COOR

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New report: Cyber security and infrastructure failures are the main external threats according to Nordic companies

Coor, in partnership with Worktech Academy, releases its latest report, *From Risk to Resilience: How Nordic Facilities Management is Shifting in a High-Risk Era*. The report shows that Nordic companies increasingly view cyber security, physical security and resilient infrastructure as critical challenges.

The report is based on responses from 1,155 respondents across Nordics, including 575 decision makers within Facility Management. The key findings from the Nordic survey include:

- 66% see cyber and technological risks as the biggest threat
- 58% view infrastructure and utility failures as a significant security risk
- 52% say the overall risk level has increased over the past two years

The companies need to strengthen their resilience against threats such as climate change, cyberattacks, and societal crises — while also creating safe, attractive workplaces. Facility Management has so far been an often-overlooked player in this area, but it is now becoming increasingly clear that Facility Management has a role to play in this new reality in helping companies to strengthen their resilience.

"In today's world, resilience is not just a buzzword — it is a business imperative. Our research underscores the urgent need for organizations to adapt swiftly and proactively. At Coor, we are committed to leading the way in helping our customers navigate a high-risk era with robust, innovative solutions." states Ola Klingenborg, CEO and President of Coor.

New role for Facility Management

The report clearly shows that the role of Facility Management has broadened to include strategic coordination of organizational resilience. In addition, the Facility Management team often acts as an integrator between IT, HR, procurement and security functions, contributing to continuity planning, crisis management and the protection of both people and assets. The FM function must balance the protection of personnel and assets with creating a safe and pleasant workplace. There is a clear difference between the priorities of management and employees, with staff often prioritizing workplace comfort over security.

"Effective FM means more than incident response — it requires business continuity, quick adaptation, and strong preparedness to protect people and assets, enabling our customers to thrive, even in uncertain times." comments Jens Ebbe Rasmussen, Senior Vice President of Business Development and Sales, Coor.

Clever and useful framework

The Join the Workplace Revolution - From Risk to Resilience report is now available for download on Coor's website www.coor.com/report

The report also shares a framework designed to help organizations navigate and respond to an increasingly complex landscape of risks.

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About the survey:

The investigation was conducted by WORKTECH Academy during the spring of 2025. An anonymous survey was conducted with 1,155 respondents, comprised of 575 real estate and facilities management decision-makers, representing leadership roles with responsibility for workplace, security, and operational strategies, and 580 employees, providing a perspective on workplace experience and organizational preparedness from the end-user standpoint. Respondents were evenly distributed across Sweden, Norway, Denmark, and Finland, ensuring a balanced regional representation. To complement the survey findings, in-depth interviews were conducted with 5 senior decision-makers across the banking, production, healthcare, and manufacturing sectors.

About Coor:

As the leading provider of facility management services, Coor creates the happiest, healthiest, and most prosperous workplace environments in the Nordic region. Coor offers specialist expertise in workplace services, property services and strategic advisory services. Coor creates value by executing, developing, and streamlining our customers' service activities. This enables our customers to do what they do best.

Coor's customer base includes many large and small companies and public-sector organisations across the Nordic region, including ABB, Aibel, Alleima, the Danish Building and Property Agency, DSB, Equinor, ICA, IKEA, Karolinska University Hospital in Solna, PKA - "Danish Police, Public Prosecution Authority and Prison and Probation Service", PostNord, Saab, SAS, Skanska, Swedbank, Telia Company, Vasakronan and Volvo Cars.

Coor was founded in 1998 and has been listed on Nasdaq Stockholm since 2015. Coor takes responsibility for the operations it conducts, in relation to its customers, employees and shareholders, as well as for its wider impact on society and the environment. Read more at www.coor.com