

# Case Study

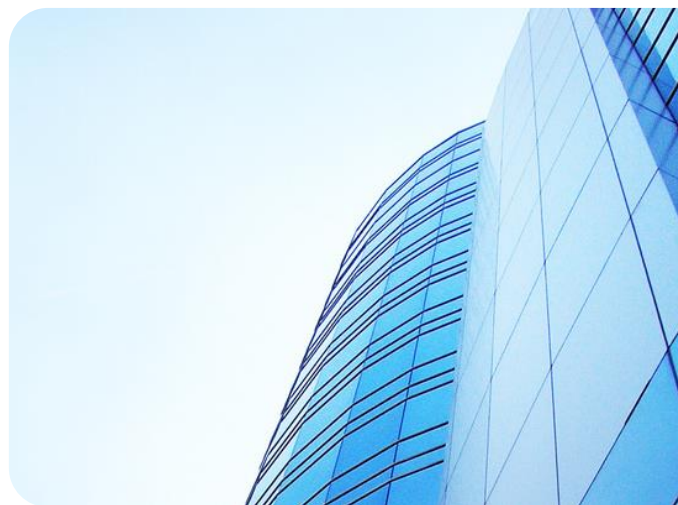


## JLL leads the way in innovative and rigorous property risk management with S<sub>2</sub>

JLL manages more than 2.6 billion square feet of commercial property worldwide – its property portfolio in the UK alone stands at over 1500 properties, of which over 50% is tended to by the S<sub>2</sub> Partnership's consultancy team.

JLL selected S<sub>2</sub> in 2004 because of an immediate need to find a partner to focus on and develop its innovative risk management culture. Two decades later, the partnership between JLL and S<sub>2</sub> continues because of S<sub>2</sub>'s stability, technical innovation and responsiveness.

The UK portfolio, which spans from Aberdeen to Exeter, is tended to by S<sub>2</sub>'s strategically-placed and multi-skilled consultancy team. This team delivers a range of services from assessing and auditing through to consultancy and training in diverse areas of expertise spanning Fire, Water, Health & Safety, Asbestos, Environmental Risk Management and Crisis Management.



*“The responsiveness of S<sub>2</sub> is superb – we can review and debate technical innovations from management level to site level – meaning we really do work in partnership.”*

Working alongside S<sub>2</sub> for over two decades has created some real benefits for JLL, supporting the establishment and development of a lasting health and safety culture throughout the organisation. Consistency in quality delivery of each site visit has been particularly important in this, as well as historical knowledge of sites and portfolios providing a real advantage in overcoming demanding technical challenges.

At site level, an awareness of JLL sites and culture ensures recommendations provided after each S<sub>2</sub> site visit are consistently relevant and commercially sound. The uniformity of each JLL site report delivered by S<sub>2</sub> ensures it is easy for site managers to respond to recommendations quickly.

*“Our relationship with S<sub>2</sub> has been fantastically productive and innovative. S<sub>2</sub> will continue to be a fundamental part of the Risk Management programme across JLL.”*

Alongside site-level assistance across the portfolio, JLL also consult S<sub>2</sub> at a strategic level, valuing their informed input on strategy development and implementation. S<sub>2</sub> are side-by-side with JLL ensuring implementation occurs at an operational level through their direct daily contact with JLL site managers. On each joint site visit, S<sub>2</sub> provides site managers a range of operational assistance which is in-line with the headline strategy, helping JLL achieve their corporate risk management goals.



S<sub>2</sub> Partnership Ltd  
Intelligent Risk Management

Driven by its experiences working with the consultancy team, JLL also instructed S<sub>2</sub> to deliver a range of training to JLL staff.

S<sub>2</sub> currently train JLL teams in a range of water hygiene and fire risk management courses including Legionella Awareness (Cooling Towers & Domestic Water Systems), Fire Safety Awareness and Fire Warden Training.

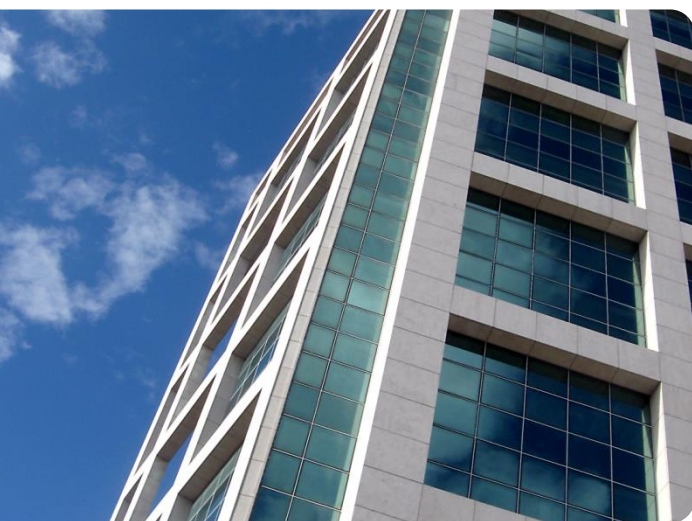


In the future, as JLL develops its risk management culture still further, the strength of relationship with S<sub>2</sub> becomes increasingly relevant. With the ongoing growth of JLL, there is a continued focus on combining and enhancing risk management cultures and continuing to raise the bar in risk management.

*“We set a very high value on our people – they are 100% key to what we do. Selecting the right training ensures our people are extremely competent and highly motivated.”*

*“We select S<sub>2</sub> to train staff on generic risk management issues, but the extra value comes with the addition of their site-specific knowledge and advice.”*

The long-term relationship between JLL and S<sub>2</sub> also has its benefits in providing training. When S<sub>2</sub> delivers training to JLL staff, they're able to include topics of specific relevance to the JLL portfolio alongside the generic risk management issues faced across commercial property. S<sub>2</sub>'s understanding of the development and future of JLL's risk management culture also ensures training is aligned with the corporate philosophy and direction.



## About The S<sub>2</sub> Partnership

The S<sub>2</sub> Partnership has been providing specialist Health, Safety, Fire & Environmental consultancy to the commercial property sector since 1999. Working closely with clients in the UK and Europe, the S<sub>2</sub> Partnership holds a strong reputation for providing a high-quality, bespoke and practical service. With services ranging from consultancy and training to risk management software, the S<sub>2</sub> Partnership provides a range of solutions for optimal risk management.

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