



SAVILLS VIETNAM PROPERTY MANAGEMENT

INTEGRATED FACILITY MANAGEMENT SERVICES

| Capability Statement |

savills

GLOBAL PRESENCE

01



Savills is a leader in Viet Nam's real estate market since 1995. Our property management platform was established over fifteen years ago due to a lack of professional consultancy available at the time. Since then, we have grown across our Ha Noi and HCMC Offices.



Global Presence & Viet Nam DNA

International expertise rooted in 30 years of local success.



Strong Network

Trusted partner of leading IP and factory developers nationwide.



Technology & Sustainability

Smart systems, ESG-driven practices, and green-certified solutions.



Pioneer

Pioneers of Viet Nam's integrated facility and property management services for fifteen years.



Extensive In-house Expertise

Technical, HSE, Project Management & Facility Management specialists at your service.



One-Stop Solution

With you since day one, from Integrated Facilities Management.

WHY US?

GLOBAL PRESENCE AND LOCAL EXPERTISE



GROUP
REVENUE 2022
£2.3bn

OWNED &
ASSOCIATED OFFICES
700+

EMPLOYEES
42K+

Savills – Global Real Estate Leader

- Founded in 1855, listed on the London Stock Exchange (FTSE 250).
- 40,000+ professionals in 700+ offices worldwide.
- Broad expertise: Advisory, Management & Transactional services.
- Global reach + Local knowledge = Tailored client solutions.
- Reputation built on excellence, flexibility, and client trust.
- Strong, debt-free model enabling growth & strategic alliances.



SAVILLS IS A PUBLICLY LISTED COMPANY
ON THE LONDON STOCK EXCHANGE (LSE: SVS)

Financial Highlights – Year Ended
31 December 2022



£2.3bn
GROUP REVENUE 2022



£164.6m
GROUP UPBT



£805.3m
NET ASSETS

**SAVILLS
VIETNAM**

02_



SAVILLS VIETNAM

Our innovative full-service agency delivers best in class for 30+ years with over 3,000 employees.

ADVISORY RESEARCH

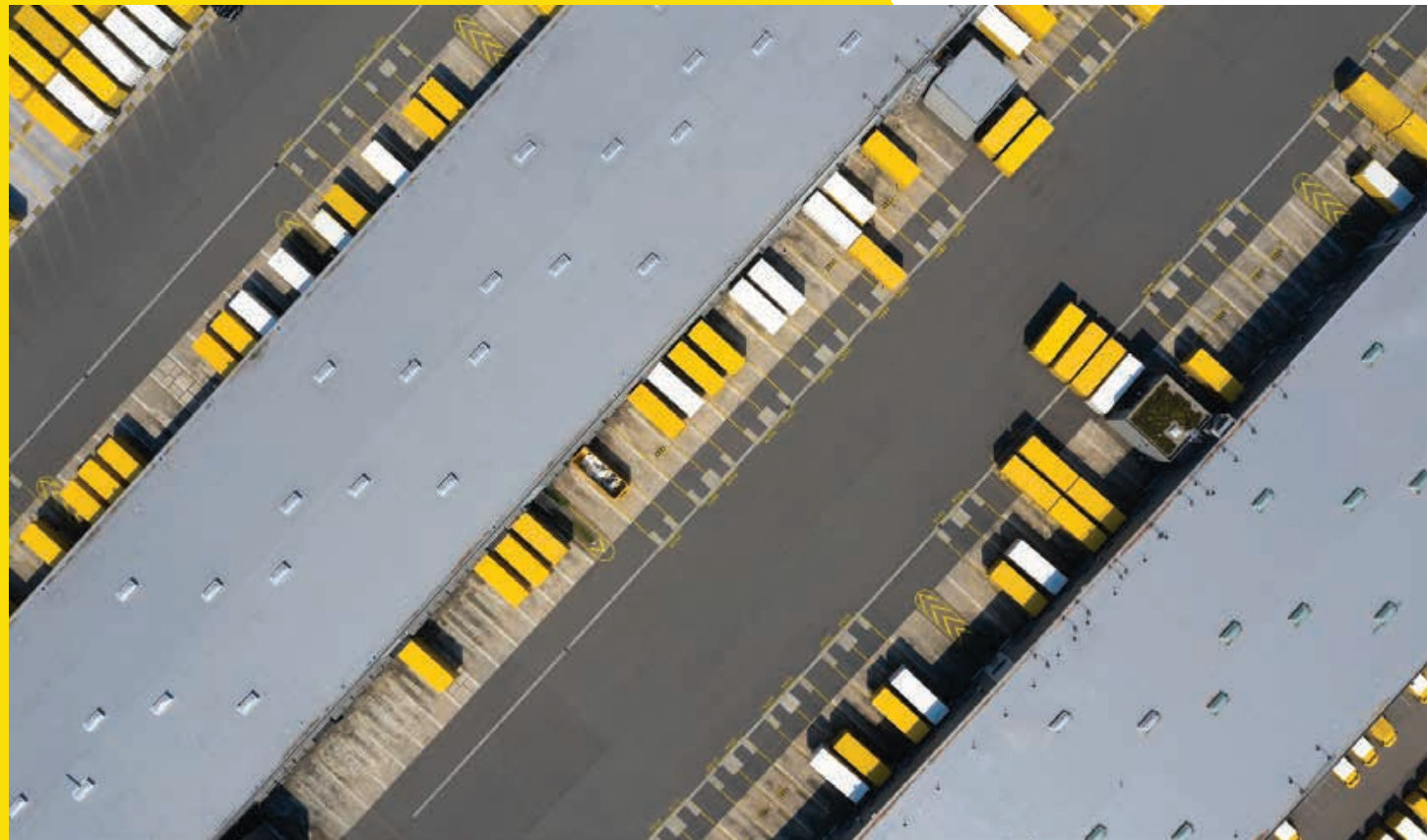
- Conceptual Development Recommendations.
- Market Research.
- Economic & Demographic Studies.
- Interactive Reporting & Map-based Services.
- Feasibility Studies.
- Highest & Best Use.
- Valuation.
- Development Review.

