



**Facilities Management
Market
Research & Analysis
*UK 2014***

Report Sample

N.B – Figures in charts have been changed & data redacted for this sample

**Facilities Management Market Size & Review 2008-2014; SWOT & PEST Analysis,
Mix by Service Type 2008-2018; End User Mix 2008-2018; Market Leaders'
Ranking, Profiles & Key Financials; Industry Averages; Market Forecasts to 2018**

6th Edition

March 2014

Research & Analysis Report Contents

1.	INTRODUCTION TO RESEARCH & ANALYSIS REPORTS	5
1.1	Key Features & Benefits of this Research & Analysis Report	5
1.2	Introduction to Research & Analysis Reports	6
2.	UK FACILITIES MANAGEMENT MARKET	7
2.1	EXECUTIVE SUMMARY & MARKET OVERVIEW	7
2.2	FACILITIES MANAGEMENT MARKET SIZE & TRENDS 2008-2018	9
2.2.1	Facilities Management Market Size 2008-2018 – Current Prices	9
2.2.2	Facilities Management Market Size 2008-2018 – Constant Prices	15
2.2.3	Average FM Contractor Sales Revenue 2008-2018	18
2.2.4	FM Market Future Prospects	22
2.3	KEY MARKET TRENDS IN THE FACILITIES MANAGEMENT MARKET	27
2.3.1	Facilities Management Industry Profitability 2008-2018	27
2.3.2	Facilities Management Industry Assets 2008-2018	31
2.3.3	Facilities Management Industry Debt 2008-2018	34
2.3.4	Facilities Management Market Net Worth 2008-2018	36
2.3.5	Sales Per Employee in Facilities Management Market 2008-2018	38
2.4	KEY MARKET INFLUENCES, PEST & SWOT ANALYSIS	40
2.4.1	PEST ANALYSIS – Illustration of Key Market Forces	40
2.4.2	Political & Legal Influences & Trends	41
2.4.3	Economic Influences & Trends on UK FM Market	42
2.4.4	SWOT Analysis – Strengths, Weaknesses, Opportunities, Threats	49
2.5	FACILITIES MANAGEMENT PRODUCT / SERVICE MIX	51
2.5.1	Share by Facilities Management Sector 2008, 2014 & 2018	51
2.5.2	Bundled FM / TFM Services Market Value 2008-2018	54
2.5.3	Property Maintenance / O&M Market Value 2008-2018	57
2.5.4	Office Support Services Market Value 2008-2018	59
2.5.5	Security & Access Control Services Market Value 2008-2018	61
2.5.6	PFI / PPP Facilities Management Market Value 2008-2018	63
2.5.7	Contract Cleaning Market Value 2008-2018	65
2.5.8	Contract Catering Market Value 2008-2018	68
2.6	FACILITIES MANAGEMENT END USER / CHANNEL MIX	71
2.6.1	Share by Key End Use Market 2008, 2014 & 2018	71
3.	THE FACILITIES MANAGEMENT INDUSTRY	75
3.1	Facilities Management Industry Structure in 2014	75
3.1.1	Industry Mix by Growth/Decline Over Last 12 Months	75
3.1.2	Industry Share by Credit Rating in 2014	76
3.1.3	Industry Mix by Age of Companies in 2014	77
3.1.4	Industry Share by Number of Employees in 2014	78
3.1.5	Industry Mix by Turnover Band in 2014	79
3.1.6	Industry Share by Location Type in 2014	79
3.1.7	Industry Mix by Geographical Region in 2014	80
4.	FACILITIES MANGEMENT COMPANY RANKINGS	82
4.1	Facilities Management Companies Listing	82
4.2	Facilities Management Contractors Ranking By Turnover	84
4.2	Individual Turnover Estimates by Company	85
4.3	FM Companies Ranking by Profitability	87
4.4	FM Companies Ranking by Assets	89
4.5	FM Companies Ranking by Debt	93
4.6	FM Contractors Ranking by Net Worth	94
5.	FM CONTRACTOR PROFILES & 'AT A GLANCE'	95-215
	FM Contractors Company Overview & 'At a Glance' 4 Year Financials & Key Indicators	95-215

Market Report Tables & Charts

- Figure 1: Facilities Management Market – UK 2008 – 2018 By Value £m
- Figure 2: Facilities Management Market – UK 2008 – 2018 Constant Prices £M1
- Figure 3: Average Sales in the Facilities Management Market – UK 2008 – 2018 £M
- Figure 4: Facilities Management Market Profitability – UK 2008 – 2018 £M
- Figure 5: Facilities Management Market Average Profitability – UK 2008 – 2018 £M
- Figure 6: Total Asset Performance – UK 2008 – 2018 £M
- Figure 7: Average Asset Performance – UK 2008 – 2018 £M
- Figure 8: Facilities Management Market Debt – UK 2008 – 2018 £M
- Figure 9: Facilities Management Market Average Debt – UK 2008 – 2018 £M
- Figure 10: Facilities Management Market Net Worth – UK 2008 – 2018 £M
- Figure 11: FM Contractors Average Net Worth – UK 2008 – 2018 £M
- Figure 12: Sales Per Employee – UK 2008 – 2018 £M
- Figure 13: PEST Analysis for UK Facilities Management Market in 2014
- Figure 14: UK Economic Annual Performance– GDP 2008-2018
- Figure 15: UK Economic Annual Performance– Inflation (CPI) 2004-2018
- Figure 16: UK Economic Annual Performance– Interest Rates (Bank of England) 2008-2018
- Figure 17: UK Unemployment Numbers 2008-2018
- Figure 18: Key Strengths & Weaknesses in the Facilities Management Market 2014- 2018
- Figure 19: Key Opportunites & Threats in the Facilities Management Market 2014-2018
- Figure 20: Share by Key Product Sector in Facilities Management Market 2014
- Figure 21: Historical Share by Key Sector in Facilities Management Market 2008
- Figure 22: Forecast Share by Key Sector in Facilities Management Market 2018
- Figure 23: 'Bundled' FM Services Market by Value 2008-2018 £M
- Figure 24: Property Maintenance & O&M FM Market by Value 2008-2018 £M
- Figure 25: Office Suport Services Market by Value 2008-2018 £M
- Figure 26: Security Services Market by Value 2008-2018 £M
- Figure 27: PPP / PFI FM Services Market by Value 2008-2018 £M
- Figure 28: UK PPP / PFI Spending 2013 – 2021 £bn
- Figure 29: Share by Government Department for PFI Spending 2014
- Figure 30: Contract Cleaning Market by Value 2008-2018 £M
- Figure 31: Contract Catering Market by Value 2008-2018 £
- Figure 32: Share by Key End Use Sector in Facilities Management Market 2014
- Figure 33: Historical Share by Key End Use Sector in Facilities Management Market 2008
- Figure 34: Share by Key End Use Sector 2008, 2014 & Forecasts to 2018
- Figure 35: Market Share by Facilities Management Contractor Sales Growth / Decline 2014
- Figure 36: Market Share by Credit Rating in the Facilities Management Industry 2014
- Figure 37: Market Share by Company Age in the Facilities Management Market 2014
- Figure 38: Mix by Number of Employees in the Facilities Management Market 2014
- Figure 39: Share by Turnover Band in the Facilities Management Market 2014
- Figure 40: Mix by Location Type in the Facilities Management Market 2014
- Figure 41: Mix by Location Type in the Facilities Management Market 2014
- Figure 42: Facilities Management Company Listing
- Figure 43: Facilities Management Companies Ranked By Turnover 2014
- Figure 44: FM Companies Sales Estimates 2013
- Figure 45: Facilities Management Companies Ranked By Profit 2013
- Figure 46: Facilities Management Companies Ranked By Assets 2013
- Figure 47: Facilities Management Companies Ranked By Debt 2013
- Figure 48: Facilities Management Companies Ranked By Net Worth 2013
- Figures 49-170: FM Contractors 4 Years Financials & 'At a Glance' Chart

