



EUROPEAN FM PROVIDER REPORT

2020



**DREES &
SOMMER**

TABLE OF CONTENTS

Introduction	3	European Customer Synergy S.A	35
Background and methodology	5	First Facility Ingatlankezelő Kft.	37
Expert perspectives		Gegenbauer Holding SE & Co. KG	39
Global FM contracts – the pros and cons	6	GEMMO S.P.A.	41
Why Facility Management has to be considered a strategic resource	8	GLOBE WILLIAMS INTERNATIONAL	43
Overview of European FM providers participating in the survey	10	ISS Global A/S	45
Company profiles of European FM providers participating in the survey	18	Klüh Service Management GmbH	47
AGT Facility Management S.A.	19	Mace	49
Apleona GmbH	21	FR Sauter AG Schweiz	51
Armonia	23	SPIE Group	53
Atalian	25	STRABAG	55
Bouygues Energies & Services	27	Vebeo International V.A.	57
CBRE GWS	29	WISAG Facility Service Holding,	
Dussmann Service	31	WISAG Service Holding Europa	59
ENGIE S.A.	33	Short company profiles of other European FM providers	61
		Glossary	69
		Desk-based research: List of references	71

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



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



Thomas Häusser,
Partner at
Drees & Sommer SE

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

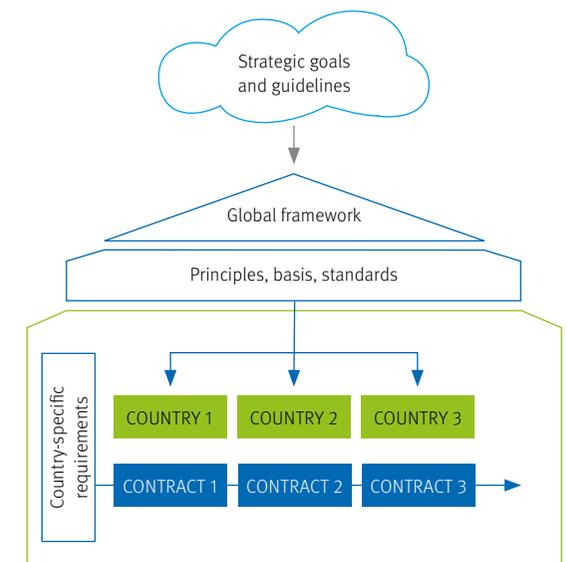
OUR CLIENTS OFTEN ASK US WHETHER THEY SHOULD LOOK FOR AN FM SUPPLIER WHO CAN PROVIDE A GLOBAL OR EUROPEAN SERVICE AND IF SO, WHAT ARE THE ADVANTAGES AND POSSIBLE PITFALLS TO CONSIDER.

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.



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

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.



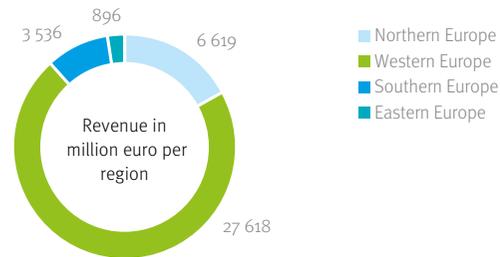
Paul Bagust
RICS Global Property
Standards Director

OVERVIEW OF EUROPEAN
FM PROVIDERS PARTICIPATING
IN THE SURVEY

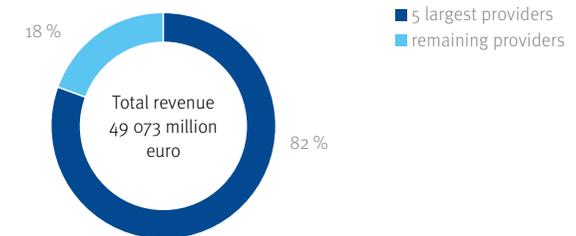
OVERVIEW OF EUROPEAN FM PROVIDERS

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.

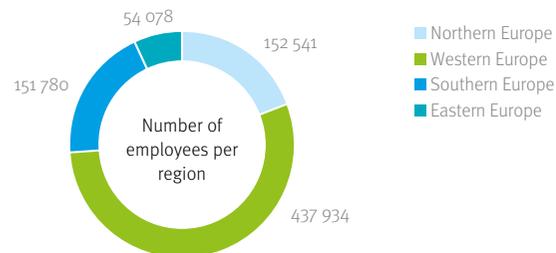
TOTAL REVENUE OF PROVIDERS IN EUROPE*



TOTAL REVENUE OF THE LARGEST PROVIDERS IN EUROPE*



TOTAL NUMBER OF EMPLOYEES OF PROVIDERS IN EUROPE*



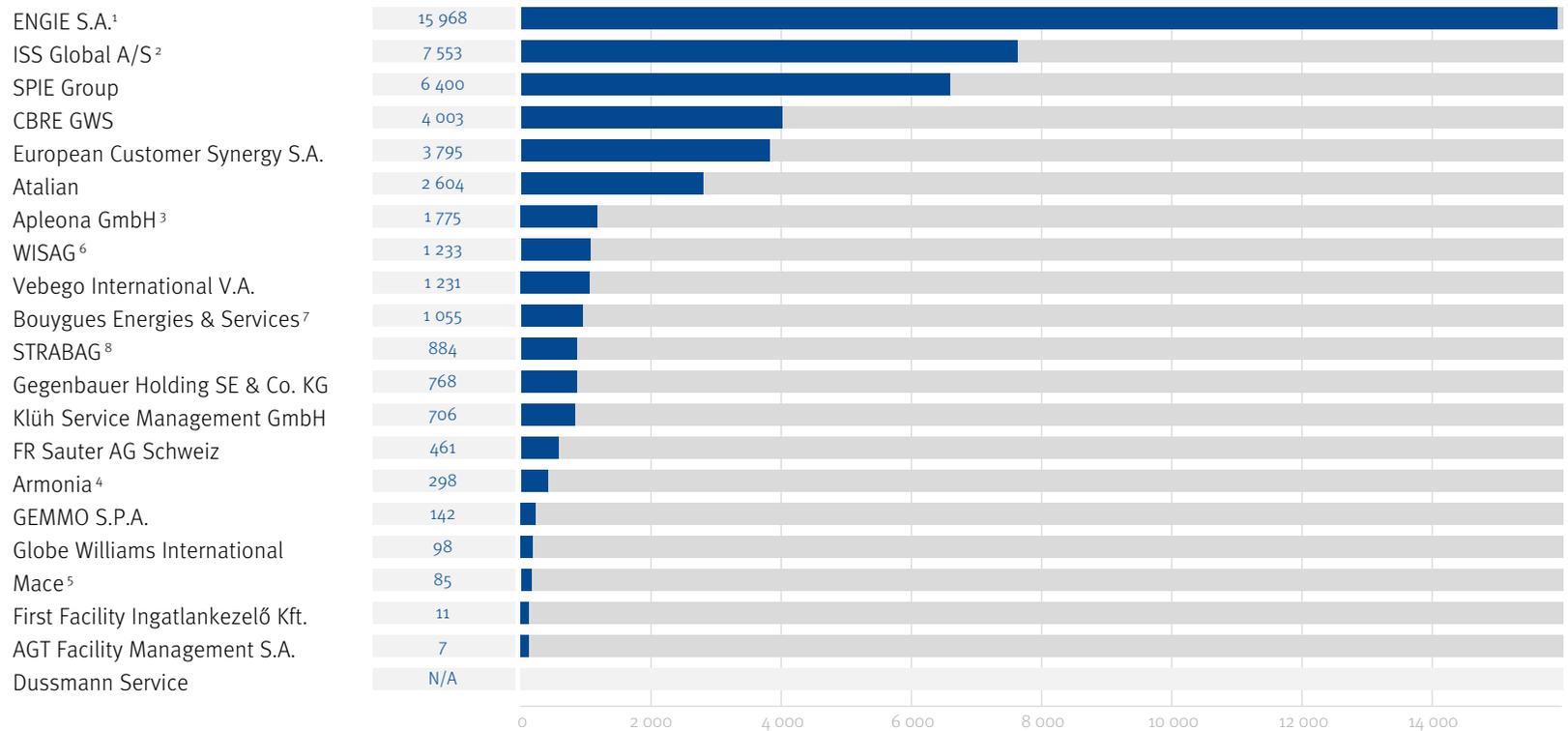
From the total revenue, it is apparent that the majority of the revenue generated comes from Western Europe. The same trend is also clearly visible in the total number of employees. One reason for this could possibly be that there are fewer large, integrated providers in Southern Europe; instead, there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



