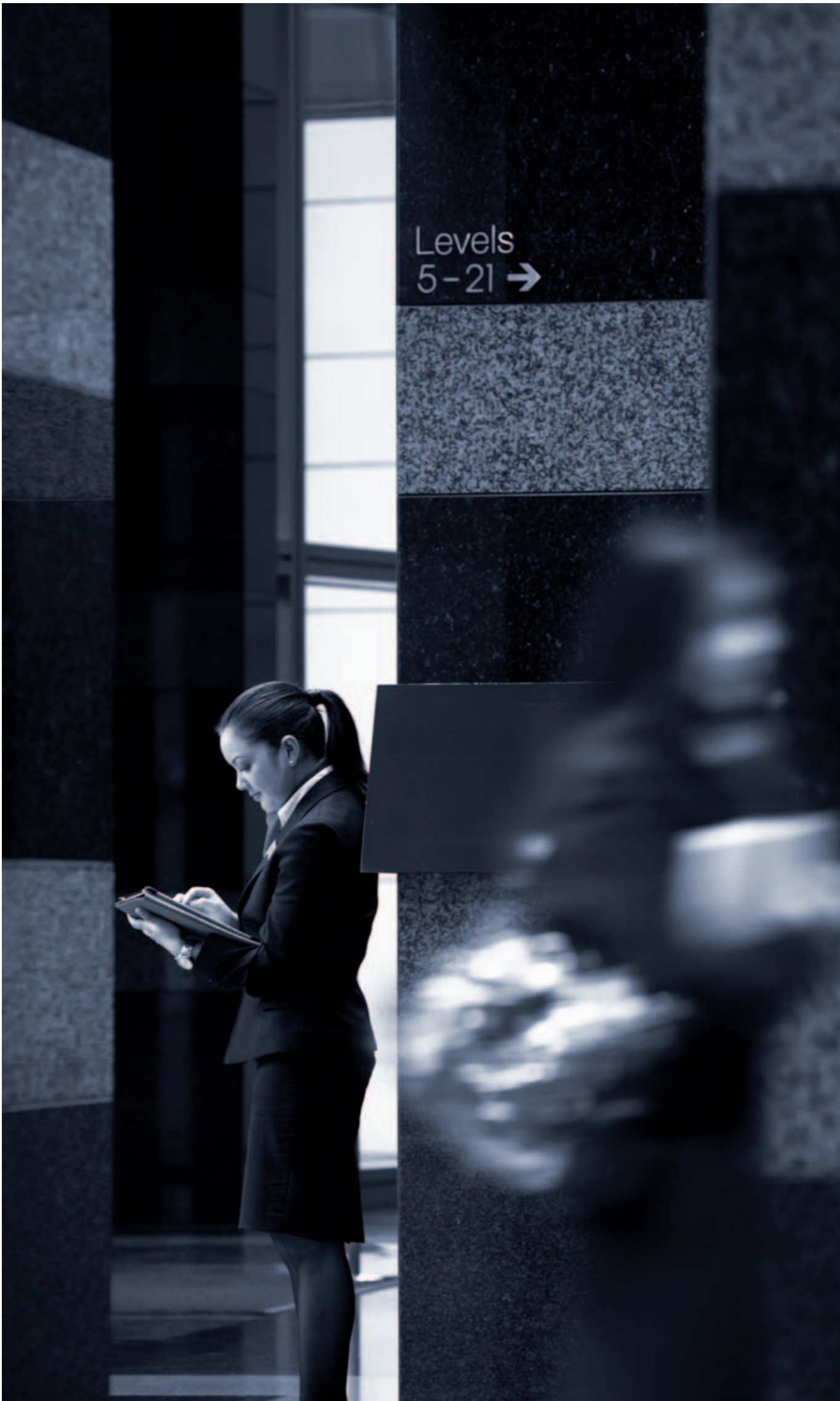


THE SERVICE

BEYOND EXPECTATIONS



120
COLLINS



RAISING THE BAR

OLD WORLD SERVICE MEETS NEW WORLD EXPECTATIONS

What truly defines a tenancy at 120 Collins is the first class customer service our team delivers. It is second to none.

120 Collins offers the style of service you would expect at a premium hotel. We ensure that as well as providing premium quality office space and the finest amenity in one of the most exclusive and coveted CBD locations in Australia, we deliver five star service to all of our tenants and their customers. The kind of service you would expect at such a prestigious business address.

Indeed, the entire concierge team at 120 Collins are highly experienced service professionals with proven track records working for some of the world's best hotels. No request is too difficult. We pride ourselves on continually going above and beyond our tenants' expectations. This service pledge is also delivered through the efforts of our dedicated on-site building management team.

By basing your business at 120 Collins, you are joining an exclusive environment where it is our job to ensure you can focus on business success.

120
COLLINS

THE CONCIERGE



AT YOUR SERVICE

It's possible to call or visit our team at the concierge desk in the 120 Collins ground floor foyer or access our services through the online tenant portal. Tenants in the building can use the concierge team to book tickets, recommend and book restaurants, organise a

VIP greeting for an important client, arrange a 120 Collins precinct tour or just get some local insights just as you would at a premium hotel.

In addition to this, the concierge team will organise 120 Collins community events such as tenant drinks and running groups.

EXCLUSIVE MEMBERSHIP

The concierge takes the lead in updating, tracking and monitoring the @120 Collins tenant portal.

This portal creates an innovative digital community within the building, where tenants, the building owner/manager and local retailers can connect, communicate and transact with one another via a dedicated portal, exclusive to 120 Collins tenants. Not only does the portal

provide a first-class service for tenants in the building, but it brings life into the built environment, enhancing communication between the building owner/manager and 120 Collins occupants.

Whether it be catering for a boardroom lunch, ordering lunch or coffee on-the-go or a gift, it can all be arranged through the @120 Collins portal and can even be delivered to your desk.

The portal also features a local news and events page, community page, facilities and leasing page, plus direct access to the concierge team.

The concierge take an active role in ensuring all orders and requests via the portal are processed efficiently, the latest news and events are posted regularly and the community page is relevant and interactive.

THE BUILDING MANAGEMENT TEAM



THE SERVICE OFFERING



ABOVE AND BEYOND

In line with our service philosophy, at 120 Collins, we have a dedicated on-site building management team headed up by our General Manager, Property Manager and Operations Manager.

SUPERIOR SERVICE

We recognise that a well-managed and maintained office can have a significant impact on the comfort and satisfaction of staff and ultimately productivity. We aim to attend to our tenant's service needs in a timely fashion that exceeds their expectations.

This is achieved not only through our dedicated on-site team, but by also ensuring that all retailers and service providers within the building place the same emphasis on superior customer service.

ASHLEY BULLER

Director – Office Leasing, Victoria
Jones Lang LaSalle
T +61 3 9672 6692 | M +61 418 331 353
E ashley.buller@ap.jll.com

STUART COLQUHOUN

Director – Head of Office Leasing,
Victoria, Jones Lang LaSalle
T +61 3 9672 6531 | M +61 409 252 662
E stuart.colquhoun@ap.jll.com

CLAIRE CLARK

General Manager –
120 Collins, Investa Office
T +61 3 8600 9204 | M +61 428 718 619
E cclark@investa.com.au

PATRICK MOUNT

Property Manager –
120 Collins, Investa Office
T +61 3 8600 9226 | M +61 413 253 593
E pmount@investa.com.au

investa.com.au/120collins



JONES LANG
LASALLE

INVESTA 

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