

TOTAL FACILITIES

Audience Insights

Delve deeper and discover more about the top visiting industry sectors to Total Facilities (TFX).

About

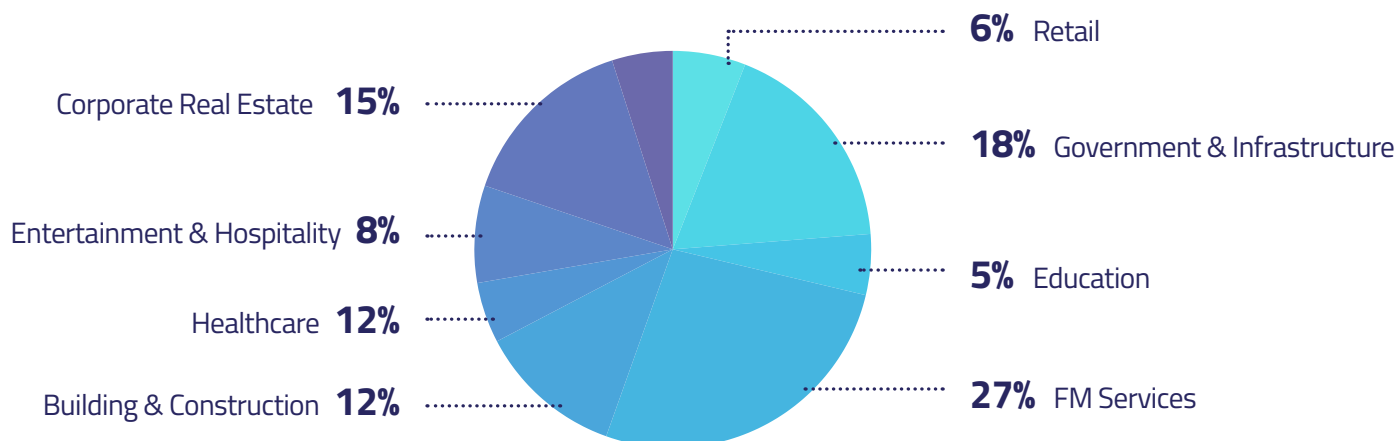
TFX visitors are like no other. They are facilities management (FM) and like-minded professionals striving for efficiency and productivity in their workplace, however they have diverse roles and come from a myriad of industry backgrounds. TFX offers exhibitors the opportunity to access this broad, but targeted, spectrum of industry professionals and influential decision makers.

90% of respondents believe face-to-face meetings are important when making purchasing decisions

In a recent survey carried out by FM professionals 90% of respondents believe face-to-face meetings are important when making purchasing decisions. Whether they are looking for high-level cleaning equipment for a healthcare facility, or would like to integrate a streamlined recycling system within a corporate office environment - the TFX show floor aims to cater to the diversity of the FM industry.

Keep reading to discover the top visiting industry sectors and put yourself in front of Australia's premier FM community.

TOTAL FACILITIES 2019 VISITING INDUSTRY SECTORS



* Includes multiple responses

FM Services & Consultancy

Fuelled by a range of strategic, human and technology factors, the global FM market is expected to be worth more than \$1.2 trillion by 2025, with the Asia-Pacific set to become the world's largest FM market. The FM Services visitor group is not only our largest at TFX but consists of key decision makers from around the nation, responsible for the efficient running of Australia's built environment.



27%

of TFX visitors came from the FM Services & Consultancy sector, the largest visitor group of 2019

Government & Infrastructure

One of TFX's most influential visitor groups, just under two thirds of suppliers target the government sector and since 2017 there has been a 75% increase in TFX visitors from the government, public service and infrastructure sector. FMs working in the public sector have the added pressure of public risk, which means more focus on the administration, compliance and safety side of the role.



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Corporate Real Estate

Tenant demand in the office market is anticipated to increase alongside rising business demand and growth in white-collar employment, which has been driven by the increasingly service-based nature of the Australian economy. Developing wellness programs and considerations within corporate environments has become an integral part of an FMs role, including the shift towards flexible working arrangements, such as telecommuting and hot-desking, which could lead to a reduced demand for office space.



24%

Energy supplies/
Air ventilation

When asked what the most important wellness products/services are in FM these were the most popular results:

26%

Work-life balance/
Education

TOP VISITING COMPANIES IN 2019

ACCOR HOTELS

AEG OGDEN

ALDI STORES

AMP CAPITAL

ASIC

AUSTRALIAN FILM TELEVISION
AND RADIO SCHOOL

AUSTRALIAN TURF CLUB LTD

BANKSTOWN SPORTS CLUB

BGIS

BRIDGECLIMB SYDNEY

BROADSPECTRUM PROPERTY

BUPA AGED CARE AUSTRALIA

BURGESS RAWSON

CAMPBELL ARNOTTS

CBRE

CHARTER HALL HOLDINGS

CHRISTIAN BROTHERS HIGH
SCHOOL

CITY OF LAUNCESTON

CITY OF NEWCASTLE

CITY OF SYDNEY

CITY WEST HOUSING

COLLIERS INTERNATIONAL

COMMONWEALTH BANK OF
AUSTRALIA

COMMUNITY HOUSING

CROWN RESORTS

CUSHMAN & WAKEFIELD

DEPARTMENT OF THE
ENVIRONMENT AND ENERGY

DEXUS PROPERTY GROUP

DOWNER GROUP

ESSENTIAL BUILDING
MANAGEMENT

FJMT ARCHITECTS

FOX SPORTS

FOXTEL

FRASERS PROPERTY

Building & Construction

Building and construction work have the largest single share in global resource use and pollution emissions, FMs within this sector have added pressure of increasing sustainability and decreasing their facility's carbon footprint in the construction process. Smart technologies now play a vital part of integrating more sustainable processes.



