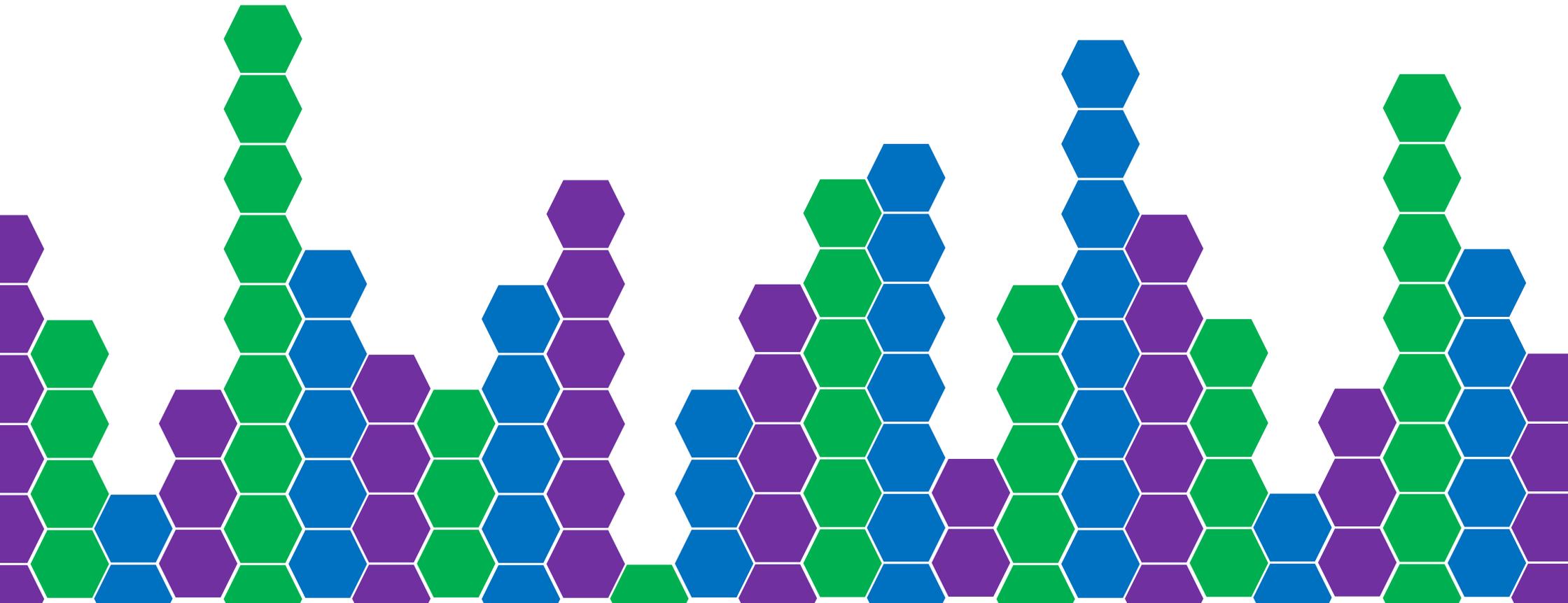
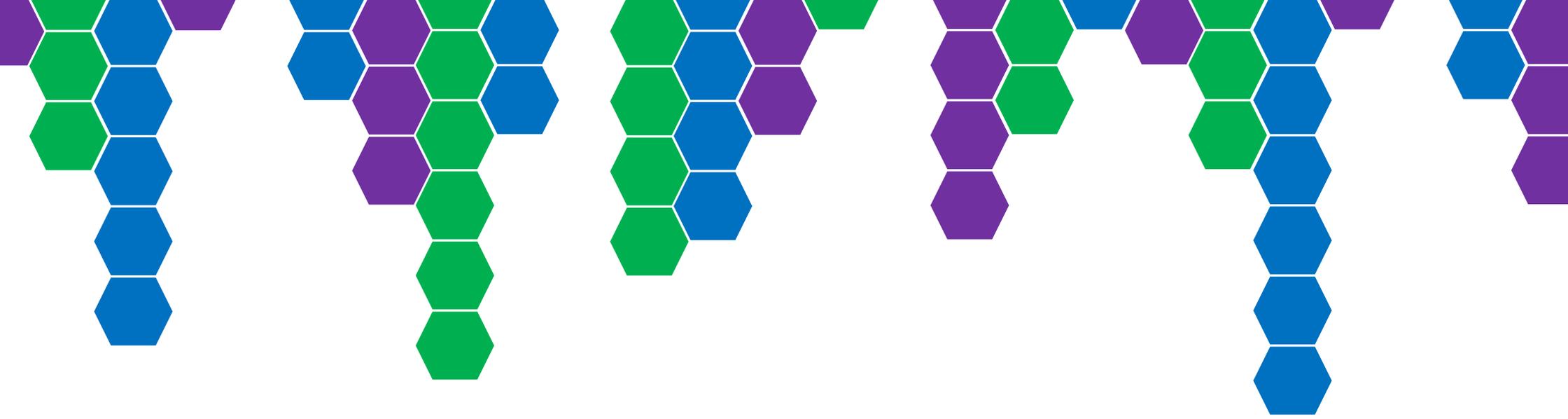


