



EUROPEAN FM PROVIDER Report

2023



**DREES &
SOMMER**

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Introduction

Our purpose and aspiration

Following the success of the first two editions of the FM Provider Report, we present the third edition, continuing with our aim of increasing transparency in the European FM provider market.

Maintaining an overview of today's FM market is a major challenge. The market is still characterized by a low level of transparency. Globalization and the associated ever-increasing connectivity further aggravate this situation. FM providers are increasingly focusing on their core business while offering additional services through strategic partnerships. This is resulting in a trend towards increased bundling of services.

In keeping with our aim of increasing transparency in the European FM provider market, we are making this report available free of charge. It provides clients with a good overview of the FM market, while giving FM providers the opportunity to present their services and international presence to potential clients.

The close interaction of internal resources and external FM service providers is required to ensure that building operation is professional, innovative, digital and sustainable. That is why it is essential for portfolio owners to know in which countries FM service providers operate.

This European FM Provider Report aims to provide transparency in this respect, allowing clients to find the optimal service provider for their needs.

Sustainable Facility Management is particularly important for established buildings, as they may have inherent design issues that, without proper management, can quickly result in higher maintenance and operation costs. That said, it is important to realize that even the best-designed building will not yield optimal results in terms of economy, ecology and amenity without professional Asset Management, Property Management and Facility Management.

We would like to thank our partner, the International Facility Management Association EMEA (IFMA EMEA), for their support, and to once again thank all FM providers who provided us with their data and made the report possible again this year.

Thomas Häusser and Bernd Fisel



BERND FISEL
*Associate Partner/Director at
Drees & Sommer*



THOMAS HÄUSSER
*Partner at
Drees & Sommer SE*

About IFMA EMEA

IFMA is the world's largest and most widely recognized international association for facility management (FM) professionals, supporting more than 24,000 members in 130 countries. Formed in 1980, IFMA certifies professionals in facility management, conducts research and provides educational programs. IFMA EMEA maintains a strong connection with IFMA; but with headquarters in Brussels, Belgium, it is dedicated to serving the needs of our local chapters and regional members. Our focus is on building strong FM communities by providing regional programs in Europe, the Middle East and Africa, with respect for the local differences. IFMA EMEA partners with industry-related stakeholders and associations in this region and is further developing relations with the European Commission and relevant institutions to have impact on policy makers'.



LARA PAEMEN
Managing Director
IFMA EMEA

About Drees & Sommer

Drees & Sommer is your innovative partner for consulting, planning, construction and operation. The leading European consulting, planning and project management enterprise, Drees & Sommer has supported private and public clients and investors for over 50 years in all aspects of real estate and infrastructure – both analog and digital. The result is cost-effective and sustainable buildings, profitable real estate portfolios, people-oriented working environments, and visionary mobility concepts. The company's over 5,100 employees in 59 locations around the world work in interdisciplinary teams to provide support for clients from a wide variety of sectors. All the services provided by the partner-run company take into consideration both economic and ecological concerns. Drees & Sommer calls this holistic approach *the blue way*®.

Background and Methodology

Aim

This report aims to increase the transparency of facility management (FM) providers in the European market. When creating this report, we had to bear in mind that, according to the DIN EN 15221-4 standard, the spectrum of FM services ranges from space and infrastructure to people and organization.

This wide range of services has meant that meaningful market data has been largely lacking and comparability difficult to achieve. This report seeks to provide a well-structured and up-to-date overview of the European FM market.

Dual Purpose

Firstly, the report provides companies that require FM services with a clear overview of the market, allowing them to identify and approach potential suppliers, taking into account the number of employees, as well as regional and functional criteria.

Secondly, the report gives FM providers the opportunity to present their company and the services they offer in the European market in a structured way. The report can also serve as the basis for further analysis and a benchmark for all market participants.

Methodology

A survey was conducted to identify the largest integrated FM providers in the European market. Only providers offering a number of FM services and operating in at least two European countries were considered. Research conducted Drees & Sommer in collaboration with the IFMA identified 59 FM providers that met these criteria.

All of these 59 FM providers were contacted, of which 23 completed the survey. These companies are described in detail in this report. In addition, a brief overview of the remaining 36 FM providers, based on Internet research, has been included.

Outlook

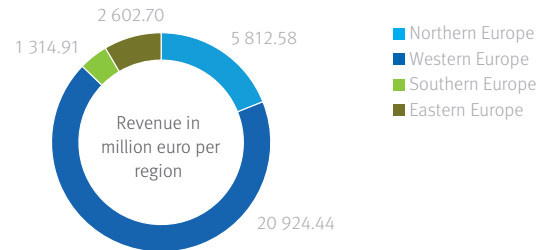
Future editions of this report will continue to improve market coverage and the way data is structured and presented.

Overview of European
FM Providers participating
in the survey

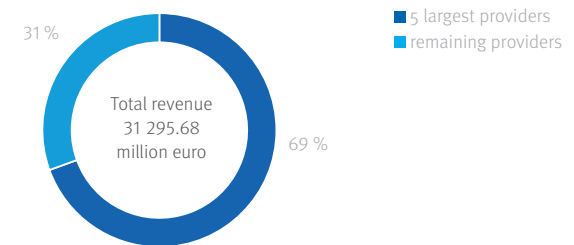
Overview of European FM Providers

The following pie charts provide an overview of the total revenue and number of employees of the European FM providers that participated in this report.

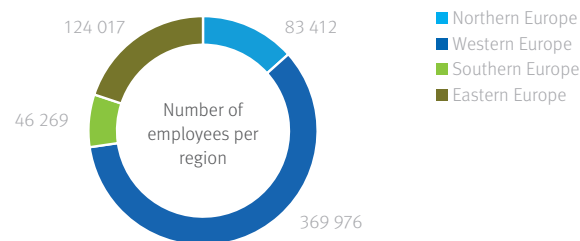
TOTAL REVENUE OF PROVIDERS IN EUROPE¹



TOTAL REVENUE OF THE LARGEST PROVIDERS IN EUROPE¹



TOTAL NUMBER OF EMPLOYEES OF PROVIDERS IN EUROPE¹



The charts on the left clearly show that the majority of the revenues of the FM companies participating in this survey are generated in Western Europe. The number of employees is also highest in this region compared to the other regions in Europe.

One reason for this could possibly be that there are fewer large, integrated providers in Southern Europe; instead, there are many smaller FM providers that do not meet the criteria for participation in this report. This means that they are either only active in one European country or do not offer a wide range and variety of FM services – or both.

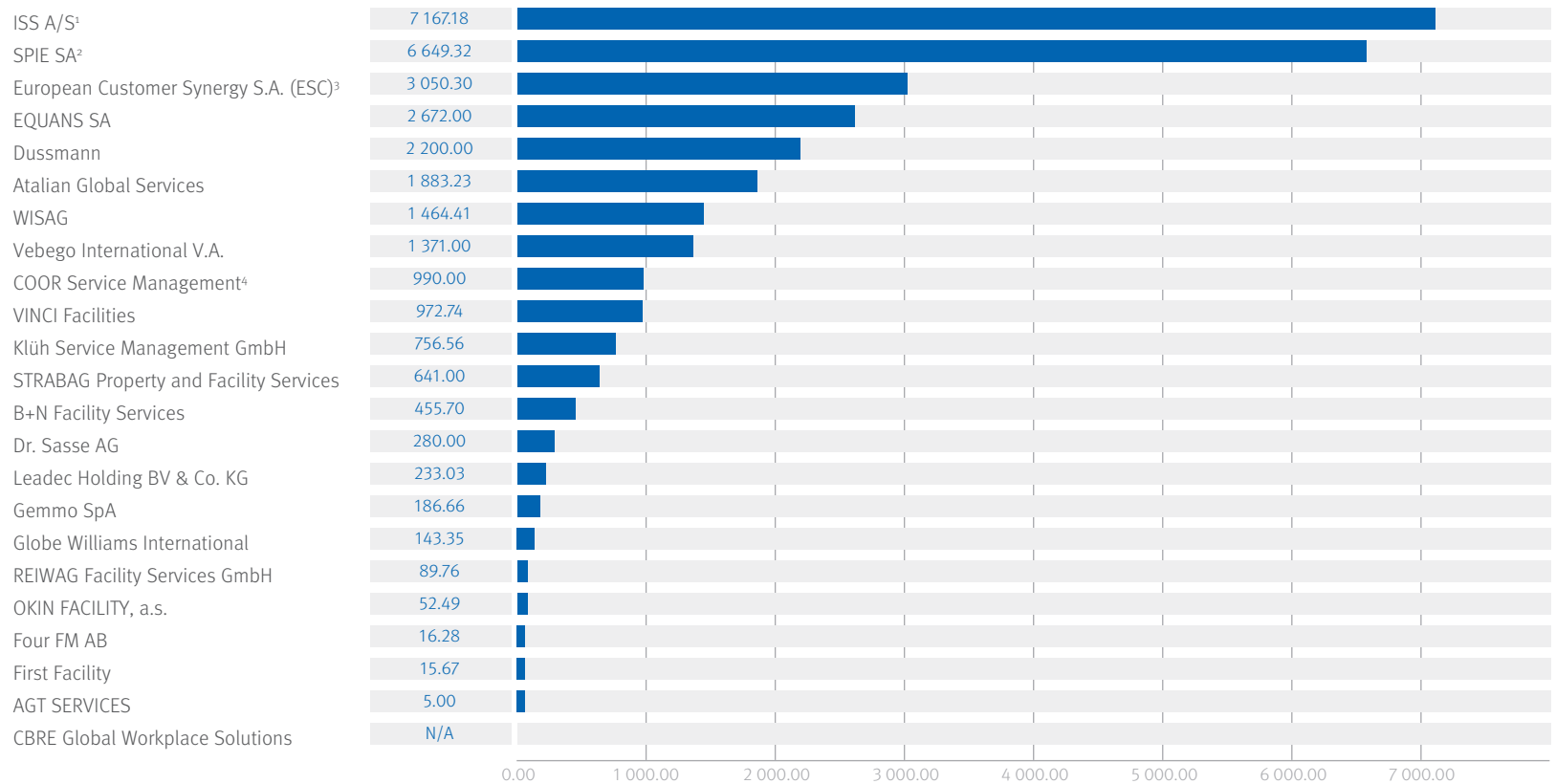
Furthermore, the chart on the right shows that the five largest FM providers generate 69% of the revenue, while the other 18 providers together account for 31% of the revenue. This clearly shows that there are a few big players in the European FM market, but at the same time there are many small providers.

¹Only providers that participated in the survey are listed

Values have been rounded

Overview of European FM Providers

FACILITY MANAGEMENT SERVICES REVENUE IN EUROPE (IN MILLION EURO)



¹Values have been converted from DKK to EUR at the exchange rate on 16.08.23

²Approximate revenues in multi-technical services for facilities, infrastructure and energy

³Revenues of the ECS members are included here (among others Okin and Wisag, which are also part of this report)

⁴Values have been converted from SEK to EUR at the exchange rate on 16.08.23

Values have been rounded

Overview of European FM Providers

REVENUE IN NORTHERN EUROPE (IN MILLION EURO)

ISS A/S ¹	3 212.47	
Equans	1 246.00	
COOR Service Management ²	990.00	
Dussmann	156.00	
European Customer Synergy S.A. (ECS) ³	66.50	
Leadec Holding BV & Co. KG	33.80	
VINCI Facility	32.65	
Dr. Sasse AG	32.00	
Four FM AB	16.28	
WISAG	15.81	
Globe Williams International	9.25	
Spie SA ⁴	1.82	
AGT SERVICES	0.00	
Atalian Global Services	0.00	
B+N Facility Services	0.00	
First Facility	0.00	
Gemmo SpA	0.00	
Klüh Service Management GmbH	0.00	
OKIN FACILITY, a.s.	0.00	
REIWAG Facility Services GmbH	0.00	
STRABAG Property and Facility Services	0.00	
Vebeo International V.A.	0.00	
CBRE Global Workplace Solutions	N/A	

REVENUE IN WESTERN EUROPE (IN MILLION EURO)

Spie SA ⁴	6 413.50	
ISS A/S ¹	2 807.98	
European Customer Synergy S.A. (ECS) ²	2 735.69	
Atalian Global Services	1 594.68	
WISAG	1 441.60	
Vebeo International V.A.	1 371.00	
Equans	1 357.00	
Dussmann	1 139.00	
VINCI Facilities	893.51	
Klüh Service Management GmbH	700.14	
Dr. Sasse AG	246.00	
Leadec Holding BV & Co. KG	172.14	
REIWAG Facility Services GmbH	40.10	
Globe Williams International	12.10	
AGT SERVICES	0.00	
B+N Facility Services	0.00	
COOR Service Management ²	0.00	
First Facility	0.00	
Four FM AB	0.00	
Gemmo SpA	0.00	
OKIN FACILITY, a.s.	0.00	
CBRE Global Workplace Solutions	N/A	
STRABAG Property and Facility Services	N/A	

¹Values have been converted from DKK to EUR at the exchange rate on 16.08.23

²Values have been converted from SEK to EUR at the exchange rate on 16.08.23

³Revenues of the ECS members are included here (among others Okin and Wisag, which are also part of this report)

⁴Approximate revenues in multi-technical services for facilities, infrastructure and energy

Values have been rounded

Overview of European FM Providers

REVENUE IN EASTERN EUROPE (IN MILLION EURO)

B+N Facility Services	441.84	
Spie SA ¹	234.00	
Atalian	189.80	
Dussmann	107.00	
European Customer Synergy S.A. (ECS) ²	67.87	
OKIN FACILITY, a.s.	52.49	
REIWAG Facility Services GmbH	43.31	
ISS A/S ³	42.27	
VINCI Facilities	32.17	
Globe Williams International	30.40	
Leadec Holding BV & Co. KG	27.07	
EQUANS SA	18.00	
First Facility	11.98	
Klüh Service Management GmbH	8.51	
WISAG	6.20	
Dr. Sasse AG	2.00	
AGT SERVICES	0.00	
COOR Service Management ⁴	0.00	
Four FM AB	0.00	
Gemmo SpA	0.00	
Vebeo International V.A.	0.00	
CBRE Global Workplace Solutions	N/A	
STRABAG Property and Facility Services	N/A	

REVENUE IN SOUTHERN EUROPE (IN MILLION EURO)