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1. Introduction to *Research & Analysis Reports*

1.1 Key Features & Benefits of this *Research & Analysis Report*

MTW's "*Research & Analysis*" market reports provide an independent, comprehensive review of recent, current and future market size and trends in an easy to reference format. Each report provides vital market intelligence in terms of size, product mix, end user mix, SWOT, key trends and influences, supply and distribution channel trends. In addition, rankings by turnover, profit and other key financials for the market leaders are provided as well as a 1 page profile for each key player in the market. Contact, telemarketing & mailing details are also provided for each company to enable the reader to quickly develop sales leads.

Based on company sales returns which provide higher confidence levels and researched by market research professionals with experience in the industry, MTW's *Research and Analysis* reports are used as a foundation for coherent strategic decision making based on sound market intelligence and for developing effective marketing plans. MTW reports can also be used as an operational sales and marketing tool by identifying market leaders, enabling the reader to quickly grow sales to new clients and focus marketing budgets.

This report includes:-

- **Market Size – Historical, Current & Future**

Based on sales data from a representative proportion of the industry, this report provides market size by value over a ten-year period. As they are based on quantitative data as well as qualitative input from the industry, our reports are more accurate than other qualitative based reports and offer better value for money. By combining the best of both quantitative and qualitative input, we offer our clients greater confidence in our market forecasts as well as discussing key market trends and influences from a qualitative perspective.

- **Product / Service Mix – Current & Future**

This report identifies the key product or service sectors in the market and provides historical, current and forecast market share estimates for each, alongside qualitative discussion on key trends for each segment of the industry. With input for this report being both qualitative and quantitative we are able to offer an effective insight into the core components of the market, as well as forecasting future market shares.

- **End User / Channel Mix – Current & Future**

The report identifies the key end use sectors or channels that drive demand for this market and provide a current, historical & future market share estimate for each. This enables the reader to identify the key driving forces behind current market demand and adapt business tactics accordingly. With forecasts of market share by key end use sectors also provided, the reader is able to undertake strategic decisions with greater confidence as well as basing marketing strategies on solid market intelligence.

- **Market Leaders Ranking**

This report identifies the key players in the market and ranks them by a number of criteria, including turnover and profitability. This enables the reader to identify the most relevant potential key customers in a market, understand their current position in the market and quickly identify new targets. Also, MTW provide a turnover estimate for every company included in the report, enabling the reader to develop market share estimates.

- **Company Profiles & Sales Leads**

This report includes a 1 page profile for each company including full contact details for developing fast sales leads; 4 years of the most recent key financial indicators; and MTW's '*at a glance*' chart, enabling the reader to quickly gauge the current financial health of a company.

- **Relevant Companies, Saving You Time**

MTW Research have been researching and writing market reports in these sectors since 1999 and as such we are able to develop a company listing which is more relevant to the market, rather than automatically selecting companies to be included by industry code. Our reports represent excellent value for money and don't bombard you with irrelevant financial data; they are designed to enable you to engage in fast and effective market analysis. We focus on providing what's important in an easy to reference and use format.

1.2 Introduction to Research & Analysis Reports

In order to provide a comprehensive review of the market, this report includes:-

THE MARKET, PRODUCTS/SERVICES & END USE SECTORS

Market Size & Key Market Trends 2008-2018 – Value of the market since 2008 is provided with current market size estimates provided based on quantitative sales figures from the industry. Profitability, assets, liabilities and net worth are also illustrated in easy to read & disseminate charts. In addition, yearly forecasts of market size and other key financial indicators are also provided to 2018. Key market trends are also identified and discussed providing the report with both 'quantitative' and 'qualitative' characteristics.

PEST Review & Key Market Influences – A review of the key issues and influences which are impacting market demand at present & in the future are also provided. These issues range from economic, political, environmental, social and technological and are identified and discussed where appropriate, providing the reader with a greater depth of market intelligence. A strategic PEST review for this market is also illustrated in chart format for faster reference.

Product / Service Mix & Trends – This report identifies the key sectors which comprise the overall market and provide a current & historical share by value. This data is supported by qualitative comment where appropriate in order to offer more substantive market knowledge. Forecasts to 2018 are also provided to offer more insightful market intelligence.

SWOT Analysis – A strategic SWOT analysis for the market is also provided based on input from primary and secondary sources in the industry. By identifying key strengths, weaknesses, opportunities and threats, this report provides a more solid foundation for basing strategic and operational marketing decisions.

End User / Channel Mix & Trends – By providing historical, current and forecast shares by end user or channel for this market, the report provides an invaluable illustration of the key sectors that are currently driving demand and likely future prospects. Qualitative comment on key trends within these sectors based on input from the industry provides a more in-depth review of the market as well as illustrating the most likely future scenarios.

THE SUPPLIERS & INDUSTRY STRUCTURE

Industry Structure – The report includes a detailed and quantitative review of the industry in terms of number of companies, share by turnover, mix by employees, geographical mix, share by age of companies, mix by recent sales performance, sales per employee, share by credit rating & mix by location type (e.g head office/branch etc).

Industry Trends 2008–2018 – Industry totals and averages since 2008 are also provided for turnover, profitability, assets, net worth and liabilities. These indicators provide vital insight into the current health of the industry and are forecasted to 2018.

Supplier Review – This report provides vital intelligence of relevant and leading players in this market with a combined estimated turnover of more than **£70 billion in 2014**. Each company is ranked by turnover, profitability, number of employees and other key financial indicators. Each company also has a 1 page profile identifying contact details, overview of activities, key financials for the last 4 years and an '*at a glance*' financial health chart. The report also provides turnover estimates for every company, regardless of size, enabling the reader to easily identify individual market shares.

2. UK FACILITIES MANAGEMENT MARKET

2.1 EXECUTIVE SUMMARY & MARKET OVERVIEW

The UK Facilities Management market comprises of a wide range of activities within myriad public and private end use sectors. Valued at just over £94 billion in 2014, this 6th edition report reviews the size, market trends and influences for facilities management contractors and the implications of these trends for suppliers of equipment, products and materials to the UK FM industry.

