



A better world is a **Net Zero** world.

JLL Global Sustainability Summary 2020



A Message from our CEO



Welcome to our 2020 Global Sustainability Report. In many ways 2020 was one of the most difficult years in recent history. The COVID-19 pandemic changed the way we live, the way we work and the way we socialize.

We endured tests big and small, as we faced seemingly endless personal and professional challenges. From a JLL perspective, we can be proud of how our more than 90,000 people around the world responded to the pandemic. We supported one another, our clients and our communities and worked to ensure that we were rapidly adapting to changing circumstances around the world.

As we emerge from this global crisis, sustainability has become more important than ever. We must take actions that create a positive impact not only today but also 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. We address this by putting into action our sustainability strategy, Building a Better Tomorrow. Through it, we are working to ensure the built environment evolves and adapts in a way that is both sustainable and equitable.

Some view climate change as the biggest single challenge to our long-term future. With real estate and infrastructure responsible for close to 40% of global carbon emissions and with the net zero carbon market transformation truly underway, I am proud that JLL is leading the way with our wide-ranging commitments to sustainability. Our goal to achieve enterprise-wide net zero carbon emissions by 2040 is most ambitious. We are including in this goal not just our own operations around the world, but also all of the sites we manage for our clients and our own extensive global corporate supply chain.

“This is a substantial and significant commitment which visibly demonstrates JLL’s determination and clarity of purpose in shaping the future of real estate for a better world. For us, a better world means a sustainable world.”

In a related move, JLL also signed The Climate Pledge putting us alongside Amazon, Global Optimism and several other prominent signatories in committing to being net zero by 2040 – ten years ahead of the Paris Agreement. All of which adds further momentum and stringency to our focus on mitigating climate change, building on our existing science-based target for reducing carbon emissions and earlier key steps such as signing the World Green Building Council’s Net Zero Carbon Buildings Commitment during 2020.

To deliver on our net zero commitment, we will need to be fully equipped to guide our clients on their own journeys. As a core global strategic priority, we are embedding and growing sustainability products and services across all our business lines.

Collaboration is a fundamental part of our corporate sustainability program. To further achieve our goals, we continue to forge and strengthen partnerships with various external organizations. These range from our support for the United Nations Sustainable Development Goals (SDGs) 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 a founding partner of Bloomberg Green and member of the WEF Alliance of CEO Climate Leaders.

In addition to significantly progressing our commitments toward sustainability throughout 2020, we accelerated our journey to becoming the industry leader in technology and data and further intensified our focus on promoting diversity and inclusion in all areas of our business. JLL closed the year with resilient financial performance, laying the foundation to support strong and sustained profitable growth over the next decade, guided by our purpose of shaping the future of real estate for a better world.

While this past year has proven that circumstances can change rapidly, there is growing hope that the COVID-19 pandemic can soon be brought under control. Many countries are making progress with vaccination efforts and beginning to plan for reopening their economies and societies. We expect business and economic activity to recover strongly through the second half of 2021, with momentum building through subsequent years.

Whatever the economic climate, our purpose is clear. 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 people, our clients, our cities and our communities.

Thank you for your continued interest in JLL.

Christian Ulbrich
Global CEO

The impact of COVID-19 on sustainability

The pandemic has shown just how important sustainability is for the future. It has given us a once-in-a-generation opportunity to ensure that short-term emergency and recovery measures help increase resiliency through sustainable policies and practices.

Through 2020 and into 2021, we strengthened our climate commitments with our Net Zero 2040 goal; re-doubled our efforts to support our clients, helping them maintain essential operations through the worst of COVID-19; and supported one another and our communities, globally.

With the pandemic still raging in so many parts of the world, it is too early to assess the full implications of COVID-19. But we know that we will emerge stronger than ever. No matter what the future holds, we will continue to shape the future of real estate for a better world.

