

Western Cape Government Property Efficiency Report 2014/15

Issue 4, February 2016

usable floorspace	209,525m ²	2%
total cost	R607m	23%
Efficiency (R/person)	R58,093	22%
cost per m ²	R2,396	20%
Space (m ² /person)	24.2m ²	2%
energy consumption per m ²	178kWh	17%
water consumption (m ³) per person	19.1m ³	7%

This report presents the KPIs and performance results for the office estate of Western Cape Government. The reporting and outputs presented in this report expose internal performance, performance in the context of MSCI benchmark standards and opportunities for improvement of varying levels within the estate. The report is based on data provided by Western Cape Government. Data has been validated by MSCI and standardised through alignment to the GEM code.

% values shown above illustrate the change in key performance measure since the 2013/2014 period.

About this report

This MSCI performance report presents standardised performance data and results for the Western Cape Government office estate. Performance is defined and represented by a core set of key indicators reflecting cost, space and energy efficiencies which are assessed in the context of benchmark data. The report establishes relative performances within the estate, identifies performance strengths and weaknesses and highlights opportunity for improvement.

The reporting hierarchy offers insight and knowledge to challenge and improve estate efficiency. This is enabled through the collation, validation and construction of metrics and data at a building level which provide increasing depths of detail with multiple application to fit organisational management approaches for real estate.

The data and results reported are based on data provided by Western Cape Government which have been standardised and validated by MSCI. MSCI has no liability for any losses, damages, costs or expenses suffered by any person as a result of any use of or reliance on the information contained in this report.

Estate under review

The estate comprises 209,525 m² of usable space. The increase this year in offices under review is a result of the inclusion of Bredasdorp Shared Services Centre (BSCC) in 2014/15; the BSCC was previously a school hostel and was renovated and opened in 2014 as an office building; additionally 1,362 m² of space added to the leased accommodation in Atterbury House.

Contents

Western Cape Government - performance summary	1
Building efficiency and savings	2
Space efficiency (m ² / per person)	3
Environmental KPIs	4
Building rent analysis	5
Individual property performances	6
Building Reference List	7
Glossary of Key Terms	8

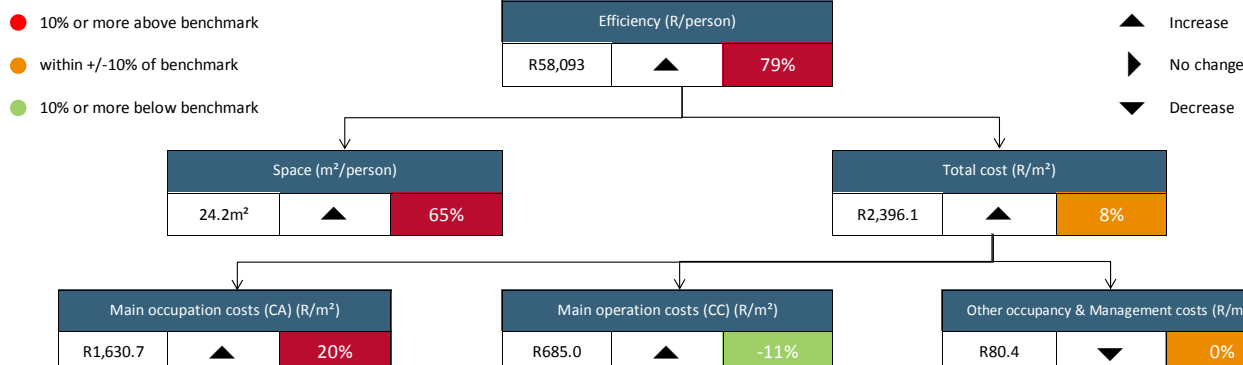
Reporting units

ZAR	In this report, all costs are reported in South African Rand. Cost values provided to MSCI in local currency have been converted using standard and updated exchange rates. All benchmark values are also reported in this currency.
m²	In this report, all units of space are reported in m ² . Space measures have been standardised to MSCI GEM code definitions of net internal area. In this report all space is reported in accordance with SAPOA code of measurement. See Glossary for further details.

About MSCI reporting

MSCI reporting provides a hierarchical review of estate performance enabling real estate functions and businesses to understand, report and improve the performances and contributions of real estate. The reporting structure facilitates a "drill down" approach to performance assessment exposing strengths and weaknesses (through comparative and standard review) which underlie and drive overall performance across standardised key areas. Additional bespoke reporting to support specific business requirements is available to support standard reporting.

1. Performance summary



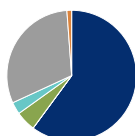
Key data

Total cost	R606,861,955	Number of buildings	36
Total space	209,525m ²	% less efficient space¹	98%
Total FTE staff	8,642	Theoretical saving	R249,169,550