2600+ Data Report

How Sustainable is the UK's
Facilities Management Sector?





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 2600+ data set compiled over the last 5 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 provides commercially critical insight into what to expect from your FM provider. Therefore, ask you FM:
“What classification did you receive in this year's SFMI? And how do you plan to improve this?”

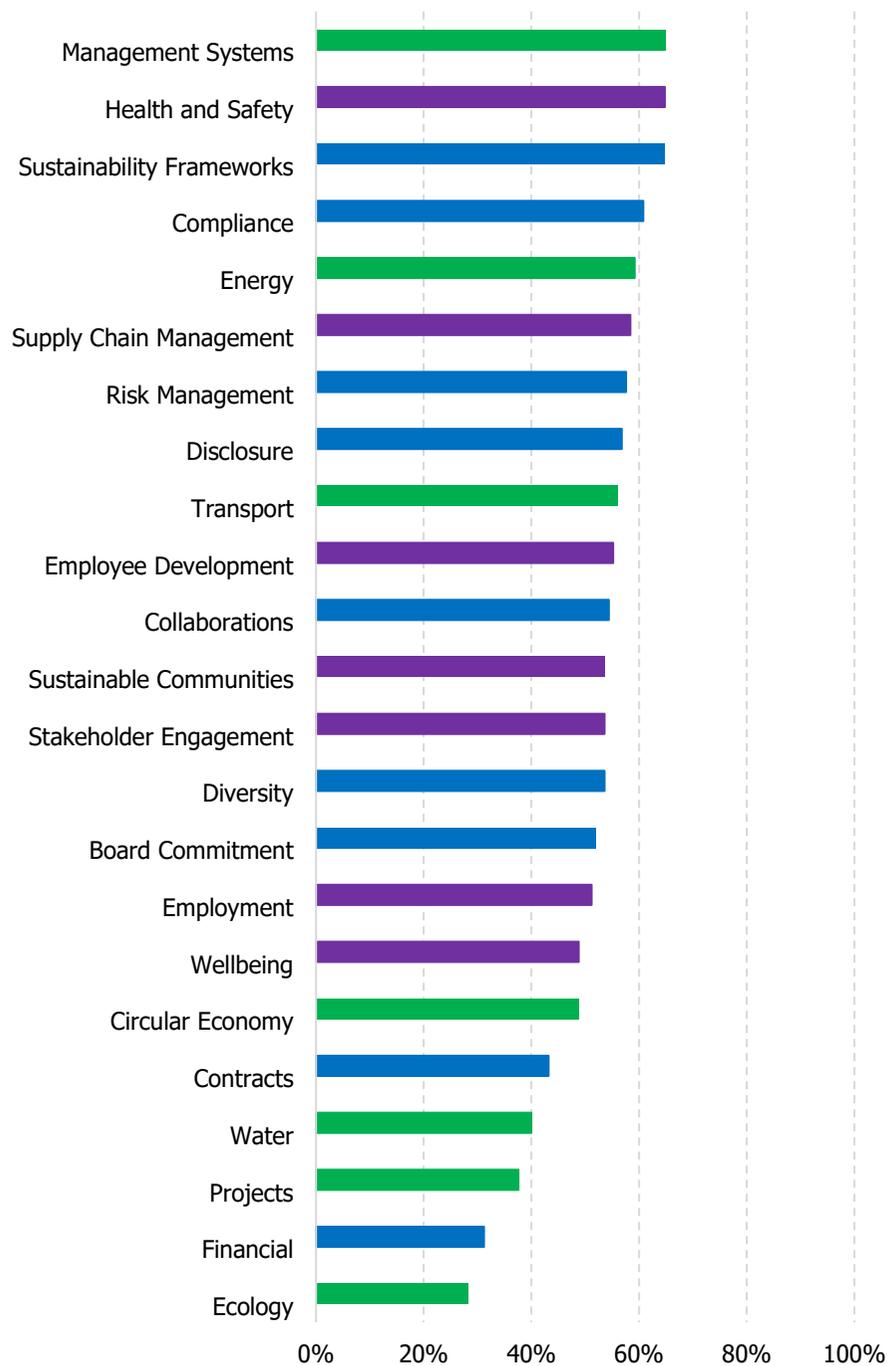
FM SECTOR SUSTAINABILITY PRIORITIES

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 5 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 graph maps the FM sector's average performance over the past 5 years. For example, your average provider of FM is delivering a service that approaches the management of supply chains in a 58% sustainable way. Meaning that your average provider must make a 42% improvement to be fully committed to transparent & reliable supply chains.

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



BALANCE SCORECARD

The ESG scorecards feature a 5-Year average percentage derived from the SFMI dashboards which have undergone 2 stages of verification in each year.

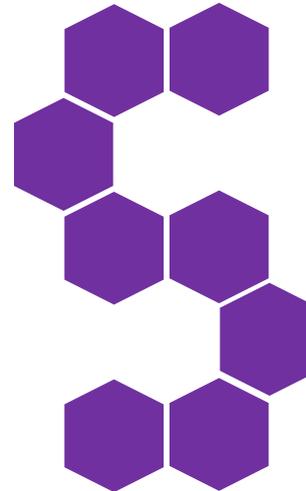
Across the 5 years we have measured a total of 34 FM providers, and have maintained monitored data for 23 sustainability criteria.

In 2017, we introduced the SFMI classifications: Platinum, Gold, Silver, Bronze, and Unclassified – further illuminating the scale and diversity of service offerings in the UK market. Some organisations pull the balance scorecards upward, others draw the average performance down.

These scorecards show an average decline in FM service providers' performance. Therefore, your average outsourced FM organisation presents an increased risk to your business. To manage this risk, ask your FM to show continual improvement against the SFMI framework.



	5Y Mean	Trend
Management Systems	65%	~
Energy	59%	~
Transport	56%	~
Circular Economy	49%	~
Projects	38%	↓
Water	40%	↑
Ecology	28%	~

