

Hermes RPI Awards



Jones Lang La Salle: Energy Awareness

Best Practice Transport, Energy and Water Initiative Submissions

March 2009



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Introduction

In 2008 CO2 savings have been made through the implementation of Jones Lang LaSalle's set of energy awareness initiatives. In some buildings, the savings have been very significant. For example, at Nations House, the initiatives led to an overall year-on-year 17% reduction in carbon emissions. Emissions for all properties with stable occupancy levels was down by 7% with a corresponding carbon footprint reduction of 474 Tonnes CO2.

Inherent in Jones Lang LaSalle's approach to undertaking these initiatives is a focus on strong facilities management. Site equipment is operated to its optimum in order to deliver efficiencies, helping to prolong the life of equipment in the long term. At the same time, tenants have been made aware of the energy management strategy and the benefits for them. This improves the tenants' perception of the way in which the building is being managed. Energy weeks have also been arranged so that tenants are able to contribute to making carbon savings through behavioural actions.

Projects

The initiative consists of a number of linked projects that are being replicated at all properties. This replication is based on the confidence Jones Lang LaSalle has in a single sourced integrated solution creating value for Hermes and its occupiers. Many projects directly lead to meeting the challenges defined by the RPI strategy. All have a positive contribution to occupier satisfaction:

Set up of Environmental Log Book

- Prepare Site Specific Environmental Policy
- Compile Environmental Log Book, incorporating, managing agent relevant documentation including guidelines and policy documents
- Calculate Hourly Run Costs for central plant
- Prepare energy usage and costs info from the utility suppliers

Annual Maintenance of Environmental Log Book

- Update energy usage spreadsheets for various utility suppliers - electricity, gas and oil
- Review and add any updates as provided by the managing agent

Quarterly Management Report

- Summarise consumption data on a quarterly basis
- Provide quarterly report for managing agent and client
- Energy Presentation
- Preparation of Powerpoint presentation and present to Tenants at a convened meeting
- Contents of presentation to include areas of potential savings, future reviews, energy policy and other initiatives together with the introduction of the Environmental Log Book
- Agree and prepare an energy and environmental policy statement for the property

Energy Week

- Preparation of Energy Usage Displays (Boards provided by others) incorporating posters and energy usage data, energy saving hints/tips and websites available for general assistance
- Service to include Daily Site Attendance for up to an hour each weekday
- Provide advice to the Tenants on potential energy saving ideas

Quarterly Energy Review

- Assess usage, monitor and compare with target consumption
- Recommend improvements
- Carry out part energy audit and instigate further investigations to reduce energy usage

Annual Audit Report

- Assess usage, compare with target
- Summarise progress against target
- Review initiatives and set new targets & prepare report
- Prepare annual audit report based on findings
- Compare usage with published benchmarks

Occupier Satisfaction

All projects and initiatives being delivered are targeted to have a positive impact on occupier satisfaction. These services are having a positive effect on the following key occupier satisfaction factors:

Value

- Tenants do not always understand service value. Engagement is key.
- They stress the need to limit price rises.
- Some believe they pay for inefficiencies through service charge.

Sustainability

- Tenants are increasingly concerned by environmental issues.
- They have an increasing need to report on such matters.
- They wish to limit their exposure to the costs of new legislation.

Comfort

- Absenteeism and health care costs are major tenant concerns.
- Improving comfort levels reduces complaints.
- Productivity is affected by poor comfort levels.

Conclusion

Innovation is being delivered through advancements made in the implementation of energy management strategies across the portfolio. An integrated service combining a number of previously discrete service elements has been developed and is currently managing the carbon footprint of Hermes properties. Carbon emissions are down and are set for a continued reduction based on the systematic identification of efficiency improvements. Through work undertaken to engage with tenants, this service is not only leading to environmental benefits, but also to improvements in occupier satisfaction. Both will ultimately benefit Hermes in terms of yield, risk reduction and image.

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