

SUSTAINABILITY IN FACILITIES MANAGEMENT



Report

EXECUTIVE
NETWORK
GROUP

INTRODUCTION

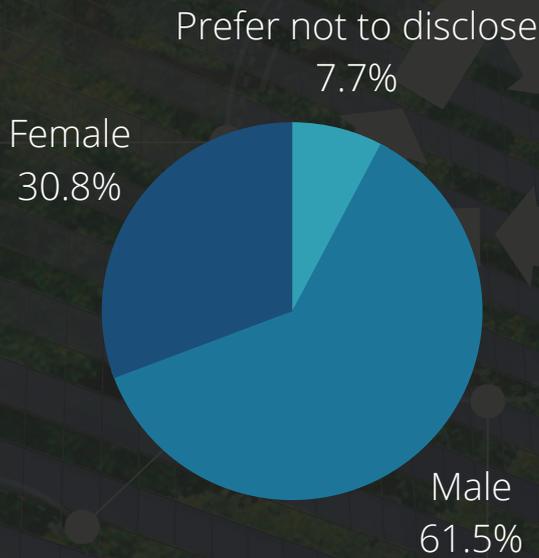
In this guide, we will be exploring sustainability throughout the Facilities Management industry. The importance of this topic to the sector and how organisations are rising to the challenge of succeeding in their ESG goals.

The Executive Network Group has recently created an industry survey to gather intelligence around a host of sustainability topics to further understand the sector's environmental initiatives.

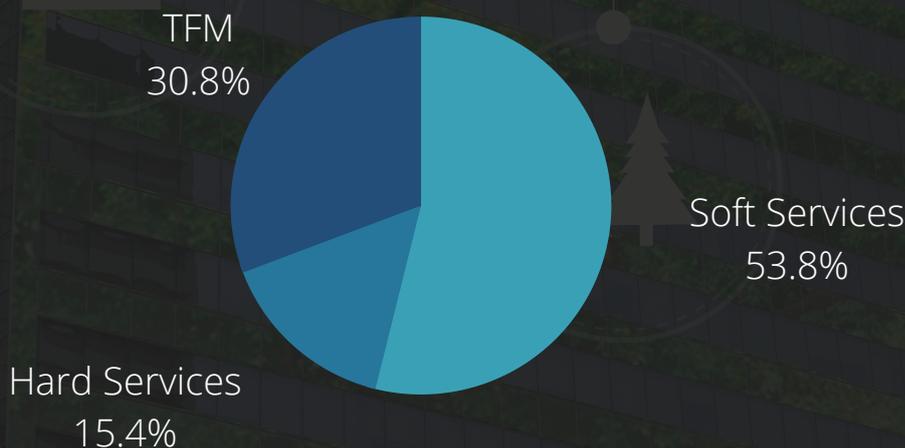
With the use of social media, we reached out to our facilities management community to formulate a range of real-world data surrounding a host of survey questions. We did not request names to complete this survey so responses can remain anonymous.