PROPERTY MANAGEMENT

- Pre-Operations Management Consultancy.
- Property & Asset Management.
- Facility Management.
- Residential - Commercial - Industrial.
- Property Management Training.
- Vacation Home: Common Facility Management, Unit Services, Letting Support.

INDUSTRIAL

- Landlord Advisory.
- Sale Leaseback.
- Development Consultancy.
- Tenant Representation.
- Market Research.
- Investment Brokerage.



HOTEL & LEISURE

- Development Planning.
- Hotel Operator Selection.
- Acquisition/Disposal.

IFM SERVICES

- Technical Services.
- Cleaning Services.
- Landscaping.
- Pest Control.
- General Services.

MARKETING & CORPORATE COMMUNICATION BY PLACE

- Brand Creation & Management.
- Creative.

LEASING

- Retail.
- Commercial Leasing.
- Residential Leasing.

RESIDENTIAL SALES

- Project Sales & Marketing Strategy.
- Residential Sales.
- International Sales.
- Landlord Representative.

INVESTMENT

- Stakeholder Engagement Structuring.
- Strategic Project Positioning.
- Acquisition & Sales.

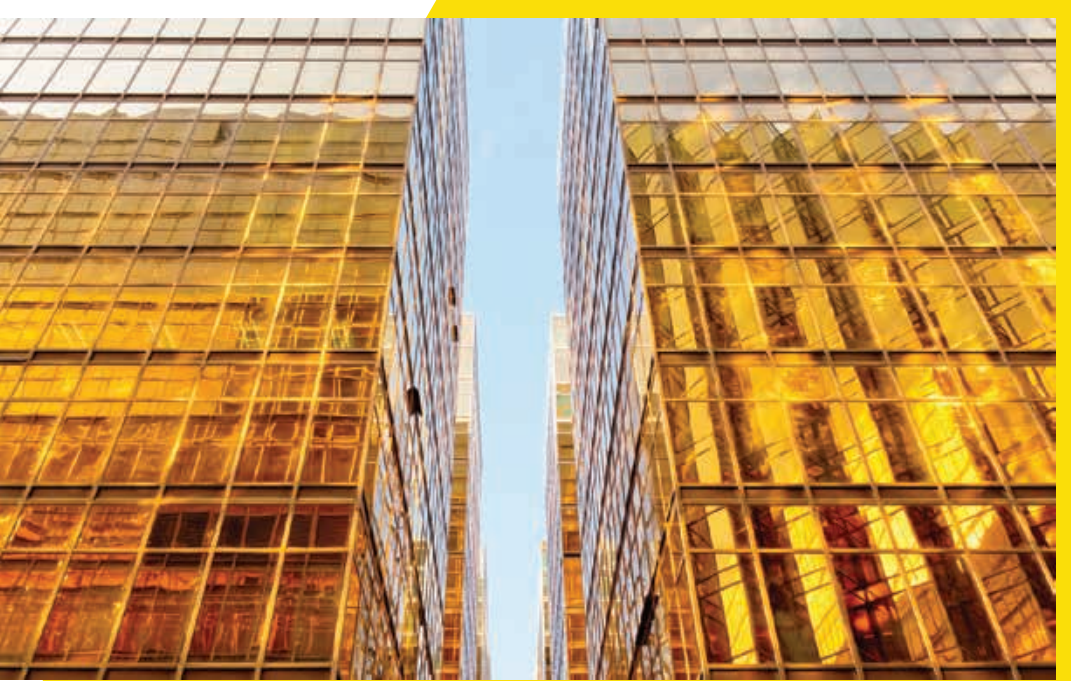
PROPERTY MANAGEMENT

Maximising Your Property Value with Seamless Operations

Over 22 mils sq m Area Managed in Viet Nam	Over 2,500 On-site Experts
Over 150 Strategic Clients	Over 110 Headquarters Experts

