

# FM Business Daily's Top 5 Stories of 2025: AI Integration, People-Power, and Sustainability Dominate the Conversation

4 months ago



As another year comes to an end, FM Business Daily looks back at the content that truly resonated with our readership. The top five most-read and shared stories of the year highlight a sector grappling with technological disruption while re-focusing itself on the human element.

Here are the five stories that defined the facilities management conversation in 2025:

## 1. Is FM Ready for AI?

Published January 2025 - <https://news.fmbusinessdaily.com/2025/01/is-fm-ready-for-ai/>

The question of AI integration was, by far, the most critical topic of the year. This comprehensive analysis explored the practical implications of artificial intelligence in FM, from predictive maintenance to optimising energy usage. It highlighted the urgent need for upskilling the workforce and investing in foundational systems to effectively capitalise on machine learning, proving that for many, the journey to AI readiness has only just begun.

## 2. People-Centric Leadership is the Key to Success for BGIS

Published January 2025 -

<https://news.fmbusinessdaily.com/2025/01/people-centric-leadership-is-the-key-to-success-for-bgis/>

Despite the technological surge, this feature on BGIS's successful leadership model resonated deeply with readers, earning the second spot. The story demonstrated that high-performing teams are built on purpose, trust, and investment in employee well-being. It offered a compelling blueprint for leaders seeking to overcome the industry's talent challenges by prioritising a culture where people are treated as the number one asset.

### 3. Birmingham City Council's Alexander Stadium Partners with Elior UK for World-Class Catering Services

Published March 2025 -

<https://news.fmbusinessdaily.com/2025/03/birmingham-city-councils-alexander-stadium-partners-with-elior-uk-for-world-class-catering-services/>

Coming in at number three, this major contract win highlighted the critical role of support services in high-profile venues. The story detailed the partnership between Birmingham City Council's Alexander Stadium and Elior UK, showcasing the complexity and high standards required for delivering world-class catering services and reinforcing the strategic importance of integrated FM delivery in the public sector.

### 4. FM Business Daily – Interview with Greg Ward

Published November 2025 - <https://youtu.be/BHjxxiOnmRI>

This influential interview with Greg Ward, CEO of [Premier Technical Services Group](#) (PTSG), provided valuable insight into scaling operations and driving change in the specialist services sector. In an exclusive chat with FMBD editor Claire Middleton, Greg discussed the importance of using data ("what gets measured gets done") and how his experience of coming up through the ranks as an apprentice helps him understand and respect the front-line teams. The interview underscored the value of combining technical expertise with a cohesive company culture.

### 5. Championing Sustainability and Ethical Practice in Facilities Management

Published May 2025 -

<https://news.fmbusinessdaily.com/2025/05/championing-sustainability-and-ethical-practice-in-facilities-management/>

At number five, this article focused on the increasing mandate for sustainability and ethical governance across the built environment. It detailed how FM organisations are moving beyond mere compliance to embed environmental and social responsibility into their core operations, emphasising that ethical practice is now a key driver for business growth and client mandates.

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These five stories demonstrate that in 2025, the FM industry was defined by an exciting blend of innovation, foundational leadership, ethical responsibility, and high-stakes service delivery. For the rest of this year's stories, take a look at the [website](#).