



# FACTSHEET

## 2011

### Knight Frank

#### Global position

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**Knight Frank stands for the highest standards of quality and integrity in global property transactional, management and advisory services. Our reputation for uncompromising professionalism in everything we do is earned day in and day out serving our clients and earning their trust.**

Knight Frank & Rutley was founded in 1896 as a valuations, surveying and auctions business. Its first sale was held on 23 April at Conduit Street in London. Since then, Knight Frank has grown to become the world's largest privately owned global property agency and consultancy. Today it is widely regarded throughout the world as the firm of choice for high quality commercial and residential property.

In the 1960s the firm expanded into Europe, and in the decades that

followed, acquired offices in Asia-Pacific and Middle East, Australia, Africa and the Caribbean. Its global network, including US based Newmark Knight Frank, encompasses 243 offices in 43 countries across six continents.

More than 7,067 professionals handle in excess of US\$817 billion (£498 billion) worth of commercial, agricultural and residential real estate annually, advising clients ranging from individual owners and buyers to major developers, investors and corporate tenants.

Operating as a Limited Liability Partnership, the firm's 60 Proprietary Partners are free to run the business in such a way that has led to sustained success and a corporate culture that helps it recruit and retain the best people who are the essence of the firm. In 2008, Knight Frank moved into its new, contemporary global HQ, which represented the firm's coming of age. It was imperative that the

development of the global brand made a similar statement. Last refreshed 10 years ago, we enhanced our brand and foundations in order to continue building a single, global powerful brand.

Knight Frank remains wedded to its core objectives of progressing global growth and capitalising on market share opportunities in both the residential and commercial property sectors. It continues to preserve and attract excellent talent in order to provide exceptional service to its clients.

We're passionate about property. We aim to be progressive in our thinking. And above all, we are consummately professional in everything we do.

Knight Frank LLP is the leading independent global residential and commercial property consultancy.

## Values

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Our values are integral to Knight Frank's corporate culture and underpin the way we work. They are brought to life by our employees and are underpinned by our brand essence of passionately professional alongside our Client Service Principles.

We asked our staff the key words that they use to describe us as an employer. As a result, we have created our values.

**Knight Frank's brand essence:** Passionately professional

### Knight Frank's values

- ◆ **Trust and Integrity** at every level
- ◆ **Teamwork** at the heart of everything we do
- ◆ **Driven** to go the extra mile to exceed our clients' expectations
- ◆ **Professionalism** that is unrivalled



## Client Service Principles

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To make sure we live up to our claim of passionately professional, we have a set of principles that act as service guidelines. These are the service principles we adhere to in Knight Frank in our day-to-day work with our clients in order to reinforce our reputation and forge strong productive relationships:

### 1. Make clients feel special

Our clients should enjoy working with us as individuals... feeling as if they're our only client. Their objectives are our objectives and we'll stop at nothing to achieve them. We go the extra mile because we want to, not because we feel we have to.

### 2. Remember that our strongest property is trust

We display transparency, honesty and clarity in everything we do. Our clients respect our judgement. In this way we earn our clients' trust, turning transactions into valuable long-term relationships.

### 3. Join up the dots

As individuals we have amazing knowledge and experience. As a global organisation the breadth of our expertise is first rate. We just need to make sure our clients benefit from it by understanding their goals and bringing in the right people at the right time.

### 4. Reinforce our reputation all the time in every way

The way we meet our clients' needs today earns us their trust in the future. By making sure day-to-day transactions are brilliantly executed, relationships flourish. And when clients become genuine business partners, they recommend us to their friends and colleagues. Actions speak louder than words – through continued internal communications and engagement, our employees bring these principles to life





## Our Position in the Market

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According to Property Week magazine's Agency 2011 Survey, Knight Frank is:

- ◆ Ranked the 4th property services firm by UK turnover and remains the highest ranked privately owned company (2010:3rd)
- ◆ Ranked 2nd by UK turnover by fee earner (2010: 5th)
- ◆ Ranked 6th by European turnover (2010: 7th)
- ◆ Ranked 7th by worldwide turnover (2010: 8th)

## Key Financials

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**Knight Frank LLP (11 months to 31 March 2010)**

- ◆ UK turnover £185 million (2010: £173 million)
- ◆ Continental Europe £227 million (2010: £213 million)
- ◆ Worldwide turnover £358 million (2010: £320 million)
- ◆ The Group made a profit before and after exceptionals, has positive cash reserves and an unutilised £30 million credit facility

