

How Suncorp's Real Estate Partnership is Adding Value to the Suncorp Group



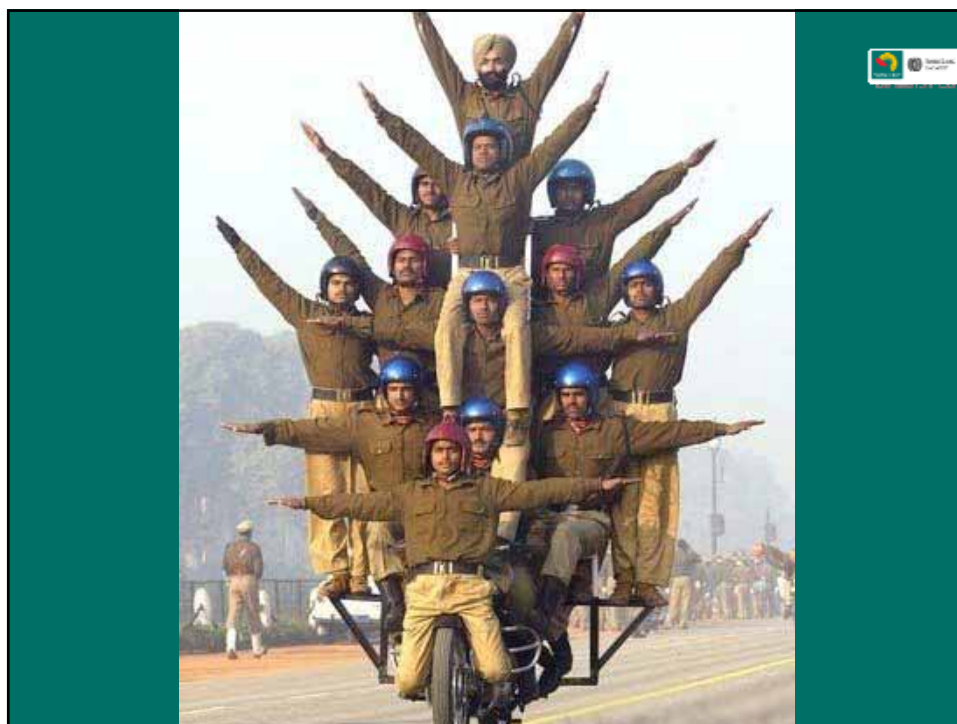
JONES LANG
LASALLE®

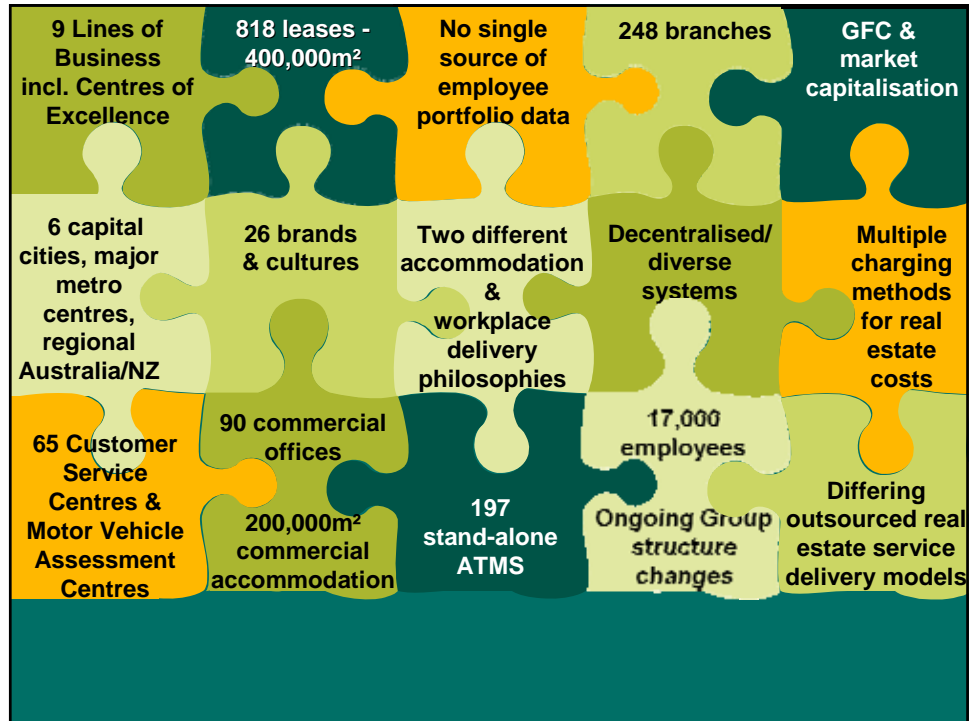
Suncorp Real Estate, partnering with Jones Lang LaSalle





