JLL Supports Your Growing Family

JLL is committed to supporting the well-being of employees and their families. This guide is designed to help you get the most from your JLL benefits and access a wide range of resources. Our programs and policies are designed to help you make informed health care decisions before, during and after your new addition arrives.

This Guide to the JLL Parent Experience describes the benefits and resources available to you whether you’re considering pregnancy, adoption or surrogacy.

Questions
Your primary source is the Parent Experience microsite at JLL Parent Experience.
Throughout the guide, you will see the following abbreviations:

- BSG – Benefits Solutions Group
- EAP – Employee Assistance Program
- FMLA – Family Medical Leave Act
- FTO – Flex Time Off
- PTO – Paid Time Off
- STD – Short-Term Disability

NOTE: Independent Contractors and employees covered under a collective bargaining agreement with benefits received through a union are not eligible for the programs outlined in this Guide to the JLL Parent Experience. The benefit plans, programs and policies referred to in this guide are described in detail in official plan documents/policies. If there is a conflict between the information provided in this guide and the plan documents/policies, the official plan documents/policies will govern.
## JLL Parent Experience Resources

JLL is committed to your well-being and your own parenting journey. From considering growing your family to bringing your new child home, there’s a lot to know and do when you add a new child to the family. Below is a summary of the services JLL offers to ensure you have the support and resources you need.

<table>
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<tr>
<th>Resource</th>
<th>Why You May Want to Use This Resource</th>
<th>Contact Info &amp; Eligibility</th>
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<tr>
<td><strong>General Resources: Your go-to resources</strong></td>
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</table>
| JLL Benefits Solutions Group | • Add a dependent to your benefits  
• Enroll or change your FSA and/or HSA contributions  
• Change your beneficiary | 866-580-7421  
For all employees and spouses/partners |
| **Physical Health Resources: Care for infertility as well as mother’s and baby’s health and well-being** | | |
| JLL Personal Advocate | • Support for medical, dental and FSA claims  
• Advocate will research your claims issue and work with your health plan to resolve it | 866-580-7421  
For all employees and spouses/partners |
| UnitedHealthcare | myBlueprint4Health: Health and wellness concierge, programs and rewards  
Maternity Support Program (Recommend starting in the first 20 weeks of pregnancy)  
• 24/7 personalized support before, during and after pregnancy  
• Access to a dedicated nurse who will keep in touch with you throughout your pregnancy and after you give birth  
Assistance in choosing a doctor, nurse midwife or pediatrician  
• Support for your special health care needs if your pregnancy is considered high risk  
• Customized maternity education materials  
Infertility and Reproductive Resource Services  
• Access to premier infertility treatment clinics  
• Education, counseling and infertility management with a reproductive endocrinologist  
• Pre-certify to receive in-network coverage for reproductive services  
Neonatal Care — Information and counseling for you if your baby needs extra care  
Tobacco Cessation Coaching — Health coaches to help you quit tobacco with a personalized plan | www.myuhc.com  
800-996-2057  
Ask for myBlueprint4Health  
For all employees and spouses/partners enrolled in a UnitedHealthcare medical plan |
| Kaiser Permanente | • Online Resources — Health guides, videos and podcasts on maternity and taking care of your baby  
• Classes and Support Groups — Free support for things like childbirth, healthy baby class and new mother’s support  
• Wellness Coaching and Online Healthy Lifestyle Programs — Coaches to help you make a lifestyle change, like losing weight or quitting tobacco  
• 24/7 Nurse Line | www.kp.org  
866-300-9867  
For medical and Rx Call the number on your ID card  
For all employees and spouses/partners enrolled in a Kaiser Permanente medical plan |
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| **Lincoln Financial Parental Leave** | • Request a leave  
• FMLA: So you can care for and bond with your new family member | [www.myLibertyConnection.com](http://www.myLibertyConnection.com)  
(Company code: JLL101)  
For all employees |
| **GuidanceResources** | Employee Assistance Program (EAP) counseling and referral services, including valuable online videos and articles about:  
• Diet and pregnancy  
• Child-proofing your home  
• Finding child care  
• Returning to work after leave  
• Family law and adoption issues | [www.guidanceresources.com](http://www.guidanceresources.com)  
800-272-7255  
(Password: JLL101)  
For all employees and spouses/partners |
| **Bright Horizons Back-Up Care** | Back-up child care when your regular caregiver is unavailable:  
• 15 days per dependent, per calendar year  
• $4 per hour in-home care (4-hour minimum)  
• $15 per child, per visit for center-based care; $25 per-family maximum | [www.brighthorizons.com/login](http://www.brighthorizons.com/login)  
877-242-2737  
(User Name: JLL/Password: Backup1)  
For all employees and spouses/partners  
After you click on the link login in under the tile “Bright Horizons Back-Up care.  
First-time users must register and create a personal user name and password |
| **Financial Security Resources: Care for your family’s growing financial needs** |                                                                                                      |                                                                                           |
| **MetLaw** | Professional advice and assistance from a qualified attorney for things like:  
• Wills and estate planning  
• Purchasing a home | [www.legalplans.com](http://www.legalplans.com)  
800-821-6400  
For all enrolled employees and spouses/partners |
| **JLL Benefit Solution Group** | **Standard Life Plan** — Financial safety for your family through benefits paid to your beneficiary in the event of your death | 866-580-7421  
For all employees |
| **MetLife GVUL** | **Enhanced Life Plan GVUL** — Financial safety for your family through benefits paid to your beneficiary in the event of your death (For JLL Executives) | 800-756-0124  
For JLL Executives |
| **MetLife** | **Supplemental Life Insurance** — Coverage of $5,000 – $25,000 for your new child. You pay 100% of coverage; premium is the same regardless of the number of children covered. For coverage more than $10,000, you must complete evidence of insurability (statement of health) | 866-580-7421  
For all enrolled employees and spouses/partners |
| **Aflac** | **Group Accident Insurance** — Portable protection at competitive group rates in the event of an accident  
**Critical Illness Insurance** — Protect your finances in the case of a critical illness diagnosis. Receive payment for costs such as medical co-pays, transportation to treatment centers and child care. Must have medical insurance to enroll  
**Hospital Indemnity Insurance** — Provides financial assistance to enhance your current coverage | [aflac.com](http://aflac.com)  
800-433-3036  
For all enrolled employees and spouses/partners |
Your Maternity Checklist

