



**Real estate
accounts for
nearly 40%
of total carbon
emissions*,
so we're doing
something
about it.**



A Message from our Global CEO

Welcome to our 2019 Global Sustainability Report

As this report goes to press, the coronavirus pandemic has spread around the globe; many of our countries have now reopened their offices and others are easing out of lockdown. As always, JLL's first priority remains the health, safety and well-being of our people, our clients and our communities.

In keeping with our values of teamwork, ethics and excellence, our people have been partnering with our clients and communities in many varied ways – from support for numerous local and international charities, involvement in the rapid deployment and maintenance of temporary healthcare facilities, through to participation in global collaborative projects led by the World Economic Forum.

As we emerge from this global crisis, sustainability will become more important than ever as we work to take actions that create positive impact today and in the future. There is a strong and direct correlation between our environmental, social and governance performance and the long-term health and success of our people, our business and our communities. This includes steadfast commitment to equality, diversity and inclusion throughout our operations.

We address all of this by putting into action our sustainability strategy, Building a Better Tomorrow, which delivers transformative changes for the benefit of all. Driven by the rising expectations of employees, clients and communities, tomorrow's most successful organizations will increasingly need to place their wider purpose above short-term financial success and performance targets.

We are continuing to lead our industry and deliver on our stated purpose to shape the future of real estate for a better world. I passionately believe this. With more than 2.5 billion people moving into cities over the next 30 years, we have a responsibility to help ensure the built environment evolves and adapts in a sustainable way. We have the knowledge and we have the influence to help our clients do the right things.

“I am pleased to announce the approval of our target by the Science Based Target initiative as aligned to the 1.5°C ambition of the Paris Climate Agreement. Our plan will cut carbon emissions across our workspaces and operations by almost 70%”



In 2019, having broadly achieved our existing sustainability targets, we set out to frame new multi-year goals, including setting an ambitious science-based targets to reduce our carbon emissions. I am pleased to announce the approval of our target by the Science Based Targets initiative as aligned to the 1.5°C ambition of the Paris Climate Agreement. Our plan will cut carbon emissions across our workspaces and operations by almost 70%, and even more importantly we will partner with our clients to drive down their emissions by providing scalable, replicable solutions that support their sustainability goals.

To further achieve our ambitious sustainability goals, we continue to forge and strengthen partnerships with various external organizations. These range from our support for the United Nations Sustainable Development Goals and the UN Global Compact, to our engagement with Ethisphere® Institute, the World Economic Forum's (WEF) Partnering Against Corruption Initiative and local and global Green Building Councils. We are also pleased to announce that we are a founding partner of Bloomberg Green and I am privileged to be a member of the WEF Alliance of CEO Climate Leaders.

In the last 12 months we made substantial progress in executing JLL's transformational Beyond strategy, our framework for success, focusing on Clients, Brand, Digital, People and Values to deliver long-term sustainable growth. We achieved record financial results over this period. In the coming year we are readying our business to lead the way in real estate's digital age through the creation of JLL Technologies, which brings together our client-facing and internal technology, data and AI capabilities into a single seamless structure that includes our pioneering JLL Spark proptech innovation business. We are also focused on furthering our robust sustainability services and best-in-class client offerings.

The world that emerges from the COVID-19 crisis will unquestionably have changed. While it is too early to assess the full implications for societies and economies, we can already see that some sectors will have been transformed. Through the pandemic, our teams have been helping clients to prepare, respond, re-enter and then reimagine the future, consistent with our commitment to building a better tomorrow.

Whatever the economic climate, our purpose is clear. We will continue in shaping the future of real estate for a better world. We will drive value for all our stakeholders through relentless focus on excellence and positive human experience and will play our full part in securing a sustainable future for our cities and communities.

Thank you for your continued interest in JLL.

* The built environment is estimated to account for approximately 36% of global final energy consumption and nearly 40% of total direct and indirect CO2 emissions. Source: International Energy Agency, Energy Efficiency: Buildings. <https://www.iea.org/topics/energyefficiency/buildings/>

Addressing the challenge of climate change

Climate change is the defining issue of our time. From irregular weather patterns that threaten global food stability, to rising sea levels that endanger the world's largest coastal communities, the impacts of climate change are imminent and irreversible without drastic and immediate action on a global scale.

