



# EUROPEAN FM PROVIDER REPORT

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2020



**DREES &  
SOMMER**

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# INTRODUCTION

As the world becomes ever more global, the way large international companies look to acquire services has also become more global and streamlined. Increasingly, such companies look to focus on their core business and to find ways of passing the task of supporting that core business to others through establishing long-term strategic partnerships with, for example, an international FM provider. The trend towards bundling more services into international framework agreements is a growing one whether on a country by country, regional or global basis.

**Here are some frequently asked questions from a number of our corporate clients:**

- › What kind of tendering strategy should we adopt for services in different countries?
- › A tendering strategy has to fit the provider structure in each country. But what's the set-up like in the European market? What services are on offer? And who can provide a professional service?
- › Which provider has a proven track record of providing services across several countries?
- › Are there potential partners who can genuinely act as a Europe-wide partner? And if so, who are they?
- › We've got to think global but act local, yet we'd also like to consolidate our strategic partners – just like we do in our core business – and set this up at an international level. How can we do this? And with whom?

This report seeks to provide some of the answers and is made freely available to the market as our contribution to increasing transparency and professionalism in the FM sector.

**Given our experience in meeting our client's needs and in completing many successful projects in the last few years, we know that:**

CURRENTLY, THE EUROPEAN FM PROVIDER MARKET LACKS TRANSPARENCY DUE TO LACK OF DATA. CLIENTS WOULD LIKE TO HAVE AN OVERVIEW OF POTENTIAL STRATEGIC PARTNERS, AND FM SUPPLIERS WOULD LIKE A PLACE TO DISPLAY THEIR INTERNATIONAL CREDENTIALS.

At the moment, global and/or European contracts are a relatively small part of the market but we see their number and the value of the tenders increasing year on year.

If a company is interested in an international or even just a national FM sourcing strategy, the right market data would need to be pulled together from scratch, which is generally quite a time-consuming process. This report aims to enable companies to skip this step, give clients greater transparency about the current FM provider market and offer FM providers the opportunity to showcase their international credentials.

It is still necessary to assess, on a case-by-case basis, whether a national or international sourcing strategy meets the current circumstances and is right for a specific company. But in creating transparency in terms of European FM providers, the report provides a solid basis for evaluating the right strategy between clients and service providers and will help towards defining a concrete sourcing strategy.

The European FM Provider Report has been created together with our partner, the Royal Institution of Chartered Surveyors (RICS). The current report contains an in-depth analysis and summary for 21 FM service providers, as well as an overview of a further 28 service providers. In the future, the report will be updated on a cyclical basis; enriched with more information and the latest trends in international sourcing.

In addition, an online database is already in the pipeline which will provide daily, up-to-date data as well as offering a detailed analysis of specific countries or special services.

Thank you for expressing an interest in this report and the FM industry in general. We'd love to keep you updated about national and international FM trends, solutions and approaches in the future. We hope you enjoy reading the report.

Christoph Heer & Thomas Häusser



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**Christoph Heer,**  
Associate Partner and  
Managing Director,  
Drees & Sommer Switzerland

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**Thomas Häusser,**  
Partner at  
Drees & Sommer SE

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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 & infrastructure to services in the area of people & 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 49 FM providers that fulfilled these criteria.

In total 49 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 28 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.

# GLOBAL FM CONTRACTS – THE PROS AND CONS

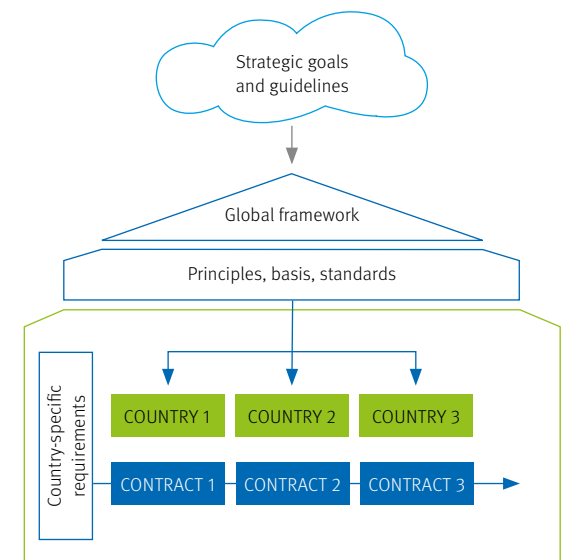
OUR CLIENTS OFTEN ASK US WHETHER THEY SHOULD LOOK FOR AN FM SUPPLIER WHO CAN PROVIDE A GLOBAL OR EUROPEAN SERVICE AND IF SO, WHAT ARE THE ADVANTAGES AND POSSIBLE PITFALLS TO CONSIDER.

## Global or local?

Both large corporates and FM service providers are under pressure to cut costs and drive efficiencies. The large occupiers of space across the globe seek an FM service that provides value for money, of the quality promised and ideally with as few individual contracts to manage as possible. This trend is only likely to strengthen and in response, the large FM providers are getting even larger often through mergers and acquisitions to enable them to provide a wider range of services across a greater number of countries. The market is seeing an increasing number of these global integrated FM contracts and there are clear benefits, but what are the pros and cons to consider.

## Opportunities and pitfalls

There is a huge range of global agreements available to be negotiated in the market. It all depends on what the customer wants to achieve. Some can be as simple as general agreements between customer and supplier setting basic conditions that will apply in all countries. Others can be in-depth catalogues of services, with standardised service delivery expectations and processes to be implemented by the contractor across all countries. Somewhere in the middle of this spectrum are global framework agreements – a tried-and-tested option. They define the basic conditions and processes that need to be adopted at an international level (e.g. reporting, key performance indicators, ordering processes etc.) but do not specify how services should operate at a local level. These are covered by separate contracts covering each region or country.



### How to make it work

For a successful transition to a global framework for delivery of FM services both the customer and the supplier need to be clear on the parameters, their aims, and intentions. The more comprehensive the global framework is, the more international the organizational set-up has to be from the supplier and client's side in terms of structures and processes. This is the only way to avoid inconsistencies or duplication and achieve optimal results in terms of efficiency, costs, and quality. On the client-side, there needs to be a cross-border structure for managing and coordinating the FM services requested and received. Similarly, the supplier-side needs regional structures in order to ensure proper management and coordination of delivery. Without these, it will be almost impossible to implement and manage a global approach. One absolute essential is ensuring that a global agreement is legally workable in all countries. Problems can arise if delivery of the agreed service is through an affiliate or subsidiary with unclear division of roles and responsibilities and where ultimate responsibility is therefore uncertain. There can also be problems if the law in a particular country either limits the ability to deliver the terms of an international contract or, in extreme circumstances, renders it void. The buyer of services also needs to be sure the provider is truly in a position to work in a coordinated way across borders – whatever they may say about their “global” or “regional” set-up.

Last but not least, we should emphasise the benefits of agreeing longer-term contracts (5-7 years) that enable the buyer of the services (usually a large corporate) to ensure the FM services supplied align and support the company's strategy and objectives. Equally, a longer-term contract gives the FM supplier the security to undertake the investments necessary for that contract and any restructuring and optimization that could drive further cost savings on behalf of the client.

### In summary:

We have touched on only some of the aspects of global, integrated FM contracts and the challenges involved. They are only the building blocks onto which a whole host of individual projects and company-specific factors have to be added. There are a range of hurdles to creating a successful global contract, such as setting up an effective project team, agreeing achievable goals, an internal appetite for change, appropriate and effective legal conditions, the right skill sets on the supplier side and client-side, suitable organizational structures etc. However, if these can be overcome, there is significant potential for reducing costs, increasing efficiency, and enhancing user satisfaction. All of these positive benefits can be amplified by bringing in external experts with relevant knowledge and expertise.



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Dr. Jan Hendrik Lukowski,  
Consultant  
Drees & Sommer Schweiz AG

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# WHY FACILITY MANAGEMENT HAS TO BE CONSIDERED A STRATEGIC RESOURCE

AS I WRITE THIS OUR SOCIETY FACES A CHALLENGING AND UNCERTAIN FUTURE. COVID-19 WILL HAVE FAR-REACHING CONSEQUENCES. FROM THE WAY WE CHOOSE TO LIVE AND INTERACT, TO THE WAY WE RECONCILE AND PRIORITISE ISSUES OF PUBLIC AND PRIVATE INTEREST, OUR SHORT-TERM CHOICES ARE NOW DEFINING WHAT LONG-TERM OUTCOMES ARE POSSIBLE ACROSS SWATHES OF OUR SOCIAL AND ECONOMIC ACTIVITIES.

Nowhere is this more true than in Facility Management, where professionals have kept key workers safe and productive through their management of hospitals, schools and critical transport infrastructure. As we look forward, they will be helping all of us with the practical steps to getting back to living and working together, and to feel safe and confident as we do so.

It is clear that in 2020 the world of FM is dynamic and evolving but also at a crossroads in its development. Even before COVID-19, rapid progress in technology, the environment, and the changing nature of work have demonstrated that the opportunities for the profession are almost limitless. These trends have simply been accelerated.

RICS professionals are key to the ongoing creation of the “new workspace”, delivering confidence to clients, employers and employees alike. Indeed, across the world, millions of people will be relying on the expertise of property professionals to ensure that the buildings they use on a daily basis are safe environments, while businesses will also be relying on the same people to ensure their offices are productive environments.

As a truly global profession it is essential that we collaborate and share our experiences, not only to manage the current crisis but also to ensure that in the future we are better prepared.



RICS recognises the opportunities that exist in FM and we aim to transform FM through consistent, global professional standards to reduce inconsistency and fragmentation of strategy across the lifecycle of the built environment. Together we will improve consistency and transparency in the property information available and enhance the work of FM professionals across the globe. In autumn 2020, RICS published a global standard, on Procurement of FM which provides guidance on the various factors that need to be considered throughout a procurement process, including activities and key decisions during planning, procurement and post-procurement.

Much has been said about the need for FM to be a strategic resource and it is true to say that if FM is not authentically aligned to the corporate values and mission of an organisation and its people then it simply cannot deliver sustainable value.

But, if FM is really to take a step beyond its “Cinderella” role to become part of the leadership function shaping and driving an organisation’s corporate mission and values then FM leaders must utilise data and technology to create compelling evidence on the impact FM can have and communicate this to their peers and senior business executives.

COVID -19 has clarified and crystalized much that we may already have known about the critical role that our professionals play, as well as the sheer range and breadth of our responsibility. It has also changed how we, as a society, view buildings. Looking forward, buildings will still play a crucial role in our work and leisure and will remain an environment where people will come together to share ideas, collaborate and enjoy each other’s company.

The future for FM is bright and we look forward to the renewed acknowledgement of FM’s value as the sector continues to grow and develop.



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**Paul Bagust**  
RICS Global Property  
Standards Director

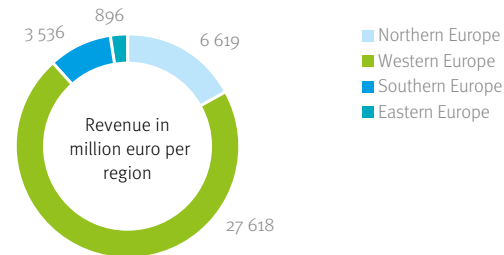
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# OVERVIEW OF EUROPEAN FM PROVIDERS PARTICIPATING IN THE SURVEY

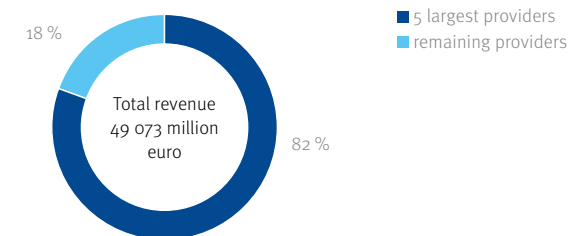
# OVERVIEW OF EUROPEAN FM PROVIDERS

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.

