



EUROPEAN FM PROVIDER Report

2021



**DREES &
SOMMER**

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Introduction

After the success of the first European FM Provider Report last year, we present the second edition, continuing with our aim of increasing transparency in the European FM market.

Maintaining an overview of today's FM market is a major challenge. The market is still characterised by a low degree of transparency. Globalisation and the ever-increasing connectivity that goes hand in hand with it further reinforces this situation. FM companies are increasingly focussing on their core business while offering additional services through strategic co-operations. Consequently, the trend towards more bundled service offerings is becoming more and more apparent.

With this report, we would like to play our part in increasing transparency in the European FM market. For this reason, the report is available to everyone free of charge. For clients, the report provides a good overview of the FM market and for FM providers it offers the opportunity to present their international presence to the reader.

We are pleased to work again with our partner, the Royal Institution of Chartered Surveyors (RICS). We would also like to thank all FM providers who have provided us with their data and made the report possible again this year.

Christoph Heer and Thomas Häusser



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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 consider that, according to the DIN EN 15221-4 standard, the spectrum of FM services ranges from various offerings in the area of space and infrastructure to services in the area of people and organization.

As a result of this wide range and variety of services, 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 to improve this situation for the European FM market.

Purpose

Firstly, the report provides companies that require FM services an overview of the market, allowing them to identify and target potential suppliers, taking into account the number of employees, 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. Furthermore, the report can serve as a basis for further analyses and a benchmark for all market participants.

Methodology

To create the list of FM providers, a survey was conducted to identify the largest integrated FM providers in the European market. Only providers meeting the following criteria were considered: the companies had to offer a number of FM services and they needed to be active in at least two European countries. The research conducted by RICS and Drees & Sommer identified 47 FM providers that fulfilled these criteria.

In total 47 FM companies were contacted, of which 21 completed the survey. These companies are described in detail in this report. In addition, a brief overview of the other 26 FM providers, based on desk-based research, has been included.

Outlook

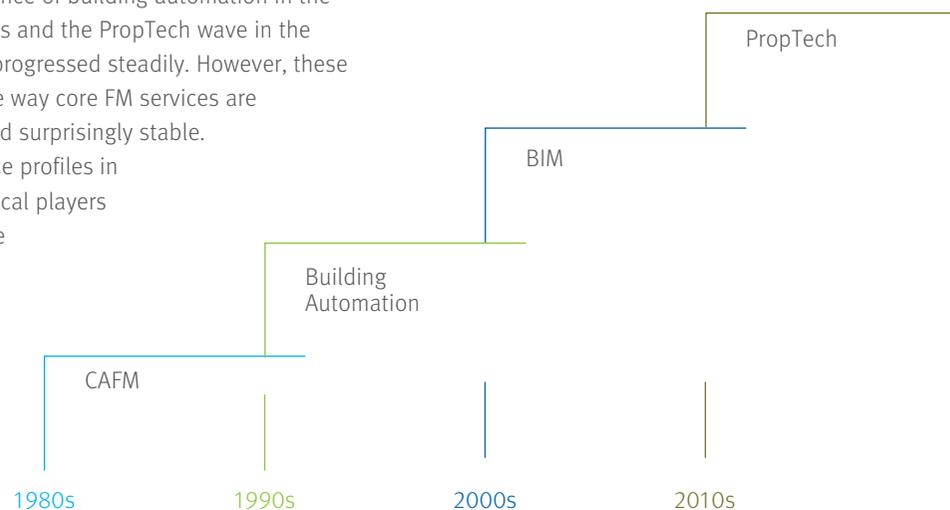
With this report, we have successfully provided readers with a comprehensive overview of FM providers in the European market. We will continuously improve the market coverage and the way data is structured and presented in future editions of this report.

Will 50 % of the FM jobs be automated within the next 10 years?

Digitalization is penetrating all businesses and societies with renewed force since the outbreak of the Covid-19 crisis. Trends such as mobile working, the paperless office and videoconferencing, which took years or even decades to get initial acceptance, have moved forward at an unprecedented speed. Technological advances such as cloud computing, artificial intelligence, and IoT have created a whole new range of levers for productivity improvement across all industries. Bringing these two factors together – the availability and the acceptance of new technologies – raises the expectation that major disruptions will bring significant productivity improvements to more traditional industries such as construction and real estate.

The progress of digitalization in the FM industry

Of course, digitalization is not new to the real estate and in particular the FM industry. From the development of the first CAFM systems in the 1980s, the emergence of building automation in the 1990s, the advent of Building Information Modelling in the 2000s and the PropTech wave in the 2010s, the digitalization and automation of FM processes have progressed steadily. However, these technological advances have had only a moderate impact on the way core FM services are delivered. The main job profiles in the FM industry have remained surprisingly stable. Yes, of course, new jobs have been created with new competence profiles in many FM companies, but their share is still quite small. Small, local players with no special digital competencies are still competitive in large segments of the market. So, why should we believe that this situation will change radically over the next ten years? Ten years is a quite short period compared to the 40 years CAFM has been in practice.



Disruptive ideas for FM digital natives

Firstly, unlike the first waves of digitalization, the latest technological advances have not been created by a few large industry players. PropTech initiatives have been driven by an abundance of start-ups, financed by venture capital from private, corporate and institutional sources. This leads to a much wider range of ideas and improvements that have been developed to market maturity. From there, the chance that a number of disruptive ideas will break through, is higher than ever. Secondly, the next generation of FM professionals and FM customers are digital natives and less bound to the traditional mantra of “how things have always been done”. Thirdly, technological advances, once accepted and in use, generate further breakthrough practices in many (if not all) different categories of FM services. As FM is a collection of many different service types, the impact on FM in general can only be significant if multiple sub-services are radically changed.

Linking the physical and the digital world

Are these market developments enough to provoke a major change in the FM jobs’ landscape and impact overall FM efficiency? I would suggest that they will bring about change but not radically. It should not be forgotten that building-related services such as FM deal with physical things and not just data. This has not changed with increased digitalization. One of the main challenges is therefore to link the physical world with the digital one and vice versa. A “digital twin” is the terminology for this vision, but it is quite misleading if we look at today’s reality. The so-called “digital twins” of today are far from being 1:1 images of real buildings. They may be either very BASIC representations (comparable to the way a five-year-old draws a house), be quite detailed but OUTDATED (such as many design drawings or BIM models), or CHAOTIC, consisting of a plethora of different representations (drawings, models, images from multiple technical systems such as building automation, alarm systems, CAFM systems, real-time video images, various IoT systems, etc.).



It is clear that BASIC representations have very little value for digitalization. Yet, this is the current standard situation for existing building stock. FM services deal with complete portfolios of buildings, the majority of which are already built. The effort to create (good) digital twins of existing portfolios is one of the key challenges to achieving the full value of digitalization in the real estate industry.

Maintaining data needs effort

With the OUTDATED scenario the question is whether the effort to maintain those representations is less than the benefits to be achieved. If specialist manual work is required to up-date and maintain a BIM model, so that low-wage manual work during the operation of the building can be replaced by automation, it is not obvious whether this really pays off.

Newer buildings lack structured data management

The CHAOTIC scenario is quite commonly experienced with recently built buildings, and a source of major disappointment regarding the added value that can be achieved from digitalization. Many suppliers of the different systems and representations claim that they are providing “the” digital twin. But they do not recognize that their representations are close to worthless if they are not linked to each other, if they do not share common terminology standards or if they require specialist manual intervention to keep their data up to date. In other words, only systems that provide open data interfaces, that rely on a common, standard terminology and that have an ability to efficiently maintain data accuracy over time can contribute to a true digital twin as the basis for more efficient and more digitalized FM services.

Hard work is ahead of us to capture the promise of digitalization

In summary, while technological advances and new digital solutions appear in many service categories and their acceptance increases, the fundamental problem of creating and maintaining a good data representation of the building is largely unsolved. For existing buildings, the question is how to create this data with minimal effort. For newer buildings, even if most of the data is available, it is spread over too many individual systems that do not speak the same language, do not talk to each other, and do not update themselves. There is still a lot of hard work ahead for the industry to capture the promise of digitalization, and it’s definitely not achieved by installing yet more sensors in every building.



IVO ANGEHRN
*Manager and Digitalization
Expert, Drees & Sommer
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Realising building performance through the experience of people.

From 2021 into 2022, the pandemic has accelerated the adoption of technologies to support remote working and placed added value on activities that support the health and wellbeing of building users, and make the office, factory or educational establishment a place that people want to occupy.

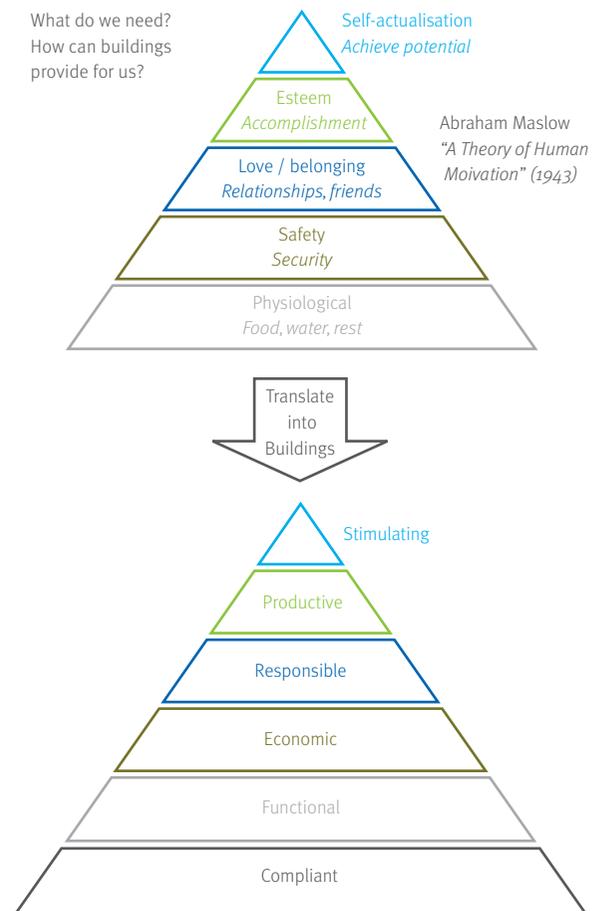
In parallel, the climate crisis and net zero carbon ambitions of organisations across all sectors has raised the profile of asset and facility management activities that seek to optimise the use of resources, and the creation of social value is a clearly defined and explicit target outcome for many public, private and third sector organisations.

With a changing social, economic and environmental landscape, it is important for those with responsibility for property assets at all stages of the property life cycle to adopt a multi-dimensional and people-centric approach to assessing performance.

There is also a well-established awareness within the property and facility management industry that the effectiveness of building occupiers is directly determined by the way the building is managed and operated. The industry is also mature in terms of the certifications and accreditations that rely on taking a snapshot of the systems, infrastructure and technologies in place.

Finally, there is both an increasing body of stakeholders with an interest in the way property assets are managed throughout their life cycle, and an increasing number of ways by which the value of a property asset to its occupier can be measured. These trends demand a fresh look at property asset performance.

The climate is therefore right for the introduction of a new, simple to operate, multi-dimensional International Building Operations Standard (IBOS) the holistic approach to reaching building performance through the experience of people.



Purpose of IBOS

The purpose of IBOS is to support organisations that wish to measure the operational performance of their property assets in a consistent manner – irrespective of the type of property or its location. The standard cuts across asset types and geographic boundaries.

