

JLL GRI G4 Content Index

Last updated: May 2015



List of References

- [2013 Sustainability Report](#)
- [2012 Sustainability Report](#)
- [2013 Annual Report](#)
- [2013 Form 10-K](#)
- jll.com/sustainability
- [Corporate Facts](#)
- [Notice of the 2014 Annual Meeting of Shareholders and Proxy Statement](#)
- [2013 Carbon Disclosure Project response](#)
- [Code of Business Ethics](#)
- [2014 Ethics Everywhere Annual Report](#)
- [Global Health and Safety Policy and Management Standards](#)
- [Diversity and Inclusion Annual Report](#)
- [2013 Transparency Report](#)

GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Page Number (or Link) Information related to Standard Disclosures required by the 'in accordance' options may already be included in other reports prepared by the organization. In these circumstances, the organization may elect to add a specific reference to where the relevant information can be found.	External Assurance Indicate if the Standard Disclosure has been externally assured. If yes, include the page reference for the External Assurance Statement in the report.
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STRATEGY AND ANALYSIS

G4-1	An introduction from our CEO (2013 Sustainability Report, page 4)	No
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ORGANIZATIONAL PROFILE

G4-3	Jones Lang LaSalle Incorporated	No
G4-4	Who we are (2013 Sustainability Report, page 2), Real Estate Services ("RES"): Americas, EMEA and Asia Pacific (Form 10-K, pages 13-20)	No
G4-5	Who we are (2013 Sustainability Report, page 2)	No
G4-6	Who we are (2013 Sustainability Report, page 2), Corporate Offices (2013 Annual Report, pages 12-13)	No
G4-7	Who we are (2013 Sustainability Report, page 2)	No
G4-8	Who we are (2013 Sustainability Report, page 2), Real Estate Services ("RES"): Americas, EMEA and Asia Pacific (Form 10-K, pages 13-20)	No
G4-9	Who we are (2013 Sustainability Report, page 2), What we have accomplished (2013 Annual Report, page 3), Real Estate Services ("RES"): Americas, EMEA and Asia Pacific (Form 10-K, pages 13-20), Item 6: Selected Financial Data (Unaudited) (Form 10-K, pages 56-58)	No
G4-10	Who we are (2013 Sustainability Report, page 2), Workplace, well-being, and diversity in our business (2013 Sustainability Report, page 18), Data summary (Downloads and links, jll.com/sustainability)	No
G4-11	Members of a labor union as percentage of total staff = 2%, Data summary (Downloads and links, jll.com/sustainability)	No
G4-12	Our contribution to the community and our supply chain influence (2013 Sustainability Report, pages 16-17), Community and supply chain (jll.com/sustainability)	No
G4-13	JLL has not undergone any significant changes to our size, structure, ownership or supply chain in the year 2013. Minor changes include: - Five targeted acquisitions (2013 Annual Report, page 6). - Two new Board members & changes to Global Executive Board (2013 Annual Report, pages 8-9). - Increase in number of employees from 48,000 to 52,700 (2013 Sustainability Report, page 2).	No