The JLL Parent Experience is our holistic approach to supporting your family when adding a new child. JLL offers benefits, resources and leave options for every phase of your maternity experience — healthy pregnancy, bonding time with your family and a smooth transition back to work. A combination of FMLA, STD, Parental Leave Pay, PTO/FTO and personal leave allows you to spend time with your new child. Use this checklist to ensure you are getting the most from your benefits. The timeline below is a typical scenario for giving birth. This timeline can vary depending on your personal situation.

### Maternity Checklist

#### Early Pregnancy
- **UHC members:** Consider participating in the UHC maternity support program within the first 20 weeks of pregnancy.
- **Contact Lincoln Financial**
  - to learn about your FMLA rights.
- **Take advantage of JLL’s EAP, GuidanceResources,** which has resources including daycare referrals, health tips for new parents and a wide range of childcare advice.
- **Schedule time with your manager**
  - to share when you may take leave and how long you may be out.
- **Contact Lincoln Financial**
  - to confirm date of birth.

#### Last 30 Days of Pregnancy
- **Use PTO/FTO for 5-day waiting period before STD begins.**
- **Receive STD at 70% of base salary for the time your doctor certifies you are unable to work.**
- **Receive 6 weeks 100% paid leave called Parental Leave Pay.**
  - You can take 6 weeks in a row or in two-week intervals.

#### First Week After Birth
- **Contact BSG**
  - within 31 days of birth if you intend to:
  - Add a new child to your medical plan,
  - Increase contributions to the HSA,
  - Enroll in or increase contributions to FSAs, or
  - Enroll your newborn in dependent life insurance.
- **Contact Lincoln Financial**
  - to close your claim and notify whether you will return to work or remain out on unpaid personal leave.
- **Check with your state** if you live in California or Rhode Island to claim any additional benefits over and above what JLL provides.

