



*Building a Better Tomorrow*

## 2018 UK Progress Report

# *Building a Better Tomorrow*

Our sustainability  
leadership ambition



# Contents

---

<b>Introduction</b>	<b>3</b>
Building a Better Tomorrow	4
Reporting entities for JLL in the UK	5
<b>Clients</b>	<b>6</b>
Clients – 2020 targets and progress	7
<b>People</b>	<b>10</b>
People – 2020 targets and progress	11
<b>Workplaces</b>	<b>20</b>
Workplaces – 2020 targets and progress	21
<b>Communities</b>	<b>25</b>
Communities – 2020 targets and progress	26





# Introduction



## Building a Better Tomorrow

---

This report summarises the progress we have made against our 2020 targets, which were set in 2017, and includes our performance data and other disclosures. This report should be read alongside our Building a Better Tomorrow UK Highlights 2018 report and the JLL Global Sustainability Report 2018, due for release in Q2 2018. JLL's 2019 Gender Pay Gap report can be found [here](#).

**Our vision is to make JLL a world-leading, sustainable professional services firm by creating spaces, buildings, and cities where everyone can thrive**



### Clients

We seek to transform the UK property sector by integrating sustainability in to all our advice and by supporting our clients with leading sustainability and energy expertise.



### People

We seek to create a work culture that values diversity, recognises and rewards talent, develops skills for tomorrow's challenges and fosters good health, safety and well-being.



### Workplaces

Through exemplar workplace design and operation, we support staff wellbeing and play a leading role in the UK's transition to a low carbon, circular economy.



### Communities

We work in partnership to address the social issues where we can have the most impact. We are committed to leveraging our skills and experience, and to challenging ourselves and the way we do business.



## Reporting entities for JLL in the UK

---

JLL is a professional services and investment management firm specialising in real estate. We offer integrated services delivered by expert teams worldwide to clients seeking increased value by owning, occupying, developing, or investing in real estate. With global 2018 fee revenue of more than \$16.3 billion, our 90,000 colleagues serve clients in over 80 countries from nearly 300 corporate offices. Jones Lang LaSalle Incorporated (which we refer to as "JLL") was incorporated in 1997. Our common stock is listed on The New York Stock Exchange under the symbol "JLL".

In the UK, we have five major trading entities:

1. **Jones Lang LaSalle Limited** is the trading name for the majority of our company operations in the UK, hereafter referred to as JLL UK Ltd or JLL UK. Registered company number is 01188567. As at 31<sup>st</sup> December 2018 staff numbers were 3,148. Of this, 2,611 staff are employed by JLL UK Investor and Occupier Services
2. **Jones Lang LaSalle Resources Limited** is the trading name for our business which manages the resource requirements for clients' investment properties, hereafter referred to as JLL Resources. Registered company number is 01231849. As at 31<sup>st</sup> December 2018 staff numbers were 568
3. **Jones Lang LaSalle Services Limited**, hereafter referred to as JLL Services, which is the trading name for our Integrated Facilities Management business in the UK. Registered company number is 04877382. As at 31<sup>st</sup> December 2018 staff numbers were 843
4. **LaSalle Investment Management**, hereafter referred to as LaSalle, one of the world's leading investment managers. Registered company number is 02597050. As at 31<sup>st</sup> December 2018 staff numbers were 176. Information on LaSalle's sustainability approach can be found [here](#)
5. **Integral UK Limited**, hereafter referred to as Integral, the leading provider of mechanical, electrical and fabric maintenance services in the UK. Registered company number is 05307588. As at 31<sup>st</sup> December 2018 staff numbers were 3,655. Integral was acquired by JLL in 2016.

The JLL UK Highlights 2018 and the JLL UK Progress Report 2018 covers JLL UK Ltd, unless stated otherwise.

Clients





## Clients – 2020 targets and progress



We seek to transform the UK property sector by integrating sustainability in to all our advice and by supporting our clients with leading sustainability and energy expertise.

