

January 4, 2012

Dear JLL Novartis Contractor,

We are pleased to announce that Jones Lang LaSalle at the Novartis portfolio has recently established a business relationship with ISN (www.isnetwork.com). This business requirement aligns with our client, Novartis, at its East Hanover facility. Effective immediately, ISN will begin serving as Jones Lang LaSalle's primary contractor information management system (the same service ISN is performing for Novartis) at the East Hanover facility. As a result of this action, contractors and their subcontractors performing services for Jones Lang LaSalle are required to become subscribers to ISNworld and **successfully obtain and maintain a Dashboard score of "A" or "B" for Jones Lang LaSalle within ISNworld. Please contact ISN if you have questions about the subscription process or to provide your intent to subscribe.**

If your company is a current subscriber to ISNworld, there is no additional fee; however, please ensure your company has completed the items below. There is a nominal fee for this service. Jones Lang LaSalle believes the benefits to both parties will far exceed any associated costs. A more comprehensive list of contractor benefits and subscription quick start guide are attached from ISN.

Your company's ISNworld subscription will provide Novartis and Jones Lang LaSalle access to the following required information:

1. **Company Profile** – Company contact information, office locations, types of work/industry classifications, geography served, etc. This will provide Jones Lang LaSalle and other Owner Clients with your company's most current contact information at any time.
2. **HSE Questionnaire Management** – ISNworld maintains the Management System Questionnaire (MSQ) which will be utilized to gather your company's HSE data. The MSQ will replace all previous Jones Lang LaSalle questionnaires sent to your company.
3. **OSHA Forms and EMR Letters** – Jones Lang LaSalle will use ISNworld to track and verify your company's *OSHA Forms and EMR Letters*.
4. **Review and Verification** – ISN Review & Verification Services (RAVS) will review your company's written health and safety programs.
5. **Insurance Certificates** – Insurance certificates, policies and endorsements.

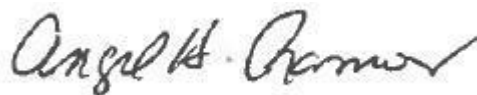
In order to be considered by Jones Lang LaSalle during the contractor selection process, your company's subscription must be in place and all required data must be posted **by February 17, 2012**. For further details about ISNworld, **please contact the ISN Customer Service Team at (800) 976-1303 or visit their website at www.isnetwork.com.**

Your company's cooperation and participation in bringing this cost effective technology solution to our business relationship is appreciated.

Sincerely,



Donald Sauvigne
Site Lead
Jones Lang LaSalle



Angel H. Ramos
Environmental, Health and Safety Manager
Jones Lang LaSalle

CC: Novartis Procurement, HSE and Site Operations