Key Services

- Consultancy Services
- Management Services
- Value Added Services



Discover more



INDUSTRIAL SERVICES

Providing Bespoke Leasing & Investment Agency since 2017

559,146 Leased Area (sq m)	494,111 Sold Area (sq m)
60+ Developer Contracts	28,369,000 Transaction Values (US\$)

Key Services

- Landlord Advisory
- Tenant Representation
- Leasing Brokerage
- Sale-Leaseback
- Investment Brokerage
- Market Research



Discover more



**IFM
SERVICES**

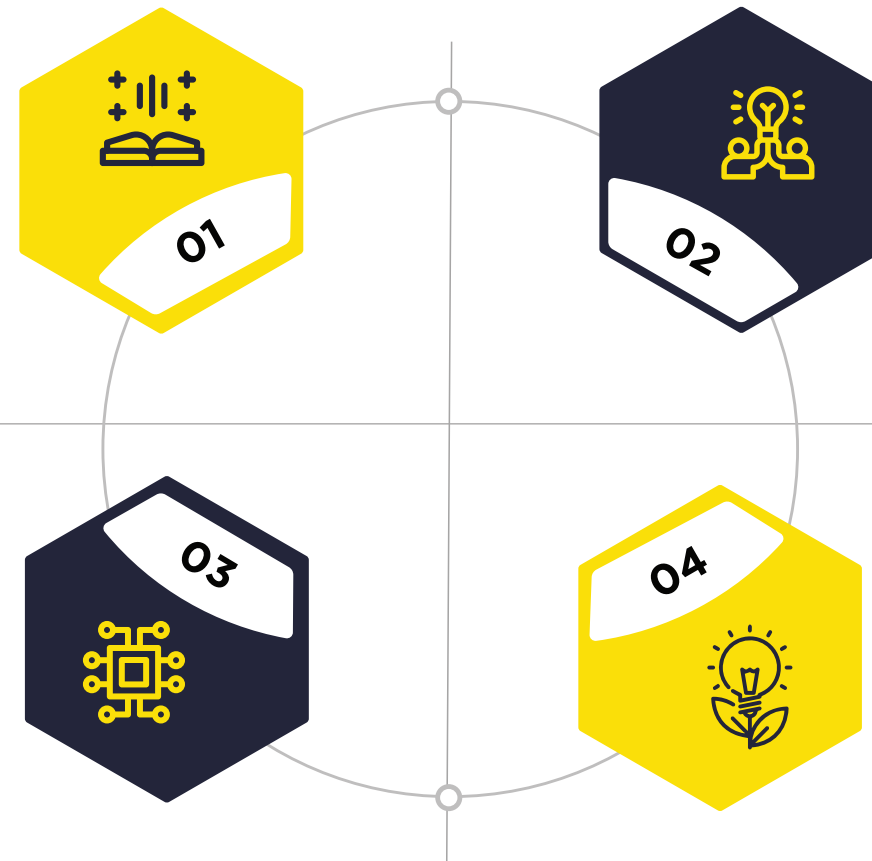
03 _____



OUR APPROACH TO IFM

Materials

- Our comprehensive SOPs set to provide standardised and consistent practices, while being adaptive to a project's characteristics.
- Develop e-documentation and transfer knowledge of learnings.



Manpower

- Our professional and supportive team from Head Office is available for case support, training, coaching and audit.
- Implement stakeholder engagement, ensure clear communication, and devise tailored solutions.

Sustainability

- Use and interpret ESG goals into executable deliverables.
- Consider current market capabilities and set activities on outcomes rather than product or process.

Technology Platform

- Property Cube: Our in-house app to simplify end-to-end processes and improve data visibility amongst tenants, management offices and with our customers.
- Intechco: Our e-learning app for anytime, anywhere learning.
- IMT: Our app for streamlined procurement.

OUR APPROACH

BENEFITS OF EFFECTIVE IFM SERVICES



Cost Reduction & Efficiency

- Reduce operational costs by 15-25% through vendor consolidation and streamlined procurement.
- Decrease emergency repair costs and downtime by 12-18% with predictive maintenance.
- Achieve up to 20% savings on energy and utilities through centralised management.



