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In conversation with our senior leaders

We made lots of progress in terms of sustainability during 2019, what have been the biggest headlines for you?

Richard

There were three main highlights for me. The first was securing Executive Board approval to set our science-based target, the second was completing our first TCFD report and the third was the release of our new purpose statement.

Mary

I'm incredibly pleased that our people recognize our progress around sustainability. In our most recent employee survey, our largest improvement was our people's belief that we are creating a sustainable future for all. Our efforts around sustainability are not just the right thing to do, but they are critical to attracting and retaining top talent.

Neil

What stands out most is the articulation of our purpose statement, and our commitment to significant carbon emission reductions. They pave the way for investments in scaling our specialist tools, skills and knowledge to help our clients deliver on their broad sustainability objectives. These milestones will positively impact our people, clients and communities around the globe for the long term.

Our products and services are continuing to evolve across the business, where does sustainability fit into JLL's plans?

Richard

Whilst we were looking at the opportunities coming out our TCFD analysis, we realised the significant business potential for us to develop. Hence the creation of our new Global Sustainability services group that focuses in a co-ordinated way on our Management, Capital Markets and Consultancy Sustainability service delivery.

Mary

It's an essential part of our ability to run our business and serve our clients. In our own offices we are applying the highest standards of sustainability and setting objectives. To support this, we are training and upskilling our professionals on sustainability-related topics.

Neil

It's front and center. Our market position enables us to develop products and services that help our clients reach their ambitious sustainability targets. It's also core to JLL's purpose. Aligning our offering with our DNA strengthens our relationships, builds trust and creates more opportunities for partnership.

Can you tell us more about JLL's purpose, why that's important and how we are embracing this?

Richard

JLL's purpose is at the core of all that we are. With it we can start to measure how we are shaping the future of real estate and the extent that we are helping to create a better world.

Mary

Our purpose is a north star that is intended to guide the actions of all employees, whether in interactions with our clients or our communities, to create a higher standard of corporate responsibility.

Neil

I'm incredibly proud of our purpose which we're bringing to life through our products that enable sustainable practices and optimal experiences; our partnerships with groups like Bloomberg Green; and investments that benefit our clients, people and communities.

The Covid-19 crisis is a world-changing event, what is the sustainability impact of the crisis on JLL?

Richard

The short-term silver linings of reduced air travel and daily commuting will hopefully be retained in the main part. In the longer term, sustainability will drive the resilience and responsibility which successful businesses will need, not just to thrive commercially, but also to tackle climate-related issues.

Mary

One of the biggest impacts is the rapid acceleration and adoption of technology to support new ways of working, on a large scale. We recently launched JLL Virtual Learning, which

provides all employees access to 15,000 online courses so that our people can continue to develop skills.

Neil

This crisis has brought forward many themes about humanity as a whole, and about business. Without question, one of the major learnings has been about resilience. Our focus has been on helping our people, clients and communities navigate unprecedented challenges. Despite the necessary shift in our immediate actions, we have not lost sight of our strategic priorities, including our focus on the long-term global risks posed by climate change. As we, and our clients, adjust to the "next normal," we have an opportunity to reimagine what future performance looks like.

Looking ahead in 2021 and beyond, what are your sustainability ambitions for JLL?

Richard

My biggest ambition is to ensure that we learn from this. 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.

Mary

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

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.