The Facilities Management market comprises of the following key market sectors, with this report reviewing and providing market share for each of the key market sectors since 2008 with forecasts to 2018 for:-

- **Bundled / TFM Facilities Management**
- **Property & Operations & Maintenance**
- **Office Support Services**
- **Security**
- **PFI / PPP FM**
- **Contract Catering**
- **Contract Cleaning**

In addition to analysis of these sectors, the report also reviews market trends and shares accounted for by the key end use sectors since 2008, with forecasts to 2018. More specifically, end use markets quantified and analysed include:-

- **Education (private & public)**
- **Health (private & public)**
- **Central & Local Government**
- **Social Housing**
- **Financial / Professional**
- **Transport / Logistics**
- **Utilities**
- **Technological / Communications**
- **Manufacturing**
- **Retail**
- **Property Management**
- **Leisure**

The research methodology for this report included quantitative analysis of financial data from more than 110 FM contractors with a combined revenue of more than £70 billion in 2014, coupled with primary research information through trade interviews, credit reference agencies, Companies House, FM contractor reports & websites and discussions with key end use clients. This is supported by secondary research from industry magazines, trade commentators, HM Government, HM Customs and other sources including our own experience of researching this market for more than a decade.

Since our last report in 2013, trade sources have generally reported xxxxxxxx trading environment throughout much of 2013 with this trend of xxxxxxxx in early 2014. However, the industry continues to xxxxxxxx in terms of xxxxxxxx and xxxxxxxx growth, prompting FM suppliers to increasingly focus on xxxxxxxx value growth.

In 2014, our estimates are that the UK Facilities Management market is currently worth some £xx billion, with just over 110 companies accounting for more than £70 billion of revenue or around 70% of the total market value.

Whilst the largest 110 providers of outsourcing services account for more than 70% of UK sales in 2014, in volume terms the facilities management market xxxxxxxx. Our estimates are that there are around xxxxxxxx FM providers active in the widest sense and this xxxxxxxx, coupled with the xxxxxxxx across a number of key sectors has sustained xxxxxxxx contract prices in recent years thereby xxxxxxxx market value growth.

Margins have remained xxxxxxxx considerable time in the FM market, with profitability xxxxxxxx since 2008. In 2014, profitability is estimated to currently stand at just under £xx billion, reflecting margins of just under x% of total turnover.

In 2014 the xxxxxxxx sector is estimated to account for the largest proportion of the market, with a share of around x% by value. The second largest sector is estimated to be accounted for by the xxxxxxxx FM services sector, with sales in this sector accounting for around x% of the UK FM industry in 2014. The xxxxxxxx FM support sector is also significant to the UK facilities management industry with sales in this market currently estimated to account for around x% or £x billion by value in 2014.

In terms of end use sectors, xxxxxxxx currently represents the largest key client group for FM companies in 2014, with x% share reflecting sales of £xbillion. This is closely followed by the xxxxxxxx and xxxxxxxx sectors accounting for x% and x% respectively. xxxxxxxx remains a key end user of FM services, estimated to account for around 8% of the FM market, reflecting sales of some £x billion. Within the private sector, the largest client groups fall within the xxxxxxxx services, xxxxxxxx and xxxxxxxx sectors which account for similar shares of xxxxxxxx %.

For the preceding 12 months around x% of the market experienced 'rapid' growth, with around x% of Facilities Management providers experiencing some sales growth over the last 12 months. During the last 12 months, x% of the UK FM industry has experienced either static or declining sales. In actual terms, this translates into some xxxxxxxx outsourcing service providers having experienced no growth in sales in the last 12 months.

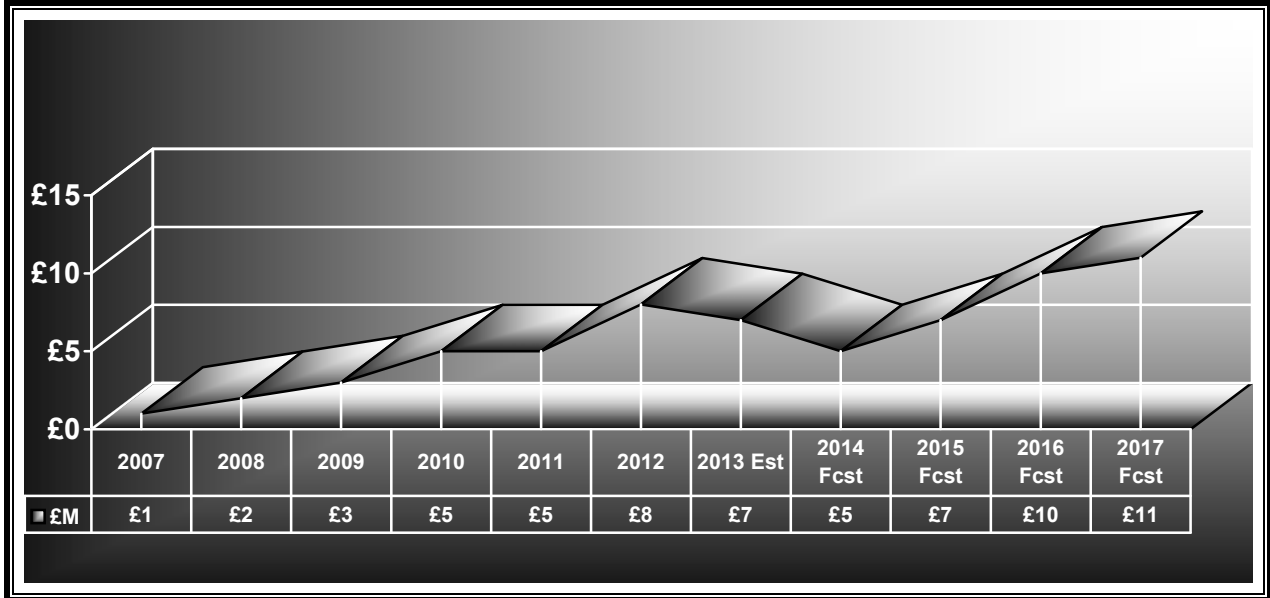
By 2018, our forecasts are that the UK FM market will be worth around £x billion in current price terms, reflecting xxxxxxxx of x% above the

2.2 FACILITIES MANAGEMENT MARKET SIZE & TRENDS 2008-2018

2.2.1 Facilities Management Market Size 2008-2018 – Current Prices

In 2014 the UK Facilities Management market encompasses a wide range of services and is estimated to be worth xxxxxxxx xxxxxx illustrated below:-

Figure 1: Facilities Management Market – UK 2008 – 2018 By Value £m (figures changed in sample)



Source: MTW Research / Trade Estimates – figures changed for sample purposes

As illustrated in the above chart, total revenue is estimated to have increased by just over x% since 2008 with the current market value likely to reach just under £ xxxxxxxx billion to year end December 2014. In revenue terms this translates into total sales increasing by more than £ xxxxxxxx billion, reflecting xxxxxxxx xxxxxxxx despite a relatively xxxxxxxx in terms of percentage performance in the last six years.

