

RECOMMENDATION LETTER

CBRE Group, Inc. (NYSE:CBG), a Fortune 500 and S&P 500 company headquartered in Los Angeles, is the world's largest commercial real estate services firm. The Company has approximately 90,000 employees, and serves real estate owners, investors and occupiers worldwide. CBRE offers strategic advice and execution for property sales and leasing; corporate services; property, facilities and project management; mortgage banking; appraisal and valuation; development services; investment management; and research and consulting.

Please visit our website at www.cbre.com

To Whom It May Concern,

27.01.2020

I would like to use this opportunity to express my appreciation and thanks to Janneke Maas, IFM Performance & Improvement Manager for CBRE at our GE Account. As CBRE's IFM Operations Director, being responsible for the Integrated Facilities Management on this account I had the pleasure to work with Janneke together.

Janneke joined our team during the transition phase in managing the client locations in the Netherlands and Belgium.

I know Janneke as a very engaged person, highly accepted from our client GE Global Operations Properties, from the local client business as also our colleagues across the CBRE world! Her open mind, her helpful attitude, her search and will to change things for improvement made her to one of the drivers in our account and with that she took on new responsibilities in the past 4 years, ending as Performance & Improvement Manager across Europe. Janneke developed new standards and ensured they got rolled out by the operational team. With her support we

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were able to drive our client satisfaction score from 3.3 up to 4.

In addition, Janneke stepped in as Interims Manager whenever and where ever needed and with her help we were able to stabilize our operation in Budapest, Paris, London, Munich and Goteborg successful.

As Janneke is very good in what she is doing, I know she will be successful, leaving our team and going for own client projects. If I would be asked again, to employ Mrs Janneke Maas for a future project I would gladly do so at any time. She is an invaluable asset and I highly recommend hiring here. If you would like more information's please feel free to call me under the following telephone number 0049 177 6037364 or email me on joerg.franke@cbre.com.



Sincerely,
Joerg Franke
IFM Operations Director
CBRE | Global Corporate Services Outsourcing