ISS A/S ³	1104.46	
Dussmann	798.00	
Gemmo SpA	186.66	
European Customer Synergy S.A. (ECS) ²	180.24	
Atalian	98.75	
Globe Williams International	91.60	
EQUANS SA	51.00	
Klüh Service Management GmbH	47.90	
VINCI Facilities	14.40	
B+N Facility Services	13.85	
REIWAG Facility Services GmbH	6.35	
AGT SERVICES	5.00	
First Facility	3.69	
WISAG	0.80	
COOR Service Management ⁴	0.00	
Dr. Sasse AG	0.00	
Four FM AB	0.00	
Leadec Holding BV & Co. KG	0.00	
OKIN FACILITY, a.s.	0.00	
Spie SA ¹	0.00	
STRABAG Property and Facility Services	0.00	
Vebeo International V.A.	0.00	
CBRE Global Workplace Solutions	N/A	

¹Approximate revenues in multi-technical services for facilities, infrastructure and energy

²Revenues of the ECS members are included here (among others Okin and Wisag, which are also part of this report)

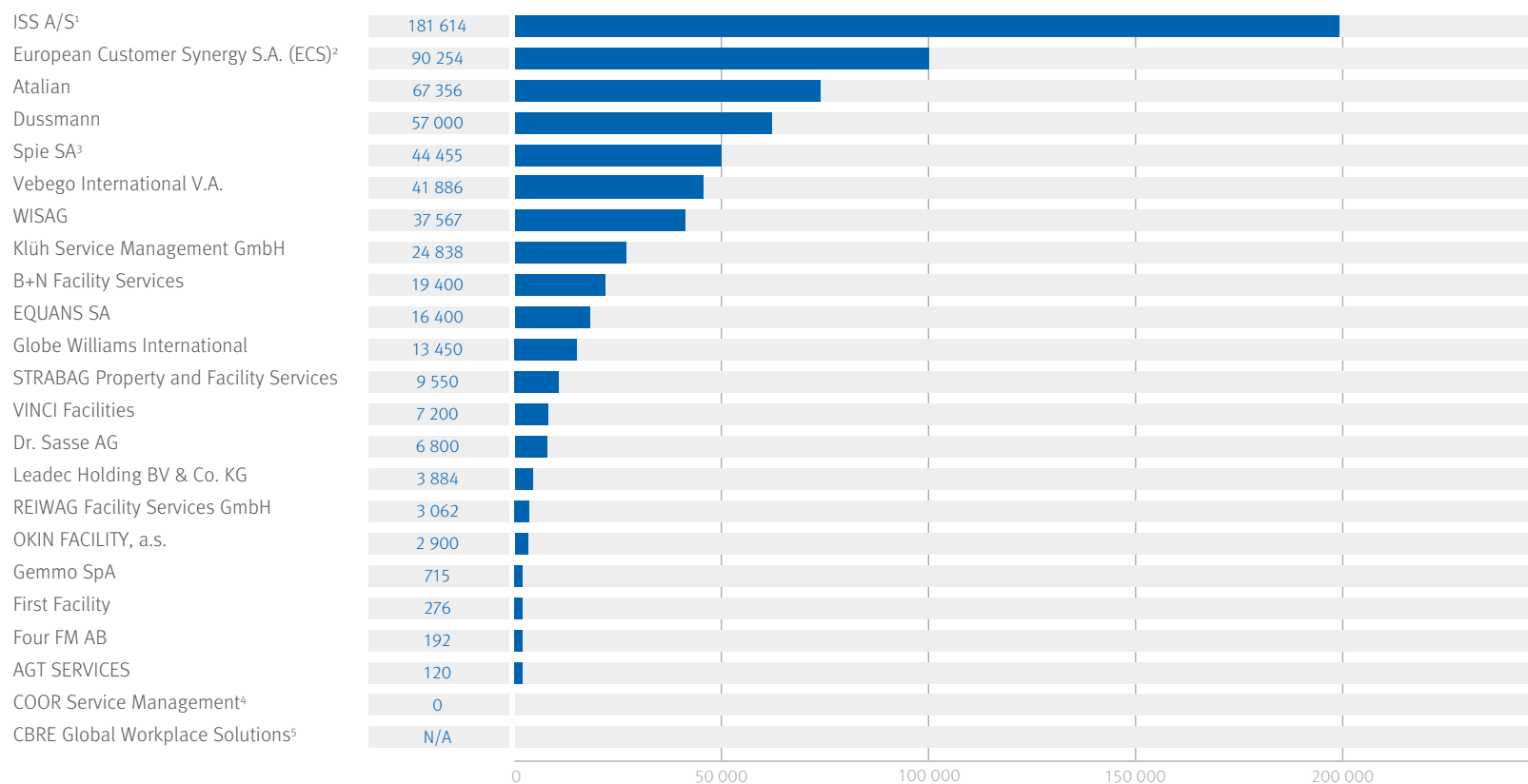
³Values have been converted from DKK to EUR at the exchange rate on 16.08.23

⁴Values have been converted from SEK to EUR at the exchange rate on 16.08.23

Values have been rounded

Overview of European FM Providers

EMPLOYEES IN EUROPE



¹Values have been converted from DKK to EUR at the exchange rate on 16.08.23

²Revenues of the ECS members are included here (among others Okin and Wisag, which are also part of this report)

³Approximate revenues in multi-technical services for facilities, infrastructure and energy

⁴Values have been converted from SEK to EUR at the exchange rate on 16.08.23

⁵Values have been converted from USD to EUR at the exchange rate on 16.08.23

Values have been rounded

Overview of European FM Providers

EMPLOYEES IN NORTHERN EUROPE

ISS A/S ¹	56 327	
COOR Service Management ²	10 267	
EQUANS SA	8 500	
Dussmann	2 800	
European Customer Synergy S.A. (ECS) ³	2 124	
Dr. Sasse AG	1 200	
Globe Williams International	1 076	
Leadec Holding BV & Co. KG	612	
Four FM AB	192	
WISAG	180	
VINCI Facilities	134	
AGT SERVICES	0	
Atalian	0	
B+N Facility Services	0	
Gemmo SpA	0	
Klüh Service Management GmbH	0	
Spie SA ⁴	0	
STRABAG Property and Facility Services	0	
Vebeo International V.A.	0	
CBRE Global Workplace Solutions ⁵	N/A	
First Facility	N/A	
OKIN FACILITY, a.s.	N/A	
REIWAG Facility Services GmbH	N/A	

EMPLOYEES IN WESTERN EUROPE

European Customer Synergy S.A. (ECS) ³	77 408	
Atalian	53 803	
ISS A/S ¹	53 687	
Vebeo International V.A.	41 886	
Spie SA ⁴	41 113	
WISAG	36 997	
Dussmann	26 500	
Klüh Service Management GmbH	19 665	
EQUANS SA	7 500	
Dr. Sasse AG	5 500	
Leadec Holding BV & Co. KG	2 446	
REIWAG Facility Services GmbH	1 500	
VINCI Facilities	1 298	
Globe Williams International	673	
AGT SERVICES	0	
B+N Facility Services	0	
COOR Service Management ²	0	
Four FM AB	0	
Gemmo SpA	0	
CBRE Global Workplace Solutions ⁵	N/A	
First Facility	N/A	
OKIN FACILITY, a.s.	N/A	
STRABAG Property and Facility Services	N/A	

¹Values have been converted from DKK to EUR at the exchange rate on 16.08.23

²Values have been converted from SEK to EUR at the exchange rate on 16.08.23

³Revenues of the ECS members are included here (among others Okin and Wisag, which are also part of this report)

⁴Approximate revenues in multi-technical services for facilities, infrastructure and energy

⁵Values have been converted from USD to EUR at the exchange rate on 16.08.23

Values have been rounded

Overview of European FM Providers

EMPLOYEES IN EASTERN EUROPE

B+N Facility Services	18 804	
Dussmann	4 500	
Atalian Global Services	4 413	
Globe Williams International	3 631	
European Customer Synergy S.A. (ECS) ¹	3 452	
Spie SA ²	3 342	
OKIN FACILITY, a.s.	2 900	
ISS A/S ³	1 892	
REIWAG Facility Services GmbH	1 297	
Leadec Holding BV & Co. KG	826	
Klüh Service Management GmbH	480	
WISAG	350	
EQUANS SA	200	
Dr. Sasse AG	100	
VINCI Facilities	82	
AGT SERVICES	0	
COOR Service Management ⁴	0	
Four FM AB	0	
Gemmo SpA	0	
Vebeo International V.A.	0	
CBRE Global Workplace Solutions ⁵	N/A	
First Facility	N/A	
STRABAG Property and Facility Services	N/A	

EMPLOYEES IN SOUTHERN EUROPE

ISS A/S ³	69 708	
Dussmann	23 200	
Atalian Global Services	9 140	
Globe Williams International	8 070	
European Customer Synergy S.A. (ECS) ¹	7 270	
Klüh Service Management GmbH	4 693	
Gemmo SpA	715	
B+N Facility Services	596	
REIWAG Facility Services GmbH	265	
EQUANS SA	200	
AGT SERVICES	120	
WISAG	40	
COOR Service Management ⁴	0	
Dr. Sasse AG	0	
Four FM AB	0	
Leadec Holding BV & Co. KG	0	
Spie SA ²	0	
STRABAG Property and Facility Services	0	
Vebeo International V.A.	0	
CBRE Global Workplace Solutions ⁵	N/A	
First Facility	N/A	
OKIN FACILITY, a.s.	N/A	
VINCI Facilities	N/A	

¹Revenues of the ECS members are included here (among others Okin and Wisag, which are also part of this report)

²Approximate revenues in multi-technical services for facilities, infrastructure and energy

³Values have been converted from DKK to EUR at the exchange rate on 16.08.23

⁴Values have been converted from SEK to EUR at the exchange rate on 16.08.23

⁵Values have been converted from USD to EUR at the exchange rate on 16.08.23

Values have been rounded



AGT SERVICES

Athens, Greece
 No parent company
 www.agtgroup.gr
 Currency of provided values: EUR



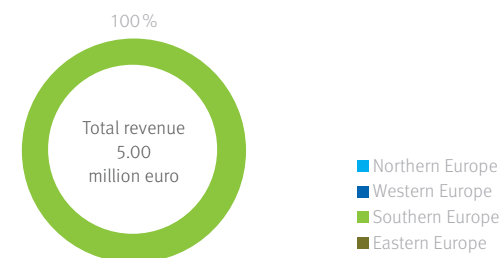
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	5.00	5.00
Europe	5.00	5.00
Northern Europe	0.00	0.00
Western Europe	0.00	0.00
Eastern Europe	0.00	0.00
Southern Europe	5.00	5.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	100	120
Europe	100	120
Northern Europe	0	0
Western Europe	0	0
Eastern Europe	0	0
Southern Europe	100	120

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	0.00												
Belgium	0.00												
France	0.00												
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	0.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	0.00												
Moldova	0.00												
Poland	0.00												
Romania	0.00												
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	0.00												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	4.00												
Italy	1.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	0.00												
Turkey	0.00												
Sum	5.00												
Total FM Revenue Europe	5.00												

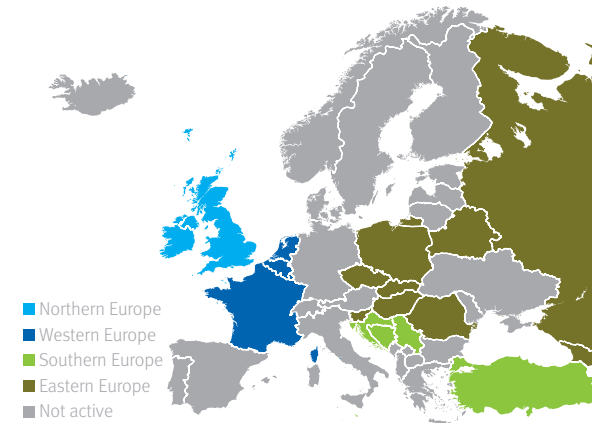
Insourcing rate of offered services: Service is not offered 0% 25% 50% 75% 100%

Revenue values have been rounded

ATALIAN GLOBAL SERVICES



Paris, France
 Name of parent company: La Financière Atalian
 www.atalian.com
 Currency of provided values: EUR



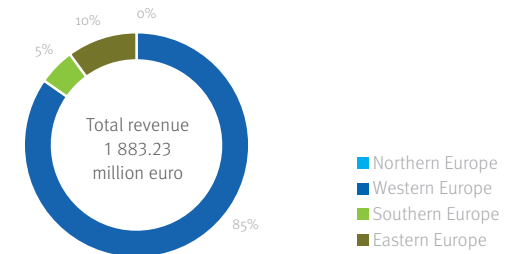
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	2 032.14	2 065.09
Europe	1 825.50	1 883.23
Northern Europe	0	0
Western Europe	1 560.65	1 594.68
Eastern Europe	176.55	189.80
Southern Europe	88.29	98.75

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	72 443	70 564
Europe	68 477	67 356
Northern Europe	0	0
Western Europe	55 812	53 803
Eastern Europe	5 078	4 413
Southern Europe	7 587	9 140

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	✓
Asia	✓
Australia	–
North America	✓
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	0.00												
Belgium	122.55	■	■	■	■	■	■	■	■	■	■	■	■
France	1 388.39	■	■	■	■	■	■	■	■	■	■	■	■
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	21.89	■	■	■	■	■	■	■	■	■	■	■	■
Monaco	0.00												
Netherlands	61.83	■	■	■	■	■	■	■	■	■	■	■	■
Switzerland	0.00												
Sum	1 594.68												
EASTERN EUROPE													
Belarus	1.25	■	■	■	■	■	■	■	■	■	■	■	■
Bulgaria	0.00												
Czech Republic	74.11	■	■	■	■	■	■	■	■	■	■	■	■
Hungary	14.30	■	■	■	■	■	■	■	■	■	■	■	■
Moldova	0.00												
Poland	20.57	■	■	■	■	■	■	■	■	■	■	■	■
Romania	19.98	■	■	■	■	■	■	■	■	■	■	■	■
Russia	25.30	■	■	■	■	■	■	■	■	■	■	■	■
Slovakia	34.26	■	■	■	■	■	■	■	■	■	■	■	■
Ukraine	0.00												
Sum	189.80												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	1.82	■	■	■	■	■	■	■	■	■	■	■	■
Croatia	27.43	■	■	■	■	■	■	■	■	■	■	■	■
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	12.89	■	■	■	■	■	■	■	■	■	■	■	■
Slovenia	0.00												
Spain	0.00												
Turkey	56.59	■	■	■	■	■	■	■	■	■	■	■	■
Sum	98.75												
Total FM Revenue Europe	1 883.23												