The built environment is estimated to account for approximately 36% of global final energy consumption and nearly 40% of total direct and indirect CO₂ emissions, meaning JLL can have a significant impact through the work we do with our clients and people and in our workplaces and communities. We recognize that the systemic nature of global warming requires that change be introduced across all levels of our organization, which is why we have chosen to set an aggressive science-based target for carbon reduction.

“With their new science-based target, JLL continues to set the standard for leadership in the real estate sector. The company has been a long-time advocate for meaningful climate and clean energy policy, and Ceres is proud to collaborate with JLL and other members of the Ceres BICEP and Company Networks on accelerating the U.S. transition to a net-zero emissions economy.”

Mindy Lubber,
Ceres CEO and President

JLL's science-based target

In 2020 the Science Based Targets initiative formally approved our ambitious plan to reduce our absolute Scopes 1 and 2 GHG emissions 68% by 2034 from a 2018 base year. The target covers emissions from our more than 400 offices in over 40 countries and our engineering fleet, including company cars. Additionally, we have committed to reducing our Scope 3 GHG emissions from the space we manage on behalf of our clients by 53% per square foot by 2034 from a 2018 base year.

We have chosen to align our science-based target with the 1.5°C trajectory set by the IPCC and Paris Climate Agreement, the most stringent recommended reduction pathway. At the time of writing, JLL is one of just ninety-nine companies from all industries and one of only eight real estate companies that have validated targets aligned to 1.5°C, globally. We believe setting an ambitious science-based target is the right thing to do and during this time of global pandemic provides us the foundation to build back better.



In conversation with our senior leaders

We asked three of our senior leaders with responsibility for JLL's sustainability strategy to share their sustainability ambitions for JLL. [Read more in Dialogue.](#)

Mary Bilbrey
Global Chief Human Resources Officer

“The pandemic has underscored the responsibility we have to guide the mental, physical and financial health of our employees. We hope to help our employees build resilience, bring their authentic selves to work and support them in reducing stigmas associated with mental health, ultimately creating an even better place to work.”

Neil Murray
Global CEO, Corporate Solutions

I'm increasingly excited about the opportunities JLL has to make a significant impact through creating inclusive workplaces, shaping a cleaner planet and helping build healthier futures.

Richard Batten
Global Chief Sustainability Officer

“My biggest ambition is to ensure that we learn from the Covid-19 crisis. We must not try to recreate where we were at the beginning of the year. We need to be bold to reimagine where we want to be – To shape the future of real estate for a better world.”

Our sustainability strategy

Sustainability is important to JLL because it facilitates our ability to deliver long-term value to our shareholders, create productive, healthy spaces for our clients and employees and energize our communities.

Through Beyond, our strategic vision, and Building a Better Tomorrow, our sustainability program, we strive to increase our positive contributions to the environment and society and minimize the negative effects of our business activities. We accomplish this by developing an understanding of how our operations, across the entire value chain, impact people and the planet. We are continuously working to integrate this thinking into our business strategies. Measuring the link between our business model, our specific programs and initiatives and the subsequent value created is challenging. But we believe this is the future of business and its role in society.

How do we achieve our ambitions?

We partner with our stakeholders to drive disruptive, impactful and sustainable change. We do this by embedding sustainability into everything we do through the four pillars of Building a Better Tomorrow – Clients, People, Workplaces and Communities - which are supported by our commitment to JLL’s values of teamwork, ethics and excellence.

