Asset Managers, Private-Sector Space and Facilities

Chris Pesek, Director of Integrated Facilities Management at JLL

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Safety Moment
Where is U.S. safety and who is responsible?

Number of fatal work injuries, 1992–2012

The 2012 total of 4,628 fatal work injuries decreased slightly from the 4,693 fatal work injuries reported for 2011.

2013 JLL US OSHA Recordable Cases

Injury Primary Factors

- Handling Equipment / Tools: 28%
- Ladder Usage: 15%
- Slips/ Trips/ Falls: 15%
- Exposed to sharp objects: 12%
- Chemical exposure: 15%
- Accessing roof: 12%
- Electrical exposure: 15%
- Motor vehicle accident: 15%
- Pinch point: 71%
Chris Pesek
Managing Director
Integrated Facilities Management
Order of Presentation

- JLL overview
- IFM overview
- Standards
- Our recommendation for IFM standards
JLL Overview

We provide commercial real estate strategy, services and support to public and private organizations around the globe.

We are a financial and professional services firm that specializes in commercial real estate services and investment management. We’re in business to create and deliver real value through commercial real estate for clients, shareholders and our own people.

In a complex world that is constantly changing, we are committed to helping clients understand and navigate the intricacies of commercial real estate—whether you’re an investor or occupier of space.
Global Firm and Capabilities Overview

2013 revenue
$4B
S.F. under management
3.0B
Managed Spend
$30B
Employees
52,700
Corporate offices
200+
LEED APs
1,300+
Six Sigma Green or Black Belts
390

Americas
7 countries
95 offices
EMEA
27 countries
69 offices
Asia Pacific
15 countries
64 offices

Supporting the Global Real Estate Life Cycle

- 550 Strategic Consultants: balancing long-term strategy with practical execution
- 4,000+ Transaction Specialists: best portfolio results through local market expertise and action
- 400 Lease Administrators: portfolio transparency eliminates business risk
- 2,500 Project Managers: fast, flexible and on-time delivery
- 36,950 Facility and Property Mgmt. staff: safe, reliable, expert and productive work environments

Diverse services and locations deliver investment grade ratings:
- Moody’s: Baa2 (stable outlook)
- S&P: BBB (stable outlook)

Only real estate firm listed six years running

Platinum 400 Best Big Companies
2006, 2007 and 2008 (U.S.)

Global outsourcing 100 list
Key Components of JLL IFM Services

- **Engineering Services**
  - Critical Environment Management
  - Energy & Sustainability
  - Utilities
  - Elevators
  - Environment, Health & Safety
  - Electrical
  - Hydraulics
  - HVAC

- **Employee Experience Services**
  - Reception/Concierge
  - Guest/Resident Hosting
  - Catering/Dining
  - Event Management
  - Room Management
  - Mailroom/Archiving/Reprographics
  - Transport
  - Health & Well-being Programs

- **Occupancy Services**
  - Space Management
  - Occupancy Planning
  - Minor Projects
  - Moves/Adds/Changes

- **Account Management**
  - Governance
  - Transition
  - Performance
  - HR/Training
  - Risk
  - Finance/Reporting
  - Technology

- **Site Services**
  - Janitorial/Cleaning
  - Security
  - Landscaping
  - Pest Control
  - Waste Management

- **Workplace Services**

- **Quality Programs**

- **Talent Management**

- **Technology**

- **Shared Service Centres**

- **Facilities Services**

- **Strategic Sourcing**
The Importance of Great Safety Programs

- YOU, your family, your coworkers, Vendors and subcontractors, clients and the Public
- Regulatory compliance assurance & governance
- “Real Value In a Changing World”
  - Client/Public expectations of a robust program
  - Economic benefits
- Social Responsibility & Sustainability
- Business as a going concern

Safety Record
3X better than the industry average

GOAL ZERO
injuries

Workers Compensation
Reduced from $.0066/Payroll Dollar (2011) to $.0055/Payroll Dollar (2013) = $2.2M Annual Savings
2013 - 2014 JLL EHS Plan

Key Tactical Elements

- Accreditation of Central EHS Management System
- Enhanced Recognition for Safety Program
- SafeStart Human Factors Training
- Measure / Report on Key EHS KPIs
- Safety Suggestion & Unsafe Practice Reporting
- New Web-Based EHS Data Management System (AIC)

Speak UP! for safety
Benefits of integrated programs

- Help clients meet internationally-recognized standards
- Provide a strong model to ensure there is an effective program in place
- Offer verifiable evidence (through 3rd party certification) of a strong EH&S program
- Ensure a safe and environmentally-responsible partner for clients

Many public institutions and private companies have policies and practices that require their own EH&S programs to meet or exceed ISO and OHSAS standards. Partnering with a provider who has an integrated EH&S certification program ensures they achieve their requirements.
Want to learn more about JLL’s IFM services standards?

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