

SAFESTART HUMAN FACTORS



CONFERENCE

2022

Orlando, FL

November 8 & 9

MANAGING HUMAN FACTORS FOR MULTI EMPLOYER WORKSITES

Session Presenters

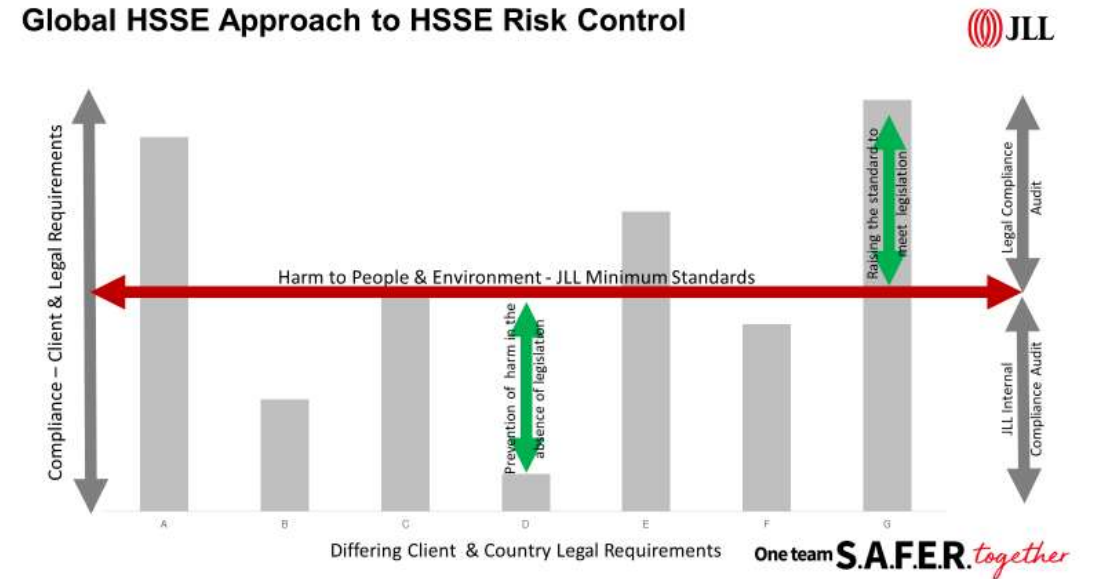
Kristen Egan – JLL Americas HSE Lead

Chad Carlson - JLL HSE Director

Tim Page-Bottorff – Senior Consultant, SafeStart

THE COMPLEXITY OF MULTI-EMPLOYER WORK SITES

What does that mean from a holistic approach?



THE COMPLEXITY OF MULTI-EMPLOYER WORK SITES



<https://hardhattraining.com/new-product-health-safety-programs/>

HSE MANAGEMENT – JLL GLOBAL SAFETY WEEK



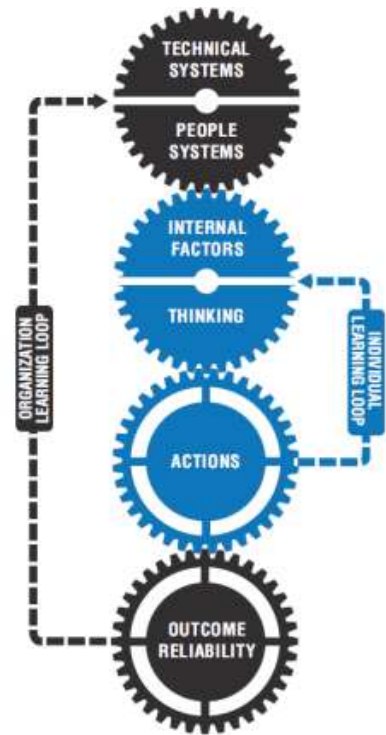
<https://web.microsoftstream.com/video/b8980c7d-4df6-464b-ae70-a5228b216963>

SAFESTART HUMAN FACTORS

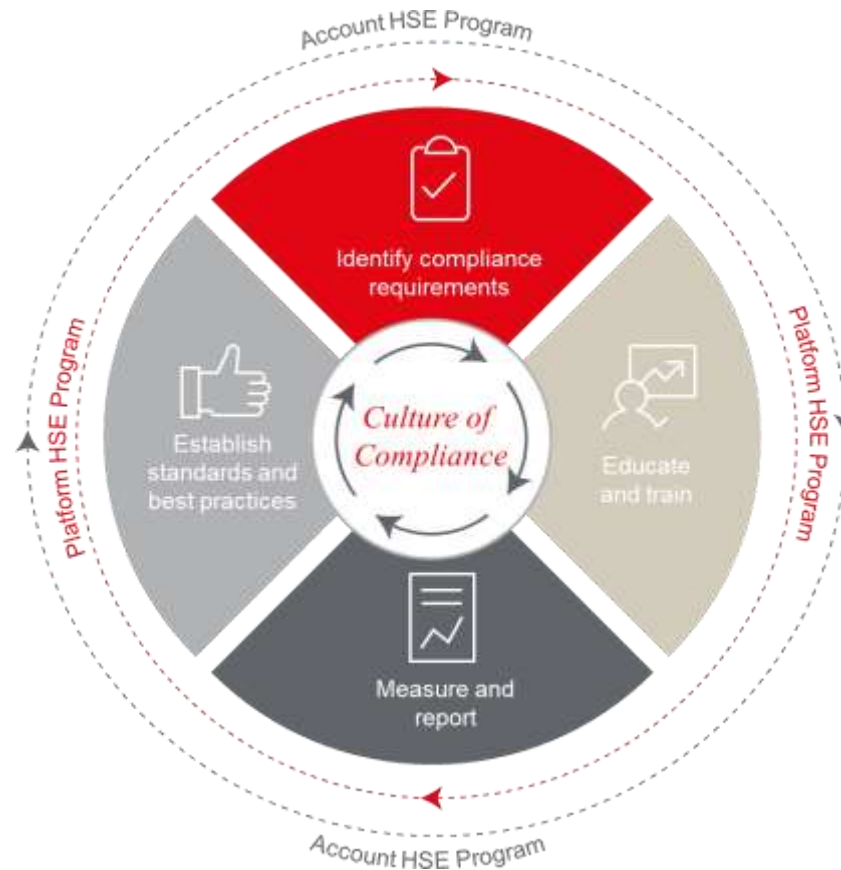
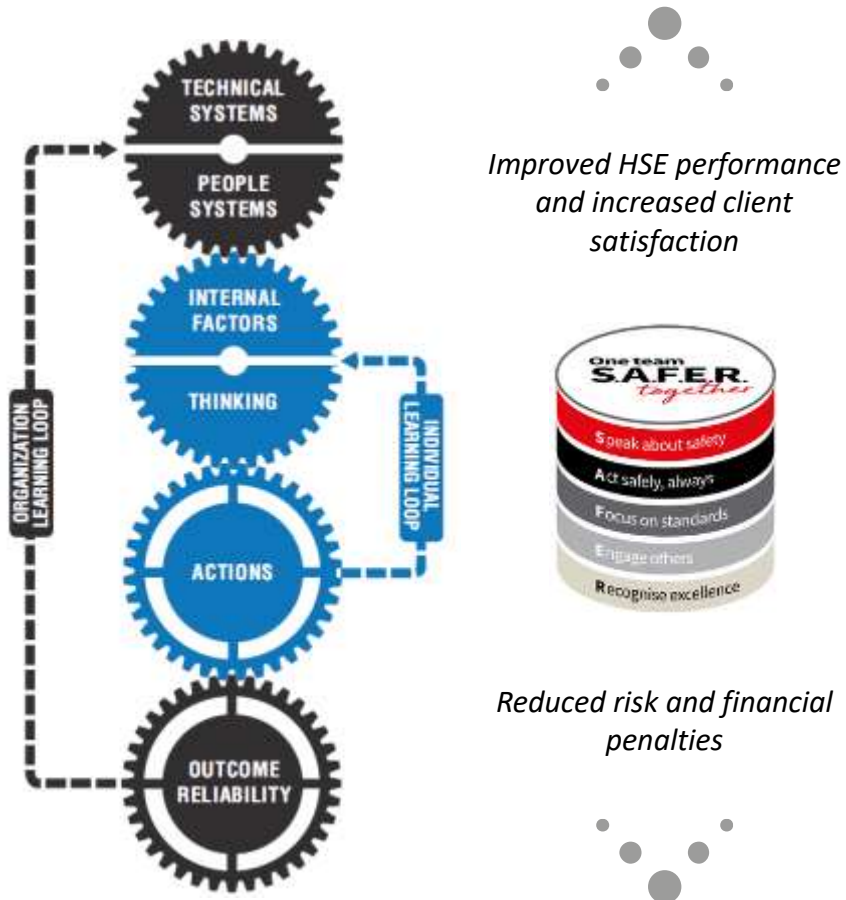
JLL GLOBAL SAFETY WEEK - OCT 10-14, 2022