### Key to our progress:

- ● ● **Ahead** of where we need to be to achieve our 2020 target
- ● ● **On track** to achieve our 2020 target
- ● ● **Behind** where we would like to be to achieve our 2020 target



Area of focus	2020 target	Progress	Commentary
Digital	Embed sustainability requirements within top 3 new digital projects	● ● ●	Embedded sustainability requirements into 3 new digital projects: Online markets tool, tenant representation app, and our client relationship management tool.
Market Transformation	Support the transition to a circular economy through our services, workplaces and public affairs activities	● ● ●	As members of their Circular Office Initiative, we provided two secondees to Business in the Community to support publication of their Circular Office Guide. We have also integrated circular economy principles into the sustainability strategy for our new London office, planned for 2022.
Procurement	Align with the 'Flexible Framework' sustainable procurement standard Level 3 across all client and corporate spend	● ● ●	On track to achieve Level 3 of the Flexible Framework. We trained over 100 Supply Chain Management and Procurement staff on sustainable procurement in 2018 and carried out a review of the sustainability risks and opportunities in our supply chain.
Energy & Sustainability Services	Work with our clients to deliver at least 5 sustainable strategies or projects that transform real estate, infrastructure and cities	● ● ●	Delivered 3 transformational projects with our clients: 1) We advised Energy Systems Catapult in the design of a planning framework to decarbonise the energy infrastructure in a cost-efficient way. 2) We advised Hammerson and Majid Al Futtaim to adopt net positive sustainability strategies. 3) We advised Landsec and The Crown Estate to understand the total impact created by development of Westgate shopping centre.

Area of focus	2020 target	Progress	Commentary
Embedded Sustainability in Core Real Estate Services	Ensure 50% of UK business lines (by revenue) are in third stage of JLL Sustainability Journey Model©, 'Realise Commercial Benefits'	● ● ●	15% of our UK business lines (by revenue) are in the 'Realise Commercial Benefits' stage of our Sustainability Journey Model©. Action plans were developed in 2018 with all business lines to identify sustainability initiatives which will generate commercial value for the business over coming years.
Client Engagement	Engage with our top 40 clients to ensure all our teams are actively helping them improve their sustainability performance	● ● ●	Over two years, engaged (either directly or via client account review process) with 35% of our top 40 clients to understand their sustainability approaches and JLL's sustainability performance. The feedback received was communicated to our Client Account teams.



## Clients – 2020 key metrics

In addition to our 2020 targets, we also assess the performance and impact of our client activities against a set of key metrics. The table below shows our 2018 performance.

Client metrics	2018	Commentary
Number of clients engaged on sustainability	90	Through our advice and client activities we seek to influence the performance of UK real estate sector. In 2018, we worked with 90 different clients to provide specialist energy and sustainability advice.
Energy cost saved through energy advice	Over £2,840,000	Our energy management advice helped reduce energy consumption by over 25.8 million kWh, savings over £2,840,000 in energy costs for our clients in 802 buildings.
Renewable capacity advised on	1 GW	Our renewable planning team advised on 1 GW of renewable capacity, which once built has the potential to avert over 680,000 tonnes of CO <sub>2</sub> .
Sustainability awards and recognition	54	<ul style="list-style-type: none"> <li>■ 33 UK Green Apple Environmental Awards, 1 World Green Apple Award, 15 Clean City Awards for buildings that we manage for clients</li> <li>■ 1 Wellbeing Award won by Noah's Ark Children's Hospice, which our Project and Design Services advised on</li> <li>■ 1 EG Award for 'Outstanding Contribution to Property' by Ollie Saunders, Lead Director – Alternatives, and the JLL LGBT network</li> <li>■ Ollie Saunders, Lead Director – Alternatives, listed in the top 50 of the Outstanding LGBT+ role models list, presented by the Financial Times</li> <li>■ Sasha Covington, Director – Valuations, Shortlisted for Forward Ladies Diversity and Inclusion Champion of the Year Award 2018</li> <li>■ Neil Prime, Head of Central London Markets and UK Office Agency, and JLL shortlisted at the Investing in Ethnicity Awards 2018.</li> </ul>
Total Visits – Transforming Real Estate campaign	Over 19,000	In 2018, we concluded our 'Transforming Real Estate' campaign to showcase our 20 years' experience in sustainability and encourage businesses to think about ways to transform the real estate sector. The Transform microsite has received over 19,000 visits since launch in 2017.
UK business revenue supported by sustainability	Over 23%	In 2018, over 23% of JLL UK revenue was supported by our sustainability capabilities. This includes revenue generated from our specialist sustainability advice and other revenue where embedded sustainability advice was considered an essential part of the contract or delivery of all advice.

