



Sustainability Under Pressure: The Next Phase of Sustainability in FM

Workplace Futures 2026

| Presented by: Sunil Shah

26/02/26

THE SFMI

Transforming property management for a better tomorrow

Building lasting value through sustainable property management is a challenge. As a knowledge leader in the FM industry, the SFMI empowers businesses to drive positive impact.

Through our exclusive partnership programme, collaborative forums, trusted assessment framework, and our first-of-its-kind self-assessment tool, we help you achieve measurable results in decarbonisation, social impact and wellbeing strategies.

Trusted by industry bodies:



WHAT IS THE SFMI?

The SFMI is the only dedicated sustainability framework for FM. We accredit, benchmark, and guide FM providers on ESG best practices.



OUR MISSION

To transform property management for a better tomorrow through audits, insights, education and collaboration.



PROVEN EXPERTISE

12+ years of industry leadership, trusted by major FM providers and industry bodies and backed by expert sustainability consultants.

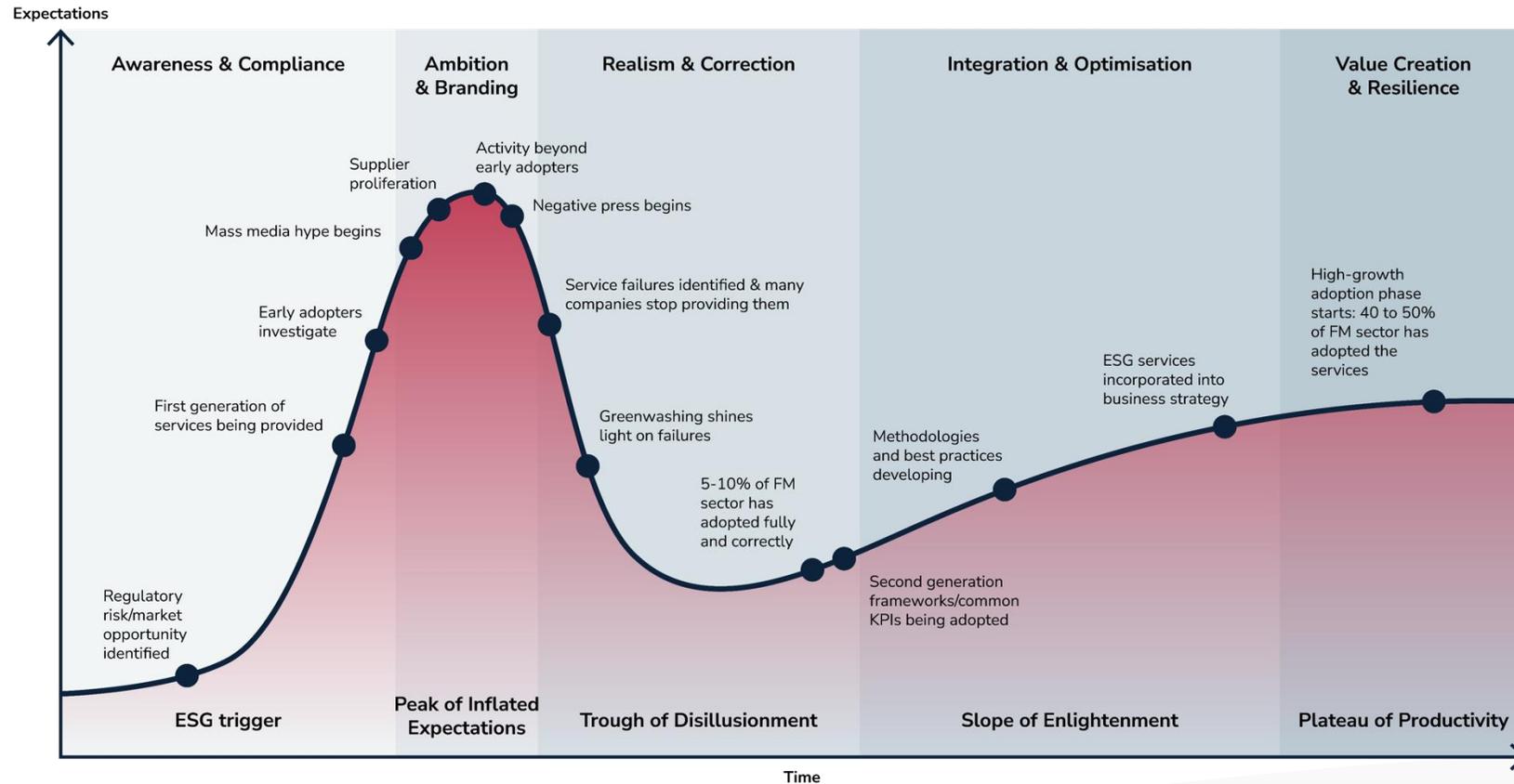
BACK TO THE FUTURE

- Whilst mass media and political agendas promotes a view of sustainability being divisive, the current position is much more positive
 - Many organisations are continuing with their implementation plans, but perhaps being less vocal