Richard Batten
Global Chief Sustainability Officer



Visit [JLL Real Stories](#) to discover more about JLL's response to COVID-19

Addressing the challenge of climate change

Climate change continued unabated in 2020, with the planet registering the second highest global temperature on record. Despite a 7% reduction in global fossil fuel emissions due to COVID-19 lockdowns and coinciding diminished economic output, carbon dioxide levels increased in the atmosphere, setting a new historical record. JLL has set aggressive emissions reductions targets to achieve the 1.5°C ambition of the Paris Agreement.

Against the ongoing backdrop of the pandemic, climate change is the biggest single challenge going forward. With over 40% of total carbon emissions coming from the built environment, it has never been more important for the real estate industry to take actions to protect our people and our planet. It is why, in 2020, JLL set a science-based target for emissions reductions by 2034, as well as committed to net zero emissions from our own buildings by 2030.

These commitments are milestones to enable us to achieve net zero by 2040; but with the buildings we manage on behalf of our clients responsible for 95% of our footprint, we will need to work in a collaborative and cooperative way with all our of clients.



Read more about our commitments

In conversation with our senior leaders

We asked three senior leaders with responsibility for JLL's sustainability strategy to look ahead to 2022 and beyond.



Mary Bilbrey
Global Chief Human Resources Officer

“My ambition is to continue our journey toward a more diverse and inclusive workplace, which is core to our purpose of shaping the future of real estate for a better world. Our diversity inspires our innovation and empowers our success. We have made progress but know we have more work to do.”

Guy Grainger
Global Head of Sustainability Services and ESG

“We will lead our people and our clients on a path to operate with zero harmful emissions to the environment whilst consciously improving their social impact on the world.”

Neil Murray
Global CEO, Work Dynamics

“We continue to evolve as a company and a strategic real estate partner. Taking it back to our purpose-driven strategy, we remain focused on a culture of sustainability and creating positive, healthy, and inclusive spaces for our people, our clients, and our communities to thrive.”

Our sustainability strategy

Our purpose is to shape the future of real estate for a better world. For us, a better world means a more sustainable world. Our sustainability strategy is focused on bringing long-term value to stakeholders by delivering resilient buildings, healthy spaces and inclusive places.

In line with our commitment to the UN Sustainable Development Goals, we are working towards transitioning to a more impact-focused program. This involves using positive impact as a north star when developing new initiatives and improving existing ones. The review will also encompass how we are addressing the challenges related to climate change, an elevated priority for JLL. We believe that addressing climate risks and opportunities cuts across aspects of our whole program, and creating initiatives and actions designed to mitigate risk and seize opportunities requires increased focus.

How do we achieve our sustainability strategy?

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 our program – Clients, People, Workplaces and Communities – which are supported by our commitment to JLL’s values of teamwork, ethics, and excellence.

Our sustainability targets

JLL made significant progress against our targets and set new ambitious targets, in part responding to the impact of the pandemic, across all of the ESG metrics.



