



Building a Better Tomorrow

UK Sustainability Highlights **2019**

“The year ahead will be a testament to our resilience. But as we reflect on 2019, a pivotal year for sustainability, I find reassurance in the power of collective action.”

This is a time of unprecedented change as the world battles the impact of COVID-19. As I write this in May 2020, I feel certain that the year ahead will be a testament to our resilience as humans and inevitably as a business. But as we reflect on 2019, a pivotal year for sustainability, I find reassurance in the power of collective action.

During 2019 we saw the climate emergency dramatically and unequivocally rise to the top of the world agenda. The devastating fires in Australia and California, and calamitous flooding in the UK, were a wakeup call for society in general and our sector. In our client survey at the start of 2020, 69% named sustainability top of their agenda, compared to just 7% a year earlier. More than ever, we know we need to work together to tackle these global challenges.

In May, we were one of only 128 businesses who advocated to the UK Government to adopt a net zero economy goal, which was passed into law in 2019. Supporting this, we became the first in our industry to make an ambitious UK net zero carbon commitment by 2030, covering both our client services and our workplaces.

We continue to invest in our people – in 2019, over 30 of our senior leaders completed bespoke training with The Cambridge Institute for Sustainability Leadership. Improving social mobility also remains a top priority – our efforts resulted in us achieving fourth place in the

Social Mobility Employer Index, a fantastic outcome. And we reached a major milestone in our long-term support for Crisis, hitting £1 million in money raised and were awarded Highly Commended at the Business Charity Awards.

Last year was one of great progress, galvanising every corner of our organisation and I'm pleased to say that we are still on track to hit most of our 2020 targets. However, COVID-19 has shown both the fragility and the resilience of society and the ecosystem.

Now more than ever, it is our aspiration to be a force for good in reimagining a more sustainable, equitable world for our clients, our sector and our communities. I firmly believe that our Building a Better Tomorrow programme provides us with the framework and expertise to step up our commitment quickly and in ways that can make a real difference.

Chris Ireland
UK CEO, JLL



Building a Better Tomorrow

Our purpose is to shape the future of real estate for a better world. We do this by partnering with our stakeholders to drive disruptive, impactful, sustainable change, and by embedding sustainability into everything we do.

Clients



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

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.

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 wellbeing.

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.



Taking net zero carbon mainstream

Eliminating global carbon emissions to halt climate change has never been more urgent. The built environment is responsible for 40% of emissions around the world, so without a commitment to net zero carbon from the real estate sector, there can be no net zero economy. With over 4,000 clients, and 4,500 buildings under management in the UK, we have the opportunity and responsibility to drive change.

In 2019, JLL UK made the ambitious commitment to achieve net zero carbon in our workplaces by 2030 and to spearhead adoption of net zero carbon buildings across the UK. To support this commitment we set out a roadmap across three areas.

We have already seen reaction to our commitment in our sector, driving conversation at industry events such as the Business Green Leaders' Summit and the CBI Annual Conference, where we held a private panel on the real estate response to climate change. In 2019 we reached over 3.4 million people through 40 sustainability publications and partnered with 13 organisations on sustainability.

Stepping up our commitment

Leading by example

By 2030, we will only occupy net zero buildings, and will measure embodied carbon during fit-outs, with a goal to halve our impact. This builds on our 2016-2020 targets to reduce our energy consumption by 35% and procure 100% of our electricity from renewable sources.

Educating and influencing

We will train our people, clients and suppliers, and deliver thought leadership. We will use our scale to influence policy decisions and engage with the industry to drive action.

Supporting our clients

By 2021, we will integrate net zero throughout our building services, develop an integration framework, and aim to help at least 10 major clients develop net zero strategies. We will track net zero assets, and innovate to reduce embodied carbon in developments, refurbishments and fit-outs. We will champion an increase in the nation's renewables capacity too.

Looking forward

Our net zero commitment will continue to be at the forefront of business decisions with ongoing training for all employees and clients. We are launching a mandatory net zero e-learning programme for all staff, with additional bespoke sessions for all delivery teams. We have set up a taskforce dedicated to embedding net zero into all client services and are working with key clients to develop their net zero strategies. We will continue to share our thought leadership and collaborate with our partners, including the UK Green Buildings Council and the Better Buildings Partnership, to drive wider change within the industry.