¹Revenues in the FM sector; revenues of the following countries are not included: Denmark, Finland, Iceland, Norway, Sweden, Bulgaria, Russia. ²Revenue of the following country is not included: Greece. ³Revenues of the following countries are not included: Liechtenstein, Hungary, Portugal. ⁴Revenue of the following country is not included: Ireland. ⁵Converted into EUR at the exchange rate on 1 October 2020. ⁶WISAG Facility Service Holding, WISAG Service Holding Europa. ⁷Bouygues Energies & Services Schweiz AG. ⁸STRABAG 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 ¹	3 352	
ENGIE S.A. ²	1 840	
Atalian	798	
Bouygues Energies & Services ⁷	230	
Apleona GmbH ³	189	
Mace ⁴	66	
European Customer Synergy S.A.	60	
FR Sauter AG Schweiz	44	
Armonia ⁵	25	
WISAG ⁶	7	
Globe Williams International	7	
GEMMO S.P.A.	4	
Vebeo International V.A.	0	
STRABAG ⁸	0	
Gegenbauer Holding SE & Co. KG	0	
Klüh Service Management GmbH	0	
First Facility Ingatlankezelő Kft.	0	
AGT Facility Management S.A.	0	
CBRE GWS	N/A	
Dussmann Service	N/A	
SPIE Group	N/A	

REVENUE IN WESTERN EUROPE (IN MILLION EURO)

ENGIE S.A. ²	12 767	
European Customer Synergy S.A.	3 595	
ISS Global A/S ¹	2 272	
Atalian	1 523	
Apleona GmbH ³	1 400	
Vebeo International V.A.	1 231	
WISAG ⁶	1 220	
STRABAG ⁸	828	
Bouygues Energies & Services ⁷	825	
Gegenbauer Holding SE & Co. KG	749	
Klüh Service Management GmbH	664	
FR Sauter AG Schweiz	363	
Armonia ⁵	251	
Mace ⁴	12	
Globe Williams International	8	
GEMMO S.P.A.	2	
First Facility Ingatlankezelő Kft.	0	
AGT Facility Management S.A.	0	
CBRE GWS	N/A	
Dussmann Service	N/A	
SPIE Group	N/A	

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

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

Values have been rounded

OVERVIEW OF EUROPEAN FM PROVIDERS

REVENUE IN EASTERN EUROPE (IN MILLION EURO)

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

REVENUE IN SOUTHERN EUROPE (IN MILLION EURO)

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

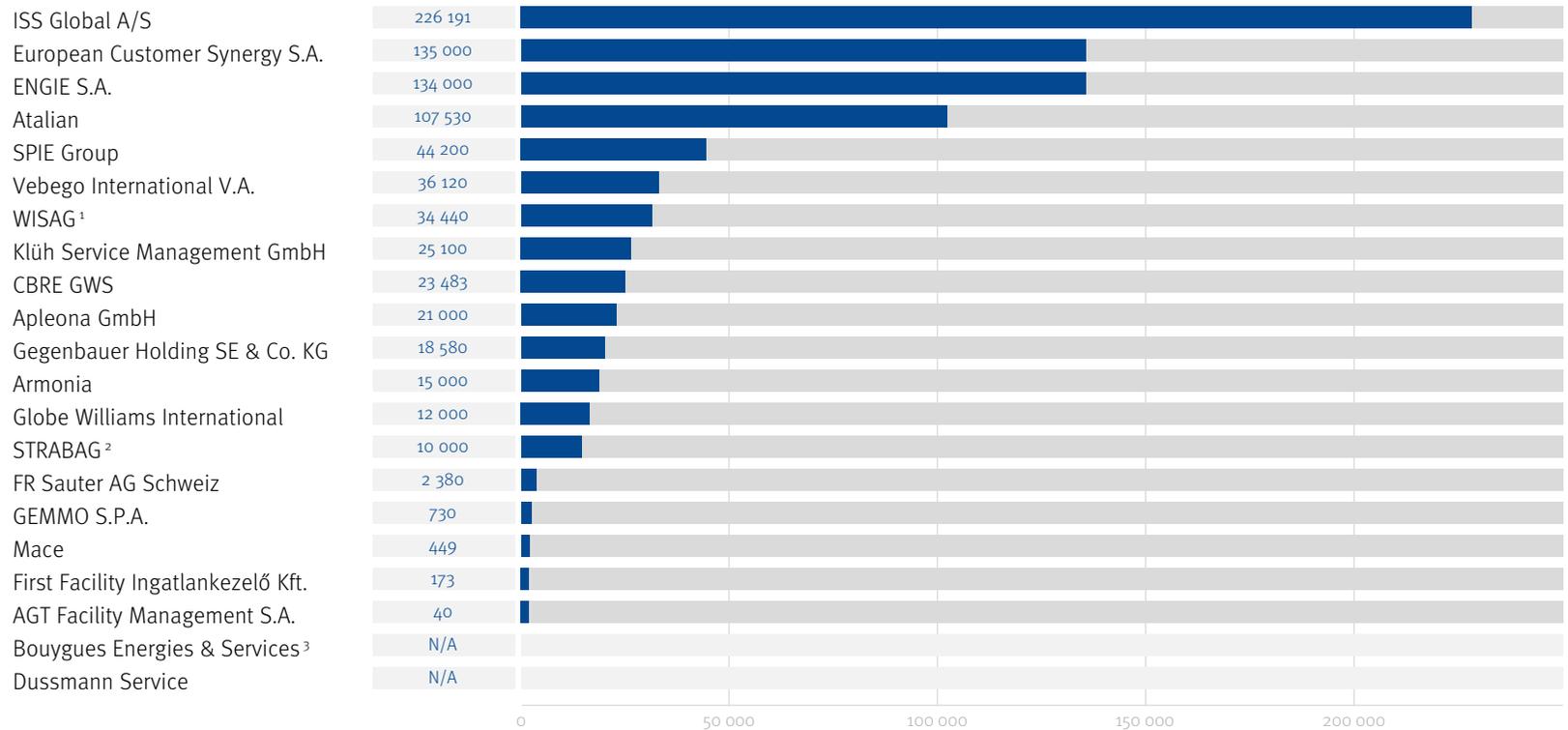
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¹Revenues in the FM sector; revenues of the following countries are not included: Denmark, Finland, Iceland, Norway, Sweden, Bulgaria, Russia. ²Revenue of the following country is not included: Greece. ³Revenues of the following countries are not included: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

