



Dutch Property Tour

April 15, 2014

Today's schedule



- **Introduction, Wereldhave Schiphol**
 - Ronald van der Mark, CEO Action
 - Dirk Anbeek, CEO Wereldhave
 - Belinde Bakker, Managing Director NL

- 1 **De Eggert, Purmerend**



- 2 **De Koperwiek, Capelle**



- 3 **Vier Meren, Hoofddorp**



- **Drinks, Wereldhave Schiphol**

Guest speaker



Vier Meren - The Netherlands



About Ronald

- CEO action since 2012
- CFO Maxeda 2004-2011

- Action acquired by 3i in September 2011
- CFO of the year 2007

About Action

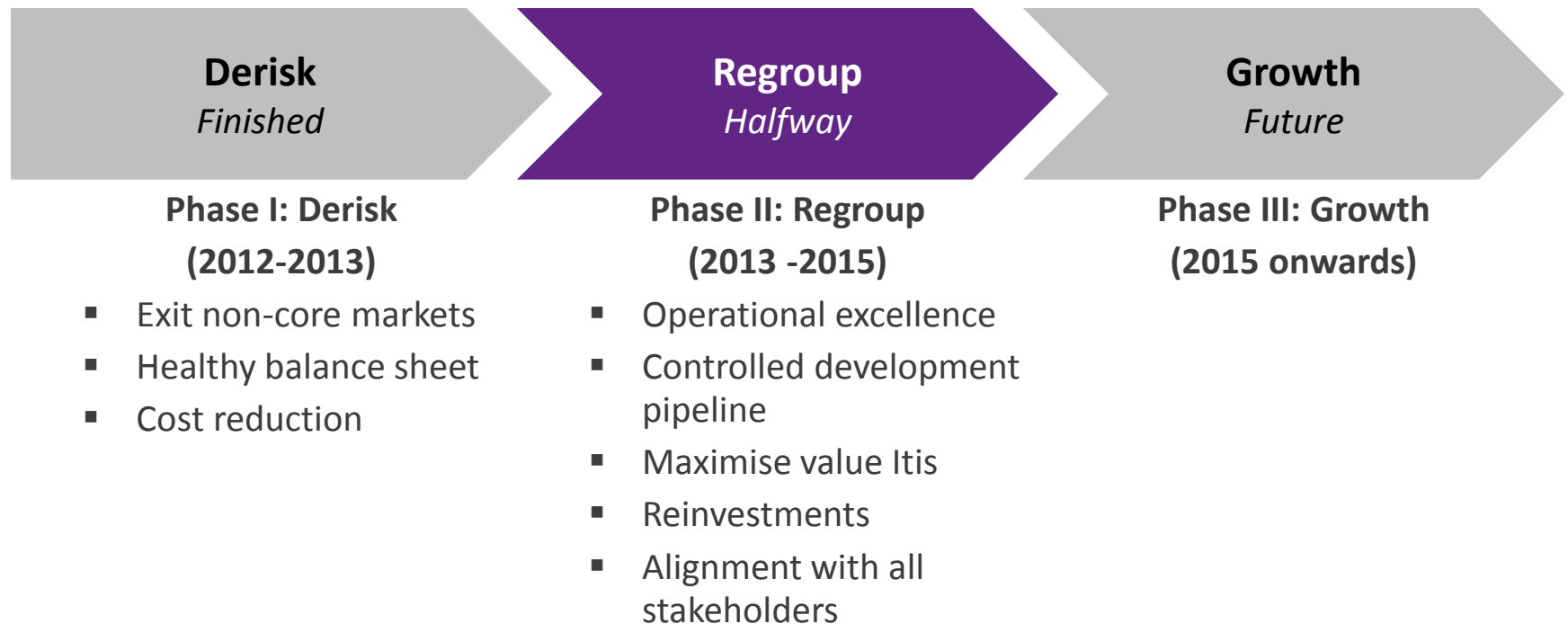
- Sales >€1bn
- 400+ shops
- 100 – 150 new articles every week

CEO update



Vier Meren - The Netherlands

Strategic approach: Derisk completed, Regroup phase well underway



Phase II: Regroup is on track (2013-2015)

Targets Regroup phase 2013-2015

1. Operational excellence

- Average LfL rental growth of 125 bps above indexation
- $\geq 98\%$ occupancy
- Overhead reduction to $\leq \text{€}16\text{m}$ in 2013 and $\leq \text{€}14\text{m}$ in 2014
- Strengthen talent development
- Standardise best practices between core countries

2. Controlled development pipeline

- Retail $\text{€}330\text{m}$ and offices $\text{€}110\text{m}$
- Expected average yield on cost 6.5%
- From 2015 $\leq 10\%$ investment portfolio

3. Maximise value Itis

- Redevelopment completed mid 2014 within budget ($\text{€}95\text{m}$)
- Rent level 2015 $\text{€}33\text{m}$, yield on cost of 7%

4. Reinvest in core markets

- Acquisitions of $\text{€}400\text{m}$
- Disposals $\text{€}150\text{m}$

5. Alignment with all stakeholders

- Expand and strengthen Supervisory Board
- Evaluate anti-takeover structure
- Integrate sustainability in overall strategy

2013 results

- ✓ 160 bps
- ✓ 98.4%
- ✓ $\text{€}14.5\text{m}$
- ≈ In progress
- ≈ Planned for 2014