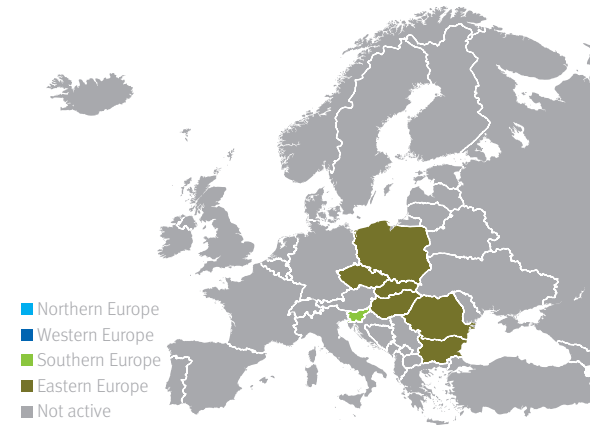
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

B+N FACILITY SERVICES



Budapest, Hungary
 Name of parent company: B+N Referencia Zrt.
www.bplusn.hu/en/
 Currency of provided values: EUR



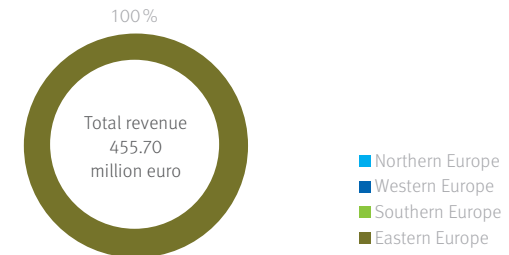
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	N/A	455.70
Europe	N/A	455.70
Northern Europe	N/A	0
Western Europe	N/A	0
Eastern Europe	N/A	441.84
Southern Europe	N/A	13.85

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	N/A	19 400
Europe	N/A	19 400
Northern Europe	N/A	0
Western Europe	N/A	0
Eastern Europe	N/A	18 804
Southern Europe	N/A	596

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

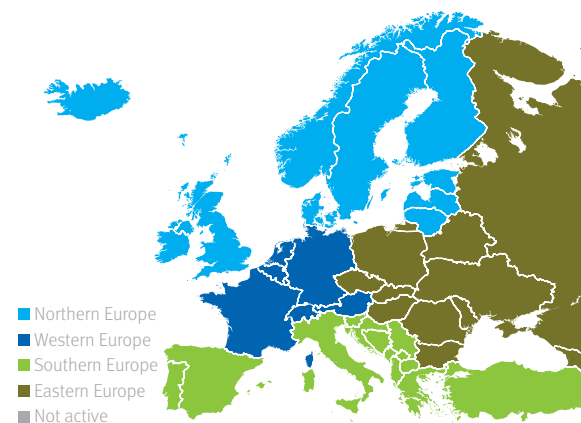
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	0.00												
Belgium	0.00												
France	0.00												
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	0.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	1.52	■	■	■	■	■	■	■	■	■	■	■	■
Czech Republic	34.47	■	■	■	■	■	■	■	■	■	■	■	■
Hungary	329.57	■	■	■	■	■	■	■	■	■	■	■	■
Moldova	0.00												
Poland	49.88	■	■	■	■	■	■	■	■	■	■	■	■
Romania	13.27	■	■	■	■	■	■	■	■	■	■	■	■
Russia	0.00												
Slovakia	13.11	■	■	■	■	■	■	■	■	■	■	■	■
Ukraine	0.00												
Sum	441.84												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	13.85	■	■	■	■	■	■	■	■	■	■	■	■
Spain	0.00												
Turkey	0.00												
Sum	13.85												
Total FM Revenue Europe	455.70												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

CBRE GLOBAL WORKPLACE SOLUTIONS

London, England
 Name of parent company: CBRE Group, Inc
 www.cbre.com
 Currency of provided values: USD¹



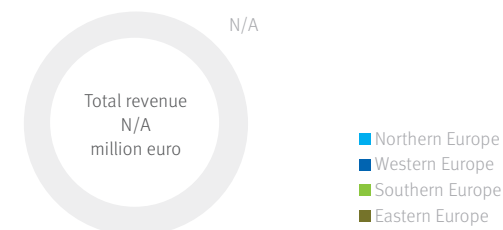
FM REVENUE

Revenue (in million EUR) ¹	2021	2022
Worldwide	15 731.00	18 263.12
Europe	N/A	N/A
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	N/A	N/A
Southern Europe	N/A	N/A

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	N/A	22 600
Europe	N/A	N/A
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	N/A	N/A
Southern Europe	N/A	N/A

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	✓
Asia	✓
Australia	✓
North America	✓
Central America	✓
South America	✓

¹Converted from USD to EUR at an exchange rate of 0,92 EUR per USD (date: 16.08.2023)

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL		SPACE & INFRASTRUCTURE				PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	N/A												
Estonia	N/A												
Finland	N/A												
Iceland	N/A												
Ireland	N/A												
Latvia	N/A												
Lithuania	N/A												
Norway	N/A												
Sweden	N/A												
United Kingdom	N/A												
Sum	N/A												
WESTERN EUROPE													
Austria	N/A												
Belgium	N/A												
France	N/A												
Germany	N/A												
Liechtenstein	N/A												
Luxembourg	N/A												
Monaco	N/A												
Netherlands	N/A												
Switzerland	N/A												
Sum	N/A												
EASTERN EUROPE													
Belarus	N/A												
Bulgaria	N/A												
Czech Republic	N/A												
Hungary	N/A												
Moldova	N/A												
Poland	N/A												
Romania	N/A												
Russia	N/A												
Slovakia	N/A												
Ukraine	N/A												
Sum	N/A												
SOUTHERN EUROPE													
Albania	N/A												
Bosnia and Herzegovina	N/A												
Croatia	N/A												
Greece	N/A												
Italy	N/A												
Kosovo	N/A												
Malta	N/A												
Montenegro	N/A												
North Macedonia	N/A												
Portugal	N/A												
Serbia	N/A												
Slovenia	N/A												
Spain	N/A												
Turkey	N/A												
Sum	N/A												
Total FM Revenue Europe	N/A												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded



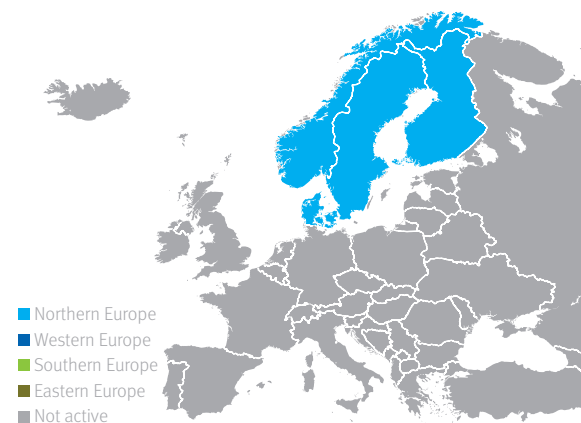
COOR SERVICE MANAGEMENT

Kista, Sweden

Name of parent company: Coor Service Management Group AB

www.coor.com

Currency of provided values: SEK¹



FM REVENUE

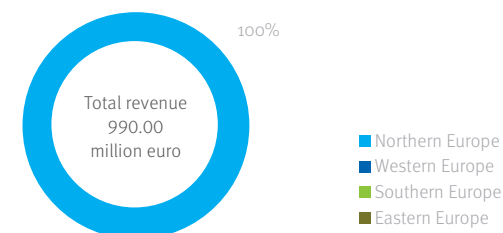
Revenue (in million EUR) ¹	2021	2022
Worldwide	N/A	990.00
Europe	0.00	990.00
Northern Europe	849.00	990.00
Western Europe	N/A	0.00
Eastern Europe	N/A	0.00
Southern Europe	N/A	0.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	N/A	0
Europe	N/A	0
Northern Europe	10 075	10 267
Western Europe	N/A	0
Eastern Europe	N/A	0
Southern Europe	N/A	0

¹Converted from SEK to EUR at an exchange rate of 0,084 EUR per SEK (date: 16.08.2023)

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in

Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
Revenue values have been rounded

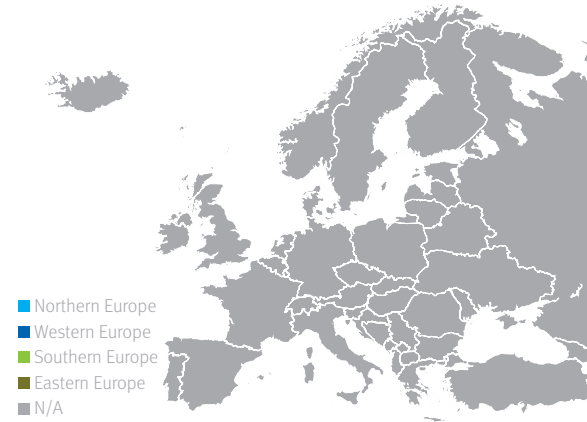
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE	Denmark	223.00			■	■	■	■	■	■			
	Estonia	N/A											
	Finland	55.00											
	Iceland	N/A											
	Ireland	N/A											
	Latvia	N/A											
	Lithuania	N/A											
	Norway	180.00											
	Sweden	533.00											
	United Kingdom	0.00											
Sum	990.00												
WESTERN EUROPE	Austria	N/A											
	Belgium	N/A											
	France	N/A											
	Germany	N/A											
	Liechtenstein	N/A											
	Luxembourg	N/A											
	Monaco	N/A											
	Netherlands	N/A											
	Switzerland	N/A											
	Sum	N/A											
EASTERN EUROPE	Belarus	N/A											
	Bulgaria	N/A											
	Czech Republic	N/A											
	Hungary	N/A											
	Moldova	N/A											
	Poland	N/A											
	Romania	N/A											
	Russia	N/A											
	Slovakia	N/A											
	Ukraine	N/A											
Sum	N/A												
SOUTHERN EUROPE	Albania	N/A											
	Bosnia and Herzegovina	N/A											
	Croatia	N/A											
	Greece	N/A											
	Italy	N/A											
	Kosovo	N/A											
	Malta	N/A											
	Montenegro	N/A											
	North Macedonia	N/A											
	Portugal	N/A											
	Serbia	N/A											
	Slovenia	N/A											
	Spain	N/A											
	Turkey	N/A											
Sum	N/A												
Total FM Revenue Europe	N/A												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

DUSSMANN

Berlin, Germany
 Name of parent company: Dussmann Group
 www.dussmanngroup.com
 Currency of provided values: EUR



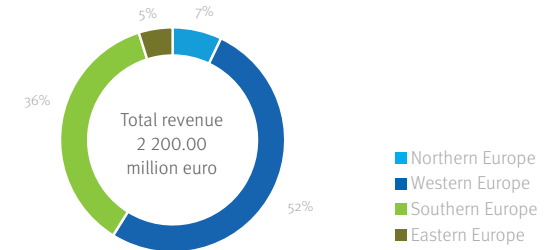
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	1 872.00	2 239.00
Europe	1 854.00	2 200.00
Northern Europe	135.00	156.00
Western Europe	953.00	1 139.00
Eastern Europe	87.00	107.00
Southern Europe	679.00	798.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	57 000	60 000
Europe	54 000	57 000
Northern Europe	2 600	2 800
Western Europe	26 000	26 500
Eastern Europe	4 400	4 500
Southern Europe	21 000	23 200

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	✓
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	N/A												
Estonia	N/A												
Finland	N/A												
Iceland	N/A												
Ireland	N/A												
Latvia	N/A												
Lithuania	N/A												
Norway	N/A												
Sweden	N/A												
United Kingdom	N/A												
Sum	156.00												
WESTERN EUROPE													
Austria	N/A												
Belgium	N/A												
France	N/A												
Germany	N/A												
Liechtenstein	N/A												
Luxembourg	N/A												
Monaco	N/A												
Netherlands	N/A												
Switzerland	N/A												
Sum	1 139.00												
EASTERN EUROPE													
Belarus	N/A												
Bulgaria	N/A												
Czech Republic	N/A												
Hungary	N/A												
Moldova	N/A												
Poland	N/A												
Romania	N/A												
Russia	N/A												
Slovakia	N/A												
Ukraine	N/A												
Sum	107.00												
SOUTHERN EUROPE													
Albania	N/A												
Bosnia and Herzegovina	N/A												
Croatia	N/A												
Greece	N/A												
Italy	N/A												
Kosovo	N/A												
Malta	N/A												
Montenegro	N/A												
North Macedonia	N/A												
Portugal	N/A												
Serbia	N/A												
Slovenia	N/A												
Spain	N/A												
Turkey	N/A												
Sum	798.00												
Total FM Revenue Europe	2 200.00												

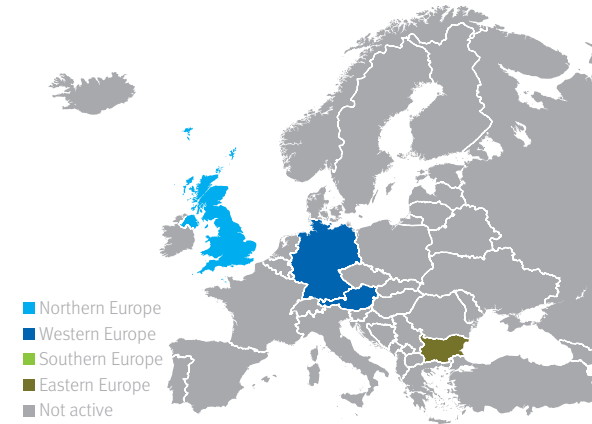
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

DR. SASSE AG



Munich, Germany
 Name of parent company: Dr. Sasse AG
 www.sasse-group.com
 Currency of provided values: EUR



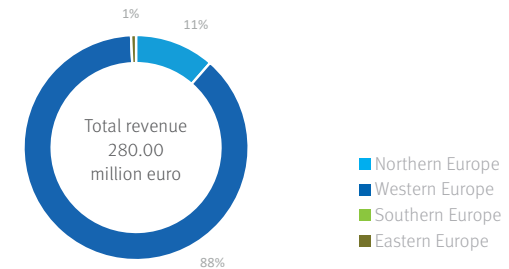
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	255.00	280.00
Europe	255.00	280.00
Northern Europe	30.00	32.00
Western Europe	225.00	246.00
Eastern Europe	0.00	2.00
Southern Europe	0.00	0.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	6 500	6 800
Europe	6 500	6 800
Northern Europe	1 100	1 200
Western Europe	5 400	5 500
Eastern Europe	0	100
Southern Europe	0	0