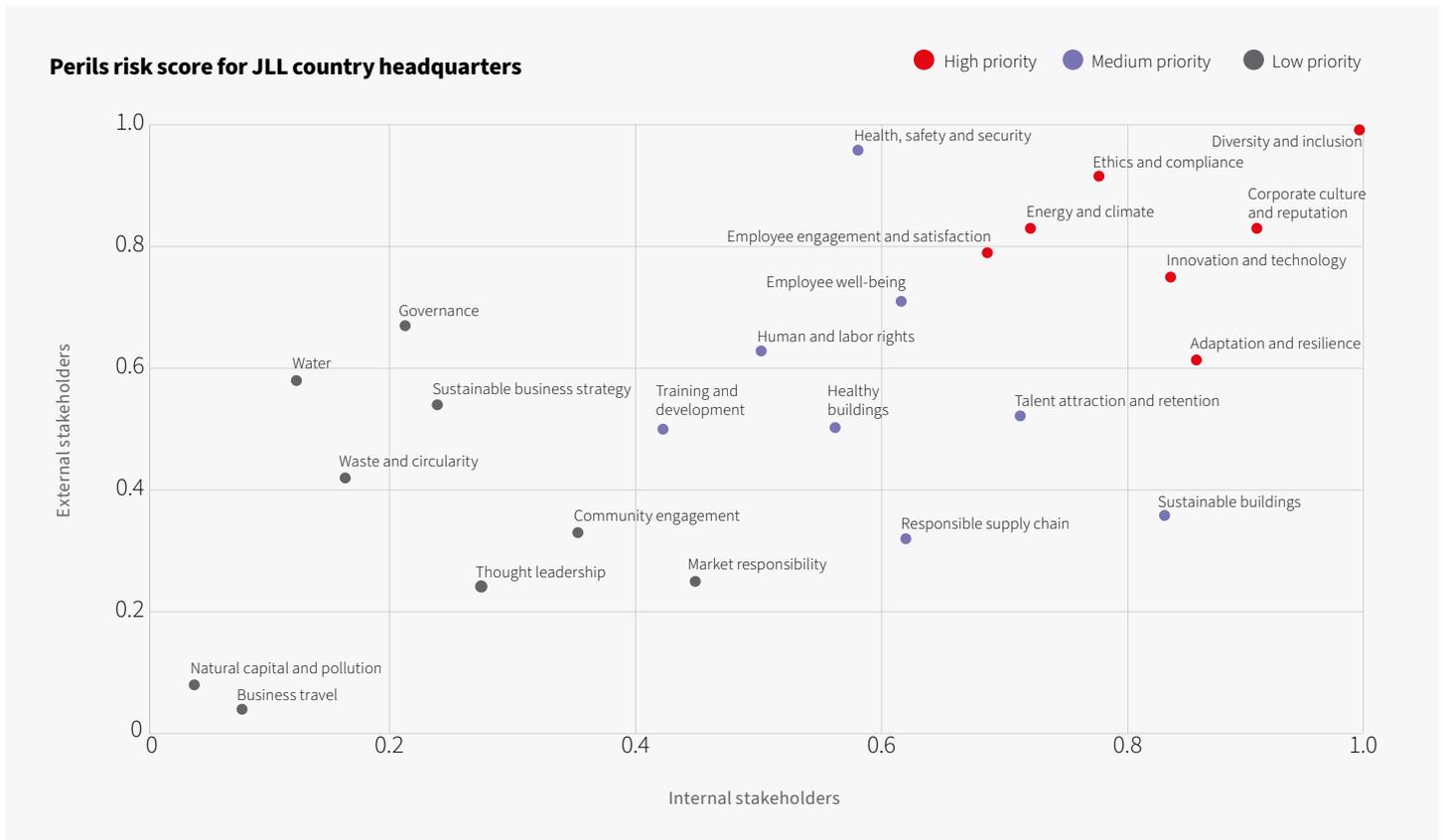
[Read more](#)

Our material issues and approach

Originally planned for late 2021, the pandemic led us to accelerate the timeline of our materiality review to December 2020. We wanted to determine whether the significant upheaval of 2020 led to changes in the issues perceived to be important to our business and, if so, how should these changes be reflected in our strategy.

Of the ESG (environmental, social and governance) issues, the results of our 2020 materiality review showed a marked movement in the ‘S’ issues compared to our 2019 review. Most significantly was diversity and inclusion, identified by both internal and external stakeholders as the most material issue to JLL. Following diversity and inclusion, the top priorities are: ethics and compliance, corporate culture and reputation, innovation and technology, energy and climate, employee engagement and satisfaction and adaptation and resilience – all of which are reflected in the Materiality Matrix, as illustrated.

The findings of our latest review are a core component of the evolution of our strategy, as well as advancing our approach to climate risk through TCFD reporting and outlined in detail in [Annex I](#) in our full 2020 Global Sustainability Report.



JLL and the UN Sustainable Development Goals

The UN Sustainable Development Goals (SDGs) are the blueprint to achieve a better, fair, and more sustainable future for all. We focus our program on six priority SDGs; they provide guidance on our actions in four key areas:

- Raising awareness of the SDGs within our core service lines and advancing the opportunities identified in the value chain assessments.
- Addressing new impact areas such as waste and circularity.
- Reviewing our areas of focus within our People pillar and collecting more comprehensive data to measure progress against our targets.
- Focusing action in our community's efforts on our key SDGs with a new goal to align 75% of communities' activities to JLL's six priority SDGs by end of 2022.