KPIs	2015	2014	% change	benchmark	+/- ²	performance ³
Efficiency (R/person)	R58,093	R47,652	22%	R32,423	R25,670	79% ●
Space (m ² /person)	24.2m ²	23.9m ²	2%	14.7m ²	9.57m ²	65% ●
Space per desk (m ² /workstn)	20.2m ²	19.8m ²	2%	12.1m ²	8.11m ²	67% ●
Workstation provision ratio ⁴	1.20	1.20	0%	1.04	0.16	15% ●
Total cost (R/m²)	R2,396.1	R1,995.2	20%	R2,209.4	R186.7	8% ●
Main occupation costs (CA) (R/m²)	R1,630.7	R1,351.8	21%	R1,361.8	R269.0	20% ●
Rent (CA1) (R/m ²)	R1,548.8	R1,252.0	24%	R1,228.8	R319.9	26% ●
Taxes (CA4) (R/m ²)	R82	R99.7	-18%	R132.9	-R51.0	-38% ●
Main operation costs (CC) (R/m²)	R685.0	R559.8	22%	R767.3	-R82.3	-11% ●
Service charges (CC1) (R/m ²)	R14.0	R42.3	-67%	R14.9	-R0.90	-6% ●
Repair & maintenance (CC3-CC6+CC8) (R/m ²)	R101.9	R49.4	106%	R151.0	-R49.1	-33% ●
Security & reception (CC9+CD3) (R/m ²)	R201.1	R153.5	31%	R139.9	R61.2	44% ●
Cleaning & waste (CC10-CC13) (R/m ²)	R105.4	R102.4	3%	R131.0	-R25.6	-20% ●
Utilities (CC14-CC15) (R/m ²)	R262.5	R212.2	24%	R330.4	-R67.9	-21% ●
Other occupancy costs (R/m²)	R80.4	R83.6	-4%	R80.4	R0.0	0% ●
Car Parking costs (CA5) (R/m ²)	R80.4	R83.6	-4%	R80.4	R0.0	0% ●
Total insurance costs (CC2) (R/m ²)						
Internal moves costs (CC7) (R/m ²)						
Catering & vending costs (CD2) (R/m ²)						
Internal distribution costs (CD5) (R/m ²)						
External distribution costs (CD4) (R/m ²)						
Reprographics costs (CD6) (R/m ²)						
Transport costs (CD8) (R/m ²)						
Archiving costs (CD9) (R/m ²)						
Linen & Laundry costs (CD10) (R/m ²)						
Total management costs (CE) (R/m²)						
Real estate management costs (CE1) (R/m ²)						
Facilities management costs (CE2) (R/m ²)						
Capital project management costs (CE3) (R/m ²)						
Environmental Performance						
Notional CO2 emissions (kg/m ²)	154.80 kg	132.71 kg	17%	237.86 kg	-R83.1	-35% ●
Energy consumption (kWh/m ²)	178.1 kWh	152.7 kWh	17%	273.7 kWh	-R95.6	-35% ●
Water consumption per FTE occupant (m ³ /person)	20.26 m ³	18.88 m ³	7%	27.81 m ³	-R7.55	-27% ●
Waste per FTE occupant (tonnes/person)						

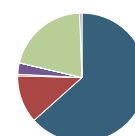
Benchmark composition - South Africa

- HQ Office
- Call Centre
- Data Centre
- Client Facing Office
- Admin Office
- Mixed Office/Industrial



- Banking
- TMT
- Manufacturing
- Defence
- Public Sector

- Insurance
- Energy
- Pharmaceutical
- Infrastructure
- Mining



1. The % less efficient space expresses, as a proportion of the entire estate, how much space reports a cost per person above benchmark.

2. +/- illustrates the difference between indicator and the respective IPD benchmark average.

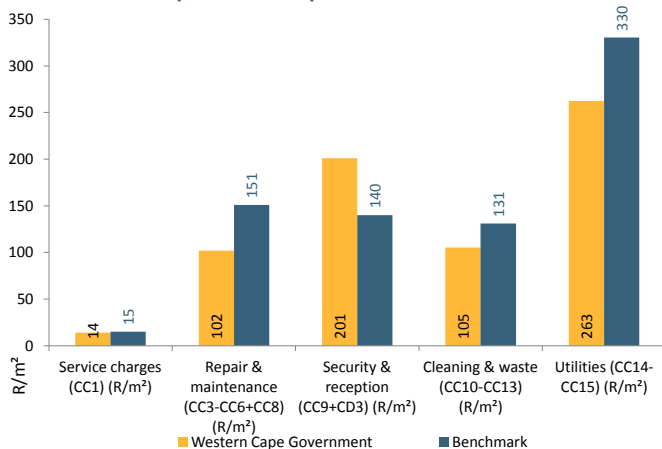
3. Performance is highlighted using colour symbols to show KPIs above (red), below (green) and on par (amber) with benchmark.

4. Workstation provision ratio is the ratio of workstations to accommodated FTE staff. Under utilisation is identified by ratios above 1. Benchmark values reported in purple font represent client averages and are used where robust benchmark evidence is not available.