## UK Recognition and Awards

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- ◆ ISO 9001: 2000 certified Quality Management System
- ◆ ISO 14001: 2004 certified Environment Management System
- ◆ Property Marketing Awards 2009: Corporate Property Adviser
- ◆ Property Awards: Professional Services Team of the Year - 2009;
- ◆ Office Agency Team of the Year - 2007: Central London Office Agency team;
- ◆ 2006: National Offices team; Investment Agency Team of the Year – Highly Commended - 2010
- ◆ EG Awards 2009: Property Advisor of the Year - London and South East



## Building Blocks: Residential and Commercial

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### Offices

**UK:** 59 offices

**Continental Europe:** 58 offices in 17 countries

**Africa & Middle East:** 21 offices in 11 countries

**Asia Pacific:** 47 offices in 11 countries

**Americas & Canada:** 57 offices in 4 countries

**Worldwide total:** 243 offices worldwide, in 43 countries, in six continents

### People

60 Proprietary Partners

1,334 total UK staff

966 total Continental Europe staff

2,663 total Asia Pacific staff

345 total Africa staff

15 total Middle East staff

1,744 total Americas staff

4,717 total worldwide staff (excluding affiliates)

7,067 total worldwide staff (including affiliates)

## UK Services

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### Commercial

**Investment & Agency:** Offices, Logistics & Industrial, Retail, Healthcare, Hotels, Student Property

**Professional Services:** Building Consultancy, Business Rates, Corporate Finance, Corporate Recovery, Global Corporate Services, Investment Management, Landlord & Tenant, Planning, Property Asset Management, Research, Public Sector, Tenant Representation, Valuations, Workplace Consultancy

### Residential

**Sales & Lettings:** Town & City, Country, Farms & Estates, Riverside, Waterfront, International

**Professional Services:** Agricultural Valuations, Building Surveying, Country House Consultancy, Digital Mapping & Surveying, Equestrian Property Services, Estate & Farm Management, Leasehold Reform, Property Management, Research, Residential Corporate Services, Residential Valuations, Tenancy Management, Strategic Planning

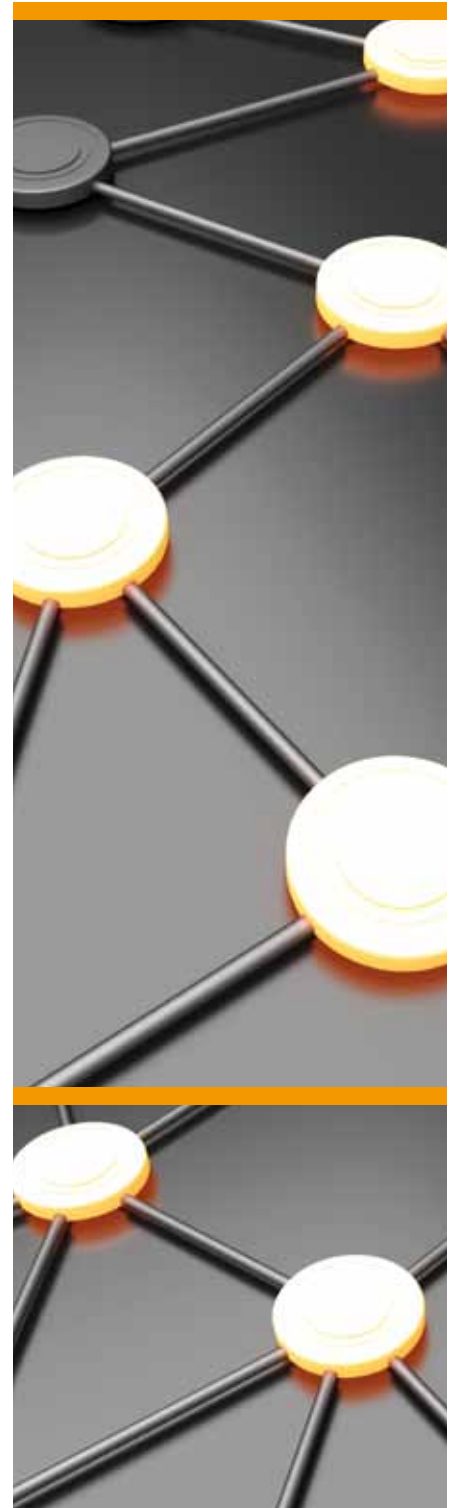
### Residential Development

**Sales:** Town & City, Country, International

**Professional Services:** Affordable Housing, Corporate Recovery, Development Consultancy, Institutional Consultancy, Land Sales & Acquisitions, Mixed Use/Regeneration, Research, Residential Investments, Student Property, Valuations & Consultancy

### Corporate

- ◆ The Buying Solution
- ◆ Knight Frank Finance
- ◆ Knight Frank Investors



## The Numbers

### Knight Frank Global Alliance Transactions Summary 2010

	£	€	US\$
Land and buildings valued	480 billion	545 billion	786 billion
Commercial Sales and Purchases	10 billion	11 billion	16.28 billion
Residential Sales and Purchases	8.7 billion	10 billion	14.4 billion
Annual rent roll of managed properties	3 billion	3.5 billion	5.01 billion
Approximate value of properties managed	77 billion	87 billion	126 billion