Efficient and effective asset performance is contingent on accurate and timely data being available, and that data must look at multiple facets of performance simultaneously – such as utilisation, cost in use, and environmental performance.

IBOS adds another dimension – the user experience – and in doing so reaches beyond the more traditional technical aspects of operational performance that have become tried and tested over many decades.

Introducing the user experience into the framework for measuring the operational performance of assets sets IBOS apart from all other methodologies. By reflecting the needs and perceptions of users in a simple but unique approach to performance assessment, RICS has captured the zeitgeist. IBOS introduces the occupier dimension as a separate consideration when assessing overall property performance, it recognises that the technical performance of an asset also impinges on the experience of the user. For example, consider how alternative approaches to space utilisation, maintenance, cleaning or life cycle replacement can impact directly or indirectly on the ability of a workplace to effectively support the needs of the occupier.

By focusing on specific dimensions of performance, entitled ‘pillars’, IBOS is designed to:

- › Be easy to use
- › Capture a sufficiently broad range of data to deliver a rounded picture of operational performance
- › Enable benchmarking of performance across a portfolio or between portfolios
- › Create a core body of knowledge of asset performance that can be augmented by users according to their particular requirements, asset types etc
- › Identify a range of performance indicators that should be considered, rather than confirming the precise level of performance that is appropriate.

The last point is very important. While the desired performance measures selected by users will have regard to factors such as the prevailing legislative framework, good practice guidelines and of course the type of property asset and its location, IBOS provides insights to help arrive at the optimum balance of performance across many indicators. The common bond that integrates many performance indicators is the experience of the user.



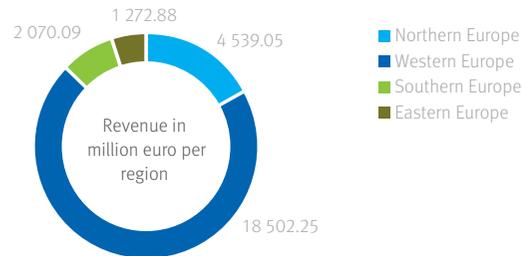
PAUL BAGUST
Head of Property Standards
RICS

Overview of European
FM Providers participating in
the survey

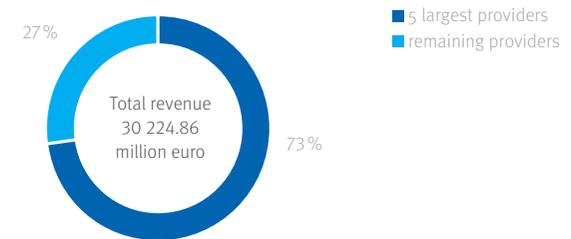
Overview of European FM Providers

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.

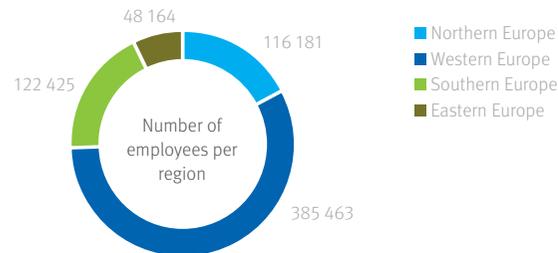
TOTAL REVENUE OF PROVIDERS IN EUROPE¹



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.

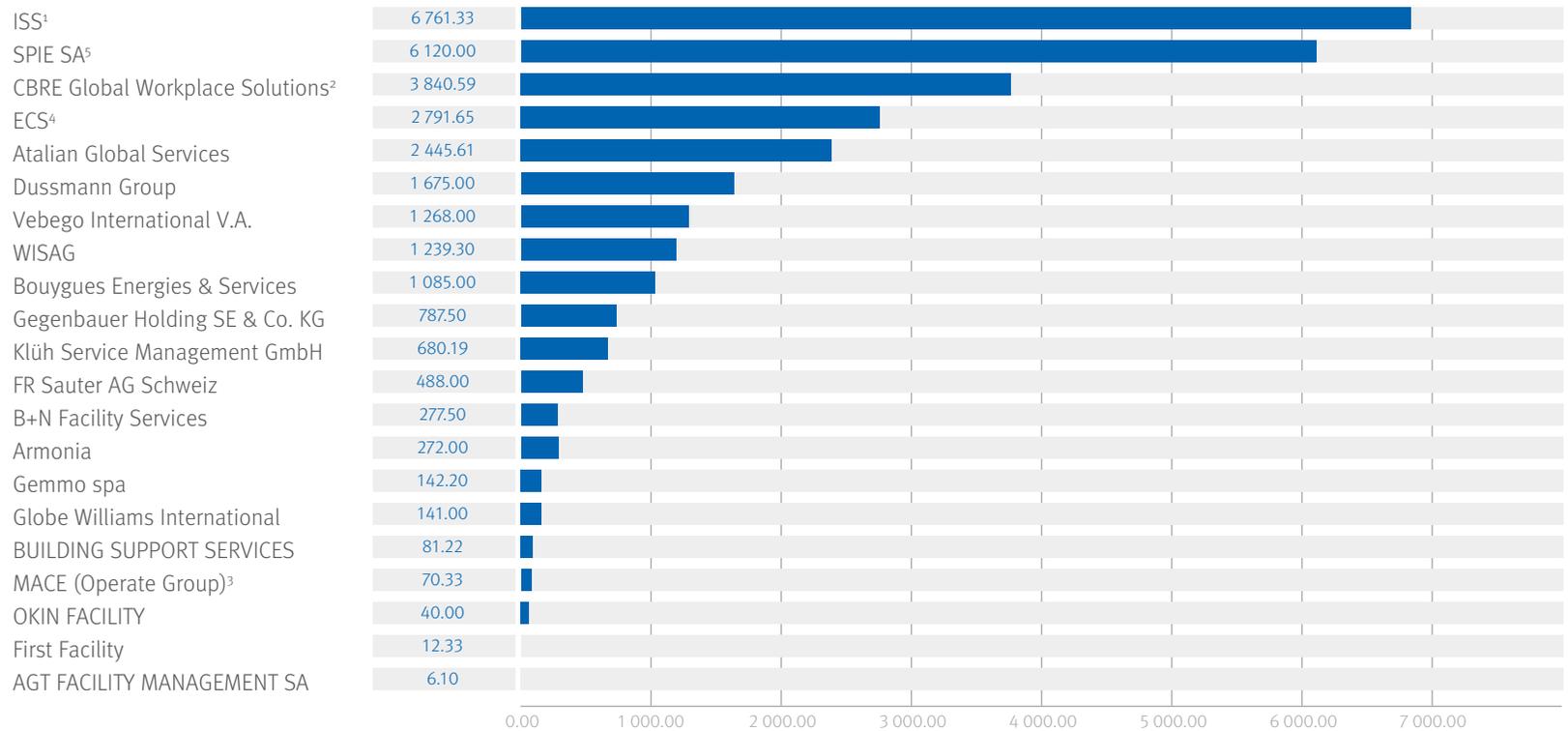
Furthermore, the chart on the right shows that the five largest FM providers generate 73 % of the revenue, while the other 16 providers together account for 27 % of the revenue. This clearly shows that there are a few big players in the European FM market, but at the same time there are many small providers.

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 01.07.21

²Values have been converted from USD to EUR at the exchange rate on 01.07.21

³Values have been converted from GBP to EUR at the exchange rate on 01.07.21

⁴Revenues of the ECS members are included here (among others Okin and Wisag, which are also part of this report)

⁵Approximate revenues in multi-technical services for facilities, infrastructure and energy

Values have been rounded

Overview of European FM Providers

REVENUE IN NORTHERN EUROPE (IN MILLION EURO)

ISS ¹	3 051.21	
Atalian Global Services	700.06	
Bouygues Energies & Services	230.00	
SPIE SA ⁵	225.00	
Dussmann Group	105.00	
ECS ⁴	72.80	
MACE (Operate Group) ³	57.58	
FR Sauter AG Schweiz	43.00	
Armonia	38.00	
Globe Williams International	8.80	
WISAG	7.60	
Vebeo International V.A.	0.00	
Gegenbauer Holding SE & Co. KG	0.00	
Klüh Service Management GmbH	0.00	
B+N Facility Services	0.00	
Gemmo spa	0.00	
BUILDING SUPPORT SERVICES	0.00	
OKIN FACILITY	0.00	
First Facility	0.00	
AGT FACILITY MANAGEMENT SA	0.00	
CBRE Global Workplace Solutions ²	N/A	

REVENUE IN WESTERN EUROPE (IN MILLION EURO)

SPIE SA ⁵	5 690.00	
ISS ¹	2 664.11	
ECS ⁴	2 329.50	
Atalian Global Services	1 467.57	
Vebeo International V.A.	1 268.00	
WISAG	1 227.20	
Dussmann Group	961.00	
Bouygues Energies & Services	840.00	
Gegenbauer Holding SE & Co. KG	771.10	
Klüh Service Management GmbH	639.51	
FR Sauter AG Schweiz	376.00	
Armonia	207.00	
BUILDING SUPPORT SERVICES	38.95	
Globe Williams International	9.60	
MACE (Operate Group) ³	8.69	
Gemmo spa	4.02	
B+N Facility Services	0.00	
OKIN FACILITY	0.00	
First Facility	0.00	
AGT FACILITY MANAGEMENT SA	0.00	
CBRE Global Workplace Solutions ²	N/A	

¹Values have been converted from DKK to EUR at the exchange rate on 01.07.21

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³Values have been converted from GBP to EUR at the exchange rate on 01.07.21

⁴Revenues of the ECS members are included here (among others Okin and Wisag, which are also part of this report)

⁵Approximate 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)

ECS ⁴	309.50	
B+N Facility Services	277.50	
SPIE SA ⁵	205.00	
Atalian Global Services	190.12	
Dussmann Group	73.00	
Globe Williams International	41.50	
OKIN FACILITY	40.00	
ISS ¹	39.33	
BUILDING SUPPORT SERVICES	37.98	
FR Sauter AG Schweiz	17.00	
Gegenbauer Holding SE & Co. KG	12.40	
First Facility	10.32	
Klüh Service Management GmbH	9.40	
Bouygues Energies & Services	5.00	
WISAG	3.40	
MACE (Operate Group) ³	1.39	
Gemmo spa	0.05	
Vebeo International V.A.	0.00	
Armonia	0.00	
AGT FACILITY MANAGEMENT SA	0.00	
CBRE Global Workplace Solutions ²	N/A	

REVENUE IN SOUTHERN EUROPE (IN MILLION EURO)

ISS ¹	1 006.69	
Dussmann Group	536.00	
Gemmo spa	138.13	
Atalian Global Services	87.86	
Globe Williams International	81.10	
ECS ⁴	79.85	
FR Sauter AG Schweiz	52.00	
Klüh Service Management GmbH	31.28	
Armonia	27.00	
Bouygues Energies & Services	10.00	
AGT FACILITY MANAGEMENT SA	6.10	
BUILDING SUPPORT SERVICES	4.29	
Gegenbauer Holding SE & Co. KG	4.00	
MACE (Operate Group) ³	2.68	
First Facility	2.02	
WISAG	1.10	
SPIE SA ⁵	0.00	
Vebeo International V.A.	0.00	
B+N Facility Services	0.00	
OKIN FACILITY	0.00	
CBRE Global Workplace Solutions ²	N/A	

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²Values have been converted from USD to EUR at the exchange rate on 01.07.21