 - Yes, some organisations have corrected early hubris pushing out short term targets but the majority are busy with the transition plans
 - Globally, there is a consensus around a climate first regulatory and systems agenda – ISSB, CSRD, California SB253 and SB261, CDP, GRI, ISO14001
- Near term trends are starting to push sustainability as a core strategic mechanism – evidence led approach. However, inconsistencies in procurement and contract management is limiting potential
 - Independent audits from customers, investors and regulators to combat greenwashing
 - Increased need for climate data and social impact to be verified to justify the ‘talk’.
 - FM frameworks not able to support or benefit from changes
 - Sustainability proposition maturing into business case delivery

AMBITIONS OF SUSTAINABLE FM

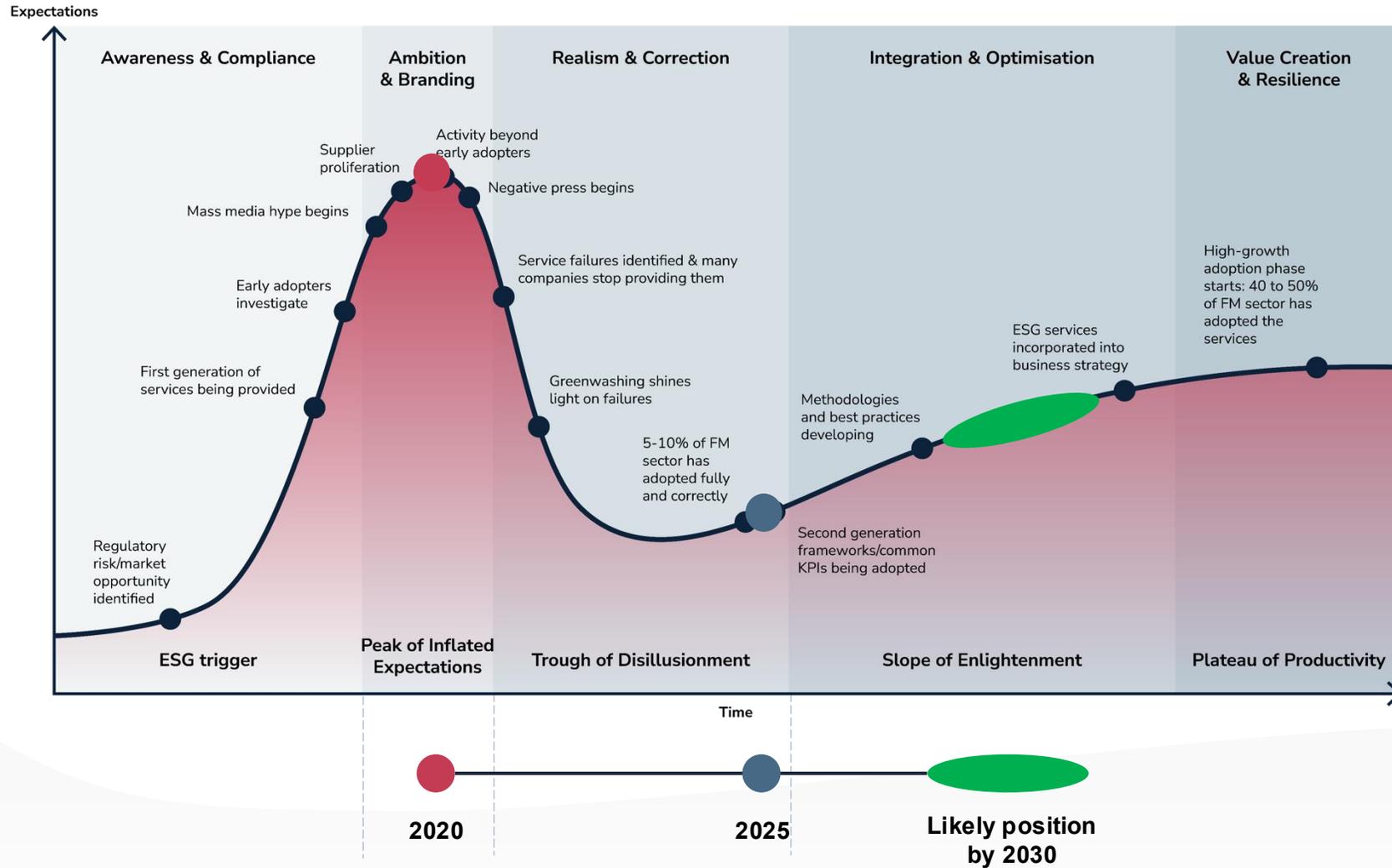
- Four material themes affecting the FM sector, whereby FM can support major changes in UK business and society
 - Decarbonisation
 - Social value
 - Wellbeing
 - Risks and opportunities
- Takes trending from 2020 through to current, evaluated from the SFMI. Projected performance to 2030 accounting for wider business and regulatory shifts – in itself, this does provide a range of projections depending on a range of factors
- We have chosen a 2030 timeline to be long enough for budgeting and be challenging; but close enough to be meaningful for decision making.