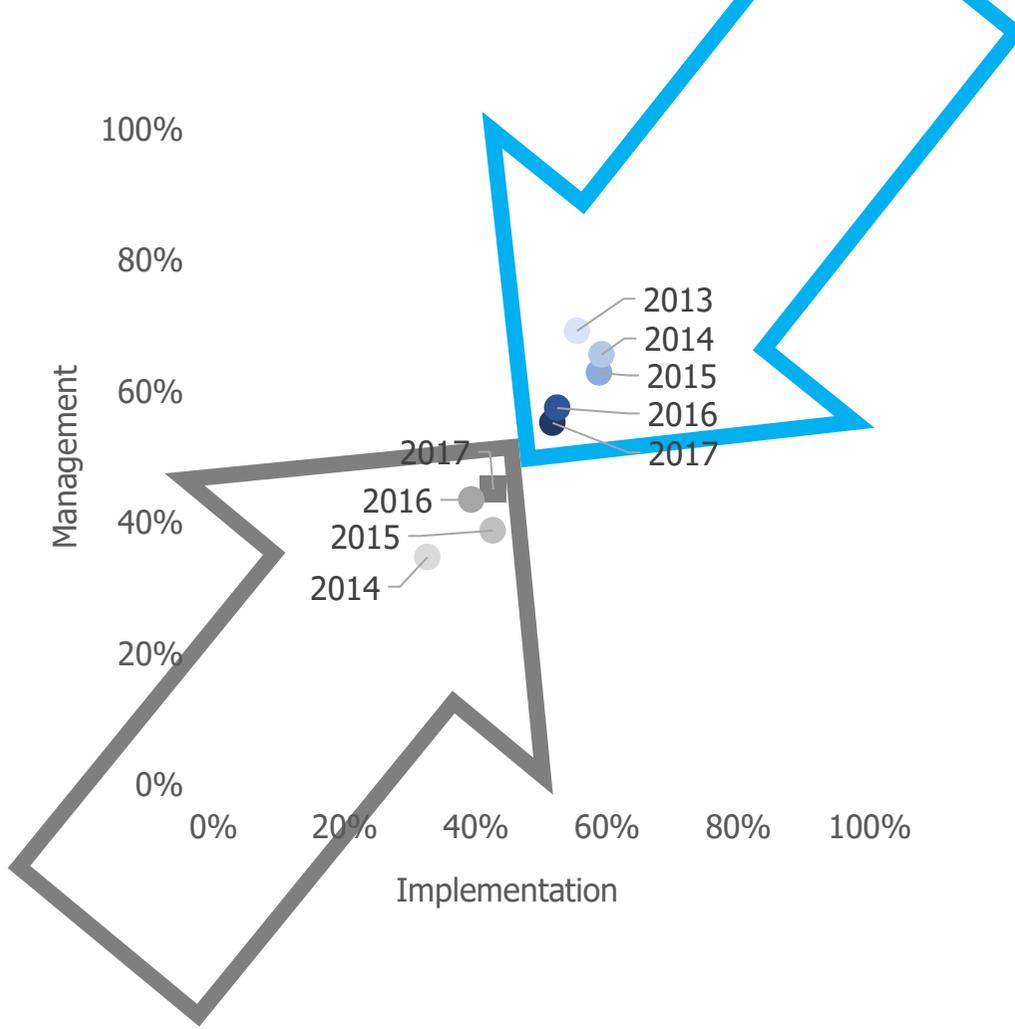


	5Y Mean	Trend
Health & Safety	65%	~
Supply Chain Management	58%	~
Employee Development	55%	↓
Sustainable Communities	54%	↓
Stakeholder Engagement	54%	~
Employment	51%	↓
Wellbeing	49%	↓



	5Y Mean	Trend
Sustainability Frameworks	65%	~
Compliance	61%	↑
Risk Management	58%	~
Disclosure	57%	~
Collaborations	54%	↑
Diversity	54%	~
Board Commitment	52%	~
Contracts	43%	↓
Financial	31%	↓