³Values have been converted from GBP to EUR at the exchange rate on 01.07.21

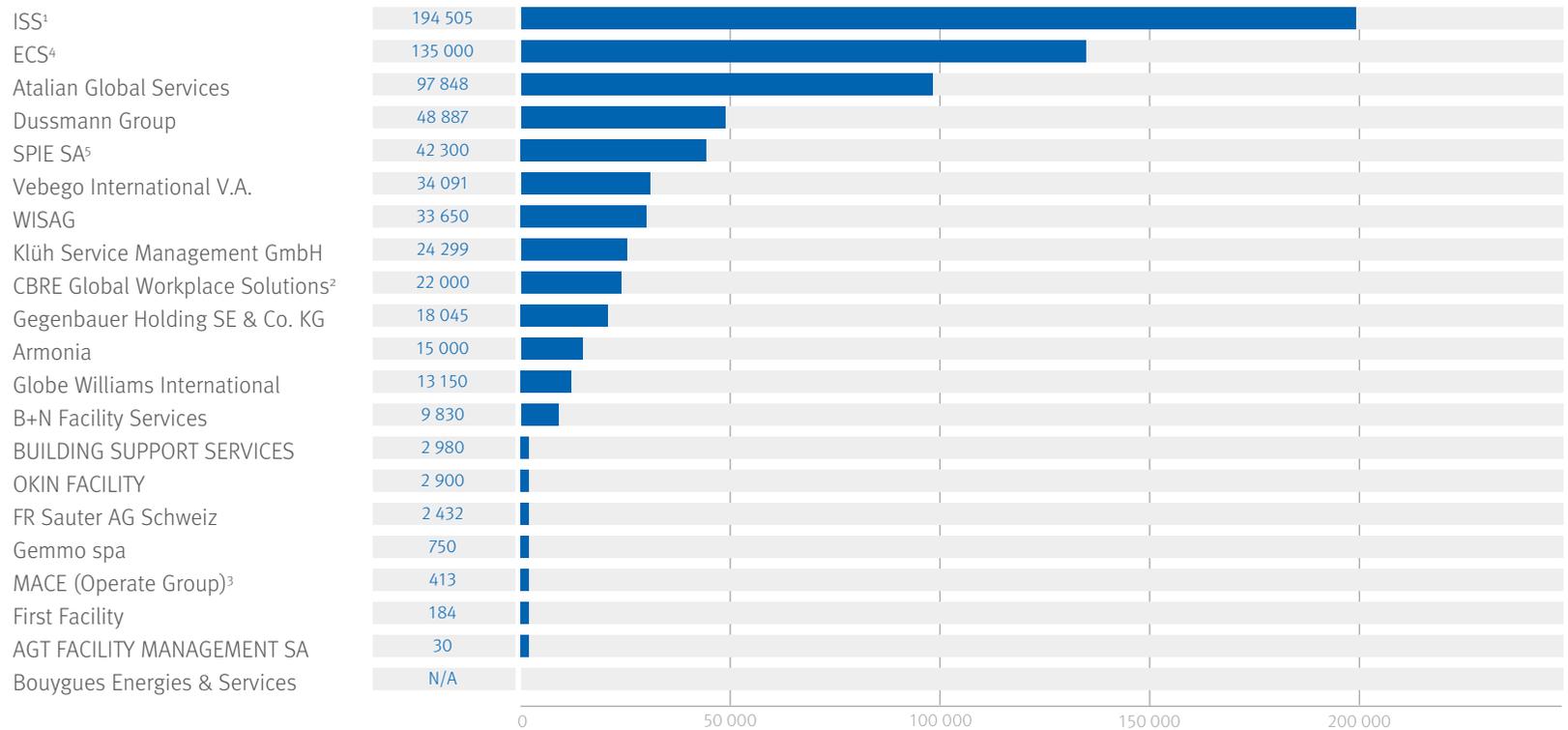
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⁵Approximate revenues in multi-technical services for facilities, infrastructure and energy

Values have been rounded

Overview of European FM Providers

EMPLOYEES IN EUROPE



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⁵Approximate revenues in multi-technical services for facilities, infrastructure and energy

Values have been rounded

Overview of European FM Providers

EMPLOYEES IN NORTHERN EUROPE

ISS ¹	63 935	
Atalian Global Services	26 800	
ECS ⁴	20 000	
SPIE SA ⁵	2 000	
Dussmann Group	1 582	
Armonia	800	
Globe Williams International	580	
MACE (Operate Group) ³	329	
WISAG	150	
Gemmo spa	5	
Vebeo International V.A.	0	
Gegenbauer Holding SE & Co. KG	0	
Klüh Service Management GmbH	0	
B+N Facility Services	0	
BUILDING SUPPORT SERVICES	0	
OKIN FACILITY	0	
First Facility	0	
AGT FACILITY MANAGEMENT SA	0	
CBRE Global Workplace Solutions ²	N/A	
Bouygues Energies & Services	N/A	
FR Sauter AG Schweiz	N/A	

EMPLOYEES IN WESTERN EUROPE

ECS ⁴	90 000	
ISS ¹	59 093	
Atalian Global Services	54 900	
SPIE SA ⁵	38 500	
Vebeo International V.A.	34 091	
WISAG	33 200	
Dussmann Group	25 660	
Klüh Service Management GmbH	18 078	
Gegenbauer Holding SE & Co. KG	17 434	
Armonia	12 200	
BUILDING SUPPORT SERVICES	1 580	
Globe Williams International	675	
MACE (Operate Group) ³	52	
B+N Facility Services	0	
Gemmo spa	0	
OKIN FACILITY	0	
First Facility	0	
AGT FACILITY MANAGEMENT SA	0	
CBRE Global Workplace Solutions ²	N/A	
Bouygues Energies & Services	N/A	
FR Sauter AG Schweiz	N/A	

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⁵Approximate revenues in multi-technical services for facilities, infrastructure and energy

Values have been rounded

Overview of European FM Providers

EMPLOYEES IN EASTERN EUROPE

ECS ⁴	10 000	
Atalian Global Services	9 920	
B+N Facility Services	9 830	
Globe Williams International	4 245	
Dussmann Group	4 140	
OKIN FACILITY	2 900	
ISS ¹	1 819	
SPIE SA ⁵	1 800	
Klüh Service Management GmbH	1 502	
BUILDING SUPPORT SERVICES	1 207	
Gegenbauer Holding SE & Co. KG	390	
WISAG	250	
First Facility	149	
MACE (Operate Group) ³	12	
Vebeo International V.A.	0	
Armonia	0	
Gemmo spa	0	
AGT FACILITY MANAGEMENT SA	0	
CBRE Global Workplace Solutions ²	N/A	
Bouygues Energies & Services	N/A	
FR Sauter AG Schweiz	N/A	

EMPLOYEES IN SOUTHERN EUROPE

ISS ¹	69 658	
Dussmann Group	17 505	
ECS ⁴	15 000	
Globe Williams International	7 650	
Atalian Global Services	6 228	
Klüh Service Management GmbH	3 090	
Armonia	2 000	
Gemmo spa	745	
Gegenbauer Holding SE & Co. KG	221	
BUILDING SUPPORT SERVICES	193	
WISAG	50	
First Facility	35	
AGT FACILITY MANAGEMENT SA	30	
MACE (Operate Group) ³	20	
SPIE SA ⁵	0	
Vebeo International V.A.	0	
B+N Facility Services	0	
OKIN FACILITY	0	
CBRE Global Workplace Solutions ²	N/A	
Bouygues Energies & Services	N/A	
FR Sauter AG Schweiz	N/A	

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⁴Revenues of the ECS members are included here (among others Okin and Wisag, which are also part of this report)

⁵Approximate revenues in multi-technical services for facilities, infrastructure and energy

Values have been rounded

AGT FACILITY MANAGEMENT SA

Athens, Greece

Name of parent company: AGT Engineering & Operations Service Group

www.agtgroup.gr

Currency of provided values: EUR



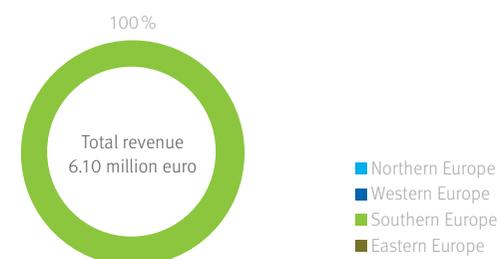
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	4.41	6.10
Europe	4.00	6.10
Northern Europe	0.00	0.00
Western Europe	0.00	0.00
Eastern Europe	0.00	0.00
Southern Europe	4.00	6.10

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	35	30
Europe	35	30
Northern Europe	0	0
Western Europe	0	0
Eastern Europe	0	0
Southern Europe	35	30

TOTAL REVENUE PER REGION, 2020



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

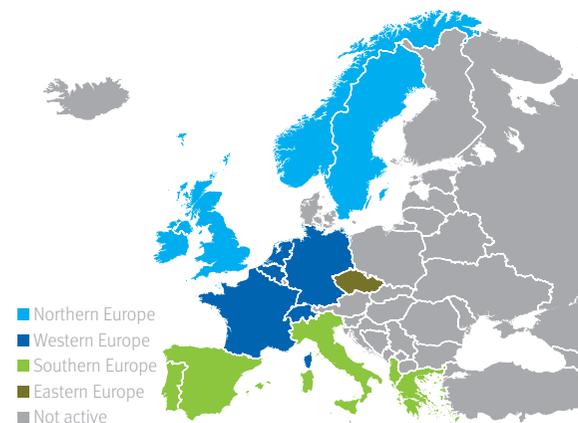
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2020 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	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	3.00	100%	100%	100%	100%	100%	25%	75%	50%	0%	25%	50%	
Italy	1.30	100%	100%	100%	100%	100%	0%	75%	25%	0%	0%	25%	50%
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	1.80	100%	100%	100%	100%	100%	0%	50%	25%	25%	0%	0%	50%
Turkey	0.00												
Sum	6.10												
Total FM Revenue Europe	6.10												

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

Revenue values have been rounded

ARMONIA

Paris, France
 Name of parent company: SOFINORD
 www.groupe-armonia.com
 Currency of provided values: EUR



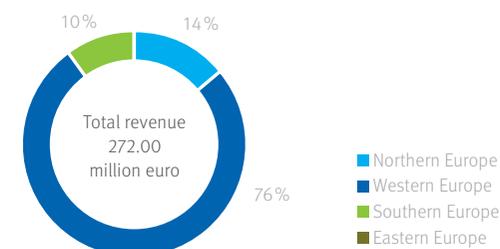
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	305.00	275.00
Europe	297.50	272.00
Northern Europe	25.00	38.00
Western Europe	251.00	207.00
Eastern Europe	N/A	N/A
Southern Europe	22.00	27.00

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	16 000	16 000
Europe	15 000	15 000
Northern Europe	800	800
Western Europe	12 200	12 200
Eastern Europe	N/A	N/A
Southern Europe	2 000	2 000

TOTAL REVENUE PER REGION, 2020



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 2020 (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	3.00	■	■	■	■		■	■		■	■	
	Latvia	0.00											
	Lithuania	0.00											
	Norway	N/A						■					
	Sweden	N/A						■					
	United Kingdom	35.00	■	■	■	■		■	■		■	■	
Sum	38.00												
WESTERN EUROPE	Austria	0.00											
	Belgium	5.00	■	■	■	■		■	■		■	■	
	France	195.00	■	■	■	■		■	■		■	■	
	Germany	N/A						■					
	Liechtenstein	0.00											
	Luxembourg	0.00											
	Monaco	0.00											
	Netherlands	7.00	■	■	■	■		■	■		■	■	
	Switzerland	N/A						■					
	Sum	207.00											
EASTERN EUROPE	Belarus	0.00											
	Bulgaria	0.00											
	Czech Republic	N/A						■					
	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	N/A						■					
	Bosnia and Herzegovina	0.00											
	Croatia	0.00											
	Greece	N/A						■					
	Italy	N/A						■					
	Kosovo	0.00											
	Malta	0.00											
	Montenegro	0.00											
	North Macedonia	0.00											
	Portugal	2.00	■	■	■	■		■	■		■	■	
Serbia	0.00												
Slovenia	0.00												
Spain	25.00	■	■	■	■		■	■		■	■		
Turkey	0.00												
Sum	27.00												
Total FM Revenue Europe	272.00												