II. Portfolio Management	
12.	Telecom Bill Audit
13.	Identification of Unused Telephone Lines
14.	Eliminate Unused Fixed Estate Assets
15.	Unlink Market Value of Assets from Balance Sheet
16.	Total Cost of Ownership Evaluation
17.	Cost-Effective Initiative Re-evaluation
Portfolio Optimisation	
18.	Opportunistic Leasing Strategy
19.	Comprehensive Portfolio Assessment
20.	Eliminate Asset Redundancy
21.	Portfolio Management Strategic Planning Tool
22.	Netting Portfolio Targets
23.	Comprehensive Space Planning
24.	Cost-Value Analysis
25.	Value Engineering Construction Planning
26.	Team-Based, Risk-Sharing Project Management
27.	Proven Process for Shortfalls
28.	Partnership for Efficient Disposition Process
29.	Lease Administration
30.	Real Estate Audit
31.	Lease Management Software
32.	Review of Major Lease Agreements
III. Workplace Design	
Design Principles	
33.	Electronic Storage Storage
34.	Optimization of Data Center Server Capacity
35.	Global Workflows for Telecommuting
36.	Comprehensive Flexible Work Program
37.	Improved Space Utilization to Accommodate Increased Growth
38.	Elimination of Dedicated Office Space
39.	Alignment of Workplace with Lease Portfolio
Technology Initiatives	
40.	Adoption of Workflows for Improved PM
41.	Individual Workstation Desktop
42.	Personalized Working Space Upgrade
43.	High-Speed Lighting Tools
44.	Comprehensive Expense Initiative
Workplace Planning	
45.	Business Center Construction
46.	Shared Work Area Program
47.	Unshared Office Use Model
Flexibility	
48.	Integrated Space Planning
49.	Shared and Lease Process
50.	Shared Space Model
IV. Organizational Effectiveness	
Measurement	
51.	Employee Engagement
52.	Self-Service Employee Services
53.	Employee Satisfaction
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100.	Employee Satisfaction