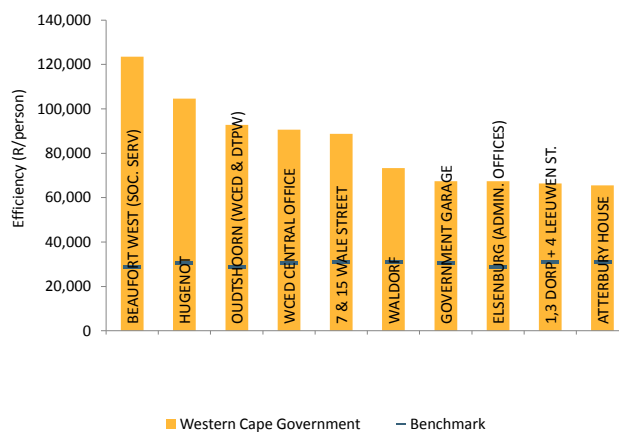
2. Building efficiency and savings



Operation cost profile and benchmarks



Key buildings - comparative efficiencies



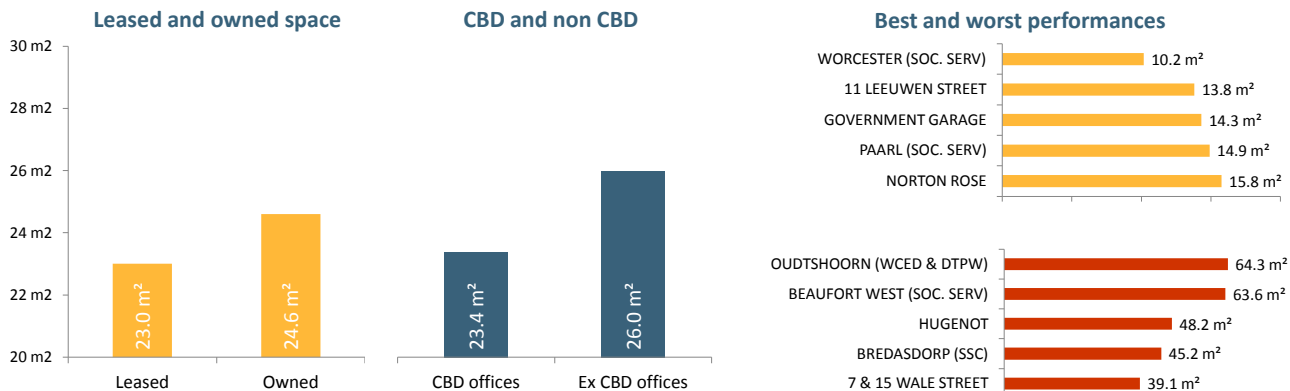
Offices ¹ (ranked by cost/person)									
	Efficiency (R/person)	±		Total cost (R/m²)	±	Main Operation Costs (CC) (R/m²)	±	Theoretical Saving	
BEAUFORT WEST (SOC. SERV)	R123,524	329%	●	R1,941	-1%	R168	-73%	R2,280,968	
HUGENOT	R104,699	242%	●	R2,171	4%	R256	-66%	R3,259,151	
OUDTSHOORN (WCED & DTPW)	R92,759	225%	●	R1,442	-26%	R243	-60%	R2,219,712	
WCED CENTRAL OFFICE	R90,662	196%	●	R4,673	124%	R2,027	169%	R5,883,392	
7 & 15 WALE STREET	R88,741	188%	●	R2,271	8%	R386	-49%	R34,183,474	
WALDORF	R73,293	136%	●	R2,446	16%	R882	15%	R15,344,597	
ELSENBURG (ADMIN. OFFICES)	R67,385	136%	●	R2,301	18%	R1,037	69%	R14,320,884	
GOVERNMENT GARAGE	R67,468	120%	●	R4,713	126%	R2,627	249%	R6,014,346	
1,3 DORP + 4 LEEUWEN ST.	R66,367	115%	●	R2,540	21%	R692	-8%	R9,531,396	
YORK PARK	R60,863	113%	●	R1,785	-8%	R496	-19%	R6,862,940	
ATTERBURY HOUSE	R65,516	111%	●	R2,353	11%	R616	-20%	R5,450,039	
BREDASDORP (SSC)	R56,074	111%	●	R1,240	-32%	R41	-91%	R2,423,916	
PROTEA ASSURANCE	R63,799	106%	●	R2,723	29%	R1,095	43%	R9,636,556	
GRAND CENTRAL	R63,799	106%	●	R2,539	20%	R707	-8%	R25,598,995	
35 WALE STREET	R62,304	101%	●	R3,539	67%	R912	19%	R9,885,270	
GOLDEN ACRE	R59,580	92%	●	R2,647	25%	R925	21%	R9,595,536	
27 WALE STREET	R54,423	77%	●	R2,729	30%	R713	-5%	R13,227,284	
4 DORP STREET	R52,236	70%	●	R2,501	19%	R560	-26%	R19,097,125	
9 DORP STREET	R52,117	69%	●	R2,658	27%	R687	-9%	R16,433,298	
UNION HOUSE	R51,254	67%	●	R2,814	35%	R1,014	35%	R6,930,547	
MOSSSEL BAY (SSC)	R47,595	67%	●	R1,419	-27%	R218	-64%	R910,378	
OUDTSHOORN (SSC)	R47,817	66%	●	R1,551	-21%	R307	-51%	R1,428,406	
GEORGE (SOC. SERV & WCED)	R47,110	64%	●	R1,871	-5%	R316	-50%	R3,045,336	
ATHLONE (SSC)	R50,069	63%	●	R1,993	-4%	R787	5%	R5,433,555	
WORCESTER (WCED)	R45,502	59%	●	R1,378	-29%	R172	-72%	R3,310,878	
68 ORANGE STREET	R44,002	53%	●	R2,186	12%	R342	-45%	R1,040,176	
11 LEEUWEN STREET	R47,233	53%	●	R3,420	63%	R2,637	244%	R2,275,019	
WYNBERG (SOC. SERV)	R41,844	46%	●	R1,591	-18%	R292	-52%	R2,829,845	
PAARL (WCED)	R41,142	44%	●	R1,719	-12%	R479	-22%	R1,750,365	
NORTON ROSE	R44,325	43%	●	R2,812	33%	R562	-27%	R3,658,271	
SWELLENDAM (SSC)	R39,227	37%	●	R1,395	-28%	R192	-69%	R825,286	
WCED NORTH OFFICE	R35,889	26%	●	R1,551	-20%	R308	-50%	R2,114,013	
WORCESTER (SOC. SERV)	R31,438	3%	●	R3,090	48%	R1,884	150%	R1,152,653	
GOULBURN CENTRE	R29,678	-3%	●	R1,476	-29%	R218	-71%	R882,442	
PAARL (SOC. SERV)	R28,893	-6%	●	R1,939	-8%	R688	-10%	R46,388	
EERSTERIVIER (SOC. SERV)	R17,336	-35%	●	R954	-48%	R140	-72%	R287,114	
all office average	R58,093	79%	●	R2,396.1	8%	R685.0	-11%	R249,169,550	

1. Leased offices are reported above in a gold font type.

2. ± illustrates the percentage difference between key indicator and the respective IPD benchmark average and performance is highlighted using colour symbols to show KPIs above (red), below (green) and on par (amber) with benchmark.

3. Theoretical saving expresses the differences from benchmark for cost and space efficiencies as an annual cost saving opportunity. See Glossary.

