

JLL ASIA PACIFIC RECEIVES THE 2023 COMPANY OF THE YEAR AWARD

*Identified as best in class in the Asia-Pacific facility
management industry*

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. JLL Asia Pacific excels in many of the criteria in the facility management space.

AWARD CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Mega Trends	Customer Purchase Experience
Implementation of Best Practices	Customer Ownership Experience
Leadership Focus	Customer Service Experience
Financial Performance	Brand Equity

JLL: Innovative, Customer-Centric, Committed

Jones Lang LaSalle Asia-Pacific (JLL) is a part of global commercial real estate and investment management service provider. The company delivers comprehensive real estate services across numerous asset classes.

“JLL offers the most comprehensive solution portfolio in the market, spanning robust features and capabilities. Highlights include outcome-based facility strategies and solutions allowing customers to improve the performance of their workplaces, real estate portfolios, and people.”

***- Janice Wung
Program Manager***

Specifically, JLL is a leading provider of facility management services, offering a comprehensive solution suite to help customers optimize their building performance, create outstanding workplace experiences, and achieve sustainability goals.

With a focus on innovation and customer satisfaction, the company is committed to delivering exceptional value-added services to its clients. It supports customers across various industries, such as financial services, technology, public institutions, manufacturing, and professional business services.

In 2022, Frost & Sullivan recognized JLL for its strong customer-centric approach and broad product portfolio and remains impressed with its continuous innovation and sustained leadership.

Demonstrated Leadership through Continuous Product Innovation

JLL creates innovative products to seamlessly integrate people, processes, and technology. The company

developed and refined these processes over two centuries, perfecting its approach. As a result, JLL has grown into a global professional firm in real estate and investment management. Specifically, in the Asia-Pacific (APAC) region, the company supports over 470 customers, with 19,000+ client sites, and manages an area of 540 million square feet.¹ It provides high-quality services and solutions, allowing customers to elevate performance levels, maximize cost efficiency, and expedite implementation while minimizing associated risks.

JLL offers the most comprehensive solution portfolio in the market, spanning robust features and capabilities. Highlights include outcome-based facility strategies and solutions allowing customers to improve the performance of their workplaces, real estate portfolios, and people. Unlike its competitors, the company combines innovative technology with unrivaled facility management services and expertise to create outstanding workplace experiences and unlock data-driven insights to help customers make improved business decisions.

The Powerful Brand and the Value Behind It

With its focus on continuous development, JLL has recently launched a revitalized brand and a new message, "SEE A BRIGHTER WAY." This message reflects the company's dedication to finding creative solutions to complex problems by utilizing a forward-thinking, innovative, intelligent, and positive approach to bring meaningful value to its customers.

The rebranding also highlights JLL's exceptional capabilities and groundbreaking methods to deliver measurable business outcomes for its clients. Key focus areas include:²

Future of Spaces. The company is at the forefront of innovation in using technology and real-time data to design spaces that serve a clear purpose: improving workplace performance, boosting facility efficiency, and increasing human productivity. Under the Future of Spaces concept, JLL provides a powerful spectrum of tailored solutions and services.

Notably, the company's Pit Stop gamified initiative supports customers in enhancing the employee experience. Another remarkable initiative is EMOTIV. This cutting-edge program empowers employees to improve their hybrid work practices by leveraging the power of neuroscience. Utilizing user-friendly electroencephalography devices, participants receive valuable feedback on their focus, stress levels, and cognitive performance over extended periods. They can then use this data to make informed decisions about improving their work setups.

Additionally, JLL uses advanced tools and methods to provide employees with optimized spaces and experiences while accurately forecasting real estate requirements. Dynamic Occupancy Planning services leverage data insights to enhance performance and decision-making processes which is essential for shaping the future workplace.

