



*Achieve  
Ambitions*

# Global Ethics Day Recap

*October 20, 2021*



# Global Ethics Day 2021



One of our teams at JLL distributed an ethics quiz to 2,000 employees and awarded prizes for the best responses.

“Ethics is the process of questioning, discovering and defending our values, principles and purpose. It's about finding out who we are and staying true to that.”

*“Ethics means knowing the difference between what you have a right to do and what is right to do.”*

“In my opinion, the slogan “Be the reason someone believes in the goodness of people” is the best to describe and sum up the word Ethics. We are all equal, if you want to be treated ethically you just need to be the best version of yourself and treat people as you want to be treated.”

## Global Ethics Day – Fun Quiz!

**20<sup>th</sup> October 2021 was Global Ethics Day!** Ethical practices are inherent in JLL's values, mission and strategy and we are committed to a corporate culture that embraces and promotes strong principles of business and professional ethics

Here is a quick quiz to check your understanding of ethical work operations.

[Click to participate](#)

A friend of yours from outside JLL asks you to share some information on one of our clients. What will you do?

- Share the information with your friend because you trust them
- Share selective information that you think can be passed outside
- Explain that you can't share client information

You are confused whether a particular action is ethically compliant or not. What will you do?

- Ask a friend
- Consult your Manager or the Ethics Officer in the Company
- Go as per your instincts

You see a team member taking confidential client information home. This becomes regular phenomenon and you are not sure of the purpose. What will you do?

- Call 24-hour Ethics Worldwide Helpline at: +1 877 540 5066
- Make an anonymous written report at: <https://jll.ethicspoint.com>
- Contact the local Ethics Officer
- Any of the above options can be explored

Your spouse is starting a facility management company and you are one of the Directors on paper. This is a similar business line as JLL, and you understand that. What will you do?

- Don't disclose the information as nobody will get to know anyway
- Do not get involved in the day-to-day work of the company
- Disclose it to the company and understand the next steps to proceed

Your client wants to send you a gift to celebrate a success. What will you do?


- Accept the gift and thank the client
- Inform your Manager and follow the due process for accepting gifts
- Meet the client outside office and accept the gift

You notice a colleague misusing office resources, what will you do?

- Ignore it
- Talk to them about it or inform your Manager so that they can take action
- Join them and do the same thing

What does Ethics mean to you?

# Ethics Discussions - France








**Ethics Morning Live Session** **OPEN TALK**

Nous tenons à vous remercier chaleureusement pour votre participation active à nos deux 1<sup>ère</sup> sessions live des Ethics Morning qui se sont tenues les 20 et 26 octobre à l'occasion de la journée internationale de l'éthique.

Répondez à 9 questions en moins d'1min chrono si vous souhaitez que nous renouvelions ce type d'échange et que nous soyons encore plus en phase avec vos attentes ! (réponses anonymes)

En chiffres, les Ethics Morning c'était...

|  |  |   |  |   |
|--|--|---|--|---|
| <br>2 heures d'open talk avec les équipes France sur 2 journées | <br>Plus de 110 connections | <br>60 participants au total restés de bout en bout des sessions | <br>Une dizaine de sujets abordés | <br>Près de 12% de taux de participation ! |
|--|--|---|--|---|

Vous avez contribué à apporter des éléments de réponse sur les sujets suivants :

- Qu'est-ce que l'éthique ?
- La morale et l'éthique
- Le droit à l'erreur et l'exemplarité
- Quand et que signaler ? Faut-il avoir des preuves ?
- Quels comportements face à un client non éthique ?
- La crainte des représailles face à la protection du lanceur d'alerte
- Les freins au signalement
- La parole libérée en entreprise, clé de la pérennité de l'entreprise
- Le courage comme valeur structurante individuelle et collective
- Quels comportements face à des réflexions sexistes ?
- Est-ce qu'on ne peut plus rien dire de nos jours ?

Contactez l'équipe juridique et Compliance pour plus de détails.

