

| Performance indicator overview   |           |           |           |
|--|-----------|-----------|-----------|
| Who we are   | 2014      | 2013      | 2012      |
| <b>About us</b>  |           |           |           |
| Portfolio size of managed properties worldwide (billion square feet)   | 3.4       | 3         | 2.6       |
| Private and public property equity investments managed by LaSalle Investment Management (billion \$)             | 53.6      | 47.6      | 47        |
| Corporate offices  | 230       | 226       | 225       |
| Countries (with a corporate office)  | 53        | 50        | 56        |
| Countries (with a presence but no corporate office)  | 80        | 75        | 70        |
| Employees  | 58,100    | 52,700    | 48,000    |
| Corporate office employees <sup>1</sup>  | 16,246    | 16,762    | 16,032    |
| Employees, Americas  | 18,922    | 17,430    | 15,055    |
| Employees, Asia Pacific  | 29,885    | 27,506    | 25,209    |
| Employees, EMEA  | 8,398     | 7,476     | 6,673     |
| New employee hires, Americas <sup>2</sup>  | 5,395     | 4,018     | 3,202     |
| New employee hires, Asia Pacific <sup>2</sup>  | 11,511    | 11,514    | 9,960     |
| New employee hires, EMEA <sup>2</sup>  | 2,323     | 1,854     | 1,236     |
| Global new employee hires (female) <sup>3</sup>  | 7,207     | 6,011     | 4,936     |
| Global new employee hires (male) <sup>3</sup>  | 12,129    | 11,460    | 9,540     |
| <b>Key financials and statistics</b>   |           |           |           |
| Revenue (million \$)   | 5,430     | 4,462     | 3,933     |
| Net income (million \$)  | 386       | 269       | 208       |
| Earnings (per diluted share \$)  | 8.52      | 5.98      | 4.63      |
| EBITDA (million \$)  | 606       | 476       | 391       |
| Economic value retained (million \$)   | 382       | 265       | 204       |
| <b>Sustainability awards</b>   |           |           |           |
| Sustainability awards  | 24        | 31        | 29        |
| <b>Our approach</b>  |           |           |           |
| <b>Governance</b>  |           |           |           |
| Independent members of the Board of Directors (% of total)   | 70%       | 70%       | 73%       |
| Results of shareholder voting on executive remuneration (in favor)   | 99%       | 98%       | 95%       |
| Results of shareholder voting on re-election of Board members (in favor)   | 99.6%     | 99%       | 98%       |
| <b>Sustainability strategy</b>   |           |           |           |
| Employees who feel positive about this company's commitment to sustainability (formerly CSR) (%)                 | No survey | No survey | 76%       |
| <b>Our sustainability teams</b>  |           |           |           |
| Positions with a functional responsibility for sustainability - Services (FTE)                                   | 227       | 180       | 161       |
| Positions with a functional responsibility for sustainability - Operations (FTE) <sup>4</sup>                    | 26        | 64        | 8         |
| Sustainability clients (including a majority from ESS)   | 467       | 323       | 366       |
| ESS revenue (million \$) <sup>5</sup>  | 18.7      | 21.6      | 21.8      |
| ESS revenue / global revenue (%) <sup>5</sup>  | 0.30%     | 0.48%     | 0.56%     |
| <b>Sustainability governance</b>   |           |           |           |
| Countries with formal internal sustainability programs (%)   | 53%       | 38%       | 51%       |
| <b>Energy and resources</b>  |           |           |           |
| <b>Energy management for our clients</b>   |           |           |           |
| Client monetary savings - U.S. managed portfolio (million \$)  | 47        | 39        | 176       |
| Client energy savings - U.S. managed portfolio (million kWh)   | 477       | 377       | 1,663     |
| Client emissions reduction - U.S. managed portfolio (metric tons CO <sub>2</sub> e)                              | 278,000   | 220,000   | 913,000   |
| Client emissions reduction - Equivalency measure (removing emissions of average home's energy consumption)       | 30,011    | 46,316    | 192,211   |
| <b>Renewable energy for our clients</b>  |           |           |           |
| Capacity of client renewable energy - installed or consented (MW)  | 42        | 28        | 388       |
| Capacity of client renewable energy sources - planning and feasibility (MW)                                      | 1,095     | 1,861     | 3,137     |
| Averted emissions from client renewable energy - installed or consented (metric tons CO <sub>2</sub> e)          | 62,650    | 18,038    | 595,894   |
| Averted emissions from client renewable energy - planning and feasibility (metric tons CO <sub>2</sub> e)        | 1,628,426 | 2,802,718 | 5,798,946 |
| <b>Understanding our own emissions and reporting performance</b>   |           |           |           |
| Total emissions (metric tons CO <sub>2</sub> e) <sup>6</sup>   | 51,960    | 51,786    | 49,344    |
| Scope 1: Company-owned vehicles (metric tons CO <sub>2</sub> e) <sup>7</sup>                                     | 10,736    | 11,964    | 9,980     |
| Scope 1: Natural gas (metric tons CO <sub>2</sub> e)   | 183       | 98        | 233       |
| Scope 2: Electricity (metric tons CO <sub>2</sub> e)   | 10,762    | 10,544    | 11,551    |
| Scope 3: Business travel (metric tons CO <sub>2</sub> e)   | 15,680    | 15,214    | 13,163    |
| Scope 3: Estimated leased building carbon (metric tons CO <sub>2</sub> e)  | 14,599    | 13,975    | 14,432    |
| Building-related emissions (metric tons CO <sub>2</sub> e)   | 25,200    | 23,906    | 24,535    |
| Building-related emissions intensity (metric tons CO <sub>2</sub> e/corporate office employee) [with exclusions] | 1.5       | 1.4       | 1.6       |
| Building-related energy intensity (kWh/corporate office employee) [with exclusions] <sup>8</sup>                 | 3,695     | 3,476     | 3,739     |
| Rented area (square feet) <sup>9</sup>   | 2,657,197 | 2,791,907 | 2,752,228 |
| Workplace density (square feet per corporate office employee) <sup>10</sup>                                      | 162       | 163       | 172       |
| Emissions from business travel (metric tons CO <sub>2</sub> e)   | 15,680    | 15,214    | 13,163    |
| Countries that report business travel (%) <sup>11</sup>  | 33%       | 47%       | 57%       |
| Energy consumption outside JLL operations (diesel and gasoline) (MWh) <sup>12</sup>                              | 42,120    | 44,513    | 36,565    |
| Total actual energy consumption (MWh) <sup>13</sup>  | 61,734    | 62,747    | 57,679    |
| Energy consumption - Natural gas (MWh)   | 1,013     | 542       | 1,285     |
| Energy consumption - Electricity (MWh)   | 18,600    | 17,705    | 19,828    |
| Energy consumption - Gasoline (MWh)  | 39,238    | 41,619    | 36,563    |
| Energy consumption - Diesel (MWh)  | 2,882     | 2,894     | 3         |
| Estimated building-related energy (MWh)  | 42,271    | 40,925    | 40,780    |
| Electricity sold to tenants (MWh)  | 0         | 13        | 20        |
| <b>Reducing our own carbon footprint</b>   |           |           |           |
| Disclosure score from CDP Supplier Program   | 86        | 80        | 70        |
| Performance score from CDP Supplier Program  | C         | B         | D         |
| Offices with energy and greenhouse gas emissions initiative(s) (%)   | 66%       | 66%       | 70%       |
| Offices with video conferencing facilities (%)   | 64%       | 58%       | 72%       |