	Sq M		Sq Ft
Commercial space let and acquired	11,989,357		129,052,365
Commercial space being marketed at the year end	34,856,808		375,195,559

**Note:** Currency conversions as at 1st July 2011

## Corporate Responsibility



Knight Frank recognises its role in managing social, economic and environmental issues. We will continually seek to improve our social and economic contribution and minimise any environmental impacts of our business. Accordingly we divide our Corporate Responsibility strategy into three key areas:

**Environment:** how we reduce our impact on the world's ecosystems and natural resources

**Community:** how we support and engage with the communities in which we operate

**Workplace:** where we work and how we work

**Environment**  
Operating in a business sector which so clearly impacts upon the natural and built environment and upon many peoples' lives, we are fully conscious of our responsibilities towards the community and the environment as well as towards our clients and staff. We work with developers, planners and local authorities to ensure that environmental protection and amenity improvement are key criteria in any scheme. We encourage clients to consider the full impact of their business operation upon the environment, and to make energy

conservation and waste reduction part of their property strategy. For our own operations we have implemented an environmental programme that is certified to ISO 14001 across all our offices and our new global HQ was BREEAM rated 'Excellent'.

### Community

We strive always to be a good neighbour to the surrounding community, and are active in the support of a number of charitable causes. We are proud to support employee volunteering opportunities, pro-bono work and fundraising campaigns. Where possible we will encourage and facilitate employee giving, of both their time and money, through a financial and time contribution.

### Workplace

We place a high priority upon being a good employer, where diversity is valued and there are equal opportunities. We focus on the exceptional opportunities we give all team members to train and study for professional qualifications and self development, enabling every individual to achieve their career potential. All of this to take place in a safe and secure workplace that is conducive to the health and welfare of employees.