*All employees in France were invited to join one of two sessions to talk about Ethics to recognize Global Ethics Day. 110 attendees discussed the following topics:*

- What is ethics?
- Morals & ethics
- The right to make mistakes and set an example
- When and what to report? Do we need to have proof?
- How to deal with an unethical client?
- Fear of reprisals in the fact of whistleblower protection?
- The obstacles to reporting
- Free speech in companies, key to the company's sustainability
- Courage as an individual and collective structuring value
- How to behave when faced with sexist comments
- Is it impossible to say anything these days?

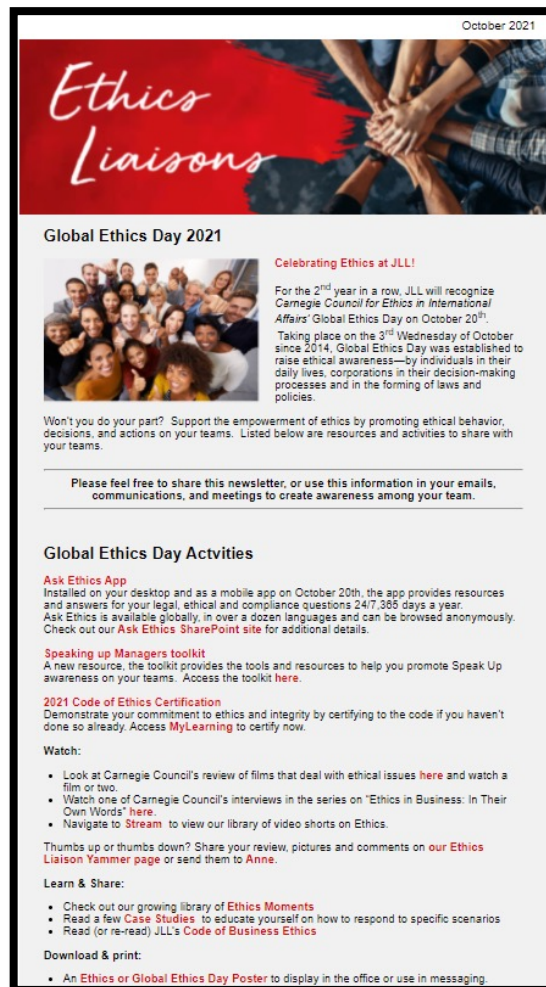


# Global Ethics Day 2021

A sampling of internal messaging



## Ethics Liaison Newsletter



*Our internal messages carried the story*

## Regional Newsletter

### News

Empowering ethical behavior on Global Ethics Day

**It's now even easier to keep ethics front of mind with our new tools**

Created by Carnegie Council for Ethics in International Affairs, Global Ethics Day is a moment to empower ethics through the actions of individuals and organizations. In celebration of the day, our Ethics & Compliance team is excited to launch two new tools that support our Ethics Everywhere program: the new **Ask Ethics App** and the **Speaking Up Managers Toolkit**.



Find the details below, and if you haven't yet certified to our Code of Business Ethics this year, please use this opportunity to visit **MyLearning** and do it now – it only takes 5 minutes!

### Ask Ethics

Installed on your desktop and as a mobile app on October 20th, the app provides resources and answers for your legal, ethical and compliance questions 24/7, 365 days a year. Ask Ethics is available globally, in over a dozen languages and can be browsed anonymously. Check out our **Ask Ethics SharePoint** site for additional details.

### Speaking Up - Managers Toolkit

The **Speaking Up Managers' toolkit** brings together the most important things that people managers need to know and do to encourage and empower their teams to speak up and raise integrity concerns with confidence and without fear of retaliation. It supports our new **Whistleblower & Non-Retaliation Policy**.

**Where:** Find the toolkit [here](#).

## Town Hall Discussions on Ethics



## JBS Town Hall Attendees

- Manila – 144
- Gurugram – 745
- Dalian – 154
- Warsaw - 110

# Global Ethics Day 2021

Yammer group (internal social media channel) Posts



## Yammer Message in the Ethics Liaison Community

**Hewett, Anne** Oct 20 Seen by 56

**Global Ethics Day 2021**

Sharing some thoughts on ethics from our Ethics & Compliance team. What does Ethics mean to you?

To me, ethics is being respectful. Respectful towards oneself and to others in the effort to achieve a better living/coexistence.