Our UK net zero commitment will support and underpin our efforts in the UK to meet JLL's global science-based carbon emission target to help keep a rise in global temperate to the 1.5 °C ambition of the Paris Agreement. This global target aims to cut emissions from our workplace and operations by almost 70% by 2034 and reduce emissions from properties we manage on behalf of clients by 53% per square foot over the same period.

“JLL has really helped us to think through the intricacies of setting a net zero carbon commitment which is right for our business and will ensure that we can play our part in achieving a net zero carbon future.”

Matt Webster, Head of Sustainable and Smart Buildings, British Land

Our 2019 progress

- ↓ **37% reduction in energy use** across our offices achieving our 2020 reduction target a year early
- ⚡ **93% of electricity** for our offices is procured from renewable sources
- 🌱 **Advised on 1GW** of renewable electricity
- 💬 **Advised 85 clients** on sustainability, worked on 1,095 buildings and saved 89,546 tons of CO₂e



What does **circular** look like?

CGI: JLL Flagship Manchester office

We're helping to lead our industry in bringing circularity into the mainstream by embedding key principles: designing out waste, keeping products in use and regenerating natural systems.

In 2019 we announced the relocation of one of our largest offices outside London into the award-winning Landmark building in Manchester. Opening in May 2020, we put circularity principles front and centre.

Applying life-cycle thinking, initially we reused resources from the previous office, then donated unwanted items to Wood Street Mission, a charity which provides support to low-income families in Manchester, and then finally recycled the

remaining items. Our aim was zero waste to landfill or energy recovery, while maximising the saved value of all resources. All chairs are reused, meeting room tables and kitchen surfaces are made from recycled yoghurt pots, carpets from fishing nets and other features from recycled plastic which would otherwise have gone to landfill.

This office reveals the art of the possible for energy and resource-efficient solutions, embraces digital technology and promotes wellbeing to the utmost. We look forward to showcasing the space to our clients to demonstrate that sustainability can be achieved in offices of all sizes.

Creating an inclusive culture

Our ambition is a culture that encourages everyone to be themselves and recognises the value of diversity. Diversity leads to better decision-making, and ultimately better business performance. We believe whatever someone's background, they should have the opportunity to build the career they choose and we want to become a disruptive force in the industry challenging ourselves and others for greater inclusion.

Driving social mobility

In October we were recognised as one of the top 10 employers in the UK that has taken the most action on social mobility in the workplace – ranking 4th on the 2019 Social Mobility Employer Index.

The result reflects our efforts to ensure our business is open to accessing and progressing talent from all backgrounds – including the work of our Emerging Talent team in campuses, inner cities and at regional events, working with talented young people from

non-advantaged backgrounds. As well as supporting their education and skills, we offer advice on job applications, CVs, interviewing and more. We also adopted the One+1 work experience programme that means for every young person with connections to the industry, we offer experience to a young person with no connections to real estate.

For our current employees we ensure those who joined via non-traditional, non-graduate, routes have equal access to training and development. As a result, 85% of our apprentices now have permanent roles with JLL. We are pleased with our progress but recognise that there is still much more to do.

To support wider industry change, the JLL UK Foundation has also commissioned The Bridge Group to undertake research to explore socio-economic diversity and inclusion in the real estate sector – this research will be used as a catalyst for evidence-based social change.

“The quality of submissions meant we increased the size of our top list, showing the wide range of organisations trying to make progress on social mobility. All the employers in the top list should be congratulated for the efforts they’re making to ensure their organisation is open to talent from all class backgrounds.”

David Johnston OBE, Former Chief Executive of the Social Mobility Foundation

Making the Stonewall Top 100

In 2019, we were proud to be named one of the most inclusive employers in Britain by lesbian, gay, bi and trans equality charity Stonewall in its Top 100 Employers list – becoming the first real estate adviser to make the list.

Over the last year our activities included partnering with BNP Paribas Real Estate to host the UK real estate sector's first LGBT+ conference, which involved a survey of inclusivity in the industry. And through Building Pride, our LGBT+ employee network established five years ago, our people coordinated marches in four UK cities to support Pride's Jubilee year.

JLL is also the only property firm to participate in the 'AuthentiCity' careers event created exclusively for LGBT+ undergraduates and graduates.

4th 

Social Mobility Employer Index

64th 

Stonewall Top 100 Employers list

Our role in society

20%
of our people
have volunteered



That's
6,037 hours
dedicated to *helping others!*

We are committed to making a positive contribution to society, something which is more important now than ever. We work closely with our charity partners to tackle key social issues and actively encourage our people to use their time and skills to contribute to issues that mean the most to them. Here are some of our 2019 milestones.