|   |              |               |               |
|---|--------------|---------------|---------------|
| Offices with renewable energy (%) <sup>14</sup>   | 10%          | 10%           | 15%           |
| <b>Client service excellence</b>  | <b>2014</b>  | <b>2013</b>   | <b>2012</b>   |
| Providing high-quality services to clients  |              |               |               |
| Ethics (see more data in JLL's Ethics Everywhere report)  |              |               |               |
| Ethics investigations (% of total employees)  | 0.57%        | 0.47%         | 0.53%         |
| Number of JLL ethics officers   | 27           | 24            | Not available |
| Actions taken from ethics violations (% of total investigations)  | 83%          | 73%           | 77%           |
| Employees who believe JLL shows a commitment to ethical conduct (%)   | No survey    | No survey     | 87%           |
| Employees who received in-person training on anti-corruption policies and procedures  | 3,577        | 4,095         | 3,858         |
| Type of concern investigated (NOTE: JLL reports investigations by type & total number of investigations)  |              |               |               |
| Improper employment practices or behavior, including unprofessional conduct   | 135          | 147           | 155           |
| Employee theft, personal conflicts of interest or other employee fraud  | 109          | 63            | 50            |
| Improper vendor payments or conflicts of interest, or other improper conduct to or by vendors   | 22           | 7             | 10            |
| Improper client payments or conflicts of interest, or other improper conduct to or by clients   | 4            | 3             | 4             |
| Inappropriate use of the Internet or business computer  | 13           | 6             | 5             |
| Inappropriate entertainment   | 1            | 3             | 0             |
| Compliance with competition laws / broker requirements  | 0            | 1             | 2             |
| Falsification of books and records  | 26           | 5             | 3             |
| Illegal drug use at work; inappropriate use of alcohol  | 2            | 6             | 6             |
| Employment health or safety issues from ethics perspective  | 3            | 3             | 5             |
| Privacy issues  | 15           | 3             | 7             |
| Miscellaneous matters   | 3            | 3             | 6             |
| <b>Total investigations</b>   | <b>333</b>   | <b>250</b>    | <b>253</b>    |
| <b>Ethics investigations (% of total employees)</b>   | <b>0.57%</b> | <b>0.47%</b>  | <b>0.53%</b>  |
| Action taken (NOTE: JLL reports actions taken by type & total number of actions). <sup>15</sup>   |              |               |               |
| Terminations of employment  | 130          | 49            | 61            |
| Job changes or transfers; changes to procedures   | 15           | 11            | 10            |
| Employee arrests and criminal matters referred to prosecutors   | 4            | 8             | 2             |
| Formal warnings, deferred promotions and/or reduced bonuses   | 51           | 33            | 35            |
| Matters referred to government agency or other legal actions taken  | 1            | 0             | 0             |
| Either (1) additional ethics awareness training sessions, (2) training on being better managers or (3) training on better communications skills | 76           | 82            | 86            |
| <b>Total actions</b>  | <b>277</b>   | <b>183</b>    | <b>194</b>    |
| <b>Actions taken from ethics violations (% of total investigations)</b>   | <b>83%</b>   | <b>73%</b>    | <b>77%</b>    |
| Industry collaboration  |              |               |               |
| Industry initiatives related to sustainability  | 58           | 47            | 56            |
| Using technology to advance our sustainability services offer   |              |               |               |
| Buildings on JLL's sustainability data platforms  | 160,537      | 126,151       | 153,610       |
| Sustainability thought leadership   |              |               |               |
| Thought leadership publications   | 43           | 35            | 27            |
| Green Blog posts  | 42           | 52            | 98            |
| Green Blog unique readers   | 6,022        | 13,514        | 11,564        |
| <b>Green buildings</b>  | <b>2014</b>  | <b>2013</b>   | <b>2012</b>   |
| Leading the way with green building certification and improvements  |              |               |               |
| Number of client buildings where JLL has enabled increased sustainability performance   | 8,098        | 1,852         | 1,391         |
| Client green building certified space (m <sup>2</sup> ) <sup>16</sup>   | 1,678,293    | 481,224       | Not available |
| Client green building certifications  | 87           | 76            | 59            |
| LEED  | 61           | 57            | 31            |
| Green Globes  | 0            | 8             | 26            |
| Green Mark  | 0            | 1             | 1             |
| BREEAM  | 12           | 9             | 1             |
| Green Star  | 0            | 1             | -             |
| Unknown <sup>17</sup>   | 14           | -             | -             |
| Accreditations for green building skills  |              |               |               |
| Energy and sustainability accredited professionals (cumulative to year-end)   | 1,531        | 1,417         | 1,414         |
| Greening our own office portfolio   |              |               |               |
| Offices with a green building or fit-out certificate (%) <sup>18</sup>  | 17%          | 10%           | 6%            |
| Offices with a green building or fit-out principles (%)   | 47%          | 42%           | 37%           |
| Revolutionary thinking through alternative workplace strategies   |              |               |               |
| Offices with an alternative workplace strategy (%)  | 62%          | 54%           | 62%           |
| <b>Community and supply chain</b>   | <b>2014</b>  | <b>2013</b>   | <b>2012</b>   |
| Making a global impact  |              |               |               |
| Total charitable contribution, including corporate and employee (million \$)  | 4.8          | 4.4           | 3.8           |
| Corporate charitable contribution (million \$)  | 4.1          | 3.9           | 3.1           |
| Corporate charitable contribution (% of pre-tax profit) <sup>19</sup>   | 0.8%         | 1.0%          | 1.0%          |
| London Benchmarking Group, average member charitable contributions as % of pre-tax profit   | 1.2%         | 1.7%          | 1.2%          |
| Volunteering days   | 4,590        | 2,821         | 1,749         |
| Procuring green office and kitchen supplies   |              |               |               |
| Existence of a policy governing the procurement of sustainable kitchen supplies (% of countries)  | 35%          | 24%           | Not available |
| Existence of a policy governing the procurement of sustainable office supplies (% of countries)   | 53%          | Not available | Not available |
| Existence of a policy governing the procurement of sustainable printers and printing supplies (% of countries)                                  | 51%          | Not available | Not available |
| Existence of a policy governing the procurement of sustainable company cars (% of countries)  | 20%          | Not available | Not available |
| <b>Workplace, well-being and diversity</b>  | <b>2014</b>  | <b>2013</b>   | <b>2012</b>   |
| Diversity in our business   |              |               |               |
| Total employees by gender (% female)  | 35%          | 34%           | 34%           |
| Directors by gender (% female)  | 27%          | 26%           | 25%           |
| Directors as proportion of total employees (%)  | 11%          | 11%           | 12%           |
| Employees under 25  | 6%           | 6%            | 7%            |
| Employees age 25-34   | 35%          | 34%           | 35%           |
| Employees age 35-44   | 26%          | 26%           | 26%           |
| Employees age 45-55   | 20%          | 21%           | 22%           |

