

Award Selection

The Prop Star Award 2025

Nominator

Karolina Grobel
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Nominee

Full Name
Kirk Tan

Company
JLL Jones Lang Lasalle

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Head of Accounts | Work Dynamics

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Other representative(s) from the team (if any)
All from JLL – Marina Krishnan, Division President | Work Dynamics.

1. Demonstrated ability to exceed client expectations

How you have demonstrated ability to consistently deliver and exceed client expectations, including measurable outcomes such as improved client satisfaction, project success rates, and cost-saving innovations. Please include specific examples or metrics that highlight exceptional client service. (30 points, max 400 words)

JLL Singapore consistently exceeds client expectations through measurable outcomes and innovative service delivery. Our 2024 Client Voice Program results demonstrate exceptional performance with a Net Promoter Score increase to 36% from 33% and promoter rate improvement to 48% from 43%, while exceeding our response rate target of 54%.

- 1. Financial Performance Excellence:** JLL Singapore's Work Dynamics division achieved remarkable 16.4% year-over-year growth in 2024, with the Integrated Facilities Management business delivering 14.9% growth. This performance was driven by organic business expansion, strategic upselling of innovative solutions, and successful new contract awards with multiple client relationships spanning over fifteen years.
- 2. Technology-Driven Client Value:** Our deployment of JLL GPT custom assistants has transformed client operations. For a major global financial services client, we implemented an AI-powered assistant serving approximately 1,700 JLL colleagues with instant access to 43 contractual documents across five service areas, reducing task completion time from hours to seconds and generating over 2,500 queries since launch.
- 3. Measurable Cost Optimization:** Through our sustainability consulting services, we delivered a comprehensive energy management plan for a local international school, resulting in 2,000 MWh total energy savings over three years, 770M gCO2 carbon emissions avoided, and return on investment achieved in less than three years.
- 4. Digital Transformation Success:** JLL Serve implementations have delivered significant operational improvements, including 30% increased operational efficiency and 75% reduction in asset onboarding time for various clients. For a large Singapore bank, our digital pantry management system provided real-time inventory visibility and proactive forecasting across five buildings spanning over 34,000 sqm.

2. Executive leadership and contributions to CRE industry

How you have driven progress in the corporate real estate sector, including strategic vision, operational improvements,

technological advancements, and industry-wide initiatives. Please describe any initiatives, projects, or leadership roles that have had a measurable impact on the sector. (25 points, 300 words)

JLL's purpose is to shape the future of real estate for a better world, with a vision to be the industry's premier brand through global insights, technology, sustainability, and inclusive culture. Its brand idea, "See a Brighter Way," reflects how One JLL delivers holistic expertise to drive long-term growth for people, clients, and the business.

Multiple JLL leaders champion this purpose, advancing the commercial real estate (CRE) sector. Kirk Tan, Head of Account Management for Singapore, brings over two decades of experience transforming workspaces into high-performance environments focused on sustainability, workplace experiences, technology, and space optimization. Under his leadership, JLL Singapore pioneered AI adoption, becoming the first to deploy JLL GPT, processing over 200,000 prompts weekly. Kirk unifies Workplace Management, Project Development Services, Portfolio Services, and Property Management. He also shared research at the International Green Building Council (IGBC) showing strategic retrofitting can unlock up to 60% energy savings, reinforcing JLL's sustainability leadership.

Additionally, Sanjay Narang joined JLL's Executive Leadership team as Workplace Management Leader for Southeast Asia. With over 25 years of CRE experience, he has managed site selection, capital projects, facilities management, workplace planning, employee experience, M&A integrations, and site optimization. His expertise includes client and vendor relations, governance, process improvement, change and digital transformation, vendor transitions, and risk compliance, all driven by a customer-obsessed mindset. Sanjay currently serves as Chairperson of the CoreNet Global Singapore Chapter Board and is an active contributor to industry forums such as WorkTech, SFIMA, PMI, and SFM. His leadership is positively shaping JLL's service delivery approach across the region.

3. Professional advancement & mentorship

How you have demonstrated experience in fostering professional advancement, including specific examples of mentoring or supporting the career growth of emerging leaders. Please describe the impact of your mentorship and how it has led to tangible results for the individuals or the industry. (15 points, 300 words)

JLL Singapore's commitment to professional development is exemplified through our comprehensive Work Dynamics Skills Academy, delivering personalized learning experiences that develop JLL Leadership Behaviors through four learning modalities: visual, auditory, reading, and kinesthetic.

The specialized Account Management Academy focuses on unique competencies required for successful account management, built on three pillars—Future Proof, Innovative, and Collaborative—offering personalized learning plans, diverse formats, and continuous engagement.

