

Stakeholder Consultation

Jones Lang LaSalle Upstream Sustainability Services

To sustain a constructive dialogue with those parties that have an interest in or are affected by your business, we can help you to identify, prioritise and consult with relevant stakeholder groups. Our advice includes a qualitative and quantitative analysis of the consultation outputs and we can interpret this to inform the evolution of a sustainability strategy.

How we stand out

- Trained facilitators to conduct constructive dialogue
- Objective and independent advice eliciting honest response from stakeholders
- Clear understanding of how stakeholder engagement drives sustainable change
- Strong reputation within key markets facilitates access to senior stakeholder representatives



What we can deliver for you

Stakeholder identification & mapping

Targeted engagement with specific stakeholder groups such as equity investors or customers

Stakeholder panels with multiple stakeholder groups

Community engagement

How you will benefit

- Focuses in your sustainability strategy around key stakeholder concerns
- Risk and reputation management
- Responsiveness to stakeholder demands
- Enhances stakeholder relationships
- Flushes out ideas for sustainability innovation and collaboration



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Expertise in Action

PRUPIM

Challenge

PRUPIM engaged with experts and external stakeholders to identify opportunities to improve the company's sustainability strategy and communications

Solution

Advice provided to the client included the following:

- Upstream Sustainability Services coordinated and facilitated a stakeholder panel consisting of nearly 30 stakeholders. Participants were invited to a half day workshop
- We identified and recruited suitable panellists and designed a tailor-made interactive workshop
- We provided PRUPIM's management with a summary of key stakeholder observations and recommendations which fed into the company's sustainability strategy

PRUPIM

Panel Members

Public Interest Groups	LSX, Forum for the Future, WWF
Customers	Sainsbury's, M&S
Industry Bodies	BCSC, WRAP, British Retail Consortium, IPF
Suppliers	CMS Cameron McKenna, Miller Construction, Skanska, MITIE, GSH, HBG, Lend Lease
Academics	UCL, Kingston University
Others	Morley, Faber Maunsell

Results

- PRUPIM gained stakeholder insight around its sustainability communications
- Led to a significant revision of the company's sustainability communications and strategy

"Stakeholder engagement was an integral part of the development of PRUPIM's sustainability strategy. Upstream Sustainability Services' helped us to effectively manage this process and enabled us to get the input we needed from a diverse group of stakeholders."

Siobhan Hewitt-Devine, Sustainability Advisor, PRUPIM

Why Jones Lang LaSalle?

Upstream Sustainability Services is an integral part of Jones Lang LaSalle, a leading real estate services firm. This UK centre of excellence for sustainability consultancy, draws on 40 experts with 15 years experience, to apply our collective know-how and value-driven approach to manage and improve the sustainability performance of our client's portfolios and assets.

Jones Lang LaSalle has global reach, whilst maintaining a deep knowledge of local markets. The UK team possess multi-disciplinary expertise in all aspects of real estate investment, management and development. Sustainability considerations are embedded across this entire range of services.