Values have been rounded

OVERVIEW OF EUROPEAN FM PROVIDERS

EMPLOYEES IN EUROPE



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

OVERVIEW OF EUROPEAN FM PROVIDERS

EMPLOYEES IN NORTHERN EUROPE

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

EMPLOYEES IN WESTERN EUROPE

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

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

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

OVERVIEW OF EUROPEAN FM PROVIDERS

EMPLOYEES IN EASTERN EUROPE

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

EMPLOYEES IN SOUTHERN EUROPE

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

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

¹WISAG Facility Service Holding, WISAG Service Holding Europa. ²STRABAG Property and Facility Services GmbH. ³Bouygues 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

Currency of provided values: EUR



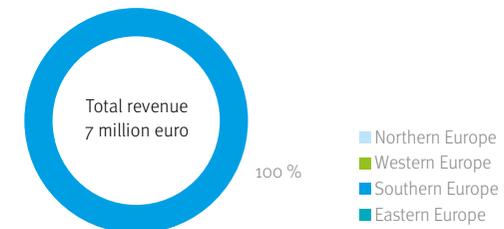
REVENUE PER REGION

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

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

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													0
Estonia													0
Finland													0
Iceland													0
Ireland													0
Latvia													0
Lithuania													0
Norway													0
Sweden													0
United Kingdom													0
WESTERN EUROPE													0
Austria													0
Belgium													0
France													0
Germany													0
Liechtenstein													0
Luxembourg													0
Monaco													0
Netherlands													0
Switzerland													0
EASTERN EUROPE													0
Belarus													0
Bulgaria													0
Czech Republic													0
Hungary													0
Moldova													0
Poland													0
Romania													0
Russia													0
Slovakia													0
Ukraine													0
SOUTHERN EUROPE													0
Albania													0
Bosnia and Herzegovina													0
Croatia													0
Greece	100%	100%	100%	100%	100%	25%	100%	75%	75%		25%	100%	3
Italy	100%	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%	100%		75%	75%	25%		25%	100%	4
Turkey													0

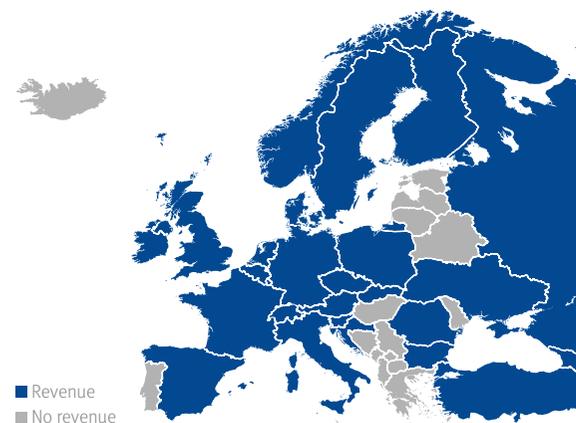
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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

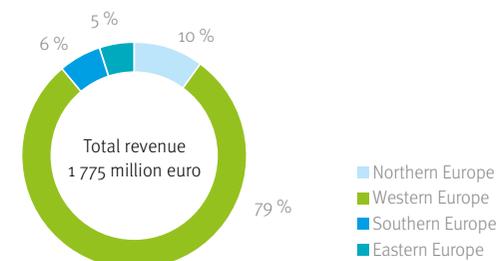
Revenue (in million EUR)	2018	2019
Worldwide	2 000	2 000
Europe*	1 814	1 775
Northern Europe	195	189
Western Europe*	1 434	1 400
Eastern Europe*	82	86
Southern Europe*	104	101

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

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

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)

	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
EASTERN EUROPE													
Belarus													0
Bulgaria													3
Czech Republic													13
Hungary													0
Moldova													0
Poland													33
Romania													2
Russia													30
Slovakia													3
Ukraine													2
SOUTHERN EUROPE													
Albania													0
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

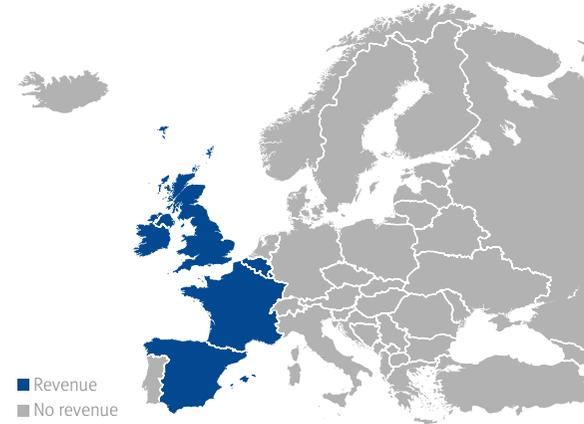
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

ARMONIA

.ARMONIA

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



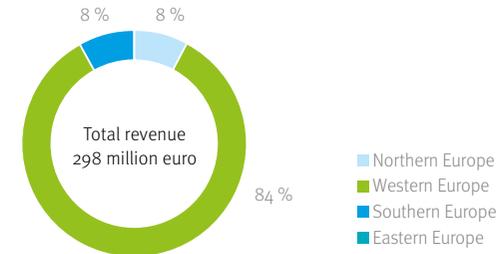
REVENUE PER REGION

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

TOTAL REVENUE PER REGION, 2019



WORLD GEOGRAPHICAL PRESENCE

Also active in

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

*Revenue of the following country is not included: Ireland

Revenue values have been rounded

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

	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							100%					N/A
	Latvia												0
	Lithuania												0
	Norway												0
	Sweden												0
	United Kingdom	100%	100%	100%	25%	100%	100%	50%	100%	100%	100%	100%	100%
WESTERN EUROPE	Austria												0
	Belgium	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	1
	France	100%	100%	100%	25%	100%	100%	25%	100%	25%	100%	100%	251
	Germany												0
	Liechtenstein												0
	Luxembourg							100%					1
	Monaco				25%			100%					1
	Netherlands												0
	Switzerland												0
	EASTERN EUROPE	Belarus											
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			25%				25%	50%					23
Turkey													0