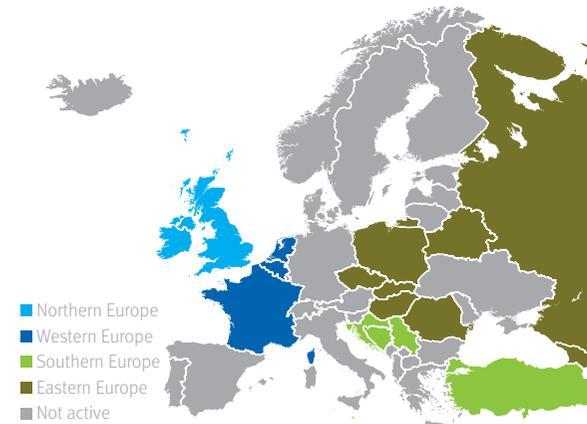
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

ATALIAN GLOBAL SERVICES



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



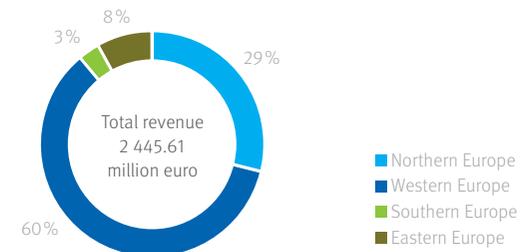
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	3 059.00	2 808.81
Europe	2 603.48	2 445.61
Northern Europe	797.20	700.06
Western Europe	1 522.82	1 467.57
Eastern Europe	201.15	190.12
Southern Europe	82.31	87.86

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	137 000	131 000
Europe	107 530	97 848
Northern Europe	28 000	26 800
Western Europe	56 000	54 900
Eastern Europe	14 250	9 920
Southern Europe	9 280	6 228

TOTAL REVENUE PER REGION, 2020



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 2020 (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	4.50	75%	100%	100%	75%	75%		100%		50%	100%		100%
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	695.56	75%	100%	100%	75%	75%	100%	100%		50%	100%		100%
Sum	700.06												
WESTERN EUROPE													
Austria	0.00												
Belgium	106.86	75%	100%	100%	75%	75%		100%		50%	100%		100%
France	1 290.15	75%	100%	100%	75%	75%	100%	100%		50%	100%		100%
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	19.80	75%	100%	100%	75%	75%		100%		50%	100%		100%
Monaco	0.00												
Netherlands	50.76	75%	100%	100%	75%	75%		100%		50%	100%		100%
Switzerland	0.00												
Sum	1 467.57												
EASTERN EUROPE													
Belarus	3.85		100%	100%	75%		25%	100%		25%	100%		
Bulgaria	0.00												
Czech Republic	86.62	100%	100%	100%	75%	75%	75%	75%			100%		25%
Hungary	14.32		25%	100%	25%	50%		100%			100%		50%
Moldova	0.00												
Poland	23.09	50%	25%	25%	25%								
Romania	13.84	25%	50%	100%	50%	50%	25%	75%		50%	100%		25%
Russia	19.69		100%	100%	50%	50%	25%	100%		25%	100%		
Slovakia	28.72	75%	75%	100%									
Ukraine	0.00												
Sum	190.12												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	1.24		100%	100%	50%		25%	75%		75%	100%		
Croatia	28.34	100%	100%	100%	75%	75%	100%	100%		50%	100%		50%
Greece	0.00												
Italy	0.00												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	11.88	75%	100%	100%	75%			100%		50%	100%		100%
Slovenia	0.00												
Spain	0.00												
Turkey	46.40	50%	50%	100%	25%	25%	75%	25%			100%		
Sum	87.86												
Total FM Revenue Europe	2 445.61												

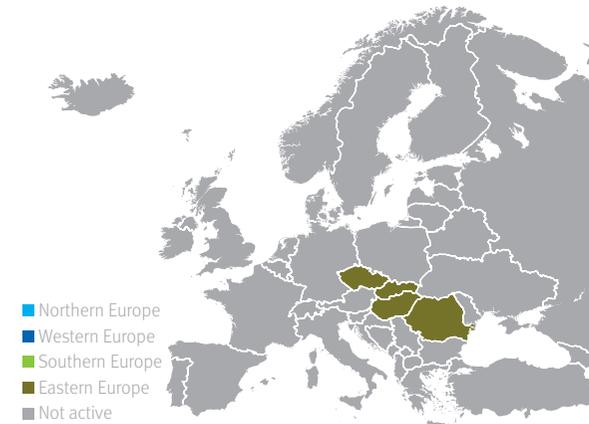
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

B+N FACILITY SERVICES



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



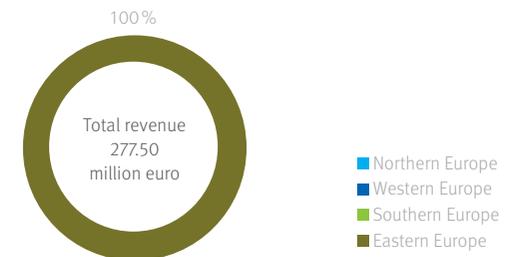
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	–	277.50
Europe	–	277.50
Northern Europe	–	0.00
Western Europe	–	0.00
Eastern Europe	–	277.50
Southern Europe	–	0.00

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	–	9 830
Europe	–	9 830
Northern Europe	–	0
Western Europe	–	0
Eastern Europe	–	9 830
Southern Europe	–	0

TOTAL REVENUE PER REGION, 2020



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 2020 (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	40.00	■	■	■	■	■	■	■	■	■	■	■	■
Hungary	200.00	■	■	■	■	■	■	■	■	■	■	■	■
Moldova	0.00												
Poland	0.00												
Romania	15.50	■	■	■	■	■	■	■	■	■	■	■	■
Russia	0.00												
Slovakia	22.00	■	■	■	■	■	■	■	■	■	■	■	■
Ukraine	0.00												
Sum	277.50												
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	277.50												

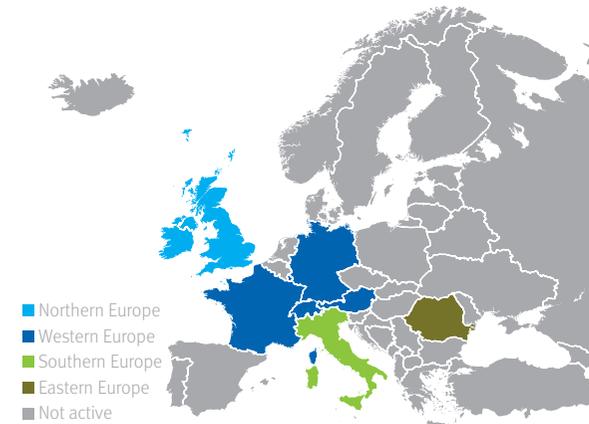
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

BOUYGUES ENERGIES & SERVICES



Paris, France
 Name of parent company: Bouygues Construction
 www.bouygues-es.com
 Currency of provided values: EUR



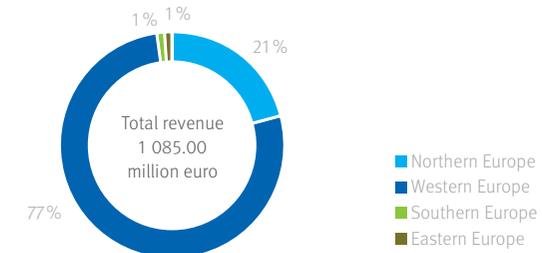
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	N/A	N/A
Europe	1 055.00	1 085.00
Northern Europe	230.00	230.00
Western Europe	825.00	840.00
Eastern Europe	0.00	5.00
Southern Europe	0.00	10.00

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	21 263	21 780
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, 2020



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

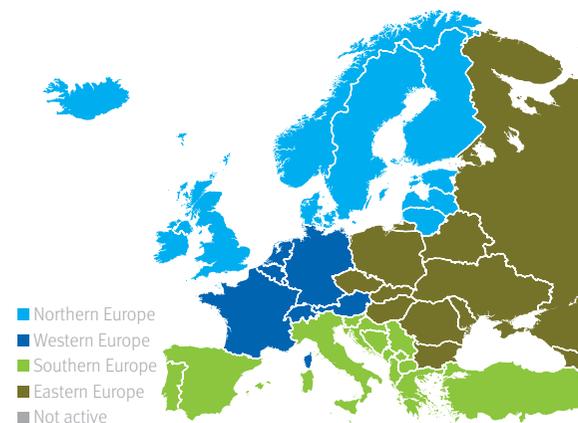
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2020 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	20.00	■					■						■
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	0.00												
United Kingdom	210.00	■	■	■	■	■	■	■	■	■	■	■	■
Sum	230.00												
WESTERN EUROPE													
Austria	5.00	■					■						■
Belgium	0.00												
France	460.00	■	■	■	■	■	■	■	■	■	■	■	■
Germany	45.00	■				■	■					■	■
Liechtenstein	10.00	■	■	■	■	■	■	■	■	■	■	■	■
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	320.00	■	■	■	■	■	■	■	■	■	■	■	■
Sum	840.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	0.00												
Moldova	0.00												
Poland	0.00												
Romania	5.00	■					■						■
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	5.00												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	10.00	■				■	■					■	■
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	10.00												
Total FM Revenue Europe	1 085.00												

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



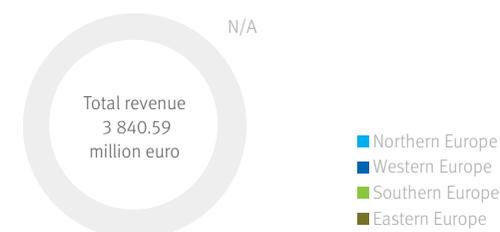
FM REVENUE

Revenue (in million EUR) ¹	2019	2020
Worldwide	11 953.00	12 911.67
Europe	3 966.33 ²	3 840.59
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	2019	2020
Worldwide	56 000	57 900
Europe	23 483 ²	22 000
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, 2020



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 0,84390 EUR per USD (date: 01.07.2021)
²Figures for EMEA (incl. Middle East, Africa)

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

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2020 (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	3841.00												

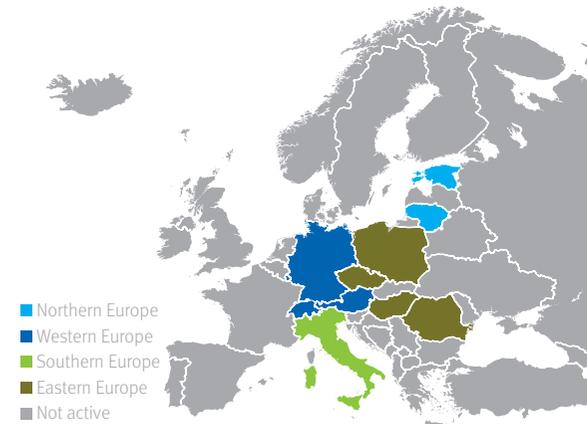
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