SURVEY DEMOGRAPHICS

GENDER

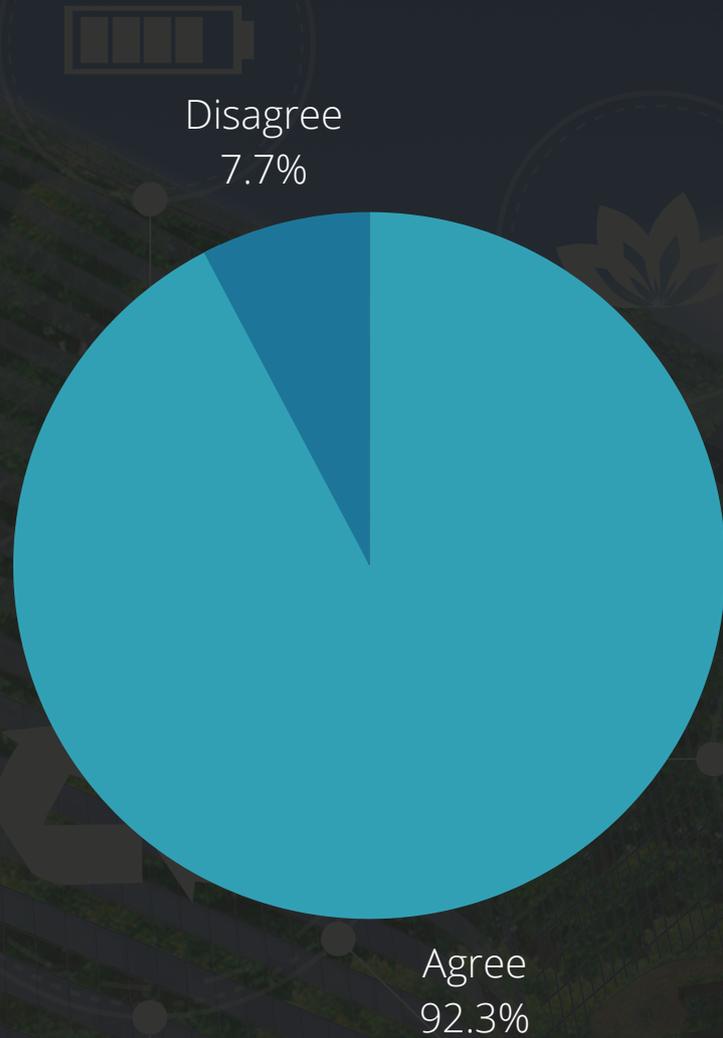


FM ORGANISATION



SURVEY RESULTS

WOULD YOU AGREE THAT A SUSTAINABILITY INITIATIVE IN YOUR FM ORGANISATION IS A PRIORITY AT PRESENT?

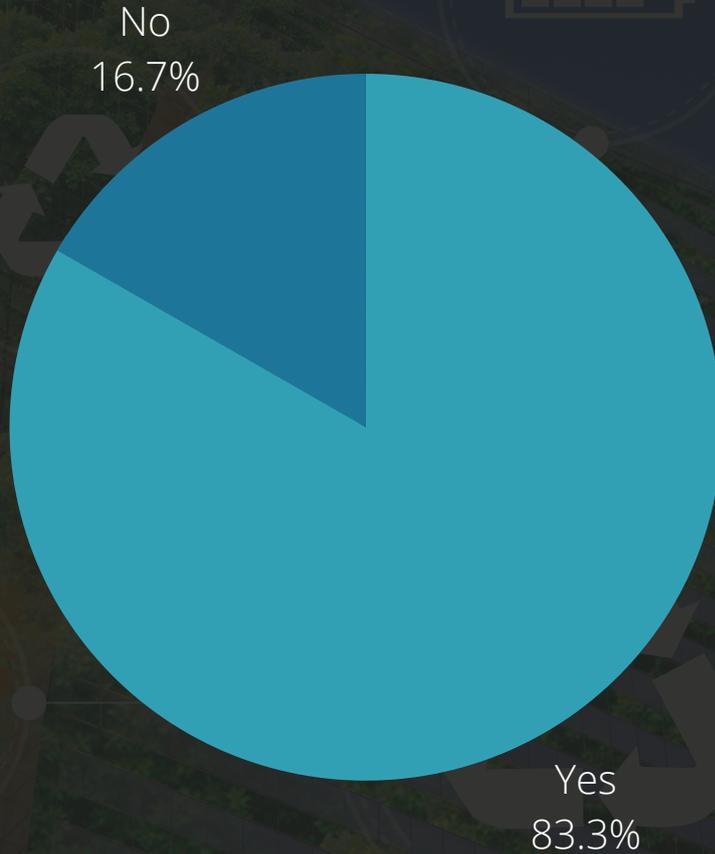


We firstly asked if a sustainability initiative is a priority in business at present.