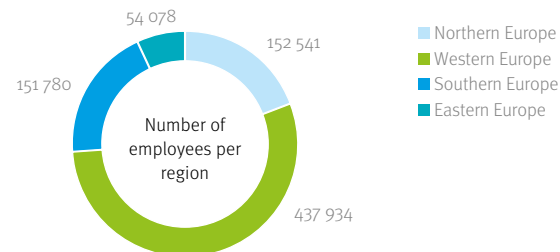
TOTAL REVENUE OF PROVIDERS IN EUROPE\*



TOTAL REVENUE OF THE LARGEST PROVIDERS IN EUROPE\*



TOTAL NUMBER OF EMPLOYEES OF PROVIDERS IN EUROPE\*



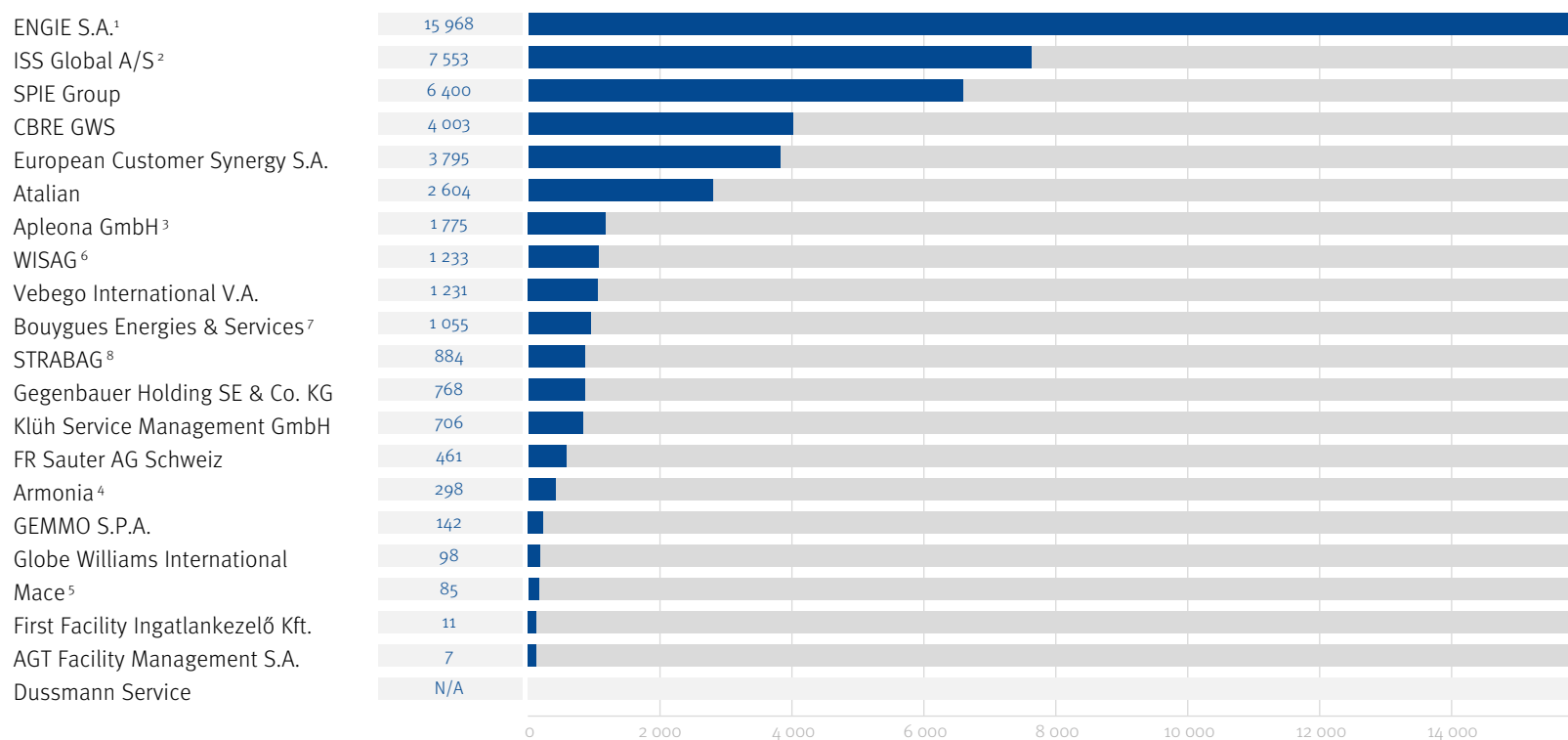
From the total revenue, it is apparent that the majority of the revenue generated comes from Western Europe. The same trend is also clearly visible in the total number of employees. One reason for this could possibly be that there are fewer large, integrated providers in Southern Europe; instead, there 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. Northern Europe is in second place in terms of total revenue and the total number of employees.

\*Only 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)



<sup>1</sup>Revenues in the FM sector; revenues of the following countries are not included: Denmark, Finland, Iceland, Norway, Sweden, Bulgaria, Russia. <sup>2</sup>Revenue of the following country is not included: Greece. <sup>3</sup>Revenues of the following countries are not included: Liechtenstein, Hungary, Portugal. <sup>4</sup>Revenue of the following country is not included: Ireland. <sup>5</sup>Converted into EUR at the exchange rate on 1 October 2020. <sup>6</sup>WISAG Facility Service Holding, WISAG Service Holding Europa. <sup>7</sup>Bouygues Energies & Services Schweiz AG. <sup>8</sup>STRABAG Property and Facility Services GmbH

Values have been rounded



# OVERVIEW OF EUROPEAN FM PROVIDERS

## REVENUE IN NORTHERN EUROPE (IN MILLION EURO)

ISS Global A/S <sup>1</sup>	3 352	<div></div>
ENGIE S.A. <sup>2</sup>	1 840	<div></div>
Atalian	798	<div></div>
Bouygues Energies & Services <sup>7</sup>	230	<div></div>
Apleona GmbH <sup>3</sup>	189	<div></div>
Mace <sup>4</sup>	66	<div></div>
European Customer Synergy S.A.	60	<div></div>
FR Sauter AG Schweiz	44	<div></div>
Armonia <sup>5</sup>	25	<div></div>
WISAG <sup>6</sup>	7	<div></div>
Globe Williams International	7	<div></div>
GEMMO S.P.A.	4	<div></div>
Vebego International V.A.	0	<div></div>
STRABAG <sup>8</sup>	0	<div></div>
Gegenbauer Holding SE & Co. KG	0	<div></div>
Klüh Service Management GmbH	0	<div></div>
First Facility Ingatlankezelő Kft.	0	<div></div>
AGT Facility Management S.A.	0	<div></div>
CBRE GWS	N/A	<div></div>
Dussmann Service	N/A	<div></div>
SPIE Group	N/A	<div></div>

## REVENUE IN WESTERN EUROPE (IN MILLION EURO)

ENGIE S.A. <sup>2</sup>	12 767	<div></div>
European Customer Synergy S.A.	3 505	<div></div>
ISS Global A/S <sup>1</sup>	2 272	<div></div>
Atalian	1 523	<div></div>
Apleona GmbH <sup>3</sup>	1 400	<div></div>
Vebego International V.A.	1 231	<div></div>
WISAG <sup>6</sup>	1 220	<div></div>
STRABAG <sup>8</sup>	828	<div></div>
Bouygues Energies & Services <sup>7</sup>	825	<div></div>
Gegenbauer Holding SE & Co. KG	749	<div></div>
Klüh Service Management GmbH	664	<div></div>
FR Sauter AG Schweiz	363	<div></div>
Armonia <sup>5</sup>	251	<div></div>
Mace <sup>4</sup>	12	<div></div>
Globe Williams International	8	<div></div>
GEMMO S.P.A.	2	<div></div>
First Facility Ingatlankezelő Kft.	0	<div></div>
AGT Facility Management S.A.	0	<div></div>
CBRE GWS	N/A	<div></div>
Dussmann Service	N/A	<div></div>
SPIE Group	N/A	<div></div>

The division of countries into regions is based on the United Nations Standard Country or Area Codes for Statistical Use (Series M, No. 49).

<sup>1</sup>Revenue of the following country is not included: Greece. <sup>2</sup>Revenues in the FM sector; revenues of the following countries are not included: Denmark, Finland, Iceland, Norway, Sweden, Bulgaria, Russia. <sup>3</sup>Revenues of the following countries are not included: Liechtenstein, Hungary, Portugal. <sup>4</sup>Converted into EUR at the exchange rate on 1 October 2020. <sup>5</sup>Revenue of the following country is not included: Ireland. <sup>6</sup>WISAG Facility Service Holding, WISAG Service Holding Europa. <sup>7</sup>Bouygues Energies & Services Schweiz AG. <sup>8</sup>STRABAG Property and Facility Services GmbH

Values have been rounded

# OVERVIEW OF EUROPEAN FM PROVIDERS

## REVENUE IN EASTERN EUROPE (IN MILLION EURO)

ENGIE S.A. <sup>1</sup>	254	<div><div></div></div>
Atalian	201	<div><div></div></div>
ISS Global A/S <sup>2</sup>	169	<div><div></div></div>
Apleona GmbH <sup>3</sup>	86	<div><div></div></div>
STRABAG <sup>8</sup>	56	<div><div></div></div>
European Customer Synergy S.A.	41	<div><div></div></div>
Globe Williams International	30	<div><div></div></div>
FR Sauter AG Schweiz	20	<div><div></div></div>
Gegenbauer Holding SE & Co. KG	14	<div><div></div></div>
Klüh Service Management GmbH	10	<div><div></div></div>
First Facility Ingatlankezelő Kft.	10	<div><div></div></div>
WISAG <sup>6</sup>	5	<div><div></div></div>
Mace <sup>4</sup>	3	<div><div></div></div>
GEMMO S.P.A.	1	<div><div></div></div>
Vebego International V.A.	0	<div><div></div></div>
Bouygues Energies & Services <sup>7</sup>	0	<div><div></div></div>
Armonia <sup>5</sup>	0	<div><div></div></div>
AGT Facility Management S.A.	0	<div><div></div></div>
CBRE GWS	N/A	<div><div></div></div>
Dussmann Service	N/A	<div><div></div></div>
SPIE Group	N/A	<div><div></div></div>

## REVENUE IN SOUTHERN EUROPE (IN MILLION EURO)

ISS Global A/S <sup>2</sup>	1 759	<div><div></div></div>
ENGIE S.A. <sup>1</sup>	1 107	<div><div></div></div>
European Customer Synergy S.A.	189	<div><div></div></div>
GEMMO S.P.A.	136	<div><div></div></div>
Apleona GmbH <sup>3</sup>	101	<div><div></div></div>
Atalian	83	<div><div></div></div>
Globe Williams International	54	<div><div></div></div>
FR Sauter AG Schweiz	34	<div><div></div></div>
Klüh Service Management GmbH	33	<div><div></div></div>
Armonia <sup>5</sup>	23	<div><div></div></div>
AGT Facility Management S.A.	7	<div><div></div></div>
Gegenbauer Holding SE & Co. KG	6	<div><div></div></div>
Mace <sup>4</sup>	5	<div><div></div></div>
First Facility Ingatlankezelő Kft.	2	<div><div></div></div>
WISAG <sup>6</sup>	1	<div><div></div></div>
SPIE Group	0	<div><div></div></div>
STRABAG <sup>8</sup>	0	<div><div></div></div>
Vebego International V.A.	0	<div><div></div></div>
Bouygues Energies & Services <sup>7</sup>	0	<div><div></div></div>
CBRE GWS	N/A	<div><div></div></div>
Dussmann Service	N/A	<div><div></div></div>

