

# The 2004 RICS and Macdonald & Company Salary & Benefits Survey

## RESEARCH FINDINGS

---

### *FOREWORD*

This document contains findings of The 2004 RICS and Macdonald & Company Salary & Benefits Survey. We would like to thank all the participants who took time to complete the questionnaire.

Now in its fifth year, The Annual RICS and Macdonald & Company Salary & Benefits Survey is the most comprehensive survey undertaken for the sector. Continuing the success of the earlier Surveys, 2825 UK and non-UK surveying professionals participated between late December 2003 and early February 2004.

Aside from statistics on current salaries, recent salary increases, bonuses and employment package benefits, the results give an insight into wider issues that are important to professionals in their working lives.

Peter Moore  
Macdonald & Company  
40a Dover Street  
Mayfair  
London  
W1S 4NW

T: 0207-629 7220  
F: 0207-629 3990  
E: [property@macdonald.co.uk](mailto:property@macdonald.co.uk)  
W: [www.macdonald.co.uk](http://www.macdonald.co.uk)

## CONTENTS

	<i>Page</i>
1. Summary of Findings	4
2. Method & Sample Profile	12
2.1 Overview	12
2.2 Charts	13
(a) Sample Profile: Prime Professional Activity	13
(b) Sample Profile: Level of Responsibility	14
(c) Sample Profile: Sector	14
(d) Sample Profile: Region	15
(e) Sample Profile: Age	16
(f) Sample Profile: Years Experience	16
(g) Sample Profile: Qualifications Held	17
(h) Sample Profile: Size of Organisation (Num. Of Employees)	17
3. Current Salary (Excluding Bonuses)	18
3.1 Overview	18
3.2 Charts	18
(a) Current Salary (Excluding Bonuses)	18
(b) Average Salary: Prime Professional Activity	19
(c) Average Salary: Level of Responsibility	20
(d) Average Salary: Sector	20
(e) Average Salary: Region	21
(f) Average Salary: Age	21
(g) Average Salary: Years Experience	22
4. Change to Salary at Last Review	23
4.1 Overview	23
4.2 Charts	23
(a) Change to Salary at Last Review	23
(b) Average Increase: Prime Professional Activity	24
(c) Average Increase: Level of Responsibility	25
(d) Average Increase: Sector	25
(e) Average Increase: Region	26
(f) Average Increase: Age	26
(g) Average Increase: Years Experience	27

5.	<b>Bonuses Received (Over Last 12 Months)</b>	28
5.1	Overview	28
5.2	Charts	28
	(a) Bonuses Received (Over Last 12 Months)	28
	(b) Average Bonus: Prime Professional Activity	29
	(c) Average Bonus: Level of Responsibility	30
	(d) Average Bonus: Sector	30
	(e) Average Bonus: Region	31
	(f) Average Bonus: Age	31
	(g) Average Bonus: Years Experience	32
6.	<b>Benefits Included in Employment Package</b>	33
6.1	Overview	33
6.2	Charts	34
	(a) Bonuses Received (Over Last 12 Months)	34
	(b) New Benefits Received	35
7.	<b>Areas Important in Current Role</b>	36
7.1	Overview	36
7.2	Attitude towards Technology and Use of the Internet	38
8.	<b>Likely Reasons for Leaving Present Employer</b>	39
8.1	Overview	39
9.	<b>Anticipated changes in the Economy in the next 12 months</b>	43
9.1	Overview	43

## 1. Summary of Findings

---

### Current Salaries, Bonuses and Benefits

The average salary of professionals working in the property sector is £36,567, excluding bonuses and other benefits. This is up 8.2% on last year's survey when average earnings were £33,804.

In 2003 (when the survey was conducted solely online), there was a significant decrease in salary from 2002 (4.9%) and BPRI accounted for this by citing the younger age profile of respondent professionals. In 2004, we see the age profile is up slightly (average age 37), and this may account for some of the increase. Nevertheless, average salary is still up by 3% from 2002.

Year	Average age	Average salary (£)
2002	41	35,517
2003	34	33,804
2004	37	36,567

We might account for the salary increase by suggesting an easing of the recession that has haunted industry since 2001, but respondents do not report bigger salary increases this year. In fact, the average increase in salary reported by respondents taking part this year was 4.6% (down 0.4% on 2003) and there has been a slight decrease in the percentage of respondents reporting salary increases overall (76% in 2004 compared to 78% in 2003).

8% of survey participants are surveying professionals who work mainly outside the UK. Their average salary is £47,445, 34% higher than those working mainly in the UK (£35,458).

Within the UK: those mainly working in Greater London and the South-East earn the most, in contrast to those in Wales and West Midlands who typically earn the least.

Those working in a Surveying Practice/PLC, Commercial/Industrial sector, and Central/Local Government account for the bulk of those who participated in the survey this year (34%, 23% and 16% respectively). However, it is those who are employed in Financial Services and Investment & Development who enjoy the highest salaries, in contrast to those in Central / Local Government, Non Profit making organisations and Surveying Practice / PLC, who typically earn the least.

Although based upon relatively small sub-groups, those whose main activity is Fund Management, Investment Brokerage, Property Finance and Transport Planning enjoy average earnings above those working in other areas of activity. Other high earning categories include Corporate Property Consultancy, Facility Management Consultancy, Commercial Development, Claims & Dispute Resolution, Project Management, Residential Development, Facility Management In-House, Facility Management Service Provider, Minerals, Construction Contract Management and Property Asset Management. Least well paid are those employed in Rural Practice, Office Agents and Building Contractors.

**Average Annual Salary and Bonus By Prime Professional Activity**

	Average Salary 2004	Average Bonus pa	Total pa	Salary % change 2003-4	Number of participants answering
All participants	£36,567	£2,509	£39,076	8%	2,782
Fund Management	£60,661	£8,667	£69,328	37%	36
Investment Brokerage	£57,212	£8,121	£65,333	53%	33
Property Finance	£55,750	£7,183	£62,933	5%	25
Corporate Property Consultancy	£49,795	£4,329	£54,124	24%	70
Commercial Development	£48,418	£4,558	£52,976	10%	71
Claims & Dispute Resolution	£45,793	£2,364	£48,157	3%	32
Project Management	£45,709	£2,453	£48,162	18%	116
Residential Development	£43,173	£4,383	£47,556	28%	45
Facility Management In-House	£42,278	£3,048	£45,326	n/a	47
Facility Management Service Provider	£42,242	£2,968	£45,210	n/a	31
Minerals	£41,906	£1,816	£43,722	36%	34
Construction Contract Manager	£41,265	£2,833	£44,098	-2%	27
Property Asset Management	£41,234	£2,429	£43,663	7%	264
Town & Country Planner	£38,658	£2,353	£41,011	n/a	77
Regeneration	£37,456	£1,108	£38,564	-2%	44
Rating	£37,361	£2,170	£39,531	15%	47
Retail Agent	£34,394	£3,914	£38,308	24%	35
Valuation	£34,253	£4,021	£38,274	7%	246
Contractors Quantity Surveying	£34,139	£1,705	£35,844	1%	150
General Practice	£33,831	£2,048	£35,879	n/a	83
Professional Quantity Surveying	£33,494	£1,457	£34,951	6%	326
Landlord & Tenant	£33,351	£1,998	£35,349	6%	131
Building Surveying	£29,486	£1,391	£30,877	2%	365
Industrial Agent	£29,142	£3,008	£32,150	5%	31
Geomatics	£29,074	£1,784	£30,858	-17%	37
Building Contractor	£28,085	£263	£28,348	n/a	20
Office Agent	£27,883	£3,028	£30,911	0%	53
Rural Practice	£27,742	£1,197	£28,939	0%	146

*Base: All participants giving an answer (2,782)*

*Table excludes those categories with the smallest sub-groups (less than 20 respondents) i.e. Academic (19), Antiques & Fine Art (1); Contaminated Land (5); Environmental Consultant (11); Environmental Impact (8); Facilities Management Consultant (13); Research (16); Residential Agent (17); Transport Planner (5); Waste Management (6).*

**Average Salary (excluding bonuses)**  
**By Level Of Responsibility And Sector**

	All £ pa	Assistant £ pa	Surveyor £ pa	Senior Surveyor £ pa	Associate / Manager £ pa	Partner / Executive £ pa	Principal £ pa
Base:	2,782	300	610	660	695	310	72
Financial services	49,028	18,850	29,694	41,076	51,516	89,538	-
Investment/Dev't	45,776	18,536	24,621	44,347	48,674	65,676	89,900
Commercial/Industrial	37,349	19,388	28,356	36,890	42,274	62,440	71,650
Education	35,032	17,480	27,588	31,192	42,752	50,880	-
Surveying Practice/PLC	33,964	18,192	25,122	33,509	39,415	55,778	44,409
Non-profit making	33,229	18,688	24,610	31,721	37,351	59,593	-
Central/Local Gov't	32,406	19,796	25,390	32,045	37,869	49,465	45,368
Average All	36,567	18,841	26,082	34,761	41,691	60,086	58,117

Base: All participants giving an answer (2782)

**Average Salary (excluding bonuses)**  
**By Level of Responsibility and Geographic Location**

	All £ pa	Assistant £ pa	Surveyor £ pa	Senior Surveyor £ pa	Associate / Manager £ pa	Partner / Executive £ pa	Principal £ pa
Base:	2,782	300	610	660	695	310	72
London/South East	40,044	20,881	27,534	39,266	44,399	65,080	57,938
South West/Wales	31,437	18,393	28,120	30,745	35,996	46,821	31,953
Midlands/East Anglia	32,058	17,267	24,699	32,239	38,114	48,415	51,547
Scotland	33,007	19,685	24,932	30,933	43,595	58,671	56,667
North West/North East	32,592	17,843	24,651	32,002	36,932	55,668	55,250
Average UK	35,458	18,947	26,198	34,430	40,634	59,359	53,601
Average Non UK	47,445	13,622	23,403	38,073	50,484	64,267	78,800
Average All	36,567	18,841	26,082	34,761	41,691	60,086	58,117

Base: All participants giving an answer (2782)

Among this sample, Partners and Executives earn more than Principals, on average £60,086 versus £58,117. This disparity is explained by differences in the size of the organisations within which these people work, and by regional variations within the sample. Principals on average have a comparably higher level of experience (18.1 years among Principals vs. 15.6 years among Partners/Executives on average), and are more inclined to be in smaller firms. (61% of Principals are in firms employing up to five staff vs. just 8% of Partners/Executives saying the same.)

Senior Surveyors earn less than Associates/Managers: £34,761 versus £41,691. Surveyors and Assistants earn the least: £26,082 and £18,841 on average respectively.

## Differences By Gender and Age

Women represent 21% (17% in 2003, 9% in 2002) of survey participants and, among them, the most mentioned activities in which they are employed are: Valuation (11%), Property Asset Management (10%), Professional Quantity Surveying (10%), Rural Practice (9%), Building Surveying (8%) and Landlord & Tenant (8%). Among the men, the most mentioned prime professional activities in which they are employed are: Building Surveying (14%), Professional Quantity Surveying (12%), Property Asset Management (9%) and Valuation (8%).

On average, women's salaries are 27% less than their male counterparts: £28,201 versus £38,774. The difference between male and female salaries is largely due to the younger profile of women participating in the survey, corresponding lower levels of experience in the sector (average 6.4 years among women versus 11.1 years among men), and the lower proportion of women working outside the UK. However, last year the difference between male and female salaries was 22%: this might indicate that the disparity between male and female salaries is increasing.