#### Weeks 2 through 6 or (8)
- **Receive 6 weeks 100% paid leave called Parental Leave Pay.**
  - You can take 6 weeks in a row or in two-week intervals.
- **Pre-register for back-up emergency day care** with Bright Horizons.
  - Typical STD is six weeks for vaginal delivery and eight weeks for Cesarean delivery.

#### Next 6 Weeks
- **Check with your manager**
  - if you want to use additional accrued PTO/FTO or unpaid time off if you don’t have PTO/FTO. Additional time away may be available based on the needs of the business and at the discretion of your manager.
- **Visit HR Direct at** [https://hrdirect.jll.com](https://hrdirect.jll.com)
  - to confirm if you will use PTO/FTO for additional unpaid leave.

#### Personal Leave of Absence
- You can take personal leave anytime within the first 12 months after the birth of your child. Keep in mind that your position may or may not be available when you return to work. Please review the details on page 9 under “Personal Leave of Absence.”

### After You Return to Work
- **Meet with your manager**
  - Ask if a lactation/sick room is available.
  - Discuss availability of flexible work arrangements.
  - Discuss how your return is going.
- **Continue to access myBlueprint4Health and our EAP provider,** GuidanceResources.
- **Call Bright Horizons** when you need emergency child care.
- **Contact office services** to get access to the Mothers Room (if needed).
Your Maternity Leave Time

It is important to follow the Maternity Checklist on the previous page to ensure you don’t miss the opportunity to get the benefits and leave time you want. Key items are outlined below.

**Early in your pregnancy:** JLL medical plans have many useful tools and resources that help you stay healthy and prepare you for growing your family. For UHC members, we encourage you to participate in the UHC maternity support program within the first 20 weeks of pregnancy. Contact UHC at 800-996-2057. It’s also important to share your leave plans with your manager — how long you plan to be out and the amount of PTO/FTO you intend to take. Then, contact our EAP provider, GuidanceResources, to discover an array of helpful tools.

**First week after your baby is born:** Call the Benefits Solutions Group within 31 days of birth if you intend to:

- Enroll your baby in your JLL medical plan,
- Increase contributions to your Health Savings Account,
- Enroll in or increase contributions to the Flexible Spending Accounts, or
- Enroll your newborn in dependent life insurance.

**Family Medical Leave Act (FMLA)**

If you are eligible, FMLA guarantees up to 12 weeks of unpaid job protection so you can care for and bond with your new family member. These 12 weeks are unpaid, but a combination of Short-Term Disability (STD), Parental Leave Pay and PTO/FTO can provide a percentage of your salary for a portion of this time.

We understand that administrative tasks are the last thing on your mind, but these simple steps are critical for managing your leave time successfully. It’s important that you contact Lincoln Financial, which administers your FMLA:

- Early in your pregnancy to confirm you are eligible for FMLA,
- During the last 30 days of pregnancy to file your FMLA claim,
- The week following the birth to confirm the baby’s birth date, and
- At the end of your leave to close your FMLA claim.

You are eligible for FMLA when you are an employee at JLL for 12 consecutive months, have worked at least 1,250 hours during that period and intend to return to work after maternity leave.

You may continue health and life insurance coverage during FMLA. However, after STD, Parental Leave Pay and PTO/FTO end, your premiums are no longer deducted from your pay and you must mail your premium payment to the Benefits Solutions Group.
Short-Term Disability (STD)

Short-Term Disability (STD) is a company-paid insurance benefit that allows you to receive 70% of your annual base salary for the amount of time your doctor certifies that you can’t work. STD runs concurrently with FMLA.

The STD period begins on the date of delivery or when your doctor certifies you are medically unable to work. The first five days of STD is called the waiting period and you will not receive payment. You will use PTO/FTO during this five-day waiting period. Typically, new mothers receive a six-week disability period for vaginal delivery and an eight-week disability period for Cesarean delivery. Other circumstances may necessitate a different disability period.

Staying on top of your claim will ensure you receive timely payment. It’s important that you contact Lincoln Financial:

- During the last 30 days of pregnancy to file your STD claim, and
- At the end of your leave to close your STD claim.