- ≈ $\text{€}177\text{m}$ spent so far
- ≈ On track
- ≈ On track

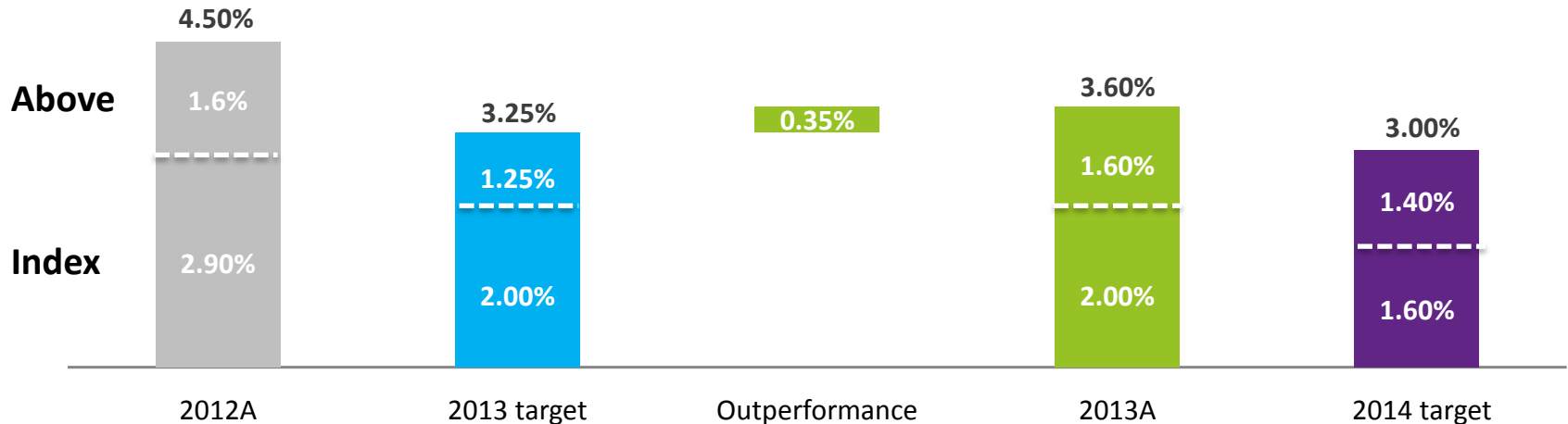
- ≈ $\text{€}78\text{m}$ spent so far
- ≈ On track

- ≈ $\text{€}207.6\text{m}$ reinvested
- ≈ $\text{€}44\text{m}$ sold

- ✓ 1 addition and 2 rotations
- ✓ On agenda AGM 2014
- ✓ 1st CSR report presented at AGM 2014

Core retail like-for-like rental growth

Target 2014 adjusted to 140bps above indexation



Strong lease activity 2013

- Belgium
- Finland
- The Netherlands
- 2014 target The Netherlands

Bps LFL NRI

630
510
100

-

Bps >indexation

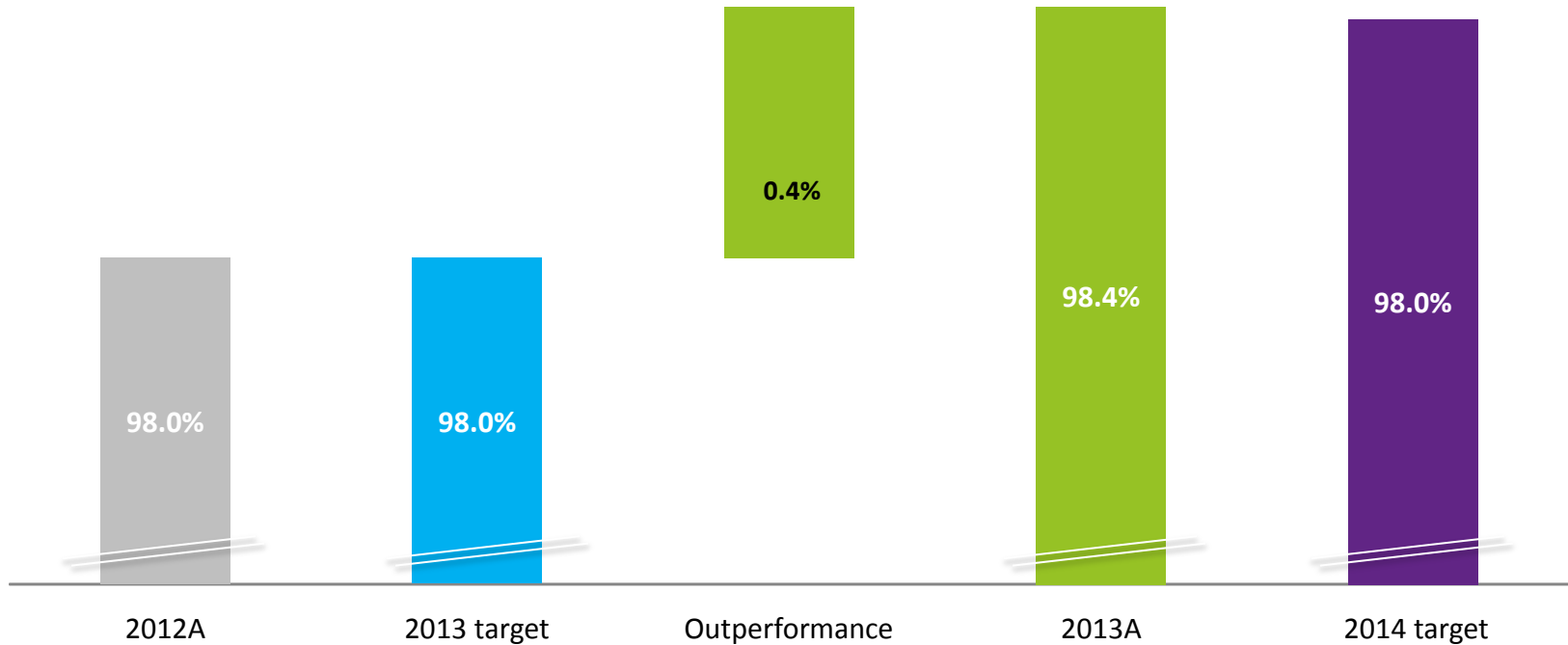
470
320
(140)

(50-100)