DUSSMANN GROUP



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



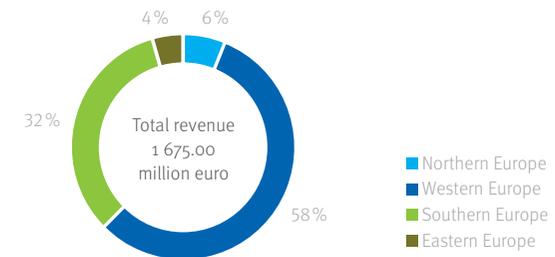
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	1 781.00	1 698.00
Europe	1 693.00	1 675.00
Northern Europe	85.00	105.00
Western Europe	930.00	961.00
Eastern Europe	87.00	73.00
Southern Europe	591.00	536.00

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	58 139	53 465
Europe	50 442	48 887
Northern Europe	1 590	1 582
Western Europe	27 049	25 660
Eastern Europe	4 326	4 140
Southern Europe	17 477	17 505

TOTAL REVENUE PER REGION, 2020



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 2020 (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	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	105.00												
WESTERN EUROPE													
Austria	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Belgium	0.00												
France	0.00												
Germany	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Liechtenstein	0.00												
Luxembourg	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Monaco	0.00												
Netherlands	0.00												
Switzerland	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Sum	961.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Hungary	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Moldova	0.00												
Poland	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Romania	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	73.00												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	N/A	■	■	■	■	■	■	■	■	■	■	■	■
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	536.00												
Total FM Revenue Europe	1 675.00												

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)

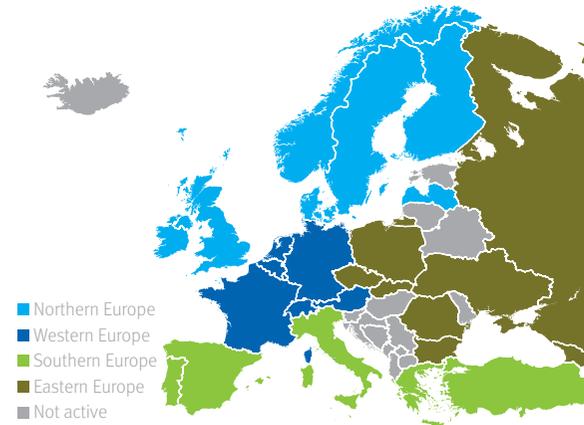


Brussels, Belgium

Name of parent company: European Customer Synergy S.A. (ECS)

www.ecsynergy.eu

Currency of provided values: EUR



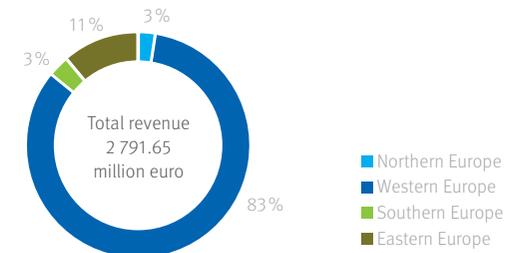
FM REVENUE

Revenue (in million EUR) ¹	2019	2020
Worldwide	3 900.00	2 800.00
Europe	3 900.00	2 791.65
Northern Europe	60.00	72.80
Western Europe	3 500.00	2 329.50
Eastern Europe	40.50	309.50
Southern Europe	189.00	79.85

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	135 000	135 000
Europe	135 000	135 000
Northern Europe	20 000	20 000
Western Europe	90 000	90 000
Eastern Europe	10 000	10 000
Southern Europe	15 000	15 000

TOTAL REVENUE PER REGION, 2020



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

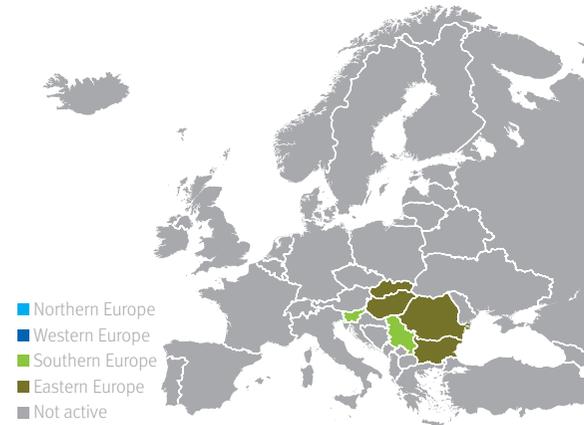
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2020 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE	Denmark	1.60	■	■	■	■	■	■					
	Estonia	0.00											
	Finland	1.70	■	■	■	■	■	■					
	Iceland	0.00											
	Ireland	31.00		■	■	■	■	■			■	■	■
	Latvia	N/A											
	Lithuania	0.00											
	Norway	1.00	■	■	■	■	■	■					
	Sweden	4.50	■	■	■	■	■	■					
	United Kingdom	33.00		■	■	■	■	■	■			■	■
Sum	72.80												
WESTERN EUROPE	Austria	32.50	■	■	■	■	■	■	■	■	■	■	■
	Belgium	93.00	■	■	■	■	■	■	■	■	■	■	■
	France	923.00	■	■	■	■	■	■	■	■	■	■	■
	Germany	1 200.00	■	■	■	■	■	■	■	■	■	■	■
	Liechtenstein	0.00											
	Luxembourg	18.00	■	■	■	■	■	■	■	■	■	■	■
	Monaco	0.00											
	Netherlands	62.00	■	■	■	■	■	■	■	■	■	■	■
	Switzerland	1.00	■	■	■	■	■	■	■	■	■	■	■
	Sum	2 329.50											
EASTERN EUROPE	Belarus	0.00											
	Bulgaria	3.00	■	■	■	■	■	■	■	■	■	■	■
	Czech Republic	26.00	■	■	■	■	■	■	■	■	■	■	■
	Hungary	0.00											
	Moldova	0.00											
	Poland	9.00	■	■	■	■	■	■	■	■	■	■	■
	Romania	1.00	■	■	■	■	■	■	■	■	■	■	■
	Russia	263.00	■	■	■	■	■	■	■	■	■	■	■
	Slovakia	3.00	■	■	■	■	■	■	■	■	■	■	■
	Ukraine	4.50	■	■	■	■	■	■	■	■	■	■	■
Sum	309.50												
SOUTHERN EUROPE	Albania	0.00											
	Bosnia and Herzegovina	0.00											
	Croatia	0.00											
	Greece	12.60		■	■	■	■	■		■	■	■	■
	Italy	61.00	■	■	■	■	■	■	■	■	■	■	■
	Kosovo	0.00											
	Malta	0.00											
	Montenegro	0.00											
	North Macedonia	0.00											
	Portugal	0.25	■	■	■	■	■	■					
	Serbia	0.00											
	Slovenia	0.00											
	Spain	6.00	■	■	■	■	■	■	■	■	■	■	■
	Turkey	N/A											
	Sum	79.85											
Total FM Revenue Europe	2 791.65												

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

Revenue values have been rounded

FIRST FACILITY

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



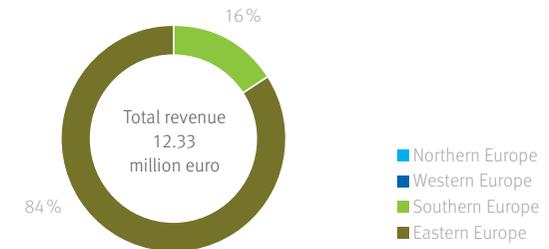
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	10.78	12.33
Europe	10.78	12.33
Northern Europe	0.00	0.00
Western Europe	0.00	0.00
Eastern Europe	9.10	10.32
Southern Europe	1.70	2.02

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	178	184
Europe	178	184
Northern Europe	0	0
Western Europe	0	0
Eastern Europe	148	149
Southern Europe	30	35

TOTAL REVENUE PER REGION, 2020



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 2020 (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	2.74	■	■	■	■	■	■	■	■	■	■	■	■
Czech Republic	0.00												
Hungary	5.70	■	■	■	■	■	■				■		■
Moldova	0.00												
Poland	0.00												
Romania	1.08	■	■	■	■	■	■	■	■	■	■	■	■
Russia	0.00												
Slovakia	0.81	■	■	■	■	■	■	■			■	■	■
Ukraine	0.00												
Sum	10.32												
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	1.73	■	■	■	■	■	■	■	■	■	■	■	■
Slovenia	0.29	■	■	■	■	■	■	■	■	■	■	■	■
Spain	0.00												
Turkey	0.00												
Sum	2.02												
Total FM Revenue Europe	12.33												

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

Revenue values have been rounded

GEGENBAUER HOLDING SE & CO. KG

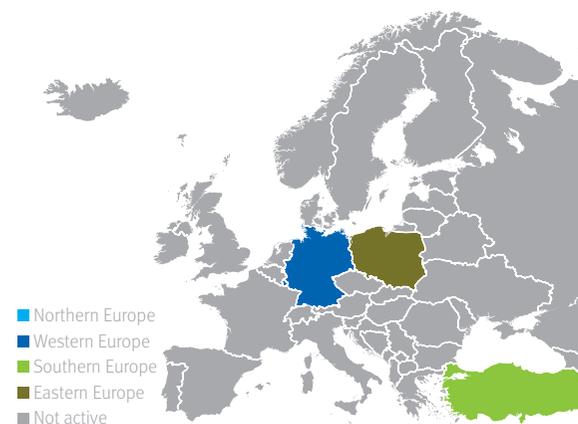
Berlin, Germany

Name of parent company: –

www.gegenbauer.de

Currency of provided values: EUR

Gegenbauer
Gebäude. Service. Menschen.



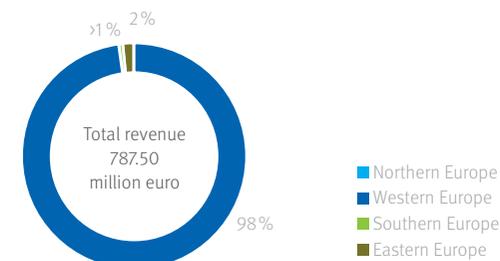
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	767.70	787.50
Europe	767.70	787.50
Northern Europe	0.00	0.00
Western Europe	748.50	771.10
Eastern Europe	13.70	12.40
Southern Europe	5.50	4.00

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	18 581	18 045
Europe	18 581	18 045
Northern Europe	0	0
Western Europe	17 951	17 434
Eastern Europe	399	390
Southern Europe	231	221

TOTAL REVENUE PER REGION, 2020



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 2020 (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	N/A	75%	75%	100%			75%						
Liechtenstein	0.00												
Luxembourg	N/A	75%		25%									
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	771.10												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	0.00												
Moldova	0.00												
Poland	N/A	75%	50%	100%			100%						
Romania	0.00												
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	12.40												
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	N/A	100%					25%						
Sum	4.00												
Total FM Revenue Europe	787.50												

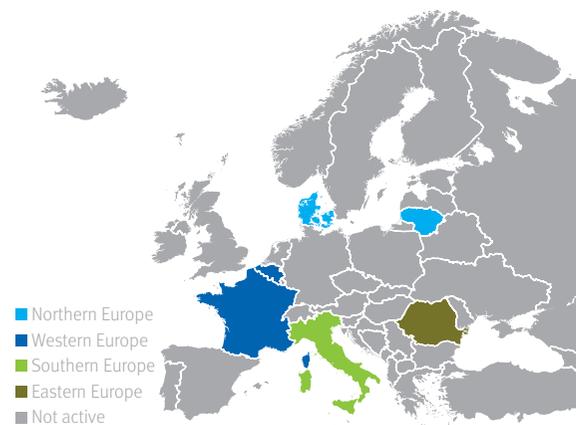
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