OVERVIEW OF GARTNER HYPE CYCLE



- 1. ESG trigger (Innovation trigger):** Market opportunities or regulatory pressure generates significant interest and early publicity around a new idea or service line.
- 2. Peak of inflated expectations:** Early success stories and hype create unrealistic expectations about rapid impact and widespread adoption.
- 3. Trough of disillusionment:** Interest declines as experiments fail, limitations emerge, and the services fall short of exaggerated promises.
- 4. Slope of enlightenment:** Practical use cases become clearer as organisations learn from failures and refine how the technology delivers value.
- 5. Plateau of productivity:** The technology matures, proves its real-world benefits, and achieves stable, mainstream adoption.

DECARBONISATION



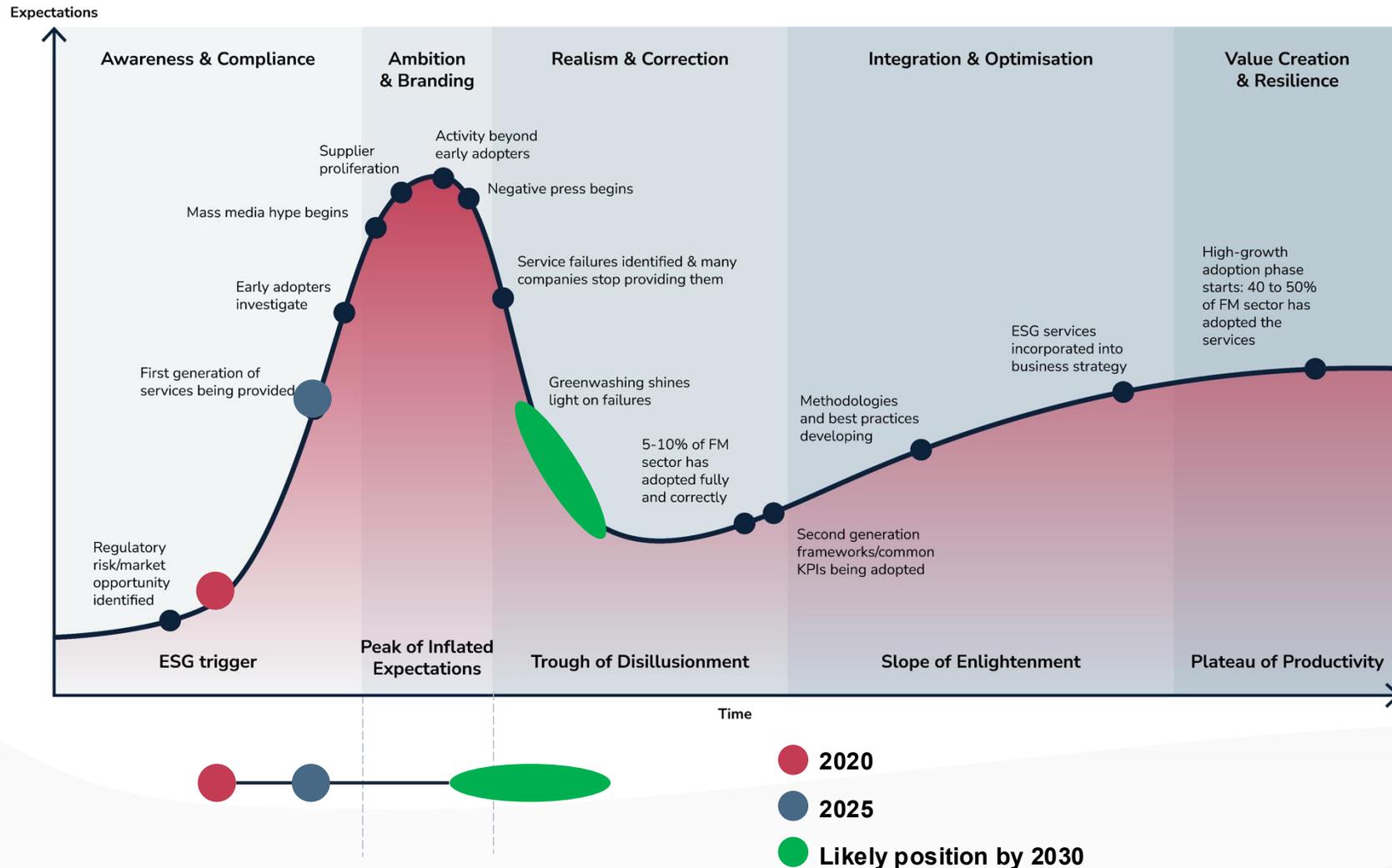
Changes in last 5 years:

- Mass retreat on net zero targets
- Big push to develop energy efficiency and decarbonisation plans
- Little change in GHG emissions of commercial and public buildings from 2019.

Where the sector will be in 2030:

- The sector will make significant strides in decarbonisation, supported by a range of new products and services
- All projects will be part of roadmaps
- Decarbonisation will continue to be primarily customer driven
- Service level emissions will become a key driver for decisions

WELLBEING



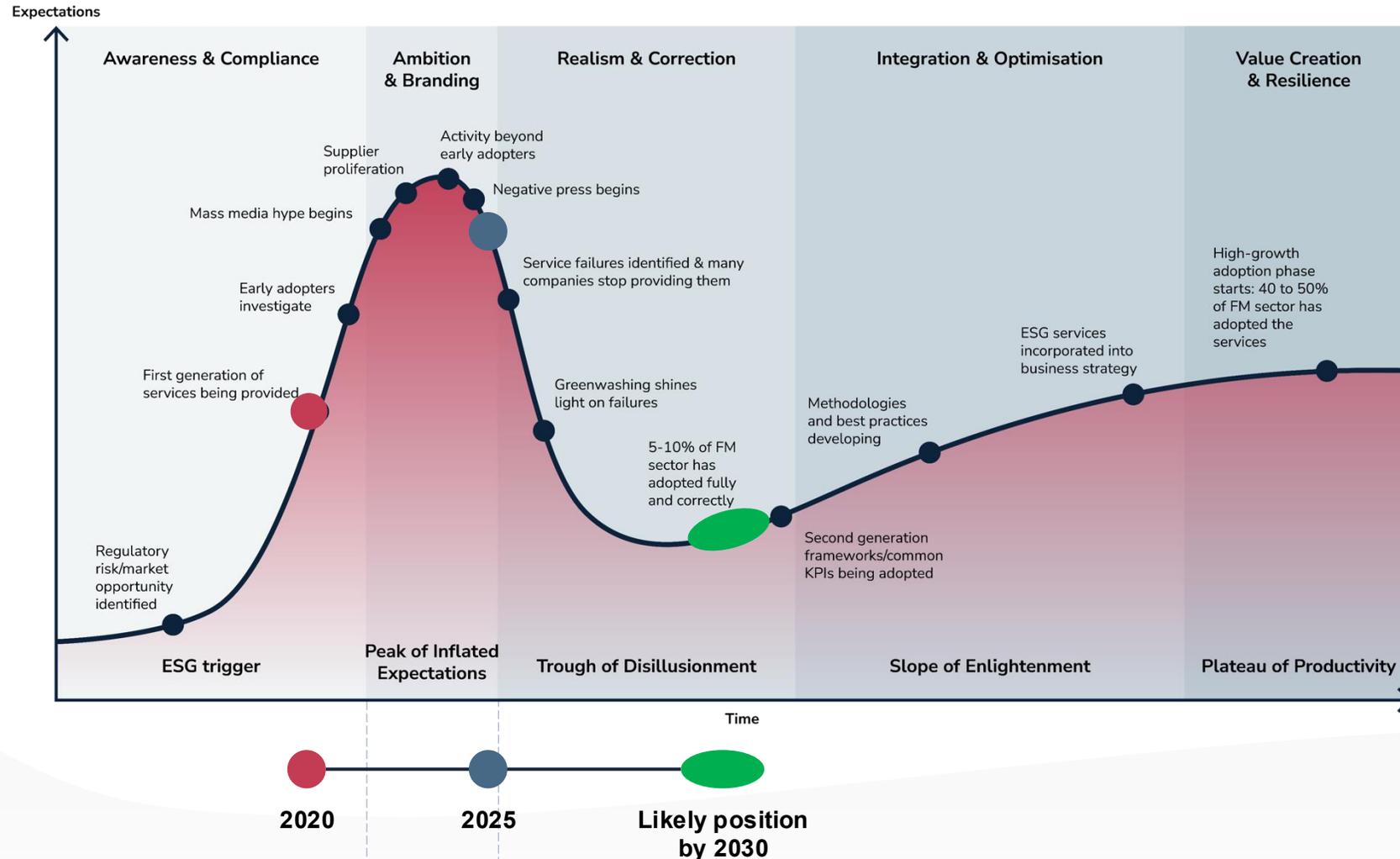
Changes in last 5 years:

- FM providers have made strides in understanding what most affects their own staff – feedback, data and digital tools.
- Efforts to extend this to clients are still in the early stages
- New frameworks and certifications emerged to assess and improve wellbeing in workplaces

Where the sector will be in 2030:

- There is still a way to go to fully unlock the complexities of workplaces and wellbeing/productivity but there is clear forward momentum
- KPIs will become standardised for wellbeing with a shift towards mental health outcomes
- There'll be ever greater use of technology to monitor and provide real time responses in workplaces

SOCIAL VALUE



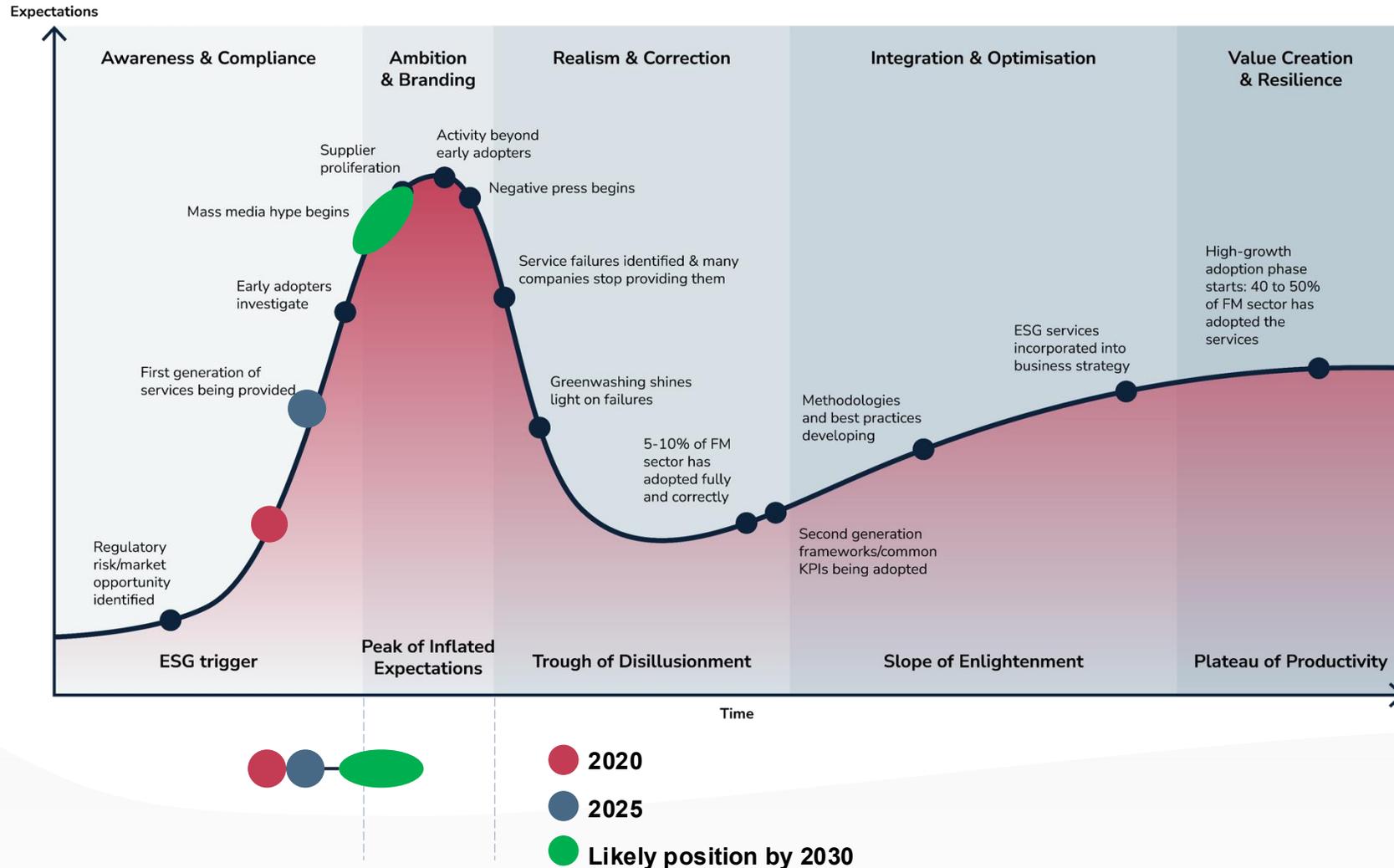
Changes in last 5 years:

- The Procurement Act 2023 promoted use of social value KPIs in bids and performance measurement
- The Procurement Policy Note 002 set a minimum 10% weighting for social value in contract bids.

Where the sector will be in 2030:

- Likely to see a drop off in its perceived importance due to absent further stimulus from government and a growing distrust of social value scores
- Reporting of social value benefits within financial accounts will become commonplace
- Social value will be more aligned with requirements at local level and national priorities

RISKS & OPPORTUNITIES



Changes in last 5 years:

- FM looked at opportunities before going through the traditional risk management approach
- Some FM providers are advanced in thinking about opportunities and their commercialisation. Most FM providers still have a long way to go in thinking about risks.

Where the sector will be in 2030:

- Expectations around risks and opportunities will rise
- There will be a lot more focus on transition risks around climate – not just physical risks