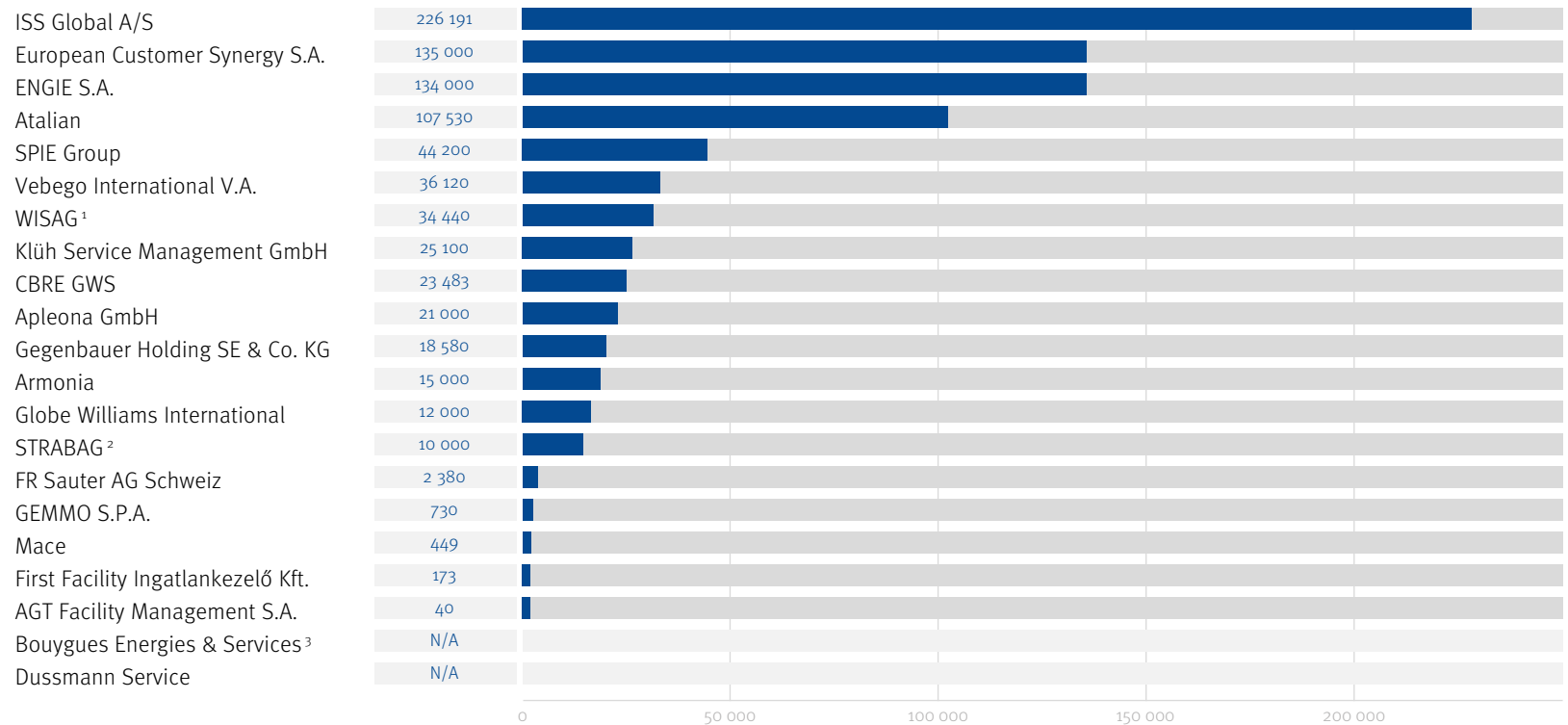
The division of countries into regions is based on the United Nations Standard Country or Area Codes for Statistical Use (Series M, No. 49).

<sup>1</sup>Revenues in the FM sector; revenues of the following countries are not included: Denmark, Finland, Iceland, Norway, Sweden, Bulgaria, Russia. <sup>2</sup>Revenue of the following country is not included: Greece. <sup>3</sup>Revenues of the following countries are not included: Liechtenstein, Hungary, Portugal. <sup>4</sup>Converted into EUR at the exchange rate on 1 October 2020. <sup>5</sup>Revenue of the following country is not included: Ireland. <sup>6</sup>WISAG Facility Service Holding, WISAG Service Holding Europa. <sup>7</sup>Bouygues Energies & Services Schweiz AG. <sup>8</sup>STRABAG Property and Facility Services GmbH

Values have been rounded

# OVERVIEW OF EUROPEAN FM PROVIDERS

## EMPLOYEES IN EUROPE



<sup>1</sup>WISAG Facility Service Holding, WISAG Service Holding Europa. <sup>2</sup>STRABAG Property and Facility Services GmbH. <sup>3</sup>Bouygues Energies & Services Schweiz AG

# OVERVIEW OF EUROPEAN FM PROVIDERS

## EMPLOYEES IN NORTHERN EUROPE

ISS Global A/S	72 354	<div></div>
Atalian	28 000	<div></div>
European Customer Synergy S.A.	20 000	<div></div>
ENGIE S.A.	17 000	<div></div>
CBRE GWS	10 874	<div></div>
Apleona GmbH	2 300	<div></div>
Armonia	800	<div></div>
Globe Williams International	500	<div></div>
Mace	363	<div></div>
FR Sauter AG Schweiz	220	<div></div>
WISAG <sup>1</sup>	100	<div></div>
GEMMO S.P.A.	30	<div></div>
AGT Facility Management S.A.	0	<div></div>
Gegenbauer Holding SE & Co. KG	0	<div></div>
Klüh Service Management GmbH	0	<div></div>
STRABAG <sup>2</sup>	0	<div></div>
Vebego International V.A.	0	<div></div>
Bouygues Energies & Services <sup>3</sup>	N/A	<div></div>
Dussmann Service	N/A	<div></div>
SPIE Group	N/A	<div></div>
First Facility Ingatlankezelő Kft.	N/A	<div></div>

## EMPLOYEES IN WESTERN EUROPE

ENGIE S.A.	100 000	<div></div>
European Customer Synergy S.A.	90 000	<div></div>
Atalian	56 000	<div></div>
ISS Global A/S	43 432	<div></div>
Vebego International V.A.	36 120	<div></div>
WISAG <sup>1</sup>	33 990	<div></div>
Klüh Service Management GmbH	20 370	<div></div>
Gegenbauer Holding SE & Co. KG	17 950	<div></div>
Armonia	12 200	<div></div>
Apleona GmbH	11 000	<div></div>
STRABAG <sup>2</sup>	9 000	<div></div>
CBRE GWS	5 268	<div></div>
FR Sauter AG Schweiz	1 950	<div></div>
Globe Williams International	600	<div></div>
Mace	54	<div></div>
AGT Facility Management S.A.	0	<div></div>
GEMMO S.P.A.	0	<div></div>
Bouygues Energies & Services <sup>3</sup>	N/A	<div></div>
Dussmann Service	N/A	<div></div>
SPIE Group	N/A	<div></div>
First Facility Ingatlankezelő Kft.	N/A	<div></div>

The division of countries into regions is based on the United Nations Standard Country or Area Codes for Statistical Use (Series M, No. 49).

<sup>1</sup>WISAG Facility Service Holding, WISAG Service Holding Europa. <sup>2</sup>STRABAG Property and Facility Services GmbH. <sup>3</sup>Bouygues Energies & Services Schweiz AG



# OVERVIEW OF EUROPEAN FM PROVIDERS

## EMPLOYEES IN EASTERN EUROPE

Atalian	14 250	<div><div></div></div>
ISS Global A/S	11 480	<div><div></div></div>
European Customer Synergy S.A.	10 000	<div><div></div></div>
ENGIE S.A.	7 000	<div><div></div></div>
Globe Williams International	3 800	<div><div></div></div>
CBRE GWS	3 214	<div><div></div></div>
Klüh Service Management GmbH	1 470	<div><div></div></div>
Apleona GmbH	1 070	<div><div></div></div>
STRABAG <sup>2</sup>	1 000	<div><div></div></div>
Gegenbauer Holding SE & Co. KG	400	<div><div></div></div>
WISAG <sup>1</sup>	300	<div><div></div></div>
First Facility Ingatlankezelő Kft. FR	143	<div><div></div></div>
Sauter AG Schweiz	80	<div><div></div></div>
Mace	14	<div><div></div></div>
AGT Facility Management S.A.	0	<div><div></div></div>
Armonia	0	<div><div></div></div>
Bouygues Energies & Services <sup>3</sup>	0	<div><div></div></div>
GEMMO S.P.A.	0	<div><div></div></div>
Vebeo International V.A.	0	<div><div></div></div>
Dussmann Service	N/A	<div><div></div></div>
SPIE Group	N/A	<div><div></div></div>

## EMPLOYEES IN SOUTHERN EUROPE

ISS Global A/S	98 925	<div><div></div></div>
European Customer Synergy S.A.	15 000	<div><div></div></div>
ENGIE S.A.	10 000	<div><div></div></div>
Atalian	9 280	<div><div></div></div>
Globe Williams International	7 100	<div><div></div></div>
CBRE GWS	4 127	<div><div></div></div>
Klüh Service Management GmbH	3 260	<div><div></div></div>
Armonia	2 000	<div><div></div></div>
Apleona GmbH	900	<div><div></div></div>
GEMMO S.P.A.	710	<div><div></div></div>
Gegenbauer Holding SE & Co. KG	230	<div><div></div></div>
FR Sauter AG Schweiz	140	<div><div></div></div>
WISAG <sup>1</sup>	50	<div><div></div></div>
AGT Facility Management S.A. First	40	<div><div></div></div>
Facility Ingatlankezelő Kft.	30	<div><div></div></div>
Mace	18	<div><div></div></div>
Bouygues Energies & Services <sup>3</sup>	0	<div><div></div></div>
SPIE Group	0	<div><div></div></div>
STRABAG <sup>2</sup>	0	<div><div></div></div>
Vebeo International V.A.	0	<div><div></div></div>
Dussmann Service	N/A	<div><div></div></div>

The division of countries into regions is based on the United Nations Standard Country or Area Codes for Statistical Use (Series M, No. 49).

<sup>1</sup>WISAG Facility Service Holding, WISAG Service Holding Europa. <sup>2</sup>STRABAG Property and Facility Services GmbH. <sup>3</sup>Bouygues Energies & Services Schweiz AG

COMPANY PROFILES OF  
EUROPEAN FM PROVIDERS  
PARTICIPATING IN THE  
SURVEY

# AGT FACILITY MANAGEMENT SA

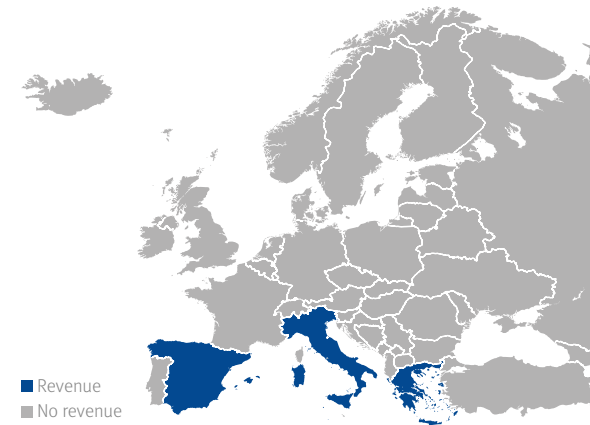
Athens, Greece

Name of parent company:

AGT ENGINEERING & OPERATIONS SERVICES GROUP

[www.agtgroup.gr](http://www.agtgroup.gr)

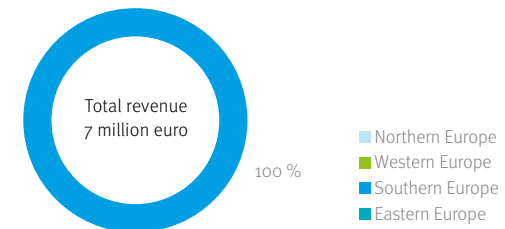
Currency of provided values: EUR



## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	5	7
Europe	5	7
Northern Europe	0	0
Western Europe	0	0
Eastern Europe	0	0
Southern Europe	5	7