Employee Retention & Well-being

- Increase employee productivity up to 10% with a clean and comfortable environment.
- Enhance satisfaction with a single point of contact for all service requests.
- Improve talent retention by demonstrating a commitment to a healthy, well-maintained workplace.



Compliance & Risk Management

- Ensure systematic compliance with a centralised system for all regulatory requirements.
- Minimise legal and financial risks by proactively managing safety and environmental standards.
- Improve safety records by implementing regular, standardised inspections and checks.



Sustainability

- Reduce the environmental footprint by lowering energy consumption (40-50%) and water usage (20-30%).
- Simplify sustainability reporting, making it easier to achieve LEED certifications.
- Attract and retain talent who value a company's commitment to corporate social responsibility.



HARD SERVICES



Maintenance On-site

- Preventive, Predictive, Corrective & Routine Maintenance.
- Planned & Unplanned Maintenance.
- Condition Monitoring & Reliability: Centered Maintenance.
- Asset Lifecycle Management.
- Inventory & Procurement Control.
- Handyman Services.
- Service Level Agreement (SLA) Compliance.



Maintenance Off-site

- Dedicated team for Equipment Maintenance, Repair & Overhaul (MRO).
- Commissioning & Testing of Equipment.
- Condition Monitoring for performance & reliability.
- Flying Team for multi-site management -> Cost optimisation.
- 24/7 On-call, year-round coverage.



Engineering Consulting

- EPC (Engineering, Procurement & Construction).
- Project Management & Execution.
- Reliability & Maintenance Audits.
- Root Cause Failure Analysis (RCFA).
- Preventive Maintenance Optimisation (PMO).
- Asset Criticality Assessment & Development.
- Equipment Maintenance & Job Plans.



Savills Commitment

- Guarantee high maintenance standards & operational efficiency.
- Full asset lifecycle maximisation for your factory.
- Proactive, HSE-trained staff for safety & compliance.
- Rapid response in emergencies, preventive & corrective needs covered.

SOFT SERVICES



Core Principles

Material - Manpower
Sustainability - Technology.

30+ Years in Viet Nam

International SOPs adapted
to local market needs.

Expertise Guaranteed

Dedicated project managers
& in-house training centre
ensure consistent outcomes.



General Services Solutions

- Receptionist.
- Accounting & Finance.
- Pantry Management & Portable Drinking.
- Car & Driver Management.
- Dormitory Management.
- Helpdesk & Courier.
- Stationary Supply.
- Purchasing Services.
- Consultancy.



Security & Safety Solutions

- On-site Daily Security.
- Security Consultancy.
- Crisis Management.
- Risk Assessment.
- Due-diligence.
- Training.
- Security Systems.