Increase ↑
 No notable change ~
 Decrease ↓



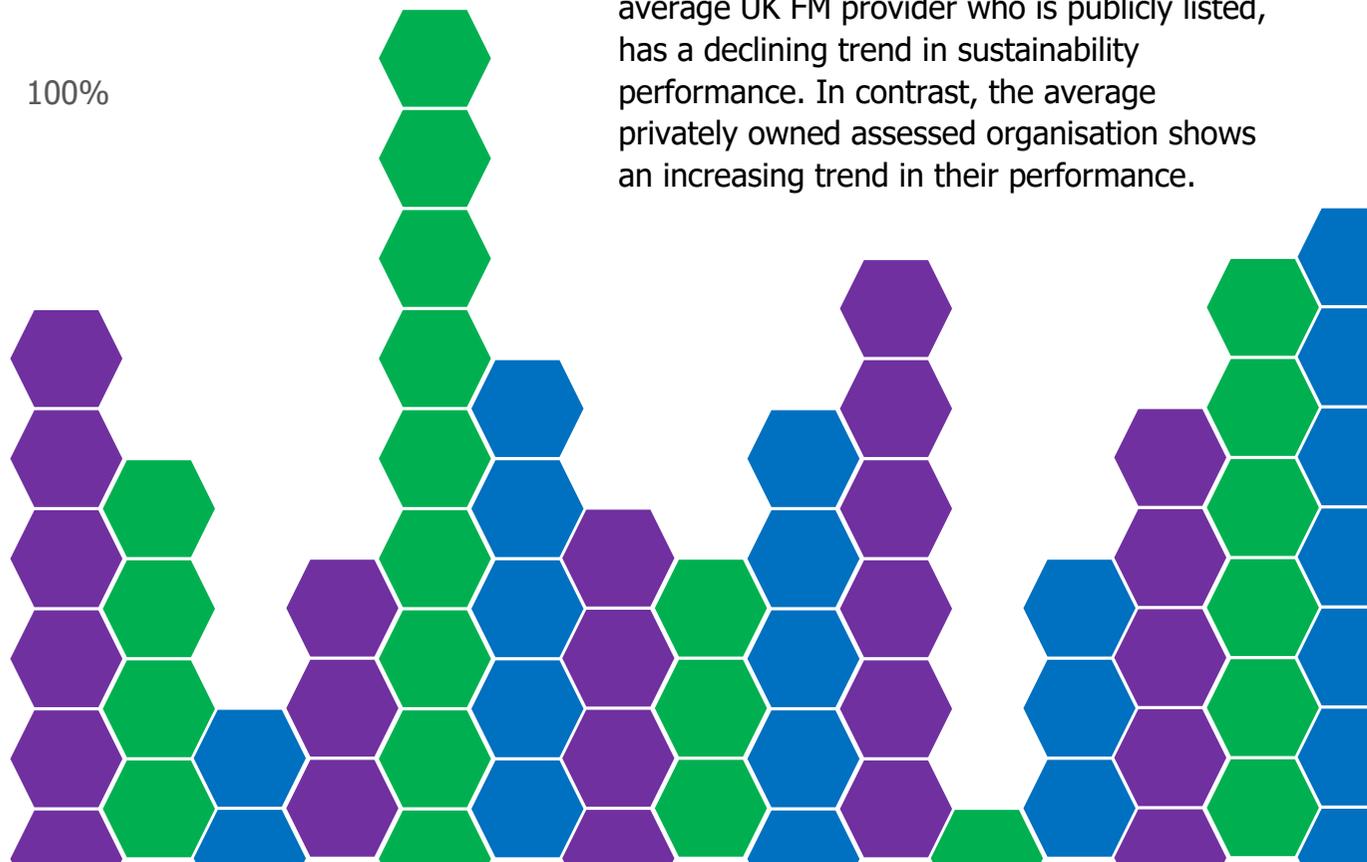
5 YEAR TRENDS

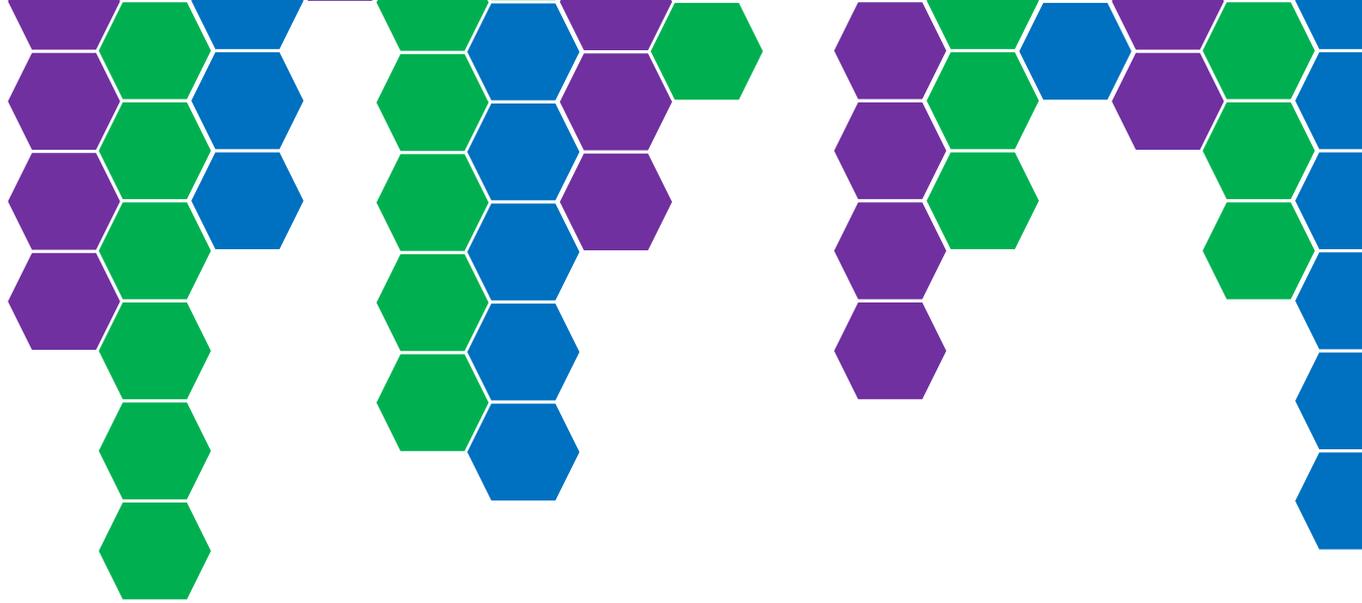
The SFMI contains 5 years of data describing sustainability in the FM industry in the UK.

Individual criteria are sorted based on whether their primary focus is **MANAGEMENT** or **IMPLEMENTATION** of sustainability.

Furthermore, an assessed organisation is either **PUBLICLY-LISTED** or **PRIVATELY OWNED**.

Correlating this data, the trends show how the average UK FM provider who is publicly listed, has a declining trend in sustainability performance. In contrast, the average privately owned assessed organisation shows an increasing trend in their performance.





KEY MESSAGES

The balance scorecards above show an average decline in performance. Clients of the average assessed outsourced solution provider are failing to deliver sustainability, and as such present a growing risk to businesses in the UK, and across the world.

A positive correlation between requirements for the ISO 14001:2015 standard and improving criteria demonstrates the influence of these standards.

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

The Sustainable



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