## TOTAL REVENUE PER REGION, 2019



## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	35	42
Europe	35	42
Northern Europe	0	0
Western Europe	0	0
Eastern Europe	0	0
Southern Europe	35	42

## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	-
Asia	-
Australia	-
North America	-
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom												0
WESTERN EUROPE	Austria												0
	Belgium												0
	France												0
	Germany												0
	Liechtenstein												0
	Luxembourg												0
	Monaco												0
	Netherlands												0
EASTERN EUROPE	Switzerland												0
	Belarus												0
	Bulgaria												0
	Czech Republic												0
	Hungary												0
	Moldova												0
	Poland												0
	Romania												0
	Russia												0
	Slovakia												0
SOUTHERN EUROPE	Ukraine												0
	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece	100 %	100 %	100 %	100 %	25 %	100 %	75 %	75 %		25 %	100 %	3
	Italy	100 %	100 %	100 %	100 %		100 %	75 %	25 %		25 %	100 %	1
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain	100 %	100 %	100 %	100 %		75 %	75 %	25 %		25 %	100 %	4
	Turkey												0

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

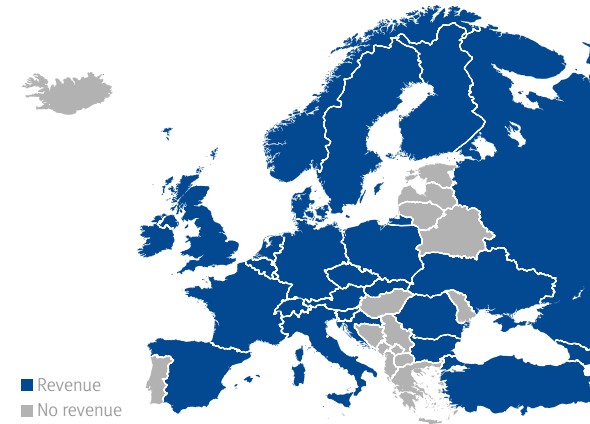
Revenue values have been rounded



# APLEONA GMBH

**APLEONA**  
HSG Facility Management

Neu-Isenburg, Germany  
Name of parent company: Apleona GmbH  
www.apleona.com  
Currency of provided values: EUR



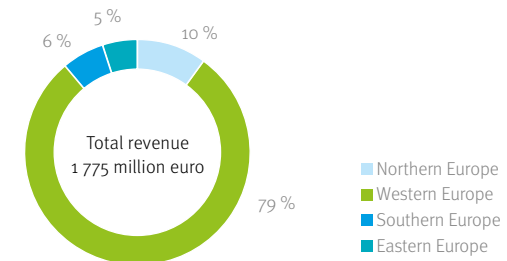
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	2 000	2 000
Europe*	1 814	1 775
Northern Europe	195	189
Western Europe*	1 434	1 400
Eastern Europe*	82	86
Southern Europe*	104	101

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	22 000	21 500
Europe	21 700	21 000
Northern Europe	2 300	2 300
Western Europe	11 000	11 000
Eastern Europe	1 000	1 070
Southern Europe	900	900

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	✓
Australia	-
North America	✓
Central America	-
South America	-

\*Revenues of the following countries are not included: Liechtenstein, Hungary, Portugal

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												1
	Estonia												0
	Finland												1
	Iceland												0
	Ireland												62
	Latvia												0
	Lithuania												0
	Norway												1
	Sweden												1
	United Kingdom												125
WESTERN EUROPE	Austria												2
	Belgium												2
	France												6
	Germany												1 250
	Liechtenstein												0
	Luxembourg												12
	Monaco												0
	Netherlands												22
	Switzerland												106
	Belarus												0
EASTERN EUROPE	Bulgaria												3
	Czech Republic												13
	Hungary												0
	Moldova												0
	Poland												33
	Romania												2
	Russia												30
	Slovakia												3
	Ukraine												2
	Albania												0
SOUTHERN EUROPE	Bosnia and Herzegovina												0
	Croatia												1
	Greece												0
	Italy												70
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												1
	Spain												20
	Turkey												9

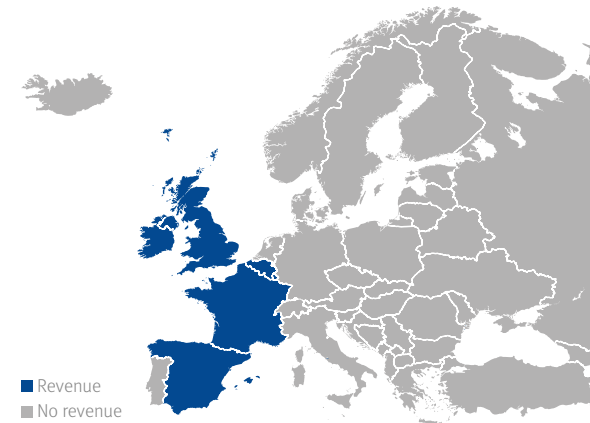
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

# ARMONIA

**.ARMONIA**

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



## REVENUE PER REGION

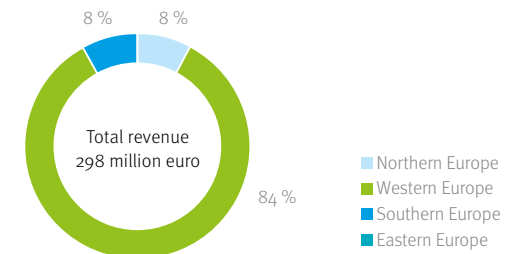
Revenue (in million EUR)	2018	2019
Worldwide	303	305
Europe*	296	298
Northern Europe*	24	25
Western Europe	253	251
Eastern Europe	0	0
Southern Europe	20	23

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	14 000	16 000
Europe	13 500	15 000
Northern Europe	700	800
Western Europe	11 000	12 200
Eastern Europe	0	0
Southern Europe	1 800	2 000

\*Revenue of the following country is not included: Ireland

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	-
Australia	-
North America	✓
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												N/A
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom												25
WESTERN EUROPE	Austria												0
	Belgium												1
	France												251
	Germany												0
	Liechtenstein												0
	Luxembourg												1
	Monaco												1
	Netherlands												0
	Switzerland												0
													0
EASTERN EUROPE	Belarus												0
	Bulgaria												0
	Czech Republic												0
	Hungary												0
	Moldova												0
	Poland												0
	Romania												0
	Russia												0
	Slovakia												0
	Ukraine												0
SOUTHERN EUROPE	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												23
	Turkey												0

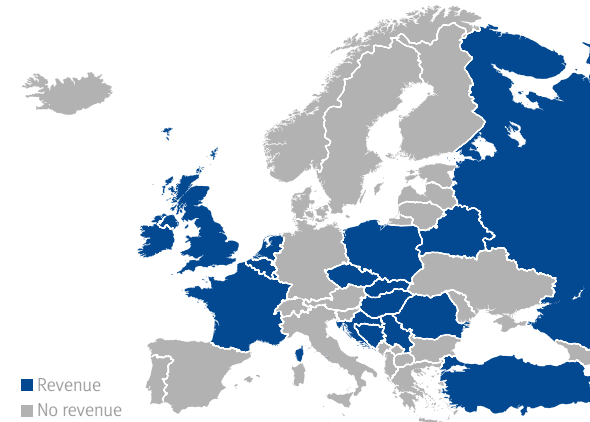
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

# ATALIAN



Paris, France  
 Name of parent company: La Financiere Atalian  
[www.atalian.com](http://www.atalian.com)  
 Currency of provided values: EUR



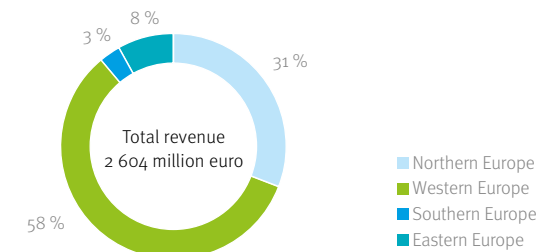
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	2 695	3 059
Europe	2 210	2 604
Northern Europe	527	798
Western Europe	1 462	1 523
Eastern Europe	160	201
Southern Europe	61	83

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	125 000	137 000
Europe	96 750	107 530
Northern Europe	22 000	28 000
Western Europe	55 750	56 000
Eastern Europe	10 500	14 250
Southern Europe	8 500	9 280

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	✓
Australia	-
North America	✓
Central America	-
South America	-

Revenue values have been rounded

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

ATALIAN

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												5
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom												793
WESTERN EUROPE	Austria												0
	Belgium												93
	France												1 361
	Germany												0
	Liechtenstein												0
	Luxembourg												22
	Monaco												0
	Netherlands												47
	Switzerland												0
	Belarus												6
EASTERN EUROPE	Bulgaria												0
	Czech Republic												94
	Hungary												15
	Moldova												0
	Poland												22
	Romania												11
	Russia												21
	Slovakia												34
	Ukraine												0
	Albania												0
SOUTHERN EUROPE	Bosnia and Herzegovina												1
	Croatia												35
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												2
	Slovenia												0
	Spain												0
	Turkey												46

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

Revenue values have been rounded



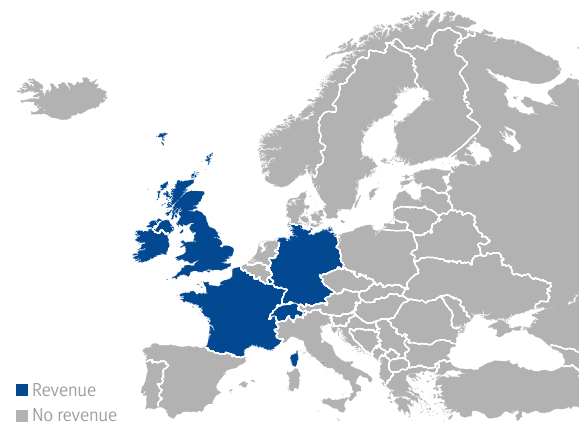
# BOUYGUES ENERGIES & SERVICES SCHWEIZ AG

Zug, Switzerland

Name of parent company: Bouygues Construction

www.bouygues.com

Currency of provided values: EUR



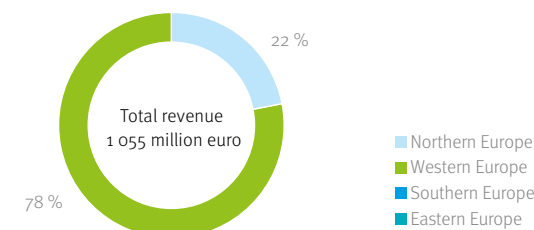
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	3 200	3 700
Europe	0	1 055
Northern Europe	0	230
Western Europe	0	825
Eastern Europe	0	0
Southern Europe	0	0

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	16 900	21 263
Europe	N/A	N/A
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	0	0
Southern Europe	0	0

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	✓
Australia	✓
North America	✓
Central America	✓
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom												230
WESTERN EUROPE	Austria												0
	Belgium												0
	France												250
	Germany												285
	Liechtenstein												0
	Luxembourg												0
	Monaco												0
	Netherlands												0
	Switzerland												290
EASTERN EUROPE	Belarus												0
	Bulgaria												0
	Czech Republic												0
	Hungary												0
	Moldova												0
	Poland												0
	Romania												0
	Russia												0
	Slovakia												0
	Ukraine												0
SOUTHERN EUROPE	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												0
	Turkey												0