Since our last report in mid 2013, trade sources have generally reported an xxxxxxxx trading environment throughout much of 2013 with this trend of xxxxxxxx xxxxxxxx in early 2014. However, with xxxxxxxx % in Q4 xxxxxxxx there clearly remains a xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx environment at present. This xxxxxxxx xxxxxxxx is continuing to impact on xxxxxxxx xxxxxxxx and xxxxxxxx xxxxxxxx leading to a xxxxxxxx xxxxxxxx of organic volume xxxxxxxx in the UK facilities management market in 2014.

The trend towards companies and public sector organisations seeking to xxxxxxxx xxxxxxxx xxxxxxxx in order to xxxxxxxx xxxxxxxx xxxxxxxx business and xxxxxxxx xxxxxxxx xxxxxxxx continues to provide a key stimulus for the FM market in 2014 and is indicated to have xxxxxxxx xxxxxxxx xxxxxxxx tangible contraction in terms of xxxxxxxx xxxxxxxx.

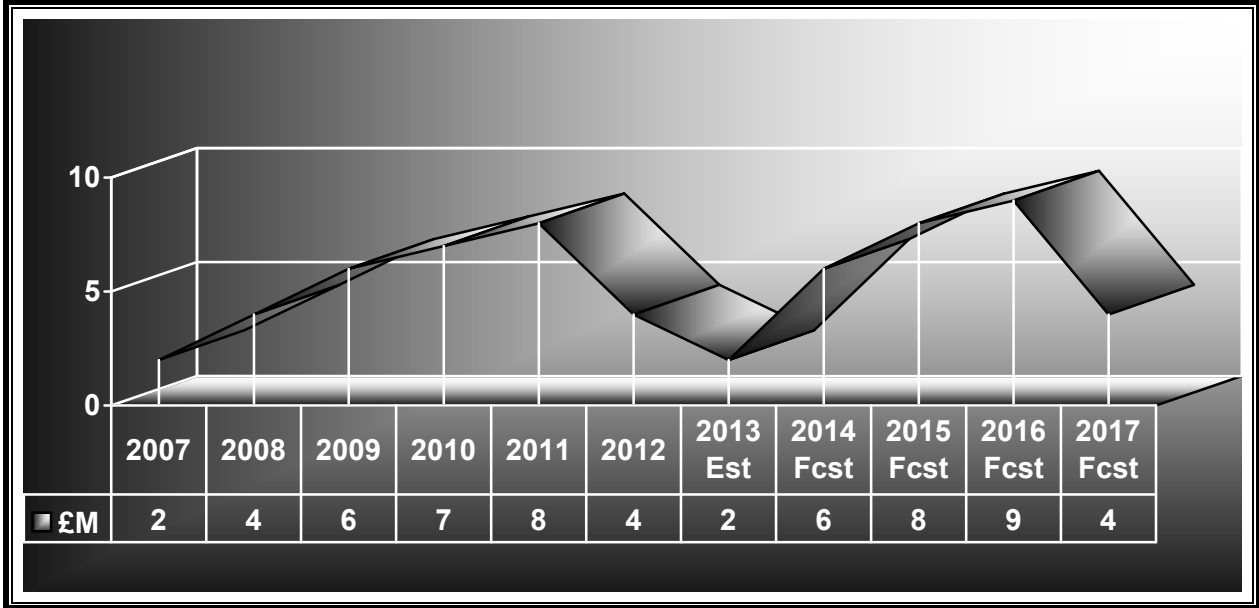
2.3 KEY MARKET TRENDS IN THE FACILITIES MANAGEMENT MARKET

The following section reviews some of the key trends in terms of financial performance of the UK Facilities Management market since 2008, and forecasts to 2018.

2.3.1 Facilities Management Industry Profitability 2008-2018

The following table illustrates the performance of the Facilities Management market in terms of profitability between 2008 and 2014 and provides forecasts to 2018:-

Figure 4: Facilities Management Market Profitability – UK 2008 – 2018 £M figures changed in sample



Source: MTW Research / Trade Estimates – Figures changed for sample purposes

As illustrated in the above chart, margins have xxxxxxxx xxxxxxxx xxxxxxxx time in the facilities management market, with profitability xxxxxxxx xxxxxxxx by xxxxxxxx xxxxxxxx % since 2008. In 2014, profitability is estimated to currently stand at just under £xx billion, reflecting margins of just under x% of total turnover.

FM contractors typically operate on xxxxxxxx xxxxxxxx xxxxxxxx, with xxxxxxxx paid being close to or at the xxxxxxxx xxxxxxxx xxxxxxxx xxxxxxxx. Sources indicate that between xxxxxxxx xxxxxxxx 2014, clients of FM providers became increasingly xxxxxxxx xxxxxxxx xxxxxxxx for services rendered, particularly for xxxxxxxx xxxxxxxx services. This issue has undoubtedly been a key influencing factor on profitability in the FM industry of late and whilst xxxxxxxx xxxxxxxx and xxxxxxxx xxxxxxxx have xxxxxxxx to some extent due to the recession in 2009 and double-dip in 2013, resistance to xxxxxxxx xxxxxxxx xxxxxxxx remains a key characteristic of the market at present.

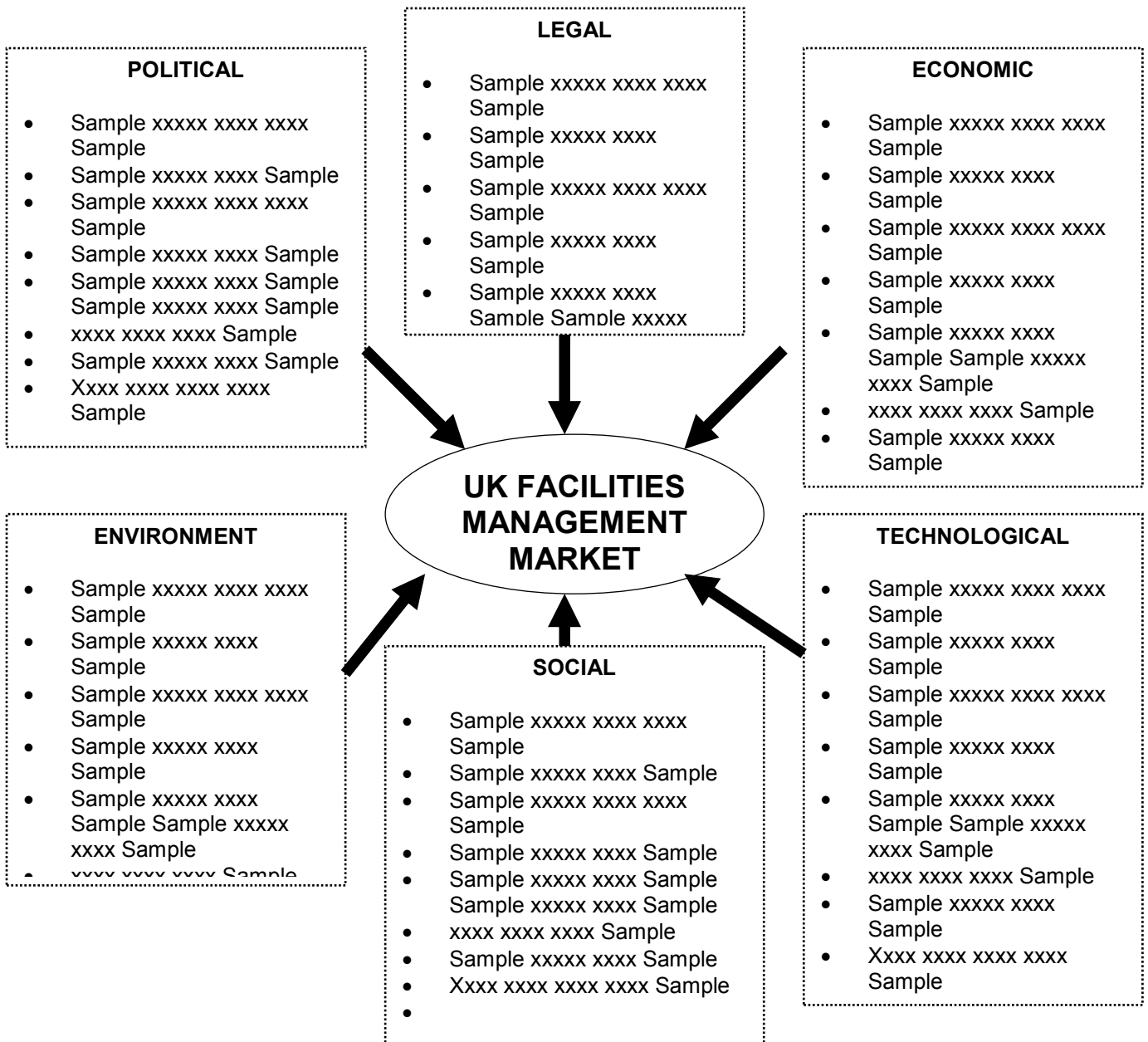
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2.4 KEY MARKET INFLUENCES, PEST & SWOT ANALYSIS