Acting in accordance with moral values. These can be different in the areas of life. In the work environment, for example, these can be mutual respect, responsibility, trustworthiness etc. - internally as well as towards clients / the society.

Acting with self-reflection and making decisions that won't negatively reflect on others. One could also take a more proactive position and make decisions based on the positive impact they will generate.

Doing what is right, which reminds me about the quote: "What is popular is not always right; what is right is not always popular."

**Wahlen, Mary** Oct 20 1

To me, ethics is doing what I know to be right, and doing what I promised or agreed to do, even if it means there will be consequences to me or to someone I respect. It also means that I have a human obligation to help and protect others, so I will speak up and report wrongdoing when I see it, even if I am scared or unsure of what I observed. I try to live this in every aspect of my life, both personal and professional. It's not always easy.

## Yammer Message in the All-Company Community

Posted in All Company

**Hewett, Anne** Oct 20 Seen by 9,228

Inspired by Earth Day and founded by Carnegie Council in 2014, Global Ethics Day provides an opportunity for organizations around the world to hold events on or around this day, exploring the meaning of ethics in international affairs.

This year, a protected questions resources face while when con

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**ask Ethics, compliance**

you may mind s Day.

**GLOBAL ETHICS DAY**

**Wahlen, Mary** Oct 20 3

Congrats to everyone that works hard to keep us ethical and make JLL a great place to work!

## Yammer Comments

**Bruned, Elena** Sep 8 Seen by 11,943

**Hello @AllCompany**

JLL has implemented a new Whistleblower & Non-Retaliation Policy which is now published on our [Global Policy Portal](#) on Connect and on our external websites. This policy sets out how JLL will support employees so that they can safely express their concerns, know who to contact, how to make a report and the protections available to them against any possible negative consequences such as acts of retaliation. I recommend you start by reading our Policy (you can find here, in our [Connect News Article](#), a brief summary). You can also navigate onto our [Ethics Everywhere](#) site for general information about Ethics. Happy to help with any questions that may arise!

#SpeakUp #SpeakingUpatJLL

I'm proud to work for a company that strives for excellence while remaining true to our core values of Teamwork, Ethics and Excellence!

JLL's Ethics Everywhere framework and enterprise-wide Ethics Liaisons network are just 2 elements of our robust program, recently recognized by Ethisphere with Ethics Inside Certification! <https://inkd.in/gbhCtQm>

**ratulations**

**Ethisphere Recognizes JLL with Ethics Inside® Certification** Ethisphere Recognizes JLL with Ethics

Ethisphere announces that JLL has earned Ethics Inside® Certification for 2021 and 2022.

**JLL**

Inkd.in

[Ethics](#) [Ethicseverywhere](#)



# Global Ethics Day 2021

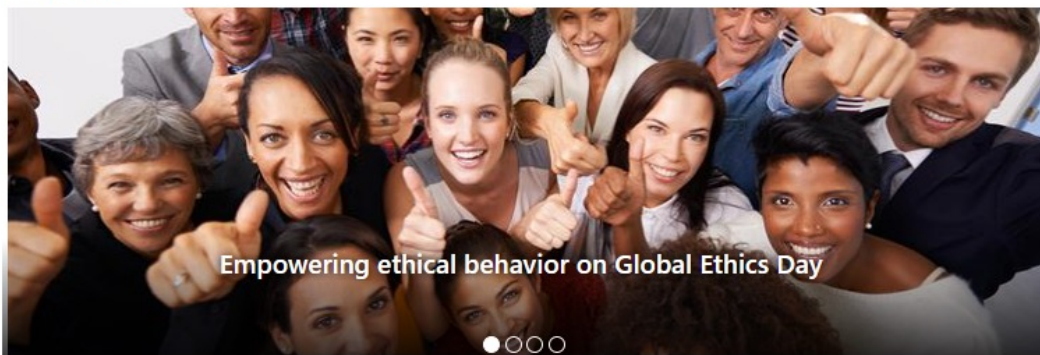
*Messages streaming on our Intranet and in offices*



## Message streaming on *our Intranet, Connect*

Ethics Everywhere

Ethics News



## Poster Streaming on monitors in our UK office





*Thank you*

We look forward to participating again next year!