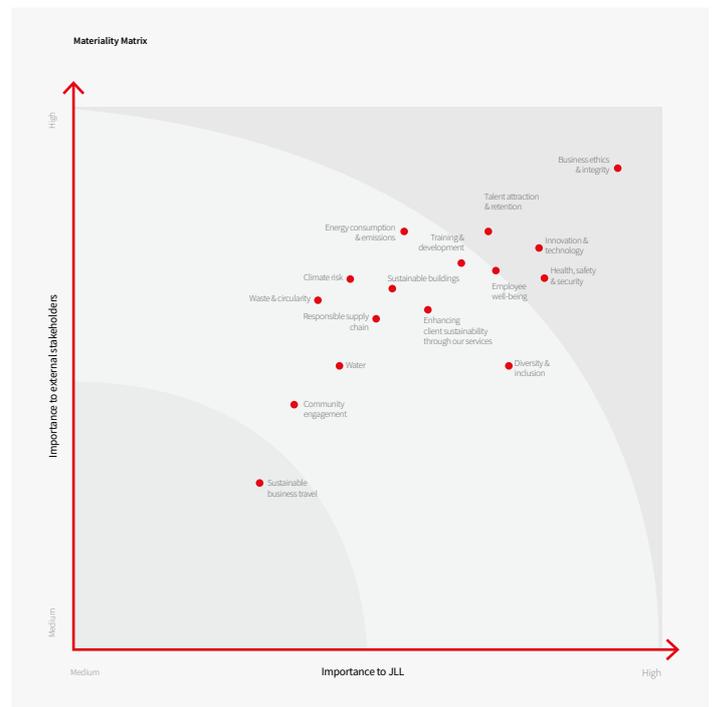
“JLL are a valued member of WorldGBC’s Corporate Advisory Board, and we appreciate their spirit of collaboration and contribution to advancing healthy and sustainable buildings across the world. By setting commitments for their own assets and carbon footprint, they are helping demonstrate the role leading organizations can take to stimulate solutions at scale and achieve our decarbonization vision.”

Cristina Gamboa,
CEO, World Green Building Council

Our material issues and approach

JLL has undertaken materiality reviews in 2010, 2015, 2017 and 2019. We have identified sixteen issues that are material to the business and our stakeholders. Last year, we refreshed our material issues to develop and evolve our sustainability strategy, prioritize action in high risk or high impact areas and help us allocate resources within the business accordingly.

The 2019 review places an increased importance placed on health, safety and security, responsible supply chain, energy and resource use, enhancing client sustainability through our services, climate risk and waste and circularity, as illustrated.



Our sustainability targets

JLL is on target or has achieved our existing sustainability targets (expiring 31 December 2020). [Read more.](#)

In 2019, we set out to frame new multi-year goals (including our science-based target). [Read more.](#)

JLL and the UN Sustainable Development Goals

The UN Sustainable Development Goals are the blueprint to achieve a better, fair and more sustainable future for all. Guided by the goals, it is now up to all of us - businesses, governments, civil society and citizens - to work together for a better world.

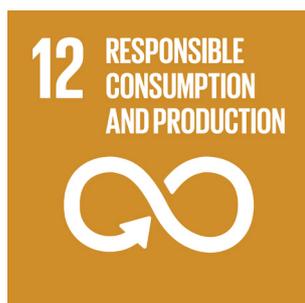
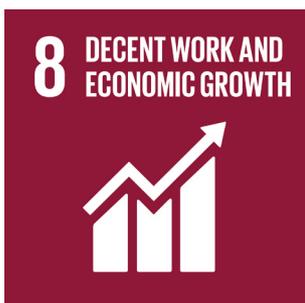
In 2017, JLL carried out a comprehensive exercise to identify the SDGs that are most material along each stage of our value chain (see below), and subsequently prioritize actions and interventions where we have the greatest potential to make a positive contribution, as well as mitigating any negative impacts.

Task Force on Climate-related Financial Disclosures (TCFD)

In 2019, JLL and LaSalle, along with over 1,000 other companies around the world, publicly signed a statement of support for the TCFD Recommendations. We are using these recommendations to further assess our climate-related risks and opportunities. They enable us to better prepare for a low-carbon economy and the impacts of climate change and enhance our ability to seize opportunities related to a shift to a lower-carbon economy. The TCFD recommendations also help us provide greater transparency for the investor community.