We have helped
 **2,450**
students
with skills development

390
organisations
supported

We've raised over
£1 million

for



**Together
we will end
homelessness**

supporting over
 **1,000**
people
into housing

“Thanks to the support we get from JLL, we are able to employ housing coaches all over the country to provide one-to-one support to help people find a safe place to live and move away from homelessness.”

Jon Sparkes, Chief Executive, Crisis

An unprecedented year ahead

In response to COVID-19 we've stepped up our commitment and have been working with our clients and teams across the country to provide space and resources to the NHS, charities and community groups.

Our teams have played a pivotal role in the delivery of the emergency Nightingale hospitals and are working tirelessly to keep essential services such as pharmacies and food stores open throughout the lockdown period.

Looking forward: Q&A

Sophie Walker, UK Head of Sustainability, and **Emma Hoskyn**, our newly-appointed Director of Sustainable Business, discuss the year ahead.

What will JLL focus on in 2020?

Sophie: Without a doubt our focus will be on adapting and recovering from the impacts of COVID-19, and it's critical that we focus on a green and sustainable economic recovery. Climate resilience needs to be at the forefront otherwise we risk bouncing from one crisis to the next. A focus on health and wellbeing and social value is also a big part of this.

Emma: The uncertainty of what lies ahead is of great concern, but as Sophie mentions we need to remain focused on our industry's impact on the environment, people and communities. We will continue to drive the net zero carbon agenda, leading by example and helping our clients understand their impact.

Sophie, what is the significance of your move to the Board?

Sophie: One of the big trends for the decade ahead is the strategic importance of environmental and social issues for business success. Now more than ever, sustainability is a boardroom agenda, requiring organisations of all sizes to grapple with long-term megatrends and JLL is no different to many of our clients. My objective is to challenge us to take the

long-term view, to ensure we invest to achieve a net zero carbon-built environment and deliver on our corporate promise to shape the future of real estate for a better world.

And Emma, what are the key objectives for your new role?

Emma: Sustainability remains at the forefront of our clients' ambitions, with long-term issues still to be solved. My focus is to work with all parts of our business to create and deliver products and services that tackle business challenges and help our clients deliver their sustainability objectives.

Is there one key thing you would say to JLL clients – and our people?

Sophie: This is a crucial time for the planet and for all of us. We need to face the fact that radical change is needed and this means a change to both our work and personal lives. At an industry level, it means strengthening collaboration to drive ambitious commitments – and delivering them. Businesses will play a hugely important role in driving a sustainable and just recovery.

The value of sustainability

Our recent report highlights the value, urgency and huge opportunity which currently exists for central London investors on the path to becoming net zero. Our analysis shows that demand for sustainable office space is rapidly increasing with the number of companies signing up to science-based targets, with a central London presence, doubling since December 2018. In the wake of COVID-19, we expect demand to increase further with a greater emphasis on sustainable and healthy buildings.

Occupiers, developers and investors now have an opportunity to showcase their sustainability credentials via their real estate footprint, but our research shows a clear gap between demand and supply of sustainable space.

Businesses that move fast and capitalise on these trends will not only reap the benefits from a commercial perspective, but also from the perspective of future proofing and helping attract and retain the best talent.

“JLL expects that net zero carbon office buildings in Central London will drive an enhanced value for the next 5-10 years.”

The Impact of Sustainability on Value

[Read the report](#)





“We've already achieved much to be proud of through our Building a Better Tomorrow programme. But to tackle the worst impacts of climate change, we need to be increasingly bold and ambitious. 2020 has already seen the validation of our science-based target by the SBTi, and shows we are committing to far-reaching climate action. The successful delivery of our sustainability strategy will not only positively impact JLL and our clients, but also will bring significant benefits to all our stakeholders.”