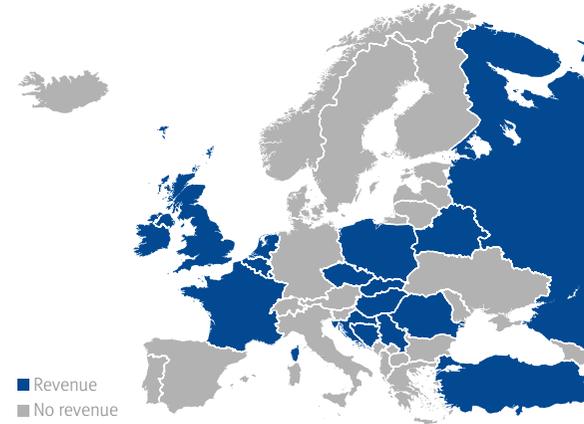
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

ATALIAN



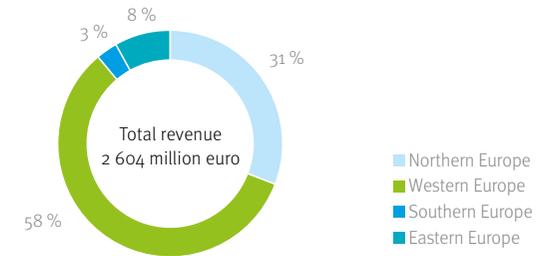
Paris, France
 Name of parent company: La Financiere Atalian
www.atalian.com
 Currency of provided values: EUR



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

TOTAL REVENUE PER REGION, 2019



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

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)

	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
EASTERN EUROPE													
Belarus		■	■			■	■	■	■	■	■	■	6
Bulgaria													0
Czech Republic	■	■	■	■	■	■	■			■	■		94
Hungary		■	■	■	■	■	■	■	■			■	15
Moldova													0
Poland	■	■	■										22
Romania	■	■	■	■	■	■	■	■	■	■	■	■	11
Russia		■	■			■	■	■	■	■	■	■	21
Slovakia	■	■	■										34
Ukraine													0
SOUTHERN EUROPE													
Albania													0
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

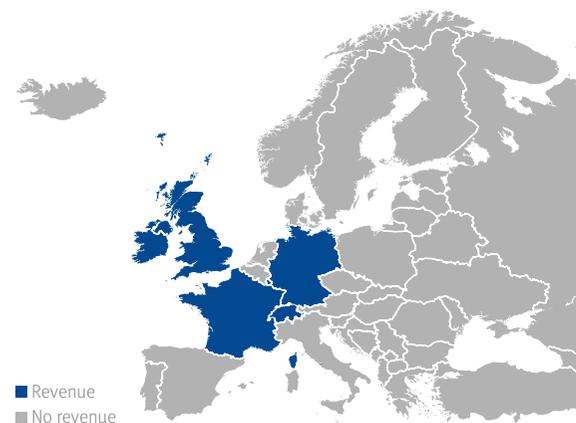
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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

TOTAL REVENUE PER REGION, 2019



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

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	100%	100%	100%	100%	50%	50%	25%	0%	0%	0%	0%	100%	230
WESTERN EUROPE													
Austria													0
Belgium													0
France	100%	0%	0%	100%	100%	100%	0%	100%	25%	0%	0%	100%	250
Germany	0%	0%	0%	0%	50%	50%	0%	0%	0%	0%	25%	100%	285
Liechtenstein													0
Luxembourg													0
Monaco													0
Netherlands													0
Switzerland	100%	100%	100%	100%	25%	50%	50%	25%	100%	0%	0%	100%	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*



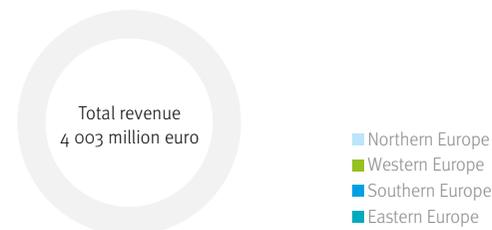
REVENUE PER REGION

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

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

	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Estonia	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Finland	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Iceland	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Ireland	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Latvia	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Lithuania	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Norway	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Sweden	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	United Kingdom	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
WESTERN EUROPE	Austria	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Belgium	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	France	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Germany	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Liechtenstein	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Luxembourg	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Monaco	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Netherlands	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Switzerland	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	EASTERN EUROPE	Belarus	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%
Bulgaria		100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
Czech Republic		100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
Hungary		100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
Moldova		100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
Poland		100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
Romania		100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
Russia		100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
Slovakia		100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
Ukraine		100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
SOUTHERN EUROPE	Albania	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Bosnia and Herzegovina	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Croatia	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Greece	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Italy	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Kosovo	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Malta	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Montenegro	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	North Macedonia	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
	Portugal	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A
Serbia	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A	
Slovenia	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A	
Spain	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A	
Turkey	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A	

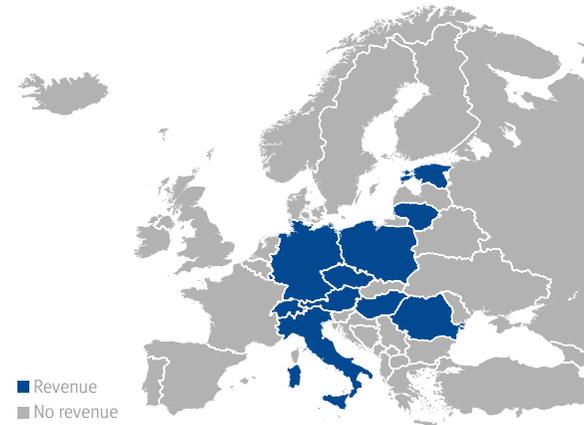
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

DUSSMANN SERVICE



Berlin, Germany
 Name of parent company: Dussmann Group
 www.dussmanngroup.com
 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

TOTAL REVENUE PER REGION, 2019



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

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)

DUSSMANN SERVICE

	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	25%	100%	100%	75%	0%	100%	100%	0%	25%	100%	25%	100%	N/A
Finland													0
Iceland													0
Ireland													0
Latvia													0
Lithuania	25%	100%	100%	75%	25%	100%	100%	0%	25%	100%	25%	100%	N/A
Norway													0
Sweden													0
United Kingdom													0
WESTERN EUROPE													
Austria	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	100%	100%	N/A
Belgium													0
France													0
Germany	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	N/A
Liechtenstein													0
Luxembourg	0%	100%	100%	0%	0%	100%	100%	0%	100%	100%	25%	100%	N/A
Monaco													0
Netherlands													0
Switzerland	25%	100%	100%	25%	25%	25%	100%	0%	100%	100%	25%	100%	N/A
EASTERN EUROPE													
Belarus													0
Bulgaria													0
Czech Republic	0%	25%	100%	0%	0%	0%	100%	0%	25%	100%	0%	100%	N/A
Hungary	25%	100%	100%	25%	0%	100%	100%	0%	100%	100%	0%	100%	N/A
Moldova													0
Poland	100%	100%	100%	25%	0%	100%	100%	0%	25%	100%	0%	100%	N/A
Romania	0%	25%	100%	25%	0%	100%	100%	0%	25%	100%	0%	100%	N/A
Russia													0
Slovakia													0
Ukraine													0
SOUTHERN EUROPE													
Albania													0
Bosnia and Herzegovina													0
Croatia													0
Greece													0
Italy	100%	25%	100%	25%	0%	100%	100%	0%	100%	100%	100%	100%	N/A
Kosovo													0
Malta													0
Montenegro													0
North Macedonia													0
Portugal													0
Serbia													0
Slovenia													0
Spain													0
Turkey													0