3. Space efficiency (m² / per person)



Offices ¹ (ranked by usable area)							
	Space (m ² /person)	±	Capacity utilisation ²	±	Usable space	Surplus space ³	
7 & 15 WALE STREET	39.1m ²	166% ●	0.79	-5% ●	23,056m ²	14,397m ²	
GRAND CENTRAL	25.1m ²	71% ●	0.83	-1% ●	19,627m ²	8,166m ²	
4 DORP STREET	20.9m ²	42% ●	0.91	9% ●	18,612m ²	5,536m ²	
9 DORP STREET	19.6m ²	34% ●	0.86	3% ●	15,118m ²	3,804m ²	
27 WALE STREET	19.9m ²	36% ●	0.75	-10% ●	11,166m ²	2,948m ²	
WALDORF	30.0m ²	104% ●	0.66	-20% ●	10,877m ²	5,550m ²	
ELSENBURG (ADMIN. OFFICES)	29.3m ²	100% ●	0.88	5% ●	10,804m ²	5,389m ²	
GOLDEN ACRE	22.5m ²	53% ●	0.92	10% ●	7,563m ²	2,632m ²	
1,3 DORP + 4 LEEUWEN ST.	26.1m ²	78% ●	0.73	-13% ●	7,002m ²	3,069m ²	
PROTEA ASSURANCE	23.4m ²	60% ●	0.92	11% ●	6,888m ²	2,573m ²	
YORK PARK	34.1m ²	132% ●	0.73	-13% ●	6,749m ²	3,844m ²	
ATHLONE (SSC)	25.1m ²	71% ●	0.83	-1% ●	6,556m ²	2,726m ²	
UNION HOUSE	18.2m ²	24% ●	0.86	3% ●	6,121m ²	1,190m ²	
35 WALE STREET	17.6m ²	20% ●	0.91	9% ●	5,564m ²	927m ²	
ATTERBURY HOUSE	27.8m ²	90% ●	0.88	6% ●	4,399m ²	2,080m ²	
NORTON ROSE	15.8m ²	7% ●	0.81	-3% ●	4,335m ²	299m ²	
WORCESTER (WCED)	33.0m ²	125% ●	0.94	13% ●	4,324m ²	2,402m ²	
WYNBERG (SOC. SERV)	26.3m ²	79% ●	0.84	0% ●	4,024m ²	1,779m ²	
GEORGE (SOC. SERV & WCED)	25.2m ²	72% ●	0.93	11% ●	3,902m ²	1,627m ²	
WCED NORTH OFFICE	23.1m ²	58% ●	0.86	3% ●	3,726m ²	1,363m ²	
BREDASDORP (SSC)	45.2m ²	208% ●	0.94	13% ●	2,894m ²	1,954m ²	
PAARL (WCED)	23.9m ²	63% ●	0.99	19% ●	2,632m ²	1,018m ²	
GOVERNMENT GARAGE	14.3m ²	-2% ●	0.89	7% ●	2,290m ²	-	
GOULBURN CENTRE	20.1m ²	37% ●	0.58	-30% ●	2,212m ²	598m ²	
HUGENOT	48.2m ²	229% ●	0.58	-31% ●	2,122m ²	1,477m ²	
OUDTSHOORN (WCED & DTPW)	64.3m ²	338% ●	0.63	-24% ●	1,995m ²	1,540m ²	
WCED CENTRAL OFFICE	19.4m ²	32% ●	0.76	-9% ●	1,901m ²	463m ²	
OUDTSHOORN (SSC)	30.8m ²	110% ●	0.80	-4% ●	1,758m ²	921m ²	
11 LEEUWEN STREET	13.8m ²	-6% ●	0.87	5% ●	1,727m ²	-	
PAARL (SOC. SERV)	14.9m ²	2% ●	0.88	5% ●	1,594m ²	24m ²	
EERSTERIVIER (SOC. SERV)	18.2m ²	24% ●	0.98	17% ●	1,563m ²	301m ²	
BEAUFORT WEST (SOC. SERV)	63.6m ²	334% ●	0.62	-26% ●	1,527m ²	1,175m ²	
68 ORANGE STREET	20.1m ²	37% ●	0.93	12% ●	1,369m ²	371m ²	
SWELLENDAM (SSC)	28.1m ²	92% ●	0.96	15% ●	1,237m ²	592m ²	
WORCESTER (SOC. SERV)	10.2m ²	-31% ●	1.00	20% ●	1,150m ²	-	
MOSSEL BAY (SSC)	33.5m ²	129% ●	0.85	2% ●	1,141m ²	642m ²	
all office average	24.2m²	65% ●	0.83	0% ●	209,525m²	83,378 m²	

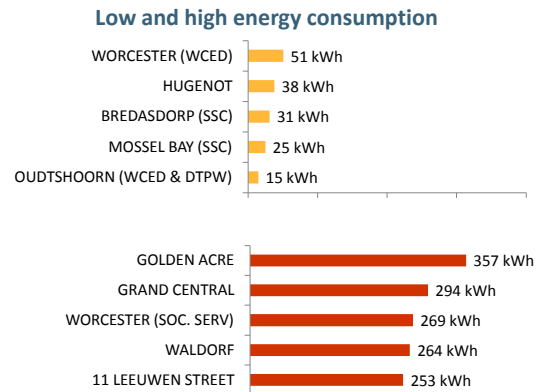
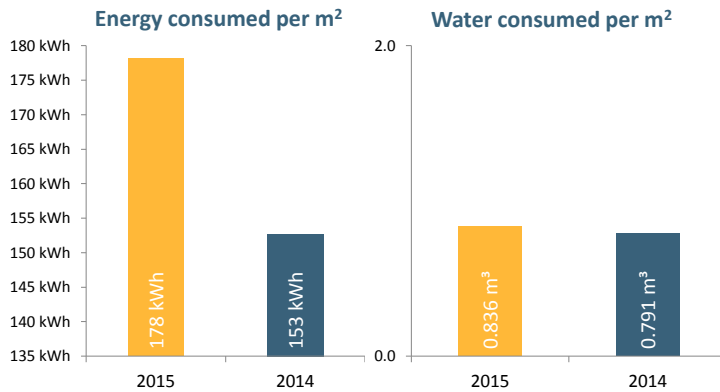
1. Leased offices are reported above in a gold font type.

2. Capacity utilisation reports the ratio of FTE staff to reported workstations. A ratio of < 1 exposes underutilised desks; KPIs exceeding 1 expose prevalence of desk sharing.

3. Surplus space is the actual space, per building, which exceeds the theoretical space requirement if the benchmark space per FTE was achieved.

4. ± illustrates the percentage difference between key indicator and the respective MSCI benchmark average and performance is highlighted using colour symbols to show KPIs above (red), below (green) and on par (amber) with benchmark.