JLL's first TCFD report (within our full 2019 Global Sustainability Report) details JLL key climate-related risks and opportunities, and our Climate scenario selections (based on the Intergovernmental Panel on Climate Change's Representative Concentration Pathways and the Shared Socioeconomic Pathways). [Read more.](#)

SUSTAINABLE DEVELOPMENT GOALS



“The World Economic Forum brings together leaders across society to address the world’s most pressing challenges. As a Strategic Partner company, JLL has provided direction and thought leadership on the future of real estate, helping to shape healthier and more sustainable cities and communities around the world.”

Katherine Davisson,

Head of the Platform for Shaping the Future of Cities, Infrastructure and Urban Services, World Economic Forum

Generating lasting value for our Clients

We manage five billion square feet of space globally on behalf of our clients, approximately 1100 times the area that we ourselves occupy. Partnering with our clients to drive our science-based target program forward is the most significant contribution JLL can make toward helping tackle global sustainability challenges. [Read more.](#)

Achieving ambitions for Canada Post

To further support CPC's sustainability improvement efforts, JLL established an energy reduction program, which was successfully piloted in Ontario. Through the scale-up and rollout of the program across its portfolio, circa. \$3 million in energy performance incentives and over \$10 million in savings have been achieved to date. Portfolio-wide electricity has dropped by more than 50 million kWh, representing a 17.5% reduction nationwide in 2019. The program has also resulted in higher employee retention, lower turnover and reduced absenteeism.

Intuit Offsite Renewable Energy Procurement

Thanks to a contracted wind project delivered by JLL, Intuit is powering its new HQ from 100 percent renewable energy and met its carbon savings four years early. It's also enabled Intuit to maintain a leadership position in the technology marketplace, attract top talent and demonstrate its commitment to sustainability.

Transforming our Workplaces

We recognize that the systemic nature of global warming requires that change be introduced across all levels of our organization, which is why our sustainability program supports the overall aims of Beyond, strengthens our focus on health and safety and our broader efforts to be a more sustainable organization. [Read more.](#)

JLL UK commits to Net Zero Carbon

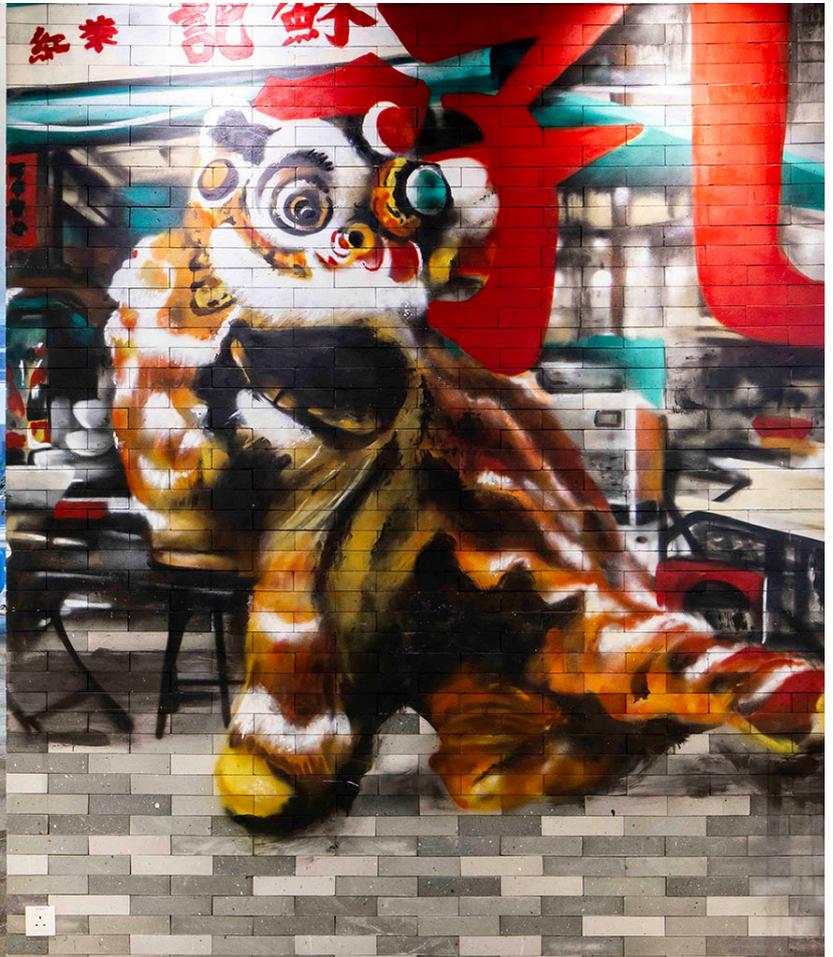
JLL UK took a major step towards change in the built environment industry by committing to the [World Green Building Council's \(WGBC\) Net Zero Carbon Buildings commitment](#). As part of the commitment, we will achieve zero carbon for our own UK workplaces by 2030 and use our influence to spearhead the wider adoption of net zero carbon buildings, driving the pace of change across the real estate industry.

