# Commercial & Industrial Services Sectors to Watch

Q4 2021

HATTIS Williams

## Key Commercial & Industrial Sectors to Watch

The Harris Williams Business Services team has identified multiple sectors that represent attractive investment opportunities with numerous platforms to capitalize on emerging trends, particularly in a post-COVID-19 environment.



### Fire and Life Safety Services Overview

Fire and Life Safety products and services represent a key segment of the broader Safety and Security market, providing critical services to a variety of customers to design, install, and maintain complex, regulatory-driven life safety systems.

- The global fire protection system market represents a \$60B+ global market, expected to grow 6%-7% going forward<sup>1</sup>
  - Strong continuing growth underpinned by the criticality of the systems to protect life and property, growing complexity of systems driven by technology, tightening regulations, growing nonresidential floor space, and growth in the construction industry
- Services are technical in nature and require expertise in systems design, integration, installation, as well as understanding of fire codes and regulations from the national level down to the local level
- Primary segmentation includes:
  - Engineering, Consulting, and Design: primarily driven by renovation, retrofit, and changes to code, as well as construction, this technical services segment exhibits ongoing demand as buildings, systems, technologies, and regulations continue to evolve. Includes diversified engineering firms, and fire-focused specialist firms
  - System Integration, Installation, Monitoring, and Maintenance: represents services provided by field technicians to implement the system designs, conduct regular testing, and perform ongoing monitoring and maintenance of systems in accordance with codes and regulation. Includes systems integrators, diversified building service providers, and firms with specific expertise in fire systems
  - **OEMs and Distributors:** provide the systems, products, and components to support the installation and implementation of fire systems across building types
- Market attracts investment due to the critical nature, ongoing regulatory-driven demand, and high value of its technical services, as well as fragmentation of localized providers representing an ongoing rollup opportunity



### Why Investors Love Fire and Life Safety Services

Fire and Life Safety ("FLS") services companies represent opportunities to invest in a critical, regulatory driven, and growing market with ample long-term rollup opportunity.



### Services to Food and Beverage Overview

Food and Beverage service providers comprise businesses that provide outsourced and highly specialized missioncritical capabilities to the broader foodservice industry.

- End-markets utilizing outsourced food and beverage services collectively make up a \$61B+ industry, which operates within the much larger ~\*\$1.8 trillion foodservices industry<sup>1</sup>
  - Continued, predictable, and strong demand for outsourced food and beverage services is driven by nondiscretionary expenditures, which
    ensure the safety of the U.S. food supply, the increased number and complexity of government regulations, and the overall growth of U.S.
    foodservices ecosystem
- Services provided are highly specialized, scientific, and require deep expertise of national, state, and local food safety regulations
  - In addition, these services are largely non-core to customers, leading to the prevalence of outsourcing
- Primary segmentation includes:
  - Foodservice Equipment and Technology Services: Provide new and maintain/repair existing equipment and technologies across the foodservice spectrum, to include full- and quick-service restaurants, hospitality, and retail, and facilitate food manufacturing system upgrades such as process reengineering and automation. Includes equipment manufacturers, MROs, and installation and disposal businesses.
  - Foodservice Safety and Sanitation Services: Provide outsourced food manufacturing plant and product line cleaning services as well as periodic facility audits and testing to ensure foodservice employee and supply safety, detect and eliminate foreign materials, pests, and bacteria, and support overall facility compliance with international, U.S., and local regulations. Includes sanitation service providers, pest control, testing, inspection, and compliance (TIC) providers, and nonhazardous waste disposal providers.



### Why Investors Love Food and Beverage Services

Premier assets in outsourced food and beverage services will continue to attract investor attention due to strong industry fundamentals, non-discretionary revenue sources, mission criticality, and recession-resiliency.

