



## Generating lasting value for our Clients

As buildings account for approximately 36% of global final energy consumption and nearly 40% of total direct and indirect CO<sub>2</sub> emissions, collaborating with our clients is the most significant contribution JLL can make toward helping tackle this global challenge. This is evidenced by our [carbon footprint analysis](#), which shows that 95% of JLL's Scope 3 emissions are from those properties we manage on behalf of our clients. We manage five billion square feet of space globally, more than 1,005 times the area that we ourselves occupy.

Through industry-leading strategies, tools and technologies, we help our clients achieve their sustainability goals. Increasingly, they require innovative and consistent solutions across all regions. In response to this demand and to further drive the development of value-based services and products, in 2019 we expanded our

focus on energy and sustainability capabilities with the intent of providing a broader complement of globally scalable, consistent and profitable services. The initial scope of these offerings will be directed to our Corporate Solutions clients. Our vision is that this will ultimately form the basis of enterprise-wide delivery.

Further supporting this strategy is our commitment to training and upskilling our professionals on sustainability-related topics, including climate risk, green building certifications, health and well-being, sustainable cities and more. We are on-track to deliver against the 2020 Clients Pillar sustainability goal of targeted training to employees from key business lines and have incorporated sustainability basics into the onboarding checklist for new hires.



## Performance against our existing targets

Target	Incorporate sustainability basics into JLL onboarding for new hires by 2020.
2019 Performance	An Introduction to Sustainability course was added to all new hire checklists globally.
Status	<span style="color: green;">●</span>
Commentary	Course uptake went beyond new hires; launched in conjunction with newly created Global Sustainability University, a repository for internal and external sustainability training and knowledge assets. Exploring making new hire training mandatory.
Target	Deliver targeted training to employees from key business lines by 2020.
2019 Performance	Agreed training strategy, identified key business line stakeholders and initiated course development
Status	<span style="color: yellow;">●</span>
Commentary	Internally developed training will be augmented by JLL Virtual Learning, newly released in 2020.

New Targets
Reduce Scope 3 GHG emissions from the use of sold products by 53% per square foot by 2034 from a 2018 base year.
By the end of 2021 support the transition to a circular economy through piloting zero waste fits outs in each region.
Demonstrate thought leadership in workplace health, well-being and resilience.

### Key

- Completed
- On track
- Behind