JLL sees growing demands among investors and occupiers for strengthening social value due to societal pressure, government regulations, shareholder expectations, competitive advantage, and real estate risk mitigation. Responding to these needs, JLL it provides bespoke DE&I services to support customers with

¹ Frost & Sullivan Interview with JLL Asia Pacific, July 2023

² Ibid.

their portfolio and workplace strategies and change management based on clients' needs and focus on their workforce in the new hybrid working environment. Notably, JLL efficiently supports customers worldwide, focusing on the perspective of the DIB standard which provide benchmarking and scoring of offices to drive diversity and inclusion across the portfolio.

Technology. JLL leads the way in offering broad technology solutions revolutionizing how customers approach their commercial properties' discovery, development, and management.

Sustainability. The company cooperates with various market stakeholders to cut down carbon emissions and enhance energy efficiency. JLL manifests its focus on sustainability by signing the Climate Pledge and supporting the goals of the Paris Agreement. Furthermore, it has pledged to exclusively occupy net zero carbon offices by 2030 (Scope 1 and 2) and to decrease absolute Scope 1, 2, and 3 emissions by 51% by 2030, with the ultimate goal of achieving net zero emissions by 2040.³

Best-in-Class Innovations

JLL closely monitors emerging market trends and evolving customer demands, then responds with novel and tailor-made solutions. The company effectively responds to challenges across the facility management space, such as hybrid work in the post-COVID world, workplace productivity, human experience, change management, energy efficiency, and sustainability. As a result, JLL expanded its product portfolio with cutting-edge solutions to meet industry demands and customer expectations.

The company's Client Operations Team composes Playbooks for its global accounts. In 2022, JLL leaped forward by digitizing and shifting these Playbooks to an online library accessed through the Tallyfy platform. This move has resulted in automatic standardized content updates, ensuring operation consistency and alignment across different regions. The company fosters innovative ideas inside its global team. JLL leverages the ideaHub platform gathering ideas from various groups globally, thus, improving existing and new products and services and sharing best practices.

Additionally, the company introduced JLL's Dynamic Cleaning, a groundbreaking solution to transform traditional cleaning practices. Dynamic Cleaning integrates real-time occupancy data and cutting-edge Internet of Things technologies to enhance employee well-being and sustainability programs. The solution optimizes costs and boosts operational efficiency by up to 15%.⁴

JLL also provides industry-leading augmented reality (AR) or mixed reality devices. Its AR devices leverage high-definition cameras that provide real-time guidance, simplifying verification, documentation, audits, inspections, and training processes. By providing real-time data and support, these advanced devices improve efficiency, safety, and maintenance.

Another innovation, Carbon Pathfinder (CPF), is a powerful decarbonization planning technology that empowers customers to develop dynamic, data-driven investment strategies. This innovative solution allows to forecast and visualize the climate transition risk of customers' portfolios, create actionable

³ Frost & Sullivan Interview with JLL Asia Pacific, July 2023

⁴ Ibid.

decarbonization roadmaps that can adapt to various scenarios, and make informed asset prioritization and capital planning decisions based on data-driven insights.⁵

With this leadership focus, Frost & Sullivan expects JLL to sustain its leadership in the facility management market.

Building Trust through a Customer-centric Approach

JLL serves clients customers across various industry verticals, including financial services, technology, public institutions, manufacturing, and professional business services. It provides exceptional 24/7 customer service through its dedicated team of client success experts that support customers with timely updates, quick access to practical insights, and strategic guidance.

Furthermore, the company offers customers essential resources, including reports and whitepapers, enabling clients to enhance their performance while staying mindful of actual challenges. Specifically, in 2022, JLL published its “Future of Work Survey” report that provides insights based on the perspective of over 1,100 global decision-makers on their work, workforce, workplace, and portfolio in the post-pandemic era.

The company stands out in the industry by fostering a culture of collaboration and reliability, ultimately leading to superior client services. Its approach to human resources, including its recognition initiatives and people-focused strategies, is a key factor in its success. JLL takes great care to create an inclusive and supportive workplace, with a strong emphasis on investing in the growth and development of its employees to attract and retain the best talent. Its fundamental values create a company culture where employees feel JLL cares about their success.