Bps >target

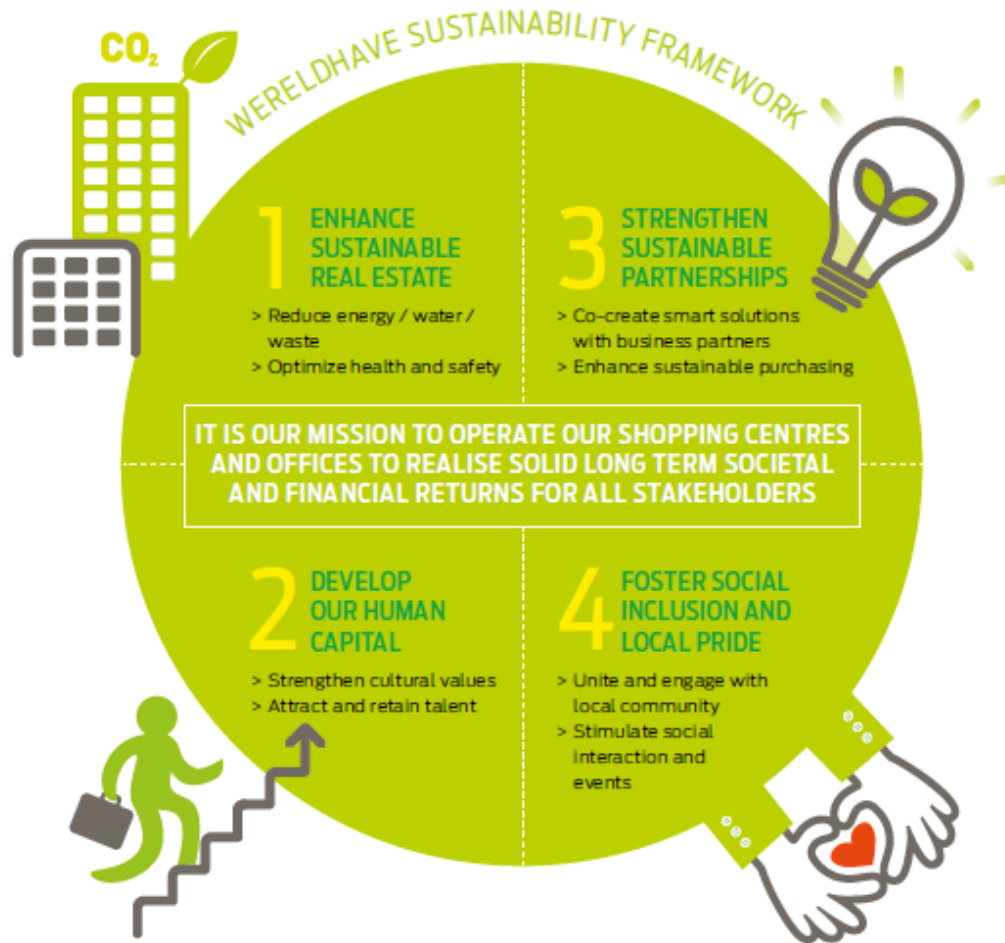
250
120
(140)

Core retail occupancy



- Strong letting performance
 - Belgium 99.2%
 - Finland 99.4%
 - The Netherlands 97.0%
- 2014 target 98.0%

Sustainability framework 1/2



Sustainability framework 2/2

	Targets	Year-end
1 Enhance sustainable real estate	<p>Improve energy efficiency for our real estate portfolio with 30%</p> <p>Continue to achieve BREEAM 'Outstanding' for (re)developed offices</p> <p>Achieve BREEAM 'Very Good' for shopping centres</p>	<p>2020</p> <p>2014</p> <p>2020</p>
2 Develop our human capital	<p>Achieve employee satisfaction scores of 7.5 or higher</p> <p>Increase average training per employee to 25 hours</p> <p>Increase percentage of female senior managers to 33%</p>	<p>2017</p> <p>2015</p> <p>2016</p>
3 Strengthen sustainable partnerships	<p>Create 1,000 permanent retail jobs by investing €200m in shop. centres</p> <p>75% of new leases signed with tenants considered to be 'green'</p> <p>Redefine and implement sustainable sourcing for all new suppliers</p>	<p>2017</p> <p>2016</p> <p>2016</p>
4 Foster social inclusion and local price	<p>Improve retail customer satisfaction scores to "Good"</p> <p>Invest 1% of NRI to strengthen our connection to local community</p> <p>95% of Wereldhave staff involved with social inclusion events</p>	<p>2016</p> <p>2016</p> <p>2016</p>