Even greater **alignment and engagement** with the business

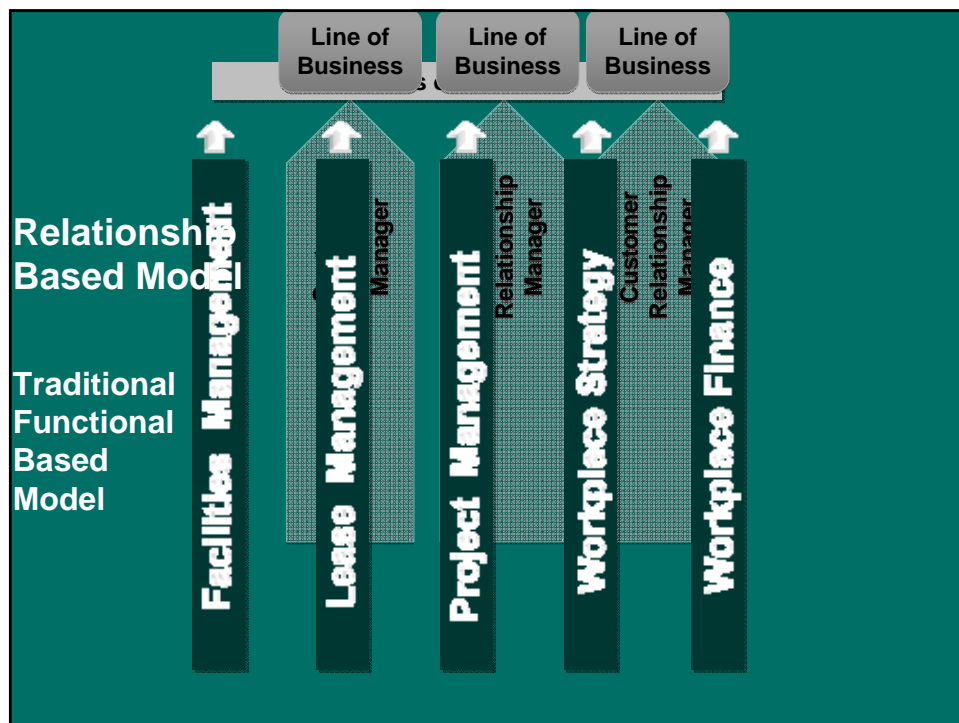
More cohesive and **consistent service**

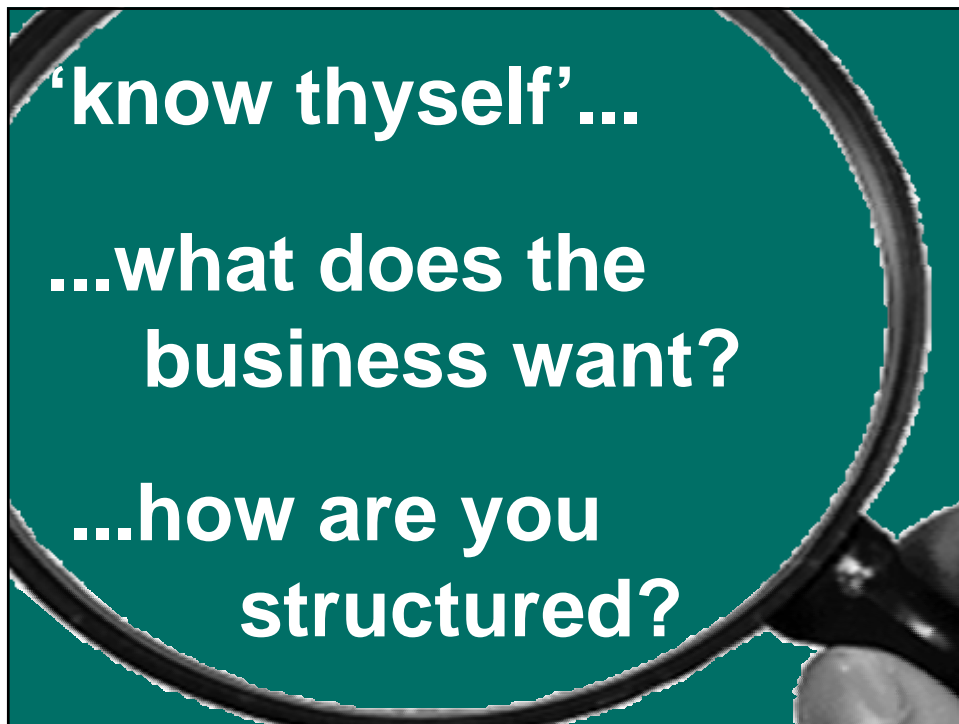
Add more **value and simplified** systems and processes

