

ENVIRONMENT



GOVERNANCE

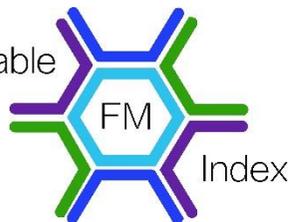


SOCIETY

2000+ DATA REPORT

How sustainable is the UK's Facilities Management Sector?

25 ESG Criteria



SETTING THE UK STANDARD

The UK's only benchmark of the facilities management sector's sustainability is under way. Comparing FM providers can be difficult, but in 2013 the Sustainable FM Index (SFMI) set out to highlight the current and best practice standards of service delivery partners. Since then, we have consistently evolved the scoring criteria to reflect industry trends, making the SFMI an up-to-date barometer of sustainability in the UK marketplace.

The SFMI results provide an opportunity to find out how your FM provider is helping to support operational efficiency. Why? because the built-in framework is tailored to the sector and provides a structured approach to progression on sustainability – if a provider ranks low, there is more opportunity for your contract to make financial savings by encouraging their progression up the ranks.

The growing body of regulation and public expectation to be a responsible organisation necessitates a deep understanding of the potential risk and opportunity that suppliers pose. The SFMI can assist you in differentiating the leaders from the green-washers.

We present in this report our 2000+ data set compiled over the last 4 years, and what it means to your organisation when it comes to knowing what to expect when placing the FM service provision of your buildings into another company's hands.

The SFMI can provide commercially critical insight into what to expect from your FM provider. Therefore, ask you FM where they rank in our annual benchmark – and what their plan is to improve.

2000+ DATA REPORT



The SFMI scores organisations from 0 to 5 against a suite of sustainability criteria listed in the adjacent graph.

This data is the outcome of 4 years of research based on 2 stages of assessment. Stage 1 focuses on publicly available information, and Stage 2 verifies this information through face to face audits.

This chart maps the FM sector’s average performance over the past 4 years. For example, your average provider of FM is delivering a service that approaches the management of supply chains in a 60% sustainable way. Meaning that your average provider has to make a 40% improvement to be able to say that they are fully committed to transparent & reliable supply chains.

Knowing statistics like this can place your organisation in a powerful position to make smarter and lower risk commercial decisions.

BALANCE SCORECARD

The ESG scorecards feature a 4-Year average percentage derived from the SFMI dashboards which have undergone 2 stages of verification every year.

Across the 4 years we have measured a total of 34 FM providers, and have maintained monitored data for 25 sustainability criteria.

The benchmark is designed as a knowledge tool rather than a 'name & shame' process – which encourages openness during the assessment process.

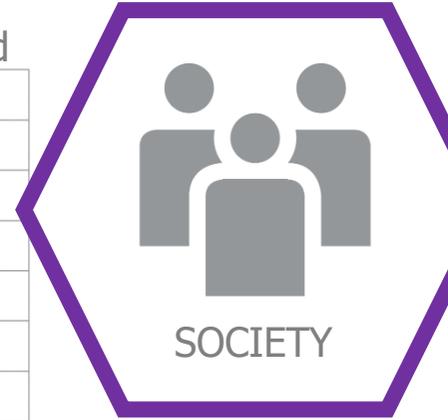
These scorecards show an average decline in FM services providers' performance, and as such is presenting an increasing risk to brand reputation.

Increase ↑
 No Notable change ~
 First year of Assessment -
 Decrease ↓

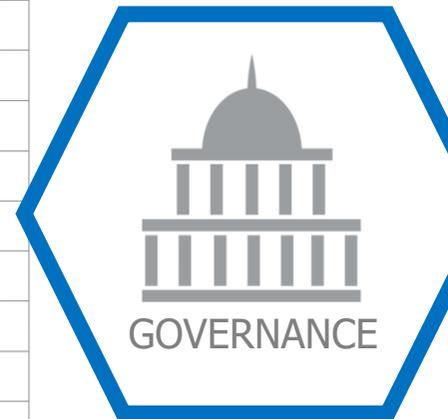
	4Y Mean	Trend
Management Systems	66%	~
Energy	59%	↑
Waste	59%	~
Transport	53%	~
Materials	52%	~
Projects	49%	~
Circular Economy	47%	N/A
Water	37%	↓
Ecology	30%	↓