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

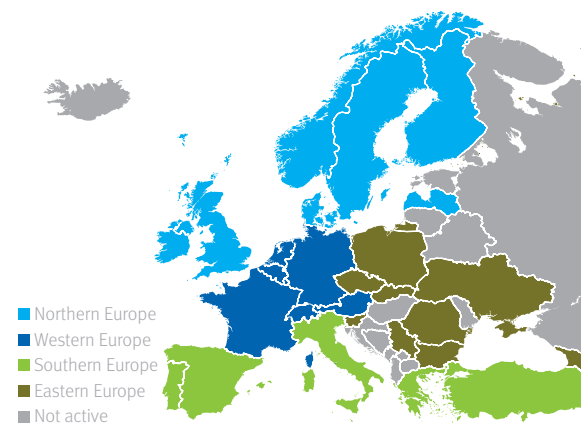
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE	Denmark	0.00											
	Estonia	0.00											
	Finland	0.00											
	Iceland	0.00											
	Ireland	0.00											
	Latvia	0.00											
	Lithuania	0.00											
	Norway	0.00											
	Sweden	0.00											
	United Kingdom	32.00	■	■	■	■	■	■	■	■	■	■	■
Sum	32.00												
WESTERN EUROPE	Austria	31.00	■	■	■	■	■	■	■	■	■	■	
	Belgium	0.00											
	France	0.00											
	Germany	215.00	■	■	■	■	■	■	■	■	■	■	
	Liechtenstein	0.00											
	Luxembourg	0.00											
	Monaco	0.00											
	Netherlands	0.00											
	Switzerland	0.00											
	Sum	246.00											
EASTERN EUROPE	Belarus	0.00											
	Bulgaria	2.00	■	■	■	■	■	■	■	■	■	■	
	Czech Republic	0.00											
	Hungary	0.00											
	Moldova	0.00											
	Poland	0.00											
	Romania	0.00											
	Russia	0.00											
	Slovakia	0.00											
	Ukraine	0.00											
Sum	2.00												
SOUTHERN EUROPE	Albania	0.00											
	Bosnia and Herzegovina	0.00											
	Croatia	0.00											
	Greece	0.00											
	Italy	0.00											
	Kosovo	0.00											
	Malta	0.00											
	Montenegro	0.00											
	North Macedonia	0.00											
	Portugal	0.00											
	Serbia	0.00											
	Slovenia	0.00											
	Spain	0.00											
	Turkey	0.00											
Sum	0.00												
Total FM Revenue Europe	280.00												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

EUROPEAN CUSTOMER SYNERGY S.A. (ECS)

Brussels, Belgium
 Name of parent company: European Customer Synergy S.A. (ECS)
 www.ecsynergy.eu
 Currency of provided values: EUR



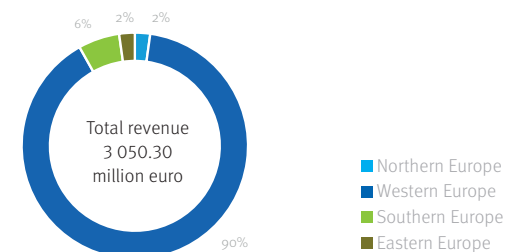
FM REVENUE

Revenue (in million EUR) ¹	2021	2022
Worldwide	2 725.34	3 050.30
Europe	2 725.34	3 050.30
Northern Europe	23.03	66.50
Western Europe	2 488.05	2 735.69
Eastern Europe	53.42	67.87
Southern Europe	160.83	180.24

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	87 944	90 254
Europe	87 944	90 254
Northern Europe	2 114	2 124
Western Europe	75 483	77 408
Eastern Europe	3 443	3 452
Southern Europe	6 904	7 270

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

¹Revenues of the ECS Members are included here (Among others Okin and Wisag, which are also part of this report)

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE	Denmark	4.05											
	Estonia	0.00											
	Finland	2.32											
	Iceland	0.00											
	Ireland	32.00											
	Latvia	0.00											
	Lithuania	0.00											
	Norway	3.33											
	Sweden	6.80											
	United Kingdom	18.00											
Sum	66.50												
WESTERN EUROPE	Austria	42.00											
	Belgium	102.11											
	France	1 183.00											
	Germany	1 366.00											
	Liechtenstein	0.00											
	Luxembourg	27.00											
	Monaco	0.00											
	Netherlands	8.97											
	Switzerland	6.60											
	Sum	2 735.69											
EASTERN EUROPE	Belarus	0.00											
	Bulgaria	4.94											
	Czech Republic	33.80											
	Hungary	7.25											
	Moldova	0.00											
	Poland	9.01											
	Romania	1.96											
	Russia	0.00											
	Slovakia	5.53											
	Ukraine	5.38											
Sum	67.87												
SOUTHERN EUROPE	Albania	0.00											
	Bosnia and Herzegovina	0.00											
	Croatia	0.00											
	Greece	12.00											
	Italy	46.00											
	Kosovo	0.00											
	Malta	0.00											
	Montenegro	0.00											
	North Macedonia	0.00											
	Portugal	0.05											
	Serbia	2.03											
	Slovenia	1.65											
	Spain	115.00											
Turkey	3.50												
Sum	180.24												
Total FM Revenue Europe	3 050.30												

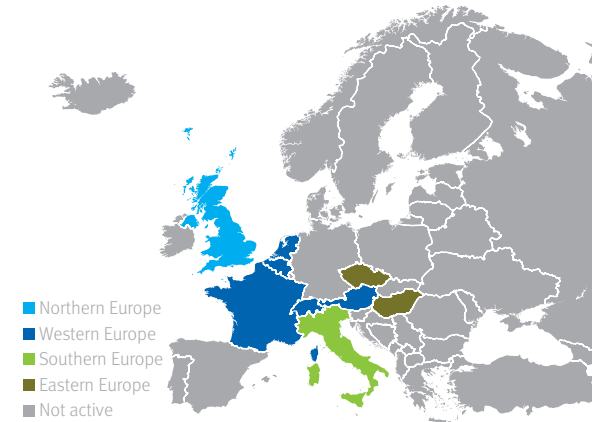
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

EQUANS SA



Paris La Défense, France
 Name of parent company: Bouygues SA
 www.equans.com
 Currency of provided values: EUR



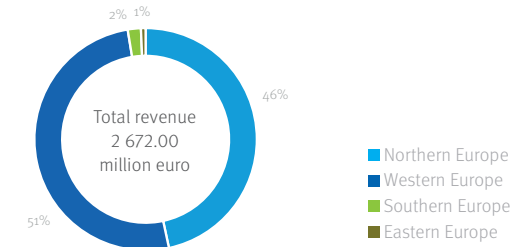
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	N/A	2 970.00
Europe	N/A	2 672.00
Northern Europe	N/A	1 246.00
Western Europe	N/A	1 357.00
Eastern Europe	N/A	18.00
Southern Europe	N/A	51.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	N/A	19 400
Europe	N/A	16 400
Northern Europe	N/A	8 500
Western Europe	N/A	7 500
Eastern Europe	N/A	200
Southern Europe	N/A	200

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	✓
North America	✓
Central America	✓
South America	✓

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

FACILITY MANAGEMENT SERVICES (divided into segments according to EN 15221-4)

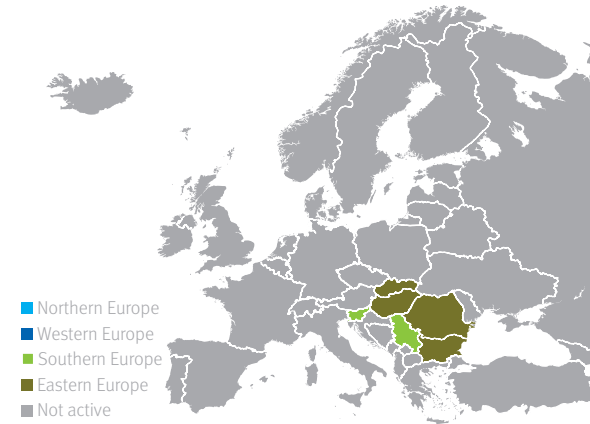
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	1 246.00												
Sum	1 246.00												
WESTERN EUROPE													
Austria	7.00												
Belgium	392.00												
France	545.00												
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	225.00												
Switzerland	188.00												
Sum	1 357.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	15.00												
Hungary	3.00												
Moldova	0.00												
Poland	0.00												
Romania	0.00												
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	18.00												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	51.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	0.00												
Turkey	0.00												
Sum	51.00												
Total FM Revenue Europe	2 672.00												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

FIRST FACILITY

Bratislava, Slovakia
 Name of parent company: First Facility-Slovakia, s.r.o.
 www.firstfacility.net
 Currency of provided values: EUR



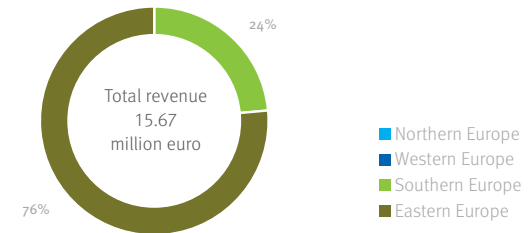
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	13.46	15.67
Europe	13.46	15.67
Northern Europe	0.00	0.00
Western Europe	0.00	0.00
Eastern Europe	11.41	11.98
Southern Europe	2.05	3.69

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	175	276
Europe	175	276
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	N/A	N/A
Southern Europe	N/A	N/A

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	0.00												
Belgium	0.00												
France	0.00												
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	0.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	2.92	■	■	■	■	■	■	■	■	■	■	■	■
Czech Republic	0.00												
Hungary	6.97	■	■	■	■	■	■	■	■	■	■	■	■
Moldova	0.00												
Poland	0.00												
Romania	1.02	■	■	■	■	■	■	■	■	■	■	■	■
Russia	0.00												
Slovakia	1.05	■	■	■	■	■	■	■	■	■	■	■	■
Ukraine	0.00												
Sum	11.98												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	2.03	■	■	■	■	■	■	■	■	■	■	■	■
Slovenia	1.65	■	■	■	■	■	■	■	■	■	■	■	■
Spain	0.00												
Turkey	0.00												
Sum	3.69												
Total FM Revenue Europe	15.67												

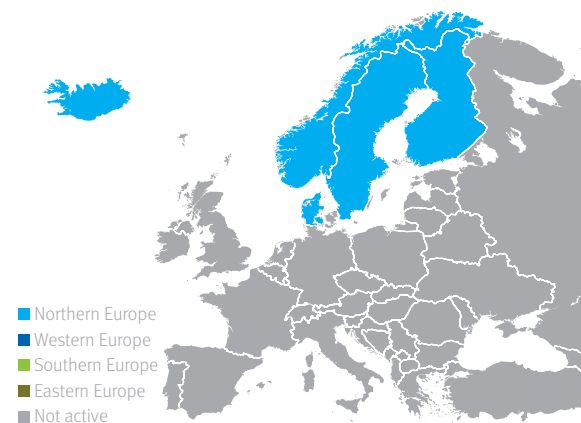
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

FOUR FM AB



Örebro, Sweden
 Name of parent company: WISAG
 www.fourfm.com
 Currency of provided values: EUR



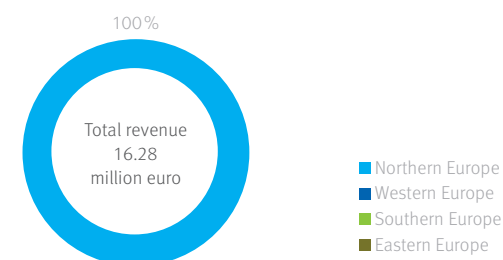
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	N.N	N.N
Europe	12.43	16.28
Northern Europe	12.43	16.28
Western Europe	N/A	0.00
Eastern Europe	N/A	0.00
Southern Europe	N/A	0.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	130	192
Europe	130	192
Northern Europe	130	192
Western Europe	0	0
Eastern Europe	0	0
Southern Europe	0	0

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE	Denmark	4.17	■	■	■	■	■	■	■	■	■	■	■
	Estonia	0.00											
	Finland	2.38	■	■	■	■	■	■	■	■	■	■	■
	Iceland	0.12	■	■	■	■	■	■	■	■	■	■	■
	Ireland	0.00											
	Latvia	0.00											
	Lithuania	0.00											
	Norway	3.42	■	■	■	■	■	■	■	■	■	■	■
	Sweden	6.17	■	■	■	■	■	■	■	■	■	■	■
	United Kingdom	0.00											
Sum	16.28												
WESTERN EUROPE	Austria	0.00											
	Belgium	0.00											
	France	0.00											
	Germany	0.00											
	Liechtenstein	0.00											
	Luxembourg	0.00											
	Monaco	0.00											
	Netherlands	0.00											
	Switzerland	0.00											
	Sum	0.00											
EASTERN EUROPE	Belarus	0.00											
	Bulgaria	0.00											
	Czech Republic	0.00											
	Hungary	0.00											
	Moldova	0.00											
	Poland	0.00											
	Romania	0.00											
	Russia	0.00											
	Slovakia	0.00											
	Ukraine	0.00											
Sum	0.00												
SOUTHERN EUROPE	Albania	0.00											
	Bosnia and Herzegovina	0.00											
	Croatia	0.00											
	Greece	0.00											
	Italy	0.00											
	Kosovo	0.00											
	Malta	0.00											
	Montenegro	0.00											
	North Macedonia	0.00											
	Portugal	0.00											
	Serbia	0.00											
	Slovenia	0.00											
	Spain	0.00											
	Turkey	0.00											
Sum	0.00												
Total FM Revenue Europe	16.28												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

GEMMO SPA



Arcugnano (Vicenza), Italy
 Name of parent company: Gemmo Holding SpA
 www.gemmo.com
 Currency of provided values: EUR



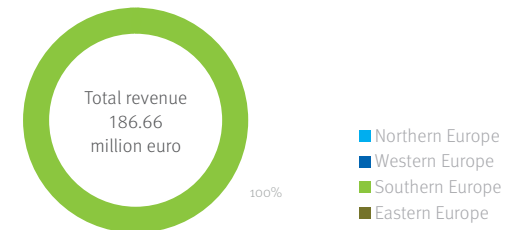
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	138.37	186.66
Europe	138.37	186.66
Northern Europe	0.00	0.00
Western Europe	0.00	0.00
Eastern Europe	0.00	0.00
Southern Europe	138.37	186.66