People





# People – 2020 targets and progress









We seek to create a work culture that values diversity, recognises and rewards talent, develops skills for tomorrow's challenges and fosters good health, safety and well-being.

*Key to our progress:*



- ● ● **Ahead** of where we need to be to achieve our 2020 target
- ● ● **On track** to achieve our 2020 target
- ● ● **Behind** where we would like to be to achieve our 2020 target



Area of focus	2020 target	Progress	Commentary
Access to the Profession	Widen access to the real estate profession through our apprenticeship programme	● ● ●	40 apprentices employed across JLL UK. We are also participating in research commissioned by the JLL UK Foundation into social mobility in the property and real estate sector in the UK, to inform further ways to widen access.
Career and Development	Provide a framework to enable our staff to achieve their ambitions through our career and development activities	● ● ●	Global Career Framework successfully launched in 2018, integrating our promotion processes and career development opportunities into an overarching Talent Strategy.
Rewards and Recognition	Achieve Living Wage 2020 milestones set through our certification	● ● ●	Achieved Living Wage accreditation in 2018 and met our agreed milestones to increase salaries of both JLL and supplier employees.
Lifestyle and Wellbeing	Be recognised for delivering meaningful lifestyle and wellbeing opportunities for our staff	● ● ●	Hosted a Wellbeing Day in 2018 with over 750 participants and held employee events during Mental Health Awareness Week. Piloted mental health first aider training, to be rolled out further in 2019.

Area of focus	2020 target	Progress	Commentary
Sustainable Behaviours	Integrate sustainability training and volunteering fully into our career and development pathways		Reworked sustainability e-learning course and incorporated into new joiner curriculum. Delivered over 3,700 hours of technical sustainability training to employees across the business. Limited progress made on integrating sustainability training and volunteering into career framework. New global career framework now in place and this will be reignited in 2019. Specific volunteering activity undertaken by the Shadow Board, as part of career development.
Sustainable Behaviours	Ensure all members of the UK Executive have done sustainability leadership training and all UK Directors to have done Unconscious Bias awareness raising		26 senior members of the business undertook training with the Cambridge Institute of Sustainable Leadership in 2018 and training for the UK Executive is planned for 2019. Unconscious bias training to be launched in 2019 for all staff.
Inclusive recruitment	Ensure all our recruitment processes are inclusive		Implemented a series of measures to ensure our recruitment processes are inclusive, including: Targeted job advertising for experienced hires on Working Mums, myGwork and Stonewall job boards; utilising the Rare Recruitment tool and re-wording job adverts to eliminate gender biased language.
Gender	Improve the gender balance at every grade		First JLL UK gender pay gap report released in 2018 with action plan in place to reduce gap. JLL global target in place to increase in the number of women in management and leadership levels; the UK-specific target is in development.
Social Mobility	Improve our position on the Social Mobility Index from a 2017 baseline position of 66 (out of 98)		Improved our position from 66th to 30th in 2018 and feedback under review to drive further improvements.
Parents and Carers	Support parents and carers in their roles at home and at work		Transitions coaching and training continues for new parents. A review of our flexible working arrangements is in progress. We saw a doubling in the take-up of shared parental leave in 2018.



