

# JLL GRI G4 Content Index

Last updated: September 2015



## List of References

- [2014 Sustainability Report](#)
- [2013 Sustainability Report](#)
- [2012 Sustainability Report](#)
- [2014 Annual Report](#)
- [2014 Form 10-K](#)
- [Notice of the 2015 Annual Meeting of Shareholders and Proxy Statement](#)
- [jll.com/sustainability](#)
- [2015 Corporate Facts](#)
- [2015 Carbon Disclosure Project response](#)
- [Code of Business Ethics](#)
- [2014 Ethics Everywhere Annual Report](#)
- [Global Health and Safety Policy and Management Standards](#)
- [2014 Diversity and Inclusion Annual Report](#)
- [2014 Americas Employee Resource Groups Report](#)
- [Transparency Report](#)
- [Global Sustainability Commitment](#)
- [Global Environmental Management System](#)

## GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Page Number (or Link)	External Assurance
<b>STRATEGY AND ANALYSIS</b>		
G4-1	Introduction from the CEO (2014 Sustainability Report, page 3)	No
<b>ORGANIZATIONAL PROFILE</b>		
G4-3	Jones Lang LaSalle Incorporated	No
G4-4	Who we are (2014 Sustainability Report, page 4); Real Estate Services: Americas, EMEA and Asia Pacific (2014 Form 10-K, pages 16-23)	No
G4-5	Who we are (2014 Sustainability Report, page 4)	No
G4-6	Who we are (2014 Sustainability Report, page 4); Corporate Offices (2014 Annual Report, pages 12-13)	No
G4-7	Who we are (2014 Sustainability Report, page 4)	No
G4-8	Who we are (2014 Sustainability Report, page 4); Real Estate Services: Americas, EMEA and Asia Pacific (2014 Form 10-K, pages 16-23)	No
G4-9	Who we are (2014 Sustainability Report, page 4); What we have accomplished (2014 Annual Report, page 3); Real Estate Services: Americas, EMEA and Asia Pacific (2014 Form 10-K, pages 16-23); Item 6: Selected Financial Data (Unaudited) (2014 Form 10-K, pages 60-62)	No
G4-10	Who we are (2014 Sustainability Report, page 4); Workplace, well-being, and diversity (2014 Sustainability Report, page 12-14); 2014 Data summary (Downloads and links, <a href="#">jll.com/sustainability</a> )	No
G4-11	Members of a labor union as percentage of total staff = 2%, Data summary (Downloads and links, <a href="#">jll.com/sustainability</a> )	No
G4-12	Community & supply chain (2014 Sustainability Report, pages 15-18); Community and supply chain ( <a href="#">jll.com/sustainability</a> )	No
G4-13	JLL has not undergone any significant changes to our size, structure, ownership or supply chain in the year 2014. Minor changes include: <ul style="list-style-type: none"> <li>- Ten targeted acquisitions (2014 Annual Report, page 5)</li> <li>- Opened new offices in Lagos, Nigeria; Nanjing, China; and Kuala Lumpur, Malaysia (2014 Annual Report, page 6)</li> <li>- Three pending changes on our Board of Directors (2014 Annual Report, page 8)</li> <li>- Increase in number of employees from 52,700 to 58,100 (2014 Form 10-K, page 31)</li> </ul>	No
G4-14	Strong governance, enterprise risk management and integrity (2014 Form 10-K, page 27); Item 1A Risk Factors (2014 Form 10-K, pages 34-57, particularly page 49-50); Our approach ( <a href="#">jll.com/sustainability</a> ); Global Strategic Priorities & Strategy 2020 (2015 Corporate Facts, pages 25-30)	No
G4-15	Client service excellence (2014 Sustainability Report, page 10); Client service excellence ( <a href="#">jll.com/sustainability</a> )	No

G4-16	Client service excellence (2014 Sustainability Report, page 10); Client service excellence (jll.com/sustainability)	No
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>		
G4-17	Notes to Consolidated Financial Statement (3) Business Segments (2014 Form 10-K, page 103-106); About this report (2014 Sustainability Report, page 5)	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	Detailed data notes and Data summary (Downloads and links, jll.com/sustainability)	No
G4-23	Detailed data notes and Data summary (Downloads and links, jll.com/sustainability)	No
<b>STAKEHOLDER ENGAGEMENT</b>		
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
<b>REPORT PROFILE</b>		
G4-28	Calendar year 2014	No
G4-29	Sep-14	No
G4-30	Annual	No
G4-31	Contacts (2014 Sustainability Report, page 27)	No
G4-32	This content index demonstrates that our reporting is undertaken in accordance (core) with GRI guidelines.	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
<b>GOVERNANCE</b>		
G4-34	Our sustainability strategy (2014 Sustainability Report, page 6); Sustainability governance (2014 Sustainability Report, pages 7-8)	No
<b>ETHICS AND INTEGRITY</b>		
G4-56	Client service excellence (2014 Sustainability Report, page 10); Client service excellence (jll.com/sustainability); Code of Business Ethics; Transparency Report; 2014 Ethics Everywhere Annual Report	No

## SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
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### CATEGORY: ECONOMIC

#### MATERIAL ASPECT: ECONOMIC PERFORMANCE

G4-DMA	Strategy 2020: Our Future Orientation (2014 Form 10-K, pages 11-12); Global Strategic Priorities (2014 Form 10-K, pages 8-11); Introduction from the CEO (2014 Sustainability Report, page 3); Who we are (2014 Sustainability Report, page 4); In conversation with our CEO (2012 Sustainability Report, pages 4-5)				No
G4-EC1	Financial Performance (Notice of the 2015 Annual Meeting of Shareholders and Proxy Statement, page S-2 and S-3); Item 6. Selected Financial Data (Unaudited) (Form 10-K, pages 71-73); Item 8. Financial Statements and Supplementary Data (Form 10-K, pages 101-144); Our contribution to the community and supply chain influence (2014 Sustainability Report, page 15-18); 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 (2015 Carbon Disclosure Project response, pages 25-75); Infrastructure Disruptions and Environmental Liabilities and Regulations (2014 Form 10-K pages 40-41 and 49-50 respectively)				No