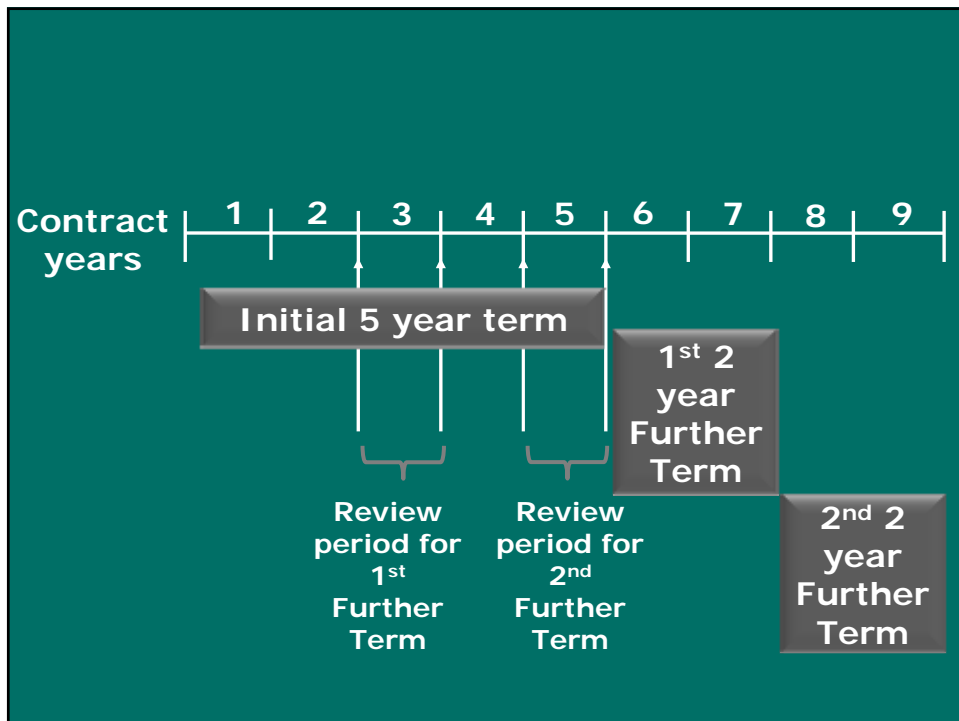
Effective **cost management, commerciality and transparency** in cost allocations