Area of focus	2020 target	Progress	Commentary
Ethnicity	Ensure 10% of staff are BAME with improved balance at director grades		7% of staff are BAME. The pipeline within our emerging talent programmes remains strong with over 25% BAME graduate hires. The percentage of BAME directors remains static but is in line with other corporate businesses.
Disability	Achieve Bronze status on the Business Disability Forum (BDF) standard	N/A	After a detailed review of the BDF standard we have decided not to target the bronze status, given the requirements on our global business operations. We will continue to implement those aspects of the standard at a local level which we are able to over the next 2 years and will revisited this in our next phase of target setting, in 2020.
Sexual Orientation	Achieve Top 100 Employer in Stonewall's Workplace Equality Index		Ranked 152 in 2018 (dropping from 136) but our 2019 ranking (released in January 2019) is much improved. The project team have undertaken a thorough gap analysis against Stonewall Index and an action plan is in place. Appointment of LGBT Exec Level sponsor.

# People – Key metrics

In addition to our 2020 targets, we also assess the performance and impact of our client activities against a set of key metrics. The table below shows our 2018 performance.

## Gender

The following data covers all employees that are part of JLL UK Investor and Occupier Services

	2018			2017			2016			2015			2014		
	% Female	% Male	Total	% Female	% Male	Total	% Female	% Male	Total	% Female	% Male	Total	% Female	% Male	Total
UK Board	27	73	11	20	80	10	12.5	87.5	8	10	90	10	10	90	10
UK Executive	23	77	31	25	75	28	31	69	26	21	79	28	28	72	29

Gender by Grades		2018		2017		2016		2015		2014	
		% Female	% Male	% Female	% Male	% Female	% Male	% Female	% Male	% Female	% Male
10&20	Senior Director (International and Regional)	9	91	11	89	10	90	9	91	10	90
30	National Director	17	83	14	86	14	86	14	86	14	86
35	Local Director	33	67	33	67	29	71	27	73	26	74
40	Associate Director	39	61	42	58	40	60	38	62	39	61
50	Senior Surveyor/ Senior Professional	51	49	51	49	48	52	43	57	49	51
60	Surveyor/ Professional	54	46	54	46	56	44	58	42	59	41

Gender by Grades		2018		2017		2016		2015		2014	
		% Female	% Male	% Female	% Male	% Female	% Male	% Female	% Male	% Female	% Male
70&75	Junior Professional (including graduate)	43	57	48	52	45	55	47	53	50	50
80	Surveying Executive/ Administrator	71	29	67	33	70	30	70	30	67	33
84-87	EA/PA/Office Manager/Team Secretary	99	1	99	1	100	0	100	0	100	0

## AGE

Employee Age Groups	2018	2017	2016	2015	2014
	%	%	%	%	%
Under 25	10	7	10	10	10
Age 25-34	40	41	41	41	40
Age 35-44	27	28	26	27	27
Age 45-54	16	16	16	16	16
Age 55-64	6	6	6	5	6
Age 65 and over	1	1	1	1	1



# People – Diversity statistics

The following data is sourced from our annual confidential diversity and inclusion questionnaire. The completion rate was 65%. Where there are no figures in the table this is because data was not gathered against this metric.

	2018		2017		2016		2015	
	%	Total	%	Total	%	Total	%	Total
<b>Ethnicity</b>								
White and White other	82	1182	91	1025	90	1156	91	1051
BAME	7	105	7	80	7	94	7	76
Prefer not to say	10	149	2	17	1	12	1	10
<b>Disability</b>								
Yes	7	93	4	45	1	16	1	12
No	93	1553	92	1034	98	1254	98	1129
Prefer not to say	2	29	4	44	1	19	1	12
<b>Sexual Orientation</b>								
Heterosexual	92	1540	93	1039	94	1206	94	1087
LGBT	4	64	3	38	3	40	3	33
Prefer to self-disclose	0	3	-	-	-	-	-	-
Prefer not to say	4	69	4	46	3	43	3	38
<b>Primary carer for a child under 18</b>								
Yes	18	293	20	223	24	311	25	291
No	79	1327	77	871	75	960	74	852
Prefer not to say	3	55	3	29	1	18	1	15

