

# CREATING TRANSPARENCY. DEVELOPING PERSPECTIVES.



## BRANCH OFFICES AND SUPPORT FACILITIES

as of 30.08.2018



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

### RGM GROUP SUPPORT FACILITIES

#### Germany

- |              |               |
|--------------|---------------|
| 16 Stendal   | 21 Leipzig    |
| 17 Magdeburg | 22 Wetzlar    |
| 18 Münster   | 23 Schwalbach |
| 19 Essen     | 24 Würth      |
| 20 Duisburg  | 25 Karlsruhe  |

### RGM GROUP BRANCH OFFICES

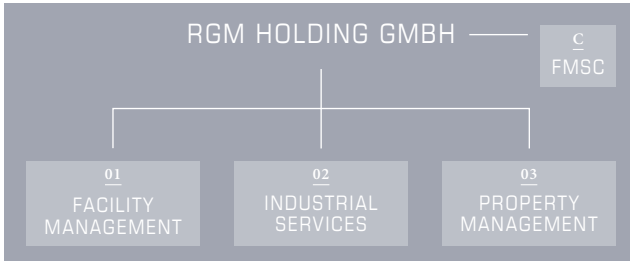
#### Foreign markets

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

## Company profile

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

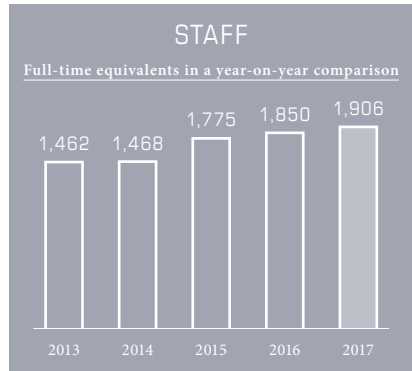
The RGM Group was founded in 1994, and has successfully established itself in the market as one of the leading independent real estate service providers. Our promise is: »RGM – adding value«. We create added value for our clients’ properties by means of process-led facility management as well as property 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 2,200 qualified employees, who enable us to rely on our in-house capabilities in all areas. >



01

EUR **192.8** mio.

Total operating performance (FY 2017)



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. The Gegenbauer Group acquired 93% of the RGM Group's shares in 2016. The remaining 7% continue to be held by the Chairman of the Board of Management, Fritz-Klaus Lange. The RGM brand will be retained under the Gegenbauer umbrella as an independent company.

## CERTIFICATIONS

DIN EN ISO 9001

Integrated management system

DIN EN ISO 14001

Environmental management

SCC\*\*

Safety Certificate Contractors

BS OHSAS 18001

Health and safety

~13.7 mio. m<sup>2</sup>

Total area managed (in GFA)

## OVERVIEW OF SHAREHOLDINGS

as of 30.08.2018

### RGM FACILITY MANAGEMENT GMBH

RGM Turkey A.S., Istanbul	100%
RGM Facility Management Schweiz AG, Bern	100%
RGM Technische Services GmbH, Düsseldorf	100%
RGM Retail GmbH, Düsseldorf	100%
KLUGE Unternehmensgruppe, Dresden	100%
HRW Gebäudetechnik GmbH, Hamburg	76%
WAGNER Facility Management S.A., Luxemburg	50,1%

### RGM INDUSTRIAL SERVICES GMBH

RGM ExperSite GmbH, Kassel	100%
RGM Technische Büroservices GmbH, Dortmund	100%
M&B Elektrotechnik GmbH, Dortmund	100%
KAMB Elektrotechnik GmbH, Ludwigshafen	100%
SectorOne Sicherheitsdienste GmbH, Dortmund	100%

### CONSULTING AND CORPORATE SERVICES

RGM Shared Services GmbH, Dortmund	100%
fmsc GmbH, Bochum	80%

~800

Properties managed

## HISTORY

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.

The Gegenbauer Group has been a shareholder in the RGM Group since 2016 (93%); the remaining 7% of the Group's shares are held by Fritz-Klaus Lange.



FRITZ-KLAUS LANGE

Managing Partner and Chairman of the Board of Management of RGM Holding GmbH

~30

03

Branch offices at home and abroad



GEORG DÜSSEL

Managing Director of RGM Holding GmbH



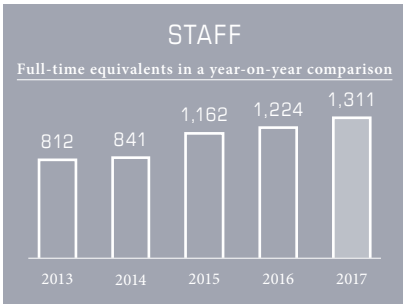
NILS LUEKEN

Managing Director of RGM Holding GmbH

01

FACILITY MANAGEMENT IS OUR CORE BUSINESS,  
THAT WE RUN WITH PASSION.

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.



FRITZ-KLAUS LANGE

Managing Director (Chairman) of  
RGM Facility Management GmbH



NILS LUEKEN

Managing Director of  
RGM Facility Management GmbH

EUR **113.6** mio.

Total operating performance (FY 2017)

04



RALF JIRA

Managing Director of  
RGM Facility Management GmbH



GEORG DÜSSEL

Managing Director of  
RGM Facility Management GmbH

~10.4 mio. m<sup>2</sup>

Total area managed (in GFA)

**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



RAINER VOLLMER

Managing Director of  
RGM Facility Management GmbH

02

## 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

#### INDUSTRIAL 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 **67** mio.

Total operating performance (FY 2017)



## 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
- Lighting 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.



GEORG DÜSSEL

Managing Director of  
RGM Industrial Services GmbH

07

>500 ha

Industrial area managed

## 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.

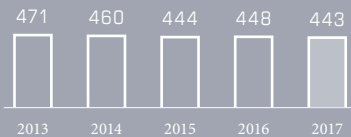
The range of services comprises the following areas of operation amongst others:

- 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



03

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

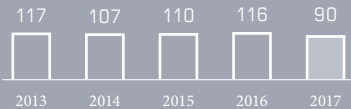
Contemporary commercial property management involves more than just accounting for the running costs; it also forms a major interface between today's operational property management and strategic asset management. As trustees of the owners, our property managers have to treat the property stocks as if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

EUR **11.5** mio.

Total operating performance (FY 2017)

### STAFF

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



### KEY FACTS

as of 30.09.2017

Assets under Management	~ EUR 3.4 bn.
Number of rental contracts overseen	~ 4,380
Total area managed	~ 2.5 mio. m <sup>2</sup>
Number of parking spaces	~ 24,700
Net rental payments due per annum	~ EUR 252 mio.



ANDREAS FLECHTNER

Managing Director of  
PropertyFirst GmbH

~ EUR 3.5 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



GEORG DÜSSEL

Managing Director of  
PropertyFirst GmbH

## 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

C

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

~400

Successfully completed consultancy projects



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

~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)

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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

RGM  
HOLDING GMBH

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