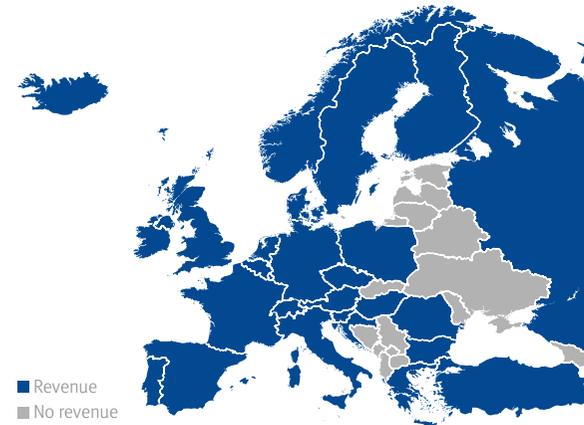
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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

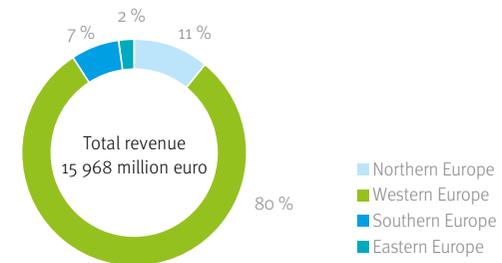
EMPLOYEES PER REGION

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

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

	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	100%	50%	0%	50%		50%	50%	50%	50%	50%	50%	Inc. UK
	Latvia												0
	Lithuania												0
	Norway												N/A
	Sweden												N/A
	United Kingdom	100%	50%	100%	50%	50%	50%	50%	50%	50%	50%	50%	1 840
WESTERN EUROPE	Austria	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	65
	Belgium	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	317
	France	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	10 000
	Germany	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	742
	Liechtenstein												0
	Luxembourg	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	30
	Monaco	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	inc. France
	Netherlands	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	1 200
	Switzerland	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	413
	EASTERN EUROPE	Belarus											
Bulgaria													N/A
Czech Republic		100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	114
Hungary		100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	7
Moldova													0
Poland		100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	96
Romania		100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	6
Russia													N/A
Slovakia		100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	31
Ukraine													0
SOUTHERN EUROPE	Albania												0
	Bosnia and Herzegovina												0
	Croatia	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	4
	Greece	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	17
	Italy	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	600
	Kosovo												0
	Malta												0
	Montenegro												0
	North Macedonia												0
	Portugal	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	40
	Serbia												0
	Slovenia												0
	Spain	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	146
Turkey	100%	50%	0%	50%	50%	50%	50%	50%	50%	50%	50%	300	

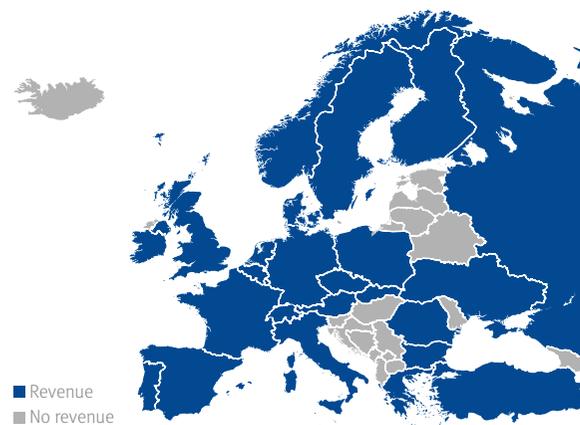
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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
 Currency of provided values: EUR



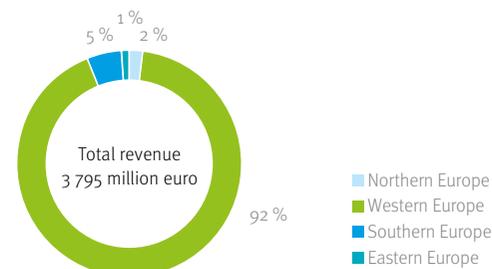
REVENUE PER REGION

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

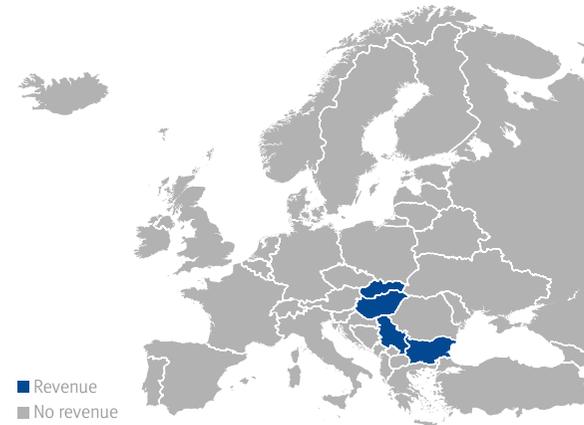
	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL	
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m	
NORTHERN EUROPE	Denmark	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	1	
	Estonia	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Finland	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	1	
	Iceland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Ireland	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	28	
	Latvia	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Lithuania	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Norway	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	1	
	Sweden	100%	100%	100%	0%	100%	100%	100%	25%	100%	100%	100%	100%	3
	United Kingdom	100%	100%	100%	100%	100%	100%	100%	25%	100%	100%	100%	100%	26
WESTERN EUROPE	Austria	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	34	
	Belgium	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	154	
	France	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	981	
	Germany	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	2 200	
	Liechtenstein	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Luxembourg	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	18	
	Monaco	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Netherlands	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	117	
	Switzerland	100%	100%	50%	100%	100%	100%	100%	100%	100%	100%	100%	1	
	EASTERN EUROPE	Belarus	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0
Bulgaria		25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	2	
Czech Republic		25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	
Hungary		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
Moldova		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
Poland		25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	4	
Romania		25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	1	
Russia		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	4	
Slovakia		25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	4	
Ukraine		25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	3	
SOUTHERN EUROPE	Albania	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Bosnia and Herzegovina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Croatia	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Greece	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	13	
	Italy	100%	100%	100%	25%	25%	100%	100%	100%	100%	100%	100%	100%	60
	Kosovo	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Malta	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Montenegro	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	North Macedonia	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Portugal	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	1	
	Serbia	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Slovenia	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	
	Spain	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	109	
Turkey	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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