2.4.1 PEST ANALYSIS – Illustration of Key Market Forces

There are a large number of macro market issues and trends which directly or indirectly influence the UK Facilities Management market. These issues typically relate to political, legal, economic, environmental, social and technological factors. The following diagram provides a brief overview of some of these key issues which are currently impacting the market at present and those which may stimulate or dampen market growth in the future:-

Figure 13: PEST Analysis for UK Facilities Management Market in 2014



Source: MTW Research Strategic Review 2014

Whilst the above diagram is by no means exhaustive, it provides an illustration of some of the key issues impacting the market at present and in the future.

2.4.4 SWOT Analysis – Strengths, Weaknesses, Opportunities, Threats

Following a strategic review of the Facilities Management market, the following table identifies some of the key strengths & weaknesses evident in the UK Facilities Management market at present:-

Figure 18: Key Strengths & Weaknesses in the Facilities Management Market 2014- 2018

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxxxx xxxxxx. • Sample xxx sample xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxxxx xxxxxxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. xxxxxxxx • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. xxxxxxxx xxxxxxxx • Sample xxx sample xxxxxxxx sample xxxx sample xxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. 	<ul style="list-style-type: none"> • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxxxx xxxxxx. • Sample xxx sample xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxxxx xxxxxxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. xxxxxxxx • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. xxxxxxxx xxxxxxxx • Sample xxx sample xxxxxxxx sample xxxx sample xxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. <p>Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx.</p>

Source: MTW Research Strategic Review 2014

The following table identifies some of the key opportunities and threats evident in the market at present:-

Figure 19: Key Opportunitites & Threats in the Facilities Management Market 2014-2018

OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxxxx xxxxxx. • Sample xxx sample xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxxxx xxxxxxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. xxxxxxxx • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. xxxxxxxx xxxxxxxx • Sample xxx sample xxxxxxxx sample xxxx sample xxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. 	<ul style="list-style-type: none"> • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxxxx xxxxxx. • Sample xxx sample xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxxxx xxxxxxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. xxxxxxxx • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. xxxxxxxx xxxxxxxx • Sample xxx sample xxxxxxxx sample xxxx sample xxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx. • Sample xxx sample xxxxxxxx sample xxxx sample xxxx xxxxxx.

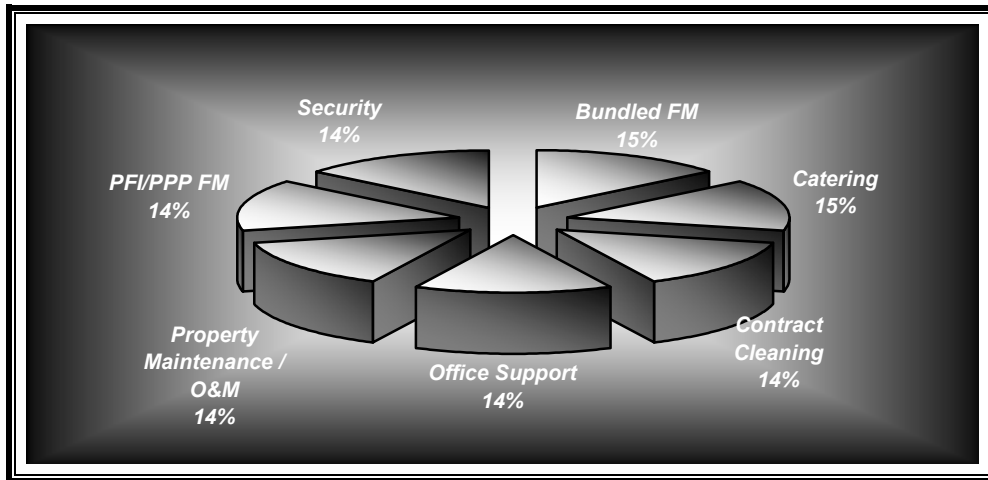
Source: MTW Research Strategic Review 2014

2.5 FACILITIES MANAGEMENT PRODUCT / SERVICE MIX

2.5.1 Share by Facilities Management Sector 2008, 2014 & 2018

The share accounted for by each of the key sectors within the UK Facilities Management market in 2014 is illustrated in the following chart:-

Figure 20: Share by Key Product Sector in Facilities Management Market 2014 – Figs Changed in Sample



Source: MTW Research / Trade Sources – Shares changed for sample purposes

As illustrated above, the UK facilities management market is comprised of a wide range of 'hard' and 'soft' FM services. In 2014 the xxx xxxxxx xxxxx sector is estimated to account for the largest proportion of the market, with a share of around x% by value. Sales in this sector are currently estimated at just under £x billion in 2014, having xxx xxxxxx xxxxx by around x% after xxx trading conditions in 2013 resulted in the sector xxx xxxxxx xxxxx by just over x% by value. Indications are that this sector has xxx xxxxxx xxxxx to xxx xxxxxx xxxxx somewhat in recent years as expenditure on RMI (repair, maintenance & improvement) has xxx xxxxxx xxxxx xxx xxxxxx xxxxx as a result of xxx xxxxxx xxxxx xxx xxxxxx xxxxx xxx xxxxxx xxxxx xxx xxxxxx xxxxx in 2013.