Economic environment



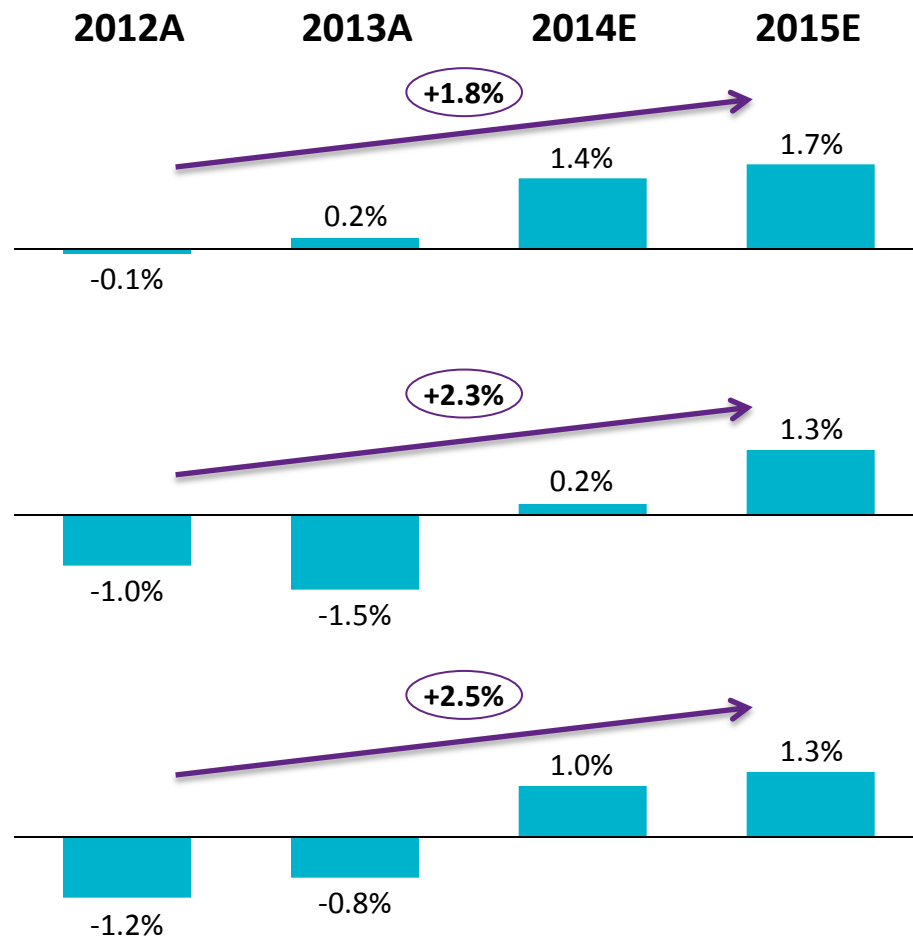
Nivelles - Belgium

Indications for GDP growth in core markets

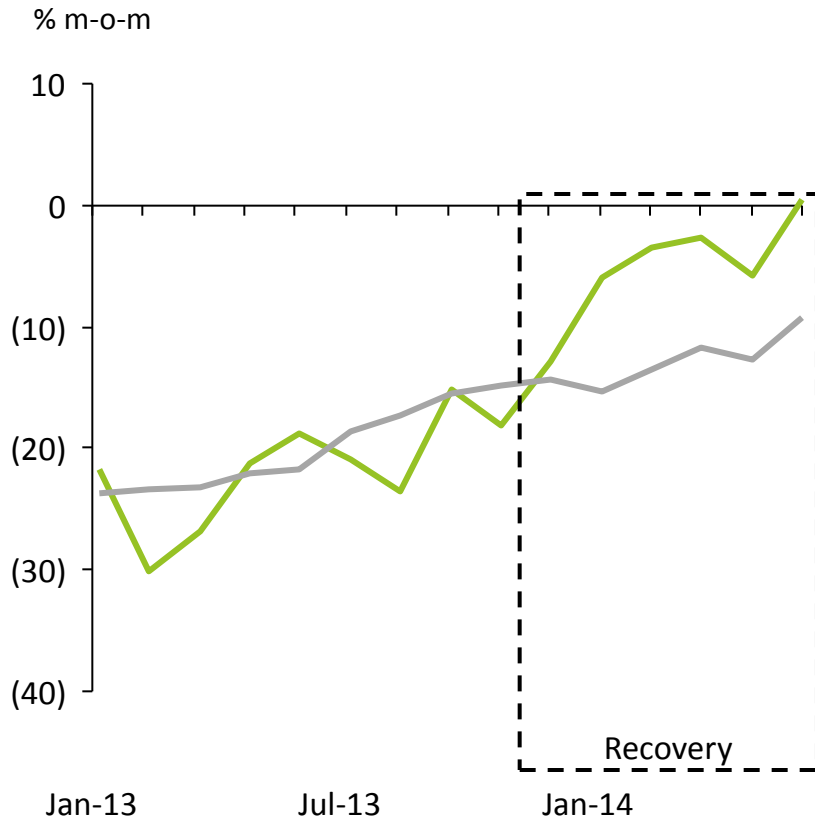
Belgium

Finland

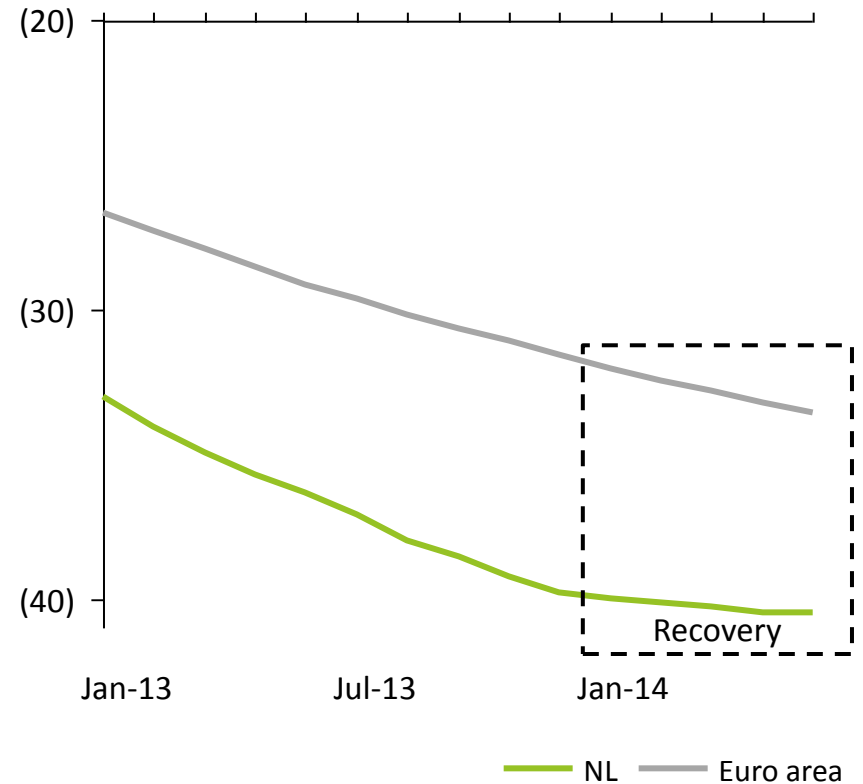
The Netherlands



Consumer confidence set to recover faster than EU, but from a lower starting point



Based (01-01-2013)



The Dutch sentiment is slowly improving



September, 2013

CPB projects an economic growth of 0.5% for 2014



March, 2014

Sustained improvement in consumer confidence

FLYNTH

November, 2013

Retailers struggle to arrange bank financing



April, 2014

Sharp shrinkage of Dutch budget deficit



March, 2014

Retail turnover marginally up



April, 2014

House prices rising again for first time in 3 years

Impact for Wereldhave

<p>Less tenant bankruptcies</p>	<ul style="list-style-type: none">• In 2013 tenants bankruptcies negatively impacted NRI by 1%• In 2014 the # of bankruptcies tends to slow down (Wereldhave one definitive bankruptcy YTD, but we remain cautious)• Wereldhave anticipates in like-for-like targets 1% bankruptcies for 2014
<p>Shifting retail mix</p>	<ul style="list-style-type: none">• Retail landscape rationalises and narrows• Small retailers struggle due to sentiment and bank financing• Wereldhave benefits from unique KAM; large retailers expanding and benefitting supply chain and purchase advantages
<p>Reap benefits from initiated investments</p>	<ul style="list-style-type: none">• Adapt to changing retail climate by investing in shopping centres• Wereldhave continues to invest anti cyclical to benefit from expected recovery

