

## You've just made a report. **What to Expect.**



**1. Report.** You have multiple channels for raising a concern or reporting an ethical issue, including by contacting your manager, Human Resources, an Ethics Officer or through the Ethics Helpline. If you submit a question or concern through the Ethics Helpline or online, you have the option to report anonymously and will receive a report key (a unique number) and password which can be used to follow up on your submission through EthicsPoint.



**2. Case Manager Assigned.** All Helpline and online reports go directly to JLL's global Ethics Case Management team who evaluate the report, based on the location and type of concern / question before assigning to a case manager. If you provide your identity, you will be contacted by the case manager.



**3. Investigation.** The case manager will conduct an impartial investigation and treat you with respect. They will review relevant documents and interview people involved. Your identity will be kept confidential to the fullest extent possible, and questions and concerns will be addressed discreetly and thoroughly. If you report anonymously, you should use your report key and password to follow-up and check for status updates and respond to additional questions posted to you to assist the investigation.



**4. Determination.** Based upon the evidence, the case manager will make a determination and issue their report and recommendations. If a concern is substantiated, appropriate corrective action will be taken. You will be notified when the matter is resolved, although details of the outcome may not be shared to protect the confidentiality of the investigation.

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### **JLL does not tolerate retaliation.**

We **do not** tolerate any form of retaliation against anyone who raises a concern, reports conduct they reasonably believe to be wrongful or unlawful, cooperates in an investigation or refuses to do something that violates our Code, policies or the law.

If you witness, or believe retaliation has taken place, please report it through any of our reporting channels, including our [Ethics Helpline](#).