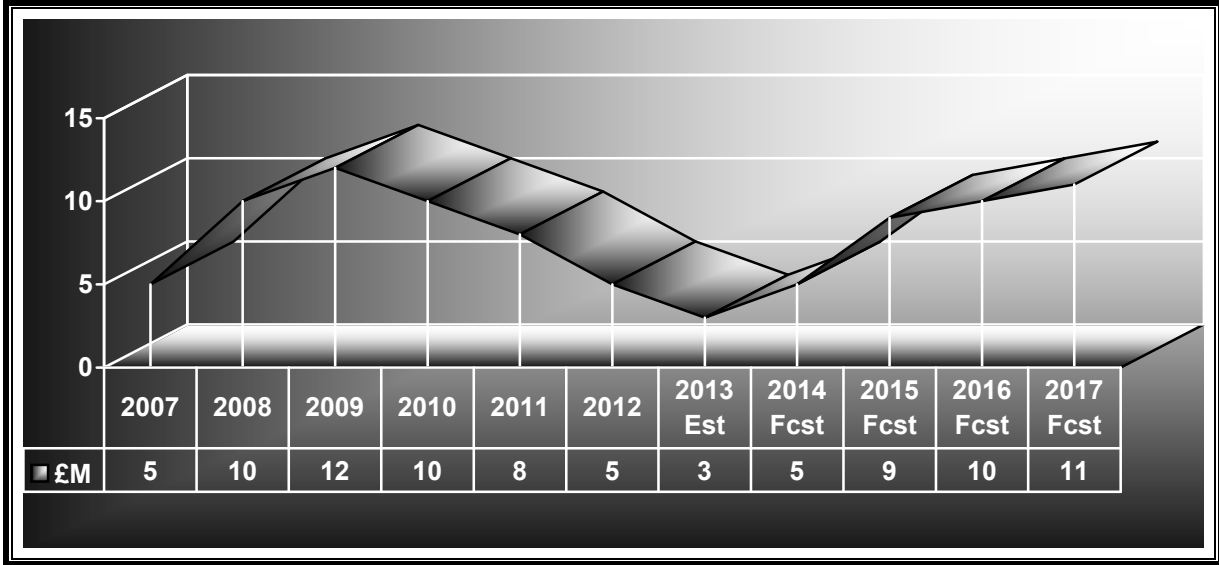
The second largest sector in the UK facilities management market is estimated to be accounted for by the xxxxx FM services sector, with sales in this sector accounting for around x% of the UK FM industry in 2014. Whilst in recent years the xxxxx xxxxx FM services sector has historically outperformed the xxxxx xxxxx market, sources indicate that there is an apparent growing xxxxx xxxxx xxxxx xxxxx service providers in 2014 who have been unable to xxxxx xxxxx xxxxx xxxxx xxxxx in terms of substantial xxxxx xxxxx xxxxx xxxxx xxxxx. Sales in this sector are estimated to reach just under £xx billion to year end December 2014, reflecting an estimated increase of x%.

The 'soft' FM office support sector is also significant to the UK facilities management industry with sales in this market currently estimated to account for around

2.5.2 Bundled FM / TFM Services Market Value 2008-2018

The following chart illustrates the performance of the 'bundled' FM sector of the Facilities Management market by value since 2008 and forecasts to 2018:-

Figure 23: 'Bundled' FM & TFM Services Market by Value 2008-2018 £M – Figures Changed in Sample



Source: MTW Research / Trade Estimates- Figures changed for Sample Purposes

The 'bundled' FM services market comprises a wide range of services and for the purposes of this report is also referred to as Total Facilities Management or 'TFM' where a comprehensive range of service solutions are provided to a client. The main principle of companies operating in this sector is based on xxxxx xxxxx xxxxx and providing xxxxx xxxxx xxxxx for clients than xxxxx xxxxx xxxxx providers. More recently, TFM providers have also sought to offer xxxxx xxxxx xxxxx for clients through the provision of services which xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx.

To year end December 2014, bundled FM/TFM service provision is forecast to be worth just over £xx5 billion, reflecting a xxxx in value of x% since 2013, reflecting slightly xxxxx paced xxxxx than was evident in 2013. Since xxxxx the sector is estimated to have xxxxx by just under x%, against an overall market growth of 7% - underlining this sector's xxxxx xxxxx against the xxxxx market.

The bundled/TFM FM services market has xxxxx share in overall terms since 2008, with clients xxxxx xxxxx xxxxx xxxxx services and sourcing xxxxx xxxxx xxxxx xxxxx xxxxx outsourcing services from xxxxx xxxxx xxxxx, in an effort to

2.6 FACILITIES MANAGEMENT END USER / CHANNEL MIX

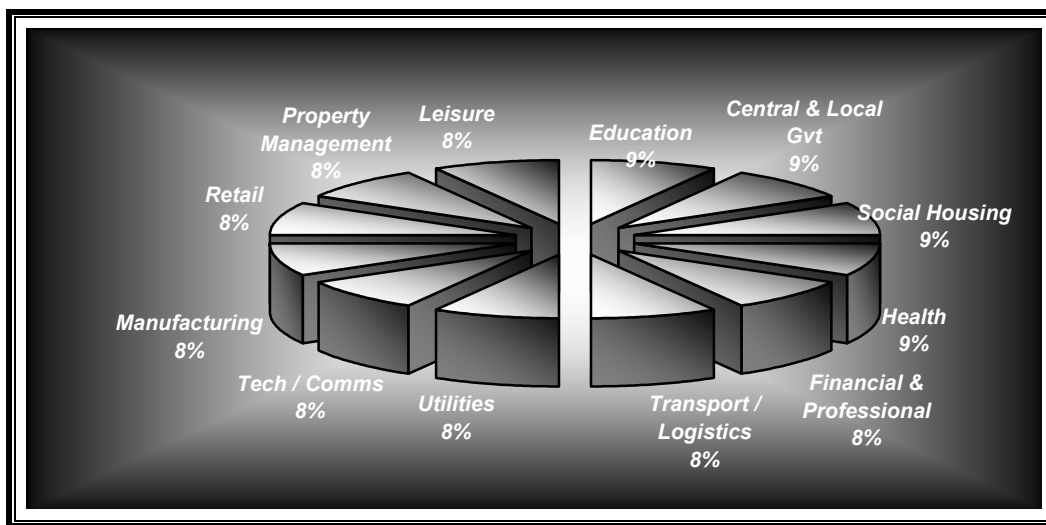
The following section identifies the key end use target markets for the UK Facilities Management industry and provides an illustration of historical market share in 2008, current share for 2014 and provides a forecast share for 2018.

2.6.1 Share by Key End Use Market 2008, 2014 & 2018

The Facilities Management market comprises of a wide range of end use markets, each with varying levels of demand and key market influences therein across both private and publicly funded sectors.

The following table illustrates our estimates of the current share accounted for by these sectors in 2014 by value:-

Figure 32: Share by Key End Use Sector in Facilities Management Market 2014 – Figures Changed in Sample



Source: MTW Research / Trade Sources – Figures changed for sample purposes

It should be noted that there are large variations in terms of definition of the above sectors and trade sources indicate that there is considerable overlap between the sectors in terms of service provision. Given the complexities in terms of estimating market share, the above figures should be regarded as guideline figures only.