Global Safety Week at JLL is a time to reflect on and recommit to health and safety in the workplace.

- Daily videos
- Activities
- Webinars



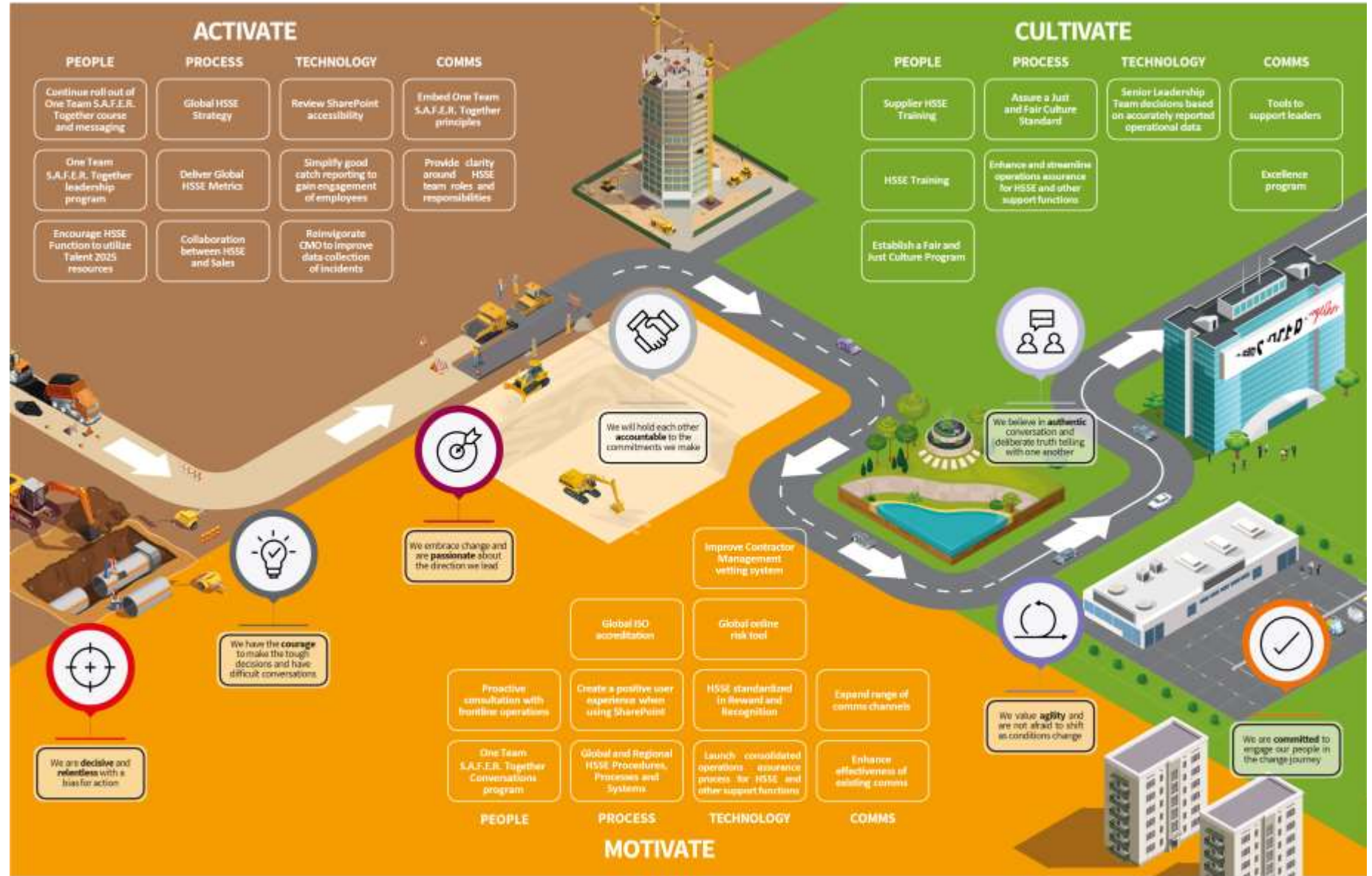
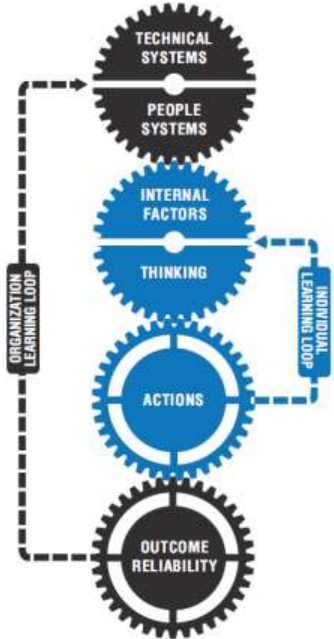
HSE MANAGEMENT APPROACH



- Ensure competency to do work safely and compliantly**
- Account-specific HSE program management**
- Understand and manage requirements**
- Thoroughly report and investigate incidents**
- Follow, evaluate, and enforce the rules**
- Identify and assess risks**

JLL'S

BEHAVIORAL ROADMAP



SAFESTART HUMAN FACTORS

ACTIVATE

Create a clear platform for change

- Activate is about planning, research and analysis and the early engagement with leaders in the culture change program.
- This is the stage we are in now.

tribe
Human Factors Change

ACTIVATE

Why do people do what they do? Our research programmes, including your culture assessment, will help you discover the reality of your present culture.