SDG 17 – Partnerships for the Goals – is also an important component in our strategy, providing a lens through which to focus our efforts against delivering on our six key SDGs, notably in our collaboration with our suppliers, clients, and industry organizations to share knowledge, best practices, and drive innovation.



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JLL has shown tremendous climate leadership and innovation, demonstrating the role leading organisations can take to drive net zero action. In 2020, JLL became a signatory of the World Green Building Council's Net Zero Carbon Buildings Commitment, they have since leveraged this ambition by signing The Climate Pledge, committing to achieving net zero carbon emission across its operations by 2040. We are honored to have JLL as a member of our Corporate Advisory Board, and value their contribution to advancing sustainable buildings for everyone, everywhere.

**Cristina Gamboa, CEO,
World Green Building Council**

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Sustainability Services and ESG

We help our clients translate their sustainability ambitions into action through our end-to-end suite of sustainability services. Our clients need us to manage climate risk in their building portfolios and help de-carbonize their real estate, from the energy supply they use, the utilization of space, raw materials, waste and the embodied carbon.

Increasingly, they require innovative and consistent solutions across the world. In 2020, we invested in the continued development of products to provide a broader complement of globally scalable, consistent services to meet a surging demand from investors, occupiers and city leaders. This more comprehensive suite of services is supported by a robust JLL technology platform, enabling greater automation, tracking and management.

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. This is how we shape the future of real estate for a better world.



[Read more](#)

Watch this video to listen to Yishai Lerner, co-CEO of JLL Technologies, talk about JLL Spark's investment in Turntide Technologies, a company that has developed the world's most efficient motor.

Generating lasting value for our Clients

Our net zero 2040 goal commits JLL to achieving aggressive enterprise-wide emissions reductions. Ninety-five per cent of JLL's Scope 3 emissions are from those properties we manage on behalf of our clients. We manage 5.4 billion square feet of space globally, more than 1,000 times the area that we ourselves occupy. Collaborating with our clients is the most significant contribution JLL can make to shaping the future of real estate for a better world.

How Metro achieved a \$50 million solar power revenue stream (USA)

With the help of JLL, the Washington Metropolitan Area Transit Authority (Metro) has partnered with SunPower to create one of the largest community solar power installations in the United States. Once the project is complete it will generate 12.8 MWh of power that will benefit peoples' everyday lives by providing clean power to approximately 1,500 single-family homes. This is a new and highly significant revenue generating opportunity for Metro, delivering \$50 million over a 25-year solar power agreement.



Discover more

Timber revolution in office construction (Australia and UK)

JLL helped Aurecon achieve its ambitions, relocating the engineering and infrastructure advisory firm into the largest cross-laminated timber office building in the southern hemisphere. Built by Lendlease, [25 King Street](#) (Brisbane, Australia) has achieved a 6 Star Green Star rating, 5 Star NABERS Energy rating and WELL Core & Shell rating, and provided Aurecon with multiple, much needed collaborative spaces.

In the UK, JLL is working with Landsec to advise on the positioning and leasing strategy of Timber Square, one of the first developments of scale to demonstrate ambitious operational and embodied carbon emissions reduction targets in line with UKGBC Net Zero Carbon Buildings Framework.



Transforming our Workplaces

The pandemic has brought the vital role buildings play in supporting our health, wellbeing, and safety into sharp relief. In our global operations we strive to limit our environmental impact, build resilience, and create healthy and sustainable workplace. What if a real estate company could strive to help save the planet? Actually, we can.

Closing the resources loop (UK)

In relocating our Manchester (UK) offices to the much-anticipated Landmark building in the prime city core, we applied circular economy principles into the fit-out and incorporated energy efficiencies in line with our climate commitments. With COVID-19 changing the nature of the office, the space embodies the latest evolution in JLL's own workplace standard – safe, flexible, designed for collaboration and distinctive.