As the above chart illustrates, the xxxxx and xxxxx sectors currently represent the largest key client groups for FM companies in 2014, each with xx% share reflecting sales of around £xx billion. This is closely followed by the xxxxx sector accounting for x% respectively. These three key end use markets combined account for over £x billion of sales and have been boosted in recent years by the ongoing support of xxxxx activity and in particular the xxxxx xxxxx xxxxx xxxxx.

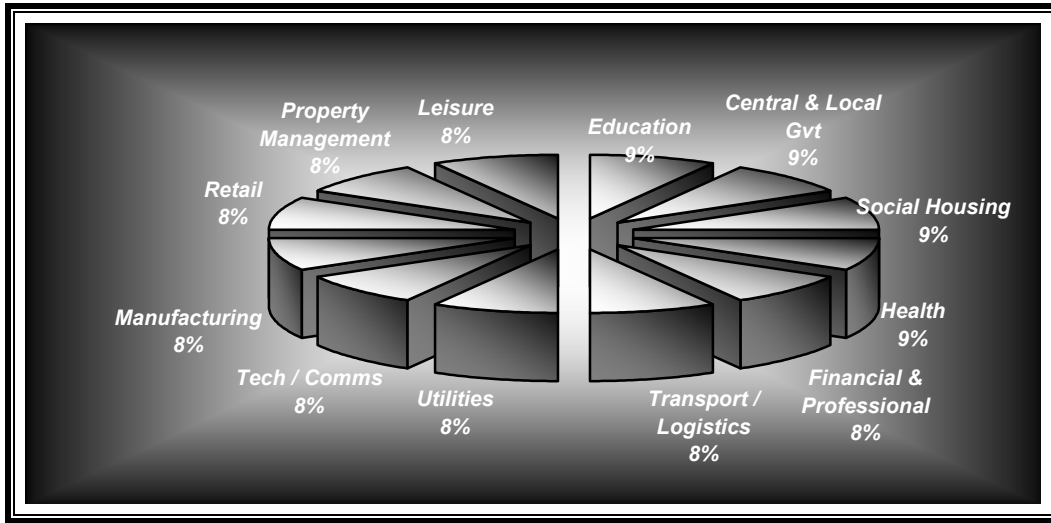
xxxxx xxxxx remains a key end user of FM services, most notably in the xxxxx xxxxx xxxxx sector. In 2014, xxxxx xxxxx FM is currently estimated to account for around x% of the FM market, reflecting sales of some £x billion.

Spending on FM services by xxxxx xxxxx xxxxx government departments is also a key customer group for the industry though xxxxx xxxxx xxxxx xxxxx are

In order to provide a comparison, the following chart illustrates the key sectors' estimated share of the Facilities Management market in 2008:-

Figure 33: Historical Share by Key End Use Sector in Facilities Management Market 2008

Figures changed in sample



Source: MTW Research / Trade Sources – figures changed in sample

The xxx xxxx sector represented the largest key client group in 2008 as illustrated above, with this sector accounting for around x% of the market by value. This was primarily stimulated by high level of xxx xxxx xxx xxxx and other xxx xxxx xxx xxxx xxx xxxx expenditure, though spending has since xxx xxxx xxx xxxx xxx xxxx in the last xx years. In 2008, xxx xxxx xxx xxxx accounted for around 40% of all xxx xxxx, underlining the significance of this sector to the UK FM market.

The xxx xxxx sector represents around x% of the Facilities Management market in 2014, reflecting a slight xxx xxxx since 2008 (x%) with xxx xxxx spending on xxx xxxx having xxx xxxx each year. Sales through this sector are estimated at just under £ xxx xxxx billion in 2014, reflecting

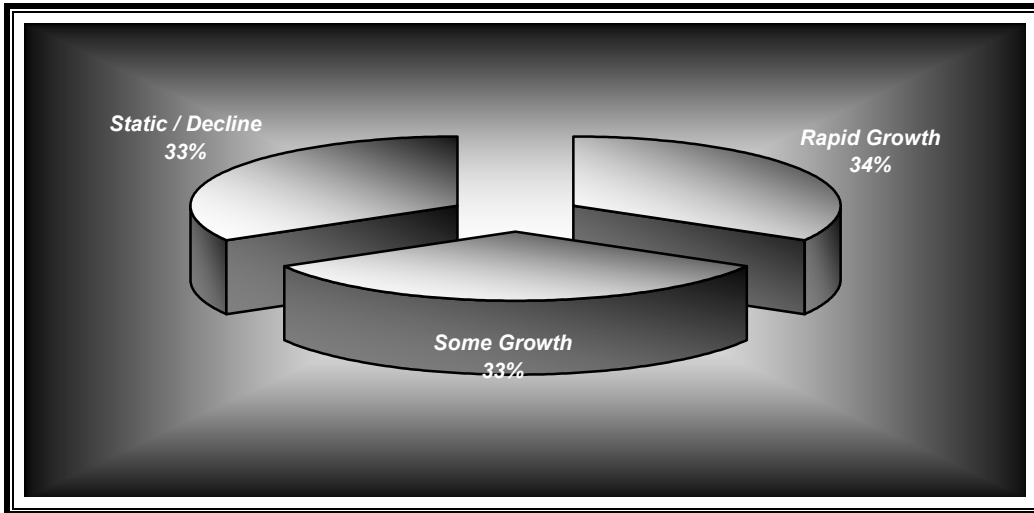
3. THE FACILITIES MANAGEMENT INDUSTRY

3.1 Facilities Management Industry Structure in 2014

3.1.1 Industry Mix by Growth/Decline Over Last 12 Months

The following chart illustrates the share accounted for by the number of companies reporting either a rise, contraction or static sales during the last 12 months:-

Figure 35: Market Share by Facilities Management Contractor Sales Growth / Decline 2014



Source: MTW Research / Company Accounts- Figures Changed for Sample Purposes

In comparison to our report published in 2013 on this sector, the FM industry in general has experienced a xxx xxxx xxx xxxx in terms of performance, with a xxx xxxx number of companies reporting xxx xxxx. For the preceding 12 months to February 2014, our estimates suggest that around x% of the market experienced growth which could be described as 'rapid', with sales rising by more than x% per year. Further, around x% of the Facilities Management market is estimated to have experienced some sales growth over the last 12 months.