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



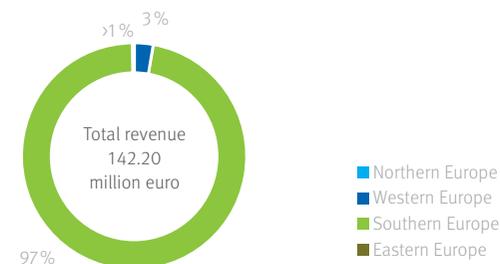
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	145.00	142.84
Europe	143.00	142.20
Northern Europe	4.00	0.00
Western Europe	2.00	4.02
Eastern Europe	1.00	0.05
Southern Europe	136.00	138.13

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	740	750
Europe	730	750
Northern Europe	30	5
Western Europe	0	0
Eastern Europe	0	0
Southern Europe	710	745

TOTAL REVENUE PER REGION, 2020



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 2020 (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	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.00												
Latvia	0.00												
Lithuania	N/A												
Norway	0.00												
Sweden	0.00												
United Kingdom	0.00												
Sum	0.00												
WESTERN EUROPE													
Austria	0.00												
Belgium	1.67												
France	2.35												
Germany	0.00												
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	0.00												
Sum	4.02												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	0.00												
Moldova	0.00												
Poland	0.00												
Romania	0.05												
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	0.05												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	138.13												
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	138.13												
Total FM Revenue Europe	142.20												

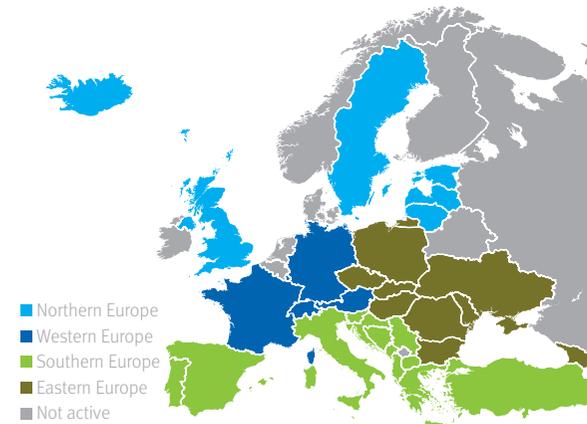
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded



GLOBE WILLIAMS INTERNATIONAL

Melbourne, Australia
 Name of parent company: Globe Williams PTY-LTD
 www.globewilliams.com
 Currency of provided values: EUR



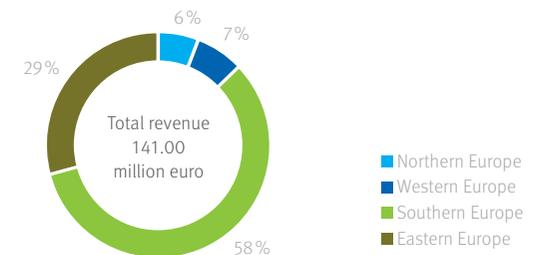
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	248.00	375.00
Europe	98.00	141.00
Northern Europe	6.50	8.80
Western Europe	7.90	9.60
Eastern Europe	29.60	41.50
Southern Europe	54.00	81.10

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	25 860	27 215
Europe	≈ 12 000	13 150
Northern Europe	≈ 500	580
Western Europe	≈ 600	675
Eastern Europe	≈ 3 800	4 245
Southern Europe	≈ 7 100	7 650

TOTAL REVENUE PER REGION, 2020



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 2020 (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	1.40												
Finland	0.00												
Iceland	0.60												
Ireland	0.00												
Latvia	0.80												
Lithuania	0.90												
Norway	0.00												
Sweden	0.90												
United Kingdom	4.20												
Sum	8.80												
WESTERN EUROPE													
Austria	0.80												
Belgium	0.60												
France	1.40												
Germany	4.40												
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	0.00												
Switzerland	2.40												
Sum	9.60												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	6.80												
Czech Republic	2.20												
Hungary	2.40												
Moldova	1.80												
Poland	7.40												
Romania	11.30												
Russia	0.00												
Slovakia	2.90												
Ukraine	6.70												
Sum	41.50												
SOUTHERN EUROPE													
Albania	2.40												
Bosnia and Herzegovina	0.60												
Croatia	2.80												
Greece	29.80												
Italy	5.90												
Kosovo	0.00												
Malta	1.20												
Montenegro	2.70												
North Macedonia	4.80												
Portugal	4.40												
Serbia	11.50												
Slovenia	2.20												
Spain	4.40												
Turkey	8.40												
Sum	81.00												
Total FM Revenue Europe	141.00												

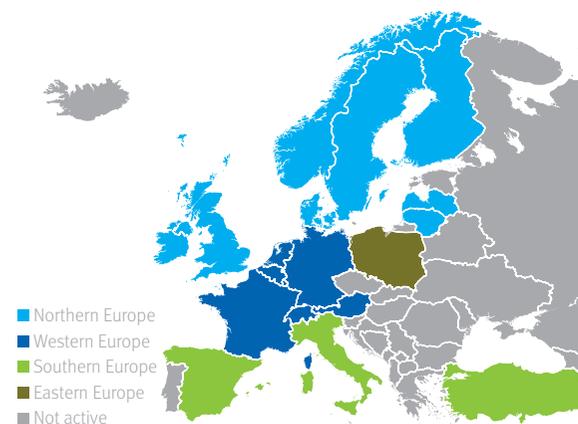
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

ISS



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



FM REVENUE

Revenue (in million EUR) ¹	2019	2020
Worldwide	10 448.83	9 389.80
Europe	7 407.23	6 761.33
Northern Europe	3 371.87	3 051.21
Western Europe	2 896.22	2 664.11
Eastern Europe	39.35	39.33
Southern Europe	1 100.01	1 006.69

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	471 056	378 946
Europe	209 320	194 505
Northern Europe	70 983	63 935
Western Europe	66 763	59 093
Eastern Europe	2 161	1 819
Southern Europe	69 413	69 658

TOTAL REVENUE PER REGION, 2020



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 0,13448 EUR per DKK (date: 01.07.2021)

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)

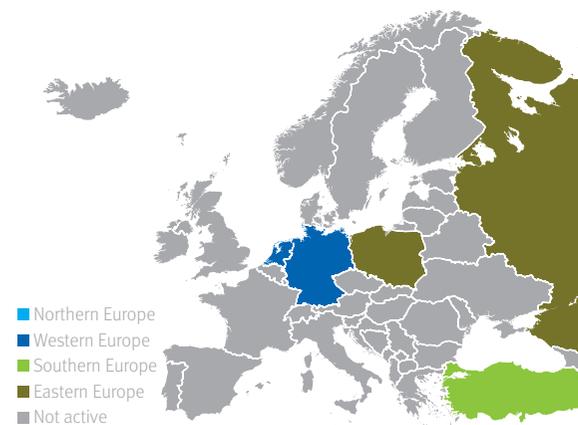
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2020 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	481.61												
Estonia	0.00												
Finland	412.91												
Iceland	0.00												
Ireland	74.93												
Latvia	0.62												
Lithuania	7.34												
Norway	398.24												
Sweden	366.72												
United Kingdom	1 308.85												
Sum	3 051.21												
WESTERN EUROPE													
Austria	260.35												
Belgium	332.99												
France	423.90												
Germany	738.66												
Liechtenstein	0.00												
Luxembourg	22.93												
Monaco	0.00												
Netherlands	174.44												
Switzerland	710.84												
Sum	2 664.11												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	0.00												
Moldova	0.00												
Poland	39.33												
Romania	0.00												
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	39.33												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	77.27												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.00												
Serbia	0.00												
Slovenia	0.00												
Spain	567.58												
Turkey	361.84												
Sum	1 006.69												
Total FM Revenue Europe	6 761.33												

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
Name of parent company: –
www.klueh.de
Currency of provided values: EUR



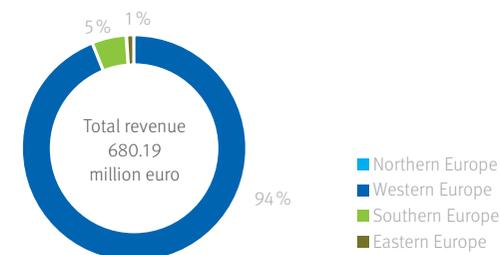
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	851.76	807.08
Europe	709.05	680.19
Northern Europe	0.00	0.00
Western Europe	666.69	639.51
Eastern Europe	9.86	9.40
Southern Europe	32.50	31.28

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	52 598	49 341
Europe	25 105	24 299
Northern Europe	0	0
Western Europe	20 368	18 078
Eastern Europe	1 475	1 502
Southern Europe	3 262	3 090

TOTAL REVENUE PER REGION, 2020



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 2020 (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	631.32		25%	75%	25%		25%	50%		25%	25%		25%
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	8.20		25%	75%	25%		25%	25%		25%	25%		25%
Switzerland	0.00												
Sum	639.51												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.00												
Hungary	0.00												
Moldova	0.00												
Poland	8.03		25%	75%	25%		25%	25%		25%	25%		25%
Romania	0.00												
Russia	1.37		25%	75%	25%		25%	25%		25%	25%		25%
Slovakia	0.00												
Ukraine	0.00												
Sum	9.40												
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	31.28		25%	75%	25%		25%	50%		25%	25%		25%
Sum	31.28												
Total FM Revenue Europe	680.19												

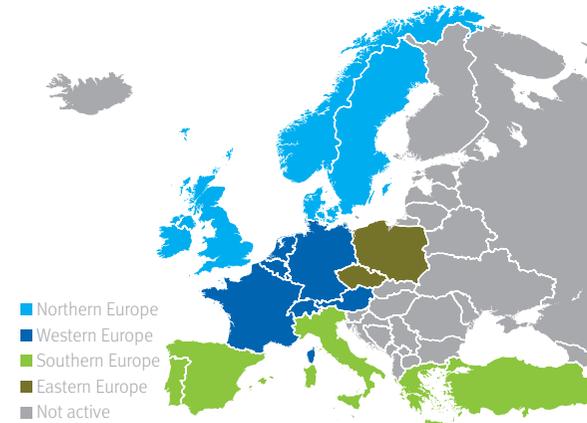
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded



MACE (OPERATE GROUP)

London, UK
 Name of parent company: MACE Group LIMITED
 www.macegroup.com
 Currency of provided values: GBP¹



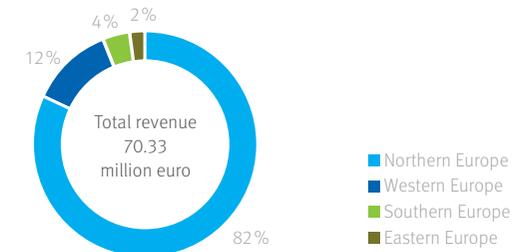
FM REVENUE

Revenue (in million EUR) ¹	2019	2020
Worldwide	166.28	141.86
Europe	89.00	70.33
Northern Europe	69.29	57.58
Western Europe	12.59	8.69
Eastern Europe	2.32	1.39
Southern Europe	4.80	2.68

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	1 013	981
Europe	449	413
Northern Europe	363	329
Western Europe	54	52
Eastern Europe	14	12
Southern Europe	18	20