Women also report a slightly lower rate of salary increase at an average of 4.3%, compared with men, for whom salaries have gone up by 4.7%.

As may be expected, there is a close relationship between salary and age. The youngest participants in the survey, those aged 18-22 years, earn the least: £15,176 on average (versus £15,542 reported a year ago). Participants aged 46-55 earned more than those aged 56+ (£48,691 vs. £46,119).

Average salary data might also suggest that older respondents have received higher salary increases in the last year: younger age groups around earn the same or slightly more than in 2003, but as respondent age increases, the difference between 2003 and 2004 salaries also increases. However, older groups do not report higher pay increases - in fact, the opposite is true (18-22: 2.8%; 23-26: 6.0%; 27-30: 5.2%; 31-35: 5.4%; 36-45: 4.1%; 46-55 3.2%; 56+: 3%). Higher average salaries among older age groups may be influenced by the higher proportions of those based overseas.

## Salary Increases

Just over three quarters of participants (76%) had an increase in salary at their most recent pay review. This is down 2% from last year. Furthermore, the average overall increase is also down slightly at 4.6% (versus 5% in 2003).

Those enjoying the greatest increases this year (more than 6%) include those employed in Fund Management (average 6.3%) and Investment Brokerage (average 6.2%).

Receiving the smallest salary increases (less than 3% on average) are those working in Research, Construction Consultancy Management, Geomatics and Building Construction. (These findings should be treated with some caution, being based on fairly small sample sizes.)

Participants aged between 23-26 experienced larger salary increases (6%) and those aged over 56 the lowest (3%). In contrast to last year, men report a slightly higher rate of increase in salaries at 4.7% on average, compared with women, whose salaries have gone up by 4.3%.

Those working in the UK experienced an average salary increase of 4.8% compared to 3.3% amongst those elsewhere in the world. However, those in Africa, North East England and Anglia saw the highest increase overall.

## Bonuses

Whilst almost half of the survey participants did not receive any bonuses during the last 12 months (44%), the average value of bonuses was £2,509 overall, an increase of 3.2% on last year's £2,431.

As with salaries, bonuses were again greater among respondents employed overseas: £2,380 among those who mainly work in the UK, and £3,698 among those who mainly work outside the UK.

Bonuses are also significantly higher among higher salaried sectors: Fund Management, Investment Brokerage and Property Finance (all bonused at an average £7k+). Similarly, those working mainly in Greater London and the South-East also enjoy higher bonuses than those in other UK regions.

In comparison with the 2003 Survey results, the proportion receiving any bonus has not changed (55%); in addition, the average value of the bonus has increased by less than the reported average increase in salaries (increase in salaries: 8.2%; increase in bonuses: 3.2%).

## Benefits

More or less unchanged from last year, the majority receive some form of additional benefits as part of their package (92% vs. 94% last year). The most frequently mentioned benefits are: a contributory pension (57%; down 5% from last year), health insurance (44%; down 4% from last year), performance related bonus (39%; up 1% from last year) and a company car (32%; down 3% from last year). These four are also the most frequently mentioned as being 'new' among those having received a 'new benefit' as part of their employment package during the last year.

## Issues Important in Role and Attitudes toward Employment

43% of respondents say they were first attracted to the Property Profession because of an *interest in property*, 23% *due to chance* and 21% because of a *contact in the industry*. Only 5% say they were attracted by the *potential financial rewards*.

Nevertheless, by far the most important aspects of their job now are *having a range of interesting work* (65% very important) and *salary* (61% very important). The majority also place particular importance on *career progression* (52%) and *management style* (50%).

However, the issues which are most important to men and women differ. Whilst men place salary and a range of interesting work equally at the top of their priorities, women place greater emphasis on having a range of interesting work, with management style their second priority.

## Attitudes toward Technology and Use of the Internet

As in last year's survey, almost all (all but 11) respondents have access to the Internet, either at work or at home. Relevant to their role and day-to-day methods of working, the proportion of property professionals who have direct access to the Internet via their own PC at work has not changed since last year (92%). A slight decrease, however, is seen among those who have access at home: down from 75% to 68%.

## Reasons for Changing Job

When asked 'If you were to leave your present employer, what would your reasons be?', the most frequently mentioned reasons were *better salary* (66%), *better career prospects* (52%) and *better benefits package* (34%).

Other main reasons for leaving an employer include *management style* (28%), while a quarter mention *change of career* (23%), and one in five thought *relocation* (19%) would be an option for them.

When asked 'How likely are you to change employers within the next 12 months?', 67% said they were not very or not at all likely (up 2% from last year). 12% said that they were very likely to change employers (down from 13%).

However, the likelihood to change employers does change with age. The youngest respondents (18-22) - presumably many are recently hired graduates - are least likely to change employers in the next twelve months (only 9% very likely), but the likelihood of changing employers increases sharply for those aged 23-26, with 17% very likely. The likelihood of changing employers starts to decrease at 31 until respondents reach retirement age, when there is another increase.

## Economic Activity in the next 12 months

Almost half the property professionals who responded to the survey (49%) anticipate that the economic activity in their chosen professional activity will remain unchanged in the next twelve months. 45% anticipate an increase (only 6% a decrease).

## 2. Method & Sample Profile

---

### 2.1 Overview

A self-completion questionnaire was included in the January 2004 issue of Property Week and readers were invited to complete and return it by post or fax, or else take part on-line via the Macdonald & Company or RICS websites. The results have been collated and analysed by Business Planning and Research International.

2,825 UK and non-UK surveying professionals participated. On this basis, respondents are broadly representative of the profession with regard to the business sectors and geo-demographic spread. 94% of participants are employed on a permanent basis, compared with 3% who are freelance and 2% who describe their current role as temporary.

Nearly two-thirds (62%) are accounted for among those that describe their prime professional activity as: Building Surveying, Professional Quantity Surveying, Valuation, Property Asset Management, Project Management, Contractors Quantity Surveying, Rural Practice and Landlord & Tenant.

Two thirds (63%) are at Senior Surveyor level or higher; Surveyors (22%) and Assistants (11%) account for most of the remainder. At the highest level, just over one in ten describe themselves as Principals, Partners or Executives (14%).

As regards the nature of the organisations for which they work, the most mentioned are: Surveying Practice/PLC (34%), Commercial/Industrial (23%), and Central/Local Government (16%). The remainder (28%) include those working in Investment/Development, Financial Services, Non-profit Making Organisations, and Education.

Over a third of participants mainly work in London and the South-East (36%), with the remainder principally working elsewhere in the UK (54%). 11% work outside the UK.

The majority of participants are men – 79% (83% in 2003). Their average age is 37.8 years (37.2 years in 2003), with 11.1 years (10.9 years in 2003) experience in the sector. The profile of the women taking part is younger, their average age being 31.5 years (31.3 years in 2003) with 6.4 years (6.2 years in 2003) experience.

41% of all participants are employed within organisations with 500+ employees versus 17% who are within smaller firms with 20 or fewer people.

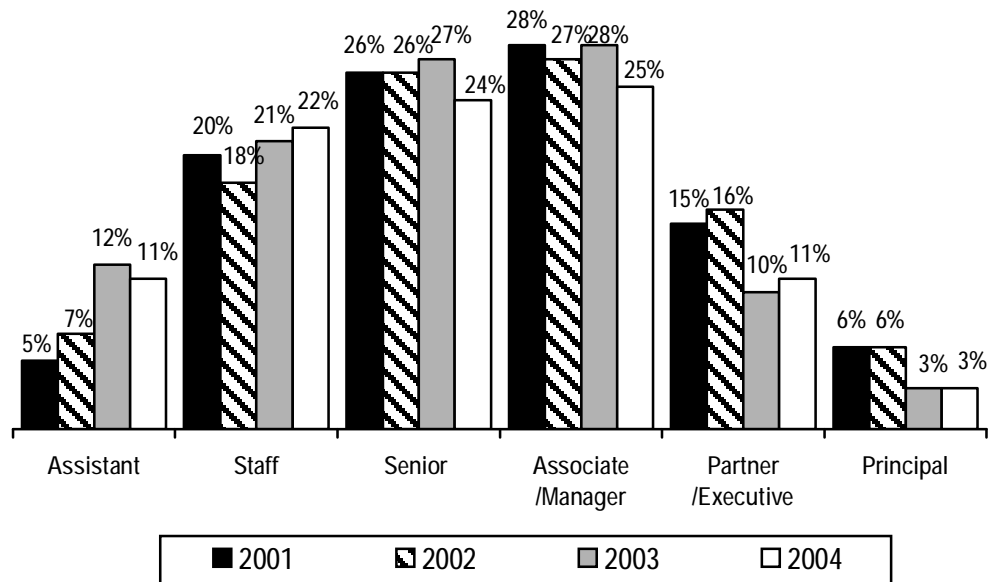
## 2.2 Charts

## (a) Sample Profile: Prime Professional Activity

	2001	2002	2003	2004
	No. of Participants	No. of Participants	No. of Participants	No. of Participants
Building Surveying	504	411	440	368
Professional Quantity Surveying	479	394	398	335
Property Asset Management	309	298	257	266
Valuation	451	337	258	251
Contractors Quantity Surveying	322	253	190	150
Rural Practice	312	273	140	146
Landlord & Tenant	135	84	121	132
Project Management	177	126	216	117
Facilities Management	80	56	99	91
General Practice	n/a	n/a	n/a	84
Town & Country Planner	97	60	53	78
Commercial Development	82	71	82	76
Corporate Property Consultancy	64	52	74	70
Office Agent	27	30	44	53
Rating	68	66	46	47
Residential Development	62	51	48	47
Regeneration	n/a	n/a	8	44
Geomatics	56	48	44	37
Fund Management	31	17	29	36
Retail Agent	33	20	26	35
Minerals	35	28	17	34
Claims & Dispute Resolution	n/a	n/a	n/a	33
Industrial Agent	19	21	28	33
Investment Brokerage	23	25	28	33
Construction Contract Manager	n/a	n/a	n/a	27
Property Finance	n/a	8	21	26
Academic	31	13	18	22
Building Control	n/a	n/a	n/a	20
Residential Agent	52	56	22	18
Research	3	3	22	16
Environmental Consultant	n/a	n/a	34	12
Environmental Improvement	n/a	n/a	n/a	8
Waste Management	n/a	n/a	15	6
Contaminated Land	n/a	n/a	6	5
Transport Planner	n/a	n/a	22	5
Antiques & Fine Art	n/a	n/a	7	1