	2018		2017		2016		2015	
	%	Total	%	Total	%	Total	%	Total
<b>Primary carer for an adult over 18</b>								
Yes	3	50	2	24	10	123	10	113
No	94	1580	96	1080	87.5	1129	87.5	1015
Prefer not to say	3	46	2	19	2.5	37	2.5	30
<b>What type of school did you attend for the majority of your time between 11 – 16 years of age?</b>								
Attended school outside the UK	10	173	-	-	-	-	-	-
UK Independent/Fee paying school	24	395	-	-	-	-	-	-
UK State school – Non-selective	49	822	-	-	-	-	-	-
UK State school – Selective	14	239	-	-	-	-	-	-
Prefer not to say	3	46	-	-	-	-	-	-
<b>If you went to University (to study a BA, BSc course or higher), were you part of the first generation of your family to do so?</b>								
Yes	39	653	-	-	-	-	-	-
No	38	633	-	-	-	-	-	-
Did not attend university	20	344	-	-	-	-	-	-
Prefer not to say	3	44	-	-	-	-	-	-
<b>Please tell us about the occupation of your main household earner when you were 14 years of age?</b>								
Traditional professional occupations such as: Accountant, solicitor, medical practitioner, scientist, civil/mechanical engineer	22	369	-	-	-	-	-	-

	2018		2017		2016		2015	
	%	Total	%	Total	%	Total	%	Total
Senior managers or administrators	21	346	-	-	-	-	-	-
Modern professional occupations: Such as: Teacher, nurse, physiotherapist, social worker, musician, police officer	16	264	-	-	-	-	-	-
Technical and craft occupations such as: Motor mechanic, plumber, printer, electrician, gardener, train driver	13	213	-	-	-	-	-	-
Semi-routine manual and service occupations such as: Postal worker, machine operative, security guard, caretaker, farm worker, catering assistant, sales assistant	6	105	-	-	-	-	-	-
Middle or junior managers such as: Office manager, retail manager, bank manager, restaurant manager, warehouse manager	6	96	-	-	-	-	-	-
Prefer not to say	6	94	-	-	-	-	-	-
Routine manual and service occupations such as: HGV driver, cleaner, porter, packer, labourer, waiter/waitress, bar staff	4	67	-	-	-	-	-	-
Clerical and intermediate occupations such as: Secretary, personal assistant, clerical worker, call centre agent, nursery nurse	3	48	-	-	-	-	-	-
I do not know	2	33	-	-	-	-	-	-
This question does not apply to me	1	23	-	-	-	-	-	-
Never worked or long-term unemployed	1	15	-	-	-	-	-	-



Ethnicity by Director Grade		2018			2017			2016			2015		
		White and White Other %	BAME %	Prefer Not to Say %	White and White Other %	BAME %	Prefer Not to Say %	White and White Other %	BAME %	Prefer Not to Say %	White and White Other %	BAME %	Prefer Not to Say %
10 & 20	Senior Director (International and Regional)	79	1	20	94	2	4	94	3	3	95	2	3
30	National Director	88	1	11	99	0	1	99	0	1	99	0	1

Workplaces





# Workplaces – 2020 targets and progress



Workplaces

Through exemplar workplace design and operation, we support staff wellbeing and play a leading role in the UK's transition to a low carbon, circular economy.

Key to our progress:

- ● ● **Ahead** of where we need to be to achieve our 2020 target
- ● ● **On track** to achieve our 2020 target
- ● ● **Behind** where we would like to be to achieve our 2020 target



