Introduction from the CEO and President

2015 marked another outstanding year in JLL’s 250-year history, as the firm again saw record levels of revenue and profit and continued to demonstrate leadership against numerous non-financial metrics. Our strategy for focused growth at JLL—supported by our ongoing investments in our business—enables us to keep improving the value of the services we offer to clients and the opportunities we create for our own people.

Successful growth is not supported by monetary investment alone; it is only possible thanks to the exceptional people who work at JLL. It is their passion, expertise and the values they exhibit that makes us the company we are today. These values of teamwork, ethics and excellence define JLL’s approach to our work for clients as well as our interactions between our colleagues and with other stakeholders.

Sustainability presents one of the biggest opportunities for us to create and to deliver value to clients. As well as helping to drive operational efficiencies, attract top talent and boost productivity, an increasing body of evidence shows that investors are looking at the overall citizenship of businesses to inform their investment decisions.

To help unlock this potential, JLL is launching a comprehensive program which focuses on how we can deliver increased value to clients, investors and our other stakeholders by embedding sustainability across our service lines and operations. We call our new global sustainability strategy Building a Better Tomorrow.

The program will apply broad social and environmental filters to our work and to the real estate advice and services we provide to clients. They include facility and property management, investment sales, valuations, investments and the execution of leases. Building a Better Tomorrow aims to drive forward the innovative, future-oriented solutions we are known to provide.

The program also tracks our own operations. We engage our people through rewards and recognition, by focusing on training and career development, by recognizing the value of diversity and by promoting the health and well-being of our staff. JLL also focuses on our workplaces: ensuring that they provide safe and productive environments for our staff and contractors, operate efficiently, and are supplied with resources that do not negatively impact the environment. In the communities where we live and work, Building a Better Tomorrow seeks to continue the positive impact our company makes through employee volunteering, charitable contributions and pro bono work.

In addition, we continue to invest in sustainability-oriented partnerships to significantly move the needle on climate change, corporate governance, and the other most significant citizenship issues of our time. They range from the UN Global Compact and the World Economic Forum to Green Building Councils around the globe.

The United Nations Climate Change Conference, COP 21, held in Paris in December 2015, rounded out a significant year for sustainability. Recognizing the leading role our industry has to play in tackling climate change, JLL sent a delegation to join leaders from the public and private sectors at the event. Since the majority of carbon reduction plans submitted by UN members include measures to cut energy use in buildings and the world’s major cities, the contribution JLL can make toward delivery of the Paris Agreement is clear, and we intend to remain at the forefront of these efforts.

In this report you will gain deeper insight into JLL’s commitment to building a better tomorrow and the tangible ways we are producing practical results. We greatly appreciate your interest in our efforts and, for those of you who interact with our business, for your advice and suggestions for continued improvements.