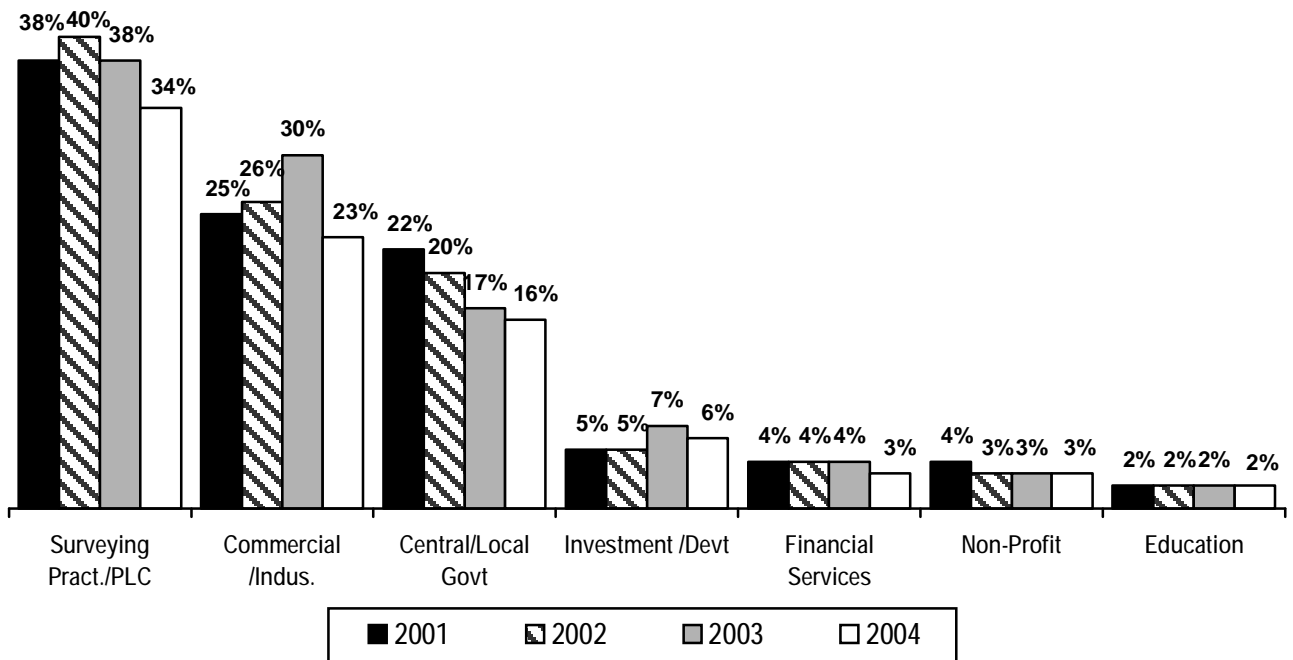
Numbers shown include those giving an answer

(b) Sample Profile: Level of Responsibility



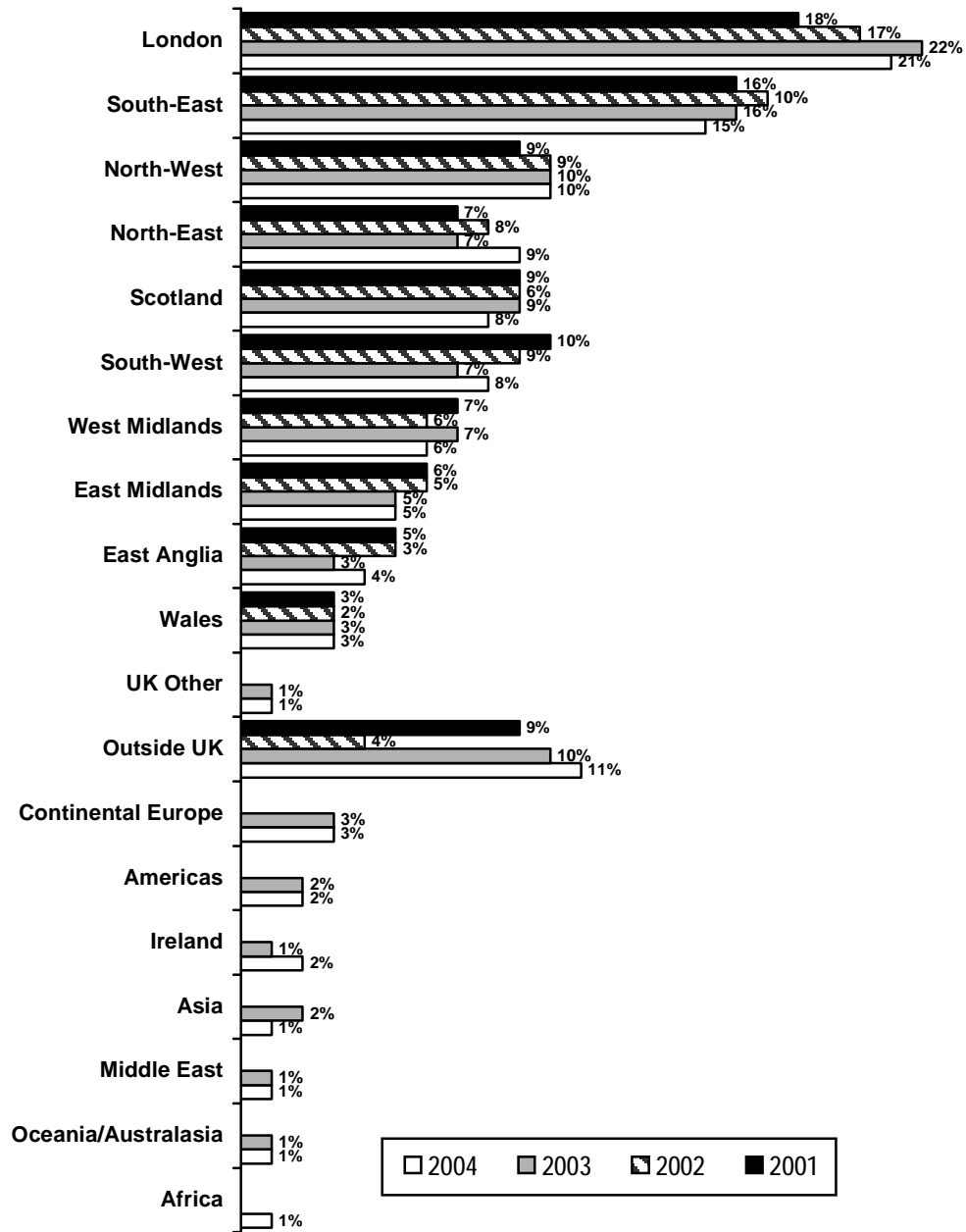
Base: All giving an answer (2001:3579, 2002:2903, 2003:2992, 2004:2820)

(c) Sample Profile: Sector



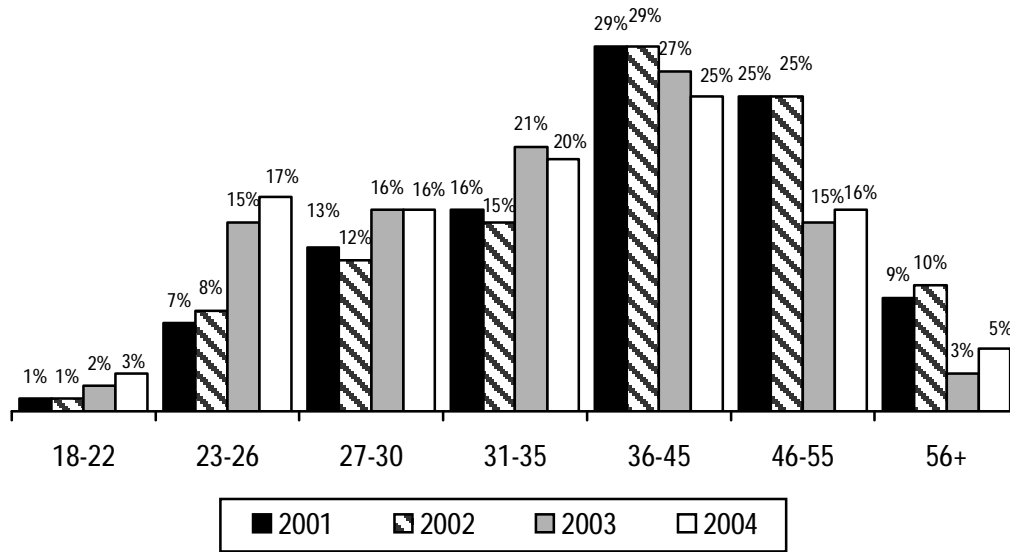
Base: All giving an answer

(d) Sample Profile: Region



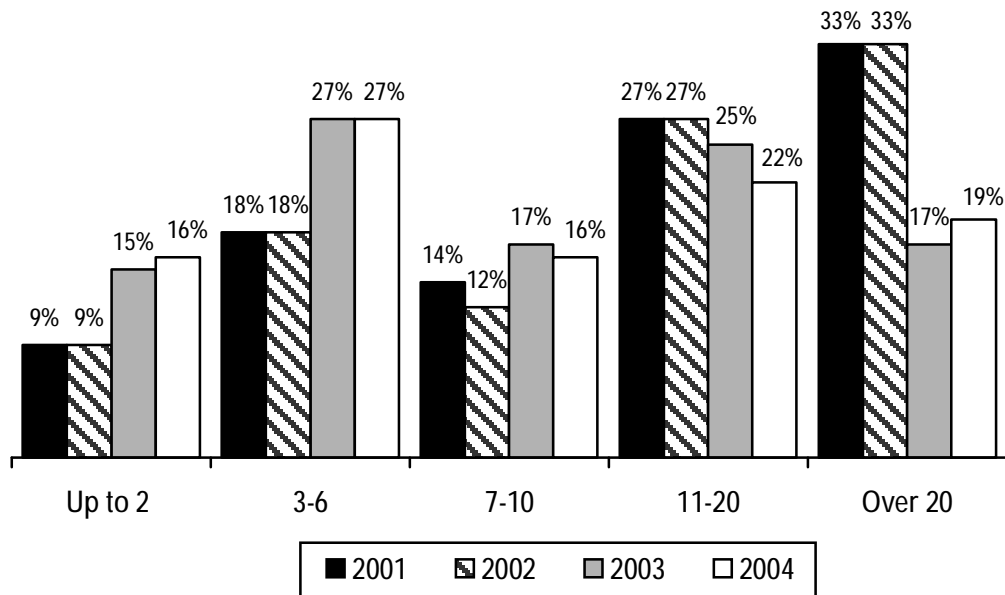
Base: All giving an answer (2001:3851, 2002:3092, 2003:3113, 2004:2818)

(e) Sample Profile: Age



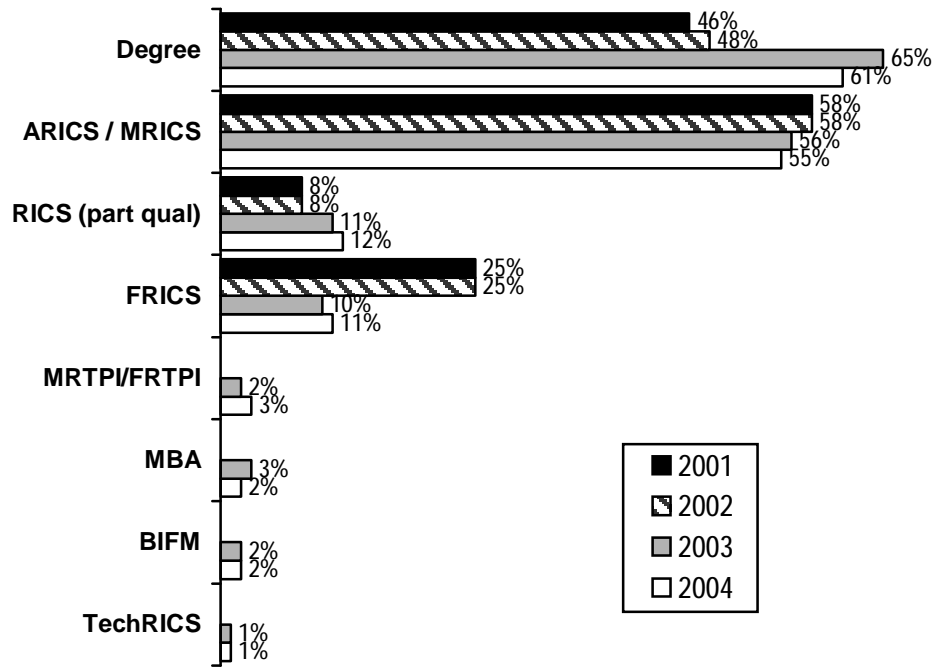
Base: All giving an answer (2001:3850, 2002:3160, 2003:3113, 2004:2818)

