GRI content index

The following table outlines our compliance with the Global Reporting Initiative's Sustainability Reporting Guidelines Version 3.1 and the Construction and Real Estate Sector Supplement (CRESS) Guidelines (2011).

Based on this analysis we self-declare that this report achieves **GRI Application Level 'C'**. Please note that GRI disclosures identified as 'not material' have not been listed in the table below. Furthermore, a number of indicators – while material – have not been reported due to the unavailability of data. A full list of GRI disclosures can be found on the **GRI website**.

Profile disclosures

GRI disclosure	Status	Where to find it
Strategy and analysis		
1.1 CEO statement	●	In conversation with our CEO
Organizational profile		
2.1 Name of the organization	●	About us
2.2 Primary brands, products and/or services	●	About us
2.3 Operational structure	●	About us
2.4 Location of headquarters	●	About us
2.5 Countries of operation	●	About us
2.6 Nature of ownership and legal form	●	About us
2.7 Markets served	●	About us
2.8 Scale of organization	●	About us
2.9 Significant changes during the reporting period regarding size, structure or ownership	●	About us
2.10 Awards received in the reporting period	●	Our Sustainability awards; In conversation with our CEO
Report parameters		
Report profile		
3.1 Reporting period	●	About this Report
3.2 Date of most recent previous Report	●	About this Report
3.3 Reporting cycle	●	About this Report
3.4 Contact point for questions regarding the Report or its contents	●	Contact us
Report scope and boundary		
3.5 Process for defining Report content, including: Determining materiality, Prioritizing topics within the Report, Identifying stakeholders the organization expects to use the Report	●	Our sustainability strategy: *Material sustainability issues; Piloting integrated reporting*
3.6 Boundary of the Report	●	About this Report
3.7 Limitations on the scope or boundary of the Report	●	About this Report
3.8 Basis for reporting on joint ventures, subsidaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	●	Energy and resources: *Understanding our own emissions and reporting performance*
3.10 Effects of any restatements of information provided in earlier reports, and the reasons for such restatement	●	Data notes (throughout); Data summary: *Detailed data notes*
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods	●	About this report: *Data coverage*
GRI content index		
3.12 GRI Content Index	●	GRI content index
Governance, commitments and engagement		
Governance		
4.1 Governance structure	●	Governance; Workplace, well-being and diversity: *Board-level diversity*
4.2 Indication of whether the Chair of the highest governance body is also an executive officer	●	Governance
4.3 Number of Board members that are independent and/or non-executive Directors	●	Governance

Jones Lang LaSalle Incorporated
2012 Sustainability Report
Read more at www.jll.com and
www.joneslanglasalle.com/Pages/sustainability.aspx

Who we are   Our approach   Energy and resources   Client service excellence   Green buildings   Community and supply chain   Workplace, well-being and diversity   Addendum and data   1

		Status	Where to find it
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	●	Governance; Workplace, well-being and diversity: *Employee satisfaction and engagement;* Contact us: *Communicating with our Board of Directors*

Stakeholder engagement			
4.14	List of stakeholder groups engaged by the organization	●	Our sustainability strategy: *See our 2010 CSR Report*
4.15	Basis for identification and selection of stakeholders with whom to engage	●	Our sustainability strategy: *See our 2010 CSR Report*

Performance indicators

Economic		Status	Where to find it
Economic performance			
EC1	Economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. (Core)	●	About us; Jones Lang LaSalle **2012 Annual Report**: *Financial statements and supplementary data;* Community and supply chain: *Making a global impact*
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change. (Core)	●	Carbon Disclosure Project 2012 response; Jones Lang LaSalle 2012 Annual Report: *Environmental liabilities and regulations: Climate change risks*
EC3	Coverage of the organization's defined benefit plan obligations. (Core)	●	Jones Lang LaSalle 2012 Annual Report: *Financial statements and supplementary data;*