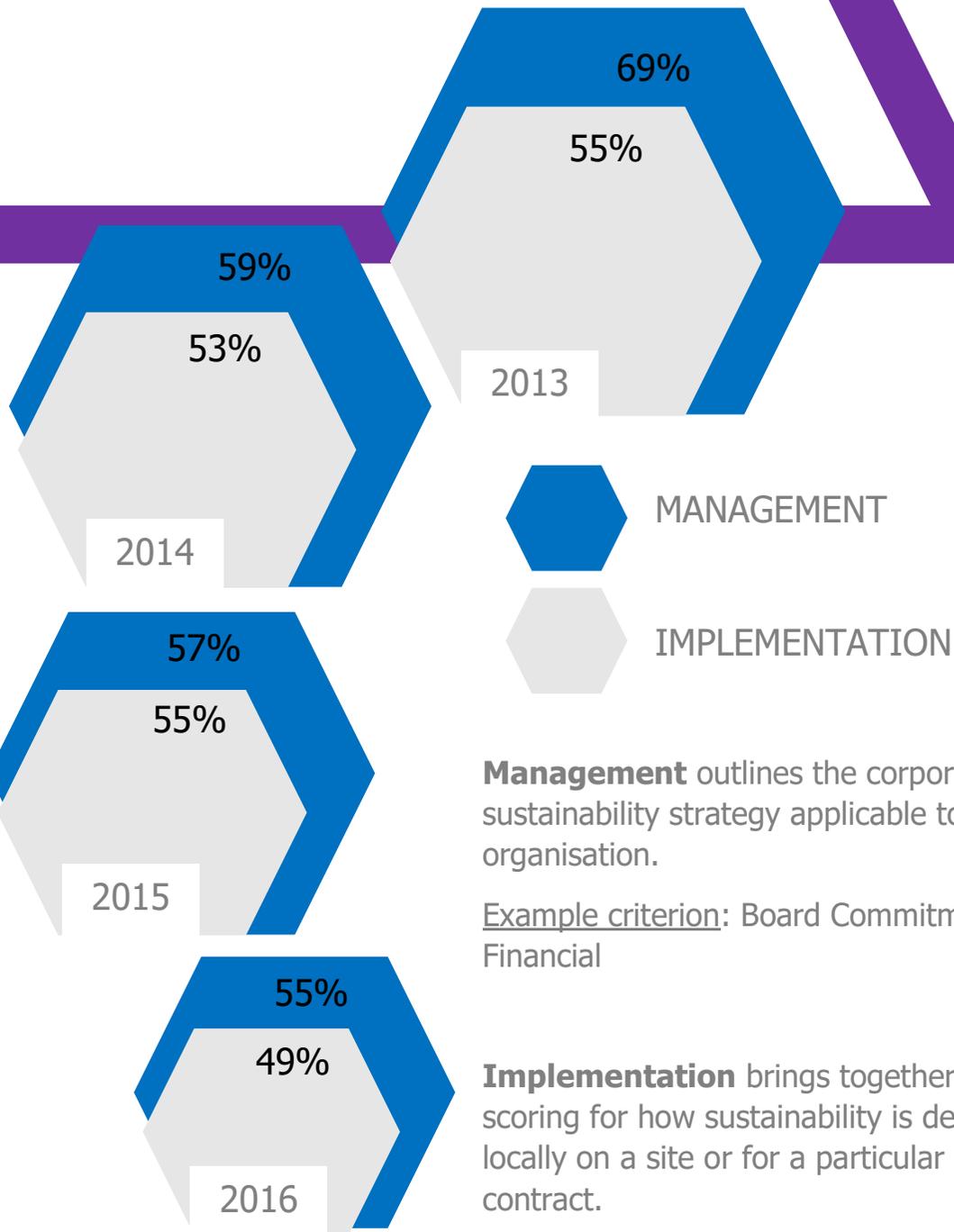
	4Y Mean	Trend
Health and Safety	72%	↓
Sustainable Communities	66%	~
Stakeholder Engagement	64%	↓
Employment	61%	~
Supply Chain Management	60%	~
Employee Development	59%	↑
Employee Well-being	58%	↓



	4Y Mean	Trend
Sustainability Frameworks	65%	~
Board Commitment	65%	↓
Risk Management	64%	↓
Disclosure	63%	~
Diversity	55%	~
Compliance	52%	~
Contracts	51%	↓
Collaborations	39%	N/A
Financial	39%	↑



MANAGEMENT & IMPLEMENTATION



MANAGEMENT



IMPLEMENTATION

Management outlines the corporate sustainability strategy applicable to the organisation.

Example criterion: Board Commitment, Financial

Implementation brings together the scoring for how sustainability is delivered locally on a site or for a particular contract.

Example criterion: Energy, Supply Chain Management

The SFMI methodology assigns each criteria listed on the balance scorecard into a 'management' or 'implementation' category.

This graphic represents how the capacity of the industry for delivering sustainability, over the past 4 years, is in decline.

The
Sustainable



Index

3 KEY MESSAGES

The balance scorecards above show an average decline in performance, and as such is presenting an increasing risk to brand reputation.

There is a positive correlation between the management and implementation of sustainability. In general, one increases when the other increases.

The SFMI can provide commercially critical insight into what to expect from your FM provider. Therefore, ask you FM where they rank in our annual benchmark – and what their plan is to improve.