(f) Sample Profile: Years Experience



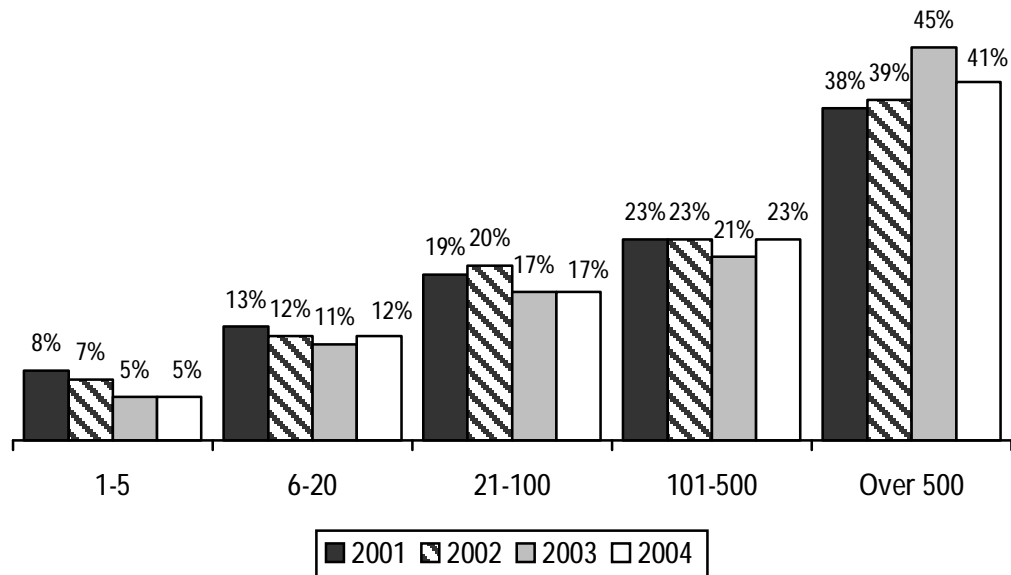
Base: All giving an answer (2001:3914, 2002:3162, 2003:3113, 2004:2823)

(g) Sample Profile: Qualifications Held (Most Mentioned)



Base: All participants (2001:3932, 2002:3163, 2003:3113, 2004:2817)

(h) Sample Profile: Size of Organisation (Num. Of Employees)



Base: All giving an answer (2001:3894, 2002:3139, 2003:3113, 2004:2817)

### 3. Current Salary (Excluding Bonuses)

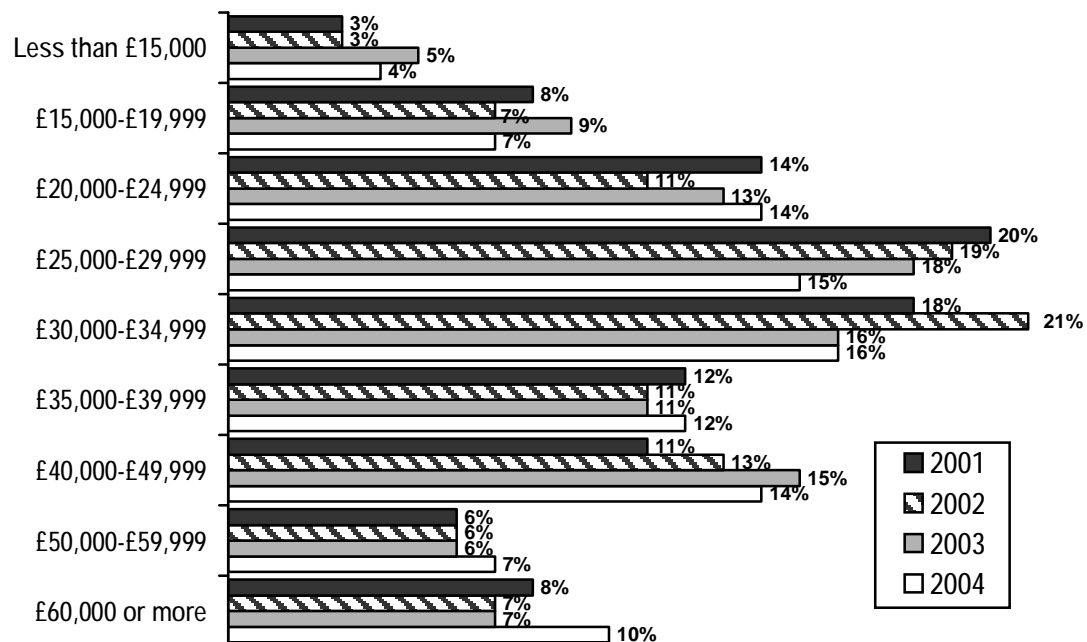
#### 3.1 Overview

The average salary of professionals working in the property sector is £36,567, excluding bonuses and other benefits. This is up 8.2% on last year's survey when average earnings were £33,804.

In 2003 (when the survey was conducted solely online), there was a significant decrease in salary from 2002 (4.9%) and BPRI accounted for this by citing the younger age profile of respondent professionals. In 2004, we see the age profile is up slightly (average age 37), and this may account for some of the increase. Nevertheless, average salary is still up by 3% from 2002.

We might account for the salary increase by suggesting an easing of the recession that has haunted industry since 2001, but respondents do not report bigger salary increases this year. In fact, the average increase in salary reported by respondents taking part this year was 4.6% (down 0.4% on 2003) and there has been a slight decrease in the percentage of respondents reporting salary increases overall (76% in 2004 compared to 78% in 2003).

#### 3.2 Charts



(a) Current Salary (Excluding Bonuses)

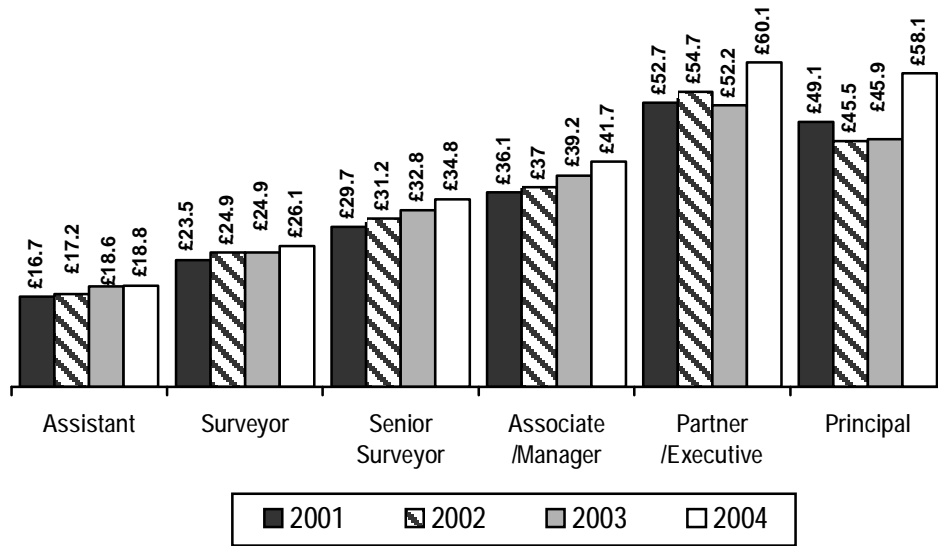
Base: All giving an answer (2001:3858, 2002:3131, 2003:3087, 2004:2782)

## Average Salary: Prime Professional Activity

	2001	2002	2003	2004	No. of Participants
	Average Salary	Average Salary	Average Salary	Average Salary	2004
	£ pa	£ pa	£ pa	£ pa	
All participants	34,877	35,553	33,804	36,567	2782
Fund Management	53,962	64,229*	44,131	60,661	36*
Investment Brokerage	55,643	38,280	37,500	57,212	33*
Property Finance	n/a	52,125	52,960	55,750	25*
Transport Planner	n/a	n/a	38,818	54,000	5*
Corporate Property Consultancy	46,834	40,520	40,266	49,795	70*
Facilities Management Consultancy	n/a	n/a	n/a	48,908	13*
Commercial Development	50,220	48,369	43,886	48,418	71*
Claims & Dispute Resolution	n/a	n/a	44,596	45,793	32*
Project Management	39,333	41,335	41,668	45,709	116
Residential Development	39,145	38,354	33,750	43,173	45*
Facilities Management In-house	n/a	n/a	n/a	42,278	47*
Facilities Management Service Provider	n/a	n/a	n/a	42,242	31*
Minerals	35,147	33,481	30,898	41,906	34*
Construction Contract Management	n/a	n/a	41,909	41,265	27*
Property Asset Management	38,764	39,373	38,493	41,234	264
Research	35,017	42,067*	24,698	39,953	16*
Town & Country Planning	46,119	44,180	40,723	38,658	77*
Regeneration	n/a	n/a	38,263	37,456	44*
Rating	33,505	35,391	32,555	37,361	47*
Environmental Consultant	n/a	n/a	25,231	35,939	11*
Retail Agent	40,533	75,960*	27,808	34,394	35*
Valuation	31,708	32,870	31,970	34,253	246
Contractors Quantity Surveying	35,507	35,230	33,820	34,139	150
General Practice	n/a	n/a	n/a	33,831	83*
Professional Quantity Surveying	32,471	31,869	31,479	33,494	326
Landlord & Tenant	29,641	34,619	31,500	33,351	131
Contaminated Land	n/a	n/a	25,417	31,067	5*
Academic	31,009	31,909	34,603	29,955	19*
Residential Agent	41,303	35,791	32,067	29,939	17*
Environmental Improvement	n/a	n/a	n/a	29,814	8*
Building Surveying	29,082	31,527	28,887	29,486	365
Waste Management	n/a	n/a	29,271	29,382	6*
Industrial Agent	33,711	25,750	27,802	29,142	31*
Geomatics	31,588	28,869	35,089	29,074	37*
Building Contractor	n/a	n/a	n/a	28,085	20*
Office Agent	35,843	43,342*	27,943	27,883	53*
Rural Practice	29,054	28,849	27,702	27,742	146
Facilities Management	33,179	45,635*	37,793	n/a	-