G4-14	Strong governance, enterprise risk management and integrity (Form 10-K, page 24), Item 1A Risk Factors (Form 10-K, pages 32-53, particularly page 46), Our approach (jll.com/sustainability), Global Strategic Priorities & Strategy 2020 (Corporate Facts, pages 28-32)	No			
G4-15	A strong focus on client service excellence (2013 Sustainability Report, page 15), Client service excellence (jll.com/sustainability)	No			
G4-16	A strong focus on client service excellence (2013 Sustainability Report, page 15), Client service excellence (jll.com/sustainability)	No			
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES					
G4-17	Notes to Consolidated Financial Statement (3) Business Segments (2013 Form 10-K, page 97), About this report (2013 Sustainability Report (page 3)	Unknown			
G4-18	Our material impacts (jll.com/sustainability)	No			
G4-19	Our material impacts (jll.com/sustainability)	No			
G4-20	Our material impacts (jll.com/sustainability)	No			
G4-21	Our material impacts (jll.com/sustainability)	No			
G4-22	Please refer to Detailed data notes and Data summary (Downloads and links, jll.com/sustainability)	No			
G4-23	Please refer to Detailed data notes and Data summary (Downloads and links, jll.com/sustainability)	No			
STAKEHOLDER ENGAGEMENT					
G4-24	Stakeholder engagement (jll.com/sustainability)	No			
G4-25	Stakeholder engagement (jll.com/sustainability), Our material impacts (jll.com/sustainability)	No			
G4-26	Stakeholder engagement (jll.com/sustainability)	No			
G4-27	Stakeholder engagement (jll.com/sustainability), Our material impacts (jll.com/sustainability)	No			
REPORT PROFILE					
G4-28	Calendar year 2013	No			
G4-29	Sep-13	No			
G4-30	Annual	No			
G4-31	Contacts (2013 Sustainability Report, page 20)	No			
G4-32	This content index	No			
G4-33	No external assurance for our Sustainability Report is currently undertaken, however we do engage with Ceres for external feedback on an annual basis. All data is supported by internal documentation, systems and processes. We will continue to consider external assurance going forward.	No			
GOVERNANCE					
G4-34	Our sustainability strategy and governance (2013 Sustainability Report, pages 6-7)	No			
ETHICS AND INTEGRITY					
G4-56	A strong focus on client service excellence (2013 Sustainability Report, page 15), Client service excellence (jll.com/sustainability), 2013 Transparency Report, 2014 Ethics Everywhere Annual Report.	No			
SPECIFIC STANDARD DISCLOSURES					
DMA and Indicators	Page Number (or Link) Information related to Standard Disclosures required by the 'in accordance' options may already be included in other reports prepared by the organization. In these circumstances, the organization may elect to add a specific reference to where the relevant information can be found.	Identified Omission(s) In exceptional cases, if it is not possible to disclose certain required information, identify the information that has been omitted.	Reason(s) for Omission(s) In exceptional cases, if it is not possible to disclose certain required information, provide the reason for omission.	Explanation for Omission(s) In exceptional cases, if it is not possible to disclose certain required information, explain the reasons why the information has been omitted.	External Assurance Indicate if the Standard Disclosure has been externally assured. If yes, include the page reference for the External Assurance Statement in the report.
CATEGORY: ECONOMIC					
MATERIAL ASPECT: ECONOMIC PERFORMANCE					
G4-DMA	Strategy 2020 (Form 10-K, pages 10-11), Global Strategic Priorities (Form 10-K, pages 8-10), An introduction from our CEO (2013 Sustainability Report, pages 4-5), In conversation with our CEO (2012 Sustainability Report, pages 4-5)				No

G4-EC1	Financial Performance (Notice of the 2014 Annual Meeting of Shareholders and Proxy Statement, page 8), Item 6. Selected Financial Data (Unaudited) (Form 10-K, pages 56-58), Item 8. Financial Statements and Supplementary Data (Form 10-K, pages 82-120), Our contribution to the community and supply chain influence (2013 Sustainability Report, page 16), Economic value distributed in Data summary (Downloads and links, jll.com/sustainability)	Regional breakdown of community investment	The Standard Disclosure or part of the Standard Disclosure is not applicable	We chose to publically report our community investment at a global level given that regional figures, on their own, are likely not representative of our impact and do not represent material figures.	Partial
G4-EC2	Risks and Opportunities (2013 Carbon Disclosure Project response, pages 30-53), Infrastructure Disruptions and Environmental Liabilities and Regulations (Form 10-K pages 38 and 46 respectively)				No

CATEGORY: ENVIRONMENTAL

MATERIAL ASPECT: ENERGY

G4-DMA	Addressing energy and resources through our services (2013 Sustainability Report, pages 8-9); Expert advice on green buildings (2013 Sustainability Report, pages 10-11); Addressing energy, resources and green buildings in our own operations (2013 Sustainability Report, pages 12-13); Energy and resources (jll.com/sustainability); JLL's Environmental Management System (Downloads and links, jll.com/sustainability).				No
G4-EN3	Please refer to our Detailed data notes and Data summary (Downloads and links, jll.com/sustainability)	Renewable fuels, as well as heating, cooling and steam consumption.	The Standard Disclosure or part of the Standard Disclosure is not applicable	JLL does not procure renewable fuels. Heating and cooling energy consumption is included in our total energy consumption. JLL does not procure steam.	No
G4-EN4	Please refer to our Detailed data notes and Data summary (Downloads and links, jll.com/sustainability)				No
G4-EN5	Addressing energy, resources and green buildings in our own operations (2013 Sustainability Report, page 12). Please also refer to our Detailed data notes and Data summary (Downloads and links, jll.com/sustainability).				No
G4-EN6	Please refer to our Detailed data notes and Data summary (Downloads and links, jll.com/sustainability/)				No