There was a substantial disparity between the two responses with 92.3% of respondents agreeing that sustainability is a priority in their organisation at the moment. 7.7% disagreed - meaning that their environmental initiatives are not viewed as a priority at this moment in time.

SURVEY RESULTS

HAS THE VOLUME OF TENDERS INCLUDING SUSTAINABILITY CRITERIA INCREASED OVER THE LAST 12 MONTHS?



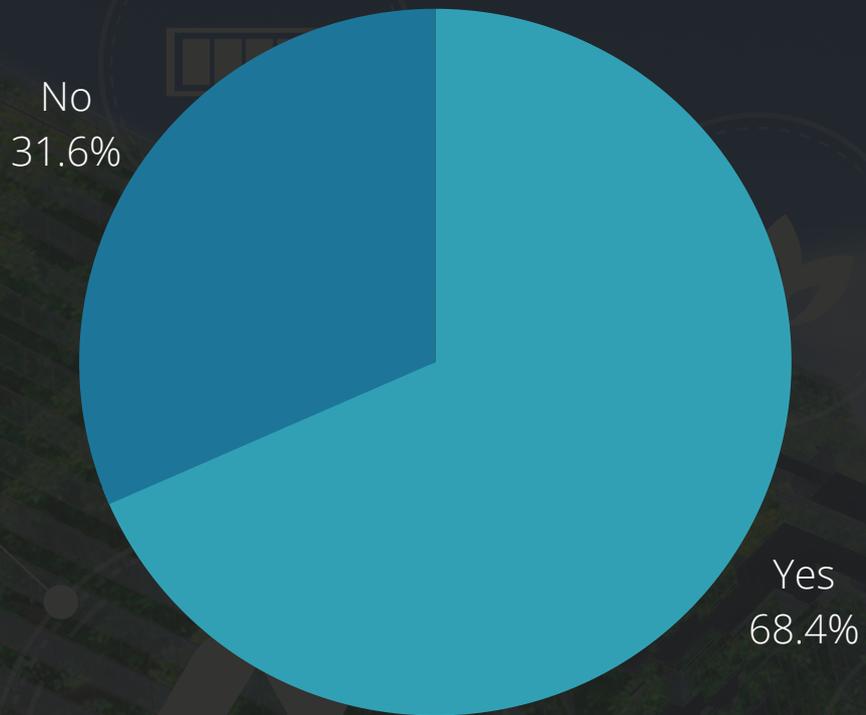
83.3% of our survey audience stated the volume of tenders including sustainability criteria has increased over the last 12 months. This is very high, although with the growing influence of ESG and sustainability as a whole in the past 12 months - this is perhaps not too much of a surprise.

16.7% do not feel that their volume has increased.



SURVEY RESULTS

HAS THE PANDEMIC IMPACTED YOUR SUSTAINABILITY INITIATIVES?



Interestingly, when the Executive Network Group conducted a sustainability survey last year, there was a 50/50 split between that survey on the topic of the pandemic's impact on sustainability goals and quotas.

This time around we have a majority of 68.4% stating that the pandemic has affected their environmental initiatives.

The 2021 survey had a majority of responses from TFM businesses while this year's survey has a 53.8% majority in soft services - with TFM coming in at 30.8% and hard services at 15.4%.

Last year we reached out to an FM professional to get his thoughts on the effect Covid19 has had.