4. Environmental KPIs

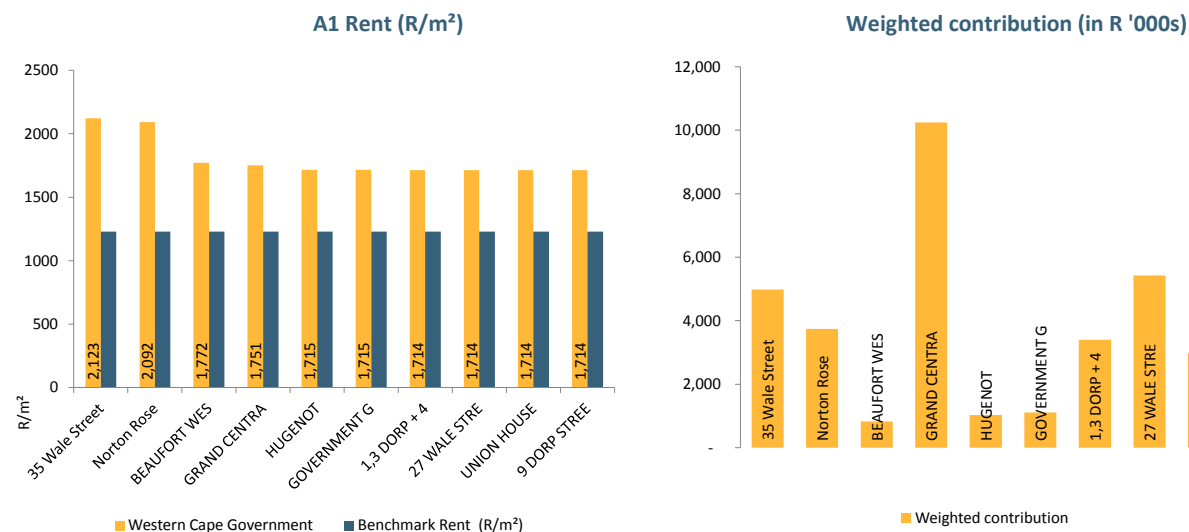


Offices ¹ (ranked by usable area)						
	Total Energy Consumption	Energy consumption / m ²	±		Water consumption / m ²	±
7 & 15 WALE STREET	3,595,566 kWh	156kWh/m ²	-43%	●	0.30m ³ /m ²	-62%
GRAND CENTRAL	5,769,790 kWh	294kWh/m ²	7%	●	0.53m ³ /m ²	-32%
4 DORP STREET	2,902,498 kWh	156kWh/m ²	-43%	●	0.30m ³ /m ²	-62%
9 DORP STREET	2,611,776 kWh	173kWh/m ²	-37%	●	0.16m ³ /m ²	-80%
27 WALE STREET	2,046,661 kWh	183kWh/m ²	-33%	●	0.76m ³ /m ²	-3%
WALDORF	2,866,323 kWh	264kWh/m ²	-4%	●	1.00m ³ /m ²	27%
ELSENBURG (ADMIN. OFFICES)	Consumption data removed. No separate metering and entire site consumption available only.					
GOLDEN ACRE	2,697,246 kWh	357kWh/m ²	30%	●	0.89m ³ /m ²	13%
1,3 DORP + 4 LEEUWEN ST.	518,678 kWh	74kWh/m ²	-73%	●	0.62m ³ /m ²	-21%
PROTEA ASSURANCE	1,444,577 kWh	210kWh/m ²	-23%	●	no data	
YORK PARK	1,648,299 kWh	244kWh/m ²	-11%	●	1.13m ³ /m ²	43%
ATHLONE (SSC)	352,347 kWh	54kWh/m ²	-80%	●	0.23m ³ /m ²	-71%
UNION HOUSE	1,257,798 kWh	205kWh/m ²	-25%	●	2.39m ³ /m ²	203%
35 WALE STREET	702,864 kWh	126kWh/m ²	-54%	●	no data	
ATTERBURY HOUSE	858,414 kWh	195kWh/m ²	-29%	●	1.63m ³ /m ²	107%
NORTON ROSE	1,043,060 kWh	241kWh/m ²	-12%	●	1.57m ³ /m ²	100%
WORCESTER (WCED)	218,614 kWh	51kWh/m ²	-82%	●	6.32m ³ /m ²	703%
WYNBERG (SOC. SERV)	394,888 kWh	98kWh/m ²	-64%	●	3.34m ³ /m ²	324%
GEORGE (SOC. SERV & WCED)	333,782 kWh	86kWh/m ²	-69%	●	2.12m ³ /m ²	169%
WCED NORTH OFFICE	3,404,549 kWh	914kWh/m ²	234%	●	0.54m ³ /m ²	-32%
BREDASDORP (SSC)	89,043 kWh	31kWh/m ²	-89%	●	0.00m ³ /m ²	-100%
PAARL (WCED)	251,939 kWh	96kWh/m ²	-65%	●	0.90m ³ /m ²	14%
GOVERNMENT GARAGE	559,381 kWh	244kWh/m ²	-11%	●	1.44m ³ /m ²	83%
GOULBURN CENTRE	158,370 kWh	72kWh/m ²	-74%	●	1.26m ³ /m ²	60%
HUGENOT	81,250 kWh	38kWh/m ²	-86%	●	0.88m ³ /m ²	12%
OUDTSHOORN (WCED & DTPW)	30,646 kWh	15kWh/m ²	-94%	●	0.13m ³ /m ²	-84%
WCED CENTRAL OFFICE	121,859 kWh	64kWh/m ²	-77%	●	no data	
OUDTSHOORN (SSC)	no data	no data			no data	
11 LEEUWEN STREET	437,280 kWh	253kWh/m ²	-7%	●	4.97m ³ /m ²	532%
PAARL (SOC. SERV)	112,081 kWh	70kWh/m ²	-74%	●	1.09m ³ /m ²	38%
EERSTERIVIER (SOC. SERV)	137,145 kWh	88kWh/m ²	-68%	●	0.00m ³ /m ²	-100%
BEAUFORT WEST (SOC. SERV)	no data	no data			no data	
68 ORANGE STREET	271,400 kWh	198kWh/m ²	-28%	●	3.79m ³ /m ²	382%
SWELLENDAM (SSC)	67,048 kWh	54kWh/m ²	-80%	●	1.52m ³ /m ²	93%
WORCESTER (SOC. SERV)	309,749 kWh	269kWh/m ²	-2%	●	0.27m ³ /m ²	-66%
MOSEL BAY (SSC)	28,200 kWh	25kWh/m ²	-91%	●	2.05m ³ /m ²	160%
all office average	37,323,121 kWh	178kWh/m	-35%	●	0.84 m³/m²	6%

1. Leased offices are reported above in a gold font type.

2. ± illustrates the percentage difference between key indicator and the respective MSCI benchmark average and performance is highlighted using colour symbols to show KPIs above (red), 4 below (green) and on par (amber) with benchmark.