MATERIAL ASPECT: EMISSIONS

G4-DMA	Addressing energy and resources through our services (2013 Sustainability Report, pages 8-9), Expert advice on green buildings (2013 Sustainability Report, pages 10-11), Addressing energy, resources and green buildings in our own operations (2013 Sustainability Report, pages 12-13), Energy and resources (jll.com/sustainability/)				No
G4-EN15	Addressing energy, resources and green buildings in our own operations (2013 Sustainability Report, page 13), Data Summary (Downloads and links, jll.com/sustainability/)	Biogenic emissions	The Standard Disclosure or part of the Standard Disclosure is not applicable	JLL does not produce biogenic emissions.	No
G4-EN16	Addressing energy, resources and green buildings in our own operations (2013 Sustainability Report, page 13), please also refer to our Detailed data notes as well as Data summary (Downloads and links, jll.com/sustainability/)				No
G4-EN17	Addressing energy, resources and green buildings in our own operations (2013 Sustainability Report, page 13), please also refer to our Detailed data notes as well as Data summary (Downloads and links, jll.com/sustainability/)	Biogenic emissions	The Standard Disclosure or part of the Standard Disclosure is not applicable	JLL does not produce biogenic emissions.	No

G4-EN18	a. Please refer to Data summary (Downloads and links, jll.com/sustainability) b. The denominator chosen to calculate the ratio = Corporate office employees c. JLL's intensity ratio includes: Office natural gas emissions (Scope 1), Office electricity emissions (Scope 2) and Office estimated emissions (natural gas & electricity) (Scope 3). d. Gases included in the calculation = CO2, N2O, CH4 More information available at: Addressing energy, resources and green buildings in our own operations (2013 Sustainability Report, page 13) or please refer to our Detailed data notes as well as Data summary (jll.com/sustainability/)				No
G4-EN19	Targets and Initiatives (2013 Carbon Disclosure Project response, pages 20 - 26)				No
MATERIAL ASPECT: PRODUCTS AND SERVICES					
G4-DMA	An introduction from our CEO (2013 Sustainability Report, pages 4-5), Global Sustainability Commitment, Energy and resources (jll.com/sustainability/)				No
G4-EN27	Addressing energy and resources through our services (Sustainability Report 2013, pages 8-9), Energy and resources (jll.com/sustainability/)				No
MATERIAL ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT					
G4-DMA	Our contribution to the community and our supply chain influence (2013 Sustainability Report, pages 16-17), Community and supply chain (jll.com/sustainability/)				No
G4-EN32	Our contribution to the community and our supply chain influence (2013 Sustainability Report, pages 16-17), Community and supply chain (jll.com/sustainability/)				No
CATEGORY: SOCIAL					
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK					
MATERIAL ASPECT: EMPLOYMENT					
G4-DMA	Workplace, well-being and diversity in our business (2013 Sustainability Report pages 18-19), Workplace, wellbeing & diversity (jll.com/sustainability), Our Responsibility to Employees (Code of Business Ethics, pages 19-23), Introduction (Code of Business Ethics, pages 13-17), Introduction (2014 Ethics Everywhere Annual Report, page 2).				No
G4-LA1	Data summary (Downloads and links, jll.com/sustainability)	JLL reports new employee hires and turnover. Currently we do not disaggregate information on new employee hires or employee turnover by age group.	The information is currently unavailable	We will look into the feasibility/value of further disaggregating this information in future reporting years.	No
MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY					
G4-DMA	Workplace, well-being and diversity in our business (2013 Sustainability Report pages 18-19), Workplace, wellbeing & diversity (jll.com/sustainability), Our Responsibility to Employees (Code of Business Ethics, pages 19-23), Introduction (Code of Business Ethics, pages 13-17), Global Health and Safety Policy and Management Standards.				No
G4-LA6	JLL reports these indicators as aggregate figures: Days Away and Restricted Time (DART) rates and Recordable Cases Injury (RIR) rates. Workplace, well-being and diversity (2013 Sustainability Report, page 19), Data Summary (Downloads and links, jll.com/sustainability)	JLL reports health and safety indicators, but we do not centrally disaggregate by region, gender or types of injury.	The information is currently unavailable	We will look into the feasibility/value of further disaggregating this information in future reporting years.	No
G4-LA7	Workplace, wellbeing and diversity (jll.com/sustainability)				No
MATERIAL ASPECT: TRAINING AND EDUCATION					