Retail market Netherlands

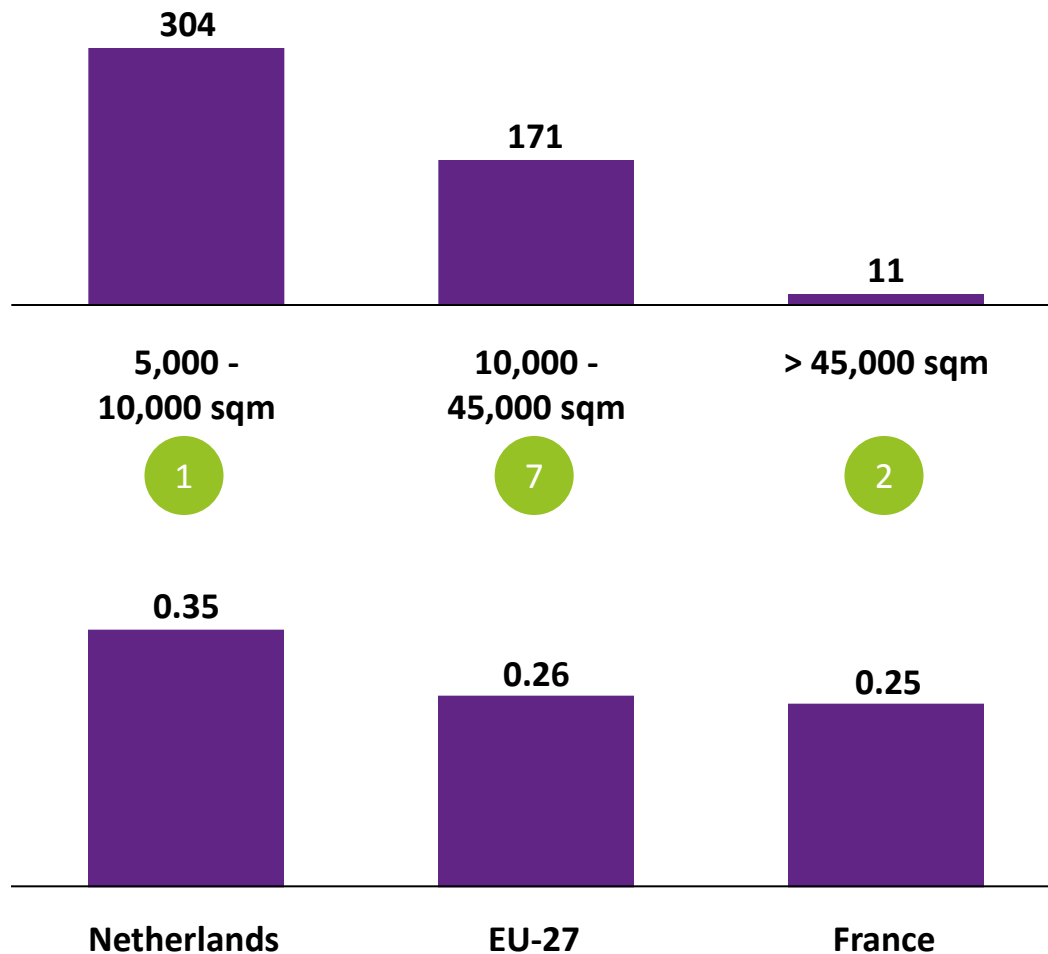


Kronenburg - The Netherlands

Retail structure – The Netherlands

Hardly any large shopping centres
(# of shopping centres)