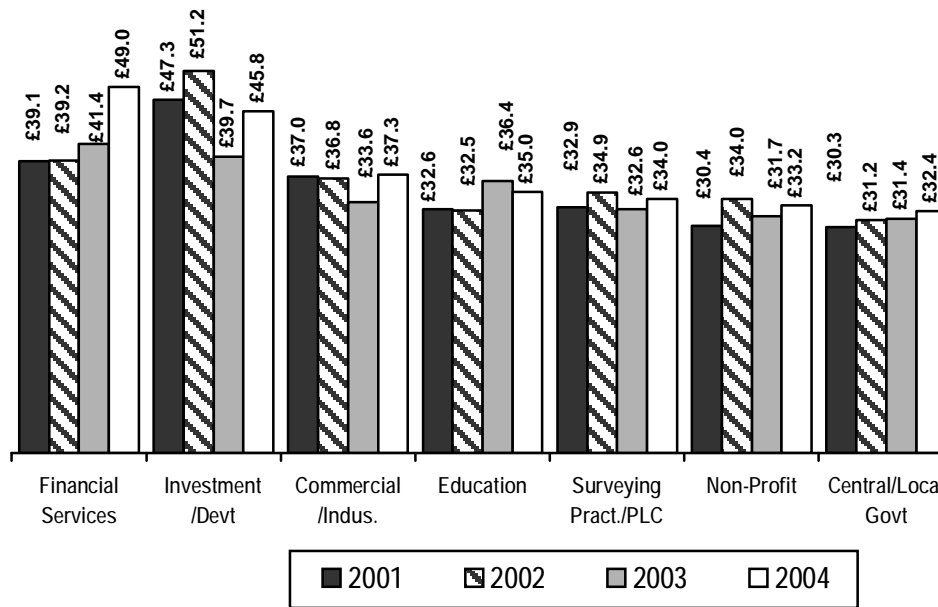
Base: All giving an answer (2001:3858, 2002:3131, 2003:3087, 2004:2782) (\* small sub-samples)

(b) Average Salary (£Kpa): Level of Responsibility



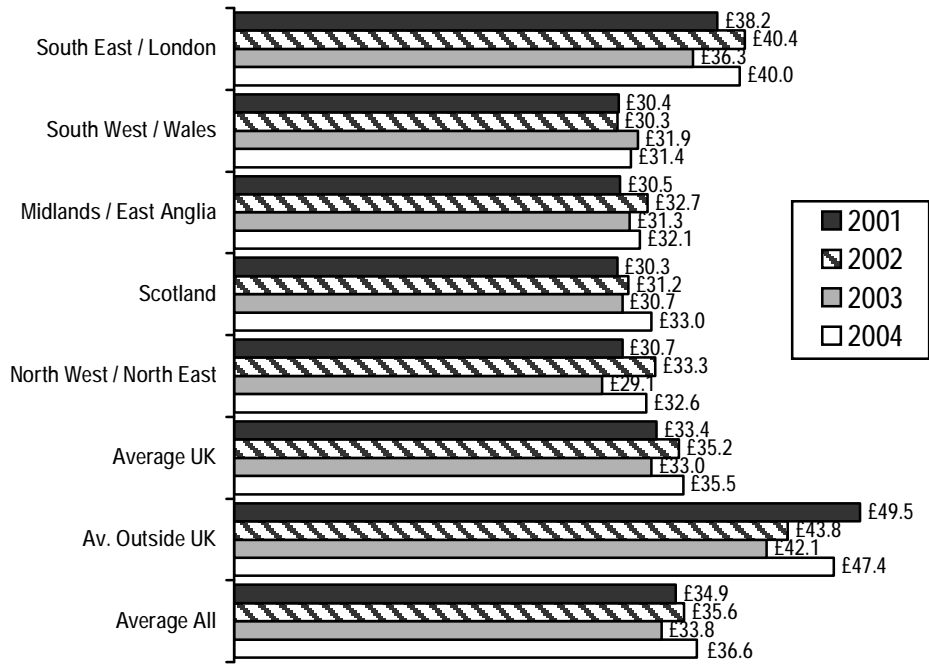
Base: All giving an answer

(c) Average Salary (£Kpa): Sector



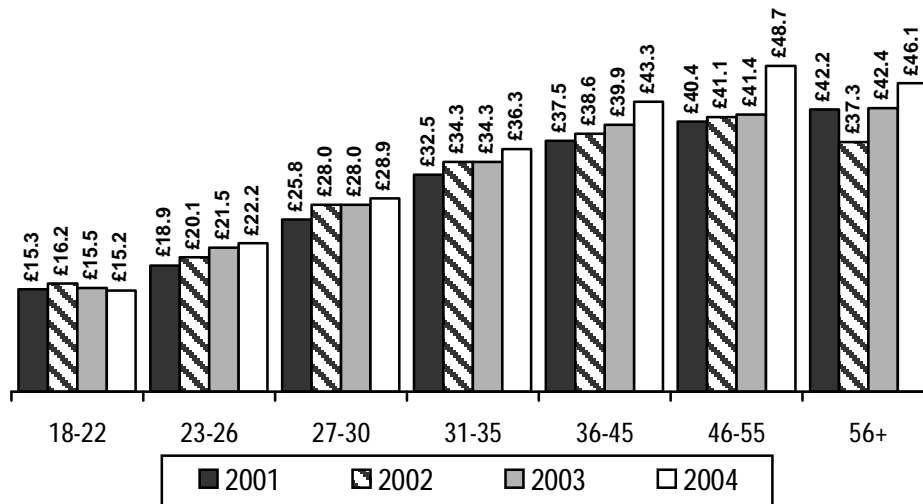
Base: All giving an answer

(d) Average Salary (£Kpa): Region



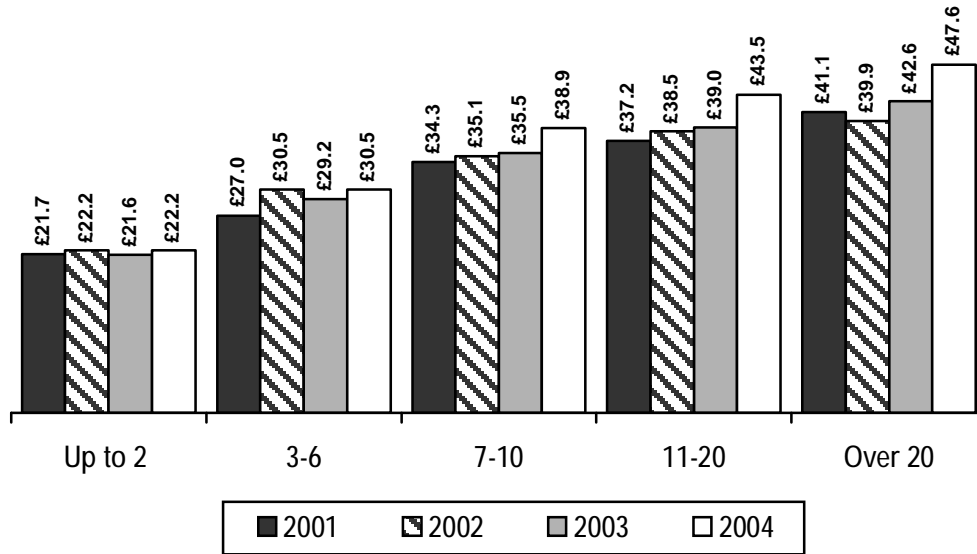
Base: All giving an answer

(e) Average Salary (£Kpa): Age



Base: All giving an answer

(f) Average Salary (£Kpa): Years Experience



Base: All giving an answer

## 4. Change to Salary at Last Review

---

### 4.1 Overview

Just over three quarters of participants (76%) had an increase in salary at their most recent pay review. This is down 2% from last year. Furthermore, the average overall increase is also down slightly at 4.6% (versus 5% in 2003).

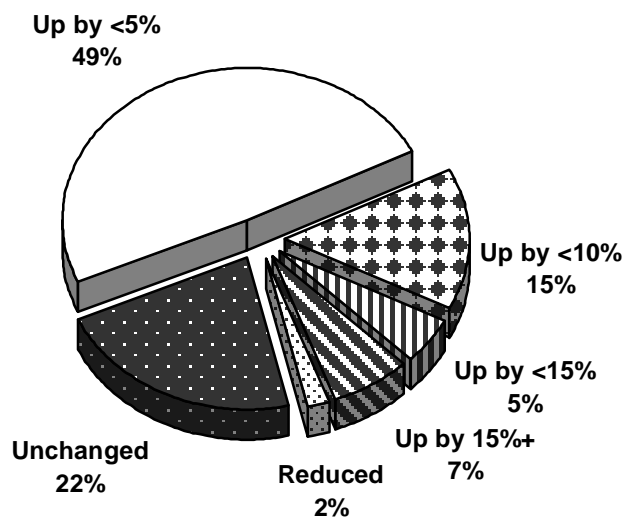
Those enjoying the greatest increases this year (more than 6%) include those employed in Fund Management (average 6.3%) and Investment Brokerage (average 6.2%).

Receiving the smallest salary increases (less than 3% on average) are those working in Research, Construction Consultancy Management, Geomatics and Building Construction. These findings should be treated with some caution, being based on fairly small sample sizes.)

Participants aged between 23-26 experienced larger salary increases (6%) and those aged over 56 the lowest (3%). In contrast to last year, men report a slightly higher rate of increase in salaries at 4.7% on average, compared with women, whose salaries have gone up by 4.3%.

Those working in the UK experienced a salary increase of 4.8% compared to 3.3% amongst participants elsewhere in the world. However, those in Africa, North East England and Anglia saw the highest increase overall.

### 4.2 Charts



#### (a) Change to Salary at Last Review

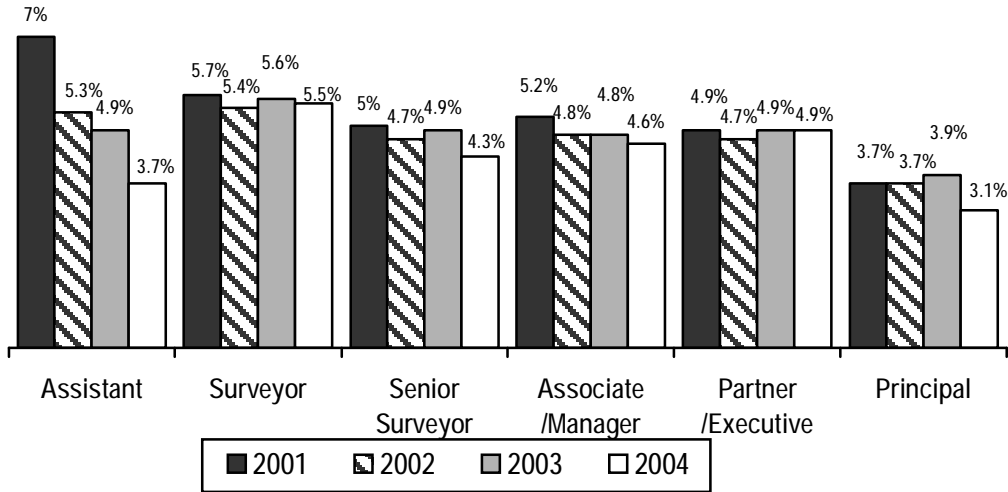
*Base: All giving an answer (2004: 2806)*