Housekeeping & Building Care

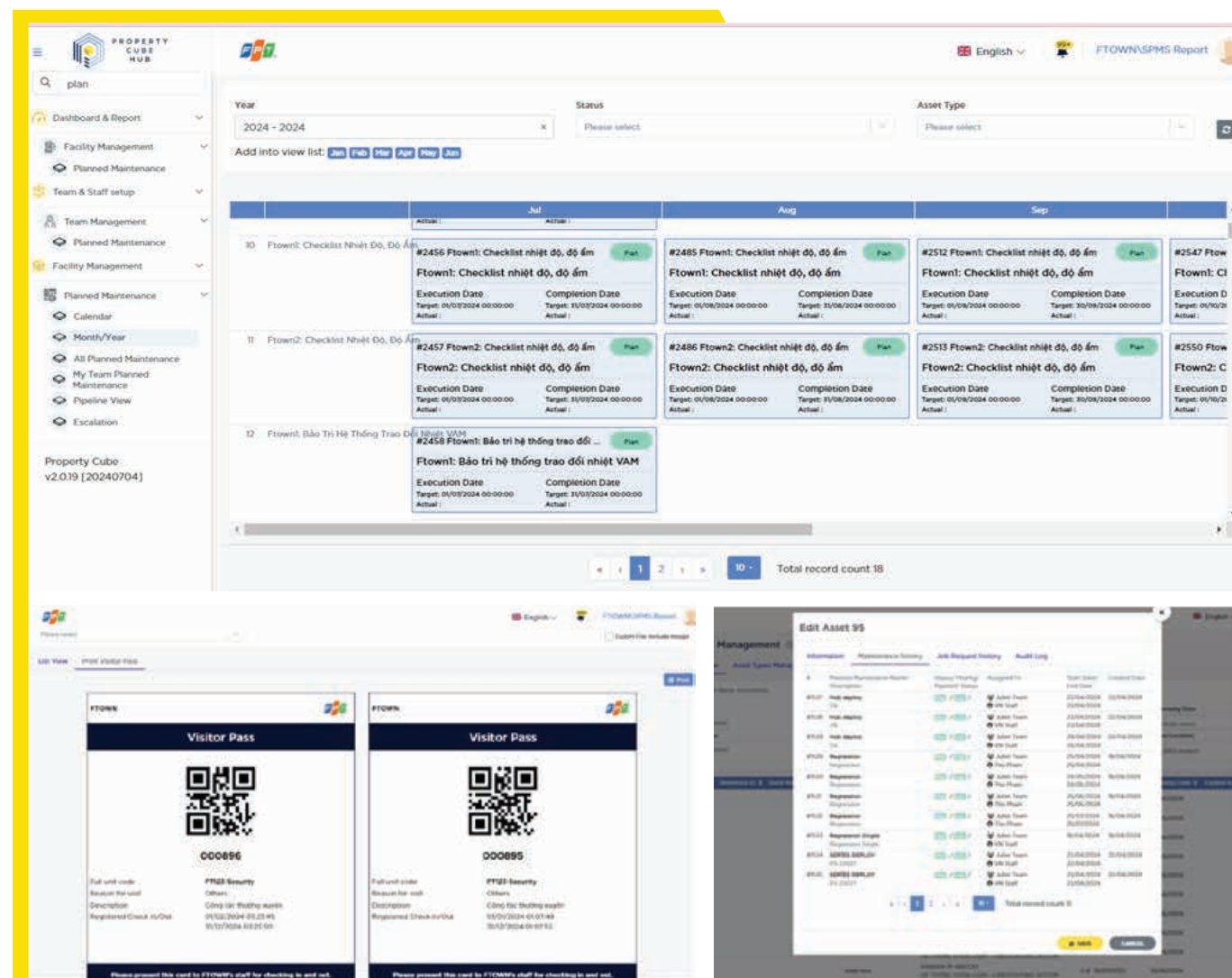
- Tailored Cleaning Programs.
- Office & Facility Cleaning.
- Deep Cleaning & Sanitisation.
- High-rise Window Cleaning.
- Landscaping & Grounds Maintenance.
- Pest Control & Prevention.

PROPERTY CUBE - SMART PLATFORM FOR IFM EFFICIENCY

Property Cube is Savills digital platform for Integrated Facility Management and Property Management, designed to centralise all operations into one system, from maintenance and assets to compliance and reporting.

By automating processes, reducing downtime, and providing real-time visibility, Property Cube helps clients save costs through:

- Lower energy consumption via smart monitoring.
- Optimised maintenance that extends asset life.
- Reduced admin overhead with digital workflows.
- Transparent data to identify inefficiencies early.



PROPERTY
CUBE

DOWNLOAD NOW



ANDROID



iOS

All-in-one digital ecosystem for smarter, sustainable operations

Dashboard & Reporting – Real-time insights, up-to-date performance tracking.

Asset & Inventory – QR-enabled lifecycle, warranty & replacement planning.

Maintenance & Energy – Planned schedules, monitoring & consumption traceable history.

Work Orders & Requests – Easy submission, live tracking & feedback loop.

Financial & Billing – Utilities, rent & cost management.

Multi-site Integration – GPS-enabled transparency across all sites.

Contract & Compliance – Track licenses, expiry alerts & document control.

Visitor & Contractor Management – Secure QR access & activity tracking.

Operations Streamlined – Efficiency from day one.

ESG & SUSTAINABILITY

04



GREEN OFFICE WITH LEED AND WELL STANDARD

With environmental protection and net-zero targets high on the agenda for many companies, green buildings are becoming increasingly popular in Viet Nam.

Savills new offices are among the few workplaces in Ha Noi to achieve both LEED Gold and WELL certifications, reflecting a commitment to environmentally responsible design and workplace wellness. This not only applies in daily operations, but also in the choice of construction materials.

The LEED and WELL certifications also highlight Savills pioneering role in advancing green and sustainable development in Viet Nam. The Savills HCMC office is a proud recipient of a LEED Gold certification.