Area of focus	2020 target	Progress	Commentary
Travel	Achieve 10% reduction in carbon emissions (per FTE) from travel (against a 2016 baseline)	● ● ●	Carbon emissions increased by 4% per FTE. We are continuing to invest in smarter ways of working to reduce our reliance on business travel and are developing an electric vehicle strategy for our fleet.
Energy and Carbon	Achieve 35% absolute reduction in energy consumption (against a 2012 baseline) across the JLL UK corporate estate	● ● ●	Achieved a 30% reduction in energy consumption, due to our new energy efficient office in Bristol and continued energy reduction activities in fit-outs and operations across the estate.
Energy and Carbon	Achieve 100% renewables across JLL UK corporate and residential estate	● ● ●	Achieved 90% renewable electricity across our estate, with 60% sourced from one solar farm in Suffolk.
Waste	Achieve zero waste to landfill in JLL UK corporate offices by 2020, with at least 70% of all waste recycled	● ● ●	Achieved 99% diversion rate from landfill for our office and IT waste, with over 75% of all waste recycled.
Workplace Fit Out	RICS SKA Gold rating for all fit-outs in corporate and residential offices	● ● ●	All fit out projects in 2018 have achieved SKA Gold.
Workplace Wellbeing	a) All major new offices – WELL certification; b) All offices – Integration of [i] WELL operational requirements and [ii] D&I criteria	● ● ●	No new major office projects in 2018. We are incorporating WELL requirements at our new Manchester office, due for occupation in late 2019. We developed Sustainable Workplace Principles which include diversity and inclusion criteria for our occupied estate.



# Workplace – Key metrics

In addition to our 2020 targets, we also assess the performance and impact of our workplace activities against a set of key metrics. The table below shows our 2018 performance.

Workplaces	2018	2017	2016	2015	2014	2013	2012
Building carbon <sup>1</sup>							
Building-related energy intensity (MWh/corporate office employee)	1.60	1.61	1.69	1.77	1.98	2.48	2.81
Total emissions intensity (metric tons CO <sub>2</sub> e /corporate office employee)	2.92	3.08	2.81	2.26	2.30	0.97	1.11
Total building energy (MWh)	4,427	4,395	4,698	4,737	5,184	6,080	6,293
Total building carbon (metric tons CO <sub>2</sub> e)	1,190	1,439	1,604	1,780	2,083	2,200	2,331
Total building carbon intensity (metric tons CO <sub>2</sub> e/corporate office employee)	0.43	0.53	0.58	0.66	0.79	0.90	1.04
Business travel emissions intensity (metric tons CO <sub>2</sub> e/corporate office employee)	1.55	1.57	1.49	—	—	—	—
Scopes							
Scope 1: Natural gas (metric tons CO <sub>2</sub> e)	118	117	138	156	170	207	279
Scope 1: Company-owned vehicles (metric tons CO <sub>2</sub> e)	704	806	889	224	237	—	—
Scope 2: Electricity (metric tons CO <sub>2</sub> e; location based)	1,072	1,322	1,466	1,624	1,913	1,993	2,052
Scope 2: Electricity (metric tons CO <sub>2</sub> e; market based)	132	—	—	—	—	—	—
Scope 3: Business travel (metric tons CO <sub>2</sub> e)	6,157	5,750	5,181	3,909	3,557	—	—
Scope 3: Building emissions (metric tons CO <sub>2</sub> e)	91	124	133	134	167	170	162
Total emissions (metric tons CO <sub>2</sub> e)	8,100	8,407	7,807	6,047	6,045	2,371	2,493

Workplaces	2018	2017	2016	2015	2014	2013	2012
<b>Building energy<sup>1</sup></b>							
Electricity (MWh)	3,787	3,760	3,559	3,514	3,871	4,474	4,460
Gas (MWh)	640	635	750	847	920	1,126	1,508
% of renewable electricity	92%	64%	63%	—	—	—	—
% of renewable gas	34%	30%	—	—	—	—	—
Total energy (MWh)	4,427	4,395	4,698	4,737	5,184	6,080	6,293
<b>Travel<sup>2</sup></b>							
Air travel (million miles)	14.03	12.65	12.32	8.93	8.08	—	—
Rail travel (million miles)	2.49	4.76	3.32	2.62	2.59	—	—
Road travel (million miles)	2.94	3.19	3.43	3.47	3.62	—	—
Scope 3: Air emissions (metric tons CO <sub>2</sub> e)	5,992	5,392	4,907	3,727	3,399	—	—
Scope 3: Rail emissions (metric tons CO <sub>2</sub> e)	165	358	274	182	158	—	—
Scope 1: Road emissions Scope 1 (metric tons CO <sub>2</sub> e)	704	806	889	224	237	—	—
Scope 3: Road emissions Scope 3 (metric tons CO <sub>2</sub> e)	190	169	205	914	1,014	—	—
Emissions from business travel (metric tons CO <sub>2</sub> e) <sup>3</sup>	7,050	6,725	6,275	5,047	4,808	—	—
Emissions from business travel per employee (metric tons CO <sub>2</sub> e / FTE)	1.55	1.57	1.49	—	—	—	—
<b>Paper</b>							
Paper use (A4 pages/corporate office employee)	5,050	6,838	7,508	8,525	9,807	—	—