To activate your culture change journey we'll share our insight with your business leaders, agree the key behaviours required to drive change, and create a plan for how we will achieve your vision.

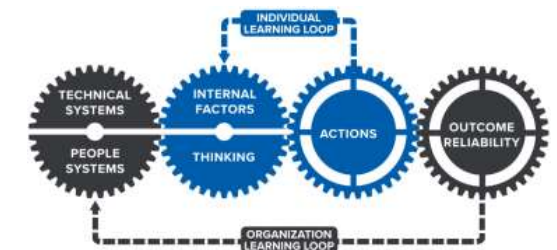
AT A GLANCE

<ul style="list-style-type: none"> Culture review & research Engagement and digital planning Survey production Surveying 	<ul style="list-style-type: none"> Setting team & strategy Strategy documents Culture model Need mapping Creating opportunities Regular webinar support Create Engage campaign content
<ul style="list-style-type: none"> Senior leadership engagement Experiential storytelling programmes Communication skills coaching Personal development plans Just culture programmes 	<ul style="list-style-type: none"> Values creation & branding Programme identities Work guide infographics Hidden rule programmes

Culture review & research

Whether it's through culture assessment, reviewing your existing culture programme, job-programme research or culture 'swipe sheets', we'll find the right research programme to kick start your campaign.

We know that the majority of the time your people do the right thing... so we'll look for excellence as well as opportunities for improvement. Then we'll work with you to map out your improvement strategy - where you want to be and how you are going to get there.



MANAGEMENT RESPONSIBILITIES

- GLOBAL STANDARDS
- REGIONAL / COUNTRY STANDARDS
- ISO 45001



JLL GLOBAL HEALTH, SAFETY AND ENVIRONMENT POLICY



JLL's commitments include:

- Preventing injury, ill health, and adverse environmental impacts by providing, to the extent reasonably practicable, safe, healthy and sustainable working conditions
- Promoting a proactive HSE culture
- Complying with applicable laws and regulations
- Encouraging our top management to engage and consult with our people on HSE matters
- Ensuring all employees, clients, and vendor partners are empowered to intervene should they see unsafe or environmentally unsound conditions

Global Health, Safety and Environment Policy

JLL's vision is to be a world-leading property services firm that creates sustainable spaces, buildings, and cities where everyone can thrive. To achieve our ambition, and truly embody our corporate values of teamwork, ethics, and excellence, we aim to prioritize the safety and wellness of people, promote safe and healthy workplaces, protect the environment in which we operate, and work to continually improve our health, safety and environment culture.

Throughout our operations and embodied in all the services and advice we provide around the world, vigilant attention to health, safety and the environment is a constant priority. This unwavering focus sits at the heart of our global sustainability program. I fully endorse this Health, Safety and Environment Policy and the commitments listed below.

Christian Ulbrich | CEO JLL
September 2021

JLL's Health, Safety and Environment (HSE) Commitments:

- Establishing a framework to review HSE objectives and targets;
- Preventing injury, ill health, and adverse environmental impacts by providing, to the extent reasonably practicable, safe, healthy and sustainable working conditions;
- Protecting and preserving the natural environment, and promoting sustainable operating principles in the global communities in which we operate;
- Ensuring full compliance with all applicable laws and regulations, and integrating relevant industry and client HSE guidance into our operations;
- Applying risk management principles to identify, and as appropriate, eliminate, control and/or reduce HSE risks relevant to our operations and the services we deliver;
- Developing and distributing structured HSE management systems that are suitable for our business;
- Providing HSE training, instruction, and information to our employees, as relevant to their roles and responsibilities;
- Encouraging our top management to engage and consult with our people on HSE matters;
- Promoting a pro-active HSE culture where our people and vendor partners at all levels work collaboratively to improve HSE management;
- Ensuring all employees, clients, and vendor partners are empowered to intervene should they see unsafe or environmentally unsound conditions;
- Fully supporting our employees in their efforts to continually improve health and safety performance;
- Regularly reviewing our HSE systems, in consultation with management and employees, with a view to continual improvement;
- Celebrating the achievements of those who embody our HSE culture and philosophy; and
- Sharing learnings and best practices to promote and support our HSE culture.

NORTH AMERICA (CANADA AND U.S.) HSE SHAREPOINT SITE



A screenshot of the top portion of a SharePoint site. The header includes the 'GH Global HSSE' logo, navigation links like 'Home', 'CMO Roll Out FAQ', and 'Play by the Rules'. Below the header is a red navigation bar with buttons for 'Procedures', 'Training', 'Communications', and 'Compliance'. A 'New & Now' section features three small images: a pencil on a document, a person in a yellow hard hat, and a person in a white lab coat.

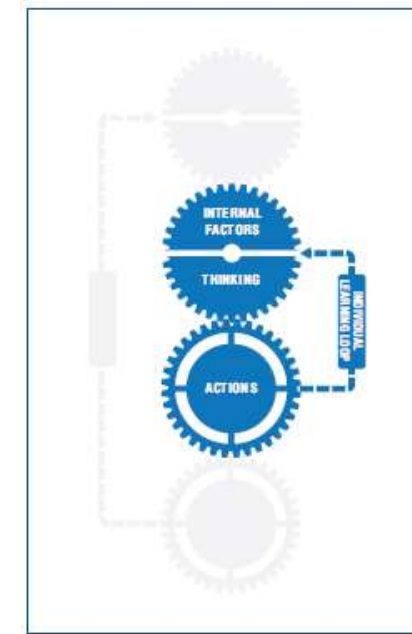
A screenshot of a content block titled 'RIGHT PERSON FOR THE JOB'. It features a 'Training' section with an 'HSSE Channel' description. Below this is a 'Quarterly Meeting' section for the 'HSSE Network', which includes a description of the network and a note that invitations are sent automatically. There are also buttons for 'HSSE Channel Decks & Recordings' and 'HSSE Network Decks & Recordings'.