Savills is committed to implementing internal sustainable practices, leading by example to other companies looking to adapt similar initiatives.



| CSR

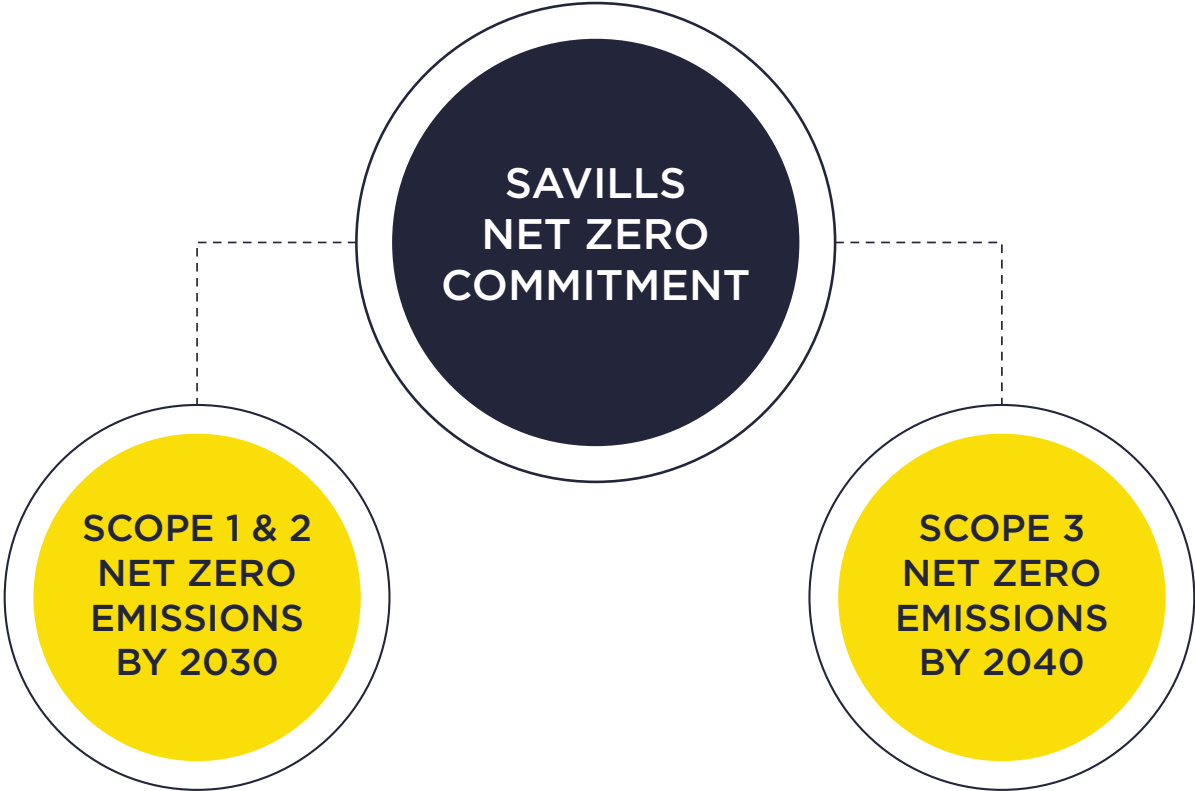
Savills is an advocate for responsible, sustainable real estate. We are committed to improving the impacts that our operations have on the environment, managing climate-related risks and working together with our clients, suppliers, and local communities towards delivering a more sustainable future.

What is Net Zero?

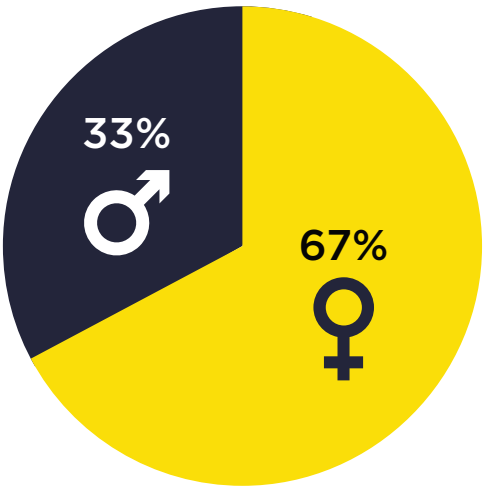
Becoming net zero is the process of reducing an organisation's annual carbon emissions to zero. This process will often involve reducing carbon emissions as much as possible through energy efficiency and by working with the supply chain, with any residual GHG emissions that cannot be avoided or reduced being fully offset by removals, or verified carbon units.

Commitment to Net Zero

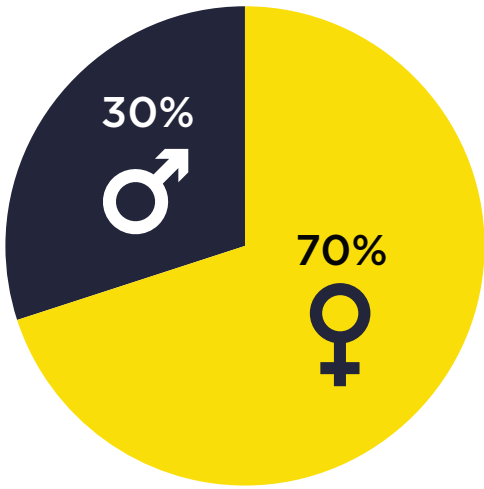
Separately from Savills SBTi approved near-term targets, Savills Group has a long-term target to achieve net zero for its operations (Scope 1 and 2) in 2030 and for its value chain (Scope 3) greenhouse gas (GHG) emissions by 2040.