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

Revenue values have been rounded





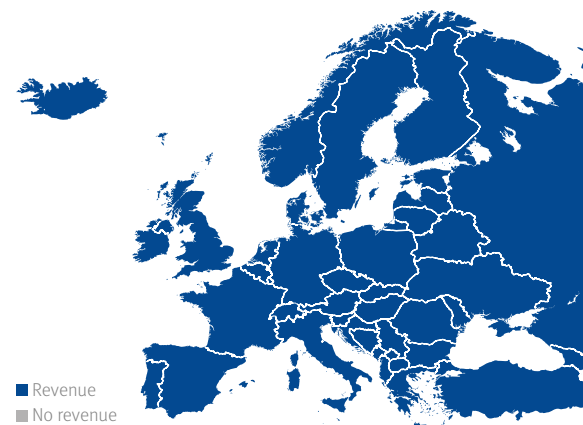
# CBRE GWS

London, United Kingdom

Name of parent company: CBRE Group

www.cbre.com

Currency of provided values: USD\*



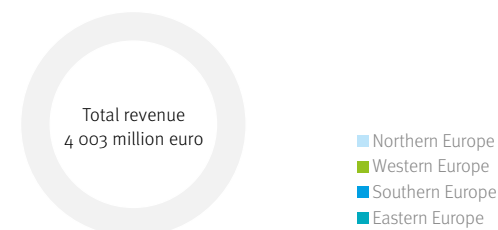
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	10 532	12 063
Europe	2 725	4 003
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	2018	2019
Worldwide	49 000	56 000
Europe	19 117	23 483
Northern Europe	8 916	10 874
Western Europe	4 436	5 268
Eastern Europe	2 464	3 214
Southern Europe	3 301	4 127

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

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

\*Converted into EUR at the exchange rate on 1 October 2020

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
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
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
	Belarus												N/A
EASTERN EUROPE	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
	Albania												N/A
SOUTHERN EUROPE	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

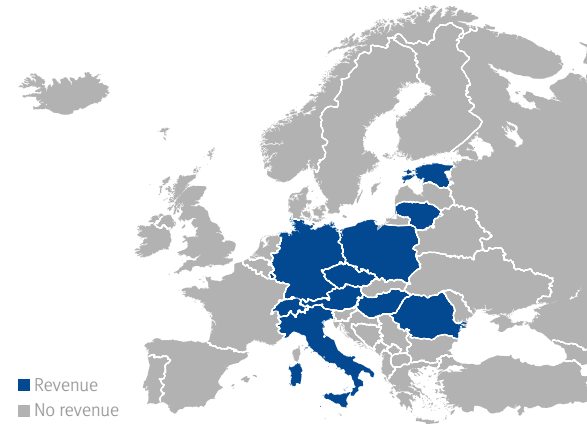
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

# DUSSMANN SERVICE



Berlin, Germany  
 Name of parent company: Dussmann Group  
[www.dussmanngroup.com](http://www.dussmanngroup.com)  
 Currency of provided values: EUR



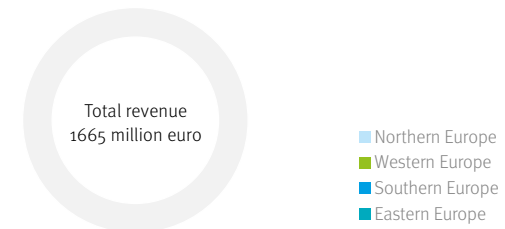
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	1 562	1 665
Europe	N/A	N/A
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	N/A	N/A
Southern Europe	N/A	N/A

## EMPLOYEES PER REGION

Employees (Dussman Group)	2018	2019
Worldwide	66 100	64 600
Europe	N/A	N/A
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	N/A	N/A
Southern Europe	N/A	N/A

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	-
Asia	✓
Australia	-
North America	-
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												N/A
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												N/A
	Norway												0
	Sweden												0
	United Kingdom												0
WESTERN EUROPE	Austria												N/A
	Belgium												0
	France												0
	Germany												N/A
	Liechtenstein												0
	Luxembourg												N/A
	Monaco												0
	Netherlands												0
	Switzerland												N/A
EASTERN EUROPE	Belarus												0
	Bulgaria												0
	Czech Republic												N/A
	Hungary												N/A
	Moldova												0
	Poland												N/A
	Romania												N/A
	Russia												0
	Slovakia												0
	Ukraine												0
SOUTHERN EUROPE	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												N/A
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												0
	Turkey												0

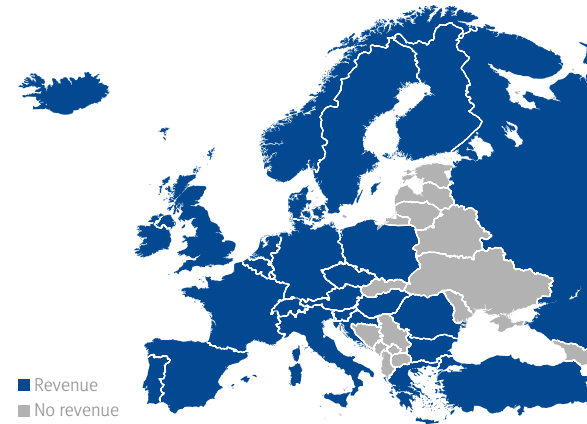
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

# ENGIE S.A.



Cologne, Germany  
Name of parent company: ENGIE S.A.  
www.engie.com  
Currency of provided values: EUR



## REVENUE PER REGION

Revenue* (in million EUR)	2018	2019
Worldwide (Parent company)	56 967	60 058
Europe**	N/A	15 968
Northern Europe**	N/A	1 840
Western Europe	N/A	12 767
Eastern Europe**	N/A	254
Southern Europe	N/A	1107

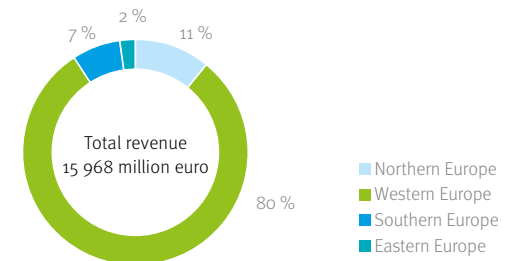
## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	160 000	171 000
Europe	134 000	134 000
Northern Europe	17 000	17 000
Western Europe	100 000	100 000
Eastern Europe	7 000	7 000
Southern Europe	10 000	10 000

\*In the FM-sector

\*\*Revenues of the following countries are not included: Denmark, Finland, Iceland, Norway, Sweden, Bulgaria, Russia

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	✓
Australia	✓
North America	✓
Central America	✓
South America	✓

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												N/A
	Estonia												0
	Finland												N/A
	Iceland												N/A
	Ireland												Inc. UK
	Latvia												0
	Lithuania												0
	Norway												N/A
	Sweden												N/A
	United Kingdom												1 840
WESTERN EUROPE	Austria												65
	Belgium												317
	France												10 000
	Germany												742
	Liechtenstein												0
	Luxembourg												30
	Monaco												inc. France
	Netherlands												1 200
	Switzerland												413
	Belarus												0
EASTERN EUROPE	Bulgaria												N/A
	Czech Republic												114
	Hungary												7
	Moldova												0
	Poland												96
	Romania												6
	Russia												N/A
	Slovakia												31
	Ukraine												0
	Albania												0
SOUTHERN EUROPE	Bosnia and Herzegovina												0
	Croatia												4
	Greece												17
	Italy												600
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												40
	Serbia												0
	Slovenia												0
	Spain												146
	Turkey												300

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

Revenue values have been rounded

# EUROPEAN CUSTOMER SYNERGY S.A.

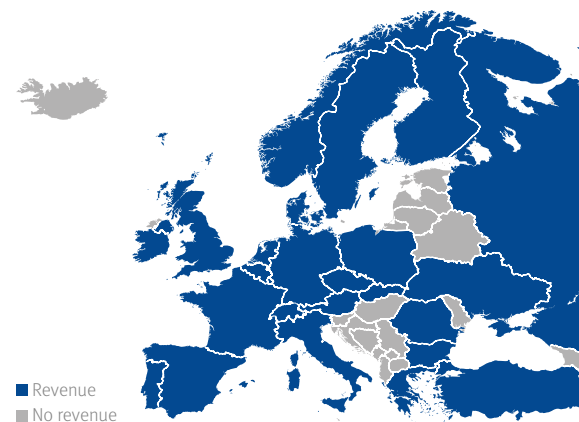
Brussels, Belgium

Name of parent company:

European Customer Synergy S.A. (ECS)

[www.ecsynergy.eu](http://www.ecsynergy.eu)

Currency of provided values: EUR



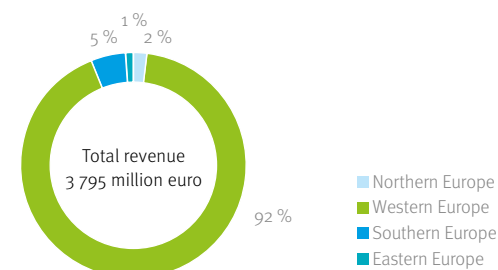
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	2 208	3 795
Europe	2 208	3 795
Northern Europe	57	60
Western Europe	2 000	3 505
Eastern Europe	38	41
Southern Europe	113	189

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	95 000	135 000
Europe	95 000	135 000
Northern Europe	10 000	20 000
Western Europe	70 000	90 000
Eastern Europe	5 000	10 000
Southern Europe	10 000	15 000

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	-
Asia	-
Australia	-
North America	-
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												1
	Estonia												0
	Finland												1
	Iceland												0
	Ireland												28
	Latvia												0
	Lithuania												0
	Norway												1
	Sweden												3
	United Kingdom												26
WESTERN EUROPE	Austria												34
	Belgium												154
	France												981
	Germany												2 200
	Liechtenstein												0
	Luxembourg												18
	Monaco												0
	Netherlands												117
	Switzerland												1
	Belarus												0
EASTERN EUROPE	Bulgaria												2
	Czech Republic												23
	Hungary												0
	Moldova												0
	Poland												4
	Romania												1
	Russia												4
	Slovakia												4
	Ukraine												3
	Albania												0
SOUTHERN EUROPE	Bosnia and Herzegovina												0
	Croatia												0
	Greece												13
	Italy												60
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												1
	Serbia												0
	Slovenia												0
	Spain												109
	Turkey												7

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

Revenue values have been rounded



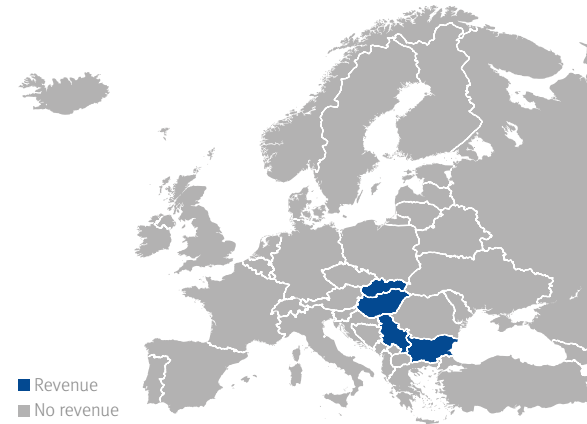
# FIRST FACILITY INGATLANKEZELO KFT.