Richard Batten, JLL Global Chief Sustainability Officer

Our 2019 progress against 2020 targets

Key – assessment of progress against our 2020 targets



Building a Better Tomorrow pillar		Sub category	2020 Target	Progress
<div>Clients</div> <div></div>	We seek to transform the UK property sector by integrating sustainability into all our advice and by supporting our clients with leading sustainability and energy expertise.	Market Transformation	Support the transition to a circular economy (CE) through our services, workplaces and public affairs activities	<div><div></div><div></div><div></div></div>
		Digital	Embed sustainability requirements within top 3 new digital projects	<div><div></div><div></div><div></div></div>
		Procurement	Align with the 'Flexible Framework' sustainable procurement standard Level 3 across all client and corporate spend	<div><div></div><div></div><div></div></div>
		Energy & Sustainability Services	Work with our clients to deliver at least 5 sustainable strategies or projects that transform real estate, infrastructure and cities	<div><div></div><div></div><div></div></div>
		Embedded Sustainability	50% of UK business lines (by revenue) in the third stage of JLL's Sustainability Journey Model ©: 'Realise Commercial Benefits'	<div><div></div><div></div><div></div></div>
		Client Engagement	Engage with our top 40 clients to ensure all our teams are actively helping them improve their sustainability performance	<div><div></div><div></div><div></div></div>
<div>People</div> <div></div>	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 wellbeing.	Access to the Profession	Widen access to the real estate profession through our apprenticeship programme	<div><div></div><div></div><div></div></div>
		Career & Development	Provide a framework to enable our staff to achieve their ambitions through our career & development activities	<div><div></div><div></div><div></div></div>
		Rewards & Recognition	Achieve Living Wage 2020 milestones set through our certification	<div><div></div><div></div><div></div></div>
		Lifestyle & Wellbeing	Be recognised for delivering meaningful lifestyle & wellbeing opportunities for our staff	<div><div></div><div></div><div></div></div>
		Sustainable Behaviours	Integrate sustainability training and volunteering fully into our career & development pathways	<div><div></div><div></div><div></div></div>
			UK Executive completing sustainability leadership training and UK Directors completing Unconscious Bias training	<div><div></div><div></div><div></div></div>
		Inclusive Recruitment	Ensure all our recruitment processes are inclusive	<div><div></div><div></div><div></div></div>
		Gender	Improve the gender balance at every grade	<div><div></div><div></div><div></div></div>
		Social Mobility	Improve our position on the Social Mobility Index from a 2017 baseline	<div><div></div><div></div><div></div></div>
		Parents & Carers	Support parents and carers in their roles at home and at work	<div><div></div><div></div><div></div></div>
		Ethnicity	Ensure 10% of staff are BAME with improved balance at Director grades	<div><div></div><div></div><div></div></div>
		Disability	Achieve Bronze status on the Business Disability Forum standard	<div>N/A</div>
		Sexual Orientation	Achieve Top 100 employer in Stonewall's Workplace Equality Index	<div><div></div><div></div><div></div></div>
<div>Workplaces</div> <div></div>	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.	Travel	Achieve 10% reduction in carbon emissions (per FTE) from travel (against a 2016 baseline)	<div><div></div><div></div><div></div></div>
		Energy & Carbon	Achieve 35% absolute reduction in energy consumption (against a 2012 baseline) across the JLL UK corporate estate	<div><div></div><div></div><div></div></div>
			Achieve 100% renewable electricity across JLL UK corporate and residential estate	<div><div></div><div></div><div></div></div>
		Resource Use	Achieve zero waste to landfill in JLL UK corporate offices by 2020, with at least 70% of all waste recycled	<div><div></div><div></div><div></div></div>
		Workplace Fit Out	RICS SKA Gold rating for all fit-outs in corporate and residential offices	<div><div></div><div></div><div></div></div>
		Workplace Wellbeing	a) All major new offices - WELL certification, and b) All offices - integration of: [i] WELL operational requirements & [ii] D&I criteria	<div><div></div><div></div><div></div></div>
<div>Communities</div> <div></div>	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.	Housing & Homelessness	Raise £1.2 million for Crisis, to support 1,200 people into housing	<div><div></div><div></div><div></div></div>
			Support the strategic aims of Crisis and LandAid, and the development of Crisis' roadmap to ending homelessness	<div><div></div><div></div><div></div></div>
		Urban Regeneration	Make a positive, measurable difference through our services and our charitable partnerships to UK urban regeneration	<div><div></div><div></div><div></div></div>
		Education & Skills	Support the skills development of 2000 students	<div><div></div><div></div><div></div></div>
		Volunteering	Achieve an employee volunteering rate of 30%	<div><div></div><div></div><div></div></div>

For full disclosure against our targets please see the UK Building a Better Tomorrow Progress Report

Contacts

We have **80 sustainability professionals** and a network of more than **300 sustainability champions** across the UK. We can support you with expert sustainability advice that reflects your business needs and priorities. **Get in touch.**

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Useful links

UK Building a Better Tomorrow Progress Report

UK Gender Pay Gap Report

Global Sustainability Report

The Impact of Sustainability on Value



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