Workplaces	2018	2017	2016	2015	2014	2013	2012
<b>Waste<sup>4</sup></b>							
Total waste recycled (%)	74.8%	68%	67%	59%	—	—	—
Total waste to energy (%)	25.0%	28%	27%	41%	—	—	—
Total waste to landfill (%)	0.1%	5%	6%	0%	—	—	—
<b>Full Time Employees</b>							
Total corporate office employees <sup>5</sup>	2,771	2,730	2,783	2,681	2,624	2,456	2,242
Total JLL employees (JLL Ltd, JLL Resources, JLL Services) <sup>6</sup>	4,559	4,275	4,225	—	—	—	—

#### Notes

<sup>1</sup> Building carbon and energy data represent a mixture of actual and estimated emissions for our corporate offices occupied by JLL UK Ltd. It excludes our residential offices and Integral UK Ltd.

<sup>2</sup> Restated business travel data for 2016, 2017, and 2018 now includes travel that is booked via our expenses system as well as directly through our travel management company. This includes business travel for JLL UK Ltd, JLL Resources Ltd and JLL Services Ltd. It excludes Integral UK Ltd.

<sup>3</sup> This figure includes Scope 1: Company-owned vehicles (metric tons CO2e) and Scope 3: Business travel (metric tons CO2e).

<sup>4</sup> Represents waste collected from our corporate offices occupied by JLL UK Ltd. This figure includes office and electronic waste.

<sup>5</sup> This figure includes staff based permanently in offices. Integral UK Ltd is excluded.

<sup>6</sup> This figure includes staff based permanently in offices and on client sites. Integral UK Ltd is not included.



# Communities





# Communities – 2020 targets and progress



## Communities

We work in partnership to address the social issues where we can have the most impact. We are committed to leveraging our skills and experience, and to challenging ourselves and the way we do business.

### Key to our progress:

- ● ● **Ahead** of where we need to be to achieve our 2020 target
- ● ● **On track** to achieve our 2020 target
- ● ● **Behind** where we would like to be to achieve our 2020 target



Area of focus	2020 target	Progress	Commentary
Housing and Homelessness	Raise £1.2 million for Crisis, to support 1,200 people into housing	● ● ●	<p>This target has been updated to reflect the 2-year extension to our charity partnership with Crisis, which will now run to 2020. Our previous target was: <i>'Raise £600,000 for Crisis, supporting 16 full-time housing coaches, and work with Crisis to deliver £50,000 of pro-bono real estate advice.'</i></p> <p>Raised £633,981 to date, supporting 638 people into housing via Crisis' housing coaching programme. Delivered £30,000 of pro-bono work, including developing a retail toolkit to support their shop network and securing a new site for their Skylight Centre in Brent. As our ability to give Crisis pro-bono support is dependent on their organisational needs, we will not be extending this target but we will continue to provide support of this nature as requested.</p>
Housing and Homelessness	Use our position in the industry to support the strategic aims of Crisis and LandAid, and the development of Crisis' roadmap to ending homelessness	● ● ●	<p>Provided input to the development of Crisis' Plan to Ending Homelessness. We spoke at the launch event in June 2018 and have hosted roundtables on the corporate sector's role in delivering the Plan.</p>
Urban Regeneration	Make a positive, measurable difference through our services and our charitable partnerships to UK urban regeneration	● ● ●	<p>Partnered with UK urban regeneration charity Groundwork to deliver 20 legacy-focussed community projects, with over 300 JLL volunteers. Commissioned a project to understand our impact on urban regeneration in the UK. The results from the first phase are currently being reviewed.</p>