|   |           |           |        |
|---|-----------|-----------|--------|
| Employees over 55   | 13%       | 13%       | 10%    |
| Board-level diversity   |           |           |        |
| Board members by gender (% female)  | 30%       | 30%       | 27%    |
| Employee satisfaction and engagement  |           |           |        |
| Employee turnover   | 25%       | 25%       | 21%    |
| New starters (% of total employees)   | 33%       | 33%       | 30%    |
| Employee turnover (males)   | 24%       | 24%       | 20%    |
| Employee turnover (females)   | 27%       | 26%       | 23%    |
| Training and development  |           |           |        |
| Training and development spend (million \$)   | 15.3      | 12.5      | 10.7   |
| Training and development spend per employee (\$)  | 263       | 235       | 225    |
| Employees with agreed performance objectives  | 28,206    | 23,908    | 21,467 |
| Sustainability training   |           |           |        |
| Training hours from JLL's Sustainability University <sup>20</sup>   | 5,242     | 4,586     | 5,616  |
| Sustainability training hours outside of Sustainability University  | 4,213     | 7,217     | 7,025  |
| Employee compensation and benefits  |           |           |        |
| Employees who are extremely satisfied that compensation plans reward outstanding performance  | No survey | No survey | 51%    |
| Maintaining a safe and healthy working environment for our clients and ourselves  |           |           |        |
| Recordable cases incidence (RIR) rate for Integrated Facilities Management globally + all employees in U.S. <sup>21</sup>               | 0.64      | 0.55      | 0.56   |
| Days away, restricted duty and transfer (DART) rate for Integrated Facilities Management globally + all employees in U.S. <sup>20</sup> | 0.32      | 0.26      | 0.36   |
| Countries with at least one HW&S initiative (%)   | 80%       | 63%       | 71%    |
| Labor standards and labor relations   |           |           |        |
| Employees who belong to a labor union (%) <sup>22</sup>   | 2%        | 2%        | 4%     |

