services and industry research
- Our clients include public and private companies, wealthy individuals, developers, fund managers and owner-operators
- In 2001, advised on 100,550 rooms to the value of \$26.3 billion across 255 cities
- In 2001, arranged the sale of 7,972 hotel rooms to the value of \$1.3 billion in 39 cities

Our Hotels team consists of 100 professionals in 11 countries around the world.

# LaSalle Investment Management, Inc.



- A member of the Jones Lang LaSalle group
- Leading global real estate investment manager
- One of the largest equity investment managers worldwide
- Leading-edge investment strategies for institutional investors, public and private investors, and corporations
- Investments consistently outperform industry benchmarks
- Dedicated strategic research team identifies attractive opportunities

More than \$22 billion of public and private assets under management in funds on separate accounts.

# Lease Administration



- Sophisticated lease administration system to track critical lease elements
- Ability to analyze all bills and verify compliance with lease
- Ensures client only pays for what they are liable

Tracks lease expiration dates, square footage calculations and tenant payments.

# Project Management



- A leader in management of design, construction and relocation services
- Best practice methodology relieves demand on internal resources and maximizes purchasing power
- State-of-the-art technology monitors schedules and controls costs

More than 700 professionals worldwide deliver more than 10,000 projects annually.

# Retail



- Unparalleled selection of retail property services including
  - Leasing
  - Tenant coordination
  - Management
  - Tenant representation
  - Specialty leasing
  - Strategic consulting
  - Development
  - Consumer marketing
  - Project management
- Manages regional shopping malls, community centers, specialty centers, mixed-use facilities, transportation hubs, urban street shops and college campuses

40 million s.f. of retail property under management for more than 50 U.S. properties.



# Sales, Acquisitions and Finance



- Global market leader in institutional property sales, corporate finance, financings and portfolio advisory
- Combines real estate and corporate finance sophistication with worldwide capital markets expertise
- A market leader in access to capital resources worldwide for both debt and equity

Completed 710 transactions involving a combined asset value of \$43 billion since 1995.

# Tenant Representation



- Real estate strategies that produce significant occupancy cost savings
- International culture of shared best practices enables strategic business advice and global market expertise
- Strategic alliance relationships make up 80% of business

Our strategic alliance clients benefit from cost-saving strategies, process improvements, customized technologies, and efficient high-quality execution of transactions.

# Valuations



- A valuation service that fulfills the need for greater accountability at the highest professional level
- Comprehensive recording and full utilization of property resources
- Regular re-valuation of assets to review performance and ascertain the best use of a property
- Rapid evaluation of property assets in any measurement of a company's value

Experience includes commercial office buildings, retail outlets, factories, retirement villages, hotels and hospitals.

# Resources

We work hard to extend our position as the market leader in the industry and to exceed client expectations every day. We anticipate and address the changing needs of our clients by investing in the continued development of proprietary research, information technology, e-business initiatives, and innovative products and services.



# Market-Leading Research



- Analyzes capital markets and real estate trends to identify investment opportunities
- Delivers market analyses, forecasts and strategic studies
- More than 20 years of historic data on key markets, updated quarterly
- Publishes regular forecasts on individual markets and reports on markets and sectors
- Provides updated analyses on country/market risk and return

More than 170 professionals dedicated to research around the globe.

# Technology and E-Business Initiatives



- Our Technology Strategy:
  - Provide truly integrated, high value-added information and tools to our clients and employees worldwide by using proven technology architectures and innovative technology solutions.
- The Value of Our Technology:
  - Value-added information and tools available anytime and anywhere
  - Integration of information across specialties and geographies
  - Systems that support both local and global requirements
  - Flexibility to adapt to changing business environments and technologies

Jones Lang LaSalle was selected as a 2001 finalist for the IDRC Global Innovators Award for our development of client extranets.

# Technology and E-Business Initiatives



- Our Commitment to Technology
  - 300 dedicated technology professionals
  - Investment of 10% of our revenue in advanced hardware, software and network systems
  - Established partnerships with IT industry leaders
  - Founding partner of Octane, a consortium of leading real estate service providers working to establish industry standards for online procurement and transaction services

We were selected by *Forbes* in its May 2001 "Best of the Web" issue for our integrated technology platform and strategic partnering skills.



**Our Mission:** We provide truly integrated, high-value-added services for real estate investors, owners and users worldwide.

**Our Vision:** We will create the real estate firm of the future—the firm of choice—serving clients around the globe by using and advancing the best practices of the world’s most innovative companies.

**Our Values:** **Serve our clients.** We determine our success by the value we produce for our clients.  
**Support our people.** Our employees are our most valuable resources.  
**Aspire to leadership.** We always strive to be best in everything we do.



# Instructions on Using This Print Presentation

- This set of slides is intended to be used as a base for client presentations. The first step in preparing a presentation should be to carefully consider what materials are relevant to the specific audience receiving the presentation. Delete any slides from this presentation that are irrelevant. For example, when presenting to a corporate occupier client, you can delete the slides in the Investor Services section and the investor-related services from the Capabilities section.
- You can also insert any additional slides on the services we offer into the Capabilities section. To insert slides into the Capabilities section: 1) Open both presentations in slide sorter view. 2) Drag and drop (or copy and paste) the desired slides into the Firm Overview presentation. 3) Reformat the layout of each slide by selecting Format > Slide Layout, clicking on the appropriate layout and selecting Reapply (you may need to do this twice).
- This procedure ensures that items on each slide display the design specified for the entire presentation.
- For content advice, contact your Marketing and Communications representative. For formatting questions, contact Graphics Services.

**\*Delete this slide from final presentation**