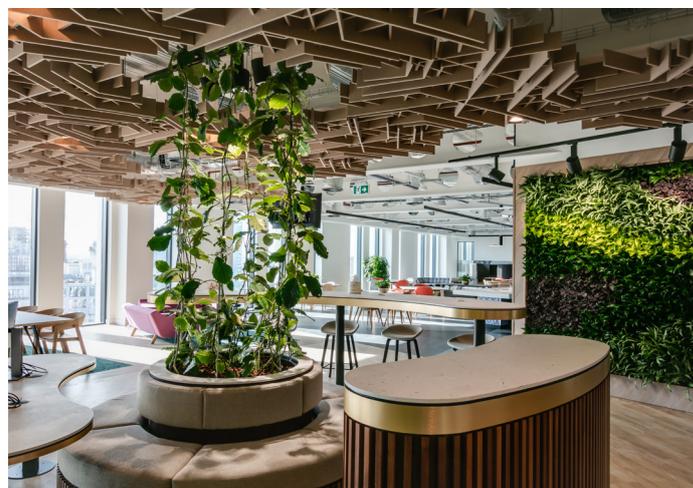
Read more

Reshaping the future of work (Korea)

An office is more than just a space for people to work. The impact of the workplace on employee attraction, fulfillment and engagement has elevated the role of real estate in reaching strategic business goals. Awarded LEED Gold certification, JLL's Korea office – ONE IFC – has been transformed into a sustainable, healthy, and tech-enabled space.



Discover more



Engaging our People

2020 was a year like no other, as our people reacted to the COVID-19 global pandemic and began adjusting to the new—and next—normal of work, life, education, and socialization. Weathering these challenging conditions, our people showed extraordinary fortitude, flexibility, and commitment, as we figured out how to work together as a global, virtual team of more than 90,000 people. The crisis became a time to reinvent how we engage with our people.

Employee Wellbeing

Wellbeing has become a top priority at JLL as employees and their families continue to face physical and mental health challenges, increased work demands, caregiving challenges, feelings of isolation and loneliness and so much more as a result of the pandemic. JLL came together and created one comprehensive, robust global wellbeing website for all our employees to help our people feel supported, engaged, and healthy. And, as we started to invite our people back to the workplace, we used our insights to shape the future of work to build a more responsible and resilient real estate for our people.



[Read more](#)

JLL Women Inspire

For JLL, International Women’s Day is not just a day but every day because diversity and inclusion is core to our culture and our purpose. In 2020, JLL launched ‘JLL Women Inspire’ to attract and retain diverse talent, engage employees, drive our culture, and increase the number of women employees around the globe, including more women in our management and leadership band. Get to know some of our women leaders and allies around the globe and [hear our stories](#).



Supporting our Communities

We create shared value by forging charitable partnerships, and by giving our people time to contribute to the causes that mean the most to them. Throughout the pandemic, JLL helped – and continues to help – support the communities we serve. A substantial part of our efforts in 2020 focused on helping feed vulnerable communities.

FeedmyBangalore (India)

JLL employees across India came together to get behind FeedmyBangalore, a start-up delivering meals to children and their families daily. By May 2020, the group had donated more than three million meals. At time of writing (June 2021), there has been an escalation of COVID-19 cases in India. We are supporting our colleagues and their families to keep them safe, adapting our services to the needs of our clients, and we have put in place a partnership with respected NGO, [Give India](#), to channel funds to support the broader community in need.

Tackling hunger relief (USA and Canada)

In the United States [JLL helped provide over 1 million meals* to Feeding America®](#), the largest domestic hunger-relief organization in the U.S. By converting a percentage of online catering sales to cash donations for the nationwide network of food banks, JLL and ezCater, the largest marketplace for business catering, collaborates to fight food insecurity with CaterCares, a free, charitable program that anyone can use.

Through a partnership with Breakfast Clubs of Canada, JLL employees contributed to some of the country’s children in most need receiving a warm meal every morning.



[Read more](#)



2020 Global Sustainability Summary

Talk to us about Sustainability

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

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Download the full JLL 2020 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 \$16.6 billion in 2020, operations in over 80 countries and a global workforce of more than 91,000 as of March 31, 2021. JLL is the brand name, and a registered trademark, of Jones Lang LaSalle Incorporated.