Wereldhave

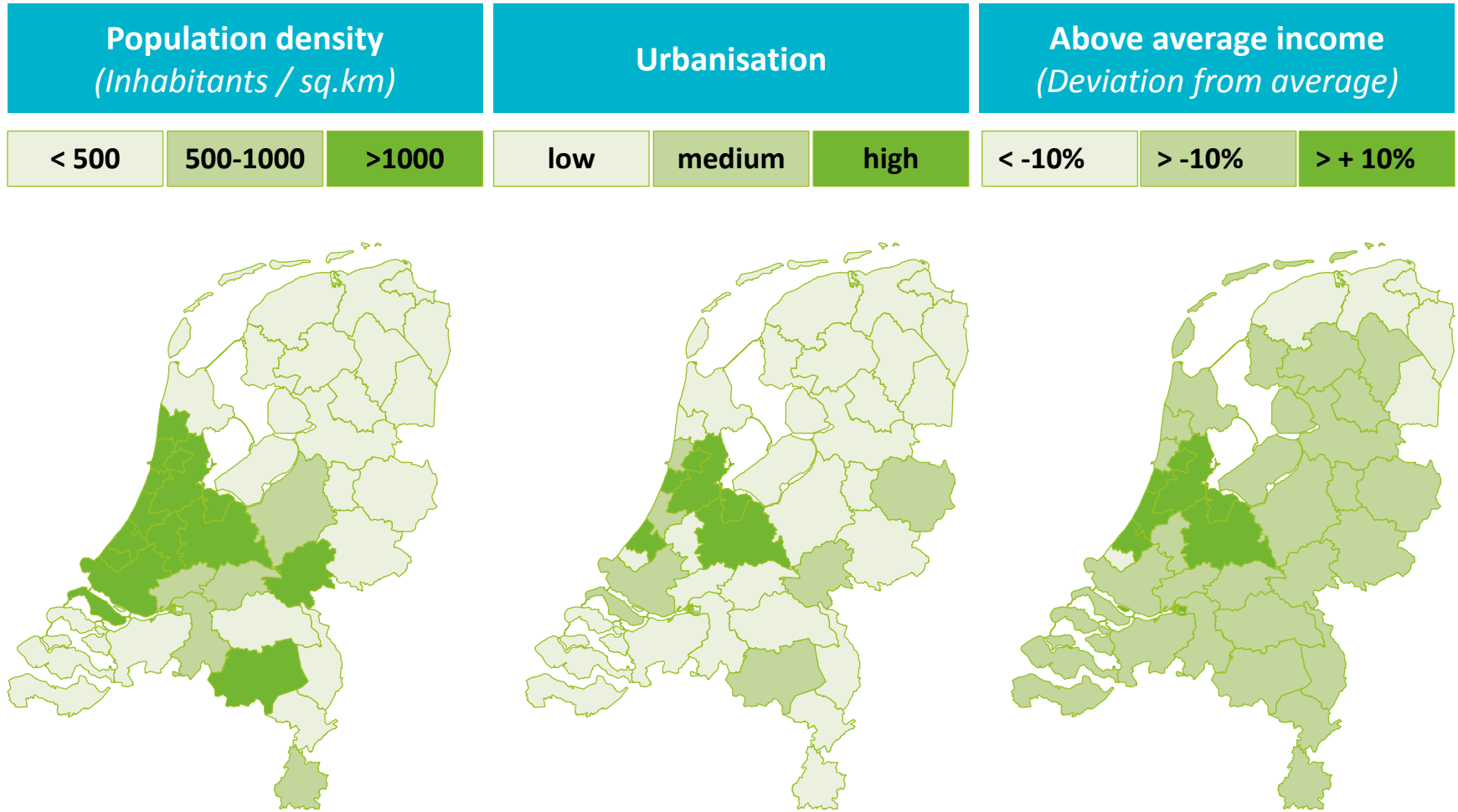


(Acquisition) criteria shopping centres

Convenient shopping

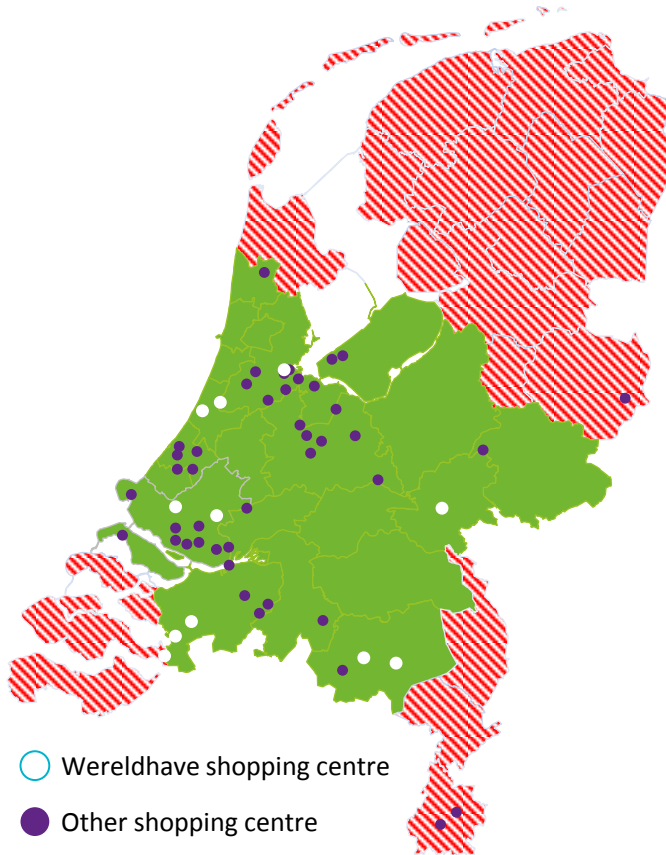
- 90% of shopping needs
- Top-of-mind in catchment area
- Catchment area of at least 100,000 inhabitants within 10 minutes drive time
- Easy accessibility
- Strong national and international brands in combination with local heroes
- Fully embedded food, beverage and entertainment functions
- Presence of at least two supermarkets

Retail trends – The Netherlands



Key focus areas

Top-50 shopping centres

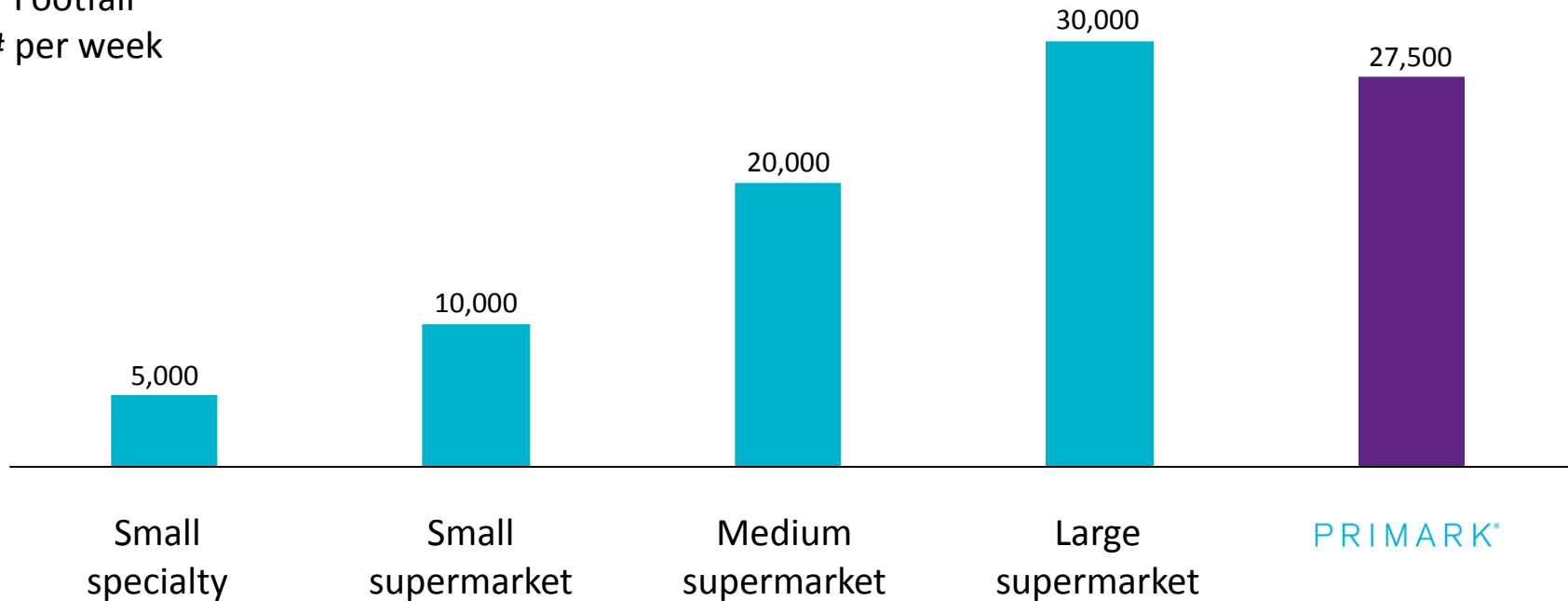


Acquisition criteria

1. 90% of shopping needs
2. Top-of-mind in catchment area
3. >100,000 inhabitants in 10 minutes drive
4. Easy accessibility
5. Strong (inter)national brands and local heroes
6. Embedded food, beverage and entertainment
7. Presence of two supermarkets

Large supermarkets attract footfall in similar proportions as premium department stores

Footfall
per week



8 out of 10 Wereldhave shopping centres are anchored by at least two medium-sized supermarkets

Food retail resilient to internet (1% → 5% in 2018)