Bonus-Eligible Employees

If you qualify for an annual bonus and are out on STD when the bonus is paid, you will receive your bonus while you are on leave.

Commission-Eligible Employees

If you are a commission-eligible employee and your base salary is less than or equal to $75,000, your STD coverage is determined by comparing the total of your average last two years’ commissions and/or bonus plus 70% of the annual non-recourse draw salary to the flat amounts listed below (which are specific to your career map level):

- PR4-PR8: $125,000
- PR3: $87,500
- PR1-PR2: $55,000

The greater amount will be used to calculate the weekly salary for STD benefits, up to a maximum monthly benefit of $12,500.

Parental Leave Pay

Parental Leave Pay is an exciting benefit JLL offers to help support your growing family. If you are a UHC member, we encourage you to participate in the UHC maternity support program within the first 20 weeks of pregnancy. Contact UHC at 800-996-2057.

You will take Parental Leave Pay immediately following the end of your STD but before you use additional PTO/FTO (beyond the five-day waiting period) or approved unpaid time off. Parental Leave Pay runs concurrently with FMLA. You can take all six weeks in a row or you can take the leave in two-week intervals. You have one year after your baby’s birth to take Parental Leave Pay.

You are eligible for Parental Leave Pay if you are a full-time JLL employee who works at least 30 hours per week with at least one year of service credit at the time of birth.
**Paid Time Off (PTO)/Flex Time Off (FTO)**

Visit HR Direct at [https://hrdirect.jll.com](https://hrdirect.jll.com) to confirm the amount of PTO/FTO you will use.

- You can take PTO/FTO before and after STD and Parental Leave Pay, but not in place of STD and Parental Leave Pay.
- You must use PTO/FTO during the unpaid, five-day waiting period for STD.

You will continue to accrue PTO during the periods you use PTO and are on STD and Parental Leave Pay. There is no PTO accrual during unpaid leave.

As a regular, full-time employee, you are eligible to accrue PTO/. Part-time employees who work 30 hours or more per week are eligible to accrue a calculated portion of PTO/.

Regular full-time employees who are Brokers will not earn or accrue PTO/. Brokers will not have their pay reduced for reasonable absences that do not unreasonably interfere with the business.

**Personal Leave of Absence**

If you want to take additional leave that extends beyond FMLA, you may qualify for unpaid personal leave of absence. An unpaid personal leave of absence may be available based on the needs of the business and at the discretion of your manager. The length of your personal leave in a calendar year may last one to 12 months. When you return to work, your position may or may not be available. JLL will make a reasonable effort to help you find a new position, but there is no guarantee one will be available.

While on personal leave, you are eligible to continue coverage in the health and life insurance plans in which you’re currently enrolled. JLL will continue to pay the company share of your health benefits for the first four weeks you are on personal leave as long as you continue paying the employee premium. After 30 days of personal leave, employees are required to pay the entire cost of all insurance premiums (employer and employee portions).

Benefits that were deducted on a pre-tax basis, such as 401(k), HSA and FSA, will be suspended. You must re-enroll when you return to work.

**Returning to Work**

Your medical plan, myBlueprint4Health, and our EAP, GuidanceResources, have a wide range of tools and resources to help you transition back to work. Additionally, JLL offers emergency day care assistance through Bright Horizons.

JLL cares about your continued career growth and your well-being at work. Contact your manager toward the end of your leave time. Prepare for your return and discuss:

- The availability of a lactation/sick room, and
- The opportunity for flexible work arrangements.

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**More Info**

- **Checklist:** Refer to the [Maternity Checklist](#) to help guide you through the stages of the Parent Experience.
- **Resources:** In the front of this guide, you can see the [Contact Information](#) for all of the JLL programs and resources.
- **Questions:** Your primary source is the Parent Experience microsite at [JLL Parent Experience](#).
Your Paternity/Partner Checklist

The JLL Parent Experience is our holistic approach to supporting your family when adding a new child. JLL offers benefits, resources and leave time options that support you and your spouse/partner — healthy pregnancy programs, bonding time with your family and a smooth transition back to work. A combination of FMLA, Parental Leave Pay, PTO/FTO and personal leave allows you to spend time with your new child. Use this checklist to ensure you are getting the most from your benefits. The timeline below is a typical scenario for paternity/partner time; this timeline can vary depending on your personal situation and other leave time.