Our annual Continuous Improvement Working Group (CIWG) competition celebrates ground-up innovations from site teams, with November 2024 demonstrating remarkable growth with a fourfold increase in high-quality submissions. This platform enables site teams to connect and learn from shortlisted teams, fostering cross-pollination of ideas across different client environments.

Career Week initiatives support employees' growth aspirations through company-wide activities that facilitate career journey sharing and personalized development planning, strengthened through our "Celebrating Who We Are 2024" program focusing on belonging and inclusion. Our 2024 People Survey achieved the highest response rate of 78% globally with growth in business and engagement scores, placing us in the top 25% of high-performing global organizations. JLL Singapore has also supported and sponsored CoreNet Global Singapore Chapter's L&D Committee's initiatives on Students Engagement, hosting and sharing knowledge about the Singapore/Asia CRE landscape, providing students with internship opportunities and encouraging young leaders to join the organization as members, so they can be Mentored through the Chapter's curated programs.

4. Innovation and ESG solutions

How you have approached to solving emerging challenges in sustainability, corporate responsibility, and enterprise engagement, with a focus on ESG initiatives. Please provide specific examples of sustainability solutions, including any measurable outcomes, certifications, or industry recognition. (10 points, 200 words)

JLL Singapore achieved Gold Tier certification under SIFMA's Sustainable Net Zero Organisation (SNZO) accreditation, positioning us as a leader among FM companies in Singapore's built environment sector.

Our Sustainable Facilities Management program, recognized with the 2024 CREFM Masterstroke Award for "Sustainability Leader of the Year," expanded to 58 active clients in 2024. The program delivers 15-25% utility cost reductions through comprehensive baseline assessments across waste management, energy efficiency, and HVAC optimization.

We've established a comprehensive partnership with IBM Envizi as our primary sustainability data management platform, enabling global environmental monitoring and reporting with proven results including 50% reduction in sustainability disclosure time and \$20 million USD in annual energy and water cost savings for clients.

Our strategic partnership with the World Green Building Council's Asia Pacific Regional Network positions JLL at the forefront of sustainable built environment transformation across a region representing over 60% of global population.

5. Diversity, Equity & Inclusion contributions

How you have contributed to advancing Diversity, Equity and Inclusion within the real estate industry and/or the CoreNet Chapter. Please describe specific programs, initiatives, or leadership roles where the nominee has created measurable, sustainable change in DEI. (10 points, 200 words)

JLL Singapore demonstrates strong commitment to Diversity, Equity & Inclusion through comprehensive well-being programs implemented in 2024, including mental health awareness campaigns, flexible working arrangements, and culturally sensitive wellness workshops that resulted in measurable improvements in employee satisfaction scores.

Our "Celebrating Who We Are 2024" program, celebrated across Asia Pacific every September, focuses on fostering an environment where we recognize and celebrate differences, with the theme "Belonging at JLL" creating opportunities for inclusive engagement.

JLL received Bloomberg Gender Equality recognition, demonstrating our commitment to creating inclusive workplace environments. Our Leadership Behaviors framework, introduced in 2024, specifically emphasizes fostering inclusion across diverse teams and cultures, being empathetic and showing genuine care as core leadership principles.

Through our Experience Services team, we developed specialized Psychological First Aid training for JLL employees, teaching recognition of stress signals and mental health self-care practices based on WHO frameworks, with successful adoption across multiple Singapore accounts.

6. Community involvement and CoreNet Global chapter engagement

How you have consistently involved in community engagement, as well as active participation and leadership within the CoreNet Global Chapter. Please describe how your efforts have contributed to the local community or the real estate sector, particularly through leadership roles, event organization, or impactful initiatives. (10 points, 200 words)

JLL Singapore actively engages in comprehensive community involvement through our Global Communities Month 2024, where we launched a '4Ps' CSR strategy (Partnerships, Programming, Policies, People-centric approach) with 200+ colleagues engaging communities through Willing Hearts and Thye Hua Kwan Moral Charities.

Our Account Management team demonstrated significant community outreach by hosting twenty-four children from Darul Ihsan Girls and Boys Orphanage at JLL's PLQ headquarters, including personalized gifts and cybersafety workshops developed in partnership with vendors Cyberlite, Palo Alto Networks, and Nowcomms.

Additional community initiatives include large-scale family engagement bringing together approximately 300 participants for community events with donations to local Children's Homes, and intergenerational outreach at Chee Hoon Kong Old Folks' Home with nostalgic sing-along sessions, meals, and gifts for residents.

These initiatives enable meaningful built environment contributions through sustainability advancement, innovation, strategic partnerships, and enhanced community welfare, reinforcing JLL's commitment to shaping the future of real estate for a better world.