Overview food retail in Wereldhave centres

City	Year	Small specialty	Small	Medium	Large	Total (# tickets)
Arnhem	2014	1	1		1	45,000
	2017	1	1	1	1	65,000
Capelle	2014	1		2		45,000
	2016	1		3		65,000
Eindhoven	2014			2	1	70,000
Ettenleur	2014			1		20,000
	2016			2		40,000
Geldrop	2014		1	1		30,000
Hoofddorp	2014			1	1	50,000
	2016			2	1	70,000
Leiderdorp	2014			2		40,000
Maassluis	2014			2		40,000
	2016			3		60,000
Purmerend	2014	1				5,000
Roosendaal	2014			1		20,000
	2016		1	1		30,000

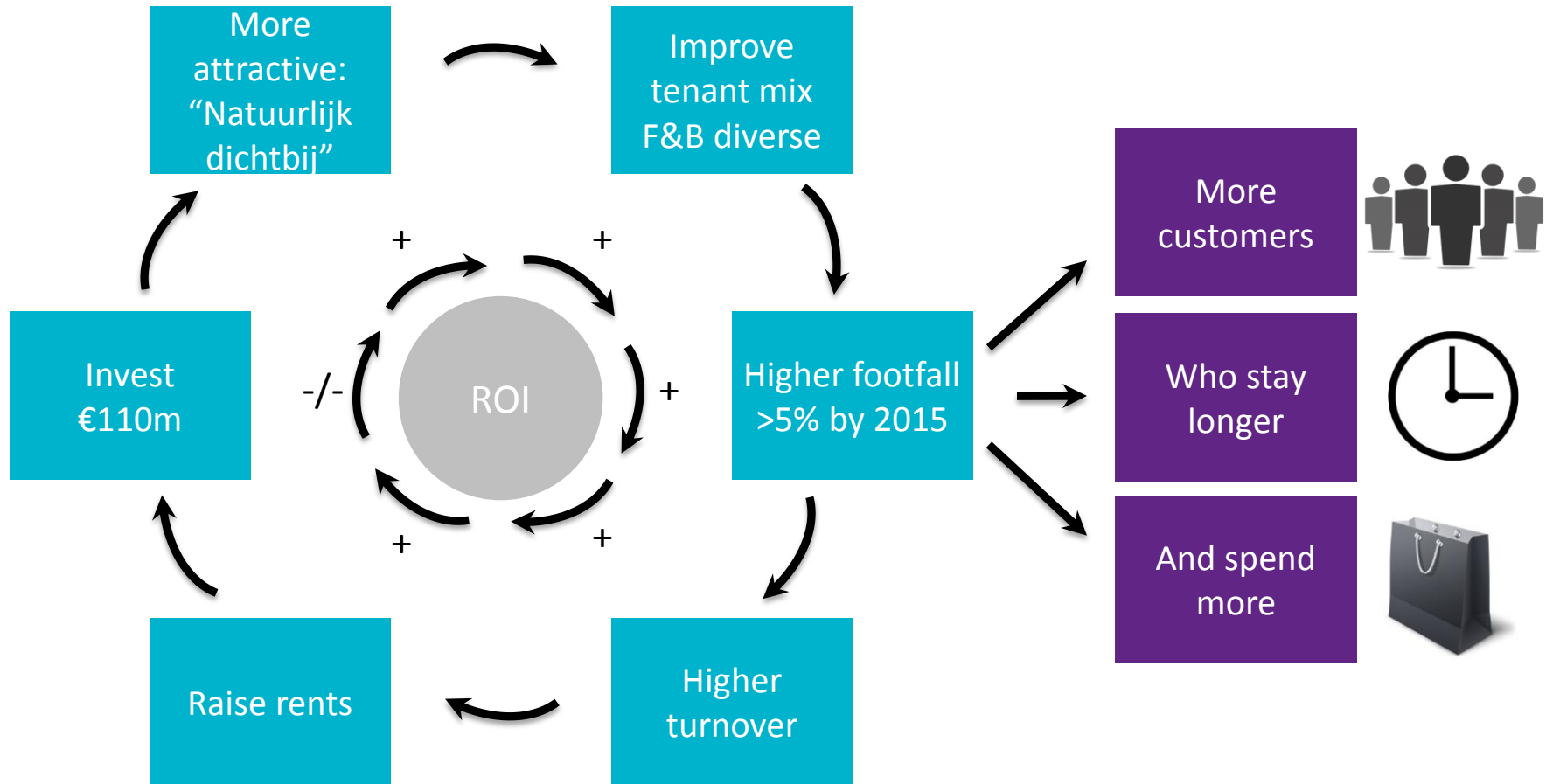


Day-to-day management

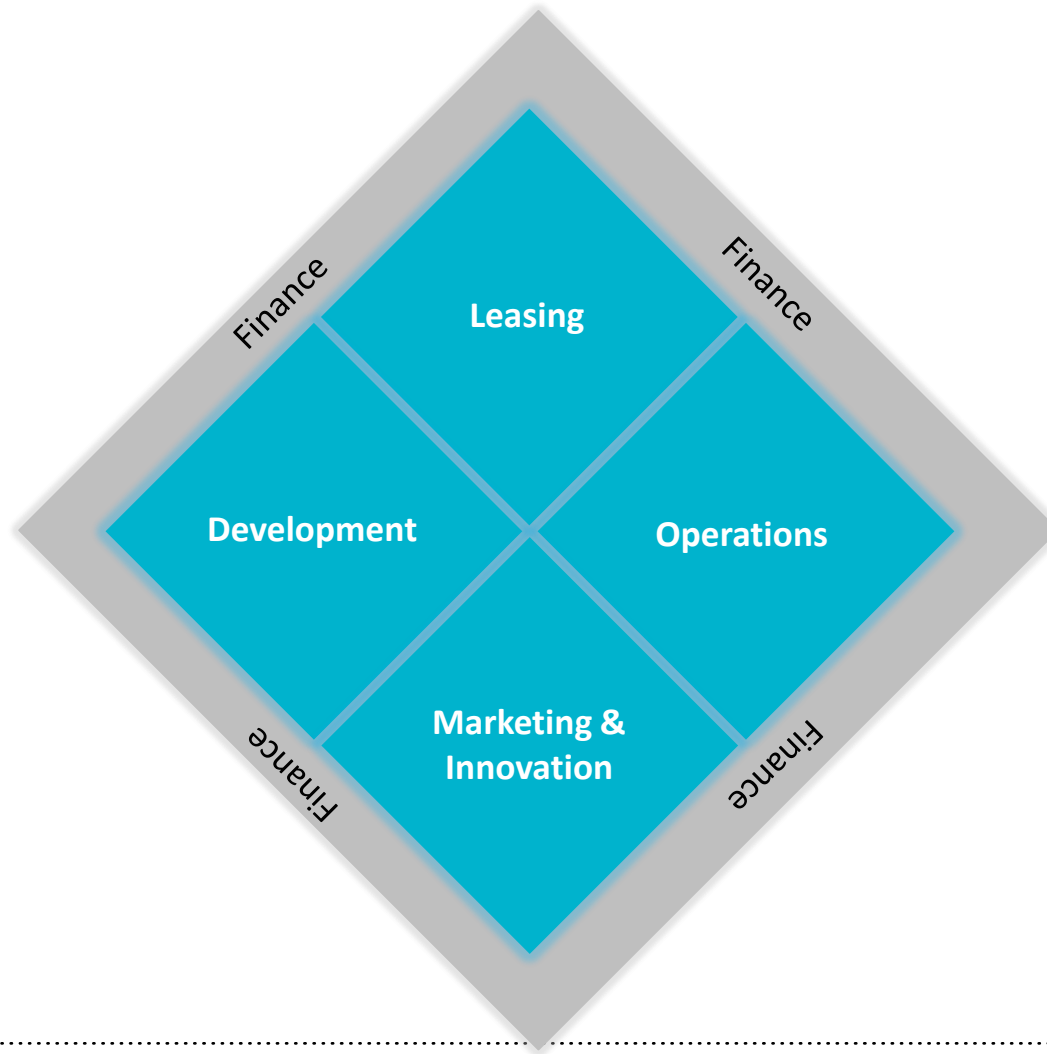


Itis - Finland

Our shopping centre management model is aimed at continuous improvement



Operational delivery: key attention points '14-'15

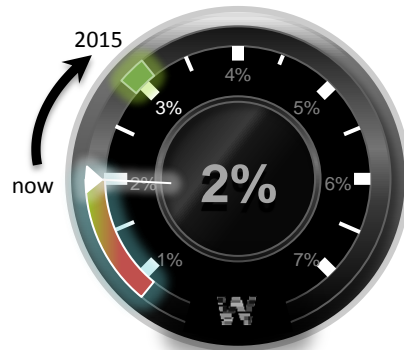


Leasing

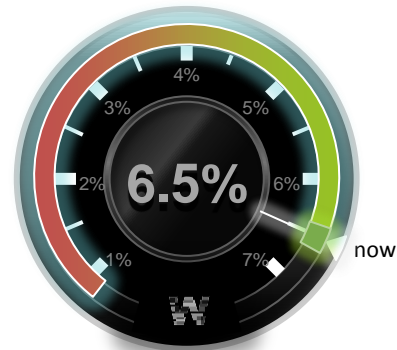


Food & Beverage

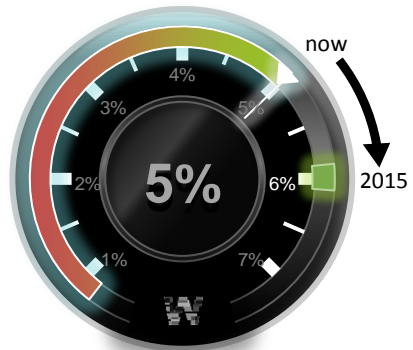
Netherlands



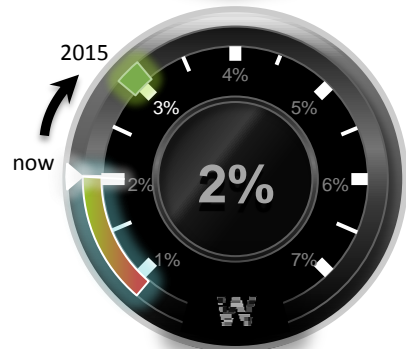
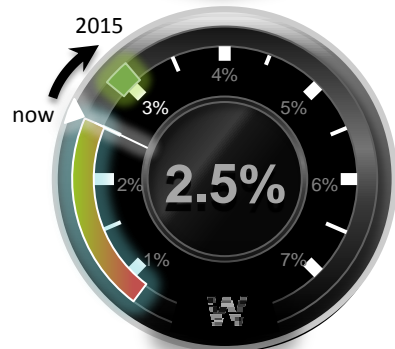
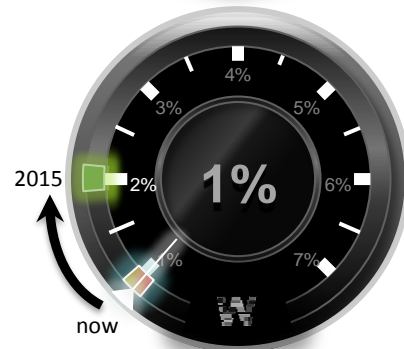
Belgium



Finland



Specialty leasing



Key account management

One meeting per working day
Cross border

Halfway
Cross border

Halfway

Operations



Service costs down

- NL: reduction of 10% by 2015
- BEL: CSR related
- FIN: CSR related



Attractiveness

- Amenities
- A place to connect
- Family and kids entertainment



Tenant intensification

- OCR + turnover
- Tenant satisfaction surveys

Marketing & innovation



Increase footfall

- Activity calendar
- One big marketing event per month per shopping centre



Digitalisation

- Infrastructure in place
- 15% of catchment area by 2015 end of year



Social inclusion

- 1% of NRI to invest in community and lever visitor base

Development



Yield on cost

- NL: €80m @ 6%
€30m @ 0%
- BEL: €120m @ >6%
- FIN: €102m @ 7%



Pipeline after 2016

- Arnhem
- Waterloo
- Tournai II
- Nivelles II



Sustainability

- BREEAM very good

Conclusion

1	Regroup phase	On track
2	NL retail	Focused on mid-sized shopping centres in NL, anchored by food retail stores
3	Operational delivery	Key attention points 2014-2015 consistently driving regroup targets
4	CSR	Fully integrated in strategy and operations
5	Invest anti-cyclical	All shopping centres in FIN, BEL and NL refreshed and refurbished in 2016