Budapest, Hungary

Name of parent company: First facility - Slovakia,s.r.o.

www.firstfacility.sk

Currency of provided values: EUR



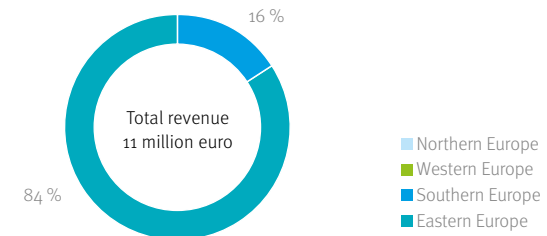
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	N/A	N/A
Europe	N/A	11
Northern Europe	N/A	0
Western Europe	N/A	0
Eastern Europe	5	10
Southern Europe	2	2

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	N/A	N/A
Europe	N/A	173
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	143	143
Southern Europe	30	30

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	-
Asia	-
Australia	-
North America	-
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom												0
WESTERN EUROPE	Austria												0
	Belgium												0
	France												0
	Germany												0
	Liechtenstein												0
	Luxembourg												0
	Monaco												0
	Netherlands												0
EASTERN EUROPE	Switzerland												0
	Belarus												0
	Bulgaria												3
	Czech Republic												0
	Hungary												6
	Moldova												0
	Poland												0
	Romania												0
	Russia												0
	Slovakia												1
SOUTHERN EUROPE	Ukraine												0
	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												2
	Slovenia												0
	Spain												0
	Turkey												0

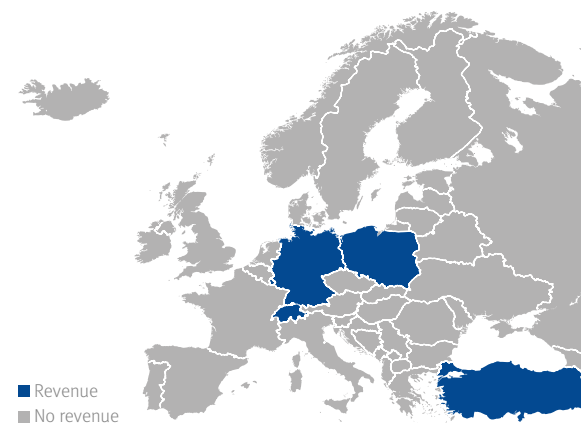
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

# GEGENBAUER HOLDING SE & CO. KG

**Gegenbauer**  
Gebäude. Service. Menschen.

Berlin, Germany  
Name of parent company: N/A  
www.gegenbauer.de  
Currency of provided values: EUR



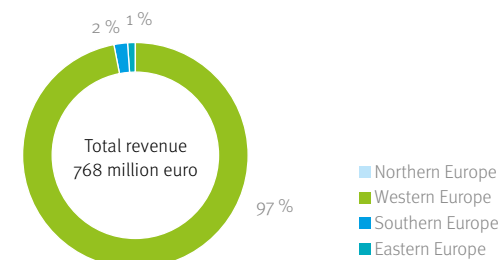
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	732	768
Europe	732	768
Northern Europe	0	0
Western Europe	710	749
Eastern Europe	16	14
Southern Europe	6	6

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	18 170	18 580
Europe	18 170	18 580
Northern Europe	0	0
Western Europe	17 410	17 950
Eastern Europe	480	400
Southern Europe	290	230

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	-
Asia	-
Australia	-
North America	-
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												1
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom												0
WESTERN EUROPE	Austria												0
	Belgium												0
	France												0
	Germany	50 %	50 %	100 %		50 %							744
	Liechtenstein												0
	Luxembourg	50 %	25 %	0 %									4
	Monaco												0
	Netherlands												0
EASTERN EUROPE	Switzerland	50 %	25 %	0 %		0 %							1
	Belarus												0
	Bulgaria												0
	Czech Republic												0
	Hungary												0
	Moldova												0
	Poland	50 %	25 %	100 %		100 %							14
	Romania												0
	Russia												0
	Slovakia												0
SOUTHERN EUROPE	Ukraine												0
	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												0
	Turkey	50 %	25 %	100 %		0 %							6

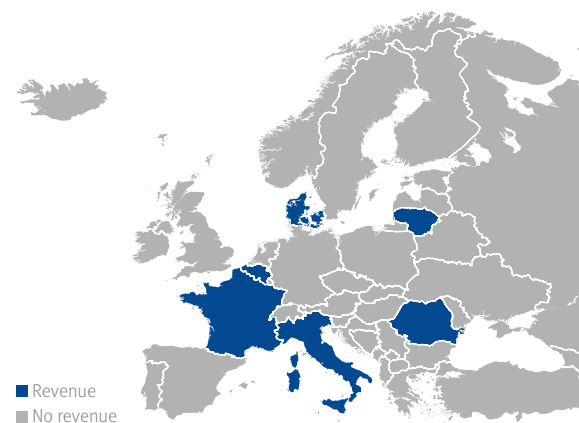
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

# GEMMO S.P.A.



Arcugnano (Vicenza), Italy  
 Name of parent company: GEMMO HOLDING S.P.A.  
 www.gemmo.com  
 Currency of provided values: EUR



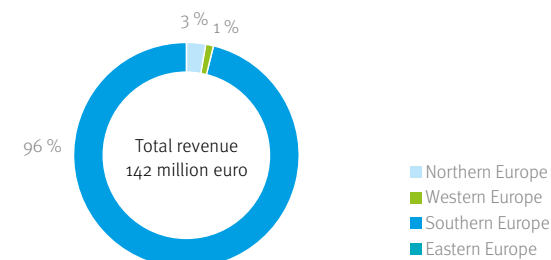
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	143	145
Europe	141	142
Northern Europe	0	4
Western Europe	1	2
Eastern Europe	1	1
Southern Europe	140	136

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	730	740
Europe	720	730
Northern Europe	0	30
Western Europe	0	0
Eastern Europe	0	0
Southern Europe	700	710

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	-
Australia	-
North America	-
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												2
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												3
	Norway												0
	Sweden												0
	United Kingdom												0
WESTERN EUROPE	Austria												0
	Belgium												2
	France												1
	Germany												0
	Liechtenstein												0
	Luxembourg												0
	Monaco												0
	Netherlands												0
	Switzerland												0
EASTERN EUROPE	Belarus												0
	Bulgaria												0
	Czech Republic												0
	Hungary												0
	Moldova												0
	Poland												0
	Romania												1
	Russia												0
	Slovakia												0
	Ukraine												0
SOUTHERN EUROPE	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												136
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												0
	Turkey												0

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

Revenue values have been rounded



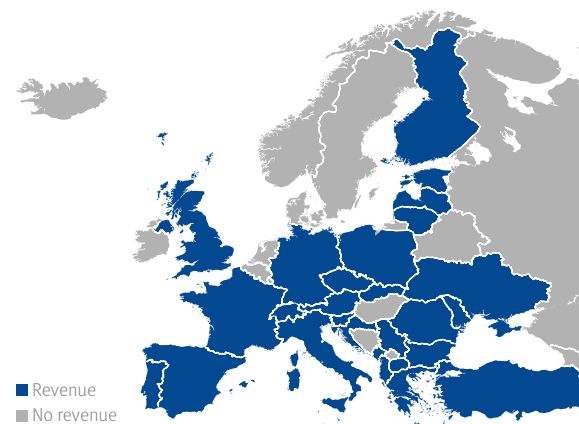
# GLOBE WILLIAMS INTERNATIONAL

Melbourne, Australia

Name of parent company: Globe Williams PRY-LTA

www.gemmo.com

Currency of provided values: EUR



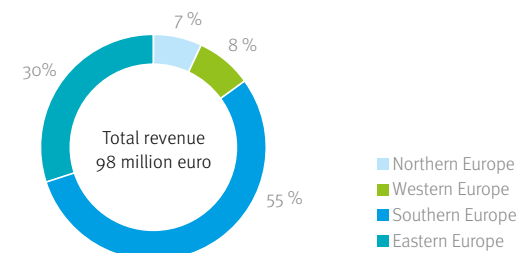
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	222	248
Europe	84	98
Northern Europe	5	7
Western Europe	7	8
Eastern Europe	27	30
Southern Europe	46	54

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	N/A	N/A
Europe	10 500	12 000
Northern Europe	450	500
Western Europe	580	600
Eastern Europe	3 200	3 800
Southern Europe	6 270	7 100

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	-
Australia	✓
North America	-
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												N/A
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												N/A
	Lithuania												N/A
	Norway												0
	Sweden												N/A
	United Kingdom												N/A
WESTERN EUROPE	Austria												N/A
	Belgium												0
	France												N/A
	Germany												N/A
	Liechtenstein												0
	Luxembourg												0
	Monaco												0
	Netherlands												0
	Switzerland												N/A
	Belarus												0
EASTERN EUROPE	Bulgaria												N/A
	Czech Republic												N/A
	Hungary												0
	Moldova												N/A
	Poland												N/A
	Romania												N/A
	Russia												0
	Slovakia												N/A
	Ukraine												N/A
	Albania												N/A
SOUTHERN EUROPE	Bosnia and Herzegovina												0
	Croatia												N/A
	Greece												N/A
	Italy												N/A
	Kosovo												0
	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

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

Revenue values have been rounded



# ISS GLOBAL A/S

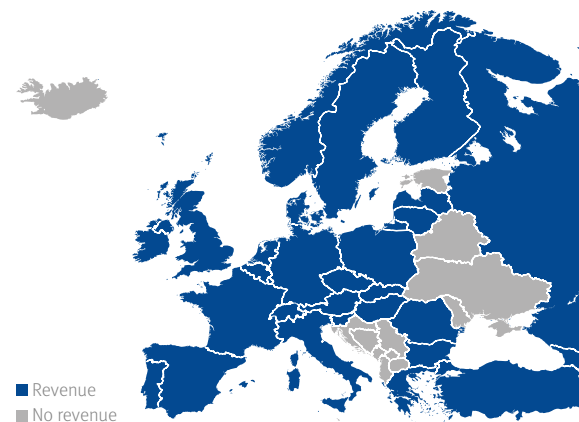


Copenhagen, Denmark

Name of parent company: ISS World Services A/S

www.issworld.com

Currency of provided values: EUR



## REVENUE PER REGION

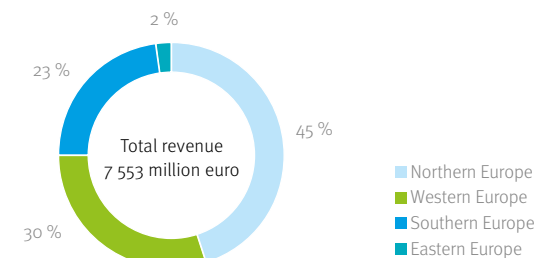
Revenue (in million EUR)	2018	2019
Worldwide	9 785	10 944
Europe*	7 171	7 553
Northern Europe	3 277	3 352
Western Europe	1 998	2 272
Eastern Europe	188	169
Southern Europe*	1 708	1 759

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	485 910	471 060
Europe	224 110	226 190
Northern Europe	71 580	72 350
Western Europe	41 300	43 430
Eastern Europe	12 470	11 480
Southern Europe	98 750	98 930

\*Revenue of the following country is not included: Greece

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	✓
Australia	✓
North America	✓
Central America	✓
South America	✓

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												507
	Estonia												0
	Finland												419
	Iceland												0
	Ireland												inc. UK
	Latvia												inc. Bulgaria
	Lithuania												inc. Bulgaria
	Norway												539
	Sweden												386
	United Kingdom												1 500
WESTERN EUROPE	Austria												296
	Belgium												404
	France												611
	Germany												655
	Liechtenstein												inc. Swiss
	Luxembourg												inc. Belgium
	Monaco												0
	Netherlands												180
	Switzerland												737
	Belarus												0
EASTERN EUROPE	Bulgaria												20
	Czech Republic												38
	Hungary												11
	Moldova												0
	Poland												39
	Romania												12
	Russia												20
	Slovakia												16
	Ukraine												0
	Albania												0
SOUTHERN EUROPE	Bosnia and Herzegovina												0
	Croatia												0
	Greece												N/A
	Italy												68
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												inc. Spain
	Serbia												0
	Slovenia												13
	Spain												653
	Turkey												426