Environmental			
Energy			
EN3	Direct energy consumption by primary energy source. (Core)	◑	Carbon Disclosure Project 2012 response; Energy and resources: *Understanding our own emissions and reporting performance*
EN4	Indirect energy consumption by primary source. (Core)	◑	Energy and resources: *Understanding our own emissions and reporting performance*
EN5	Energy saved due to conservation and efficiency improvements. (Additional)	◑	Energy and resources: *Energy management for our clients; Understanding our own emissions and reporting performance*
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. (Additional)	●	Energy and resources: *Energy management for our clients; Renewable energy for clients*
EN7	Initiatives to reduce indirect energy consumption and reductions achieved. (Additional)	◑	Energy and resources: *Reducing our own carbon footprint; Energy management for our clients*
Emissions, effluents, and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight. (Core)	●	Carbon Disclosure Project 2012 response; Energy and resources: *Understanding our own emissions and reporting performance*
EN17	Other relevant indirect greenhouse gas emissions by weight. (Core)	●	Carbon Disclosure Project 2012 response; Energy and resources: *Understanding our own emissions and reporting performance*
CRE3	Greenhouse gas emissions intensity from buildings. (Core)	●	Carbon Disclosure Project 2012 response; Energy and resources: *Understanding our own emissions and reporting performance*
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved. (Additional)	◑	Energy and resources: *Energy management for our clients; Reducing our own carbon footprint*
Products and services			
EN26	Initiatives to enhance and mitigate environmental impacts of products and services, and extent of impact mitigation. (Core)	●	Green buildings: *Leading the way with green building certifications and improvements; Training our employees on green building skills*
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. (Core)	●	Client service excellence: *Ethics*
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. (Additional)	◑	Energy and resources: *Understanding our own emissions and reporting performance*

Social: labor practices and decent work			
Employment			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender (Core)	◑	About us; Workplace, well-being and diversity: *Diversity in our business*
LA2	Total number and rate of new employee hires turnover by age group, gender, and region. (Core)	◑	Workplace, well-being and diversity: *Employee satisfaction and engagement*

Jones Lang LaSalle Incorporated
2012 Sustainability Report
Read more at www.jll.com and
www.joneslanglasalle.com/Pages/sustainability.aspx

Who we are   Our approach   Energy and resources   Client service excellence   Green buildings   Community and supply chain   Workplace, well-being and diversity   Addendum and data   2

Labor / management relations			
LA4 Percentage of employees covered by collective bargaining agreements. (Core)	●	Workplace, well-being and diversity: *Labor standards and labor relations*

Occupational health and safety		
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region and by gender (Core)	◑	Workplace, well-being and diversity: *Maintaining a safe and healthy working environment for our clients and ourselves*

Training and education		
LA10 Average hours of training per year per employee by gender and by employee category. (Core)	◑	Workplace, well-being and diversity: *Training and development*
LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. (Additional)	◑	Workplace, well-being and diversity: *Training and development*
LA12 Percentage of employees receiving regular performance and career development reviews, by gender. (Additional)	◑	Workplace, well-being and diversity: *Training and development*

Diversity and equal opportunity		
LA13 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity. (Core)	◑	Workplace, well-being and diversity: *Diversity in our business*

IIRC content index

Key: ● Full ◑ Partial

As one of the pilot companies participating in the International Integrated Reporting Council, we support the general principles designed to promote communications about how an organization's strategy, governance, performance and prospects lead to the creation of value over the short, medium and long term.

This Sustainability Report focuses our sustainability strategy and performance. Our Annual Report focuses on our business strategy and our financial performance. Our governance and remuneration practices are reported primarily in the Proxy Statement for our Annual Meeting of Shareholders. An assessment of our adherence to the draft Integrated Reporting Framework can be found below.

Integrated Reporting guiding principle	What is needed to achieve full compliance?	Level of compliance*
Strategic focus and future orientation	Insight into strategy and how it creates value in the short, medium and long term and its use of and effects on the capitals.	◑
Connectivity of information	Show the combination, inter-relatedness and dependencies between the components that are material to ability to create value over time.	◑
Stakeholder responsiveness	Insight into the quality of relationships with key stakeholders and how the organization understands, takes into account and responds to their legitimate needs, interests and expectations.	◑
Materiality and conciseness	Concise information that is material to assessing ability to create value in the short, medium and long term.	◑
Reliability and completeness	Include all material matters, both positive and negative, in a balanced way and without material error.	◑
Consistency and comparability	Present information on a basis that is consistent over time and enables comparison with other organizations.	●