A screenshot of a content block titled 'PLAY BY THE RULES' with the sub-heading 'Procedures'. It explains that the following HSSE procedures document and communicate the minimum health, safety, and environmental requirements for JLL. Below this, there are two sections: 'Canada Procedures' and 'US Procedures'. Each section contains buttons for 'View All [Country] Procedures' and buttons for sorting procedures by sub-topic, language, or procedure number. A 'View All Procedures' button is located at the bottom.

ACTIVATE

Speaking up for safety can be very useful to prevent ergonomic related stressors and injuries

- Use the Workplace HSE Assessment tool as a platform to capture ergonomic hazards and track their mitigation
- The Job Hazard Assessment tool can be used for more than non-routine or "high hazard work"
- Engage employees and solicit their input on jobs that create soreness and stiffness in their back, shoulders, wrists and knees
- Use Incident and Near miss reporting as a method to learn about ergonomic stressors and solutioning from the team members performing the job.
- Stop. Think. Act includes performing a Point of Work Assessment Checklist before starting work. This can include review of the JHA or a mental review of the task before starting.
- Stop the job if an employee needs a lift assist or better tool.



ACTIVATE

Hazard Identification and Risk Assessments should be used to identify task requirements related to:

Reaching

Bending

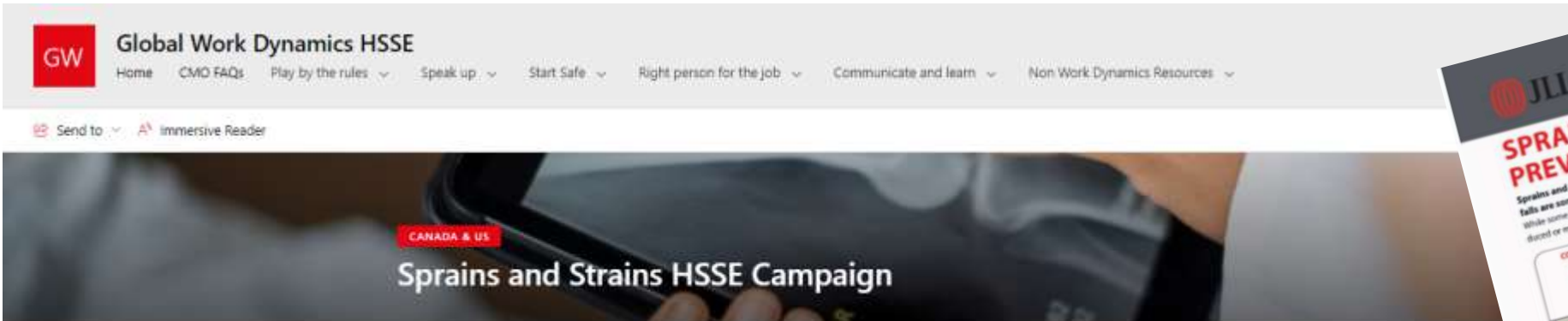
Kneeling

Lifting

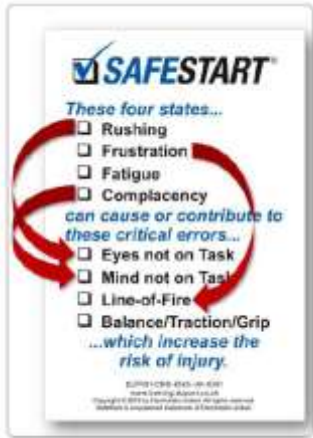
Underlying mental and physical stress conditions, environment factors, prepared for the job



ACTIVATE



HSSE CAMPAIGN TOOLKIT: SPRAINS AND STRAINS



Introduction

Sprains and strains in the workplace are common and costly. A review of JLL injury data showed the following causal factors led to sprains and strains injuries at work:

- Complacency
- Slips, trips, and falls
- Ergonomics
- Repetitive motion
- Manual material handling

Preventing sprains and strains in the workplace requires a simple strategy – reduce all causative risk factors by implementing controls. Fostering a culture of prevention is the best way to achieve excellence. "Act Safely, always" is one of our core behaviors to JLL's One Team S.A.F.E.R. Together vision. By examining and monitoring causal factors, we identify areas to improve and enable safer actions.

The "Sprains and Strains HSSE Campaign" focus is to bring awareness across JLL on ways

Goals

- > Leadership commitment and support.
- > Drive greater awareness to help change behaviors.
- > Reinforce safety standards.
- > Reduce the possibility of incidents.



ACTIVATE



TOOLBOX SAFETY TALKS

Start meetings with a short toolbox talk or HSE moment. Identify timely and creative topics or reiterate important safety issues.

SUGGESTION / FEEDBACK TOOLS

A simple and anonymous way to collect feedback. You can also use an online form if you have multiple locations or remote employees.



SURVEYS

Create a short survey to gauge employees' perceptions. Develop an action plan based on their feedback.

COMMITTEES

Implement safety committees and encourage employees to join. Focus can range on various topics, such as ergonomics to training.

SAFETY DRILLS

Prepare your employees for an actual emergency and guide them on participation and teamwork.

SAFETY INITIATIVES

Encourage safety initiatives, such as site walk throughs, team interviews, safety stand-downs, or review of S.A.F.E.R. behaviors. Get creative!

FORUMS

Bring employees together to share their safety views. It will give them a fresh perspective and instill a sense of community.

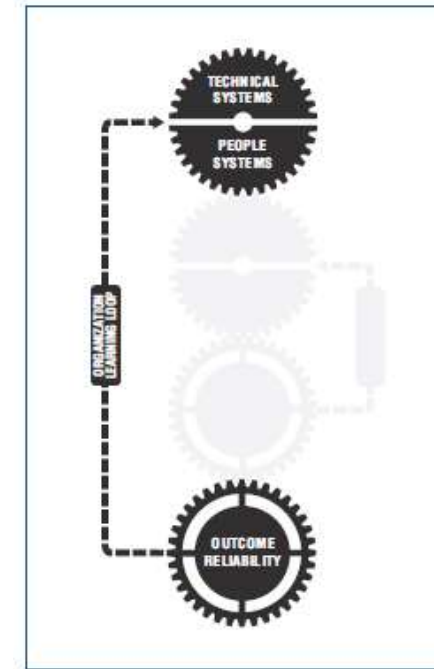
HAZARD & INCIDENT REPORTING



ACTIVATE

Safety Induction and Training is not only important for My Learning content, but also any account specific training content and additional training regarding:

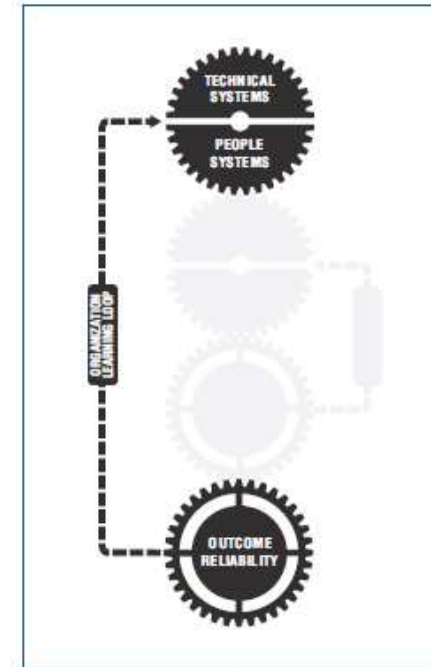
- New tools and equipment
- Setting up a safe work zone
- Pre-task planning
- Lifting
- Instruction manuals



ACTIVATE

Actively and consistently monitor Safety Performance reports and Key Performance Indicators, recognize HSE compliance issues and understand when to pivot due to regulatory or business changes:

- Global HSE Policy
- HSE Global Standards
- HSE Management System
- Severe Six (Cardinal Rules)
- Legal Register



5 SIMPLIFIED CARDINAL RULES THAT PROTECT OUR VISION



Cardinal Rules

JLL has determined the following Health, Safety, Security and Environment (HSSE) Cardinal Rules to be of highest priority due to the significant safety and environmental risks. Failure to follow these rules may create a greater risk of injury to our employees, clients and vendors, damage to the environment, and may subject our firm to severe penalties. It is important for our employees to follow all required HSSE policies and procedures, including these "Cardinal Rules," for the work they perform.

Managers must demonstrate zero-tolerance of any willful disregard of these critical rules by our employees or contractors (and subcontractors). JLL employees who violate these rules create an unsafe workplace for themselves and others, resulting in potential legal and disciplinary action. Contractor and subcontractor employees may be immediately removed.

JLL employees and subcontractors are required to always:

- Play by the Rules**

Follow JLL HSSE procedures governing these "Severe Six" tasks, which could result in a serious HSE incident

 - Follow lockout/tagout (LOTO) procedures
Do not begin work on equipment without isolating all hazardous energy (not just electrical energy).
 - Comply with all Arc Flash and other electrical safety procedures
Do not work on electrical equipment without following all proper electrical safety procedure requirements.
 - Follow safe requirements for working at heights, including the use of ladders
Do not improperly use ladders, lifts or scabbers and do not work on roofs without proper fall protection.
 - Comply with confined space or other work requiring a permit
Do not perform high hazard work without proper training and a permit where required (e.g., hot work, line breaking).
 - Follow all JLL safe driving requirements
Do not drive while texting or emailing on mobile devices. Understand and follow your regulations on use of mobile devices while driving.
 - Comply with machine guarding requirements
Do not remove or bypass safety guards on moving machinery. Ensure all guards are reinstalled properly after maintenance is complete.
- Speak Up**

Act on your duty to speak up when you see something unsafe or environmentally unsound

Do not watch or participate in an unsafe or environmentally unsound act being performed. Speak up to stop the job, or alert supervision immediately to the unsafe condition or environmentally unsound condition.
- Start Safe**

Understand the hazards of each job and use proper personal protective equipment (PPE) every time it is required

Do not start a job without first identifying the safety hazards, and never perform work requiring PPE without using the appropriate equipment each and every time.
- Right Person for the job**

Get proper approvals for safety bringing a contractor on site

Do not bring a contractor on site without following proper Contractor Management procedures.
- Communicate & Learn**

Report all work-related injuries and environmental incidents immediately to your supervisor, regardless of severity

Do not wait to see if a minor injury or environmental incident becomes consequential before reporting it to your supervisor. Many "minor" injuries and spills lead to major injuries, health risks and environmental damage if not addressed right away.

One team **SAFE** together

MOTIVATE

Nurture the change

- Motivate is about building momentum by engaging leaders and workforce.
- It's about challenging mindsets and nudging behavioral change at the point of risk.
- We will do this through carefully planned programs and communications to get everyone involved.

tribe
TRANSFORMING SAFETY CULTURE

MOTIVATE

Drive the change at every level of your business, with a range of bespoke tools, technology and workshops - all based on our insightful analysis of your company's culture.

We use coaching, training and communications to help you address any skills gaps, we raise awareness with messages that really stick and help you nudge the behaviours that will make all the difference.

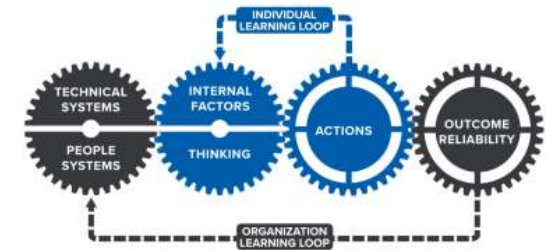
Leadership development

Our leadership development programmes will touch the hearts and minds of those who are critical to driving your culture change - your leaders. Giving them commitment, while giving them the skills to influence the attitudes, values and beliefs of others, will have dramatic and positive effects.

At the heart of our approach is promoting effective safety discussions - a question based, active listening approach that gets individuals to think differently about the job and risks they face.

AT A GLANCE

Leadership development <ul style="list-style-type: none"> • Cultural assessment • Leadership coaching series • Behavioural VR workshops 	Employee engagement <ul style="list-style-type: none"> • Backstage induction • Scenario awareness • Accident recreation • Team storytelling
Communication tactics <ul style="list-style-type: none"> • Mobile cards • Floor signs and tags • Mass emails • Point of Sale digital campaigns • Repetitive messaging 	Events & experiences <ul style="list-style-type: none"> • Live events • Gamification • Immersive scenarios • Scenario film • www.tribe.co.uk/motivate



HSE MOMENTS

At JLL, HSE is a core part of our culture. *We like to start our meetings with an HSE Moment!*

It's not only important to be safe and aware of our surroundings while at work, but in our everyday lives as well. At the end of the day, we want all our employees to go home safe and healthy.

Our HSE Tip of the Day are sent out to get important messages out about trends we are seeing, lessons learned, or reminders to policies and procedures.

Remember to start each of your meetings with an HSE moment!

JLL HSE Tip of the Day
Health, Safety, Security & Environment

TAKING WORKPLACES SAFETY TO NEW HEIGHTS

CHECK THE LADDER
Will it hold the user's weight?
Is it in good condition?
Is it tall enough to do the job?

CHECK ITS POSITION
Is it fully opened and locked?
Is it on a hard, flat non-slippery surface?
Does it have required safety, adjustable outrigger?
If it's in front of a door, leave a 4 to 1 ratio for ladder safety.

ARE YOU
Wearing shoes free from grease and dust?
Facing the ladder as you ascend, descend and work?
Moving the ladder from the center, not the side?
Maintaining a 3-point contact with the ladder at all times?

