

A message from our CEO

Commercial real estate is now generally recognized as pivotal in the fight against global environmental challenges including climate change and the consumption of increasingly scarce resources. The United Nations Environment Programme (UNEP) estimates that, globally, buildings are responsible for more than 40% of energy use, one-third of greenhouse gas emissions and 30% of raw material use. From a socio-economic perspective, real estate shapes our towns and cities and is a defining characteristic of society in general. It is where we work, where we live, and it creates jobs and investments for people from every walk of life. As a business, we have a duty to respond to these challenges and opportunities.

We define Corporate Social Responsibility (CSR) as the actions we take to promote and protect the environmental, social and economic interests of future generations. A critical aspect of our role as a corporate citizen is to contribute to the sustainability and prosperity of the world over the long term.

In that context, we are proud to present our latest annual CSR Report. Our view of CSR has our role and duties as a good corporate citizen at its heart, but it extends far wider. We also recognize and embrace our opportunity to partner with clients and collaborate with competitors and others across our industry in addressing those environmental challenges in which real estate is a key factor. In the pages that follow, we focus on Jones Lang LaSalle's immediate responsibilities - reporting within the widely-regarded GRI Reporting Framework for CSR - while also highlighting examples of our participation and leadership in broader initiatives across our sector.

The five global strategic priorities we have set for ourselves as a Firm (which we call our G5), underpin our business strategy and create a platform for us to take action in response to sustainability challenges. The first and fifth of these priorities are most closely aligned with CSR:

- **G1: Build our leading local and regional market positions.** Our market presence in virtually every major city in the world allows us to establish our business as the leading source for energy and sustainability real estate advice that can help clients transition to the sustainable economy while continuing to deliver them successful business results.
- **G5: Connections - Differentiate by connecting across the Firm and with clients.** Seamlessly linking our employees, businesses, geographies and technologies helps us to communicate and integrate our CSR efforts throughout our businesses around the world, maximizing opportunities to create new services and embedding sustainability into the heart of our operations.

As a part of our commitment to create real value in a changing world, we are determined to hold ourselves accountable for the social, environmental and economic impacts of our operations and are committed to developing policies, business practices and services that will drive continuing positive change in our industry. We also believe that respecting and actively supporting internationally agreed upon standards will add to our success. Accordingly, we have continued to commit ourselves to the United Nations Global Compact and its principles regarding human rights, labor, environment and anti-corruption. As a professional services firm, Jones Lang LaSalle has a philosophy that adopts our clients'



CSR challenges as our own. The CSR strategy we have developed therefore addresses both the direct operational impacts of our own business as well as the real estate impact from our clients' activities.

We are proud of the progress that we made in 2010 on our CSR agenda. In particular, we placed significant emphasis on establishing internal support for our CSR strategy, which led us to set measurable corporate targets for the first time (see beginning of each core section of our [2010 CSR Report](#) for further details). We also developed a global network of CSR contacts, led by our Chief Operating Officers around the world, who are now integral to our strategy and have assumed ownership and oversight for delivering targets.

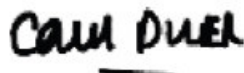
In 2010 (and early 2011*) Jones Lang LaSalle was also:

- Selected as one of the **'World's Most Ethical Companies'** by the Ethisphere Institute for the third consecutive year (fourth consecutive year in 2011)
- Named **ENERGY STAR Partner of the Year** by the U.S. Environmental Protection Agency for the second time (third time in 2011)
- Honored as one of the **FORTUNE 2011 'World's Most Admired Companies'** for the third time*

*Note: the real estate category was suspended in the 2010 listing; the 2011 listing was published in March 2011

We will maintain, without fail, our commitment to putting the interests of our clients first, to promoting teamwork and collaboration across our operations, and to conducting our business ethically and with respect for environmental, social and economic concerns. We recognize that corporate disclosure plays a key role in this regard, promoting transparency and accountability to our stakeholders, which in turn will drive continued improvements in our performance. It is to this end that our CSR Report tells the story of our achievements and challenges throughout 2010. Our CSR activities will always be 'a work in progress', but we believe reports such as this can inspire efforts toward being first for our people, first with our clients and shareholders, and first in the communities where we do business.

Thank you for your interest in Jones Lang LaSalle.



Colin Dyer

Chief Executive Officer and President