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	600	715
Europe	600	715
Northern Europe	0	0
Western Europe	0	0
Eastern Europe	0	0
Southern Europe	600	715

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

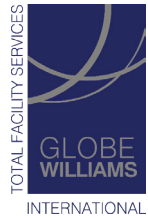
Also active in	
Africa	✓
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	0.00												
Belgium	0.00												
France	0.00												
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	0.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	0.00												
Moldova	0.00												
Poland	0.00												
Romania	0.00												
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	0.00												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	186.66												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	0.00												
Turkey	0.00												
Sum	186.66												
Total FM Revenue Europe	186.66												

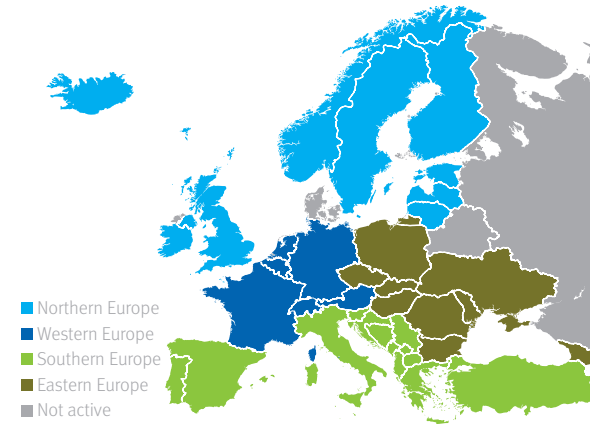
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded



GLOBE WILLIAMS INTERNATIONAL

Melbourne, Australia & Athens, Greece
 Name of parent company: Globe Williams International LTD
 www.globewilliams.com
 Currency of provided values: EUR



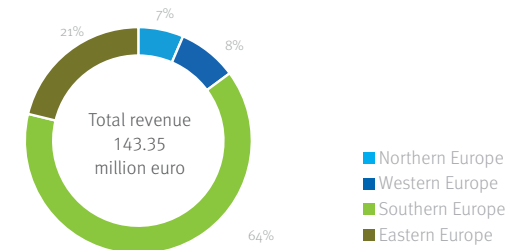
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	331.44	368.88
Europe	112.21	143.35
Northern Europe	11.22	9.25
Western Europe	10.09	12.10
Eastern Europe	32.54	30.40
Southern Europe	58.35	91.60

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	25 852	28 128
Europe	12 212	13 450
Northern Europe	977	1 076
Western Europe	856	673
Eastern Europe	3 664	3 631
Southern Europe	6 715	8 070

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	✓
Asia	✓
Australia	✓
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.60												
Finland	0.50												
Iceland	0.20												
Ireland	0.80												
Latvia	0.50												
Lithuania	0.40												
Norway	0.15												
Sweden	0.90												
United Kingdom	5.20												
Sum	9.25												
WESTERN EUROPE													
Austria	0.90												
Belgium	0.60												
France	2.00												
Germany	5.80												
Liechtenstein	0.00												
Luxembourg	0.20												
Monaco	0.20												
Netherlands	0.80												
Switzerland	1.60												
Sum	12.10												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	7.60												
Czech Republic	2.10												
Hungary	2.60												
Moldova	0.80												
Poland	2.10												
Romania	12.40												
Russia	0.00												
Slovakia	2.50												
Ukraine	0.30												
Sum	30.40												
SOUTHERN EUROPE													
Albania	2.50												
Bosnia and Herzegovina	0.50												
Croatia	3.40												
Greece	32.50												
Italy	6.20												
Kosovo	0.80												
Malta	1.50												
Montenegro	2.60												
North Macedonia	5.80												
Portugal	4.60												
Serbia	12.10												
Slovenia	2.10												
Spain	5.50												
Turkey	11.50												
Sum	91.60												
Total FM Revenue Europe	143.35												

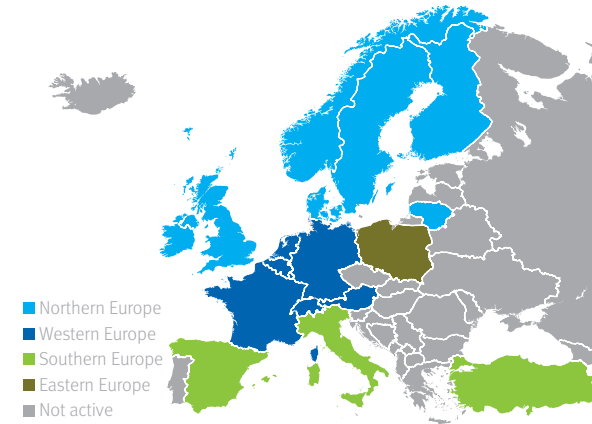
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

ISS A/S



Copenhagen, Denmark
 Name of parent company: ISS A/S
 www.issworld.com
 Currency of provided values: DKK¹



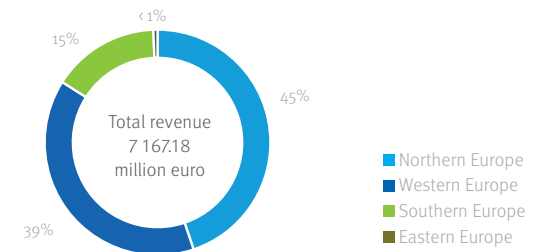
FM REVENUE

Revenue (in million EUR) ¹	2021	2022
Worldwide	9 576.46	10 270.96
Europe	6 880.41	7 167.18
Northern Europe	3 150.66	3 212.47
Western Europe	2 639.47	2 807.98
Eastern Europe	38.44	42.27
Southern Europe	1 051.84	1 104.46

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	354 636	351 053
Europe	182 885	181 614
Northern Europe	58 373	56 327
Western Europe	55 481	53 687
Eastern Europe	1 826	1 892
Southern Europe	67 205	69 708

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	✓
Australia	✓
North America	✓
Central America	–
South America	✓

¹Converted from DKK to EUR at an exchange rate of 0.13 EUR per DKK (date: 16.08.2023)

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

FACILITY MANAGEMENT SERVICES (divided into segments according to EN 15221-4)

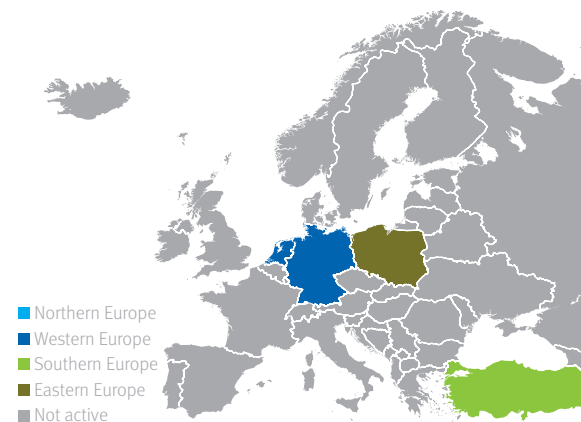
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	425.26												
Estonia	0.00												
Finland	441.94												
Iceland	0.00												
Ireland	74.33												
Latvia	0.00												
Lithuania	10.50												
Norway	538.99												
Sweden	400.50												
United Kingdom	1 320.95												
Sum	3 212.47												
WESTERN EUROPE													
Austria	307.25												
Belgium	381.78												
France	389.21												
Germany	746.34												
Liechtenstein	0.00												
Luxembourg	26.72												
Monaco	0.00												
Netherlands	187.85												
Switzerland	768.83												
Sum	2 807.98												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	0.00												
Moldova	0.00												
Poland	42.27												
Romania	0.00												
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	42.27												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	101.82												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	554.26												
Turkey	448.38												
Sum	1 104.46												
Total FM Revenue Europe	9 150.05												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

KLÜH SERVICE MANAGEMENT GMBH

Duesseldorf, Germany
No parent company
www.klueh.de
Currency of provided values: EUR



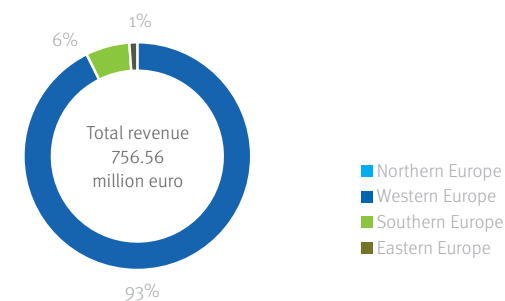
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	813.86	922.70
Europe	674.70	756.56
Northern Europe	0.00	0.00
Western Europe	629.52	700.14
Eastern Europe	7.37	8.51
Southern Europe	37.80	47.901

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	52 391	57 977
Europe	23 007	24 838
Northern Europe	0	0
Western Europe	18 886	19 665
Eastern Europe	368	480
Southern Europe	3 753	4 693

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	✓
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
Revenue values have been rounded

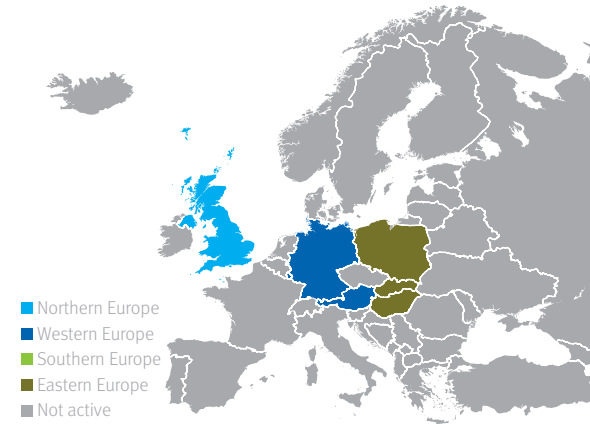
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	0.00												
Belgium	0.00												
France	0.00												
Germany	687.28		25%	50%	0%	0%	25%	25%		0%		0%	0%
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	12.85		25%	75%	0%	0%	0%			0%		0%	0%
Switzerland	0.00												
Sum	700.14												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	0.00												
Moldova	0.00												
Poland	8.51		25%	75%	0%	0%	0%	0%		0%		0%	0%
Romania	0.00												
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	8.51												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	0.00												
Turkey	47.90		25%	50%	0%	0%	25%	25%		0%		0%	0%
Sum	47.90												
Total FM Revenue Europe	756.56												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

LEADEC HOLDING BV. & CO. KG

Stuttgart, Germany
No parent company
www.leadec-services.com
Currency of provided values: EUR



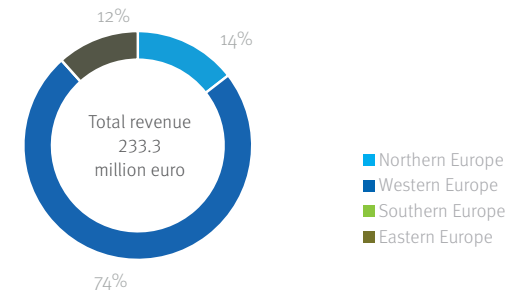
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	350.69	392.03
Europe	218.55	233.03
Northern Europe	28.77	33.80
Western Europe	158.72	172.14
Eastern Europe	31.05	27.07
Southern Europe	0.00	0.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	8 939	9 652
Europe	3 810	3 884
Northern Europe	593	612
Western Europe	2 368	2 446
Eastern Europe	849	826
Southern Europe	0	0

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	✓
Australia	–
North America	✓
Central America	✓
South America	✓

All figures refer to the FM sector only, unless otherwise indicated
Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	33.80	■	■	■	■	■	■	■	■	■	■	■	■
Sum	33.80												
WESTERN EUROPE													
Austria	4.46	■	■	■	■	■	■	■	■	■	■	■	■
Belgium	0.00												
France	0.00												
Germany	167.68	■	■	■	■	■	■	■	■	■	■	■	■
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	172.14												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	15.86	■	■	■	■	■	■	■	■	■	■	■	■
Moldova	0.00												
Poland	3.07	■	■	■	■	■	■	■	■	■	■	■	■
Romania	0.00												
Russia	0.00												
Slovakia	8.13	■	■	■	■	■	■	■	■	■	■	■	■
Ukraine	0.00												
Sum	27.07												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	0.00												
Turkey	0.00												
Sum	0.00												

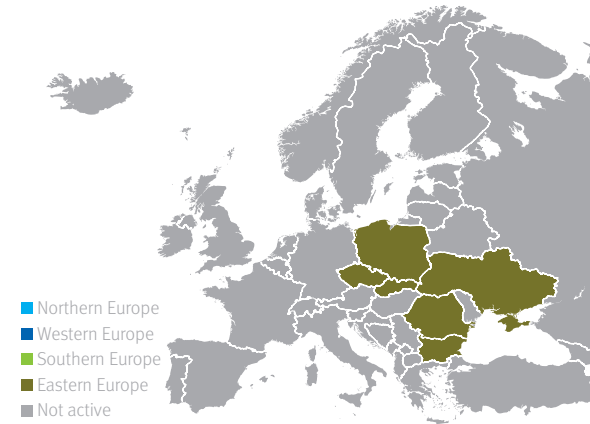
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

OKIN FACILITY, A.S.