GENDER BIAS



LEADERSHIP (>AD)



Electricity Consumption

-41.7%
YoY

Water Consumption

-18.5%
YoY

(Property Management Resource Savings 2022-2023)



Scholarship for a
bright future



Education Facilities Support
AMA & Saigon Children's Charity

DELIVERING MEASURABLE ESG IMPACT 2023-2024

Tan Thuan - IC



GFA: 6,014 sq m

Water Savings: 21%

SOW:

Utilise treated wastewater for watering plants.

Linden Tower



GFA: 99,742 sq m

Water Savings: 66%

SOW:

Control the automatic irrigation system, adjust the flow appropriately and reduce the frequency of irrigation when it rains.

The Habitat 2



GFA: 50,940 sq m

Water Savings: 35%

SOW:

Implement water-saving irrigation and contract water costs for green tree units, while reducing watering frequency when it rains.

Women News



GFA: 13,510 sq m

Water Savings: 4%

SOW:

Adjust the flow appropriately and reduce the frequency of irrigation when it rains.

HA Giai Viet



GFA: 103,793 sq m

Water Savings: 3%

SOW:

Adjust the flow appropriately.

Avalon



GFA: 7,923 sq m

Electricity Savings: 17%

SOW:

Replace 40W fluorescent lamps with LEDs (30% of the total lamps in the project) and increasing the occupancy area.

DELIVERING MEASURABLE ESG IMPACT 2023-2024

Tan Thuan - TCB



GFA: 25,642 sq m

Electricity Savings: 14%

SOW:

Convert fluorescent lights to LED lights (replace about 50% of all lights), and the domestic pump will turn off at night when not in use.

One-Hub



GFA: 16,796 sq m

Electricity Savings: 2%

SOW:

Monitor equipment operation using the Building Management System (BMS), combined with patrol security techniques. If all guests have left, turn off some electrical equipment on that floor, adjust operating times according to the season, and increase the cleaning frequency of MVAC equipment.

The View



GFA: 108,362 sq m

Electricity Savings: 22%

SOW:

Replacing 28W T5 lamps with 18W T5 lamps, adjusting lighting duration according to the season, and increasing the occupancy area.

Linden Tower



GFA: 99,742 sq m

Electricity Savings: 13%

SOW:

Technical control of the pool heating system involves increasing the temperature during peak swimming hours and decreasing it during off-peak times. The cooling system operates the lobby air conditioning only when the area is occupied, with the temperature set higher during the night.

Up to

66%

Water Savings (Linden Tower)

Up to

17%

Electricity Savings (Avalon)

07 Flagship
Projects

across HCMC achieved **double-digit resource** reductions through smart FM strategies.

**Reduction in electric consumption in
2024 compared to 2023.**

8%

Electricity Savings

14%

Water Savings

Total Savings



37 Projects of
Residential Type



16 Projects of
Commercial Type

GREEN BUILDING LIST

LŌ-GOI Yen Phong



GFA: 12.1 ha

Location:
Bac Ninh

Certifications:
LEED Gold

Phu My Hung Tower



GFA: 82,013 sq m

Location:
101 Ton Dat Tien, HCMC

Certifications:
LEED Gold

The Nexus



GFA: 6,014 sq m

Location:
3B Ton Duc Thang, HCMC

Certifications:
LEED Gold, WELL, Edge

Onehub Saigon



GFA: 16,796 sq m

Location:
D1, High-Tech Park, Thu Duc

Certifications:
LEED Silver

Manulife



GFA: 11,164 sq m

Location:
75 Hoang Van Thai, HCMC

Certifications:
LEED Gold

Friendship Tower



GFA: 25,095 sq m

Location:
31 Le Duan, HCMC

Certifications:
LEED Gold

GREEN BUILDING LIST

Grand Terra



GFA: 14,000 sq m

Location:
36 Cat Linh, Ha Noi

Certifications:
LEED Gold

BRG Tower



GFA: 15,000 sq m

Location:
198 Tran Quang Khai, Ha Noi

Certifications:
Edge

Gelex Tower



GFA: 14,080 sq m

Location:
52 Le Dai Hanh, Ha Noi

Certifications:
LEED Platinum

Leadvisors Tower



GFA: 27,726 sq m

Location:
643 Pham Van Dong, Ha Noi

Certifications:
Edge



CASE STUDIES

05 _____

INDUSTRIAL PROJECTS

LÕ-GOI Yen Phong



Developer: LÕ-GOI Group

Location: Bac Ninh

GFA: 12.1 ha

Year: 2025

Logisvalley Bac Ninh



Developer: LogisValley Vina Co., LTD

Location: Bac Ninh

GFA 1: 36,360 sq m

GFA 2: 38,000 sq m

Year: 2023

Tan Thuan Export Processing Zone



Developer: Tan Thuan Corporation (TTC)