### CATEGORY: ENVIRONMENTAL

#### MATERIAL ASPECT: ENERGY

G4-DMA	Energy and resources (2014 Sustainability Report, pages 19-22); Green buildings (2014 Sustainability Report, pages 23-26); Energy and resources (jll.com/sustainability); JLL's Environmental Management System (Downloads and links, jll.com/sustainability)				No
G4-EN3	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	Detailed data notes and Data summary (Downloads and links, jll.com/sustainability)				No
G4-EN5	Energy and resources (2014 Sustainability Report, page 22); Detailed data notes and Data summary (Downloads and links, jll.com/sustainability)				No
G4-EN6	Detailed data notes and Data summary (Downloads and links, jll.com/sustainability/); 2015 Carbon Disclosure Project response (pages 88-89, 95-96)				No

**MATERIAL ASPECT: EMISSIONS**

G4-DMA	Energy and resources (2014 Sustainability Report, pages 19-22); Green buildings (2014 Sustainability Report, pages 23-26); Energy and resources (jll.com/sustainability)				No
G4-EN15	Energy and resources (2014 Sustainability Report, page 22); Data Summary (Downloads and links, jll.com/sustainability), 2015 Carbon Disclosure Project response (pages 78-83)	Biogenic emissions	The Standard Disclosure or part of the Standard Disclosure is not applicable	JLL does not produce biogenic emissions.	No
G4-EN16	Energy and resources (2014 Sustainability Report, page 22); Detailed data notes and Data summary (Downloads and links, jll.com/sustainability); 2015 Carbon Disclosure Project response (pages 84-85)				No
G4-EN17	Energy and resources (2014 Sustainability Report, page 22); Detailed data notes and Data summary (Downloads and links, jll.com/sustainability); 2015 Carbon Disclosure Project response (pages 92-95)	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: Energy and resources (2014 Sustainability Report, page 22) or please refer to our Detailed data notes as well as Data summary (jll.com/sustainability/)				No
G4-EN19	Targets and Initiatives (2015 Carbon Disclosure Project response, pages 15-24)				No

**MATERIAL ASPECT: PRODUCTS AND SERVICES**

G4-DMA	Introduction from the CEO (2014 Sustainability Report, page 3); Global Sustainability Commitment; Energy and resources (jll.com/sustainability/)				No
G4-EN27	Energy and resources (2014 Sustainability Report, pages 20-21); Energy and resources (jll.com/sustainability/)				No

**MATERIAL ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT**

G4-DMA	Community & supply chain (2014 Sustainability Report, pages 15-17); Community and supply chain (jll.com/sustainability/)				No
G4-EN32	Community & supply chain (2013 Sustainability Report, pages 15-17); 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 & diversity (2014 Sustainability Report pages 12-14); Workplace, wellbeing and 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
<b>MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY</b>					
G4-DMA	Workplace, well-being & diversity (2014 Sustainability Report page 13); Workplace, wellbeing and 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 (2014 Sustainability Report, page 13); 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
<b>MATERIAL ASPECT: TRAINING AND EDUCATION</b>					
G4-DMA	Workplace, well-being & diversity (2014 Sustainability Report, page 13); Workplace, wellbeing and 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 2014 Experience (2014 Ethics Everywhere Annual Report, page 3); 2014 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
<b>MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY</b>					
G4-DMA	Workplace, well-being & diversity (2014 Sustainability Report, pages 12-14); Workplace, wellbeing and diversity (jll.com/sustainability); Our Responsibility to Employees (Code of Business Ethics, pages 19-23); Introduction (Code of Business Ethics, pages 13-17); UK Equal Opportunities Policy; Summary of 2014 Experience (2014 Ethics Everywhere Annual Report, page 3); 2014 Diversity and Inclusion Annual Report				No
G4-LA12	Workplace, well-being and diversity (2014 Sustainability Report, page 13); 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

<b>SUB-CATEGORY: SOCIETY</b>					
<b>MATERIAL ASPECT: LOCAL COMMUNITIES</b>					
<b>G4-DMA</b>	Workplace, well-being & diversity (2014 Sustainability Report, pages 12-14); Workplace, wellbeing and diversity (jll.com/sustainability); Our Responsibility to Communities (Code of Business Ethics, pages 53-55)				No
<b>G4-SO1</b>	Community and supply chain (jll.com/sustainability)				No
<b>MATERIAL ASPECT: ANTI-CORRUPTION</b>					
<b>G4-DMA</b>	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 (Transparency Report, page 8)				No
<b>G4-SO4</b>	Client service excellence (2014 Sustainability Report, page 10)	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
<b>G4-SO5</b>	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
<b>SUB-CATEGORY: PRODUCT RESPONSIBILITY</b>					
<b>MATERIAL ASPECT: CUSTOMER PRIVACY</b>					
<b>G4-DMA</b>	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); Computer and Information Systems; Management of Data (2014 Form 10-K, pages 47-48); Ability to protect intellectual property; infringement of third-party intellectual property rights (2014 Form 10K, pages 50-51); Burden of complying with multiple and potentially conflicting laws and regulations and dealing with changes in legal and regulatory requirements (2014 Form 10-K, pages 45-46)				No
<b>G4-PR8</b>	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