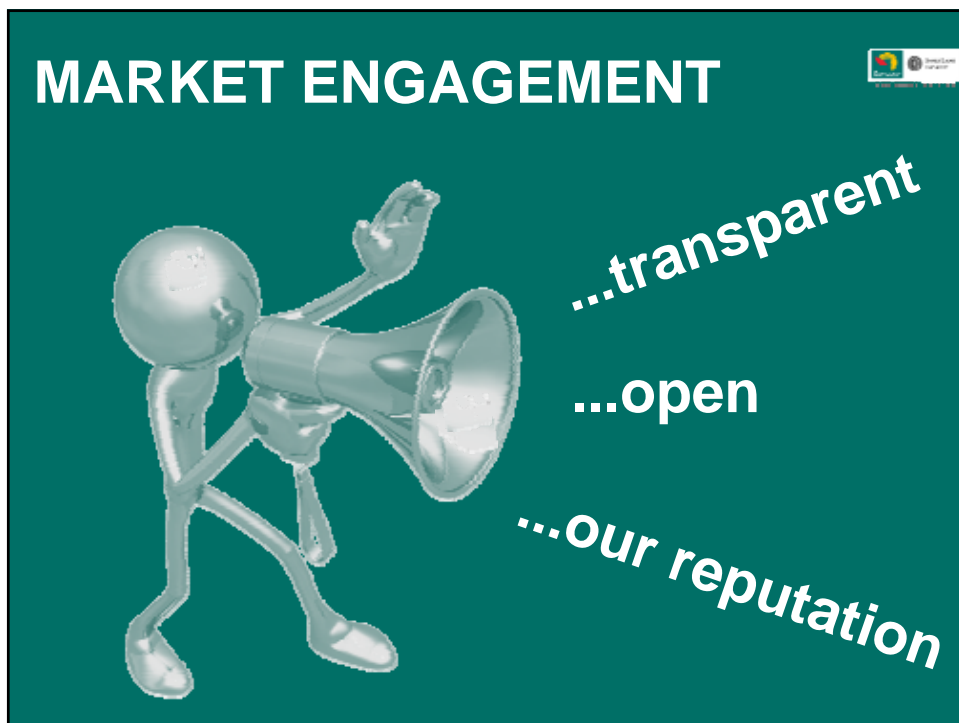
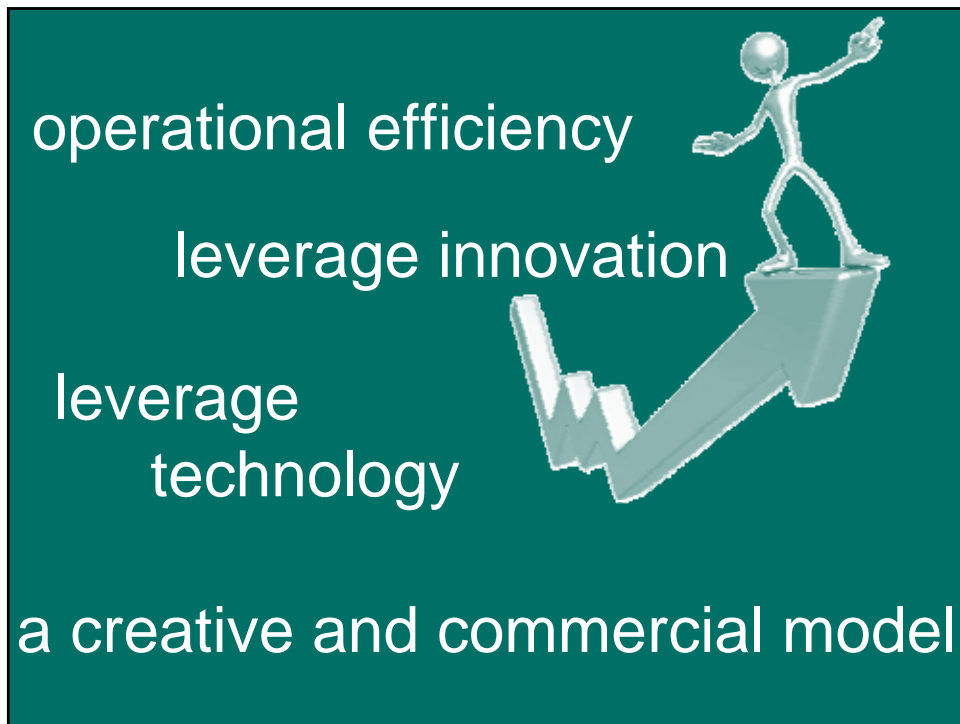
Provide **measurements of value**