## Global Position

Europe 118 offices in 17 countries				Africa & Middle East 21 offices in 11 countries		Asia Pacific 47 offices in 11 countries		Americas & Canada 57 offices in 4 countries	
<b>Austria</b> Vienna	CR	<b>Switzerland Cont.</b> Neuchatel	CR	<b>Bahrain</b>	C	<b>Australia</b> Adelaide	C	<b>Bermuda</b>	R
<b>Belgium</b> Brussels	CR	Olton	C	<b>Botswana</b>		Brisbane	CR	<b>Caribbean</b>	
<b>Czech Republic</b> Prague	C	St Gallen	C	Francis Town	C	Cairns	C	Barbados	R
<b>France</b> Côte D'Azur	R	Swiss Alps	R	Gaborone	CR	Canberra	C	Cayman Islands	R
Dordogne	R	Winterthur	C	<b>Kenya</b>		Darwin	CR	Mustique	R
Evian	R	Zurich	C	Nairobi	CR	Fraser Coast	C	British Virgin Island	R
French Alps	R	Zurich	R	Mombassa	CR	Geelong	C	St Barts	R
Gascony	R	<b>Ukraine</b>		<b>Malawi</b>		Glen Waverley	C	The Bahamas	R
Paris	CR	Kiev	CR	Blantyre	CR	Gold Coast	CR	<b>Canada</b>	
Provence	R	<b>UK - England</b>		Lilongwe	CR	Hobart	CR	Montreal	C
<b>Germany</b> Frankfurt	C	Ascot	R	<b>Nigeria</b>		Launceston	C	Ottawa	C
Munich	C	Basingstoke	R	Abuja	CR	Mackay	C	Toronto	C
<b>Ireland</b> Dublin	CR	Bath	R	Lagos	CR	Melbourne	CR	Vancouver	C
<b>Italy</b> Liguria	R	Beaconsfield	R	Port Harcourt	CR	Newcastle	C	Calgary	C
Lombardy	R	Berkhamsted	R	Warri	C	Parramatta	C	<b>USA</b>	
Milan	CR	Birmingham	CRd	<b>South Africa</b>		Perth	CR	California - Emeryville	C
Rome	CR	Bristol	CR	Cape Town	R	Rockhampton	C	California - Hayward	C
Sardinia	R	Cheltenham	R	<b>Tanzania</b>		Strathpine	C	California - Irvine	C
Sicily	R	Cirencester	R	Dar es Salaam	C	Sydney	CR	California - Palo Alto	C
Tuscany	R	Cobham	R	Dar es Salaam	R	North Sydney	C	California - Pleasanton	C
Umbria	R	Esher	R	<b>Uganda</b>		Townsville	C	California - Roseville	C
Venice	R	Exeter	RRd	Kampala	CR	Wagga Wagga	C	California - Sacramento	C
<b>Monaco</b>	R	Guildford	RRd	<b>UAE</b>		<b>Cambodia</b>		California - San Francisco	C
<b>Netherlands</b> Amsterdam	C	Harrogate	R	Abu Dhabi	C	Phnom Penh	CR	California - San Mateo	C
<b>Poland</b> Gdansk	C	Haslemere (Opens 1 Sep)	R	Dubai (Opening Soon)	C	<b>China</b>		California - Santa Clara	C
Katowice	C	Henley	R	<b>Zambia</b>		Beijing	CR	California - Santa Rosa	C
Krakow	C	Hereford	R	Lusaka	CR	Guangzhou	C	California - Walnut Creek	C
Poznan	C	Horsham	R	Kitwe	CR	Hong Kong	CR	Colorado - Denver	C
Tri-City	C	Hungerford	R	<b>Zimbabwe</b>		Macau	C	Conneticut - Greenwich	C
Warsaw	C	Leeds	CRd	Bulawayo	CR	Shanghai	CR	Delaware - Wilmington	C
Wroclaw	C	Liverpool	C	Harare	CR	<b>India</b>		Florida - Miami	C
<b>Portugal</b> Algarve	R	London - Global HQ	CRd	<b>Indonesia</b>		Bangalore	CR	Georgia - Atlanta	C
Lisbon	C	London - Belgravia	R	Jakarta	CR	Chennai	C	Illinois - Chicago	C
<b>Romania</b> Bucharest	C	London - Canary Wharf	RRd	Bali	R	Delhi	CR	Illinois - Rosemont	C
<b>Russia</b> Moscow	CR	London - Chelsea	R	<b>Malaysia</b>		Hyderabad	C	Indiana - Indianapolis	C
St Petersburg	CR	London - City	C	Johor Bahru	CR	Mumbai	CR	Long Island	R
<b>Spain</b> Costa del Sol	R	London - Knightsbridge	R	Kuala Lumpur	CR	Pune	C	Massachusetts - Boston	C
Madrid	CR	London - Marylebone	R	Penang	CR	<b>New Zealand</b>		Michigan - Detroit	C
Seville	CR	London - Mayfair	R	<b>New Zealand</b>		South Auckland	C	New Jersey - Marlton	C
The Balearics	R	London - Notting Hill	R	Christchurch	C	<b>Singapore</b>	CR	New Jersey - Princeton	C
<b>Switzerland</b> Basel	C	London - Richmond	R	<b>South Korea</b>		<b>Thailand</b>		New Jersey - Rutherford	C
Bern	C	London - Riverside	R	Seoul	C	Bangkok	CR	New York - HQ	C
Chur	C	London - South Kensington	R	<b>Thailand</b>		Phuket	R	New York - Construction	C
Geneva	C	London - St John's Wood	R	<b>Vietnam</b>		<b>UK - Scotland</b>		New York - Downtown	C
Geneva	R	London - Thames Gateway	Rd	Hanoi	CR	Aberdeen	C	New York - Manhattan	R
Lausanne	C	London - Wandsworth	R	Ho Chi Minh City	CR	Edinburgh	CR	New York - Melville	C
Lausanne	R	London - Wapping	R	<b>UK - Wales</b>		Glasgow	C	New York - Retail	C
Lucerne	C	London - Wimbledon	R	Cardiff	C	Lauder	R	New York - Westfield	C
Lugano	C	Manchester	CRd	<b>UK - Wales</b>		<b>UK - Wales</b>		New York - White Plains	C
Lugano	R	Milton Keynes	Rd	Cardiff	C	Cardiff	C	Pennsylvania - Philadelphia	C
		Newcastle-upon-Tyne	CRd					Pennsylvania - Wayne	C
		Oxford	R					Tennessee - Nashville	C
		Sevenoaks	RRd					Texas - Dallas	C
		Sheffield	C					Texas - Houston	C
		Sherborne	R					Washington DC (Main)	C
		Stratford-upon-Avon	RRd					Washington DC	C
		Sutton Coldfield	R						
		Tunbridge Wells	R						
		Virginia Water	R						
		Winchester	R						
		Worcester	R						

**Key:** C: Commercial, CR: Commercial & Residential, R: Residential, Rd: Residential Development

**Note:** Offices stated are correct as of 1st July 2011

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## Company Information

**Company number**  
OC305934

**Date formed**  
Knight Frank was formed in 1896 and transferred to a Limited Liability Partnership on 3 November 2003

**Knight Frank LLP**  
**VAT registration number**  
238 5156 53

**Consumer credit licence number**  
548594

**RICS Firm number**  
4051

**Data Protection Act**  
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