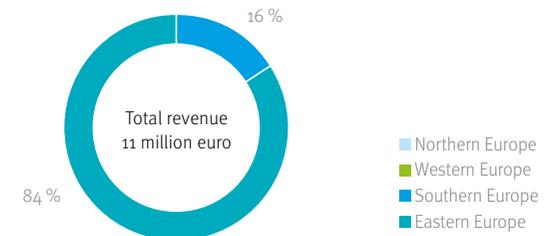
REVENUE PER REGION

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													0
Denmark													0
Estonia													0
Finland													0
Iceland													0
Ireland													0
Latvia													0
Lithuania													0
Norway													0
Sweden													0
United Kingdom													0
WESTERN EUROPE													0
Austria													0
Belgium													0
France													0
Germany													0
Liechtenstein													0
Luxembourg													0
Monaco													0
Netherlands													0
Switzerland													0
EASTERN EUROPE													0
Belarus													0
Bulgaria	■	■	■	■	■	■	■	■	■	■	■	■	3
Czech Republic													0
Hungary	■	■	■	■	■	■				■		■	6
Moldova													0
Poland													0
Romania													0
Russia													0
Slovakia	■	■	■	■	■		■			■	■	■	1
Ukraine													0
SOUTHERN EUROPE													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

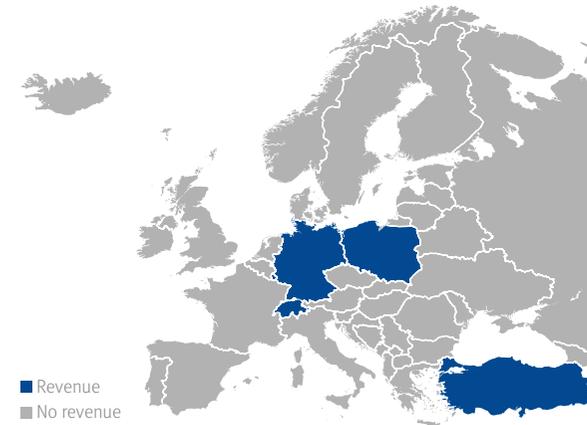
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

Revenue values have been rounded

GEGENBAUER HOLDING SE & CO. KG

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

Gegenbauer
 Gebäude. Service. Menschen.



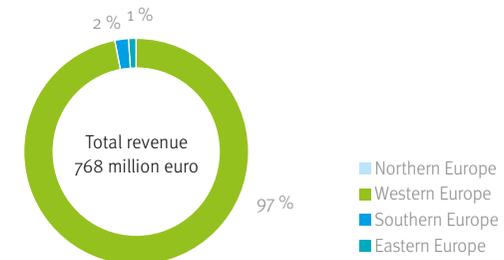
REVENUE PER REGION

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	■	■	■			■							744
Liechtenstein													0
Luxembourg	■	■	■										4
Monaco													0
Netherlands													0
Switzerland	■	■	■			■							1
EASTERN EUROPE													
Belarus													0
Bulgaria													0
Czech Republic													0
Hungary													0
Moldova													0
Poland	■	■	■			■							14
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	■	■	■			■							6

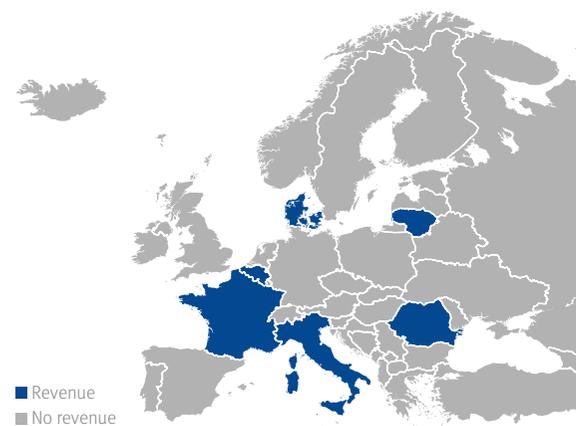
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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

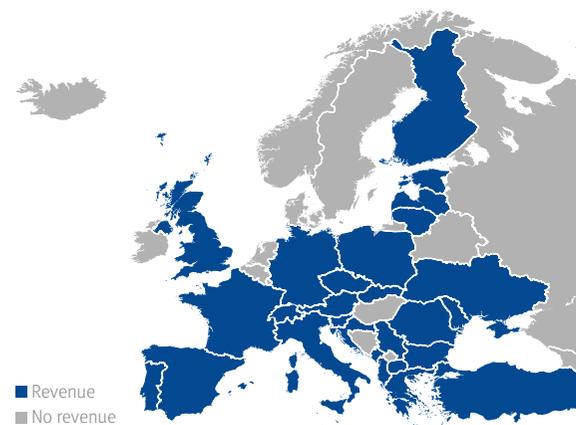
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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



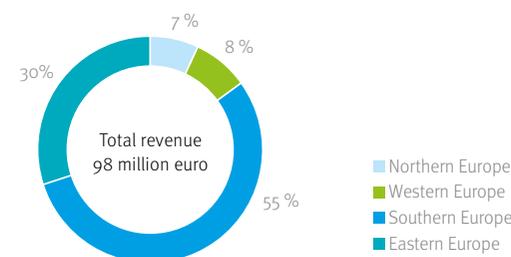
REVENUE PER REGION

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
	EASTERN EUROPE	Belarus											
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
SOUTHERN EUROPE	Albania												N/A
	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	

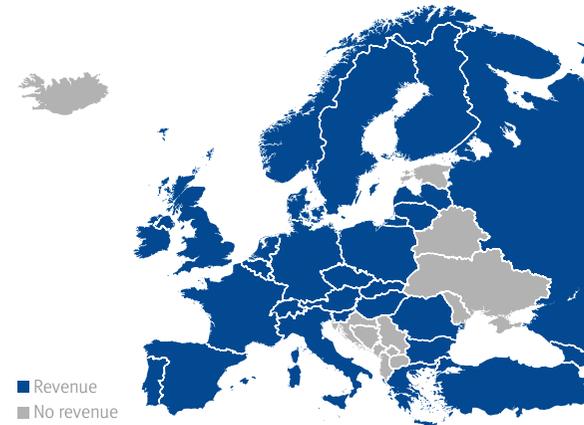
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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



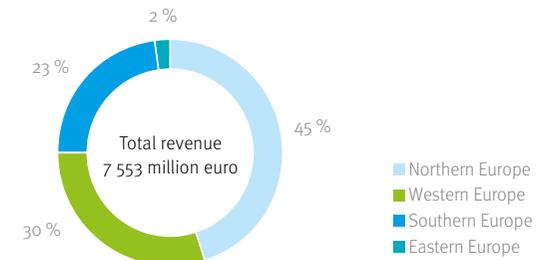
REVENUE PER REGION

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

TOTAL REVENUE PER REGION, 2019



WORLD GEOGRAPHICAL PRESENCE

Also active in

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

*Revenue of the following country is not included: Greece

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
	SOUTHERN EUROPE	Albania											
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	

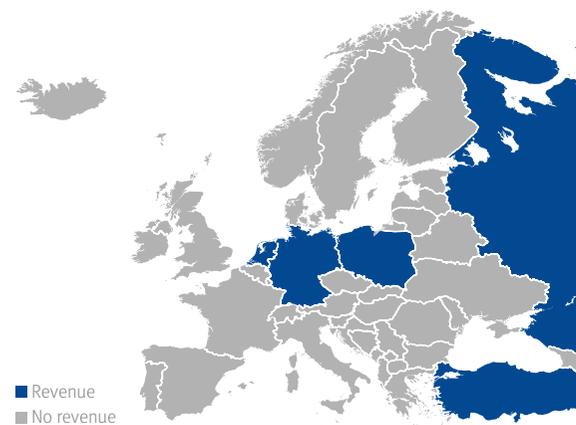
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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