5. Building rent analysis



Leased offices (ranked by annual rent)								
Building Name	Usable Floor Area (m²)	Rent (CA1) (R/m²)	Benchmark Rent (R/m²)	MSCI rent segment	±	Performance	Weighted contribution	
35 WALE STREET	5,564m²	R2,123	R1,229	South Africa	73%	●	R4,977	
NORTON ROSE	4,335m²	R2,092	R1,229	South Africa	70%	●	R3,744	
BEAUFORT WEST (SOC. SERV)	1,527m²	R1,772	R1,229	South Africa	44%	●	R830	
GRAND CENTRAL	19,627m²	R1,751	R1,229	South Africa	42%	●	R10,246	
PROTEA ASSURANCE	6,888m²	R1,576	R1,229	South Africa	28%	●	R2,393	
GEORGE (SOC. SERV & WCED)	3,902m²	R1,555	R1,229	South Africa	27%	●	R1,274	
ATTERBURY HOUSE	4,399m²	R1,480	R1,229	South Africa	20%	●	R1,105	
GOLDEN ACRE	7,563m²	R1,465	R1,229	South Africa	19%	●	R1,787	
WALDORF	10,877m²	R1,360	R1,229	South Africa	11%	●	R1,429	
PAARL (SOC. SERV)	1,594m²	R1,251	R1,229	South Africa	2%	●	R36	
OUDTSHOORN (SSC)	1,758m²	R1,244	R1,229	South Africa	1%	●	R27	
OUDTSHOORN (WCED & DTPW)	1,995m²	R1,199	R1,229	South Africa	-2%	●	-R60	
BREDASDORP (SSC)	2,894m²	R1,199	R1,229	South Africa	-2%	●	-R87	
EERSTERIVIER (SOC. SERV)	1,563m²	R813	R1,229	South Africa	-34%	●	-R649	
11 LEEUWEN STREET	1,727m²	R783	R1,229	South Africa	-36%	●	-R769	

The building level rent analysis displays the rent paid per m²/ft² for each of your most significant buildings and relevant MSCI regional rent benchmark. The MSCI benchmarks are based on the actual rent paid by building occupiers for the sample of offices in each region. They do not take into account any rental adjustments such as rent free periods nor do they represent the current market rents for those regions.

The weighted contribution value is calculated by taking the difference between the rent paid and the rent benchmark value for each building and multiplying this difference by size (m² or ft²). This generates an annual cost value which is paid above or a cost benefit (-ve values), relative to each benchmark, per building. The analysis highlights those buildings where rent impacts cost performance most significantly.

± illustrates the percentage difference between key indicator and the respective MSCI benchmark average.

Performance is highlighted using colour symbols to show KPIs above (red), below (green) and on par (amber) with benchmark.