## (b) Average Increase: Prime Professional Activity

	2001 Average Increase p.a.	2002 Average Increase p.a.	2003 Average Increase p.a.	2004 Average Increase p.a.	No. of Participants 2004
All participants	5.1%	4.8%	5.0%	4.6%	2806
Waste Management	n/a	n/a	5.2%	6.6%	6*
Fund Management	5.9%	8.3%	6.0%	6.3%	36*
Investment Brokerage	8.2%	8.3%	6.9%	6.2%	33*
Office Agent	9.6%	6.8%	7.2%	5.9%	53*
Residential Development	6.2%	4.7%	6.0%	5.8%	47*
Retail Agent	7.5%	6.5%	6.2%	5.8%	35*
Commercial Development	4.8%	5.7%	4.6%	5.8%	75*
Contaminated Land	n/a	n/a	4.9%	5.4%	5*
Property Finance	n/a	7.3%	4.3%	5.3%	26*
Building Surveying	4.8%	4.9%	5.2%	5.2%	365
Residential Agent	7.5%	3.8%	4.9%	5.2%	18*
Rating	4.0%	4.2%	4.2%	5.2%	47*
Corporate Property Consultancy	6.6%	5.5%	3.9%	5.1%	70*
Rural Practice	5.5%	4.8%	6.7%	5.0%	146
Valuation	4.3%	4.0%	5.4%	5.0%	250
Facilities Management Consultancy	n/a	n/a	n/a	4.9%	13*
Environmental Improvement	n/a	n/a	n/a	4.9%	8*
Academic	3.2%	3.0%	2.8%	4.6%	22*
Property Asset Management	5.5%	4.6%	4.4%	4.6%	266
Professional Quantity Surveying	5.1%	5.0%	5.4%	4.5%	335
Industrial Agent	8.2%	7.2%	5.0%	4.4%	32*
Minerals	4.2%	4.4%	4.4%	4.4%	34*
Transport Planner	n/a	n/a	5.6%	4.3%	5*
Contractors Quantity Surveying	5.5%	5.4%	5.4%	4.2%	150
Regeneration	n/a	n/a	5.4%	4.1%	42*
Town & Country Planner	5.1%	4.4%	4.0%	4.1%	72*
Landlord & Tenant	5.8%	6.2%	5.4%	4.1%	130
General Practice	n/a	n/a	n/a	3.9%	84*
Facilities Management Service Provider	n/a	n/a	n/a	3.7%	30*
Project Management	5.2%	4.0%	4.3%	3.6%	117
Claims & Dispute Resolution	n/a	n/a	5.3%	3.5%	33*
Environmental Consultant	n/a	n/a	4.5%	3.4%	12*
Facilities Management In-house	n/a	n/a	n/a	3.4%	47*
Building Construction	n/a	n/a	n/a	3.0%	20*
Geomatics	3.9%	4.4%	3.6%	2.9%	37*
Construction Contract Manager	n/a	n/a	4.0%	2.5%	27*
Research	3.7%	5.3%*	7.3%	1.9%	16*
Facilities Management	4.6%	4.0%	4.0%	n/a	-

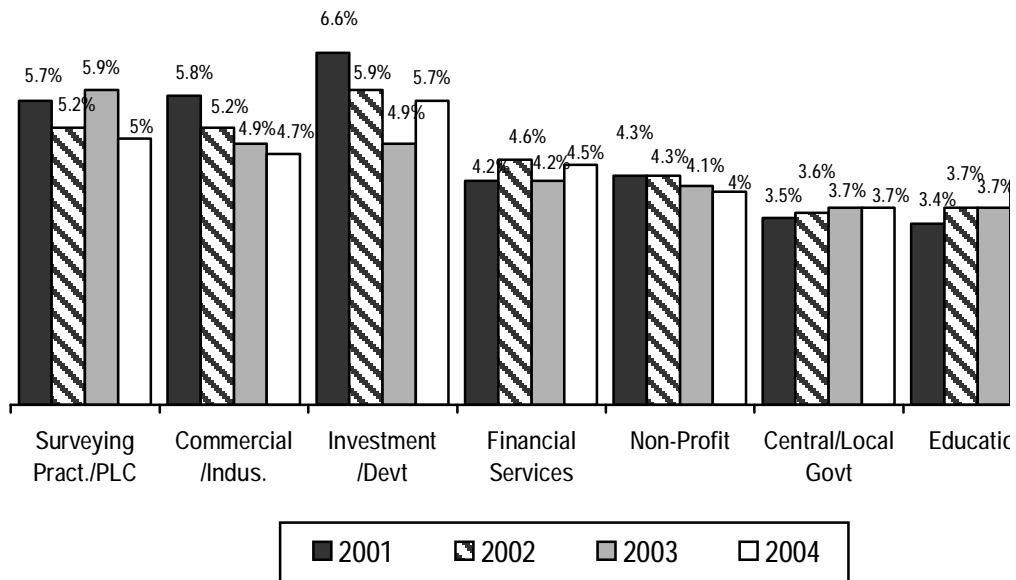
Base: All giving an answer (\* small sub-samples)

(c) Average Increase: Level of Responsibility



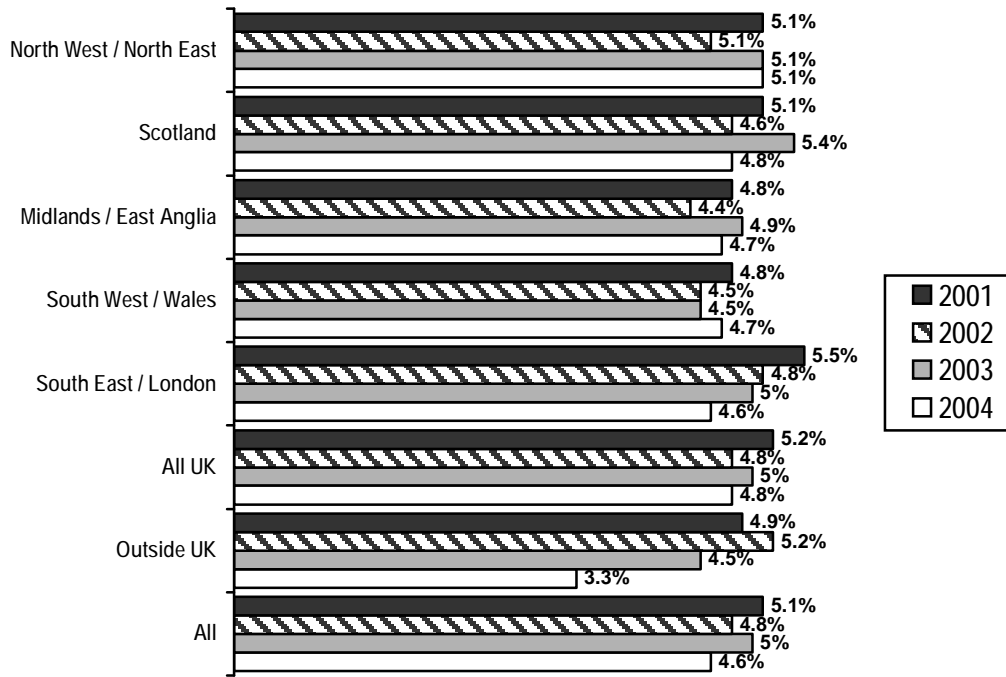
Base: All giving an answer

(d) Average Increase: Sector



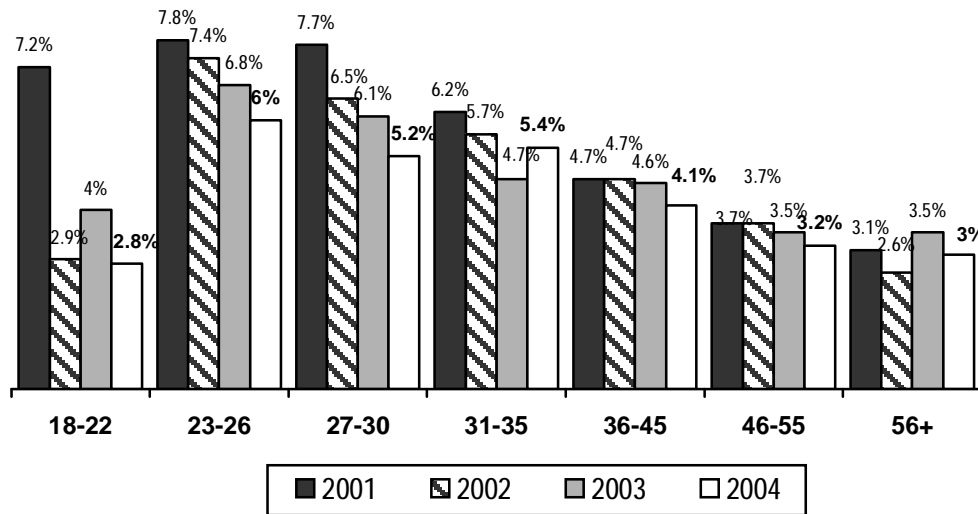
Base: All giving an answer

(e) Average Increase: Region



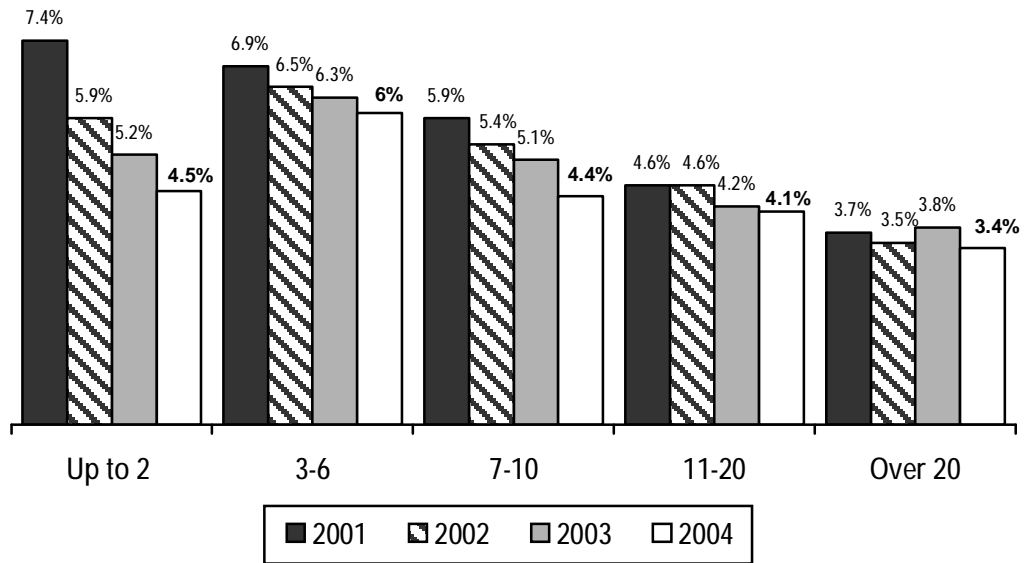
Base: All giving an answer

(f) Average Increase: Age



Base: All giving an answer

## (g) Average Increase: Years Experience



*Base: All giving an answer*

## 5. Bonuses Received (Over Last 12 Months)

### 5.1 Overview

Whilst almost half of the survey participants did not receive any bonuses during the last 12 months (44%), the average value of bonuses was £2,509 overall, an increase of 3.2% on last year's £2,431.