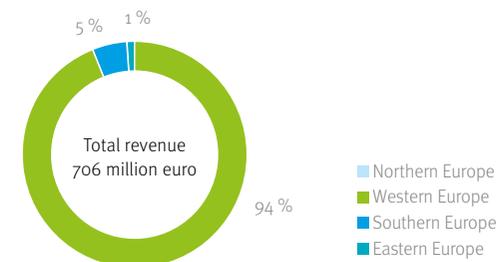
REVENUE PER REGION

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

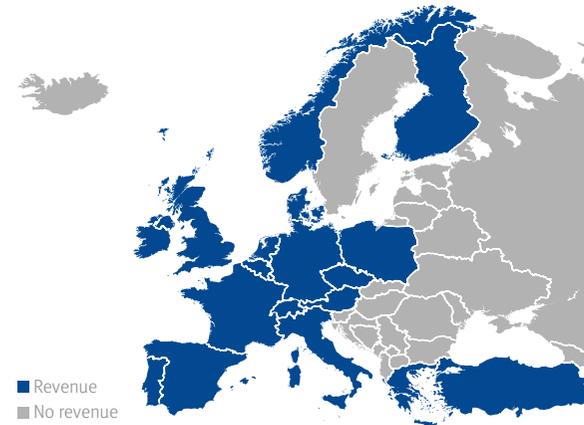
	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE													0
Denmark													0
Estonia													0
Finland													0
Iceland													0
Ireland													0
Latvia													0
Lithuania													0
Norway													0
Sweden													0
United Kingdom													0
WESTERN EUROPE													0
Austria													0
Belgium													0
France													0
Germany		25%	50%	0%	0%	25%	50%	0%	25%	0%	25%	25%	648
Liechtenstein													0
Luxembourg													0
Monaco													0
Netherlands		25%	75%	0%	0%	0%	0%	0%	0%	0%	0%	25%	15
Switzerland													0
EASTERN EUROPE													0
Belarus													0
Bulgaria													0
Czech Republic													0
Hungary													0
Moldova													0
Poland		25%	50%	0%	0%	25%	0%	0%	25%	0%	25%	25%	7
Romania													0
Russia		25%	75%	0%	0%	0%	0%	0%	25%	0%	25%	25%	3
Slovakia													0
Ukraine													0
SOUTHERN EUROPE													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		25%	75%	0%	0%	25%	50%	0%	25%	0%	25%	25%	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*



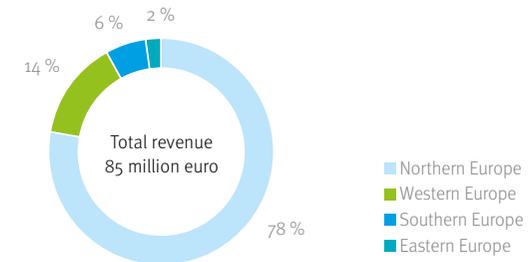
REVENUE PER REGION

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

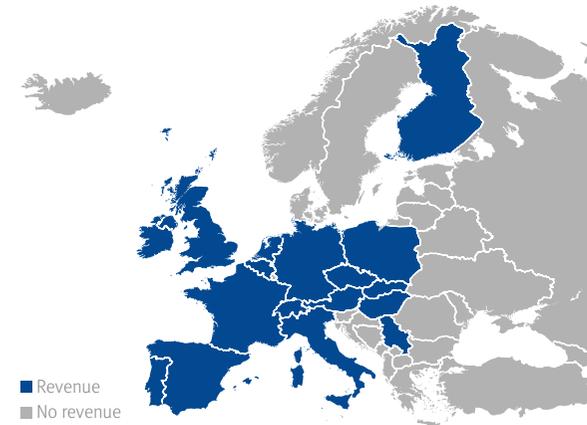
	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE													
Denmark													1
Estonia													0
Finland													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



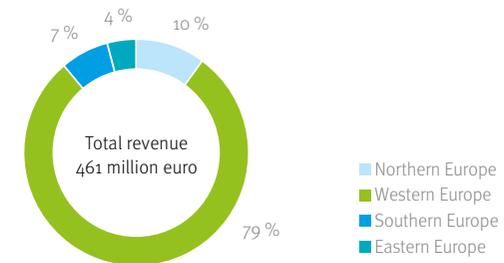
REVENUE PER REGION

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	100%	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	19
Latvia													0
Lithuania													0
Norway													0
Sweden	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	3
United Kingdom	100%	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	22
WESTERN EUROPE													
Austria	100%	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	21
Belgium	100%	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	2
France	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	25
Germany	100%	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	259
Liechtenstein													0
Luxembourg													0
Monaco													0
Netherlands	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	12
Switzerland	100%	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	44
EASTERN EUROPE													
Belarus													0
Bulgaria													0
Czech Republic	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	8
Hungary	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	5
Moldova													0
Poland	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	4
Romania													0
Russia													0
Slovakia	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	3
Ukraine													0
SOUTHERN EUROPE													
Albania													0
Bosnia and Herzegovina													0
Croatia													0
Greece													0
Italy	100%	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20
Kosovo													0
Malta													0
Montenegro													0
North Macedonia													0
Portugal	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	1
Serbia	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	3
Slovenia													0
Spain	50%	50%	25%	50%	50%	50%	50%	50%	50%	50%	50%	50%	10
Turkey													0

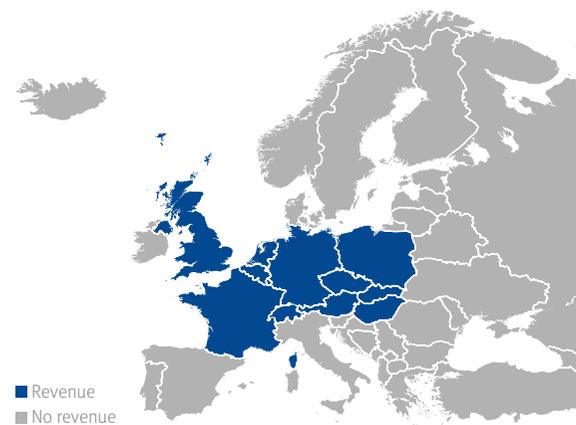
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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

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

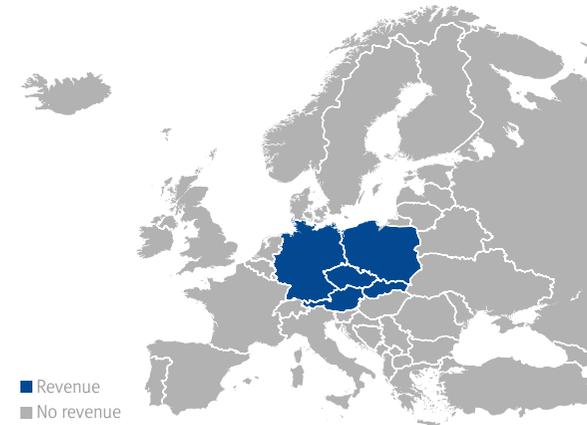
	SPACE & INFRASTRUCTURE					PEOPLE & ORGANIZATION							FINANCIAL
	Space	Outdoor	Cleaning	Workplace	Primary activity specific	HGSS&E	Hospitality	ICT	Logistics	Business Support	Organization specific	Sustainability	Revenue in m
NORTHERN EUROPE													0
Denmark													0
Estonia													0
Finland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