Mature and Well- Invested Infrastructure With Large Installed Base Supports	<ul> <li>Continued investments in building out additional processing and manufacturing capabilities and infrastructure will require ongoing, predictable services</li> <li>Processing facilities expect to increase investments in</li> </ul>			Outsourced Food and Beverage Facility Management Services				Complex and Global Regulatory Environment		
		automation, which requires technical sophistication largely unavailable in-house and drive usage of third-party vendors Services provided to large base of existing infrastructure across			, Inspect, and Certify acility Operations		GFSI	The Global Food Safety Initiative ( establishes standards and benchr for manufacturers worldwide		nchmarks
Outsourced Services Revenue Visibility	_	food service and food processing markets with multiyear contracts standard among most service providers					Safety Initiative			
	•	Favorable trends for outsourced services to the Quick Service Establishment (QSE) end-market due to stable growth in number of locations and total revenues since the end of the GFC	<b>R</b>	1.	ove Sanitatio afety Practio			provide regul	nd USDA comb atory oversight non-protein pro	t for both
Strong, Growing End-Markets Driven By Mission-Critical	•	Nondeferrable services due to regulatory and business requirements combined with growing number of facilities underpins long-term, highly visible revenues		Pest Control and	and		State regulatory bodies provide			
	1	Outsourcing remains fundamental as 59% of manufacturers and processors use third-party certifications and consulting services to improve sanitation and food safety practices <sup>1</sup>			Mitigation			oversight and establish local operational requirements		
Services Required By Health, Safety, and Regulation	•	Outsourced services are not core competencies for food processors and manufacturers and typically comprise a small percentage of a single plant's cost structure despite being	(\$ in billi	ons)		ood and \$8.9	Beverage S \$9.1	Services Perfo \$9.4	rmance	
	•	essential for operations Cost of failure outweighs the cost of outsourcing services; average \$2.2M lost revenue per 10 minutes of down plant time <sup>2</sup>	Recreati Hospital Corpora	l <b>ity</b> Ite	<b>\$8.6</b> \$0.5	\$0.5 \$0.9	\$0.5 \$0.9	\$0.5 \$0.9	\$7.1	<b>\$8.7</b> \$0.3 \$0.8
Large Market Opportunity Reset Post-COVID-19	1	Pre-COVID-19, the overall market was stable and growing across all end markets	Educatio Governm FSR		\$0.8 <b>\$0.3</b> \$1.1	\$0.9 \$0.4 \$1.1	\$0.4 \$1.1	<b>\$0.4</b> \$1.2	\$0.2 \$0.6 \$0.2	<b>\$0.3</b> \$1.0
	1	Many end markets were severely impacted through shutdowns from COVID-19 but have rebounded nicely	QSR		\$1.7	\$1.7	\$1.8	\$1.8	\$0.7 \$1.2	\$1.7
	1	Post-COVID-19, market growth led by grocery convenience, healthcare, and QSR, which have all largely reopened to pre-COVID-19 levels and successfully modified operations	Healthca	are	\$1.6	\$1.6	\$1.7	\$1.8	\$1.6	\$1.7
	1	FSR segment continues to recover, but more slowly as restaurants continue to build up capacity to meet regulations	Grocer	-	\$2.2	\$2.3	\$2.3	\$2.4	\$2.4	\$2.7
	1	Segments such as government, corporate, and education not expected to return operations to pre-COVID-19 levels in the near term	Convenie		2016	2017	2018	2019	2020	2021
1. Food Processing	Ма	gazine								

### **Facility Services Sector Overview**

The facility services sector represents an enormous market of diverse customers and fragmented service providers with differentiated, highly specialized needs and service offerings.

- The facility services market can be largely separated into hard services and soft services
  - Hard services include the installation, maintenance, repair, and replacements of equipment necessary for a fully functioning facility
  - Soft services generally consist of providers who are focused on cleaning, sanitation, and other janitorial services for facilities
- Services are largely outsourced due to highly technical/specialized nature and low costs relative to total facility budget



2019 IBISWorld reports 3. Excludes residential 4.

2

Leading industry consulta Includes residential

### Why Investors Love Facility Service Providers

Facility service providers offer investors the opportunity to invest in large, stable markets with recession-resilient demand and a compelling consolidation strategy.