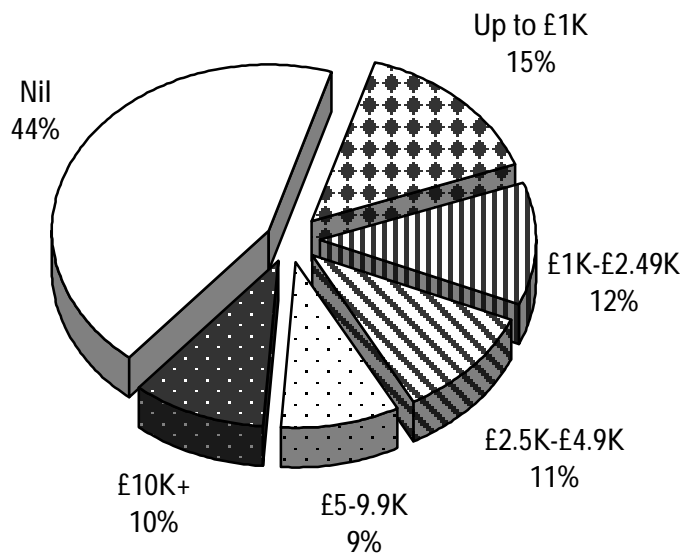
As with salaries, bonuses were again greater among respondents employed overseas: £2,380 among those who mainly work in the UK, and £3,698 among those who mainly work outside the UK.

Bonuses are also significantly higher among higher salaried sectors: Fund Management, Investment Brokerage and Property Finance (all bonused at an average £7k+). Similarly, those working mainly in Greater London and the South-East also enjoy higher bonuses than those in other UK regions.

In comparison with the 2003 Survey results, the proportion receiving any bonus has not changed (55%); in addition, the average value of the bonus has increased by less than the reported average increase in salaries (increase in salaries: 8.2%; increase in bonuses: 3.2%).

### 5.2 Charts

#### (a) Bonuses Received (Over Last 12 Months)



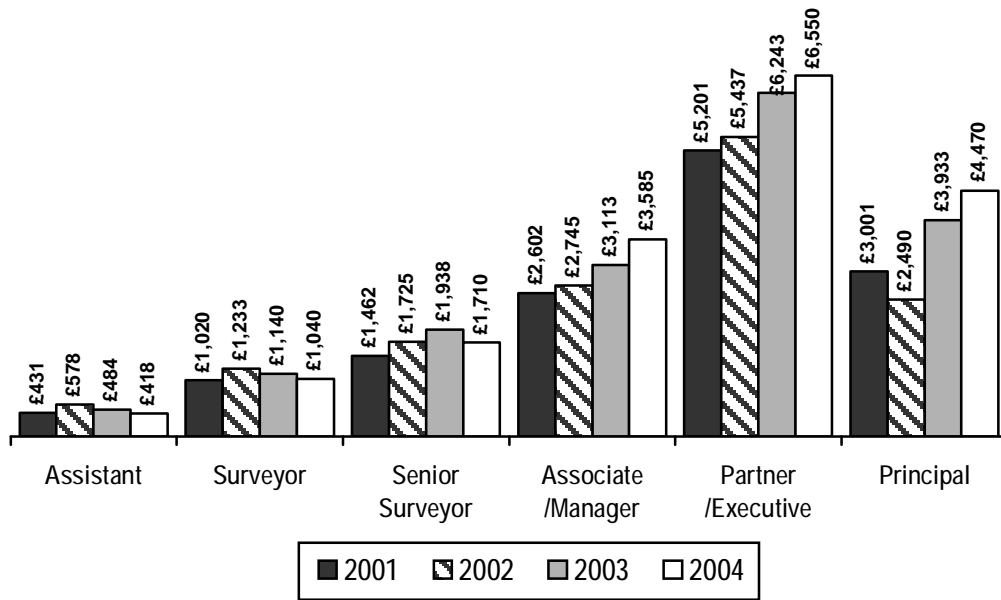
*Base: All giving an answer*

## (b) Average Bonus: Prime Professional Activity

	2001	2002	2003	2004	No. of Participants
	Average Bonus	Average Bonus	Average Bonus	Average Bonus	
	£ pa	£ pa	£ pa	£ pa	2004
All participants	2,282	2,447	2,431	2,509	2805
Fund Management	5,919	8,044	5,707	8,667	36*
Investment Brokerage	7,463	6,930	6,402	8,121	33*
Property Finance	n/a	6,156	6,429	7,183	26*
Commercial Development	4,942	5,052	4,710	4,558	73*
Residential Development	3,492	3,559	2,969	4,383	47*
Corporate Property Consultancy	4,113	3,150	3,449	4,329	70*
Valuation	3,174	4,476	3,802	4,021	250
Retail Agent	5,599	3,975	3,952	3,914	35*
Contaminated Land	n/a	n/a	625	3,300	5*
Facilities Management In-house	n/a	n/a	n/a	3,048	47*
Office Agent	4,420	4,633	4,313	3,028	53*
Residential Agent	5,460	4,722	3,852	3,014	18*
Industrial Agent	3,566	2,619	2,643	3,008	31*
Facilities Management Service Provider	n/a	n/a	n/a	2,968	31*
Construction Contracts Manager	n/a	n/a	2,811	2,833	27*
Facilities Management Consultancy	n/a	n/a	n/a	2,808	13*
Waste Management	n/a	n/a	1,150	2,708	6*
Research	5,417	2,917*	864	2,672	16*
Project Management	2,496	3,151	2,798	2,453	117
Property Asset Management	2,634	2,447	2,648	2,429	265
Claims & Dispute Resolution	n/a	n/a	3,338	2,364	33*
Town & Country Planning	1,908	1,595	3,882	2,353	73*
Environmental Improvement	n/a	n/a	n/a	2,219	8*
Rating	1,344	1,189	3,147	2,170	47*
General Practice	n/a	n/a	n/a	2,048	84*
Landlord & Tenant	1,976	2,631	2,446	1,998	131
Minerals	1,037	1,348	2,044	1,816	34*
Geomatics	1,514	1,847	2,057	1,784	37*
Environmental Consultant	n/a	n/a	625	1,708	12*
Contractors Quantity Surveying	2,171	2,040	1,950	1,705	149
Professional Quantity Surveying	1,441	1,463	1,440	1,457	335
Building Surveying	1,342	1,624	1,332	1,391	366
Rural Practice	1,294	1,184	1,980	1,197	146
Regeneration	n/a	n/a	3,188	1,108	44*
Transport Planner	n/a	n/a	2,909	563	4*
Building Contractor	n/a	n/a	n/a	263	20*
Academic	154	0	0	125	22*

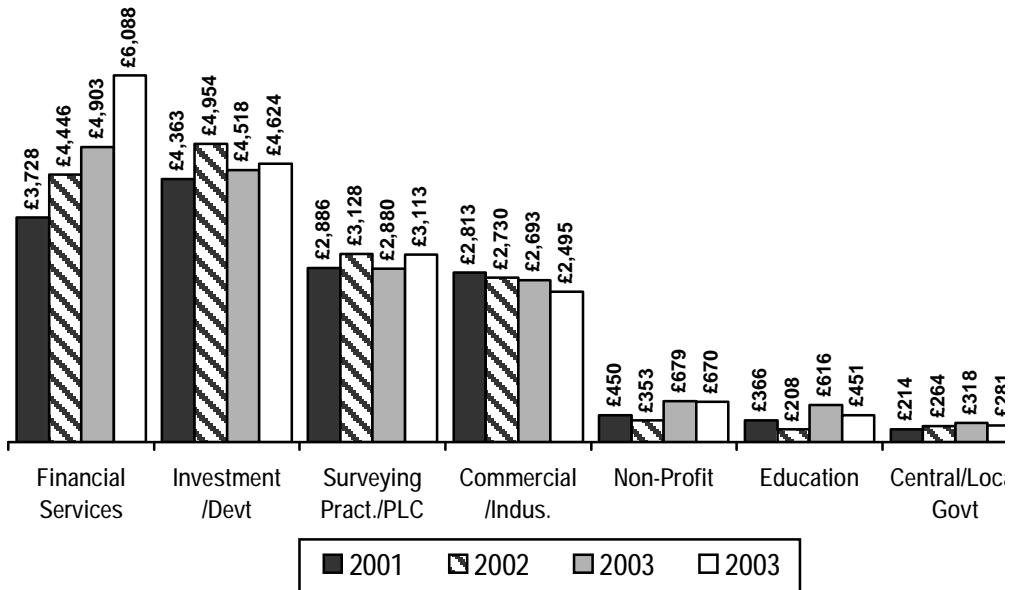
Base: All giving an answer (\* small sub-samples)