### Period covered by the Family and Medical Leave Act (FMLA)

- **Early in the Pregnancy**
  - UHC members: Encourage your covered spouse/partner to participate in the UHC maternity support program within the first 20 weeks of pregnancy
  - Contact Lincoln Financial to learn about your FMLA rights
  - Take advantage of JLL’s EAP, GuidanceResources, which has resources including daycare referrals, health tips for new parents and a wide range of childcare advice
  - Schedule time with your manager to share when you may take leave, how long you may be out, and the amount of PTO/FTO you will use

- **First Week After Birth**
  - Contact Lincoln Financial to file for FMLA
  - Contact BSG within 31 days of birth if you intend to:
    - Add your new child to your medical plan,
    - Increase contributions to the HSA,
    - Enroll in or increase contributions to FSAs, or
    - Enroll your newborn in dependent life insurance
  - Contact Lincoln Financial to confirm date of birth

- **Weeks 2 through 6 or (8)**
  - Receive 6 weeks of leave paid at 100% of your salary called Parental Leave Pay
  - You can take 6 weeks in a row or in two-week intervals
  - Pre-register for back-up emergency day care with Bright Horizons
  - Check with your state if you live in California or Rhode Island to claim any additional benefits over and above what JLL provides

- **7 to 12 Weeks After Birth**
  - Use PTO/FTO for time off; use unpaid time off if you do not have PTO/FTO
  - Visit HR Direct at [https://hrdirect.jll.com](https://hrdirect.jll.com) to confirm if you will use PTO/FTO for the remainder of your unpaid leave
  - If you take unpaid time off, you are eligible to continue health and life insurance during FMLA, but you must mail your premium to the BSG because you do not receive pay from JLL during this time
  - Contact Lincoln Financial to close your claim and notify whether you will return to work or remain out on unpaid personal leave
  - Contact your manager to develop a plan to return to work

- **Personal Leave of Absence**
  - Check with your manager if you want to use additional accrued PTO/FTO or unpaid time off if you don’t have PTO/FTO. Additional time away may be available based on the needs of the business and at the discretion of your manager.

You can take personal leave anytime within the first 12 months after the birth or adoption of your child. Keep in mind that your position may or may not be available when you return to work. Please review the details on page 12 under “Personal Leave of Absence”.

### After You Return to Work

- Meet with your manager
  - Discuss availability of flexible work arrangements
  - Discuss how your return is going
- Continue to access myBlueprint4Health and our EAP, GuidanceResources
- Call Bright Horizons when you need emergency child care
Your Paternity/Partner Leave Time

If you're taking paternity/partner leave time due to adoption or surrogacy: Refer to “What You Need to Know About the Adoption/Surrogacy Experience” on page 13.

It is important to follow the Paternity/Partner Checklist on the previous page to ensure you don’t miss the opportunity to get the benefits and leave time you want. Key items are outlined below.

Early in your spouse’s/partner’s pregnancy: JLL medical plans have many useful tools and resources that help her stay healthy and prepare you for growing your family. For UHC members, encourage your covered spouse/partner to participate in the UHC maternity support program within the first 20 weeks of pregnancy. Contact UHC at 800-996-2057. It’s also important to share your leave plans with your manager — how long you plan to be out and the amount of PTO/FTO you intend to take. Then, contact our EAP provider, GuidanceResources, to discover an array of helpful tools.

First week after your baby is born: Call the Benefits Solutions Group within 31 days of birth if you intend to:

- Enroll your baby in your JLL medical plan,
- Increase contributions to your Health Savings Account,
- Enroll in or increase contributions to your Flexible Spending Accounts, or
- Enroll your child in dependent life insurance.