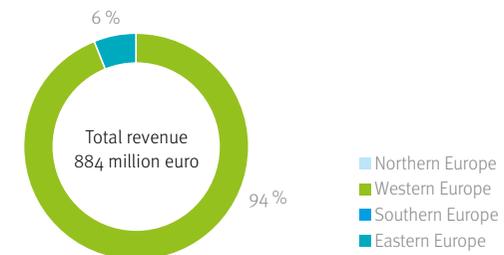
REVENUE PER REGION

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													0
Denmark													0
Estonia													0
Finland													0
Iceland													0
Ireland													0
Latvia													0
Lithuania													0
Norway													0
Sweden													0
United Kingdom													0
WESTERN EUROPE													61
Austria	50%	100%	100%			50%	100%		50%			100%	0
Belgium													0
France													0
Germany	50%	100%	100%	100%		50%	100%		50%			100%	767
Liechtenstein													0
Luxembourg													0
Monaco													0
Netherlands													0
Switzerland													0
EASTERN EUROPE													0
Belarus													0
Bulgaria													0
Czech Republic	50%	100%	100%			50%	100%		50%			100%	8
Hungary													0
Moldova													0
Poland	50%	100%	100%			50%	100%		50%			100%	31
Romania													0
Russia													0
Slovakia	50%	100%	100%			50%	100%		50%			100%	17
Ukraine													0
SOUTHERN EUROPE													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

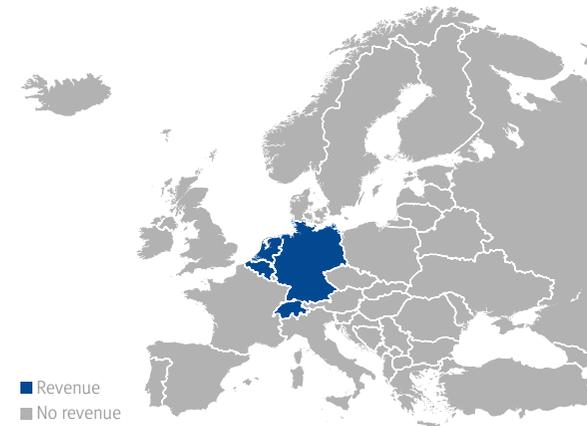
In sourcing rate of offered services: □ Service is not offered ■ 0 % ◻ 25 % ◼ 50 % ◽ 75 % ◾ 100 %

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



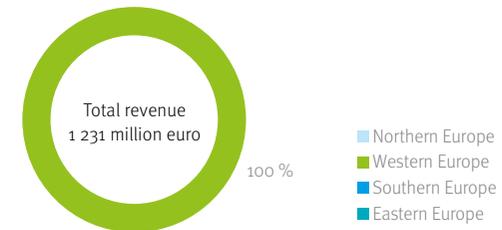
REVENUE PER REGION

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	25%	0%	75%	100%	0%	0%	75%	0%	25%	0%	0%	25%	143
France													0
Germany	25%	25%	75%	25%	0%	0%	75%	0%	25%	25%	0%	0%	118
Liechtenstein	100%	75%	100%	75%	75%	100%	100%	25%	75%	100%	75%	100%	Inc. CH
Luxembourg													0
Monaco													0
Netherlands	25%	75%	75%	25%	25%	75%	75%				25%	75%	743
Switzerland	75%	75%	75%	75%	75%	75%	75%	25%	25%	75%	25%	75%	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

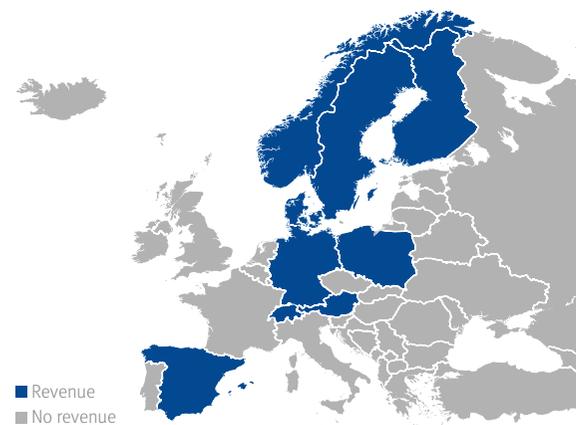
Insourcing rate of offered services: □ Service is not offered ■ 0 % ■ 25 % ■ 50 % ■ 75 % ■ 100 %

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



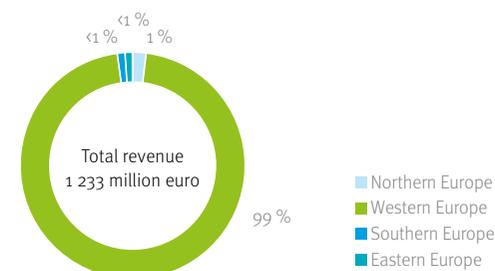
REVENUE PER REGION

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
EASTERN EUROPE													
Belarus													0
Bulgaria													0
Czech Republic													0
Hungary													0
Moldova													0
Poland													5
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													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
 Currency of provided values: EUR

Revenue (in million EUR)		West	North	East	South
Worldwide	7 191	✓	✓	✓	✓
Employees					
Worldwide	39 700				



ADVENIS GROUP

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

Revenue (in million EUR)		2018	West	North	East	South
Worldwide	71		✓	-	-	-
Employees		2019				
Worldwide	330					



CAVERION

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

Revenue (in million EUR)		2019	West	North	East	South
Worldwide	2 123		✓	✓	✓	-
Employees		2019				
Worldwide	16 270					



COMPASS GROUP

Chertsey Surrey, United Kingdom
www.compass-group.com
 Currency of provided values: GBP*

Revenue (in million EUR)		2019	West	North	East	South
Worldwide	27 416		✓	✓	✓	✓
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
 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
 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
 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
 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
 Currency of provided values: EUR

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



FACILICOM GROUP

Schiedam, Netherlands
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
 Currency of provided values: EUR

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



FOUR FM AB

Örebro, Sweden
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.ksz.hu

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

Employees	
Worldwide	2 000



MITIE

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

Revenue (in million EUR)		2019	West	North	East	South
Worldwide	2 448	-	✓	-	-	

Employees	
Worldwide	52 500



OCS

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

Revenue (in million EUR)		2018	West	North	East	South
Worldwide	1 060	-	✓	-	-	

Employees		2019
Worldwide	86 000	



OKIN FACILITY

Praha, Czech Republic
www.okinfacility.eu

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

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
 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
 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

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
 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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