- AI will increase the value of human centric roles and present risks and opportunities

WHAT NEEDS TO CHANGE TO HELP FM DELIVER

- **Greater level of client ownership** for FM Sustainability strategies to help service providers and in-house teams deliver the plans and collaborate. May require longer contracts or insourcing to provide continuity and resilience.
- **Overhaul of procurement processes** to consolidate tender requests and challenge misinformation – some frameworks reward greenwashing.
- **Deployment of technology and use of insights may need a different commercial model** – higher upfront costs and flexibility in delivery. Factors are difficult to accommodate in short term programmes and targets.
- **Change of skills for the sector to deliver** – embedding sustainability as a systems perspective. We are still very much in the historic model of it being a named role or team.
- **Improvements in data quality** to be confident for regular reporting to senior management to enable decision making.
- **Frameworks and regulations are in place** or well developed in many cases, but not utilised effectively to drive consistency and improvements.

RESOURCES



Sustainable Ambitions Report

Release date:
 Thursday 26th March
 2026

Instantly understand your ESG performance in facilities management

Our new ESG self-assessment tool gives teams a quick, credible view of their ESG maturity.

- Quickly see where your company stands on Environmental, Social and Governance
- Identify gaps and areas for improvement
- Gain clear next steps to turn ESG ambitions into action



Explore options



ANY QUESTIONS?

GET IN TOUCH



Website

https://www.acclaro-advisory.com/sfmi/contact_us/



Phone

+44 (0)118 327 3519



Email

sfmi@acclaro-advisory.com