Family Medical Leave Act (FMLA)

If you are eligible, FMLA guarantees up to 12 weeks of unpaid job protection so you can care for and bond with your new family member. These 12 weeks are unpaid, but a combination of Parental Leave Pay and PTO/FTO will provide a percentage of your salary for a portion of this time.

We understand that administrative tasks are the last thing on your mind, but these simple steps are critical for managing your leave time successfully. It’s important that you contact Lincoln Financial, which administers your FMLA:

- Early in her pregnancy to confirm you are eligible for FMLA,
- During the last 30 days of pregnancy to file your FMLA claim,
- The week following the birth to confirm the baby’s birth date, and
- At the end of your leave to close your FMLA claim.

You are eligible for FMLA when you are an employee at JLL for 12 consecutive months, have worked at least 1,250 hours during that period and intend to return to work after paternity/partner leave.

You may continue health and life insurance coverage during FMLA. However, after Parental Leave Pay or PTO/FTO ends, your premiums are no longer deducted from your pay and you must mail your premium payment to the Benefits Solutions Group.

Parental Leave Pay

Parental Leave Pay is an exciting benefit JLL offers to help support your growing family. If you are a UHC member, encourage your covered spouse/partner to participate in the UHC maternity support program within the first 20 weeks of pregnancy. Contact UHC at 800-996-2057.

You will be eligible to take Parental Leave Pay as six consecutive weeks immediately following your baby’s birth or no later than one year after the birth. You must use the Parental Pay Leave before using PTO/FTO or approved unpaid time off. Parental Leave Pay runs concurrently with FMLA. You can take all six weeks in a row or you can take the leave in two-week intervals.

You are eligible for Parental Leave Pay when you are a full-time JLL employee who works at least 30 hours per week with at least one year of service credit at the time of birth.
Paid Time Off (PTO)/Flex Time Off (FTO)

After Parental Leave Pay ends, you may have up to six weeks of FMLA leave remaining. With approval from your manager, you can use accrued PTO/FTO to pay for additional leave time. If you do not have enough PTO/FTO, the remainder of your FMLA leave is unpaid.

Visit HR Direct at https://hrdirect.jll.com to confirm the amount of PTO/FTO you will use. You must use Parental Leave Pay before using PTO/FTO.

You will continue to accrue PTO during the periods you use PTO and are on STD and Parental Leave Pay. There is no PTO accrual during unpaid leave.

As a regular, full-time employee, you are eligible to accrue PTO/. Part-time employees who work 30 hours or more per week are eligible to accrue a calculated portion of PTO/.

Regular full-time employees who are Brokers will not earn or accrue PTO/. Brokers will not have their pay reduced for reasonable absences that do not unreasonably interfere with the business.

Personal Leave of Absence

If you want to take additional leave that extends beyond FMLA and PTO/FTO, you may qualify for unpaid personal leave of absence. An unpaid personal leave of absence may be available based on the needs of the business and at the discretion of your manager. The length of your personal leave in a calendar year may last one to 12 months. When you return to work, your position may or may not be available. JLL will make a reasonable effort to help you find a new position, but there is no guarantee one will be available.

While on personal leave, you are eligible to continue coverage in the health and life insurance plans in which you’re currently enrolled. JLL will continue to pay the company share of your health benefits for the first four weeks you are on personal leave as long as you continue paying the employee premium. After 30 days of personal leave, employees are required to pay the entire cost of all insurance premiums (employer and employee portions).

Benefits that were deducted on a pre-tax basis, such as 401(k), HSA and FSA, will be suspended. You must re-enroll when you return to work.

Returning to Work

Your medical plan, myBlueprint4Health, and our EAP, GuidanceResources, have a wide range of tools and resources to help you transition back to work. Additionally, JLL offers emergency day care assistance through Bright Horizons.

JLL cares about your continued career growth and your well-being at work. Contact your manager toward the end of your leave time. Prepare for your return and discuss the opportunity for flexible work arrangements.