4. FACILITIES MANGEMENT COMPANY RANKINGS

4.1 Facilities Management Companies Listing

The following companies are ranked by estimated turnover and other financials providing an overview of the key organisations active in the market at present:-

Figure 42: Facilities Management Company Listing

Accuro FM	Emprise Plc	Norland Managed Services
Acme Facilities Management (Manchester) .	Enviro-Waste	Norse Group
Active Facilities Management .	FES FM	O.C.S. Group
Amec Group	First Services Facilities Management	Peter Howell Facilities
Amey UK PLC	Forward Facilities Llp	PHS Group Plc
Andron Contract Services	G & S Facilities Management .	Plan B Solutions
Aramark	G4S Plc	Promanex (Total FM & Environmental Services)
Arcus Solutions	Gardiner & Theobald Llp	QFSL Cleaning UK
Arneil Johnston	GBM Support Services Group	Quadron Services
ASM Facilities .	Gentoo Sunderland	Quality Assured Facility Services
AWG Group	GSH Group Plc	Reliable Maintenance
Access Solutions	Guardian Consultancy Services	Rentokil Initial Plc
Babcock International Group Plc	GVA Acuity	Resource Services Group
BAM Construct UK	Haywards 2008	Risk Facility Management
BBM Contracts	Henry Boot Plc	Robertson Facilities Management
Best Fit Business Solutions	Hillyard Associates	Romec
Bilfinger Europa Facility Management	Hochtief (UK) Construction	Safetynet Solutions
Bilfinger HSG Facility Management	HS Facilities Management	Serco Group Plc
Bouygues E&S FM UK	Incentive FM Group	Servest Group
Capita Plc	Inhouse Corporate Services	Service Works Group
Carillion (AM)	Integral UK Holdings	Skanska UK Plc
Carisway Facilities Management	Interactive Facilities Management	Sodexo
CBRE	Interserve Plc	Spencer Cox & Partners
Charlton House Catering Services	Inviron	SSS Management Services
Chartwell Facilities Management	ISS Facility Services	Taylor Ridgway International
Chubb Fire & Security	J J & B Projects	Thomson FM
City Facilities Management (UK)	Johnson Controls	Thyssenkrupp Services UK
Clarke Chapman Facilities Management	Jones Lang Lasalle	TMGL Holdings
Clean Supreme	Kier Group Plc	Turner Estate Solutions
CMS Group	Laing O'Rourke Plc.	Veolia Environmental Services (UK)
Cofely	Level Facilities Management	Vinci Plc
Compass Group Plc	Mace	Vogue Facilities Management
Courier Facilities	Maclellan International	Watson Lennard & Payne
Dalkia Plc	Matthew Watts Associates	Westbury Street Holdings
Dove Services	Mears Group Plc	Williams Facilities Management
Ecovert Group	Mitie Facilities Services	WS Atkins Plc
Elior UK Plc	Muller Professional Services	WSP UK
Emcor Group (UK) Plc	Network Resource	
	NG Bailey Group	
	Noonan Services Group (UK)	

Source: MTW Research / Trade Sources

The following section ranks the companies identified by various key financial indicators. It should be noted that each company will have varying degrees of activity within this sector and will include an element of variation in terms of product and service portfolio.

Where possible, we have used the financial information reported by each company. However, for small and medium sized companies reporting obligations are less strict and these companies are not obliged to disclose turnover, profit before tax and other information such as number of employees etc. Where this data does not exist, MTW have provided an estimate based on previous performance, industry averages, other financial indicators and background knowledge of the industry.

Whilst we endeavour to attain high levels of accuracy, it should be borne in mind, therefore, that the rankings and other information provided within this report may contain an element of estimation. Whilst we try to ensure all major companies are included, the inclusion or otherwise of a company in this report does not necessarily reflect its position in the UK FM market.

4.2 Facilities Management Contractors Ranking By Turnover

The table illustrates our estimates of the turnover rank for each company:-

Figure 43: Facilities Management Companies Ranked By Turnover 2014

Sample – Data Redacted

Source: MTW Research / Trade Sources

Trading Name	2013 turnover	Trading Name	2013 turnover
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x
Sample – Data Redacted	£x.x	Sample – Data Redacted	£x.x

Source: MTW Research / Trade Sources

4.3 FM Companies Ranking by Profitability

The following table illustrates our estimates of the rank by profit for each of the FM providers in 2013:-

Figure 45: Facilities Management Companies Ranked By Profit 2013

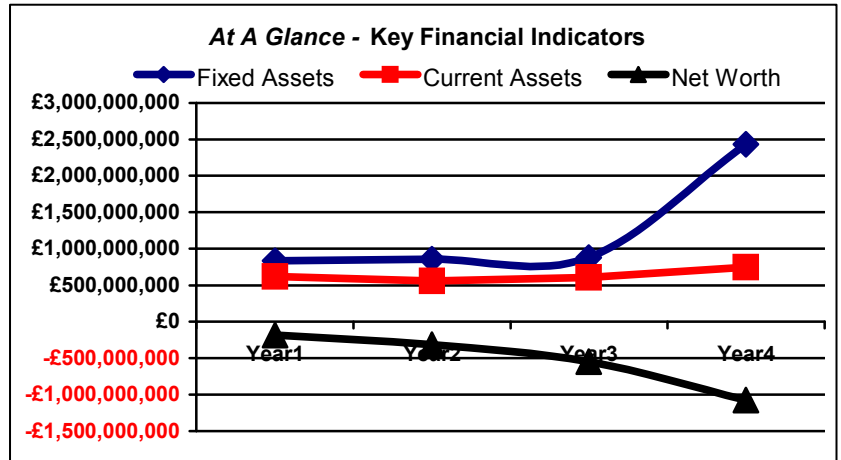
5. FM CONTRACTOR PROFILES & 'AT A GLANCE'

Sample Company Ltd - Company Overview & 'At a Glance'

Address 1
Address2
Address3
Postcode
Tel: sample

Sample Ltd is a private limited with share capital company, incorporated on February 1, 1989. The company's main activities are recorded by Companies House as "A group engaged in the provision of support services business."

In 2013, the company has an estimated 27500 employees.



To year end December 2013, Sample Ltd is estimated to have achieved a turnover of around £2,850 million. Pre-tax profit for the same period is estimated at around £150 million.

The following table briefly provides a top line overview on Sample Ltd:-

Company Name	Sample Ltd
Brief Description of Activities	A group engaged in the provision of support services business.
Parent Company	Sample INTERNATIONAL GROUP PLC
Ultimate Holding Company	Sample INTERNATIONAL GROUP PLC
Estimated Number of Employees	27500
Senior Decision Maker / Director	Justin Sample

The following table illustrates the company's key performance indicators for the last 4 years:-

Sample Ltd - 4 Year KPIs to Year End 31-Mar-11

Key Indicator £	Year End 31-Mar-08 (Year1)	Year End 31-Mar-09 (Year2)	Year End 31-Mar-10 (Year3)	Year End 31-Mar-11 (Year4)
Fixed Assets	£836,100,000	£858,400,000	£877,400,000	£2,436,600,000
Current Assets	£621,200,000	£559,300,000	£607,700,000	£745,700,000
Current Liabilities	£639,800,000	£676,600,000	£696,600,000	£964,200,000
Long Term Liabilities	£460,300,000	£452,700,000	£707,900,000	£1,206,400,000
Net Worth	-£185,300,000	-£315,500,000	-£547,900,000	-£1,076,500,000
Working Capital	-£18,600,000	-£117,300,000	-£88,900,000	-£218,500,000
Profit per Employee	£7,112	£7,883	£6,936	£0
Sales per Employee	£103,713	£116,047	£113,933	£99,891