G4-DMA	Workplace, well-being and diversity in our business (2013 Sustainability Report pages 18-19), Workplace, wellbeing & diversity (jll.com/sustainability), Our Responsibility to Employees (Code of Business Ethics, pages 19-23), Introduction (Code of Business Ethics, pages 13-17), Introduction (2014 Ethics Everywhere Annual Report, page 2), Summary of 2013 Experience (2014 Ethics Everywhere Annual Report, pages 3-4), 2013 Statistics and Comparison to Prior Years (2014 Ethics Everywhere Annual Report, page 4), Results of Investigations and the Actions We Took (2014 Ethics Everywhere Annual Report, page 5)				No
G4-LA9	Data summary (Downloads and links, jll.com/sustainability)	JLL does not currently collect average training hours per employee globally.	The information is currently unavailable	We will look into the feasibility/value of collecting average training hours information in future reporting years.	No
G4-LA11	Data summary (Downloads and links, jll.com/sustainability)	JLL reports global total of employees with performance objectives. Currently we do not disaggregate this information by gender or employee category.	The information is currently unavailable	We will look into the feasibility/value of further disaggregating this information in future reporting years.	No
MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY					
G4-DMA	Workplace, well-being and diversity in our business (2013 Sustainability Report pages 18-				No
G4-LA12	Workplace, well-being and diversity (2013 Sustainability Report, page 18), Data summary (Downloads and links, jll.com/sustainability)	Frameworks for diversity data collection are varied globally and this presents a challenge in recording diversity indicators across all JLL countries. Currently data on total staff by minority groups as well as governance bodies by age and minority groups is not complete.	The information is currently unavailable	We will look into feasibility/value of collecting this information in future reporting years.	No
SUB-CATEGORY: SOCIETY					
MATERIAL ASPECT: LOCAL COMMUNITIES					
G4-DMA	Workplace, well-being and diversity in our business (2013 Sustainability Report, pages 16-17), Workplace, wellbeing and diversity (jll.com/sustainability), Our Responsibility to Communities (Code of Business Ethics, pages 53-55).				No
G4-SO1	Community and supply chain (jll.com/sustainability)				No
MATERIAL ASPECT: ANTI-CORRUPTION					
G4-DMA	Client service excellence (jll.com/sustainability), Our Responsibility to Clients (Code of Business Ethics, pages 25-29), Our Responsibility to the Marketplace (Code of Business Ethics, pages 31-37), Our Responsibility to Shareholders (Code of Business Ethics, pages 39-51), 2014 Ethics Everywhere Annual Report, Corporate Governance Policies (2013 Transparency Report, page 8).				No
G4-SO4	A strong focus on client service excellence (2013 Sustainability Report, page 14)	We aggregate our anti-corruption training data, but we do not break down by employee groups.	The information is currently unavailable	We will look into the feasibility/value of reporting a breakdown of this indicator in the future.	No

G4-SO5	JLL records ethics information extensively, and beyond anti-corruption. Please refer to our Data summary (Downloads and links, jll.com/sustainability),	JLL reports ethics data extensively, including all concerns investigated. Our current ethics indicators do not disaggregate the number of corruption-related business partner contract terminations or information on public legal cases. Any corruption concerns raised or investigated, if any, are included in the ethics section of our Data summary.	The information is currently unavailable	We will look into the feasibility/value of disaggregating this data in the future.	No
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SUB-CATEGORY: PRODUCT RESPONSIBILITY

MATERIAL ASPECT: CUSTOMER PRIVACY

G4-DMA	2014 Ethics Everywhere Annual Report, Client service excellence (jll.com/sustainability), Client Information (Code of Business Ethics, page 26), Privacy (Code of Business Ethics, page 21), Protection of Jones Lang LaSalle information, ideas and intellectual property (Code of Business Ethics, page 47), Form 10-K (pages 47, 49 and 52)				No
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G4-PR8	Data summary (Downloads and links, jll.com/sustainability)	JLL reports ethics data extensively, including all concerns investigated. We do not currently disaggregate for the number of complaints concerning breaches of customer privacy; or losses of customer data. Any related concerns raised or investigated, if any, are included in the ethics section of our Data Summary.	The information is currently unavailable	We will look into the feasibility/value of disaggregating this data in the future.	No
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