Facility Budget Segmentation<sup>1</sup>

 Large markets serving customers within nearly all verticals and stable, low- to mid-single digit growth forecasts across subsectors

Outsourced Services In Large, Stable Markets

- High barriers to entry for customers to self-perform given highly technical nature of hard services and required scale of soft services
- Continued outsourcing tailwinds as customers look to manage facility budgets more efficiently



- Hard services experience high costs of equipment failure and limited deferability of larger repairs/replacements due to the mission-critical nature of equipment
- Soft services are necessary to ensure clean conditions and are often regulated with minimum frequency requirements
- Hard service providers experience continued demand through COVID-19 pandemic as facility managers strive to maintain or update systems, while soft services experience growing demand with increased focus on sanitation and cleanliness



- Markets largely made up of regional and local "mom & pop" providers
- Ability to drive outsized growth through accretive acquisitions at attractive multiples
- Opportunity to achieve faster service/response times through greater density once at scale







Select Recent M&A Activity

Service Logic

30+ acquisitions since end of 2016 to

create national platform of local and regional service providers

#### **16 acquisitions since end of 2017** to expand reach and begin building of

national footprint in ongoing rollup strategy



6 acquisitions since end of 2017 to establish regional footprint and improve density within existing markets

### **Property Restoration Services Overview**

Property Restoration comprises mitigation and reconstruction services to residential and commercial properties with damages or losses due to "everyday" or one-time, catastrophic events.

- Property Restoration services in the U.S. represents a ~\$95+ billion industry, operating within the much larger \$2.4 trillion construction industry<sup>1</sup>
  - 100% of services provided are urgent, needs-based, and nondiscretionary which underpins the continued attractiveness of the sector throughout recent economic cycles including the COVID-19 pandemic
- The rise in frequency and total cost of loss events, coupled with the outsized role that major insurance carriers play in adequately resolving and remediating property damage, creates an industry dynamic with consistent, predictable revenue
- Primary segmentation includes:
  - Property Mitigation:
    - Focus is on frequent "everyday" loss due to damages caused by fire, water, mold, pests, and other common instances of property damage
    - The Mitigation market is roughly \$38+ billion in the U.S., with an average job ticket price of ~\$4,000K that is often paid through insurance
  - Property Reconstruction:
    - Focus is on larger, less frequent loss events as a result of hurricanes, tornados, major flooding, and other large-scale disasters
    - The Reconstruction market is roughly \$57+ billion in the U.S., with an average job ticket price of ~\$7,100K that is often paid through insurance



### Why Investors Love Property Restoration Services

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Premier assets in Property Restoration services will continue to attract investor attention due to core market growth, nondiscretionary revenue sources, and a-cyclical demand.

Liberty Mutual

Consistent Core Market Growth Provides Underlying Tailwinds	<ul> <li>Reconstruction is a \$57B market and mitigation is a \$37B market across residential and commercial properties<sup>1</sup></li> <li>Large-loss events have become more prevalent and economically severe, which has led to an increased volume of big-ticket projects for Property Restoration service providers while placing an additional premium on loss mitigation services</li> <li>Combination of aging infrastructure and increasing concentration of properties in coastal locations across the U.S. indicates heightened need for reliable restoration services</li> </ul>
Provide Urgent, Non-Discretionary Services Often Paid by Insurance Company Reserves	<ul> <li>Restoration services are nondeferrable, as problems caused by fire, water, mold, and other sources of property damage grow in expense the longer left unaddressed</li> <li>Damages are often covered through insurance policies, with 95%+ of losses paid through insurance company reserves, which drives end-customers to engage service providers as expenses are largely not out-of-pocket</li> <li>Both residential and commercial property customers are motivated by quick resolution in order to minimize disruption to business operations and personal lives</li> <li>Limited downside impact from economic cycles such as COVID-19 pandemic</li> </ul>
"Everyday" and Large-Loss Recovery Services Generate Consistent Revenue Base	<ul> <li>Everyday losses, which average \$4,000K+/job and occur with predictable frequency across property types<sup>4</sup>, include incidents ranging from busted pipes to small fires, and generate consistent, highly visible revenue for Property Restoration service providers</li> <li>Large-loss events, which average \$7,100K+/job, constitute damages caused by tornados, hurricanes, and large-scale flooding, transpire with less but increasing frequency, creating significant revenue opportunity beyond everyday losses</li> <li>Premier Property Restoration service providers are capable of handling jobs related to everyday and large events, ensuring predictable revenue and large upside</li> </ul>