ALWAYS
Use fiberglass ladders around electrical wires or power lines.
Secure ladder when not in use.
Check the ladder shoes (feet) to ensure they're free of grease.
Hold on with both hands.

ALWAYS AVOID
Carrying tools in hands, in pockets, belt or pouch to maintain balance.
Climbing higher than the third rung from the top.
Overreaching ... keep your feet between the ladder rails.
Using an outdoor ladder on snowy steps.

JLL HSE Tip of the Day
Health, Safety, Security & Environment

KEEP EMERGENCIES CLEAR AT ALL TIMES

You never know when you'll need them.

- Walkways and fire exits should be clear at all times.
- Fire exits should be free of any obstruction.
- Fire action notices and equipment should be correctly located and available at all times to help in the event of a fire.

JLL HSE Tip of the Day
Health, Safety, Security & Environment

Shocking Truth About ELECTRICAL HAZARDS

Electrical incidents can cause serious injury. Follow these guidelines to keep yourself safe.

- Use only properly grounded electrical equipment.
- Never remove the ground pin from a 3-prong electrical plug.
- Report exposed wires or damaged electrical equipment to your supervisor.
- Never use an electrical panel as a work surface.
- Make sure power tools are properly grounded and use extension cords.
- Never repair damaged cords.
- Don't overload circuits - the more the merrier.

JLL HSE Tip of the Day
Health, Safety, Security & Environment

Behind the Wheel or Behind the Barrier

STAY SAFE IN ROADWAY WORK ZONES

ROADWAY WORKERS:

- Should be trained to work safely near motor vehicle traffic.
- Wear high-visibility protective clothing, a hard hat and steel-toed shoes.
- Place warning signs and temporary traffic barriers to redirect traffic and stay behind the barriers.
- Design work zones to reduce or eliminate the need for vehicles to back up.

DRIVERS:

- Slow down when driving through a work zone and follow the designated speed limits.
- Stay alert - be prepared to change lanes or merge with other traffic.
- Prepare for the unexpected, work zones can change rapidly and workers or equipment may enter your lane without warning.
- Watch out for aggressive drivers.

WORK AREAS:

Designated work areas may also contain:

- Cones
- Barrels
- Warning Signs

Be on the lookout!

For more information on this and other safety topics, please log on to the member resources website at res.jll.com

PROUD MEMBER

Each year, approximately 175,000 people were injured on ladders requiring a trip to the hospital.

Safety is everyone's responsibility!

Best account quality Good Catch - 2022

Quarterly North America (Canada & U.S.) competition



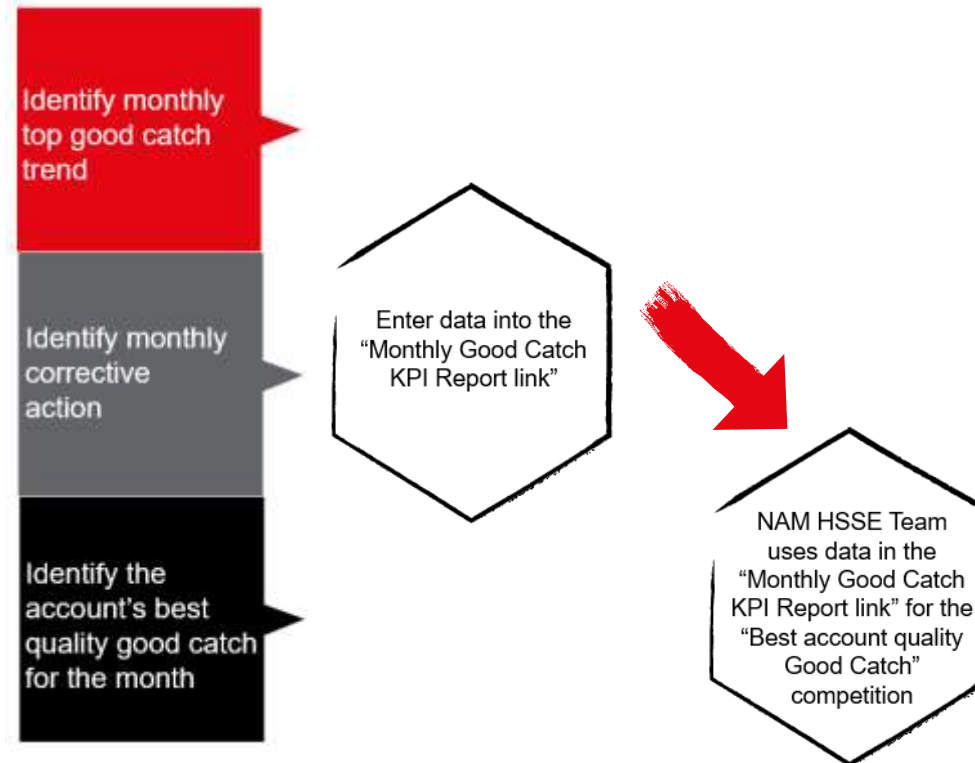
Program

Process

Reward

Each quarter, the Team will select the best quality Good Catch. The winning submission will be based on the below quality criteria:

- Improves any one of our top categories of risk: contact with hazard; ergonomics; slips, trips and falls; or struck by or against
- Creates a safer, healthier or environmentally sustainable workplace
- Identifies and minimizes risk to staff, facilities and operations
- Prevents losses and protects JLL and Client staff, facilities, assets, and reputation
- Enhances the personal health and productivity of JLL staff
- Provides proof of an implemented corrective action



- Team will select a winner from the "[Monthly Good Catch KPI Report link](#)" for the "Best account quality Good Catch" competition
- Winners will be announced during the HSE Community of Practice calls

LESSONS LEARNED – SLIP, TRIP, FALL RECORDABLE INJURY



Location: United States	Area: Client Site
Date of Incident: 2022-03-25	Ref: xxx
Date LL Completed: 2022-04-12	Incident Type: Recordable Injury
Description: The injured employee was exiting the aisle way between moats 6 and 7 in the Plating Shop basement where a client-managed project is in progress. The entrance to the project work area is covered in plastic to contain dust and debris. The employee became entangled in plastic containment bunched up on the floor causing him to trip, fall forward and hit his head on an overhead duct. The employee sustained a strain to his neck, requiring treatment with prescription medication and physical therapy.	

Immediate Causes:

- Congested work area
- Trip hazard

Underlying Causes:

- Vendor work area improperly staged
- Improperly installed containment by the vendor

Lessons Learned and Corrective Actions:

- Client vendor notified of the improper installation of containment material
- Excess plastic removed and caution signs installed



SPEAK UP

Incident Reporting

At JLL, a Responsible Person/Line Manager **must ensure** all work-related accidents, environmental incidents and near misses relating to JLL staff, JLL contractors, or occurring as a result of activities or condition of premises/sites under JLL control are recorded in the JLL Accident Reporting System within 24 hours of the incident occurring.