<sup>1</sup> The 2012-2013 employee figures are restated to reflect a change in calculation methodology.

<sup>2</sup> The regional breakdown excludes 107 LaSalle new hires that were not assigned a region.

<sup>3</sup> The Global figures include 107 LaSalle new hires that were not assigned a region.

<sup>4</sup> We received complete Full Time Equivalent data first time in 2014, which explains the reduction from 2013.

<sup>5</sup> We restated 2013 ESS revenue after more accurate data became available.

<sup>6</sup> The 2012 and 2013 emissions exclude electricity re-sold to tenants, which in 2012 equalled 14 tonnes CO<sub>2</sub>e and in 2013 10 tonnes CO<sub>2</sub>e. Also the 2013 total emissions figure is restated after data updates.

<sup>7</sup> In 2014 we included new Mechanical Engineering fleet in Brazil and UK, which partially explains the increase from 2012.

<sup>8</sup> The 2012 and 2013 figures are re-stated due to revising calculation method for year-to-year consistency.

<sup>9</sup> We restated the 2013 figure after receiving more complete information.

<sup>10</sup> We exclude a number of offices from the density ratio if either their employee or area data is not complete.

<sup>11</sup> 33% of countries covers 83% of our corporate office employees.

<sup>12</sup> Excludes business travel as we record this in miles, not actual fuel consumption.

<sup>13</sup> Excludes estimated building-related energy consumption.

<sup>14</sup> The 2012-2013 figures are restated as we received updated data.

<sup>15</sup> Where multiple actions were taken on one investigation, we counted it as one investigation for purposes of the ratio.

<sup>16</sup> The 2014 area figure excludes area of 17 client sites, 10 in the Americas and 7 in EMEA.

<sup>17</sup> This year we did not receive records of the types of all client certifications.

<sup>18</sup> Sustainability survey coverage figures (see Data Note) do not apply to this indicator. 2014 figure includes 2 LEED certified offices from Hong Kong, which was excluded from the survey this year.

<sup>19</sup> We restated the 2012 & 2013 figures after revisiting the inclusion methodology for this indicator. Carbon Disclosure Program sponsorship in 2012-2012 was removed from corporate charitable contributions and employee contributions were removed from this indicator to better match the LGB benchmark.

<sup>20</sup> The 2014 figure includes Americas training only.

<sup>21</sup> The health and safety data above represent the Integrated Facilities Management business globally and all employees in the U.S.

<sup>22</sup> The indicator includes only US labor union members. Global data is not available.