Integrated Reporting content element	What is needed to achieve full compliance?	Level of compliance*
Organizational overview & external environment	What does the organization do and what are the circumstances under which it operates?	●
Governance	How does the organization's governance structure support its ability to create value in the short, medium and long term?	●
Opportunities and risks	What are the opportunities and risks that affect value creation over the short, medium and long term, and how is the organization dealing with them?	●
Strategy and resource allocations	Where does the organization want to go and how does it intend to get there?	◑
Business model	What is the organization's business model and to what extent is it resilient?	◑
Performance	To what extent has the organization achieved its strategic objectives and what are outcomes in terms of effects on capitals?	◑
Future outlook	What challenges and uncertainties are encountered in pursuing its strategy, and what are the potential implications for its business model and future performance?	◑

* Based on an assessment of Jones Lang LaSalle's 2012 Sustainability Report; 2012 Annual Report and Proxy Statement

Jones Lang LaSalle Incorporated
2012 Sustainability Report
Read more at www.jll.com and
www.joneslanglasalle.com/Pages/sustainability.aspx

Who we are   Our approach   Energy and resources   Client service excellence   Green buildings   Community and supply chain   Workplace, well-being and diversity   Addendum and data   3

UN Global Compact content index

The United Nations Global Compact (UNGC or UN Global Compact) is an initiative for businesses that are committed to aligning their sustainability strategies with ten universally accepted principles in the areas of human rights, labor, environment and anti-corruption.

Jones Lang LaSalle is a signatory to the UNGC and is committed to adhering to its ten principles. The following table provides references or commentary to help readers navigate to sections of our Sustainability Report where we discuss relevant UN Global Compact principles. This Sustainability Report represents our annual Communication on Progress submission to the Compact. For more information on this initiative please visit the **UN Global Compact website**.

UN Global Compact Principles		Where to find it commentary
Human rights		
Principal 1	Businesses should support and respect the protection of internationally proclaimed human rights	At Jones Lang LaSalle, we value and respect the rights of all our workers, and we are committed to the protection of human rights. Our approach to protecting human rights is embodied by our Code of Ethics and our commitment to integrity. We are committed to aligning our policies with international conventions and declarations. We also observe internationally-recognized standards for the protection of human rights. Employees at Jones Lang LaSalle must comply with our human rights policies, as well as our principles against harassment and discrimination. Additional information about our human rights policies can be found in our **Code of Ethics**.
Principal 2	Businesses should make sure that they are not complicit in human rights abuses	
Labor standards		
Principal 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Generally, our employees are not members of any labor unions with the exception of a relatively small number of directly reimbursable property maintenance employees in the United States. Jones Lang LaSalle has always maintained a healthy relationship with union employees, supported the right to exercise freedom of association, and complied with the provisions expressed in collective bargaining agreements. Additional information within this report can be found in the 'Workplace, well-being and diversity' section: Labor standards and labor relations
Principal 4	Businesses should uphold the elimination of all forms of forced and compulsory labor	We have strong policies against forced or compulsory labor. Please view additional information in our **Code of Ethics**.
Principal 5	Businesses should uphold the effective abolition of child labor	We have well-established practices against child labor. Information about our child labor policies can be found in our **Code of Ethics**.
Principal 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation	Information about our anti-discrimination policies can be found in our **Code of Ethics**. Additional information within this report can be found in the 'Workplace, wellbeing and diversity' section: – *Diversity in our business;* – *Board-level diversity*
Environment		
Principal 7	Businesses should support a precautionary approach to environmental challenges	Information about our proactive approach to the environment within this report can be found in the following sections:
Principal 8	Businesses should undertake initiatives to promote greater environmental responsibility	Our sustainability strategy: – *Two pillars for delivering our commitment;* – *Material sustainability issues*
Principal 9	Businesses should encourage the development and diffusion of environmentally friendly technologies	Energy and resources (within most sub-sections) Client service excellence (within some sub-sections) Green buildings (within most sub-sections)
Anti-corruption		
Principal 10	Businesses should work against corruption in all its forms, including extortion and bribery	Information about anti-corruption policies can be found in our **Code of Ethics**. Additional information within this report can be found in the following sections: Client service excellence: – *Ethics* Data summary: – *Ethics Everywhere data summary*

Jones Lang LaSalle Incorporated
2012 Sustainability Report
Read more at www.jll.com and
www.joneslanglasalle.com/Pages/sustainability.aspx

Who we are   Our approach   Energy and resources   Client service excellence   Green buildings   Community and supply chain   Workplace, well-being and diversity   Addendum and data   4