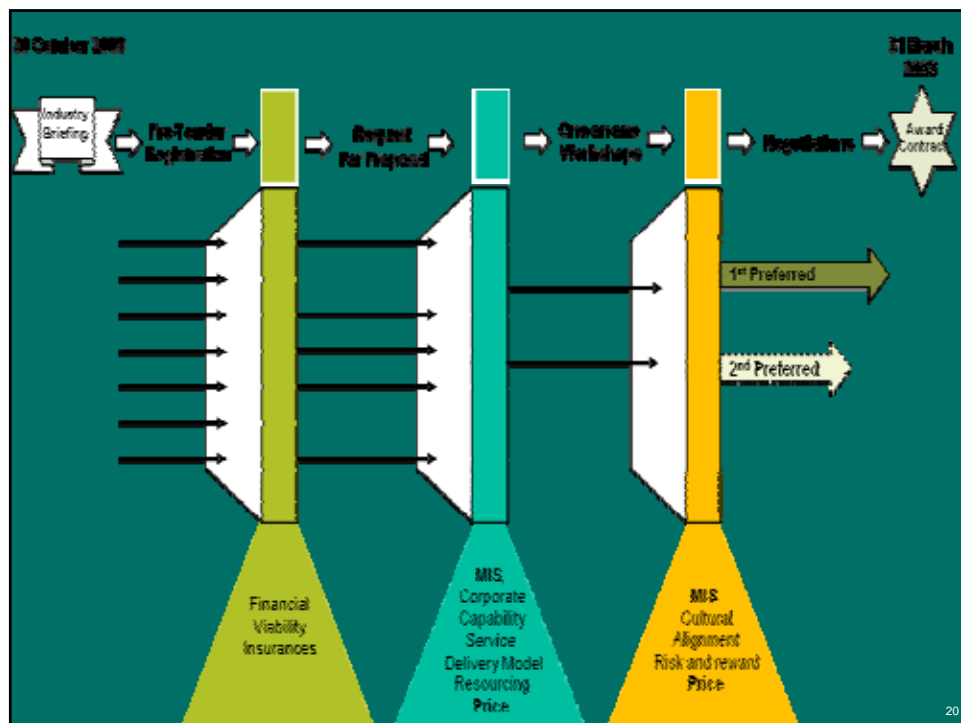
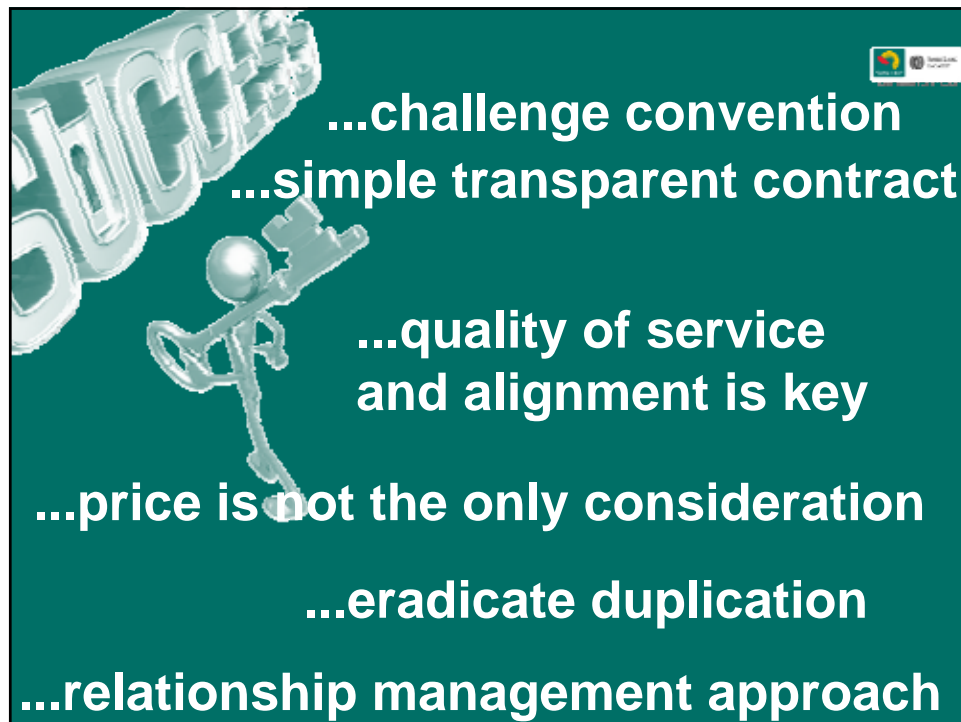
Creating synergy benefits for the Group which cannot be achieved by well run individual lines of business