Prague, Czech Republic
 Name of parent company: OKIN FACILITY
 www.okinfacility.com
 Currency of provided values: EUR



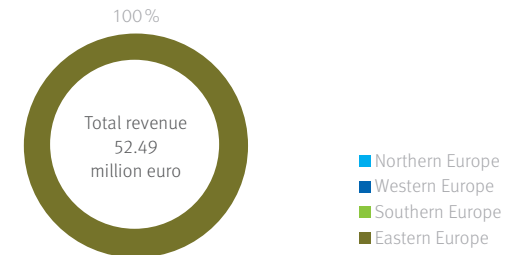
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	N/A	N/A
Europe	44.11	52.49
Northern Europe	N/A	0.00
Western Europe	N/A	0.00
Eastern Europe	44.11	52.49
Southern Europe	N/A	0.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	2 800	2 900
Europe	2 800	2 900
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	2 800	2 900
Southern Europe	N/A	N/A

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

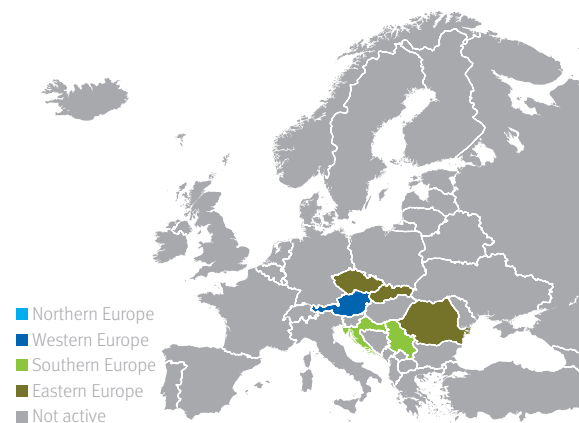
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	0.00												
Belgium	0.00												
France	0.00												
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	0.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	4.73	■	■	■	■	■	■	■	■	■	■	■	■
Czech Republic	33.80	■	■	■	■	■	■	■	■	■	■	■	■
Hungary	0.00												
Moldova	0.00												
Poland	2.43	■	■	■	■	■	■	■	■	■	■	■	■
Romania	1.74	■	■	■	■	■	■	■	■	■	■	■	■
Russia	0.00												
Slovakia	5.53	■	■	■	■	■	■	■	■	■	■	■	■
Ukraine	4.20	■	■	■	■	■	■	■	■	■	■	■	■
Sum	52.49												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	0.00												
Turkey	0.00												
Sum	0.00												
Total FM Revenue Europe	52.49												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

REIWAG FACILITY SERVICES GMBH

Vienna, Austria
 No parent company
www.reiwag.com
 Currency of provided values: EUR



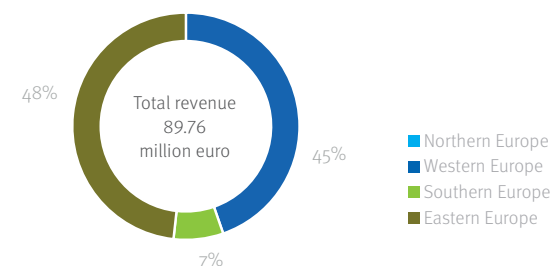
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	83.24	89.76
Europe	83.24	89.76
Northern Europe	N/A	0.00
Western Europe	39.56	40.10
Eastern Europe	38.13	43.31
Southern Europe	5.53	6.35

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	N/A	3 062
Europe	2 992	3 062
Northern Europe	N/A	N/A
Western Europe	1 580	1 500
Eastern Europe	1 202	1 297
Southern Europe	210	265

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	40.10	■	■	■	■	■	■	■		■			■
Belgium	0.00												
France	0.00												
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	40.10												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	23.32	■	■	■				■					■
Hungary	0.00												
Moldova	0.00												
Poland	0.00												
Romania	17.40	■	■	■	■	■	■	■		■	■		■
Russia	0.00												
Slovakia	2.58	■											
Ukraine	0.00												
Sum	43.31												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	6.07	■	■	■	■	■	■	■		■	■	■	■
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.27	■	■	■	■	■	■	■		■	■	■	■
Slovenia	0.00												
Spain	0.00												
Turkey	0.00												
Sum	6.35												
Total FM Revenue Europe	89.76												

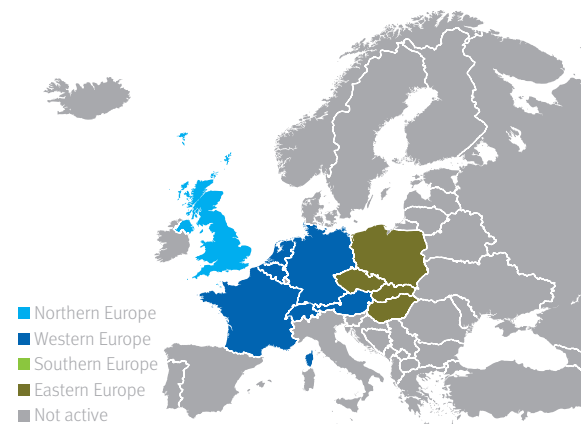
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

SPIE SA



Cergy-Pontoise Cedex, France
 No parent company
 www.spie.com
 Currency of provided values: EUR



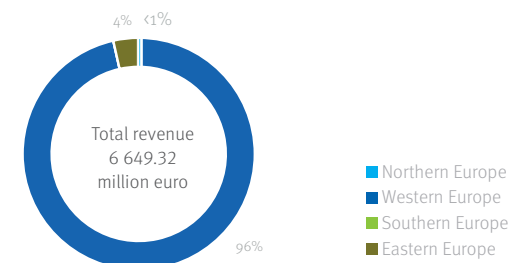
FM REVENUE

Revenue (in million EUR) ¹	2021	2022
Worldwide	7 000.00	7 996.00
Europe	6 533.50	6 649.32
Northern Europe	N/A	1.82
Western Europe	N/A	6 413.50
Eastern Europe	N/A	234.00
Southern Europe	N/A	0.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	45 842	48 073
Europe	42 908	44 455
Northern Europe	1 739	0
Western Europe	39 210	41 113
Eastern Europe	1 959	3 342
Southern Europe	0	0

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	✓
Asia	✓
Australia	✓
North America	✓
Central America	–
South America	–

¹Approximate revenues in multi-technical services for facilities, infrastructure and energy

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

FACILITY MANAGEMENT SERVICES (divided into segments according to EN 15221-4)

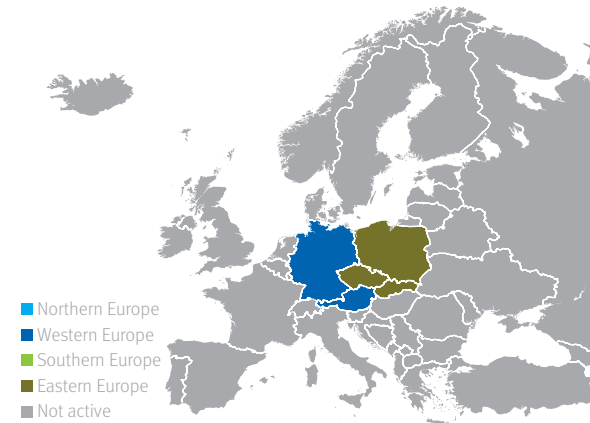
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	1.82	■	■	■	■	■	■	■	■	■	■	■	■
Sum	1.82												
WESTERN EUROPE													
Austria	112.00	■				■							■
Belgium	285.12	■	■		■	■			■	■			■
France	3 100.00	■	■	■	■	■	■	■	■	■		■	■
Germany	2 020.00	■	■	■	■	■	■	■	■	■	■	■	■
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	696.38	■			■	■	■		■				■
Switzerland	200.00	■	■	■	■	■	■	■	■	■	■	■	■
Sum	6 413.50												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	12.00	■											■
Hungary	30.00	■							■				■
Moldova	0.00												
Poland	160.00	■	■	■	■	■	■	■	■	■			■
Romania	0.00												
Russia	0.00												
Slovakia	32.00	■							■				■
Ukraine	0.00												
Sum	234.00												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	0.00												
Turkey	0.00												
Sum	0.00												
Total FM Revenue Europe	6 649.32												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

STRABAG PROPERTY AND FACILITY SERVICES

Frankfurt, Germany
 Name of parent company: STRABAG SE, Vienna
 www.strabag.com
 Currency of provided values: EUR



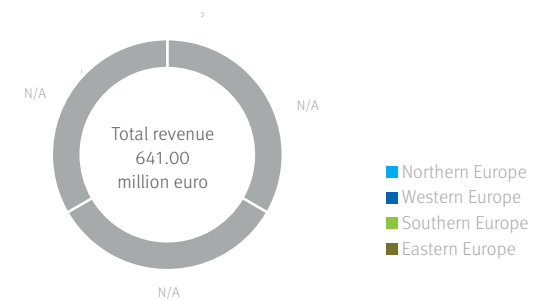
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	582.00	641.00
Europe	582.00	641.00
Northern Europe	0.00	0.00
Western Europe	N/A	N/A
Eastern Europe	N/A	N/A
Southern Europe	0.00	0.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	9 100	9 550
Europe	9 100	9 550
Northern Europe	0	0
Western Europe	N/A	N/A
Eastern Europe	N/A	N/A
Southern Europe	0	0

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	N/A	■		■			■	■	■		■		■
Belgium	0.00												
France	0.00												
Germany	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	N.N												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	N/A	■		■			■	■	■		■		■
Hungary	0.00												
Moldova	0.00												
Poland	N/A	■		■			■	■	■		■		■
Romania	0.00												
Russia	0.00												
Slovakia	N/A	■		■			■	■	■		■		■
Ukraine	0.00												
Sum	N/A												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	0.00												
Turkey	0.00												
Sum	0.00												

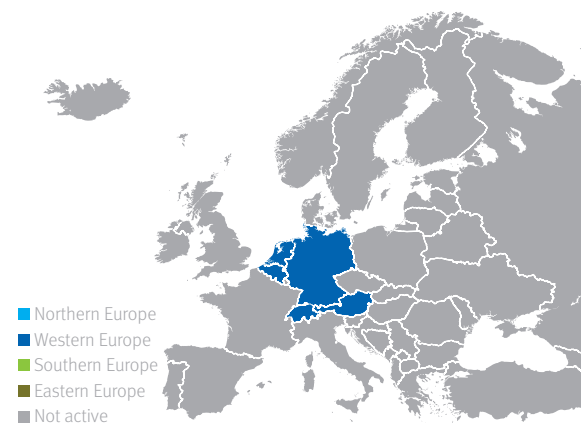
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded



VEBEGO INTERNATIONAL V.A.

Voerendaal, Netherlands
 Name of parent company: VebeGo Group
 www.vebeGo.com
 Currency of provided values: EUR



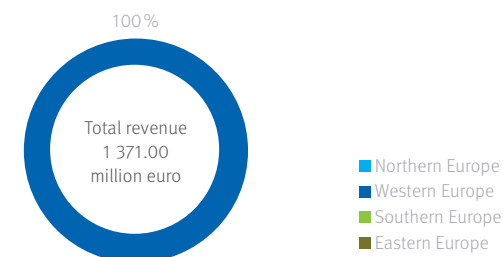
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	1 052.00	1 371.00
Europe	1 052.00	1 371.00
Northern Europe	0.00	0.00
Western Europe	1 052.00	1 371.00
Eastern Europe	0.00	0.00
Southern Europe	0.00	0.00

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	35 395	41 886
Europe	35 395	41 886
Northern Europe	0	0
Western Europe	35 395	41 886
Eastern Europe	0	0
Southern Europe	0	0

TOTAL REVENUE PER REGION, 202



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE	Denmark	0.00											
	Estonia	0.00											
	Finland	0.00											
	Iceland	0.00											
	Ireland	0.00											
	Latvia	0.00											
	Lithuania	0.00											
	Norway	0.00											
	Sweden	0.00											
	United Kingdom	0.00											
Sum	0.00												
WESTERN EUROPE	Austria	19.00											
	Belgium	178.00											
	France	0.00											
	Germany	278.00											
	Liechtenstein (incl. in CH)	0.00											
	Luxembourg	0.00											
	Monaco	0.00											
	Netherlands	632.00											
	Switzerland	264.00											
Sum	1 371.00												
EASTERN EUROPE	Belarus	0.00											
	Bulgaria	0.00											
	Czech Republic	0.00											
	Hungary	0.00											
	Moldova	0.00											
	Poland	0.00											
	Romania	0.00											
	Russia	0.00											
	Slovakia	0.00											
	Ukraine	0.00											
Sum	0.00												
SOUTHERN EUROPE	Albania	0.00											
	Bosnia and Herzegovina	0.00											
	Croatia	0.00											
	Greece	0.00											
	Italy	0.00											
	Kosovo	0.00											
	Malta	0.00											
	Montenegro	0.00											
	North Macedonia	0.00											
	Portugal	0.00											
	Serbia	0.00											
	Slovenia	0.00											
	Spain	0.00											
Turkey	0.00												
Sum	0.00												
Total FM Revenue Europe	1 371.00												

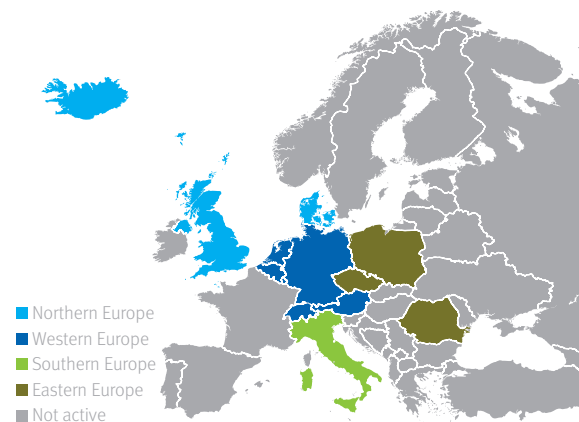
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

VINCI FACILITIES



Mannheim, Germany
 Name of parent company: VINCI Energies
 www.vinci-energies.com
 Currency of provided values: EUR



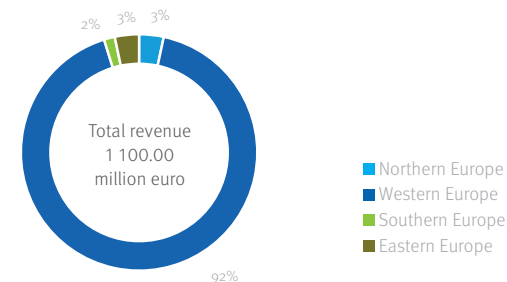
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	N/A	1 100.00
Europe	N/A	972.74
Northern Europe	N/A	32.65
Western Europe	N/A	893.51
Eastern Europe	N/A	32.17
Southern Europe	N/A	14.40

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	N/A	8 500
Europe	N/A	7 200
Northern Europe	N/A	134
Western Europe	N/A	1 298
Eastern Europe	N/A	82
Southern Europe	N/A	N/A