TOTAL REVENUE PER REGION, 2020



WORLD GEOGRAPHICAL PRESENCE

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

¹Converted from GBP to EUR at an exchange rate of 1.1613 EUR per GBP (date: 01.07.2021)

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

	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2020 (In million EUR)**	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.12												
Estonia	0.00												
Finland	0.00												
Iceland	0.00												
Ireland	0.59												
Latvia	0.00												
Lithuania	0.00												
Norway	0.01												
Sweden	0.19												
United Kingdom	56.67												
Sum	57.58												
WESTERN EUROPE													
Austria	0.31												
Belgium	0.56												
France	2.37												
Germany	2.66												
Liechtenstein	0.00												
Luxembourg	0.22												
Monaco	0.00												
Netherlands	1.70												
Switzerland	0.87												
Sum	8.69												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	0.12												
Hungary	0.00												
Moldova	0.00												
Poland	1.27												
Romania	0.00												
Russia	0.00												
Slovakia	0.00												
Ukraine	0.00												
Sum	1.39												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.01												
Italy	1.06												
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	0.29												
Serbia	0.00												
Slovenia	0.00												
Spain	1.32												
Turkey	0.00												
Sum	2.68												
Total FM Revenue Europe	70.33												

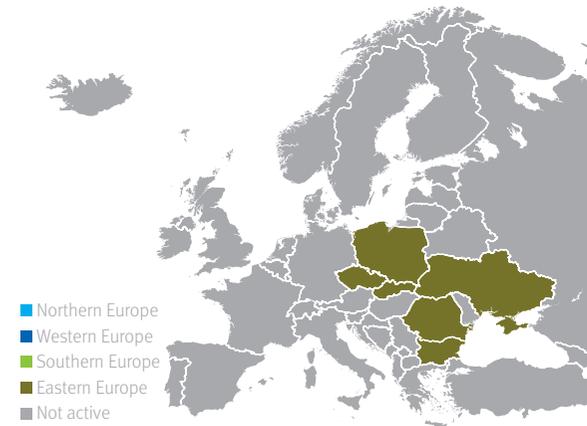
Insourcing rate of offered services: Service is not offered 0% 25% 50% 75% 100%

Revenue values have been rounded



OKIN FACILITY

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



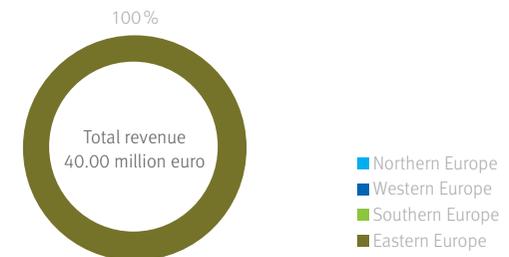
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	N/A	N/A
Europe	N/A	40.00
Northern Europe	N/A	0.00
Western Europe	N/A	0.00
Eastern Europe	N/A	40.00
Southern Europe	N/A	0.00

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	2 900	3 000
Europe	2 900	3 000
Northern Europe	0	0
Western Europe	0	0
Eastern Europe	2 900	3 000
Southern Europe	0	0

TOTAL REVENUE PER REGION, 2020



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 2020 (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	3.00	25%	75%	100%	50%								
Czech Republic	26.00	25%	75%	100%	50%								
Hungary	0.00												
Moldova	0.00												
Poland	2.50	25%	75%	100%	50%								
Romania	1.00	25%	75%	100%	50%								
Russia	0.00												
Slovakia	3.00	25%	75%	100%	50%								
Ukraine	4.50	25%	75%	100%	50%								
Sum	40.00												
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	40.00												

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

Revenue values have been rounded

REIWAG BUILDING SUPPORT SERVICES

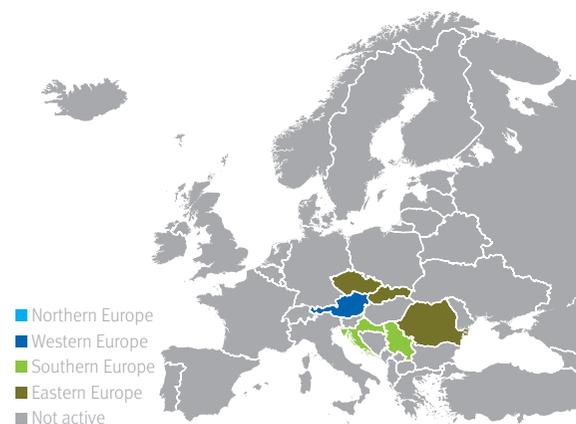


Vienna, Austria

Name of parent company: REIWAG FACILITY SERVICES GmbH

www.reiwag.com

Currency of provided values: EUR



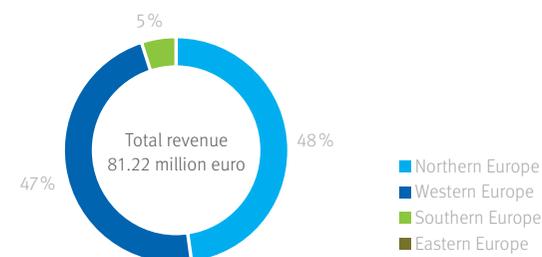
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	82.50	81.22
Europe	82.50	81.22
Northern Europe	0.00	0.00
Western Europe	38.86	38.95
Eastern Europe	39.29	37.98
Southern Europe	4.35	4.29

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	2 866	2 980
Europe	2 866	2 980
Northern Europe	0	0
Western Europe	1 550	1 580
Eastern Europe	1 124	1 207
Southern Europe	192	193

TOTAL REVENUE PER REGION, 2020



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

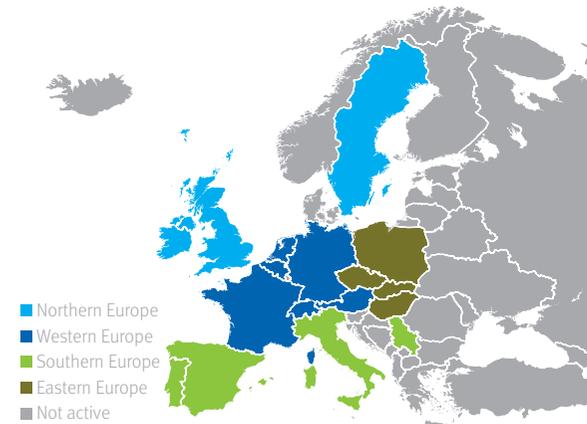
	FINANCIAL	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION						
	FM Revenue 2020 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability
NORTHERN EUROPE													
Denmark	0.00												
Estonia	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	38.95	■	■	■	■	■	■	■		■	■		■
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	38.95												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	17.89	■	■	■				■					■
Hungary	0.00												
Moldova	0.00												
Poland	0.00												
Romania	19.12	■	■	■	■	■	■	■		■	■		■
Russia	0.00												
Slovakia	0.97	■	■	■			■	■	■	■			
Ukraine	0.00												
Sum	37.98												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	4.01	■	■	■	■	■	■	■		■	■	■	■
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	4.29												
Total FM Revenue Europe	81.22												

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

Revenue values have been rounded

FR SAUTER AG SCHWEIZ

Basel, Switzerland
Name of parent company: –
www.sauter-fm.com
Currency of provided values: EUR



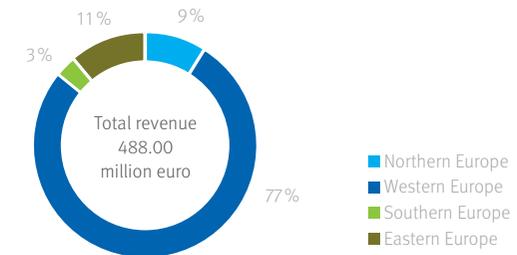
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	461.00	488.00
Europe	461.00	488.00
Northern Europe	44.00	43.00
Western Europe	363.00	376.00
Eastern Europe	20.00	17.00
Southern Europe	34.00	52.00

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	2 490	2 432
Europe	2 490	2 432
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, 2020



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 2020 (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	20.00	■	■	■	■	■	■		■	■	■	■	■
Latvia	0.00												
Lithuania	0.00												
Norway	0.00												
Sweden	3.00	■	■	■	■	■	■		■	■	■	■	■
United Kingdom	20.00	■	■	■	■	■	■		■	■	■	■	■
Sum	43.00												
WESTERN EUROPE													
Austria	18.00	■	■	■	■	■	■		■	■	■	■	■
Belgium	2.00	■	■	■	■	■	■		■	■	■	■	■
France	22.00	■	■	■	■	■	■		■	■	■	■	■
Germany	284.00	■	■	■	■	■	■		■	■	■	■	■
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	10.00	■	■	■	■	■	■		■	■	■	■	■
Switzerland	40.00	■	■	■	■	■	■		■	■	■	■	■
Sum	376.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	7.00	■	■	■	■	■	■		■	■	■	■	■
Hungary	4.00	■	■	■	■	■	■		■	■	■	■	■
Moldova	0.00												
Poland	3.00	■	■	■	■	■	■		■	■	■	■	■
Romania	0.00												
Russia	0.00												
Slovakia	3.00	■	■	■	■	■	■		■	■	■	■	■
Ukraine	0.00												
Sum	17.00												
SOUTHERN EUROPE													
Albania	0.00												
Bosnia and Herzegovina	0.00												
Croatia	0.00												
Greece	0.00												
Italy	40.00	■	■	■	■	■	■		■	■	■	■	■
Kosovo	0.00												
Malta	0.00												
Montenegro	0.00												
North Macedonia	0.00												
Portugal	2.00	■	■	■	■	■	■		■	■	■	■	■
Serbia	3.00	■	■	■	■	■	■		■	■	■	■	■
Slovenia	0.00												
Spain	7.00	■	■	■	■	■	■		■	■	■	■	■
Turkey	0.00												
Sum	52.00												
Total FM Revenue Europe	488.00												

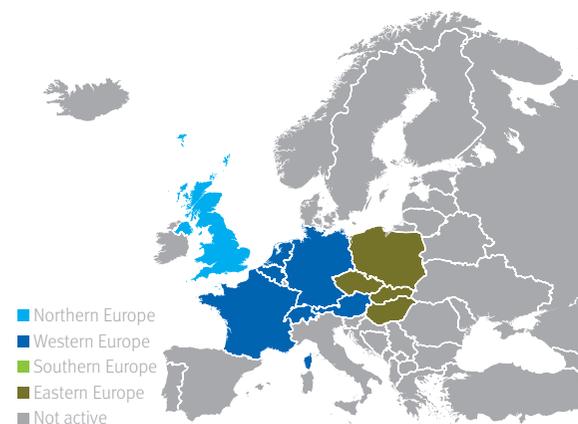
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded

SPIE SA



Cergy-Pontoise Cedex, France
 Name of parent company: –
 www.spie.com
 Currency of provided values: EUR



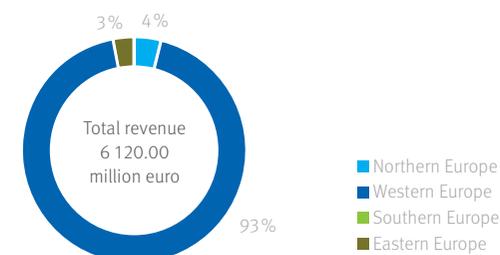
FM REVENUE

Revenue (in million EUR) ¹	2019	2020
Worldwide	6 900.00	6 600.00
Europe	6 400.00	6 120.00
Northern Europe	N/A	225.00
Western Europe	N/A	5 690.00
Eastern Europe	N/A	205.00
Southern Europe	N/A	0.00