More Info

- **Checklist:** Refer to the Paternity/Partner Checklist to help guide you through the stages of the Parent Experience.
- **Resources:** In the front of this guide, you can see the Contact Information for all of the JLL programs and resources.
- **Questions:** Your primary source is the Parent Experience microsite at JLL Parent Experience.
Your Adoption/Surrogacy Checklist

The JLL Parent Experience is our holistic approach to supporting your family when adding a new child. JLL offers benefits, resources and leave time options that support you and your spouse/partner — from adoption/surrogacy through bonding time and a smooth transition back to work. A combination of FMLA, Parental Leave Pay and PTO/FTO allows you to spend time with your new child. Use this checklist to ensure you are getting the most from your benefits. The timeline below is a typical scenario for adoption/surrogacy time; this timeline can vary depending on your personal situation and other leave time.

<table>
<thead>
<tr>
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<td>✔ Visit HR Direct at <a href="https://hrdirect.jll.com">https://hrdirect.jll.com</a></td>
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<td>✔ Review your medical plan to understand your benefits, including infertility support</td>
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<tr>
<td>✔ Review your benefits and policies like Parental Leave Pay, FMLA, PTO/FTO, personal leave, and adoption and surrogacy benefits</td>
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<tr>
<td>✔ Take advantage of JLL’s EAP, GuidanceResources, which has resources including daycare referrals, health tips for new parents and a wide range of childcare advice</td>
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Adoption and Surrogacy Assistance

JLL supports your growing family through leave time, support programs and financial assistance for many of the expenses associated with adoption and surrogacy.

Eligibility

Full-time employees with at least one year of service are eligible for reimbursement for adoption and surrogacy-related expenses up to $10,000 per child (with proof of finalization of adoption or surrogacy). If both parents are JLL employees, only one employee may use the benefit.

Adoption and Surrogacy Expenses

Most expenses directly related to adoption or surrogacy are reimbursable, including:

- Agency and placement fees
- Legal fees and court costs
- Medical expenses of birth mother
- Medical expenses of the child, not covered by insurance
- Temporary foster care costs
- Immigration, immunization and translation fees
- Transportation and lodging

To get reimbursed by JLL, go to HR Direct at [https://hrdirect.jll.com](https://hrdirect.jll.com) for the reimbursement form. Once the adoption or surrogacy is finalized, you will need to submit itemized receipts for expenses and the finalization of the adoption or surrogacy along with the reimbursement form.

You will receive reimbursement through payroll.

Taxation of Adoption Benefits

Generally, reimbursement of adoption expenses is excluded from your gross income. This exclusion applies only to federal and state income tax withholding. Social Security and Medicare taxes (FICA) will continue to be withheld. The tax exclusion does not apply to some employees who meet certain income levels. You are responsible for determining the effect of the adoption assistance on your income taxes.

Taxation of Surrogacy Benefits

Surrogacy benefits are not excluded from taxable income under IRS regulations. Any surrogacy assistance paid to employees may be subject to state, federal, Social Security, Medicare and federal unemployment taxes at time of payment.
Your Adoption/Surrogacy Leave Time

It is important to follow the Adoption/Surrogacy Checklist on page 13 to ensure you don’t miss the opportunity to get the benefits and leave time you want. Key items are outlined below.

Early in your adoption/surrogacy process: JLL medical plans have many useful tools and resources that help prepare you for growing your family. It’s also important to share your leave plans with your manager — how long you plan to be out and the amount of PTO/FTO you intend to take. Then, contact our EAP, GuidanceResources, to discover an array of helpful tools.

First week after your adoption/surrogacy is finalized: Call the Benefits Solutions Group within 31 days of finalization if you intend to:

- Enroll your child in your JLL medical plan,
- Increase contributions to your Health Savings Account,
- Enroll in or increase contributions to your Flexible Spending Accounts, or
- Enroll your child in dependent life insurance.

Family Medical Leave Act (FMLA)

If you are eligible, FMLA guarantees up to 12 weeks of unpaid job protection so you can care for and bond with your new family member. These 12 weeks are unpaid, but a combination of Parental Leave Pay and PTO/FTO will provide a percentage of your salary for a portion of this time.