Area of focus	2020 target	Progress	Commentary
Education and Skills	Support the skills development of 2000 students	● ● ●	Long term partnership with Enabling Enterprise delivering skills sessions for students. This, combined with other activity, has supported 1,889 students so far.
Volunteering	Achieve an employee volunteering rate of 30%	● ● ●	We achieved a 19% volunteering rate and have plans and delivery partners in place to reach our 30% target by 2020.

# Communities – Key metrics

In addition to our 2020 targets, we also assess the performance and impact of our community activities against a set of key metrics. The table below shows our 2018 performance.

Communities	2018	2017	2016	2015
<b>Total contribution – Input</b>	<b>£895,426</b>	<b>£1,292,494</b>	<b>£929,804</b>	<b>£692,034</b>
Cash	£315,181	£839,853*	£369,346	£371,870
Time	£256,400**	£154,145	£285,308	£138,772
In kind – Pro bono	£115,366	£80,146	£47,250	£14,284
In kind – Other	£1,225	£0	£0	£11,607
Management costs	£264,700	£218,350	£227,900	£155,500
<b>Employee volunteering (in work time only)</b>				
Total days volunteered	620	408	760	662
Total hours volunteered	4,957	2,854	5,318	4,631
Total number of volunteers	599	360	720	Not available
% of employees volunteering	19%	12%	29%	Not available
% of volunteering which is skilled	25%	25%	10%	4%
Number of organisations supported	231	240	205	78
Number of individuals supported	1542	1185	513	Not recorded
<b>Total contribution – leverage</b>	<b>£398,917</b>	<b>£408,677</b>	<b>£475,537</b>	<b>£354,061</b>
Payroll giving	£38,922	£56,314	£ 65,120	£49,652



Communities	2018	2017	2016	2015
Employee	£165,960	£157,974	£161,707	£145,103
Customers	£194,035	£194,389	£242,167	£156,506
Other organisations	£0	£0	£1,750	£2,800

#### Notes

\*The increase in cash donations in 2017 was due to the creation of the JLL UK Foundation, established with a significant financial donation from JLL UK.

\*\*This figure is calculated using the 2017 employee costs. An updated figure will be provided in line with the publication of the JLL UK Annual Report and Financial Statements for 2018.

## The Building a Better Tomorrow Team



*Sophie Walker*  
UK Head of Sustainability



*Emma Hoskyn*  
Acting UK Head of Sustainability



*Andrew Renshaw*  
UK Board Sponsor for Building a Better Tomorrow



*Sonal Jain*  
Clients Sustainability Director



*Claire England*  
Diversity and Inclusion Director



*Gemma Piggott*  
Community and Sustainability Director

## For further information



*Jessica Herman*  
Sustainability Executive  
+44 (0)203 147 1056  
[jessica.herman@eu.jll.com](mailto:jessica.herman@eu.jll.com)



## About JLL

JLL (NYSE: JLL) is a leading professional services firm that specializes in real estate and investment management. Our vision is to reimagine the world of real estate, creating rewarding opportunities and amazing spaces where people can achieve their ambitions. In doing so, we will build a better tomorrow for our clients, our people and our communities. JLL is a Fortune 500 company with annual revenue of \$16.3 billion, operations in over 80 countries and a global workforce of over 90,000 as of December 31, 2018. JLL is the brand name, and a registered trademark, of Jones Lang LaSalle Incorporated. For further information, visit [jll.com](https://jll.com)

*[jll.com](https://jll.com)*

*Jones Lang LaSalle*

*©2019 Jones Lang LaSalle IP, Inc. All rights reserved. All information contained herein is from sources deemed reliable; however, no representation or warranty is made to the accuracy thereof.*