30%

of FMs consider Green FM a priority when choosing new products

36%

identified environmental monitoring products to have an impact on the industry in the next 3-5 years

Healthcare

Demand from the Health Care and Social Assistance division has grown strongly over the past five years, and Australia's ageing population is predicted to result in a 40% increase in Aged Care bed by 2023.* The increased financial burden of healthcare on the Australian government has forced the government to focus on efficiencies and procurement. FMs within this sector will have to work hard to keep costs down whilst maintaining comfortable and clean facilities for an aging population.

**Statistic sourced from the Facilities Management Association (FMA)*



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Residential Real Estate

Australia has seen a boom in the construction of large residential buildings, with an estimated 667,394 apartments, flats or units built from 2000 – 2018.* These numbers are set to surge in the next 5 years with the increasing trend within cities towards the development of higher density residential buildings. FMs face the challenge of managing increasingly larger buildings, as well as the varying demands of building residents – most residential facilities have the added responsibility of a full-time, seven days a week role.

**Statistic sourced from the Australian Bureau of Statistics*



45%

of respondents have become responsible for larger facilities over the past 3 years

TOP VISITING COMPANIES IN 2019

FREMANTLEMEDIA AUSTRALIA

GROCON

GROUP

GUARDIAN EARLY LEARNING GROUP

HUNGRY JACKS

HUNTER VALLEY GRAMMAR SCHOOL

IBM AUSTRALIA

IKON PROPERTY SERVICES

JB HI-FI GROUP

JLL

JOHN HOLLAND

KATALYST GROUP

KMART

KNIGHT FRANK AUSTRALIA PTY LTD

KNOX GRAMMAR SCHOOL

LENDELEASE

LG ELECTRONICS

MACQUARIE UNIVERSITY

MARRIOTT INTERNATIONAL

MELBOURNE CRICKET CLUB

MELBOURNE MARKET AUTHORITY

METRO TRAINS

MIRVAC

MOAMA BOWLING CLUB

MOSMAN COUNCIL

NATIONAL GALLERY OF AUSTRALIA

NETBALL NSW

NEWCASTLE AIRPORT PTY LIMITED

NORTH SYDNEY COUNCIL

NORTHERN BEACHES COUNCIL

NOVOTEL

NSW STATE EMERGENCY SERVICE

OFFICE OF ENVIRONMENT & HERITAGE (NSW)

Entertainment & Hospitality

The role of the FM within this sector is diverse, including managing hotels, restaurants, sports clubs and tourists hot spots. A key focus of FMs in this sector is managing sustainability whilst keeping costs down, for example how do hotels maintain their customer demand for power showers without sacrificing more water? Or manage food waste in restaurants?



58%

of suppliers target hotels

40%

of suppliers target Entertainment & Leisure facilities.

Retail

In 2019 TFX saw a 33% rise of visitors within the retail sector from 2018. Australia's shopping centres now account for around 46% of total retail space in Australia, with 1,630 shopping centres across the nation.* FMs face the increased challenge of shopping centres becoming a 'mixed use' space, where the public not only shop but they work, play, eat and stay. FMs have the responsibility of ensuring store efficiency and maintenance whilst also maintaining public safety and satisfaction.

** Statistic sourced from the Shopping Centre Council of Australia*



33%

rise in visitors from the retail sector in 2019 at TFX

Education

Educational facilities pose unique operational challenges for FMs, with most facilities having multiple units with hundreds of residents to consider. FMs will need to focus on the wellness and campus experience for students, especially those living within university halls. With most university funding coming from the student fees themselves, which means budget can be tight, FMs need to find sustainable options to support ever-growing campus environments.



53%

of suppliers target the Education sector

TOP VISITING COMPANIES IN 2019

OPERA AUSTRALIA

OPTUS

PARAMOUNT PICTURES AUSTRALIA

PARK HYATT SYDNEY

PARRAMATTA LEAGUES CLUB

PENRITH CITY COUNCIL

PYMBLE LADIES COLLEGE

RAMSGATE RSL

RESERVE BANK OF AUSTRALIA

SAVILLS

SEVEN NETWORK

SKOPE

SPOTLESS

STAR ENTERTAINMENT GROUP

STATE ARCHIVES & RECORDS AUTHORITY NSW

SYDNEY CRICKET AND SPORTS GROUND TRUST

SYDNEY OPERA HOUSE AUSTRALIA

SYDNEY SUSTAINABILITY CENTRE

SYDNEY THEATRE COMPANY

SYDNEY TRAINS

TAFE NSW

THE HILLS SHIRE COUNCIL

THE STAR ENTERTAINMENT GROUP

UNIVERSITY OF MELBOURNE

UNIVERSITY OF SYDNEY

UNIVERSITY OF TECHNOLOGY SYDNEY

UNIVERSITY OF WOLLONGONG

URBANSOPE

VICINITY CENTRES

VICTORIA RACING CLUB

VIRGIN ACTIVE

WAVERLEY COUNCIL

WESTERN SUBURBS LEAGUES CLUB



TOTAL FACILITIES

CHAMPIONING HIGH PERFORMING ENVIRONMENTS

**27-29 October 2020
Melbourne Convention
& Exhibition Centre**

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