#### Severe Weather Events Cost per Year<sup>3</sup>



Major Insurance Carriers

Insurance

MERCURY





Allstate

Pacific Specialty



#### 1. HW Analysis

NOAA; Extreme events defined as \$1B+ in damage, adjusted for inflation 4.

NOAA; 1980-2020-billion-dollar weather and climate disaster cost per year, CPI adjusted On average, 46% of residences and 40% of businesses experience loss every 5 years

### Landscaping Services Sector Overview

The Landscaping Services industry consists of landscape maintenance and development services, as well as several related ancillary services such as tree care and snow removal, for both commercial and residential customers.



### Why Investors Love Landscaping Services

Premier assets in Landscaping Services will continue to attract investor attention due to core market growth, high recurring revenue, and the opportunity to consolidate a highly fragmented market.

 The strong residential housing market and continued economic expansion coming out of the COVID-19 pandemic has led to increased demand for landscaping services across the U.S.

- Commercial clients are increasingly outsourcing landscape maintenance in order to drive cost and labor efficiencies
- Increasing focus on sole-sourced contracts drives demand for full-suite service providers, which grants large-scale, sponsor-backed platforms a significant competitive advantage
- Maintenance service contracts provide a strong base of predictable cash flows to support leverage
- Commercial landscape maintenance is an essential, recession-resilient, nondiscretionary service due to the critical importance of high-quality property appearance to a company's brand identity
- Landscaping services usually represent a low percentage of the overall expense associate with the upkeep of large commercial properties, and maintain service levels regardless of economic cycle
- There is a significant opportunity to rapidly consolidate the industry through accretive and complementary acquisitions
- There are an estimated 100,000 landscaping companies in the U.S., the vast majority of which are "mom and pop" operations which can be rolled up at attractive multiples as part of a buy-and-build strategy<sup>3</sup>
- There are only a few large sponsor-backed platforms driving consolidation in the industry, leaving plenty of white space to be captured without significant competition







Top 150 Landscaping Firms by Size<sup>4</sup>



1. IBIS World 2. HW Analysis

Strong Industry Growth Outlook

With Compelling Industry Tailwinds

**Repeat Services** 

Drive High

Recurring

Revenue

Large, Highly

Fragmented

Market

- 3. National Association of Landscaping Professionals
- 4. LM 150 2021 Rankings

### Environmental and Waste Services Overview

Environmental and Waste Services is a <sup>~</sup>\$140+ billion industry whose services include waste collection and disposal, site cleanup and remediation, environmental consulting, and chemical and energy safety services.

- Environmental and waste services in the U.S. represents a "\$140+ billion industry, serving diverse end-markets
- Services provided are largely contractual, nondeferrable, mission-critical, and highly regulated, supporting a consistent and predictable base of revenue for the industry's premier assets

#### Primary segmentation includes:



#### 2020 Environmental & Waste Services Market<sup>1</sup> (\$ in Billions)

Waste Collection

Sewage Treatment

### Environmental and Waste Services Industry Landscape



### Why Investors Love Environmental & Waste Services

Environmental and Waste service providers will continue to generate interest due to mission-critical services, high impact and valueadd to customers, and elevated prioritization of these services. Potential Impact of Increased Public Infrastructure Spending<sup>1</sup>