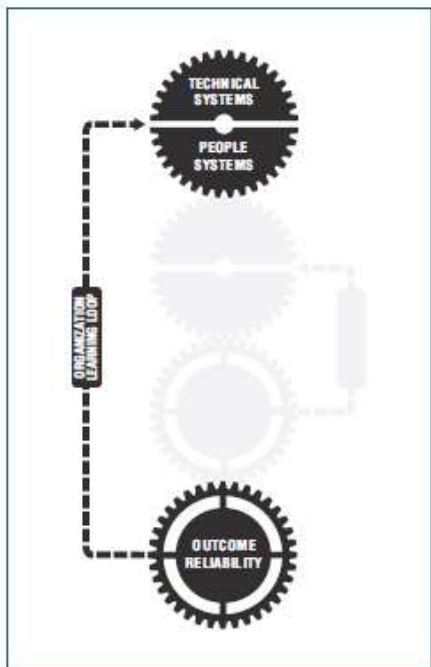
**Applies to all JLL employees globally as well as employees working for JLL vendors and supply partners.*

UPDATE – 6 Apr 2022

- New video on **How to assign an incident investigation** on the CMO Training Video Channel and in [MyLearning](#)

UPDATE – 31 Jan 2022

- Updated video on **Managing Open Events** on the [CMO Training Video Channel](#) and in [MyLearning](#) (to document completion)



CMO

CMO is a under license agreement to JLL from a third-party software provider. It is available in 14 languages and is accessed via single sign-on. In phase one, CMO will allow globally consistent HSSE incident management, investigation and escalations. Later phases of implementation at JLL will include engineering incidents and internal audit functionality.

CMO Portal	CMO User Manual	CMO Roll Out FAQ
CMO-List of User Groups	CMO-List of Roles by User	CMO-List of Sites
CMO System Issues – Uniform System Request	CMO - uniForm Support Workflow	uniForm homepage and FAQs
Accident Dashboard - Tableau	Training Dashboard Issues – Service Now Request	Dashboard Access and FAQs

Global Standard (scroll for other languages)



CULTIVATE

Sustain the change

- Cultivate is about continuing to engage people, communicating and reinforcing the key messages and the enabling tools to create sustainable change.

tribe
Human Factors Group

CULTIVATE

Sustain the change in the long term with measurable continuous improvement programmes including coaching and support for leaders.

Customise your success with Champion development and toolkits. We'll help you identify these passionate individuals who will engage and inspire others. We'll train them so they understand their role in driving the change, and provide them with the soft skills to coach their colleagues. We'll also arm them with the tools to deliver engaging and impactful learn sessions.

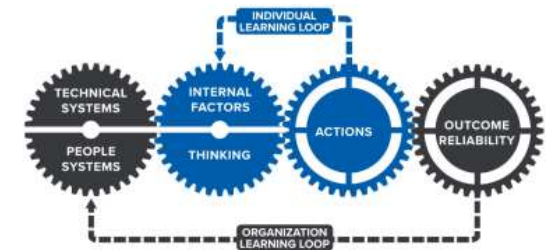
Champion development & toolkits

The success and sustainability of any model movement is all about having the right ingredients - the right messages delivered to the right people at the right time.

We'll help you identify these passionate individuals who will engage and inspire others. We'll train them so they understand their role in driving the change, and provide them with the soft skills to coach their colleagues. We'll also arm them with the tools to deliver engaging and impactful learn sessions.

AT A GLANCE

Champion Development & Toolkit <ul style="list-style-type: none"> • Toolkit design • Toolkit development • Champion development toolkits • Champion development 	Champion Development & Toolkit <ul style="list-style-type: none"> • Champion development • Champion development • Champion development • Champion development
Coaching & Support <ul style="list-style-type: none"> • Coaching development • Coaching development • Coaching development • Coaching development 	Coaching & Support <ul style="list-style-type: none"> • Coaching development • Coaching development • Coaching development • Coaching development



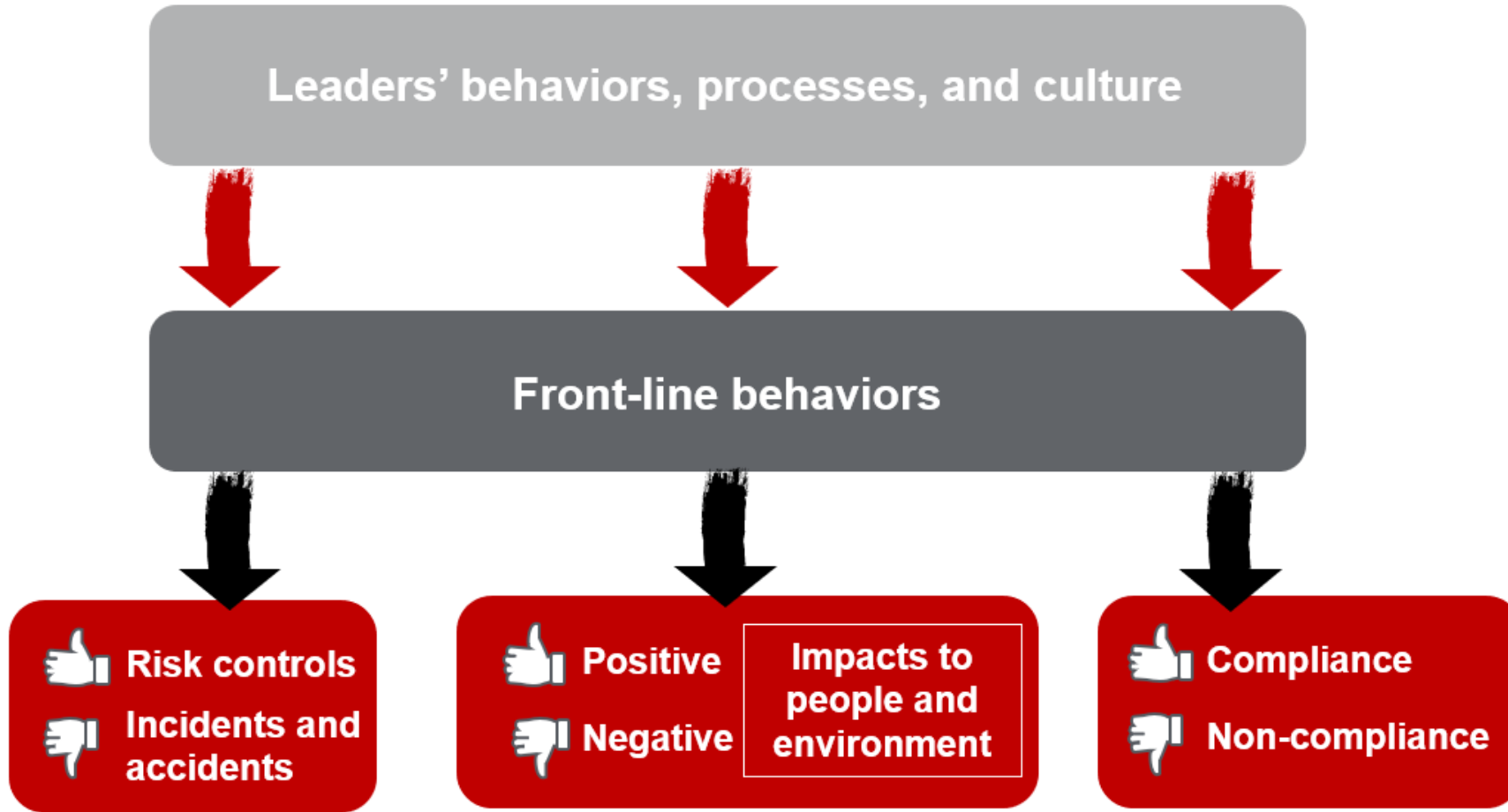
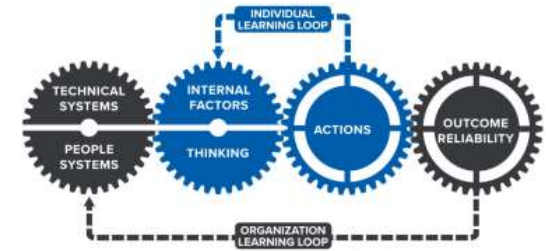
SUSTAINING A STRONG HSE CULTURE