6. Individual property performances



Offices (ranked by cost / person)	Net area	per FTE		Main occupation and operation costs per m ²													
		Space per FTE	Efficiency	Total cost	Rent	Taxes	Main operation costs	Service charges ¹	Repair & maintenance	Security & reception	Cleaning & waste	Utilities	Other occupancy / management costs	Energy consumption	Water consumption	Waste arisings	
BEAUFORT WEST (SOC. SERV)	1,527m ²	63.6	R123,524	R1,941	R1,772	R0.0	R168	R0.0	R14		R55	R100					
HUGENOT	2,122m ²	48.2	R104,699	R2,171	R1,715	R199	R256		R9.9	R8.7	R135	R102			38 kWh	0.9m ³	
OUDTSHOORN (WCED & DTPW)	1,995m ²	64.3	R92,759	R1,442	R1,199	R0.0	R243		R158		R13	R71			15 kWh	0.1m ³	
WCED CENTRAL OFFICE	1,901m ²	19.4	R90,662	R4,673	R1,199	R1,447	R2,027		R24	R1,711	R206	R86			64 kWh		
7 & 15 WALE STREET	23,056m ²	39.1	R88,741	R2,271	R1,714	R137	R386		R106	R4.0	R57	R219			156 kWh	0.3m ³	
WALDORF	10,877m ²	30.0	R73,293	R2,446	R1,360	R0.0	R882	R255	R8.9	R137	R54	R427			264 kWh	1m ³	
GOVERNMENT GARAGE	2,290m ²	14.3	R67,468	R4,713	R1,715	R372	R2,627		R792	R1,377	R156	R302			244 kWh	1.4m ³	
ELSENBURG (ADMIN. OFFICES)	10,804m ²	29.3	R67,385	R2,301	R1,199	R66	R1,037		R1,037		R0.0	R0.0					
1,3 DORP + 4 LEEUWEN ST.	7,002m ²	26.1	R66,367	R2,540	R1,714	R104	R692		R33	R451	R86	R122			74 kWh	0.6m ³	
ATTERBURY HOUSE	4,399m ²	27.8	R65,516	R2,353	R1,480	R0.0	R616	R0.9	R1.9	R74	R201	R338			195 kWh	1.6m ³	
PROTEA ASSURANCE	6,888m ²	23.4	R63,799	R2,723	R1,576	R0.0	R1,095	R23	R21	R458	R247	R345			210 kWh		
GRAND CENTRAL	19,627m ²	25.1	R63,799	R2,539	R1,751	R0.0	R707	R0.0	R9.1	R169	R119	R410			294 kWh	0.5m ³	
35 WALE STREET	5,564m ²	17.6	R62,304	R3,539	R2,123	R0.0	R912	R0.0	R16	R567	R120	R209			126 kWh		
YORK PARK	6,749m ²	34.1	R60,863	R1,785	R1,198	R91	R496		R8.9		R62	R426			244 kWh	1.1m ³	
GOLDEN ACRE	7,563m ²	22.5	R59,580	R2,647	R1,465	R0.0	R925	R0.1	R5.4	R2.5	R292	R625			357 kWh	0.9m ³	
BREDASDORP (SSC)	2,894m ²	45.2	R56,074	R1,240	R1,199	R0.6	R41	R0.0			R1.6	R39			31 kWh	0m ³	
27 WALE STREET	11,166m ²	19.9	R54,423	R2,729	R1,714	R134	R713		R46	R283	R87	R297			183 kWh	0.8m ³	
4 DORP STREET	18,612m ²	20.9	R52,236	R2,501	R1,714	R139	R560		R38	R169	R133	R219			156 kWh	0.3m ³	
9 DORP STREET	15,118m ²	19.6	R52,117	R2,658	R1,714	R149	R687		R36	R220	R161	R270			173 kWh	0.2m ³	
UNION HOUSE	6,121m ²	18.2	R51,254	R2,814	R1,714	R85	R1,014		R51	R515	R128	R320			205 kWh	2.4m ³	
ATHLONE (SSC)	6,556m ²	25.1	R50,069	R1,993	R1,199	R8.1	R787		R72	R496	R133	R85			54 kWh	0.2m ³	
OUDTSHOORN (SSC)	1,758m ²	30.8	R47,817	R1,551	R1,244	R0.0	R307	R0.0	R18		R160	R129					
MOSEL BAY (SSC)	1,141m ²	33.5	R47,595	R1,419	R1,199	R2.1	R218		R123		R8.4	R86			25 kWh	2m ³	
11 LEEUWEN STREET	1,727m ²	13.8	R47,233	R3,420	R783	R0.0	R2,637	R0.0	R23	R1,925	R162	R526			253 kWh	5m ³	
GEORGE (SOC. SERV & WCED)	3,902m ²	25.2	R47,110	R1,871	R1,555	R0.0	R316	R0.0	R10		R139	R167			86 kWh	2.1m ³	
WORCESTER (WCED)	4,324m ²	33.0	R45,502	R1,378	R1,198	R8.2	R172		R14		R1.4	R157			51 kWh	6.3m ³	
NORTON ROSE	4,335m ²	15.8	R44,325	R2,812	R2,092	R0.0	R562	R0.0	R19	R12	R104	R428			241 kWh	1.6m ³	
68 ORANGE STREET	1,369m ²	20.1	R44,002	R2,186	R1,714	R131	R342		R0.5	R14		R328			198 kWh	3.8m ³	
WYNBERG (SOC. SERV)	4,024m ²	26.3	R41,844	R1,591	R1,199	R101	R292		R52		R1.3	R239			98 kWh	3.3m ³	
PAARL (WCED)	2,632m ²	23.9	R41,142	R1,719	R1,198	R42	R479		R76		R193	R211			96 kWh	0.9m ³	
SWELLENDAM (SSC)	1,237m ²	28.1	R39,227	R1,395	R1,198	R4.8	R192		R19		R17	R156			54 kWh	1.5m ³	
WCED NORTH OFFICE	3,726m ²	23.1	R35,889	R1,551	R1,199	R44	R308		R98		R82	R128			914 kWh	0.5m ³	
WORCESTER (SOC. SERV)	1,150m ²	10.2	R31,438	R3,090	R1,199	R6.6	R1,884		R690	R668	R104	R422			269 kWh	0.3m ³	
GOULBURN CENTRE	2,212m ²	20.1	R29,678	R1,476	R1,199	R58	R218		R42	R18	R16	R143			72 kWh	1.3m ³	
PAARL (SOC. SERV)	1,594m ²	14.9	R28,893	R1,939	R1,251	R0.0	R688	R0.0	R0.0	R470	R73	R144			70 kWh	1.1m ³	
EERSTERIVIER (SOC. SERV)	1,563m ²	18.2	R17,336	R954	R813	R0.0	R140	R0.0	R0.0			R140			88 kWh	0m ³	

1. R0.0 indicates a leased premise where a zero service charge payment is made. Blank indicates an owned building where a service charge would not be applicable.

7. Building reference list



Offices reviewed

The table below indicates those offices where data has been collected and which are included in MSCI reporting. Details of floors and units included for each office are provided below and in the table below leased space has been identified by a **gold font** type.

Reporting label	Detailed address		
7 & 15 WALE STREET	7 & 15 WALE STREET & LONG STREET WING	7 & 15 WALE STREET	CAPE TOWN
GRAND CENTRAL	GRAND CENTRAL G,M, 2 - 11	PLEIN STREET	CAPE TOWN
4 DORP STREET	4 DORP ST		CAPE TOWN
9 DORP STREET	9 DORP STREET COMPLEX	9 DORP STREET	CAPE TOWN
27 WALE STREET	27 WALE STREET		CAPE TOWN
WALDORF	WALDORF G, 1, 6, 7, 9, 10, 11, 12	ST GEORGES STREET	CAPE TOWN
ELSENBURG (ADMIN. OFFICES)	ELSENBURG ADMINISTRATION OFFICES	ELSENBURG FARM	STELLENBOSCH
GOLDEN ACRE	GOLDEN ACRE 8, 10,11, 12,13,15,17,18,19, 22 &23	ADDERLEY STREET	CAPE TOWN
1,3 DORP + 4 LEEUWEN ST.	1,3 DORP STREET,4 LEEUWEN STREET		CAPE TOWN
PROTEA ASSURANCE	PROTEA ASSURANCE 1 - 8	GREENMARKET SQUARE	CAPE TOWN
YORK PARK	YORK PARK	ST JOHN STREET	GEORGE
ATHLONE (SSC)	SHARED SERVICE CENTRE ATHLONE	BOSDUIF STREET	ATHLONE
UNION HOUSE	UNION HOUSE	12 QUEEN VICTORIA STREET	CAPE TOWN
35 WALE STREET	35 WALE STREET 2,4,5 & 6		CAPE TOWN
ATTERBURY HOUSE	ATTERBURY HOUSE 3, 4 & 5	LOWER BURG STREET	CAPE TOWN
NORTON ROSE	NORTON ROSE 1, 2, 5 & 6	8 RIEBEEK STREET	CAPE TOWN
WORCESTER (WCED)	WCED WORCESTER OFFICE	DURBAN ROAD	WORCESTER
WYNBERG (SOC. SERV)	SOCIAL SERVICES WYNBERG	BONNYTOUN 41 ROSMEAD AVENUE	WYNBERG
GEORGE (SOC. SERV & WCED)	SOCIAL SERVICES & WCED GEORGE	COURTNEY STREET RENZBURGHOF	GEORGE
WCED NORTH OFFICE	WCED NORTH OFFICE	TIMMERMAN STREET	PAROW
BREDASDORP (SSC)	SHARED SERVICE CENTRE - BREDASDORP	EX ALBERT MYBURGH SCHOOL	SWELLENLAMDAM
PAARL (WCED)	WCED PAARL OFFICE	6 HOSPITAL STREET	PAARL
GOVERNMENT GARAGE	GOVERNMENT GARAGE	49 HOPE STREET & ROELAND STREET	CAPE TOWN
GOULBURN CENTRE	GOULBURN CENTRE	18 GOULBURN STREET	GOODWOOD
HUGENOT	HUGENOT BUILDING	46 QUEEN VICTORIA STREET	CAPE TOWN
OUTDSHOORN (WCED & DTPW)	WCED & DTPW OUTDSHOORN	VREDE STREET EENDRAG	OUTDSHOORN
WCED CENTRAL OFFICE	WCED CENTRAL OFFICE	ANNEX ROAD, ALEXANDRA HOSPITAL	MAITLAND
OUTDSHOORN (SSC)	SHARED SERVICE CENTRE OUTDSHOORN	VOORTREKKER STREET SEPPIE GRE	OUTDSHOORN
11 LEEUWEN STREET	11 LEEUWEN STREET 1 - 5		CAPE TOWN
PAARL (SOC. SERV)	SOCIAL SERVICES PAARL	NUWESTRAAT	PAARL
EERSTERIVIER (SOC. SERV)	SOCIAL SERVICES EERSTERIVIER	42 MAIN ROAD	EERSTERIVIER
BEAUFORT WEST (SOC. SERV)	SOCIAL SERVICES BEAUFORT WEST	DONKIN STREET	BEAUFORT WEST
68 ORANGE STREET	68 ORANGE STREET		CAPE TOWN
SWELLENLAMDAM (SSC)	SHARED SERVICE CENTRE SWELLENLAMDAM	ANDREW WHYTE STREET EX SCHOEN	SWELLENLAMDAM
WORCESTER (SOC. SERV)	SOCIAL SERVICES WORCESTER	WAAIHOEK HOSTEL DURBAN ROAD	WORCESTER
MOSSSEL BAY (SSC)	SHARED SERVICE CENTRE MOSSSEL BAY	MARSH STREET HUIS WILHELM VA	MOSSSEL BAY