“Frost & Sullivan lauds JLL for its high importance to customer satisfaction, a smooth process, and continued relationship with long-term customers, enhancing and improving customer retention and brand equity.”

- Pavel Zhebrouski
Best Practices Research Analyst

Frost & Sullivan’s research finds that JLL’s company culture supports employee happiness, and happy employees translate to satisfied customers, facilitating customer loyalty and revenue growth.

JLL uses client feedback and industry trend monitoring to guide its product roadmap, continuously evolving its solutions to maintain its innovative edge. Furthermore, the company conducts client feedbacks to ensure high customer satisfaction,

earning it a constantly improving Net Promotor Score (NPS) and reporting 20% growth in 2022.

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A Foot in the Present and an Eye on the Future

Since its inception, JLL’s sterling reputation and customer-centric framework have led to its coveted preferred partner status. Over the years, it added a range of leading customers to its established base.

⁵ Ibid.

DBS, a Singaporean multinational banking and financial services corporation, is a prominent example of a fruitful partnership. The companies have been partners for 21 years and continued its partnership to deliver further innovations in the APAC region.

JLL's leading position in the market comes from its organic growth and effective acquisition strategy. In 2022, JLL made two significant acquisitions bolstering its capabilities. The Envio Systems acquisition allowed JLL to integrate cutting-edge technology into its sustainable building operations. The Skyline AI purchase added a powerful tool for advanced data analysis and predictive capabilities. These acquisitions positioned JLL to offer clients even better strategic advice and help them gain a competitive edge in the market.

In the challenging year of 2022, the company reported solid financial results: globally, JLL's revenue was \$20.9 billion. Notably, the impressive growth of the APAC Integrated Facilities Management (IFM) division by 8% in 2022 was resulted from organic business development with current clients and novel solution implementation.⁶

The company projects further IFM's revenues growth, indicating robust performance and efficient utilization of market opportunities.⁷ JLL reports four key focus industries in 2022: data centers (addressing growing needs for digital technologies and data-intensive applications), semiconductor (serving semiconductor-related properties in APAC), industrial and logistics (supporting more than 40 clients), and government and public institutions (enhancing strategic government facilities).⁸

The company's impressive growth momentum and trajectory are a testament to its customer-centric approach, revolutionary solutions, and exceptional operational strategies, earning its clients' trust and loyalty. Frost & Sullivan believes JLL is well-positioned to drive the facility management space into its next growth phase, capturing market share and sustaining its leadership in the coming years.

Conclusion

Today, various challenges exist across the facility management sector, such as hybrid work in the post-COVID world, workplace productivity, human experience, change management, energy efficiency, and sustainability. Overall, Jones Lang LaSalle Asia Pacific (JLL) addresses these unmet needs with a strong leadership focus that incorporates customer-centric strategies and exemplifies best practice implementation. JLL continuously expands its product portfolio with cutting-edge solutions to meet industry demands and customer expectations. It distinctly differentiates in the space by leveraging best-in-class technology, solid facility management services, and expertise synergies to support customers in enhancing workplace experiences and unlocking data-driven insights to make efficient business decisions. The company remains a trusted partner, earning a reputation for offering the overall best in the market.

With its strong overall performance, JLL earns Frost & Sullivan's 2023 APAC Company of the Year Award in the facility management industry.

⁶ Ibid.

⁷ Ibid.

⁸ Ibid.

What You Need to Know about the Company of the Year Recognition

Frost & Sullivan's Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Award Analysis

For the Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Visionary Innovation & Performance

Addressing Unmet Needs: Customers' unmet or under-served needs are unearthed and addressed by a robust solution development process

Visionary Scenarios Through Mega Trends:

Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first-to-market solutions and new growth opportunities

Leadership Focus: Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

Best Practices Implementation: Best-in-class implementation is characterized by processes, tools, or activities that generate a consistent and repeatable level of success

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Engine™

Frost & Sullivan’s proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

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Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- **Mega Trend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