Consistent, Predictable Demand That Has Been Further Amplified by the COVID-19 Pandemic	<ul> <li>Environmental and waste services are inherently critical, nondiscretionary components of customer operations, which generate a highly recurring base of revenue stream for service providers</li> <li>Scaled service providers typically operate through master services agreements (MSAs) to support multiple customer locations, driving high customer retention rates</li> <li>COVID-19 has heightened the importance of environmental and waste services due to the prioritization of cleanliness and sanitation, increased waste volume in residential settings, and potential for a large scale infrastructure stimulus bill</li> </ul>	U.S. Public Infrastructure Spend (\$ in Billions) \$400.5 \$401.0 \$400.5 \$407.9 \$400.5 \$400.9 \$400.5 \$400.9 \$
Small Ticket, Big Impact Services With High Cost of Failure	<ul> <li>Outsourced environmental and waste services represent a small fraction of total operational costs and have an outsized impact on risk mitigation</li> <li>Outsourcing generates substantial ROI for customers as non-core operations are eliminated and risks posed by material adverse events are severely reduced</li> <li>Customers who defer services or shift from an outsourced model to in-house create burdensome financial and potentially unlimited reputational risks</li> </ul>	Big Impact Services Help Customers Avoid Cost of Failure and Massive Reputational Risk  Potentially Unlimited  Potential  Potentially Potentially Potentialy Potentially Potentially Po
Mission-Critical Services Driven by Complex Regulatory and Compliance Infrastructure	<ul> <li>Outsourced environmental and waste service providers add value to and mitigate undue risk on behalf of customers by ensuring compliance with complex national, state, and local regulations</li> <li>Regulations are a significant driver of the industry's operations and future growth, causing material pain points for new entrants and providers without scale and expertise</li> <li>Customers with large, national footprints may require different approaches to waste management and disposal, elevating the value of outsourced service providers who understand and operate according to local, state, and national regulations</li> </ul>	Image: Second Standards       Substantial regulatory hurdles discourage new entrants and favor established, well-known providers         State Environmental Departments       Service providers help customers efficiently navigate an often time-consuming regulatory environment         Local Municipalities       Violation notices, public disclosure of noncompliance, or facilities closures can range from disruptive to catastrophic



#### 10 INDUSTRY GROUPS

With Robust Experience Across the Globe

#### 3 DECADES

of Providing Award-Winning M&A Advisory Services

#### 1 UNIFIED TEAM

Bringing Firm-Wide Dedication to Every Engagement

The Harris Williams Business Services Group has deep experience across commercial and industrial services subsectors.

#### COMMERCIAL & INDUSTRIAL SERVICES

- > Environmental & Waste
- Facility Services >
- Field & Route Based Services
- Fire & Life Safety >
- Food Service >
- > Janitorial
- Landscaping >
- Mechanical Services >
- Property Management >
- **Property Restoration** >
- > Security
- Service Aggregators
- Technician Services
- Testing, Inspection, Certification & Compliance >

#### SELECT RECENT COMMERCIAL & INDUSTRIAL SERVICES TRANSACTIONS

a portfolio company of ARVEST has been acquired by KKR	a portfolio company of DOMINUSCAPITAL has been acquired by KOHLINERS Patters Coop	As been acquired by	Control Contro	a portfolio company of CARES HARVEST has been acquired by GI PARTNERS
Service Logic Extinctions or standards a portfolio company of WARBURG PINCUS has been acquired by LGP	a portfolio company of	RESTAURANT TECHNOLOGIES a portfolio company of a portfolio company of a DUBACCALL has been acquired by Kattis	a porticile company of <i>Riverside</i> has been acquired by Image: HARVEST	a portfolio company of LGP III HARVEST has been acquired by The Rhektons Group
A portfolio company of NCP NORTHLANE Ass received an investment from CONECC	has been acquired by	A professional of the seen acquired by eurofins	a portfolio company of LCP COMMUNICATION has been acquired by Partnerse Group	a portfolio company of Calera capital has been acquired by Plaptifium Equility*

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