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

Revenue values have been rounded



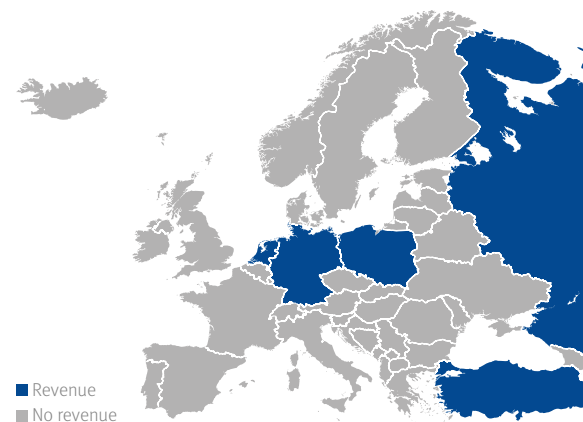
# KLÜH SERVICE MANAGEMENT GMBH

Duesseldorf, Germany

Name of parent company: N/A

www.klueh.de

Currency of provided values: EUR



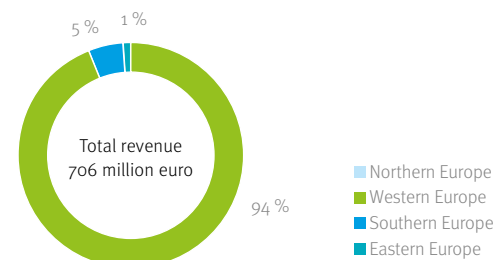
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	806	852
Europe	676	706
Northern Europe	0	0
Western Europe	635	664
Eastern Europe	10	10
Southern Europe	32	33

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	49 740	52 600
Europe	24 180	25 100
Northern Europe	0	0
Western Europe	19 470	20 370
Eastern Europe	1 550	1 470
Southern Europe	3 160	3 260

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	-
Asia	✓
Australia	-
North America	-
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom												0
WESTERN EUROPE	Austria												0
	Belgium												0
	France												0
	Germany												648
	Liechtenstein												0
	Luxembourg												0
	Monaco												0
	Netherlands												15
	Switzerland												0
EASTERN EUROPE	Belarus												0
	Bulgaria												0
	Czech Republic												0
	Hungary												0
	Moldova												0
	Poland												7
	Romania												0
	Russia												3
	Slovakia												0
	Ukraine												0
SOUTHERN EUROPE	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												0
	Turkey												33

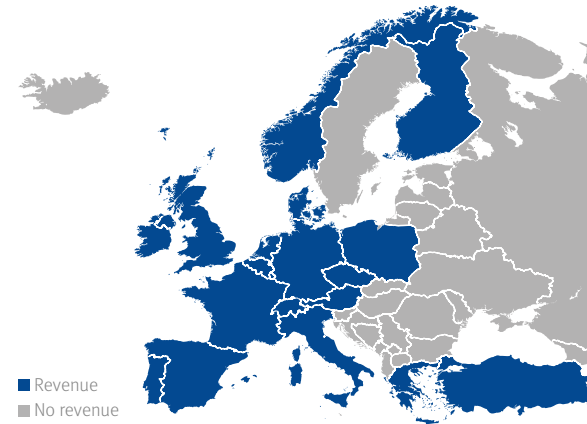
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

# MACE



London, United Kingdom  
 Name of parent company: Mace Group Limited  
 www.macegroup.com  
 Currency of provided values: GBP\*



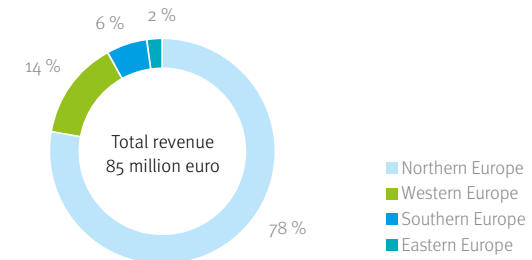
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	71	74
Europe	85	85
Northern Europe	65	66
Western Europe	13	12
Eastern Europe	2	3
Southern Europe	6	5

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	1 206	1 013
Europe	542	449
Northern Europe	425	363
Western Europe	63	54
Eastern Europe	15	14
Southern Europe	39	18

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	✓
Australia	✓
North America	✓
Central America	✓
South America	✓

\*Converted into EUR at the exchange rate on 1 October 2020

Revenue values have been rounded

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

MACE

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												1
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												2
	Latvia												0
	Lithuania												0
	Norway												1
	Sweden												1
	United Kingdom												63
WESTERN EUROPE	Austria												1
	Belgium												1
	France												3
	Germany												4
	Liechtenstein												0
	Luxembourg												1
	Monaco												0
	Netherlands												2
	Switzerland												3
EASTERN EUROPE	Belarus												0
	Bulgaria												0
	Czech Republic												1
	Hungary												0
	Moldova												0
	Poland												2
	Romania												0
	Russia												0
	Slovakia												0
	Ukraine												0
SOUTHERN EUROPE	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												1
	Italy												2
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												1
	Serbia												0
	Slovenia												0
	Spain												3
	Turkey												1

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

Revenue values have been rounded

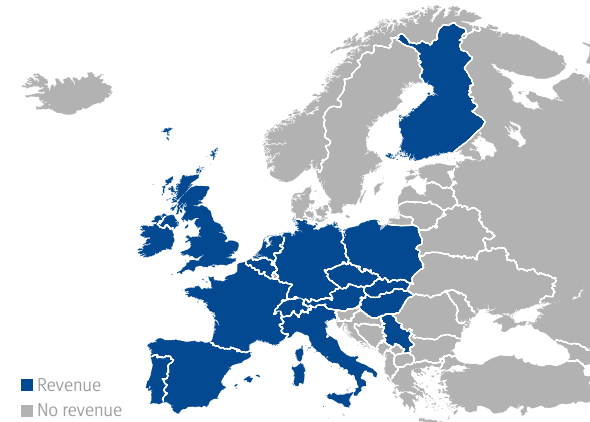
# FR SAUTER AG SCHWEIZ

Basel, Schweiz

Name of parent company: N/A

www.sauter-fm.com

Currency of provided values: EUR



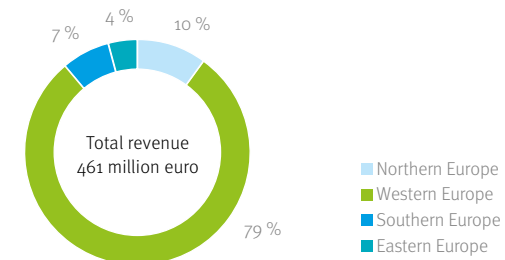
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	401	461
Europe	401	461
Northern Europe	28	44
Western Europe	325	363
Eastern Europe	17	20
Southern Europe	31	34

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	2 490	2 380
Europe	2 490	2 380
Northern Europe	230	220
Western Europe	2 030	1 950
Eastern Europe	80	80
Southern Europe	140	140

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	-
Asia	-
Australia	-
North America	-
Central America	-
South America	-

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												19
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												3
	United Kingdom												22
WESTERN EUROPE	Austria												21
	Belgium												2
	France												25
	Germany												259
	Liechtenstein												0
	Luxembourg												0
	Monaco												0
	Netherlands												12
	Switzerland												44
EASTERN EUROPE	Belarus												0
	Bulgaria												0
	Czech Republic												8
	Hungary												5
	Moldova												0
	Poland												4
	Romania												0
	Russia												0
	Slovakia												3
	Ukraine												0
SOUTHERN EUROPE	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												20
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												1
	Serbia												3
	Slovenia												0
	Spain												10
	Turkey												0

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

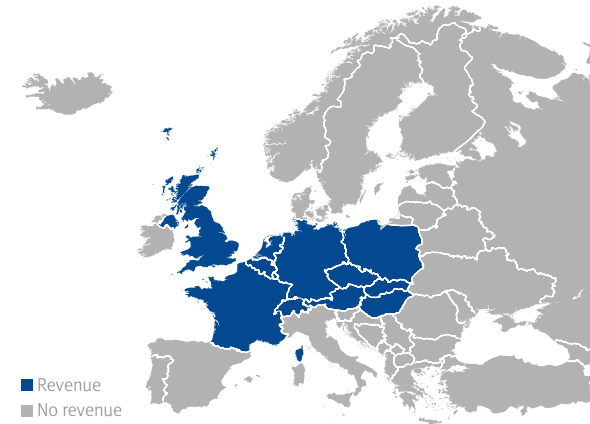
Revenue values have been rounded



# SPIE GROUP



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



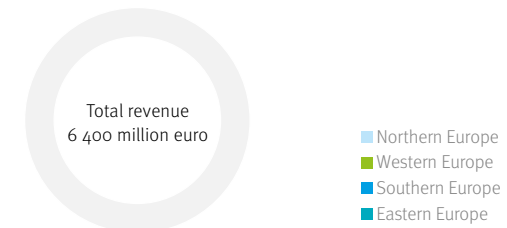
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	6 700	6 900
Europe	6 200	6 400
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	N/A	N/A
Southern Europe	0	0

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	46 400	47 200
Europe	43 500	44 200
Northern Europe	N/A	N/A
Western Europe	N/A	N/A
Eastern Europe	N/A	N/A
Southern Europe	0	0

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

### Also active in

Africa	✓
Asia	✓
Australia	-
North America	-
Central America	-
South America	-

Revenue values have been rounded

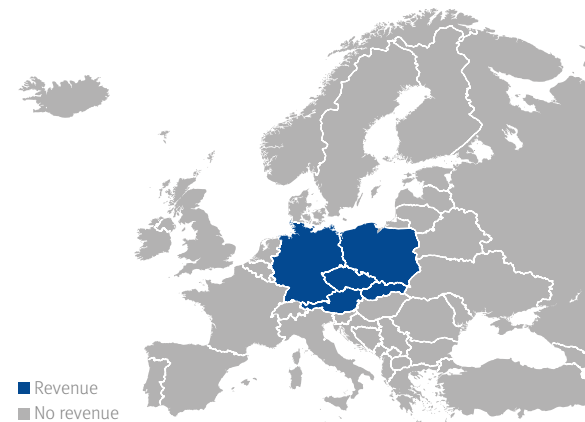
	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
WESTERN EUROPE	United Kingdom												N/A
	Austria												N/A
	Belgium												N/A
	France												N/A
	Germany												N/A
	Liechtenstein												0
	Luxembourg												N/A
	Monaco												0
	Netherlands												N/A
EASTERN EUROPE	Switzerland												N/A
	Belarus												0
	Bulgaria												0
	Czech Republic												N/A
	Hungary												N/A
	Moldova												0
	Poland												N/A
	Romania												0
	Russia												0
SOUTHERN EUROPE	Slovakia												N/A
	Ukraine												0
	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												0
	Turkey												0

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

Revenue values have been rounded

# STRABAG PROPERTY AND FACILITY SERVICES GMBH

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



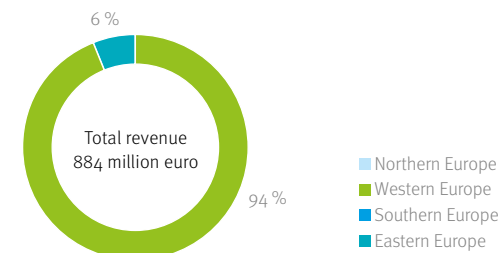
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	1 118	884
Europe	1 118	884
Northern Europe	0	0
Western Europe	1 062	828
Eastern Europe	56	56
Southern Europe	0	0

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	13 000	10 000
Europe	13 000	10 000
Northern Europe	0	0
Western Europe	N/A	9 000
Eastern Europe	N/A	1 000
Southern Europe	0	0

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

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

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom												0
WESTERN EUROPE	Austria												61
	Belgium												0
	France												0
	Germany												767
	Liechtenstein												0
	Luxembourg												0
	Monaco												0
	Netherlands												0
	Switzerland												0
	Belarus												0
EASTERN EUROPE	Bulgaria												0
	Czech Republic												8
	Hungary												0
	Moldova												0
	Poland												31
	Romania												0
	Russia												0
	Slovakia												17
	Ukraine												0
	Albania												0
SOUTHERN EUROPE	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												0
	Turkey												0