Sustaining a strong HSE culture

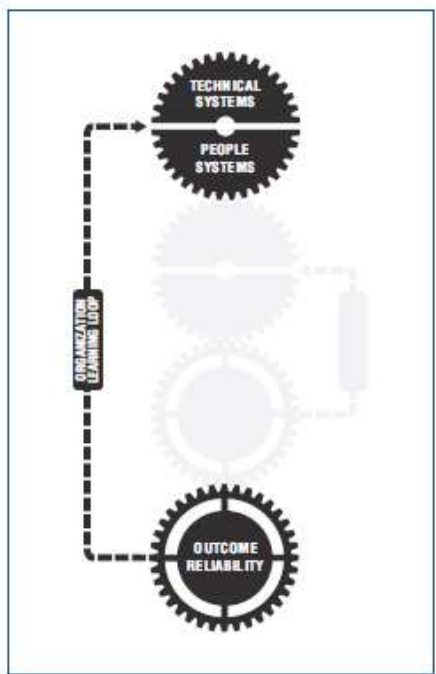
- All incidents/accidents will be avoided
- Every job will be done safely
- Safety and welfare are the responsibility of everyone
- Safety is part of the core values and culture
- There is a positive mindset and attitude towards HSE

PROMOTING A PROACTIVE HSE CULTURE



JLL “SPEAK UP” SITE

SPEAK UP Incident Reporting



At JLL, a Responsible Person/Line Manager **must ensure** all work-related accidents, environmental incidents and near misses relating to JLL staff, JLL contractors, or occurring as a result of activities or condition of premises/sites under JLL control are recorded in the JLL Accident Reporting System within 24 hours of the incident occurring.

**Applies to all JLL employees globally as well as employees working for JLL vendors and supply partners.*

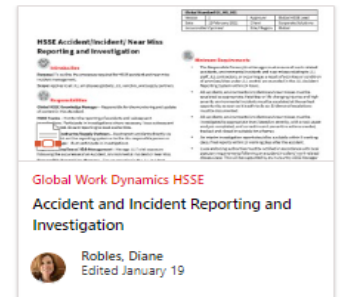
- UPDATE – 6 Apr 2022**
- New video on **How to assign an incident investigation** on the CMO Training Video Channel and in [MyLearning](#)
- UPDATE – 31 Jan 2022**
- Updated video on **Managing Open Events** on the [CMO Training Video Channel](#) and in [MyLearning](#) (to document completion)

CMO

CMO is a under license agreement to JLL from a third-party software provider. It is available in 14 languages and is accessed via single sign-on. In phase one, CMO will allow globally consistent HSSE incident management, investigation and escalations. Later phases of implementation at JLL will include engineering incidents and internal audit functionality.

CMO Portal	CMO User Manual	CMO Roll Out FAQ
CMO-List of User Groups	CMO-List of Roles by User	CMO-List of Sites
CMO System Issues – Uniform System Request	CMO - uniForm Support Workflow	uniForm homepage and FAQs
Accident Dashboard - Tableau	Training Dashboard Issues – Service Now Request	Dashboard Access and FAQs

Global Standard (scroll for other languages)



JLL'S FAIR & JUST CULTURE

- Remember to always report hazards to either your supervisor, your HSE manager, or through your reporting system.
- When investigating and understanding the root cause, it is important to embrace the concept of “Fair and Just.”
- This is an environment of fairness and trust where it is safe to report and learn from mistakes and system flaws without fear of retaliation. It is where we are clear about the difference between human error in complex systems and intentional unsafe or reckless acts.



JLL HSE TRENDS

JLL Global Work Dynamics Operations Portal

Global HSSE Accident Reporting **Incident Rates** Accident Metrics Near Miss/Good Catch Benchmarking

GLOBAL HSSE ACCIDENT REPORT | INCIDENT RATES

Select Incident Rate 1 LTIR			Select Incident Rate 2 TRIR		
Lost Time Incident Rates (Variance to OSHA Standard) OSHA Standard			Recordable Incident Rates (Variance to OSHA Standard) OSHA Standard		
2020	2021	Current Rolling 12 Month Rate	2020	2021	Current Rolling 12 Month Rate
▼ 0.21 (-76.7%) 0.90	▼ 0.31 (-65.6%) 0.90	▼ 0.22 (-75.6%) 0.90	▼ 0.46 (-75.8%) 1.90	▼ 0.53 (-72.1%) 1.90	▼ 0.41 (-78.4%) 1.90
LTIR Variance Two Year Trend ▼ 4.8%		LTIR variance to JLL Goal Reduction % ▲ 14.8%	TRIR Variance Two Year Trend ▼ -10.9%		TRIR variance to JLL Goal Reduction % ▼ -0.9%



Canada
JLL is....

A light gray world map with numerous red dots of varying sizes scattered across the continents, representing global locations. The dots are most concentrated in North America and Europe.

One team S.A.F.E.R. together

The Global HSE CoE (Center of Excellence) will develop Global HSE standards and tools to support regional HSE leads and operational team, monitor our CS overall HSE performance and ensure the global consistency and excellence our clients and shareholders demand and our people deserve.

One team S.A.F.E.R. together

SAFESTART HUMAN FACTORS



CONFERENCE

2022

Orlando, FL

November 8 & 9

THANK YOU FOR ATTENDING!