

## 2013 JLL Sustainability Report – Detailed Data Note

The following notes provide details around definitions, re-statements and methodologies pertaining to the data in our 2013 Sustainability Report. These notes should be read alongside the data summary which is available on [jll.com/sustainability](http://jll.com/sustainability), as well as relevant indicators throughout the report, as per the section headers below. Information for several of the GRI G4 reporting requirements can be found in this document.

The data used in this report is comprised of actual figures where possible. In cases where actual figures are unavailable, we have made reasonable estimations or assumptions. The data in this report has undergone internal verification by our Global Corporate Sustainability team. Through this process we occasionally identify better quality historical data. We are continuously working to improve our data processes, although due to the decentralized nature of our organization this remains one of our biggest challenges. The information presented in this report represents the best information available at the time of publication. All financial figures are reported in US dollars.

### Throughout

**Energy and Sustainability Services indicators (all):** LaSalle Investment Management is not included in these indicators (e.g. Energy and Sustainability Services revenue or client green building certifications) due to differences in sustainability service provision and business structure.

**JLL vs. clients' offices:** When we refer to 'offices' this relates to JLL's corporate space unless otherwise indicated.

### Our approach:

**Positions with a functional responsibility for sustainability - Operations (FTE):** 2013 is the first year we gathered data on local functional roles for sustainability globally, which explains the increase from 2012. Calculation methodologies may be partially inconsistent with some countries not accounting for Full Time Equivalent (FTE) employees, but including part-time roles.

### Energy and resources

**Energy management for our clients (all):** Please see <http://www.jll.com/sustainability/sustainability-energy-and-resources> for details of these figures. The large decrease between 2012 and 2013 is the result of a change in methodology for calculating these savings.

**Renewable energy for our clients (all):** Greenhouse gas (GHG) emissions averted via renewable energy projects were calculated using a global emissions factor of 0.584 kg CO<sub>2</sub>e per kWh, taken from [Siemens' Environmental Portfolio Report](#). Our analysis assumes that installations are fully operational year-round and that average capacity is 30% for wind and 80% for biomass. They also assume a 1,100 kWh per kW capacity per year for solar. Completions of large projects and regulatory uncertainty explain the decrease from 2012 in both planning and feasibility stage and consented projects.

**Understanding our own emissions and reporting performance (all):** The base year for JLL emissions reduction targets is 2012, which was chosen to maximise data completeness and comparability.

We consolidate our GHG emissions under the operational control approach as defined by The Greenhouse Gas Protocol's Corporate Accounting and Reporting Standard. The GHG gases we include in our emissions calculations are carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>) and nitrous oxide (N<sub>2</sub>O) from the following sources:

#### Methodology for calculating JLL GHG emissions:

- Scope 1: **Fuel consumption** of company-owned vehicles and natural gas consumption of office buildings. Actual energy consumption figures are multiplied by relevant published emissions factors to convert to metric tons of CO<sub>2</sub>e.
- Scope 2: **Purchased electricity** consumption data is multiplied by country/state level emissions factors to convert to emissions metric tons of CO<sub>2</sub>e.
- Scope 3: **Estimated energy consumption**: All JLL offices are leased space. In 75% of these offices, we estimate energy consumption partially or fully as we do not receive consumption data from the landlord. In these offices, we use the rented area of the space we occupy and average office energy intensity and breakdown information from U.S. Energy Information Administration (under Department of Energy) to calculate our estimated consumption of electricity and natural gas. The average energy intensity we use does not take into account any geographical variation in conditions or climate, and is therefore a rough approximation. **Business travel emissions**: flight and train travel miles are multiplied by CO<sub>2</sub>e/mile conversion factors.

Emissions/conversion factors used above: [Electricity](#) [Fuel](#)

**Offices with video conferencing facilities:** In 2013, only video conferencing facilities were included, which explains the decrease from 2012 when both offices with video and web conferencing facilities were included in the reported figure.

#### Client service excellence

**Industry initiatives related to sustainability:** The number of industry initiatives taking place in 2011 and 2012 are not comparable since the 2011 figure does not include activity from global and EMEA due to lack of information. 2012 and 2013 figures are comparable.

#### Green buildings

**Energy and sustainability accredited professionals:** The 'Association of Energy Engineers: Other AEE accreditations' includes Business Energy Professional (BEP), CAP, Certified Building Commissioning Professional (CBCP), Certified Energy Auditor (CEA), Certified Energy Procurement Professional (CEP), Certified Sustainable Development Professional (CSDP) and Existing Building Commissioning Professional (EBCP). 'Other accreditations' includes CASBEE, Certified Demand Side Management, DGNB, Bilan Carbone, Energy Institute Member, Green Advantage, Green Mark, IGBC AP, and Ska Assessor.

#### Community and supply chain

**Total charitable contributions, including corporate and employee:** In 2011, employee and corporate contributions are stated as a percentage of pre-tax profit because a breakdown is not available. In 2012, we state only corporate contributions as a percentage of pre-tax profit, as this aligns with best practice. LaSalle Investment Management is included within the other regions for 2011- 2013.

**Spend on office and kitchen supplies with sustainability credentials:** In 2012, we expanded the analysis to include social credentials.

#### Workplace, well-being and diversity

**Workplace, well-being and diversity (all):** For employee indicators in this section, we use data from our people system, which differs slightly from our financial system.

**Total employees by gender:** The total employee figures taken from our HR system were 53,117 in 2013; 47,614 in 2012 and 43,019 in 2011.

**Directors by gender:** The total number of Directors, which include Associate Directors and above, was approximately 6,034 in 2013; 5,626 in 2012 and 5,104 in 2011.

**Training hours from JLL's Sustainability University:** We applied a new methodology in 2012 to Sustainability University figures by looking at training hours instead of attendees for data from 2011-2013.

#### About this report (this section appears in this document only)

In 2013, data relating to our operations (from the Corporate Sustainability Survey) represented 242 corporate offices and 16,702 corporate office employees. Data coverage, as a percentage of corporate offices and employees from our carbon management system, is 92%\* and 99.6% respectively. In 2012, this data represented 239 corporate offices and 15,934 corporate office employees. Data coverage, as a percentage of corporate offices and employees from our carbon management system, was 96% and 99% respectively. The reduction in office coverage from 2012 is explained by expanded operations to three new countries yet to be covered by our Corporate Sustainability Survey, combined with our carbon management system's property list this year temporarily including several residential services offices that are not covered by the survey.

**Correction to PDF version of 2013 Sustainability Report:** The number of JLL's corporate employees has increased 5% from 2012, not 8% as it is stated in the PDF. Our annual Corporate Sustainability Survey collects county-level data. Some respondents represent the same country, but submit two surveys where JLL and LaSalle Investment Management occupy separate corporate offices. Data relating to our operations (from the Corporate Sustainability Survey) represented 54 respondents in 2013. We equate this figure to countries throughout the report because we can conclude that 'country' accurately reflects our activities. When excluding LaSalle, the data represented 46 countries in 2013. Data coverage, as a percentage of countries in our carbon management system, was 87%.

\* 92% replaces 85% stated in 2013 Sustainability Report pdf version.