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	47 200	45 470
Europe	44 200	42 300
Northern Europe	N/A	2 000
Western Europe	N/A	38 500
Eastern Europe	N/A	1 800
Southern Europe	0	0

TOTAL REVENUE PER REGION, 2020



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 2020 (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	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Sum	225.00												
WESTERN EUROPE													
Austria	N/A	■				■							
Belgium	N/A	■	■		■	■			■	■			■
France	N/A	■	■	■	■	■	■	■	■	■		■	■
Germany	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Liechtenstein	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	N/A	■			■	■	■		■				■
Switzerland	N/A	■	■	■	■	■	■	■	■	■	■	■	■
Sum	5 690.00												
EASTERN EUROPE													
Belarus	0.00												
Bulgaria	0.00												
Czech Republic	N/A	■	■		■	■			■	■			
Hungary	N/A	■	■		■	■			■	■			
Moldova	0.00												
Poland	N/A	■	■	■	■	■	■	■	■	■			■
Romania	0.00												
Russia	0.00												
Slovakia	N/A	■	■		■	■			■	■			
Ukraine	0.00												
Sum	205.00												
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	6 120.00												

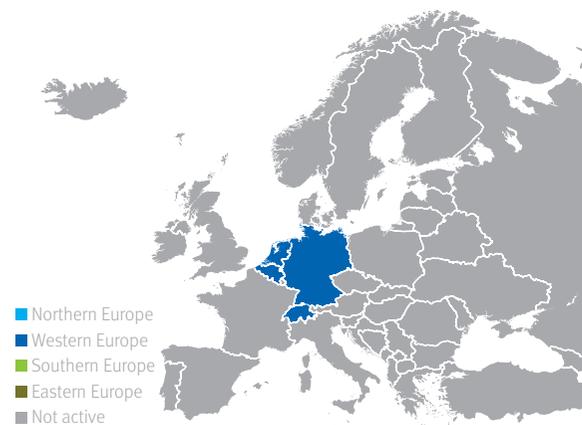
Insourcing rate of offered services: □ Service is not offered ■ 0% ■ 25% ■ 50% ■ 75% ■ 100%

Revenue values have been rounded



VEBEGO INTERNATIONAL V.A.

Voerendaal, Netherlands
 Name of parent company: –
 www.vebego.com
 Currency of provided values: EUR



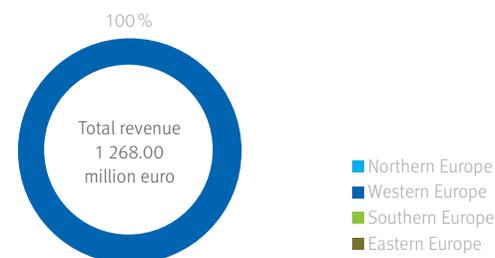
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	1 231.00	1 268.00
Europe	1 231.00	1 268.00
Northern Europe	0.00	0.00
Western Europe	1 231.00	1 268.00
Eastern Europe	0.00	0.00
Southern Europe	0.00	0.00

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	36 118	34 091
Europe	36 118	34 091
Northern Europe	0	0
Western Europe	36 118	34 091
Eastern Europe	0	0
Southern Europe	0	0

TOTAL REVENUE PER REGION, 2020



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 2020 (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	191.00												
France	0.00												
Germany	92.00												
Liechtenstein (incl. in CH)	0.00												
Luxembourg	0.00												
Monaco	0.00												
Netherlands	748.00												
Switzerland	237.00												
Sum	1 268.00												
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	1268.00												

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

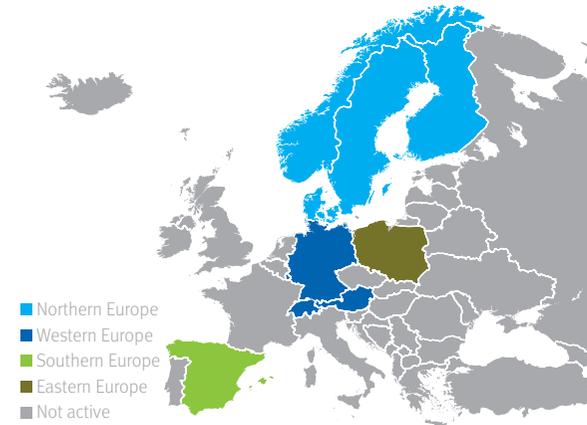
Revenue values have been rounded

WISAG

(WISAG FACILITY SERVICE HOLDING + WISAG SERVICE HOLDING EUROPA)



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



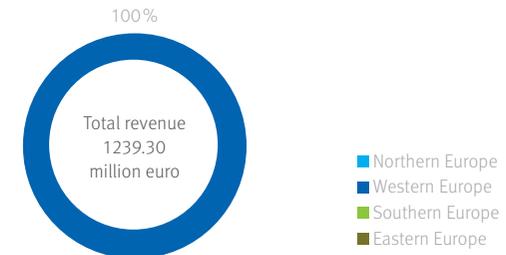
FM REVENUE

Revenue (in million EUR)	2019	2020
Worldwide	1 232.00	1 239.30
Europe	1 232.00	1 239.30
Northern Europe	6.00	7.60
Western Europe	1 221.00	1 227.20
Eastern Europe	5.00	3.40
Southern Europe	1.00	1.10

EMPLOYEES PER REGION

Employees	2019	2020
Worldwide	34 500	33 650
Europe	34 500	33 650
Northern Europe	100	150
Western Europe	34 000	33 200
Eastern Europe	350	250
Southern Europe	50	50

TOTAL REVENUE PER REGION, 2020



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 2020 (In million EUR)	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	
NORTHERN EUROPE	Denmark	1.40	75%	100%	100%	75%	50%	50%					75%	
	Estonia	0.00												
	Finland	1.70	75%	100%	100%	75%	50%	50%					75%	
	Iceland	0.00												
	Ireland	0.00												
	Latvia	0.00												
	Lithuania	0.00												
	Norway	0.70	75%	100%	100%	75%		50%	50%					75%
	Sweden	3.80	75%	100%	100%	75%		50%	50%					75%
	United Kingdom	0.00												
Sum	7.60													
WESTERN EUROPE	Austria	32.00	100%	100%	100%	75%	75%	25%		75%			75%	
	Belgium	0.00												
	France	0.00												
	Germany	1 177.00	100%	100%	100%	100%	100%	100%		75%		50%	100%	
	Liechtenstein	0.00												
	Luxembourg	17.70	100%	100%	100%	75%		75%	50%				75%	
	Monaco	0.00												
	Netherlands	0.00												
	Switzerland	0.50	75%	100%	100%	75%		50%	50%				75%	
	Sum	1 227.20												
EASTERN EUROPE	Belarus	0.00												
	Bulgaria	0.00												
	Czech Republic	0.00												
	Hungary	0.00												
	Moldova	0.00												
	Poland	3.40	75%	100%	100%	75%		75%	50%				75%	
	Romania	0.00												
	Russia	0.00												
	Slovakia	0.00												
	Ukraine	0.00												
Sum	3.40													
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	1.10	75%	100%	100%	75%		75%	50%		100%		75%	
	Turkey	0.00												
	Sum	1.10												
Total FM Revenue Europe	1 239.30													

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-service.com
 Currency of provided values: EUR

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		6 472.00	✓	✓	✓	✓
Employees		2020				
Worldwide		38 360				



ADVENIS GROUP

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		69.60	✓	–	–	–
Employees		2020				
Worldwide		300				



APELONA

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		2 000.00	✓	✓	✓	✓
Employees		2020				
Worldwide		20 000				



CAVERION

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		2 154.90	✓	✓	✓	–
Employees		2020				
Worldwide		15 160				

Values have been rounded

Short Company Profiles



COOR

Knarrarnäsgatan, Sweden
www.coor.se
 Currency of provided values: SEK¹

Revenue (in million EUR)	2020	West	North	East	South
Worldwide	943.75	–	✓	–	–
Employees	2020				
Worldwide	9 140				



CRESA

Washington, United States
www.cresa.com
 Currency of provided values: USD¹

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	253.17	✓	✓	✓	✓
Employees	2019				
Worldwide	1 140				



CUSHMAN & WAKEFIELD

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

Revenue (in million EUR)	2020	West	North	East	South
Worldwide	6 582.42	✓	✓	✓	✓
Employees					
Worldwide	50 000				



DORFNER GMBH & CO. KG

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

Revenue (in million EUR)	2020	West	North	East	South
Worldwide	269.00	✓	–	✓	–
Employees	2019				
Worldwide	5 830				

¹Converted into EUR at the exchange rate on 1 July 2021

Values have been rounded

Short Company Profiles



EIFFAGE GROUP

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide	16 300.00		✓	✓	✓	✓
Employees		2020				
Worldwide	72 000					



FACILICOM GROUP

Schiedam, Netherlands
www.facicom.com
 Currency of provided values: EUR

Revenue (in million EUR)		2019	West	North	East	South
Worldwide	1 255.11		✓	✓	–	–
Employees		2018				
Worldwide	30 157					



FERROVIAL

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide	6 341.00		–	✓	✓	✓
Employees		2020				
Worldwide	80 120					



FOUR FM AB

Örebro, Sweden
www.fourfm.com
 Currency of provided values: EUR

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

Values have been rounded

Short Company Profiles



GRUPO EULEN

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

Revenue (in million EUR)		2019	West	North	East	South
Worldwide		1 585.00	✓	✓	✓	✓
Employees		2019				
Worldwide		81 710				



GSH GROUP

Parsippany, United States
www.gshgroup.com

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



JLL (JONES LANG LASALLE)

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		14 000.30	✓	✓	✓	✓
Employees		2020				
Worldwide		91 000				



KESZ GROUP

Budapest, Hungary
www.kesz.hu

Revenue (in million EUR)			West	North	East	South
Worldwide		N/A	✓	–	✓	✓
Employees						
Worldwide		2 000				

¹Converted into EUR at the exchange rate on 1 July 2021

Values have been rounded

Short Company Profiles



MITIE

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		2 524.32	–	✓	–	–
Employees		2020				
Worldwide		47 500				



OCS

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		1 070.72	–	✓	–	–
Employees		2020				
Worldwide		72 000				



REKEEP

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		1 081.39	✓	–	✓	✓
Employees		2020				
Worldwide		28 000				



SAMSIC

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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		2 700.00	✓	✓	✓	✓
Employees		2020				
Worldwide		93 000				

¹Converted into EUR at the exchange rate on 1 July 2021

Values have been rounded

Short Company Profiles

SIMACEK FACILITY MANAGEMENT GROUP



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

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

SKANSKA AB



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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide	15 777.85		–	✓	✓	–
Employees		2020				
Worldwide	35 030					

SODEXO



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

Revenue (in million EUR)		2020	West	North	East	South
Worldwide	19 321.00		✓	✓	✓	✓
Employees		2020				
Worldwide	420 000					

STRABAG SE



Wien, Austria
www.strabag.com
 Currency of provided values: EUR

Revenue (in million EUR)		West	North	East	South
Worldwide	14 749.74	✓	✓	✓	✓
Employees					
Worldwide	74 340				

¹Converted into EUR at the exchange rate on 1 July 2021

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				

VINCI GROUP



Rueil-Malmaison Cede, France
www.vinci.com
Currency of provided values: EUR

Revenue (in million EUR)		2020	West	North	East	South
Worldwide		43 234.00	✓	✓	✓	✓
Employees						
Worldwide		219 400				

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.

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