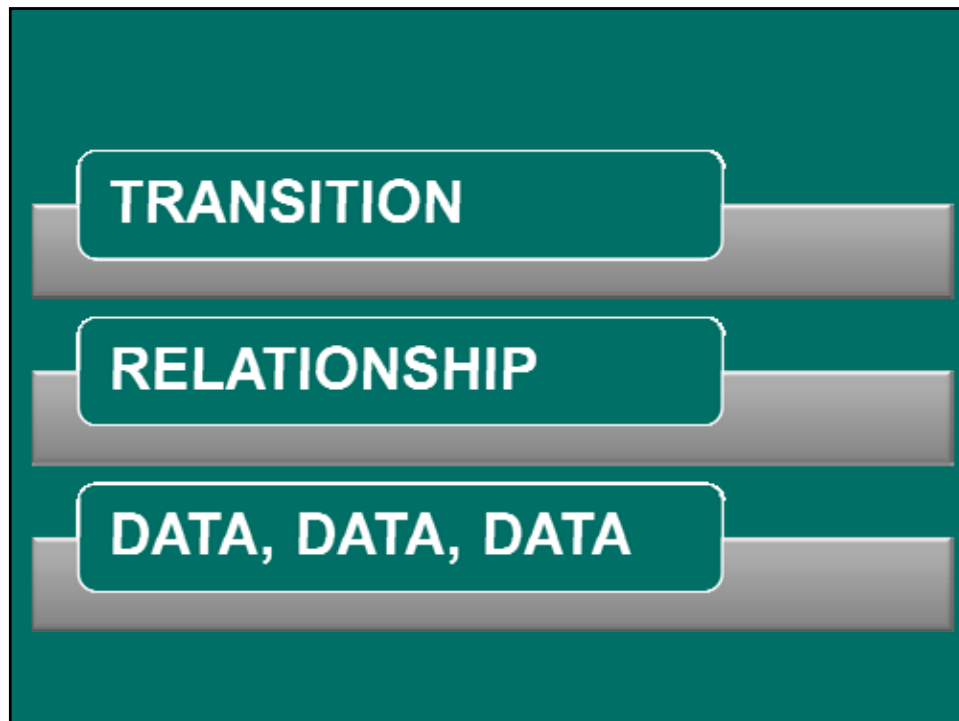










Qualitative Evaluation Criteria	Weighting
Experience <ul style="list-style-type: none"> • Company History • Structure • Clients / referees • Understanding of needs 	2.5% 2.5% 2.5% 2.5%
Culture / Fit	20%
Service Delivery Model <ul style="list-style-type: none"> • Overall Service Delivery Model • Tools and Processes • Proposed approach to delivery for each service • Improvement framework 	7.9% 11.2% 18.0% 7.9%
Performance and contract management	15%
Transition	10%





values closely aligned

a 'one-team' service delivery model

co-located

Flexibility and open-mindedness

focus on 'getting it right'



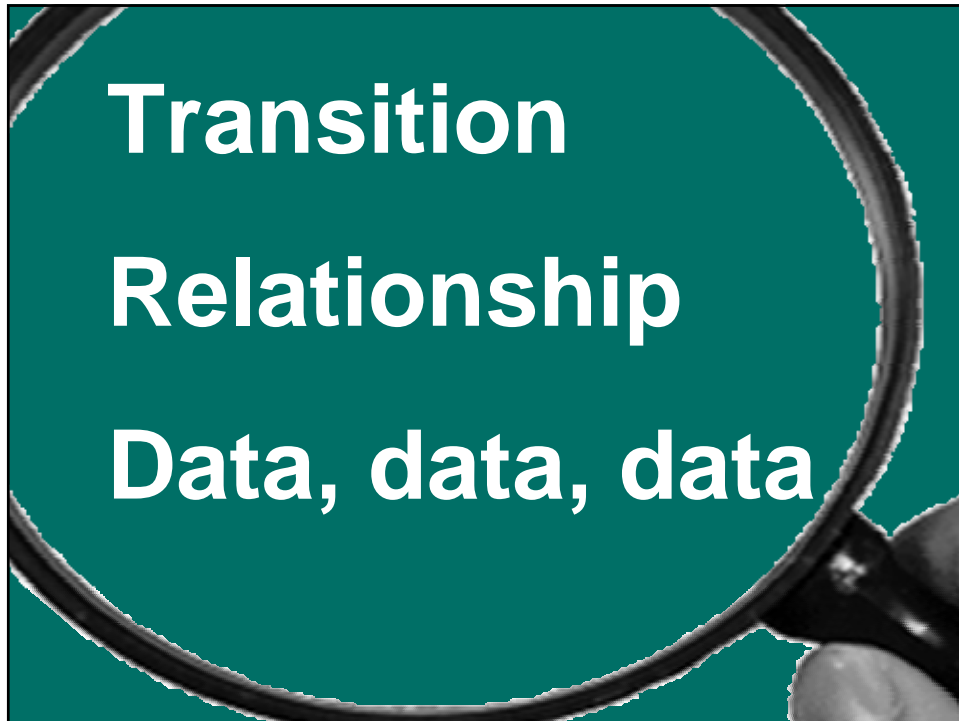
...underpins decision making...