8. Glossary of key terms



Benchmark

2015

Benchmark methodology

Performance assessments in this report ensure that all comparative assessment is based on standardised data and is constructed on a "like for like" basis. This means that the benchmark average reported for each building is based on a comparable set of benchmark values for reportable cost categories only. So, if a building reports no security and reception cost (either a consequence of missing data or non-provision of this service) the benchmark against which cost performance is assessed will also not include the security and reception cost category.

Currency

Cost data may have been provided in either local or a standard currency unit. Costs reported have been standardised and are reported consistently to facilitate and ensure accuracy in comparison. Standard currency units reported are US dollar, £ sterling, Euro or Swiss francs (Fr.). Standard exchange rates have been used which are updated biannually, accordance with an organisational standard, rather than that typical of the country, data has been converted using the exchange rates shown below.

Efficiency

Efficiency combines both cost and space efficiency measures and is expressed as either as a total property cost per full time equivalent or per workstation. Efficiency can be driven by either cost or space utilisation performance.

Global regions

Standard MSCI multi national reporting features 4 global regions. The benchmark value reported for each region reflects the weighting of client representation. The four standard global regions are EMEA, North America, Latin America and Asia-Pacific. Further bespoke global regional reporting can be requested as part of the MSCI multi national service.

Operation cost

Property operation cost is defined in accordance with the GEM code categorisation of cost and includes specific cost components only. Operation cost includes service charge (CC1), repairs and maintenance (CC3 to CC6 + CC8), security and reception (CC9 + CD3), cleaning and waste (CC10 and CC11) and utilities (CC14 and CC15). For details of cost definition see www.MSCI.com/gemcode

Performance



In this report, over, under and equivalent performance is assessed by comparison against relevant private sector benchmark averages. The benchmark represents an average performance only and it is important to understand that performances above and below average will constitute the benchmark sample of properties. To highlight strength and weakness, performances are highlighted to illustrate strong performance (KPIs at least 10% lower than benchmark, **green**), poorer performance (KPIs 10% or higher than benchmark, **red**) and "benchmark" typical performance (within +/- 10% of benchmark, **amber**).

Best and worst performers identified in MSCI multinational reporting highlights and ranks by difference from benchmark those buildings which are above respective benchmark (worst performers) and those which report KPIs below respective benchmark (best performers).

Theoretical saving

Theoretical saving expresses in monetary terms the differences between current cost and space per m² metrics and the private sector benchmark averages to help highlight opportunities for improvement. The saving exposes the magnitude of value attached to driving improvements in cost and space efficiency rather than any actual wins. The value assumes first delivering savings in space requirement through adopting a national space per FTE benchmark standard and then moving towards a private sector cost/m² on the new estimated space requirement. The term "theoretical" is stated since values do not take into consideration any specific building characteristics (ie listed or heritage buildings may be inhibited in their capacity to absorb better space/FTE ratios) or business requirements (ie need to locate in certain regions/centres).

Total property cost

Total property cost is defined in accordance with the GEM code categorisation of cost and includes specific cost components only. Total property cost includes rent (A1 cost), property taxes (A4) and property operation costs. For details of cost definition see www.MSCI.com/gemcode

Service charges

Service charges represent the charges made by landlords on leased space for services provided. The charge typically includes a bundle of services which may incorporate elements of utilities, cleaning, security and maintenance expenditures. It may in South Africa be referred to as building operating costs.

Space

Space data is collected in accordance with the organisational and/or national conventions, and has been normalised to align with the Royal Institute of Chartered Surveyors (RICS) Net Internal Area (NIA) standard using the standard Jones Lang Lasalle (JLL) Lease Space Comparison in EMEA percentage variants. All space data in this report is therefore reported in standardised units, is comparable with MSCI benchmark measurements (which have also been standardised) and, in some instances, may differ from client space measurements where conversions to the MSCI standard have been required. Space units reported are either square metres (m²) or square feet (ft²).

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