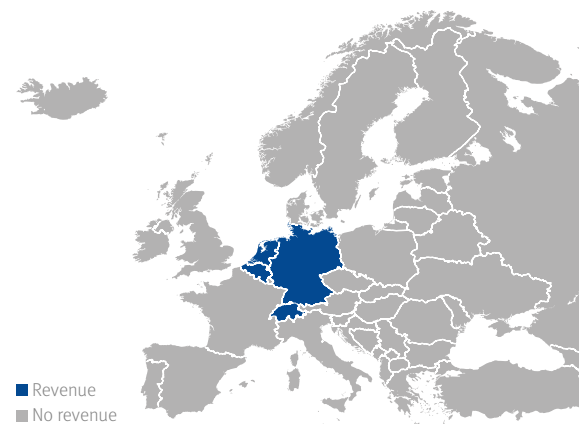
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded



# VEBEGO INTERNATIONAL V.A.

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



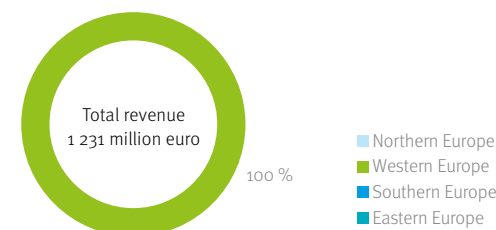
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	1 153	1 231
Europe	1 153	1 231
Northern Europe	0	0
Western Europe	1 153	1 231
Eastern Europe	0	0
Southern Europe	0	0

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	36 290	36 120
Europe	36 290	36 120
Northern Europe	0	0
Western Europe	36 290	36 120
Eastern Europe	0	0
Southern Europe	0	0

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

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

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												0
	Estonia												0
	Finland												0
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom												0
WESTERN EUROPE	Austria												0
	Belgium												143
	France												0
	Germany												118
	Liechtenstein												Inc. CH
	Luxembourg												0
	Monaco												0
	Netherlands												743
	Switzerland												227
EASTERN EUROPE	Belarus												0
	Bulgaria												0
	Czech Republic												0
	Hungary												0
	Moldova												0
	Poland												0
	Romania												0
	Russia												0
	Slovakia												0
	Ukraine												0
SOUTHERN EUROPE	Albania												0
	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												0
	Turkey												0

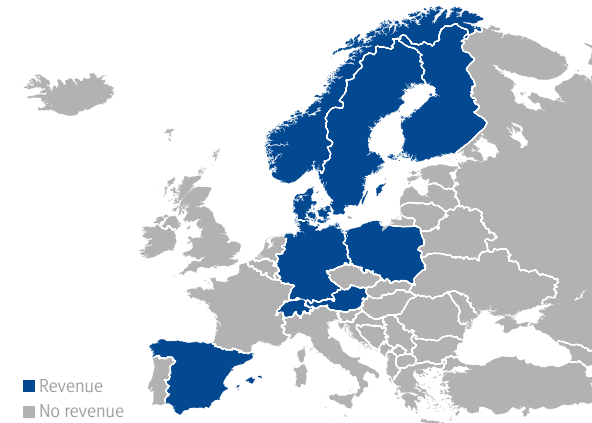
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

# WISAG FACILITY SERVICE HOLDING, WISAG SERVICE HOLDING EUROPA



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



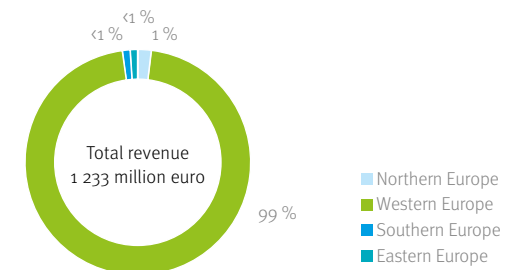
## REVENUE PER REGION

Revenue (in million EUR)	2018	2019
Worldwide	0	0
Europe	1 180	1 233
Northern Europe	5	7
Western Europe	1 169	1 220
Eastern Europe	5	5
Southern Europe	1	1

## EMPLOYEES PER REGION

Employees	2018	2019
Worldwide	0	0
Europe	34 470	34 440
Northern Europe	100	100
Western Europe	34 020	33 990
Eastern Europe	300	300
Southern Europe	50	50

## TOTAL REVENUE PER REGION, 2019



## WORLD GEOGRAPHICAL PRESENCE

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

Revenue values have been rounded

	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE	Denmark												1
	Estonia												0
	Finland												1
	Iceland												0
	Ireland												0
	Latvia												0
	Lithuania												0
	Norway												1
	Sweden												4
	United Kingdom												0
WESTERN EUROPE	Austria												34
	Belgium												0
	France												0
	Germany												1 167
	Liechtenstein												0
	Luxembourg												18
	Monaco												0
	Netherlands												0
	Switzerland												1
	Belarus												0
EASTERN EUROPE	Bulgaria												0
	Czech Republic												0
	Hungary												0
	Moldova												0
	Poland												5
	Romania												0
	Russia												0
	Slovakia												0
	Ukraine												0
	Albania												0
SOUTHERN EUROPE	Bosnia and Herzegovina												0
	Croatia												0
	Greece												0
	Italy												0
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal												0
	Serbia												0
	Slovenia												0
	Spain												1
	Turkey												0

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](http://www.acciona-service.com)  
 Currency of provided values: EUR

### Revenue (in million EUR)

Worldwide	7 191
-----------	-------

### West North East South

✓	✓	✓	✓
---	---	---	---

### Employees

Worldwide	39 700
-----------	--------



## ADVENIS GROUP

Paris, France  
[www.advenis.com](http://www.advenis.com)  
 Currency of provided values: EUR

### Revenue (in million EUR)

Worldwide	71
-----------	----

### West North East South

✓	-	-	-
---	---	---	---

### Employees

Worldwide	330
-----------	-----



## CAVERION

Vantaa, Finland  
[www.caverion.com](http://www.caverion.com)  
 Currency of provided values: EUR

### Revenue (in million EUR)

Worldwide	2 123
-----------	-------

### West North East South

✓	✓	✓	-
---	---	---	---

### Employees

Worldwide	16 270
-----------	--------



## COMPASS GROUP

Chertsey Surrey, United Kingdom  
[www.compass-group.com](http://www.compass-group.com)  
 Currency of provided values: GBP\*

### Revenue (in million EUR)

Worldwide	27 416
-----------	--------

### West North East South

✓	✓	✓	✓
---	---	---	---

### Employees

Worldwide	600 000
-----------	---------

\*Converted into EUR at the exchange rate on 1 October 2020

Values have been rounded

# SHORT COMPANY PROFILES



## COOR

Kista, Sweden  
[www.coor.se](http://www.coor.se)  
 Currency of provided values: SEK\*

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	983	✓	✓	N/A	N/A
Employees	2019				
Worldwide	11 400				



## CRESA

Washington, United States  
[www.cresa.com](http://www.cresa.com)  
 Currency of provided values: USD\*

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	254	✓	✓	✓	✓
Employees	2020				
Worldwide	1 140				



## CUSHMAN & WAKEFIELD

Chicago, United States  
[www.cushmanwakefield.com](http://www.cushmanwakefield.com)  
 Currency of provided values: USD\*

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	7 443	✓	✓	✓	✓
Employees	2019				
Worldwide	53 000				



## DORFNER GMBH & CO. KG

Nürnberg, Germany  
[www.dorfner-gruppe.de](http://www.dorfner-gruppe.de)  
 Currency of provided values: EUR

Revenue (in million EUR)	2018	West	North	East	South
Worldwide	258	✓	-	✓	-
Employees	2018				
Worldwide	11 300				

\*Converted into EUR at the exchange rate on 1 October 2020

Values have been rounded

# SHORT COMPANY PROFILES



## EIFFAGE GROUP

Vélizy-Villacoublay, France  
[www.eiffageconstruction.com](http://www.eiffageconstruction.com)  
 Currency of provided values: EUR

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	18 143	✓	✓	✓	✓
Employees					
Worldwide	72 500				



## FACILICOM GROUP

Schiedam, Netherlands  
[www.facilicom.com](http://www.facilicom.com)  
 Currency of provided values: EUR

Revenue (in million EUR)	2018	West	North	East	South
Worldwide	1 264	✓	✓	-	-
Employees	2019				
Worldwide	30 160				



## FERROVIAL

Madrid, Spain  
[www.ferrovialservicios.com](http://www.ferrovialservicios.com)  
 Currency of provided values: EUR

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	6 054	-	✓	✓	✓
Employees					
Worldwide	89 970				



## FOUR FM AB

Örebro, Sweden  
[www.fourfm.com](http://www.fourfm.com)

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)	2018	West	North	East	South
Worldwide	1 598	✓	✓	✓	✓
Employees	2018				
Worldwide	85 450				



## GSH GROUP

Parsippany, United States  
www.gshgroup.com

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



## INTERSERVE

Berkshire, United Kingdom  
www.interserve.com  
Currency of provided values: GBP\*

Revenue (in million EUR)	2018	West	North	East	South
Worldwide	3 200	✓	✓	✓	✓
Employees	2019				
Worldwide	53 500				



## JLL (JONES LANG LASALLE)

Chicago, United States  
www.jll.com  
Currency of provided values: USD\*

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	15 316	✓	✓	✓	✓
Employees	2019				
Worldwide	92 000				

\*Converted into EUR at the exchange rate on 1 October 2020

Values have been rounded

# SHORT COMPANY PROFILES



## KESZ GROUP

Budapest, Hungary  
www.kesz.hu

### Revenue (in million EUR)

Worldwide	N/A
-----------	-----

### West North East South

✓	-	✓	✓
---	---	---	---

### Employees

Worldwide	2 000
-----------	-------



## MITIE

London, United Kingdom  
www.mitie.com  
Currency of provided values: GBP\*

### Revenue (in million EUR)

2019

Worldwide	2 448
-----------	-------

### West North East South

-	✓	-	-
---	---	---	---

### Employees

Worldwide	52 500
-----------	--------



## OCS

Crawley, United Kingdom  
www.ocs.com  
Currency of provided values: GBP\*

### Revenue (in million EUR)

2018

Worldwide	1 060
-----------	-------

### West North East South

-	✓	-	-
---	---	---	---

### Employees

2019

Worldwide	86 000
-----------	--------



## OKIN FACILITY

Praha, Czech Republic  
www.okinfacility.eu

### Revenue (in million EUR)

Worldwide	N/A
-----------	-----

### West North East South

-	-	✓	-
---	---	---	---

### Employees

Worldwide	N/A
-----------	-----

\*Converted into EUR at the exchange rate on 1 October 2020

Values have been rounded

# SHORT COMPANY PROFILES



## REKEEP

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

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	1 008	✓	-	✓	✓
Employees					
Worldwide	17 000				



## REIWAG/BSS

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

Revenue (in million EUR)		West	North	East	South
Worldwide	82	✓	-	✓	-
Employees					
Worldwide	3 000				



## SAMSIC

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

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	2 600	✓	✓	✓	✓
Employees	2019				
Worldwide	93 000				



## 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				

Values have been rounded

# SHORT COMPANY PROFILES



## SKANSKA AB

Stockholm, Sweden  
[www.group.skanska.com](http://www.group.skanska.com)  
 Currency of provided values: SEK\*

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	16 472	-	✓	✓	-
Employees	2019				
Worldwide	37 888				



## SODEXO

Issy les Moulineaux, France  
[www.de.sodexo.com](http://www.de.sodexo.com)  
 Currency of provided values: EUR

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	22 000	✓	✓	✓	✓
Employees					
Worldwide	470 000				



## TVO EUROPE

Prague, Czech Republic  
[www.tveurope.com](http://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-energies.com](http://www.vinci-energies.com)  
 Currency of provided values: EUR

Revenue (in million EUR)	2019	West	North	East	South
Worldwide	48 053	✓	✓	✓	✓
Employees					
Worldwide	222 397				

\*Converted into EUR at the exchange rate on 1 October 2020

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.

### ICT

Services provided with the help of information and communication technologies.

**Categories:** (ICT (information and communication technology), 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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