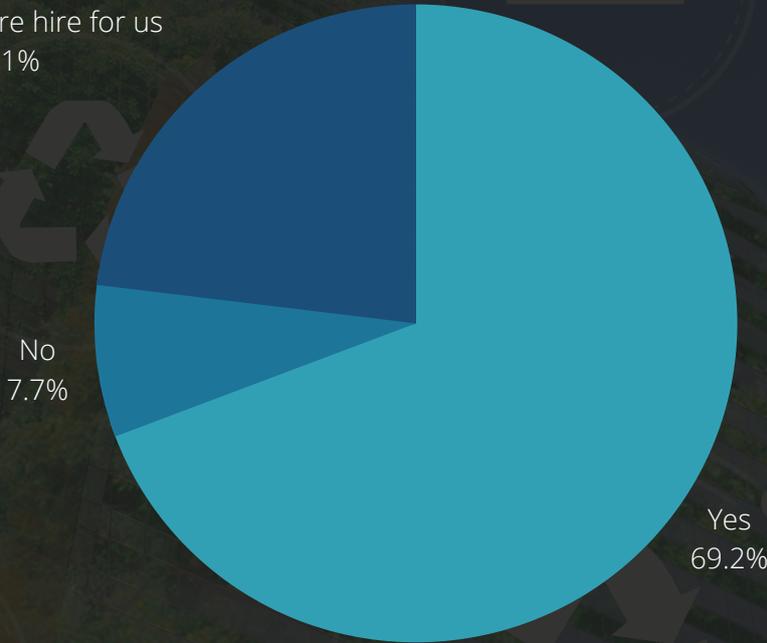
"The pandemic has impacted our sustainability initiative in regard to our procurement processes, we have committed to driving this forward.

Sustainability has remained a top priority for our organisation, we have ensured the pandemic hasn't slowed down our progress".

SURVEY RESULTS

WITHIN YOUR ORGANISATION IS THERE A PERSON OR TEAM RESPONSIBLE FOR YOUR SUSTAINABILITY INITIATIVE?

This is a future hire for us
23.1%



69% of our respondents felt that their organisations had a specific person or team that was responsible for their sustainability initiatives. Interestingly, there were only 7.7% claimed that there is no one in their company who looks after this endeavour.

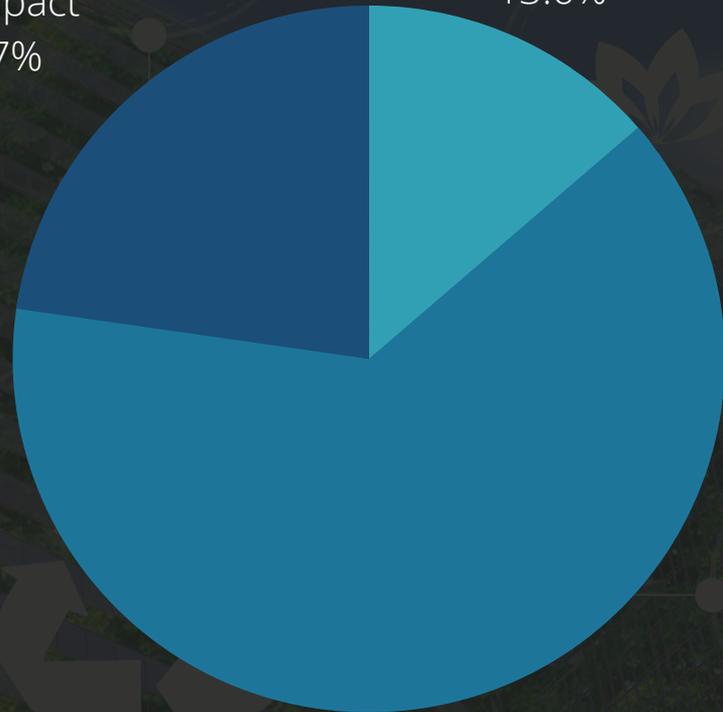
The fact that 23.1% said that this is a future hire for their company strengthens the narrative that more companies are taking sustainability more seriously in FM and are building their sustainability teams accordingly.

SURVEY RESULTS

HAS THE SUSTAINABILITY AGENDA INFLUENCED WHETHER A SERVICE IS SOURCED IN-HOUSE OR EXTERNALLY?