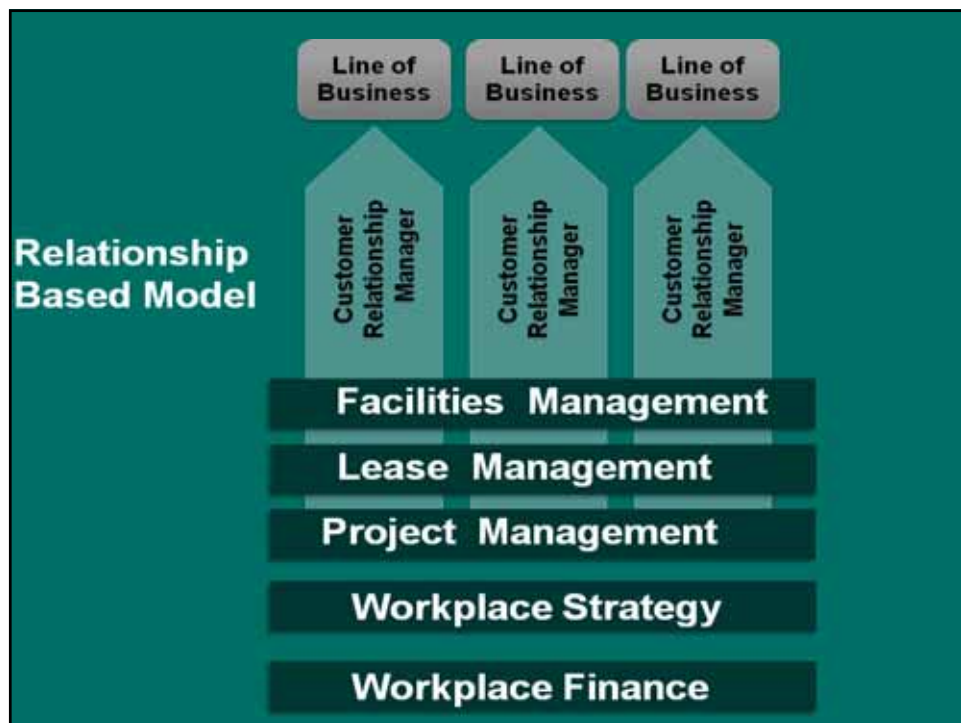
...keep ahead...

...empower...

...minimised risk..

..real time opportunity





Value

- = knowing and understanding their business***
 - = using the data we hold about their business***
 - = knowing the issues surrounding the sites they occupy***
 - = enabling them to make informed business decisions***
 - = \$4mpa in real estate savings***
- 

...ACHIEVEMENTS ...

- ✓ **Suncorp/Promina merge >8,000 staff restacked**
 - ✓ **~15,000m2 \$7mpa space savings**
 - double benefit within 18 months
 - ✓ **New RE model**
\$>4mpa cost↓ + 40% headcount ↓
 - ✓ **Workplace change strategy delivered for >80,000m2 of space**
- 