We understand that administrative tasks are the last thing on your mind, but these simple steps are critical for managing your leave time successfully. It’s important that you contact Lincoln Financial, which administers your FMLA:

- Early in the adoption/surrogacy process to confirm you are eligible for FMLA,
- During the last 30 days of the adoption/surrogacy process to file your FMLA claim,
- The week following the finalization to confirm the date the adoption/surrogacy process was finalized, and
- At the end of your leave to close your FMLA claim.

You are eligible for FMLA when you are an employee at JLL for 12 consecutive months, have worked at least 1,250 hours during that period and intend to return to work after adoption/surrogacy leave.

You may continue health and life insurance coverage during FMLA. However, after Parental Leave Pay and PTO/FTO end, your premiums are no longer deducted from your pay and you must mail your premium payment to the Benefits Solutions Group.
Parental Leave Pay

Parental Leave Pay is an exciting benefit JLL offers to help support your growing family. If you are a UHC member, we encourage you to participate in the UHC maternity support program within the first 20 weeks of pregnancy. Contact UHC at 800-996-2057.

You will take Parental Leave Pay immediately following the finalization of adoption/surrogacy but before you use PTO/FTO or approved unpaid time off. Parental Leave Pay runs concurrently with FMLA. You can take all six weeks in a row or you can take the leave in two-week intervals. You have one year after the finalized adoption/surrogacy to take Parental Leave Pay.

You are eligible for Parental Leave Pay when you are a full-time JLL employee who works at least 30 hours per week with at least one year of service credit at the time of adoption/surrogacy.

Paid Time Off (PTO)/Flex Time Off (FTO)

After Parental Leave Pay ends, you may have up to six weeks of FMLA leave remaining. With approval from your manager, you can use accrued PTO/FTO to pay for additional leave time. If you do not have enough PTO/FTO, the remainder of your FMLA leave is unpaid.

Visit HR Direct at https://hrdirect.jll.com to confirm the amount of PTO/FTO you will use. You must use Parental Leave Pay before using PTO/FTO.

You will continue to accrue PTO during the periods you use PTO and are on STD and Parental Leave Pay. There is no PTO accrual during unpaid leave.

As a regular, full-time employee, you are eligible to accrue PTO/. Part-time employees who work 30 hours or more per week are eligible to accrue a calculated portion of PTO/.

Regular full-time employees who are Brokers will not earn or accrue PTO/. Brokers will not have their pay reduced for reasonable absences that do not unreasonably interfere with the business.

EAP resources

Our EAP, GuidanceResources, is a valuable resource for any stage of life and especially when welcoming a new child into your family. Some of the programs and resources available are:

- 24/7 live answer — Immediate access to clinicians
- Help transitioning to parenthood
- Assistance during leave and return to work
Personal Leave of Absence

If you want to take additional leave that extends beyond FMLA and PTO/FTO, you may qualify for unpaid personal leave of absence. An unpaid personal leave of absence may be available based on the needs of the business and at the discretion of your manager. The length of your personal leave in a calendar year may last one to 12 months. When you return to work, your position may or may not be available. JLL will make a reasonable effort to help you find a new position, but there is no guarantee one will be available.

While on personal leave, you are eligible to continue coverage in the health and life insurance plans in which you’re currently enrolled. JLL will continue to pay the company share of your health benefits for the first four weeks you are on personal leave as long as you continue paying the employee premium. After 30 days of personal leave, employees are required to pay the entire cost of all insurance premiums (employer and employee portions).

Benefits that were deducted on a pre-tax basis, such as 401(k), HSA and FSA, will be suspended. You must re-enroll when you return to work.

Returning to Work

Your medical plan, myBlueprint4Health and our EAP, GuidanceResources, have a wide range of tools and resources to help you transition back to work. Additionally, JLL offers emergency day care assistance through Bright Horizons.

JLL cares about your continued career growth and your well-being at work. Contact your manager toward the end of your leave time to prepare for your return and discuss the opportunity for flexible work arrangements.

More Info

- **Checklist:** Refer to the Adoption/Surrogacy Checklist to help guide you through the stages of the Parent Experience.
- **Resources:** In the front of this guide, you can see the Contact Information for all of the JLL programs and resources.
- **Questions:** Your primary resource source is the Parent Experience microsite at JLL Parent Experience.