No impact
22.7%

Yes
13.6%



To an extent
63.6%

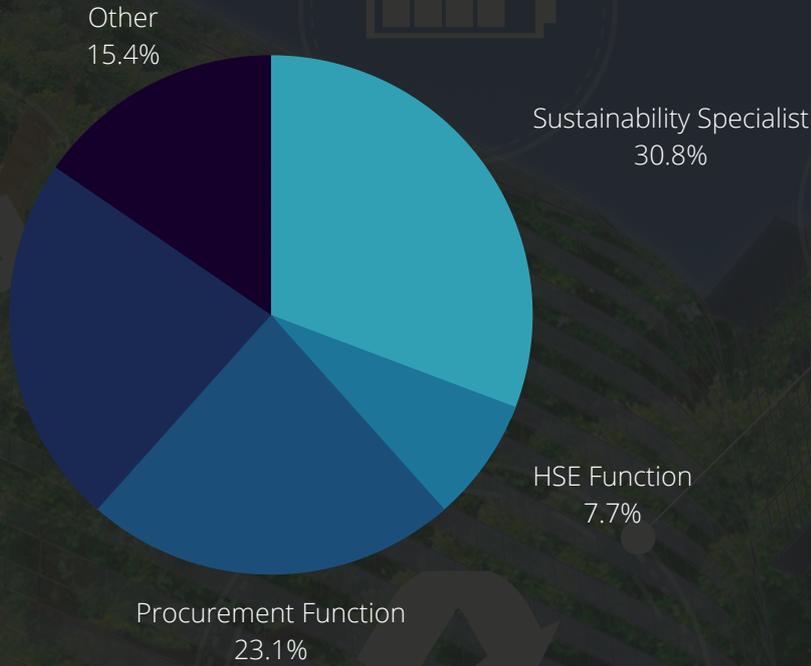
We questioned our respondents if the sustainability agenda influenced whether a service is sourced in-house or externally.

The majority sided with "to an extent" with 63.6%. This has reduced from last year's 86%.

"No impact" was 22.7% which is a lot higher than the 8% from last year. "Yes" was increased from 6% to 13.6%.

SURVEY RESULTS

WHO IS DRIVING THE SUSTAINABILITY AGENDA WITHIN YOUR FM ORGANISATION?



In the last question of our survey, in a follow up to our question "is there a person or team responsible for your sustainability initiative?" - we were keen to know who is driving these agendas.

There was quite a close mix of responses. First of all, we received no data for "Middle Management" and "HR Function". This is a stark contrast to last year's report where "Middle Management" were joint top for responses along with "Board Members/C-Suite".

Sustainability Specialist has increased substantially from last year - this may point to a change in FM organisation's views towards who is responsible for sustainability - as we have previously seen from 23.1% towards "Future Hire" from the previous question.

SUMMARY OF FINDINGS

In summary, sustainability is still a huge initiative for Facilities Management organisations going into 2022. With more companies getting on board with ESG and tailoring their teams accordingly, to drive change.

Ben Clibbery - who heads up the business development function for Rubbermaid Commercial Products in the UK & Ireland, told us the pandemic resulted in a temporary pause to sustainability agendas. However, the market has begun to pick up where it left off.

"In the soft services FM industry, sustainability took a back seat during the pandemic. For obvious reasons, there was a shift to using single-use, disposable cleaning products in order to prevent cross-contamination in facilities. However, over the last 6 months, we have seen a dramatic, unprecedented increase in requests from end-users and subsequently FM companies for full supply chain traceability around Scope 3 emissions, including data around raw materials, production CO2 impact, packaging, transportation CO2 impact & end of life disposal. This is very evident in tenders & when doing business with blue-chip & national/international accounts where the weighting of an award has been skewed more towards sustainability credentials than ever before".

Ben Clibbery - Sales Manager, Business Development.

The fact that the needle seems to have moved slightly from last year's data shows that the industry is continuing to move forward with their economic goals and positions of power in this respect has seemingly moved to more specialist sustainability teams or boards.

The fact that FM professionals feel that sustainability is a key priority in their business targets in 2022 - with this figure going from 62%, rising to an impressive 92.3%. We feel that there are many reasons to be positive going into the rest of 2022 for sustainability in Facilities Management.