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE	Denmark	31.66	■										
	Estonia	0.00											
	Finland	0.00											
	Iceland	0.92	■										
	Ireland	0.00											
	Latvia	0.00											
	Lithuania	0.00											
	Norway	0.00											
	Sweden	0.00											
	United Kingdom	0.06	■										
Sum	32.65												
WESTERN EUROPE	Austria	184.30	■										
	Belgium	00.05	■										
	France	0.00											
	Germany	842.60	■	■	■	■					■		■
	Liechtenstein (incl. in CH)	0.00											
	Luxembourg	0.35	■										
	Monaco	0.00											
	Netherlands	0.009	■										
Switzerland	48.64	■	■	■	■					■		■	
Sum	893.518												
EASTERN EUROPE	Belarus	0.00											
	Bulgaria	0.00											
	Czech Republic	7.16	■	■	■						■		■
	Hungary	0.00											
	Moldova	0.00											
	Poland	13.81	■	■	■						■		■
	Romania	11.19											
	Russia	0.00											
	Slovakia	0.00											
	Ukraine	0.00											
Sum	32.17												
SOUTHERN EUROPE	Albania	0.00											
	Bosnia and Herzegovina	0.00											
	Croatia	0.00											
	Greece	0.00											
	Italy	14.40	■										
	Kosovo	0.00											
	Malta	0.00											
	Montenegro	0.00											
	North Macedonia	0.00											
	Portugal	0.00											
	Serbia	0.00											
	Slovenia	0.00											
	Spain	0.00											
Turkey	0.00												
Sum	14.40												
Total FM Revenue Europe	1 100.00												

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

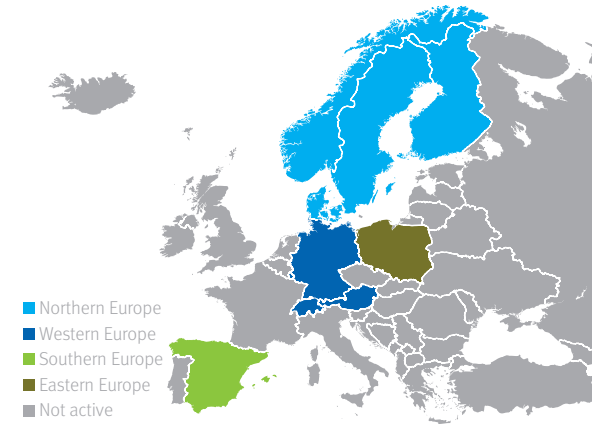
Revenue values have been rounded

WISAG

(WISAG FACILITY SERVICE HOLDING + WISAG SERVICE HOLDING EUROPA)



Frankfurt, Germany
 Name of parent company: AVECO
 www.wisag.de
 Currency of provided values: EUR



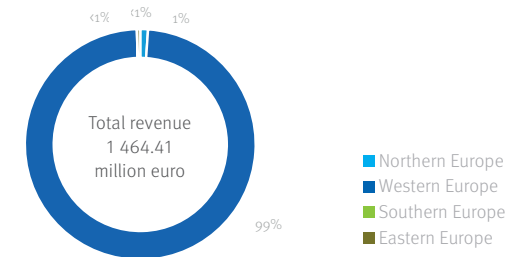
FM REVENUE

Revenue (in million EUR)	2021	2022
Worldwide	1 291.78	1 464.41
Europe	1 291.78	1 464.41
Northern Europe	12.15	15.81
Western Europe	1 276.98	1 441.60
Eastern Europe	1.64	6.20
Southern Europe	1.00	0.80

EMPLOYEES PER REGION

Employees	2021	2022
Worldwide	33 318	37 567
Europe	33 318	37 567
Northern Europe	150	180
Western Europe	32 878	36 997
Eastern Europe	250	350
Southern Europe	40	40

TOTAL REVENUE PER REGION, 2022



WORLD GEOGRAPHICAL PRESENCE

Also active in	
Africa	–
Asia	–
Australia	–
North America	–
Central America	–
South America	–

All figures refer to the FM sector only, unless otherwise indicated
 Revenue values have been rounded

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							
	FM Revenue 2022 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	
NORTHERN EUROPE	Denmark	3.92	■	■	■	■	■	■					■	
	Estonia	0.00												
	Finland	2.25	■	■	■	■	■	■					■	
	Iceland	0.00												
	Ireland	0.00												
	Latvia	0.00												
	Lithuania	0.00												
	Norway	2.83	■	■	■	■		■	■					■
	Sweden	6.80	■	■	■	■		■	■					■
	United Kingdom	0.00												
Sum	15.81													
WESTERN EUROPE	Austria	42.00	■	■	■	■	■	■		■			■	
	Belgium	0.00												
	France	0.00												
	Germany	1 366.00	■	■	■	■	■	■		■		■	■	
	Liechtenstein	0.00												
	Luxembourg	27.00	■	■	■	■	■	■					■	
	Monaco	0.00												
	Netherlands	0.00												
	Switzerland	6.60	■	■	■	■		■	■				■	
Sum	1 441.60													
EASTERN EUROPE	Belarus	0.00												
	Bulgaria	0.00												
	Czech Republic	0.00												
	Hungary	0.00												
	Moldova	0.00												
	Poland	6.20	■	■	■	■	■	■					■	
	Romania	0.00												
	Russia	0.00												
	Slovakia	0.00												
	Ukraine	0.00												
Sum	6.20													
SOUTHERN EUROPE	Albania	0.00												
	Bosnia and Herzegovina	0.00												
	Croatia	0.00												
	Greece	0.00												
	Italy	0.00												
	Kosovo	0.00												
	Malta	0.00												
	Montenegro	0.00												
	North Macedonia	0.00												
	Portugal	0.00												
	Serbia	0.00												
	Slovenia	0.00												
	Spain	0.80	■	■	■	■		■	■		■		■	
	Turkey	0.00												
Sum	0.80													
Total FM Revenue Europe	1 464.41													

Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

Short Company Profiles of other European FM Providers

Results of desk-based research

Short Company Profiles



ACCIONA SA

Madrid, Spain
www.acciona.com
 Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		11 195.00	✓	✓	✓	✓
Employees		2022				
Worldwide		45 892				



ADVENIS GROUP

Paris, France
www.advenis.com
 Currency of provided values: EUR

Revenue (in million EUR)		2021	West	North	East	South
Worldwide		71.10	✓	–	–	–
Employees		2021				
Worldwide		300				



APELONA

Neu-Isenburg, Germany
www.apleona.com
 Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		2 000.00	✓	✓	✓	✓
Employees		2022				
Worldwide		40 000				



ARMONIA

Paris, France
www.armonia-facilities.com
 Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		400.00	✓	✓	–	✓
Employees		2022				
Worldwide		16 000				

Values have been rounded

Short Company Profiles

ARAMARK



Illinois, USA
 www.aramark.com
 Currency of provided values: EUR

Revenue (in million EUR)	2022	West	North	East	South
Worldwide	16 326.62	✓	✓	✓	✓
Employees	2022				
Worldwide	273 875				

BIDVEST NOONAN



London, UK
 www.bidvestnoonan.com
 Currency of provided values: N/A

Revenue (in million EUR)	2022	West	North	East	South
Worldwide	N/A	–	✓	–	–
Employees	2022				
Worldwide	27 000				

BRAVIDA DANMARK A/S



Stockholm, Sweden
 www.bravida.se
 Currency of provided values: SEK¹

Revenue (in million EUR)	2022	West	North	East	South
Worldwide	2.20	–	✓	–	–
Employees	2022				
Worldwide	13 000				

CAVERION



Vantaa, Finland
 www.caverion.com
 Currency of provided values: EUR

Revenue (in million EUR)	2022	West	North	East	South
Worldwide	2 352.00	✓	✓	✓	–
Employees	2022				
Worldwide	14 500				

¹Converted into EUR at the exchange rate on 15. August 2023

Values have been rounded

Short Company Profiles



COMPASS GROUP

Eschborn, Germany
www.compass-group.de
 Currency of provided values: GBP¹

Revenue (in million EUR)	2022	West	North	East	South
Worldwide	30.10	✓	✓	✓	✓
Employees	2022				
Worldwide	513 707				



CRESA

Washington, United States
www.cresa.com
 Currency of provided values: N/A

Revenue (in million EUR)	2022	West	North	East	South
Worldwide	N/A	✓	✓	✓	✓
Employees	2022				
Worldwide	1 000				



CUSHMAN & WAKEFIELD

Chicago, United States
www.cushmanwakefield.com
 Currency of provided values: USD¹

Revenue (in million EUR)	2022	West	North	East	South
Worldwide	9 237.00	✓	✓	✓	✓
Employees	2022				
Worldwide	52 000				



DORFNER GMBH & CO. KG

Nürnberg, Germany
www.dorfner-gruppe.de
 Currency of provided values: EUR

Revenue (in million EUR)	2022	West	North	East	South
Worldwide	303.00	✓	–	✓	–
Employees	2022				
Worldwide	10 700				

¹Converted into EUR at the exchange rate on 16. August 2023

Values have been rounded

Short Company Profiles



EIFFAGE GROUP

Vélizy-Villacoublay, France
www.eiffage.com
 Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		20 300.00	✓	✓	✓	✓
Employees		2022				
Worldwide		72 500				



ENGIE DEUTSCHLAND

Cologne, Germany
www.fourfm.com
 Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		93 900.00	✓	–	–	–
Employees		2022				
Worldwide		101 504				



FACILICOM GROUP

Schiedam, Netherlands
www.facicomgroup.nl
 Currency of provided values: EUR

Revenue (in million EUR)		2021	West	North	East	South
Worldwide		1 200.00	✓	✓	–	–
Employees		2021				
Worldwide		26 000				



FERROVIAL

Madrid, Spain
www.ferrovial.com
 Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		7 500.00	–	✓	✓	✓
Employees		2022				
Worldwide		24 191				

Values have been rounded

Short Company Profiles



FORENEDE A/S

Ballerup, Denmark
www.forenede.dk
Currency of provided values: DKK¹

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		370.00	–	✓	–	–
Employees		2022				
Worldwide		11 200				



GÖTZ

Regensburg, Germany
www.goetz-fm.com
Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		345.00	✓	–	✓	–
Employees		2022				
Worldwide		16 000				



GRUPO EULEN

Madrid, Spain
www.eulen.com
Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		1 674.00	–	–	–	✓
Employees		2022				
Worldwide		74 385				



GSH GROUP

Parsippany, United States
www.gshgroup.com
Currency of provided values: N/A

Revenue (in million EUR)			West	North	East	South
Worldwide		N/A	✓	✓	–	–
Employees						
Worldwide		N/A				

¹Converted into EUR at the exchange rate on 16. August 2023

Values have been rounded

Short Company Profiles



JLL (JONES LANG LASALLE)

Chicago, United States
www.jll.com
Currency of provided values: USD¹

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		19 128.00	✓	✓	✓	✓
Employees		2022				
Worldwide		103 000				



KESZ GROUP

Budapest, Hungary
www.kez.hu
Currency of provided values: HUF¹

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		432.00	✓	–	✓	✓
Employees		2022				
Worldwide		2 500				



MACE

London, United Kingdom
www.macegroup.com
Currency of provided values: GBP¹

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		2.25	✓	–	✓	✓
Employees		2022				
Worldwide		7271				



MARKAS

Bolzano, Italy
www.markas.com
Currency of provided values: EUR

Revenue (in million EUR)		2021	West	North	East	South
Worldwide		67.70	✓	–	–	✓
Employees		2021				
Worldwide		11 000				

¹Converted into EUR at the exchange rate on 16. August 2023

Values have been rounded

Short Company Profiles



MITIE

London, United Kingdom
www.mitie.com
Currency of provided values: GBP¹

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		4 552.00	–	✓	–	✓
Employees		2022				
Worldwide		72 000				



OCS

Crawley, United Kingdom
www.ocs.com
Currency of provided values: GBP¹

Revenue (in million EUR)		2021	West	North	East	South
Worldwide		1 060.00	–	✓	–	–
Employees		2021				
Worldwide		68 000				



REKEEP

Predosa, Italy
www.rekeep.com
Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		1 294.00	✓	–	✓	✓
Employees		2022				
Worldwide		26 551				



SAMSIC FACILITY

Cesson-Sévigné, France
www.samsic.com
Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		3 450.00	✓	✓	✓	✓
Employees		2022				
Worldwide		117 000				

¹Converted into EUR at the exchange rate on 16. August 2023

Values have been rounded

Short Company Profiles

SAUTER



Basel, Swiss
www.sauter-fm.de
Currency of provided values: EUR

Revenue (in million EUR)		2021	West	North	East	South
Worldwide		539.00	✓	✓	–	✓
Employees		2021				
Worldwide		3 300				

SIMACEK FACILITY MANAGEMENT GROUP



Vienna, Austria
www.simacek.com
Currency of provided values: EUR

Revenue (in million EUR)		2021	West	North	East	South
Worldwide		N/A	✓	–	✓	–
Employees		2021				
Worldwide		8 000				

SKANSKA AB



Stockholm, Sweden
www.skanska.se
Currency of provided values: SEK¹

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		13 639.00	–	✓	✓	✓
Employees		2022				
Worldwide		28 380				

SODEXO



Issy les Moulineaux, France
www.sodexo.com
Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide		21 100.00	✓	✓	✓	✓
Employees		2022				
Worldwide		422 000.00				

¹Converted into EUR at the exchange rate on 16. August 2023

Values have been rounded

Short Company Profiles



TVO EUROPE

Prague, Czech Republic
www.tveurope.com

Revenue (in million EUR)		West	North	East	South
Worldwide	N/A	✓	✓	✓	–
Employees					
Worldwide	N/A				



TDGI

Lisbon, Portugal
www.tdgiworld.com
Currency of provided values: N/A

Revenue (in million EUR)		West	North	East	South
Worldwide	N/A	✓	–	–	✓
Employees					
Worldwide	N/A				



TOMA FACILITY NORGE AS

Godvik, Norway
www.toma.no
Currency of provided values: N/A

Revenue (in million EUR)		West	North	East	South
Worldwide	N/A	–	✓	–	–
Employees					
Worldwide	4 000				



VEOLIA

Paris, France
www.veolia.com
Currency of provided values: EUR

Revenue (in million EUR)		2022	West	North	East	South
Worldwide	42 900.00		✓	✓	–	–
Employees		2022				
Worldwide	220 000					

Values have been rounded

Glossary

Facility services have been categorised and defined according to EN-15221-4*. List of categories is not exhaustive. Refer to EN-15221-4 for exact details.

Space

Services for the provision of premises, for example by planning and building, purchasing or renting premises, including the administration and management of the premises and their dismantling as well as disposal.

Categories: space (premises), building output performance, owner/occupant, asset replacement and refurbishment, building envelope and structural framework, internal room layout and interior fittings, technical building equipment, improving building services, property management, CAFM, portfolio development, property optimisation, maintenance and operation, help desk and janitors, building operation, building construction maintenance, operation of technical building equipment, maintenance of technical building equipment, supply and disposal, energy, water, waste)

Outdoor

Services relating to the outside area, including the costs of the plot of land, maintenance of parking spaces, gardening, etc.