Location: District 3, HCMC

GFA: 26,000 sq m

Year: 2013

RBF in NT Textile IP



Developer: KTG Industrial

Location: Dong Nai

GFA: 54,000 sq m

Year: 2024

RBF in Nhon Trach 3 IP



Developer: KTG Industrial

Location: Dong Nai

GFA: 33,900 sq m

Year: 2024

COMMERCIAL PROJECTS



Betrimex Tower



Developer: Chau Van

Location: District 3, HCMC

GFA: 10,500 sq m

Year: 2024

Riverfront Financial Centre



Developer: Thien Binh Business Investment Company Limited

Location: District 1, HCMC

GFA: 42,262 sq m

Year: 2023

9 Ton Duc Thang



Developer: Gawn Capital

Location: District 1, HCMC

GFA: 32,000 sq m

Year: 2023

COMMERCIAL PROJECTS

Riverfront Financial Centre 12



Developer: Refico

Location: District 1, HCMC

GFA: 42,262 sq m

Year: 2023

Viettel Complex Building



Developer: Viettel Asset Management

Location: District 10, HCMC

GFA: 60,000 sq m

Year: 2024

Cadivi Tower



Developer: Cadivi

Location: District 1, HCMC

GFA: 11,000 sq m

Year: 2022

The NEXUS Tower 2



Developer: Refico

Location: District 1, HCMC

GFA: 43,177 sq m

Year: 2023

Friendship Tower



Developer: CZ Slovakia Vietnam

Location: District 1, HCMC

GFA: 14,904 sq m

Year: 2019

The Hallmark



Developer: HVH

Location: District 2, HCMC

GFA: 54,229 sq m

Year: 2023

COMMERCIAL PROJECTS

Riverbank Place



Developer: Mitsubishi

Location: District 1, HCMC

GFA: 9,125 sq m

Year: 2011

OfficeHaus



Developer: Gamuda & Office Haus

Location: Tan Phu District, HCMC

GFA: 14,598 sq m

Year: 2022

Citilight Tower



Developer: Vimedimex

Location: District 1, HCMC

GFA: 14,000 sq m

Year: 2006

F-Town 1 & 2



Developer: Fsoft

Location: High-tech Park

GFA: 18,803 sq m

Year: 2019

HDBank Tower



Developer: Duc Khai 25

Location: District 1, HCMC

GFA: 11,000 sq m

Year: 2010

F-Town 3



Developer: F-Soft

Location: Hi-tech Park

GFA: 59,572 sq m

Year: 2019

COMMERCIAL PROJECTS

Heritage West Lake



Developer: CapitaLand Hien Duc

Location: Phu Thuong Ward, Hanoi

GFA: 19,838 sq m

Year: 2024

BIDV Tower



Developer: BIDV

Location: Ly Thai To Ward, Hanoi

GFA: 25,000 sq m

Year: 2009

BRG Tower



Developer: BRG Group

Location: Ly Thai To Ward, Hanoi

GFA: 15,000 sq m

Year: 2021

The West Tower



Developer: Gateway Hanoi

Location: Cau Giay Ward, Hanoi

GFA: 29,700 sq m

Year: 2022

Leadvisor Tower



Developer: Phuong Bac Complex

Location: Nghia Do Ward, Hanoi

GFA: 27,726 sq m

Year: 2019

Gelex Tower



Developer: Gelex Group

Location: Le Dai Hanh Ward, Hanoi

GFA: 14,080 sq m

Year: 2021

COMMERCIAL PROJECTS

Grand Terra



Developer: Thanh Hoa Construction

Location: Cat Linh Ward, Hanoi

GFA: 14,000 sq m

Year: 2024

HCO Building



Developer: S.A.S-CTAMAD

Location: Cua Nam Ward, Hanoi

GFA: 13,417 sq m

Year: 2024

Fairmont Hanoi



Developer: Gelex Group

Location: Ly Thai To Ward, Hanoi

GFA: 8,500 sq m

Year: 2025

Tien Bo Plaza



Developer: TID Group

Location: O Cho Dua Ward, Hanoi

GFA: 19,828 sq m

Year: 2025



LET'S TALK

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