One Taikoo Place, Hong Kong

In line with our Workplaces target to achieve sustainability certifications for our offices larger than 10,000 square feet, One Taikoo Place has been awarded LEED Platinum certification - the highest score in the city and the second-highest score globally – and also awarded WELL pre-certified. Thanks to an integrated approach to sustainable site and neighborhood selection, water savings, materials selection, indoor air quality and innovation in design, the new HQ demonstrates JLL's commitment and ambition in sustainability leadership.



JLL Hong Kong achieves LEED Platinum certification



Engaging our People

Providing strong opportunities to help people grow in their jobs, progress their careers and develop market-relevant skills is critical to sustainable business growth and long-term organizational health. At JLL, we are committed to developing our people for the long-term. [Read more.](#)

Winning with WiAM

Marina Krishnan, Division President, Corporate Solutions Asia Pacific (APAC), has carved a unique leadership path at JLL – and she is passionate about helping her female colleagues do the same. As the executive sponsor of JLL's Women in Account Management (WiAM) group, the goal is to build a network for women in JLL who are looking to build and develop careers in account management. Offered first to employees within APAC, Chapters are successfully established in Australia, China, Hong Kong, India, Japan and South East Asia, with over 100 registered participants and 34 mentoring relationships in place.

Refugee Employment Partnership with JLL

REP is a New York City-based non-profit that helps legally documented refugees and asylees find dignified work. Thanks to Gallit Schuller, JLL's Senior Legal Counsel, we are partnering with REP to create job opportunities. By the end of 2019, JLL hired four people who were well-qualified to work on a JLL account as Concierges.

Supporting our Communities

Creating shared value by forging global and local charitable partnerships, and by giving our people time to contribute personally to the causes that mean the most to them are fundamental to our Communities strategy. [Read more.](#)

JLL Portugal empowers women and girls in Mozambique

When cyclone Idai hit Mozambique in 2019, the Beira region was hardest hit. JLL Portugal responded by offering an internship to Ana Chaves, a young Mozambique resident with a professional ambition to develop a project with the local population, to help them build better and more resilient houses.

JLL Portugal has also developed a partnership with Girl Move Academy to back their efforts in Mozambique to support female leaders and agents of positive change, gifting one-year scholarships to 312 children, to date.

JLL Australia transforms community centers in Sydney

In 2019, more than 1000 JLL employees across Australia actively participated in fundraising activities, completing fifty individual community improvement projects throughout the country. As part of this effort and to raise awareness of the [International Day for the Elimination of Violence against Women](#), JLL partnered with the Women's and Girls' Emergency Centre to help transform one of their community centers in Sydney.



Girl Academy, Mozambique

2019 Global Sustainability Summary

Talk to us about Sustainability

We can support you with expert advice that reflects your business needs and priorities.

Richard Batten

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Download the full JLL 2019 Global Sustainability Report on JLL websites [jll.com/sustainability](https://www.jll.com/sustainability)



About JLL

JLL (NYSE: JLL) is a leading professional services firm that specializes in real estate and investment management. JLL shapes the future of real estate for a better world by using the most advanced technology to create rewarding opportunities, amazing spaces and sustainable real estate solutions for our clients, our people and our communities. JLL is a Fortune 500 company with annual revenue of \$18.0 billion, operations in over 80 countries and a global workforce of more than 93,000 as of December 31, 2019. JLL is the brand name, and a registered trademark, of Jones Lang LaSalle Incorporated.

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