Categories: (outdoor facilities, estate, site, plot, additional space on site, parking spaces)

Cleaning

Services relating to hygiene and cleanliness, maintaining an appropriate working environment and helping to keep assets in good condition.

Categories: (cleaning, routine cleaning, special cleaning)

Workplace

Services related to the working environment, for example provision, installation/assembly and maintenance of furniture and office equipment.

Categories: (workplace, tenant fit-out, space management, furniture, planting, works of art)

Primary activity specific

Services that are related to »space and infrastructure« and that are specific to the type or sector of the organisation.

Categories: (primary activity specific, main process-related supply and disposal, external workplaces (off-site facilities), maintenance of medical technology (health care))

HGSS&E

Services that protect assets, the health and the well-being of people against external hazards or internal risks as well as services that protect and contribute to environmental protection and sustainability.

Categories: (sterilization (healthcare), health, safety, security and environment (HSSE), health and occupational safety, occupational medicine, security services, personal security, property protection)

Hospitality

Services that create a friendly working environment where people feel welcome and comfortable.

Categories: (environmental protection, hospitality, reception and contact centre, catering and vending machines, meeting rooms and events, work clothes and other textiles, laundry)

*Standard: Facility Management - Part 4: Taxonomy, Classification and Structures in Facility Management; German version EN 15221-4:2011

Information and communication technology (ICT)

Services provided with the help of information and communication technologies.

Categories: ICT, service desk IT, IT services for end users, information technology for users, client software, on-site support, managed client service, IMAC, packaging and shipping, special client hardware, central and decentralised services, file services, e-mail services, print services, directory services, network and communication services, connection services for information technology, connection provision for communication technology, communication technology for users, education and training (ICT))

Logistics

Services relating to the transport and storage of goods and information and improving the relevant processes.

Categories: (logistics, office supplies, document management, reprography, postal services, library and archives, removals (persons and furniture), mobility, vehicle fleet management, travel services, transport services)

Business Support

Services that primarily support the management of an organisation, for example legal advice.

Categories: (business support (management support), finance and controlling, accounting, fixed assets and property, controlling and reporting, human resources management, payslip, recruitment, education and training, legal advice and contracts, patents and copyrights, insurance, marketing and communication, procurement)

Organization-specific

Services relating to »people and organisation« which are specific to the type or sector of the organisation.

Categories: (secretarial services and translation, organisation-specific, business IT, sector-specific (for example healthcare), patient transport (healthcare), bed preparation (healthcare), radio and television (healthcare))

Sustainability

State in which the parts of the ecosystem and their functions are preserved for present and future generations.

What we understand by sustainability

Broadly speaking, sustainability aims to prevent the depletion of natural or physical resources, ensuring that they will remain available in the long term. So sustainability is not just about green facades and e-mobility, but encompasses all aspects of an enterprise's operations – from the materials used for building construction to the way people use the building and its services.

Sustainability is also about intergenerational equity, ensuring that we do not live lifestyles at the cost of future generations. The Report of the World Commission on Environment and Development expresses sustainable development as “development that meets the needs of the present without compromising the ability of future generations to meet their own needs”.

Sustainability as an investment

Although sustainability may involve extra cost in the short term, it is also an opportunity. A chance to cut operating costs, reduce emissions, meet climate goals and to position your company with genuine green credentials.

Incorporating sustainability factors improves risk management because ESG-compliant firms face lower costs of capital, low risk premiums due to greater transparency.

Sustainable facility management ensures that buildings are well-maintained, keep pace with increasingly stringent regulations, make best use of innovations, and remain cost-efficient and attractive to tenants – all ensuring that they do not become stranded assets.

“The building sector alone is responsible for around 40 percent of carbon emissions. We need to move away from discussions, justifications and explanations and take action! And deliver what the world really needs: Genuine sustainability, coupled with digitization, which makes important innovations possible. This is as true today as it was yesterday and will be tomorrow.”

– *Steffen Szeidl (CEO of Drees & Sommer)*

What we aspire to

Our approach is sustainable. Digital. Innovative. And cost-efficient. We ensure these aspects are in harmony rather than competing with each other.

This results in successful buildings, livable cities, high-performance infrastructure, high-yield portfolios, and future-oriented consulting. We always keep these goals in mind for all aspects of consulting, planning, construction and operation.

We think and act sustainably and holistically. Economy, ecology and functionality are inseparable for us. And we take all aspects of sustainability into account. We believe that cost-efficiency, ecology and functionality are inextricably linked. We call this approach *the blue way*[®] – a principle that pervades our entire company, internally and externally. It is a strict goal-oriented processes that leaves scope for creativity. Our projects always involve both hemispheres of the brain – the creative right and rational left.

Our approach to sustainability

Drees & Sommer is committed to sustainable corporate development. For us, this is not only about progress in terms of climate protection and social commitment, but also about integrating sustainability into as many of our consulting projects as possible and supporting our customers on their journey towards sustainable corporate governance.

Sustainability pioneers since 1970.

Together with EPEA – Part of Drees & Sommer, we promote forward-thinking and innovative concepts like Cradle to Cradle[®] design principles, green building and sustainability certifications, ESG consulting and Circular Economy solutions. The services provided by us take all facets of sustainability into account.

EPEA – Part of Drees & Sommer

As innovation partner for safe, environmentally friendly, and circular industrial products, buildings, and urban districts, EPEA develops solutions for the Circular Economy. To this purpose EPEA applies the Cradle to Cradle® design framework, which the company codeveloped: Sustainable habitats need circular buildings and products, made from materials and chemicals that are healthy for both humans and the environment.

Drawing on 30 years of expertise, chemists, biologists, engineers, and environmental scientists optimize processes for Real Estate and products for all industry sectors, including construction, textiles, packaging, automotive, consumables, and cosmetics. As an accredited Assessment Body, EPEA also guides companies through the process of certifying their products according to the Cradle to Cradle Certified™ product standard. The aim is not to become less bad, but to create positive added value for people, the environment and business – in a Circular Economy powered by Cradle to Cradle®.

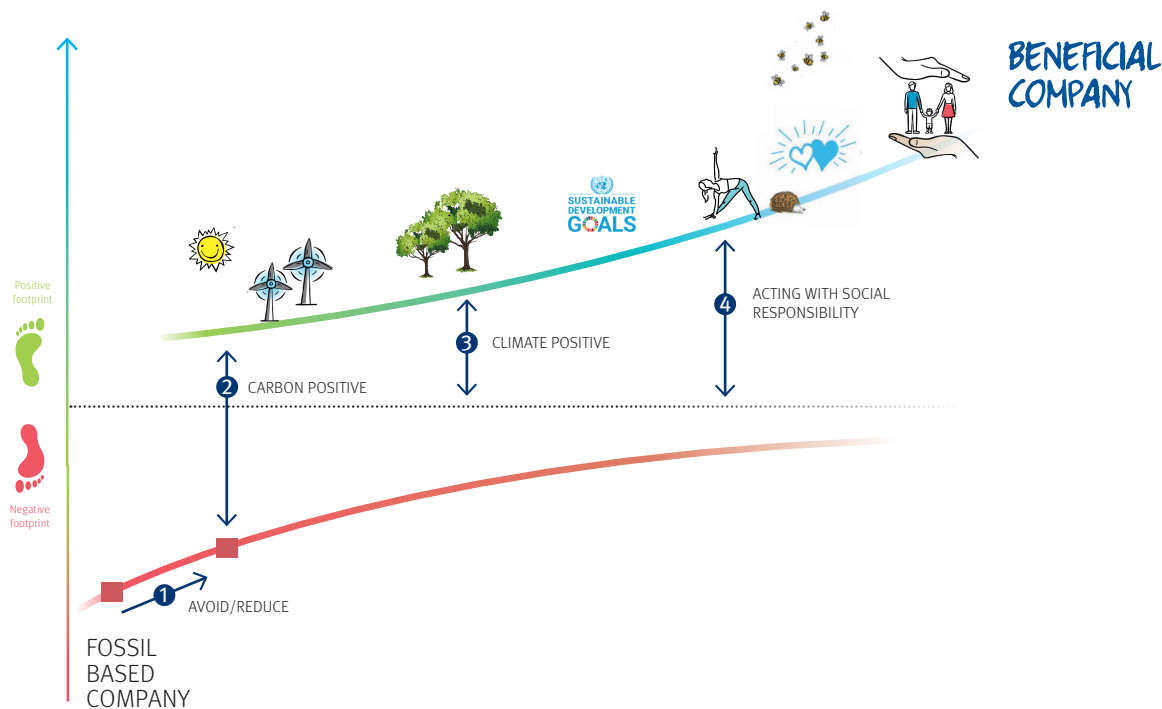
We work tirelessly with EPEA GmbH – Part of Drees & Sommer, to establish the Cradle to Cradle® principle in all industrials sectors.



On the way to becoming a Beneficial Company

Our long-term goal is to become a Beneficial Company. By this, we mean a company that reconciles long-term business success with ecological and social objectives. A Beneficial Company gives back more to the environment than it consumes through its operations, creating a lasting positive benefit for the environment and society. So we are not guided solely by achieving immediate success for our customers, but also by the impact our actions will have on future generations.

We approach Environmental, Social and Governance issues holistically. We address challenges strategically, ambitiously, and always with the aim of convincing others to follow this path.



Our environmental and social commitment

Drees & Sommer's sustainability strategy has included keeping an account of the carbon emissions generated by the provision of energy to its offices and by the company's mobility. We reduced and offset our carbon emissions to ensure that we remain climate positive. While climate protection certificates are a significant part of this, these carbon offsets are gradually being reduced.

We promote climate action and social commitment. In 2020, we carried out fifty social and environmental projects to mark our 50th anniversary. This commitment has provided the impetus to continue our engagement on a regular basis. To fulfill our social responsibility, we introduced a new structure in 2021, enabling our sustainability projects to be handled centrally for the long-term.

Our commitment to the Sustainable Development Goals

Our commitment to sustainable corporate development also ties in with the 17 United Nations Sustainable Development Goals (SDGs), the 10 principles of the United Nations Global Compact and the requirements of the Science Based Target Initiative.

Our corporate activities, both internal and in client projects, increasingly address the contributions made to these initiatives. Numerous company measures and client projects make a direct positive contribution, help reduce negative effects or contribute to the development of solutions that have a positive impact on the achievement of the SDGs.

In 2021 Drees & Sommer joined the United Nations Global Compact Initiative



AVOID/**R**EDUCE/**C**OMPENSATE

- > Business travel
- > Energy
- > Water
- > Materials
- > Greenhouse gas emissions

E
ENVIRONMENT

- > Climate-friendly mobility
- > Renewable energies
- > Protecting natural resources
- > Promotion of biodiversity
- > Circular Economy

S
SOCIAL

- > People-oriented leadership
- > Diversity and Inclusion
- > Health and wellbeing
- > Education and learning
- > Social engagement

G
GOVERNANCE

- > Value orientation and transparency
- > Compliance
- > Sustainable innovations
- > Sustainable finance
- > Intern. standards (SDGs, UNGC, GRI, SBTi)



Sustainability-related FM aspects

Sustainable building operation aims to combine environmental, social and economic benefits by minimizing environmental impacts and promoting resource efficiency while meeting the needs of occupants. The following section describes the various sustainability-related FM services available in the market. The services offered by each FM provider in various European countries are detailed in the body of the report.

Incorporating sustainability practices into facility management can not only have a positive impact on the environment, but also lead to cost savings, increased productivity and an enhance company reputation.

Sustainability in facility management refers to the integration of environmentally friendly, socially responsible and economically viable practices into the administration and management of buildings, facilities and infrastructure. The goal is to use resources efficiently, minimize environmental impacts, improve the quality of life of users, and achieve long-term economic benefits.

Here are some of the aspects of sustainable FM:

User engagement

Users can make a big difference to a building's ecological footprint and cost-efficient operation. And of course they should feel at home in the building and identify with it. That's why it is important to involve them in the early stages of planning to get their input and understand their needs. Education on environmentally friendly behavior and the correct use of resources also helps to ensure the best possible sustainability outcomes.

Design for flexible use

Needs change over time – and buildings designed for flexibility and easy repurposing have greater asset value.

Sustainable procurement

In keeping with a commitment to the Cradle-to-Cradle® principle, it is essential to ensure that materials used for construction, repairs and maintenance meet the requirements of the circular economy, and to avoid pollutants in materials for fitout, furnishing and building maintenance. It is also important to ensure that suppliers operate in environmentally safe ways.

Green and smart

Green roofs and facades improve thermal insulation, store rainwater and enhance air quality. Environmentally friendly technologies such as solar energy, heat recovery systems, smart lighting and smart energy management systems make further contributions to climate friendly and cost-efficient operation. Consumption can be reduced by installing energy-efficient technologies, lighting systems, heating and cooling systems. Smart monitoring and analysis identify opportunities for reducing energy consumption. Water-saving fittings and the use of rainwater for irrigation drastically reduce water consumption.

Waste management

Waste separation and recycling programs minimize waste and recover recyclable materials.

Indoor air quality

Regular maintenance of HVAC systems, use of low-emission building materials, regular ventilation and the use of environmentally friendly cleaning products and methods improve air quality and the health of building occupants.

Preventive maintenance

Regular maintenance minimizes wear and tear on building components and maintains energy efficiency. It also enhances user amenity and well-being.

Sustainable mobility

Programs to promote environmentally friendly means of transport such as bicycles, public transport and electric vehicles reduce the company's carbon footprint. This also requires the provision of EV charging stations and bicycle parking.

Certifications

Sustainability certifications such as LEED (Leadership in Energy and Environmental Design) and BREEAM (Building Research Establishment Environmental Assessment Method) are official recognition of sustainability achievements. They can be worn as a badge of honor and make a positive contribution to the company's environmental credentials.

Benefits of sustainable FM at a glance

- › Minimizes cost of operation
- › Minimizes carbon footprint
- › Maintains attractiveness of properties
- › Ensures high user amenity
- › Avoids maintenance backlog
- › Ensures compliance with regulations
- › Avoids assets becoming stranded
- › Promotes pride and well-being
- › Reflects corporate attitude
- › Green credentials enhance brand identity and value

This report brings transparency to the market and allows you to select the FM provider that can deliver the services you need where you need them – essential to ensuring the sustainable operation of your buildings in the long term in an increasingly competitive market.

We hope you enjoy reading the report and find it useful.

We welcome your feedback!

Please send it to: European-FM-Provider-Report-2023@dreso.com

Desk-based research: List of references

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