(c) Average Bonus: Level of Responsibility



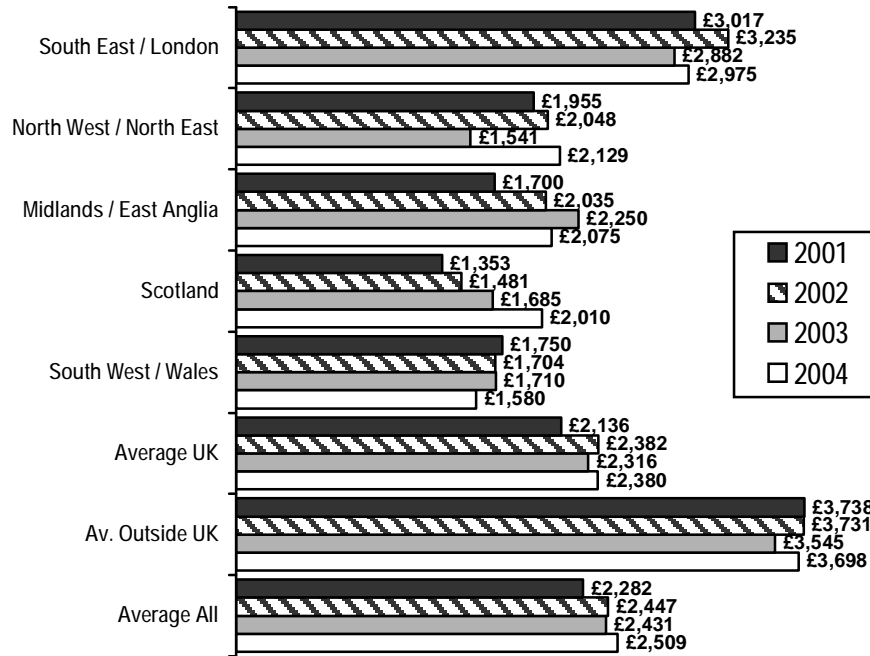
Base: All giving an answer

(d) Average Bonus: Sector



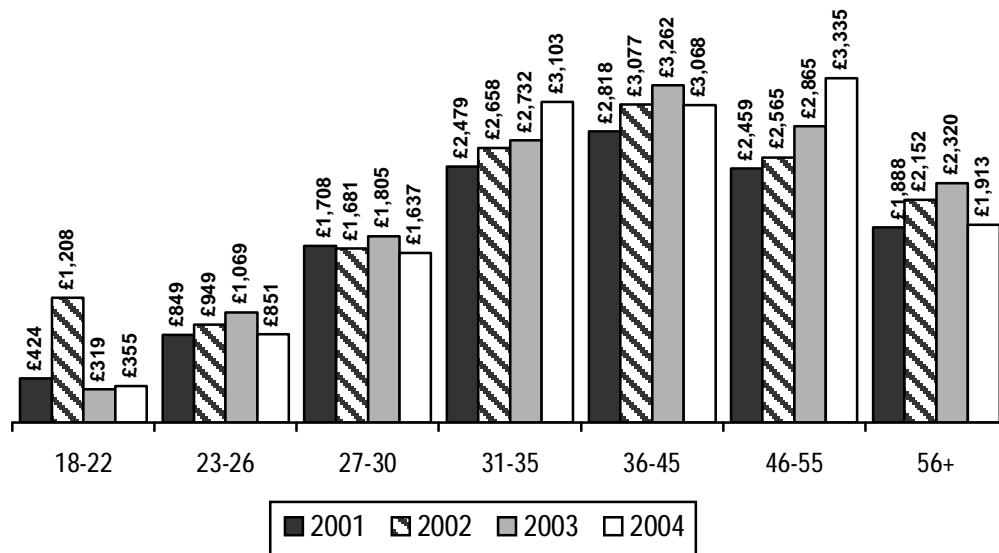
Base: All giving an answer

(e) Average Bonus: Region



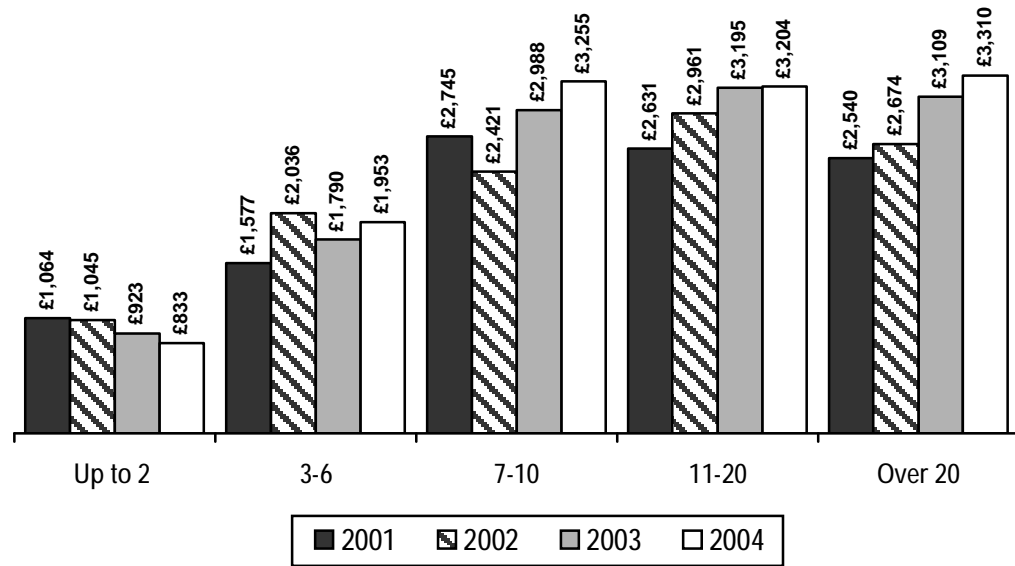
Base: All giving an answer

(f) Average Bonus: Age



Base: All giving an answer

## (g) Average Bonus: Years Experience



Base: All giving an answer

## 6. Benefits Included in Employment Package

---

### 6.1 Overview

More or less unchanged from last year, the majority receive some form of additional benefits as part of their package (92% vs. 94% last year). The most frequently mentioned benefits are: a contributory pension (57%; down 5% from last year), health insurance (44%; down 4% from last year), performance related bonus (39%; up 1% from last year) and a company car (32%; down 3% from last year).

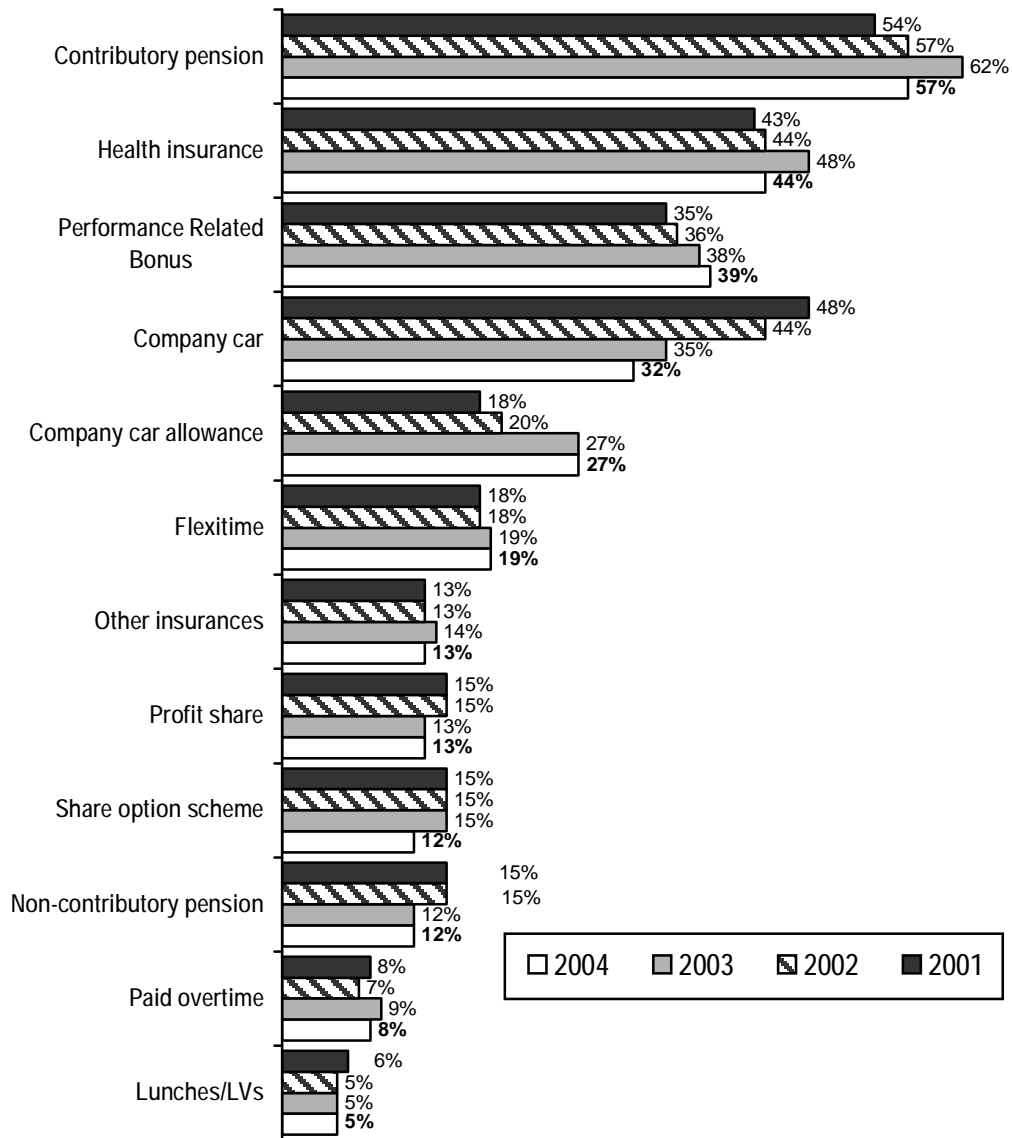
Although the general pattern is similar to that revealed in the 2003 Survey, the overall reductions in the number receiving most of these benefits may be an indication that employers are cutting back on benefits generally.

On the other hand, the proportion saying that they have received any of these benefits as 'new' in the past year is up – 31% have received new benefits (compared with 26% last year). The same four benefits are also the most frequently mentioned as being 'new' among those having received a 'new benefit' as part of their employment package during the last year.

The proportion of those receiving each benefit new over the past 12 months has also increased this year, particularly in terms of contributory pensions, health insurance, performance related bonus and company car. This is perhaps a reflection of an easing recession and an upturn in the economy.

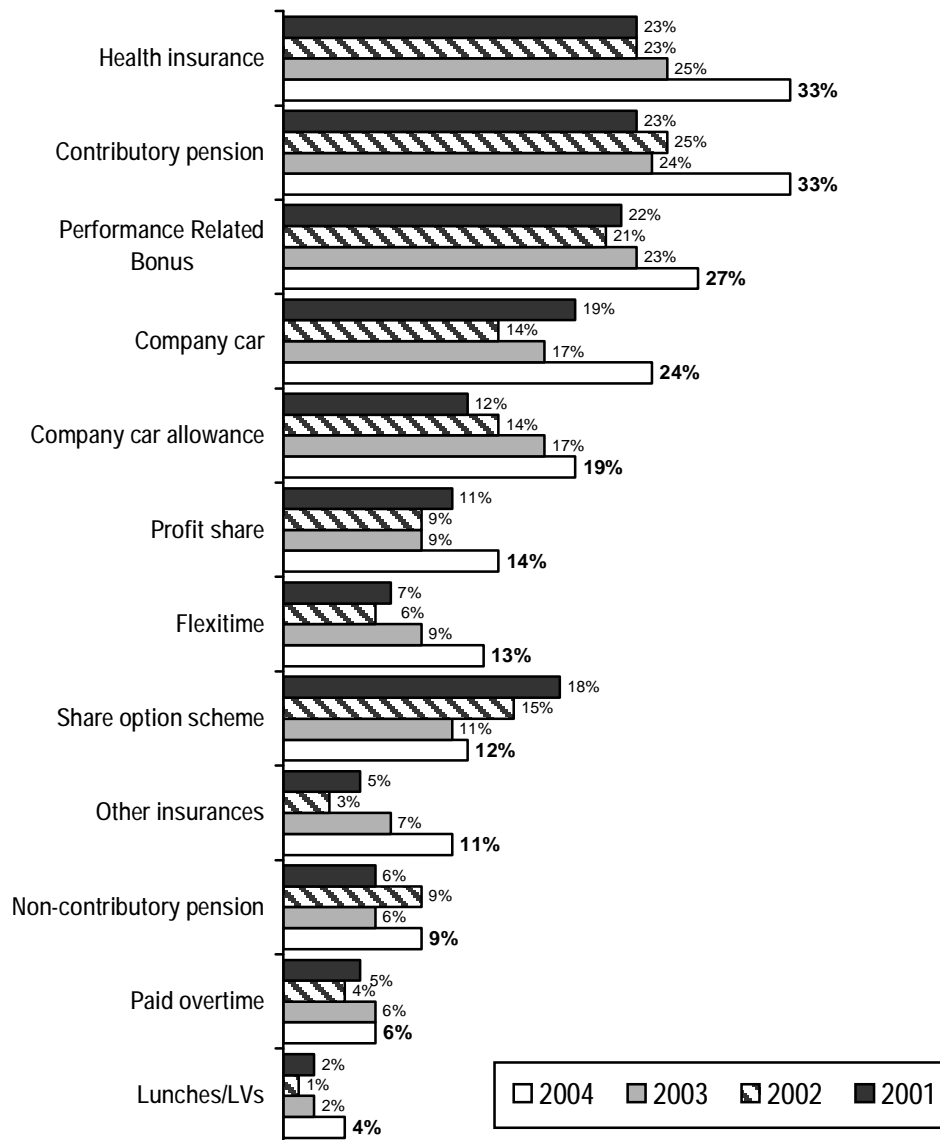
6.2 Charts

(a) Benefits Included in Employment Package



Base: All participants answering (2001:3932, 2002:3173, 2003:3113, 2004:2686)

## (b) New Benefits Received (Over Last 12 Months)



Base: All saying have received a new benefit within the last year (2001:736, 2002:620, 2003:796, 2004:839)

## 7. Areas Important in Current Roles

---

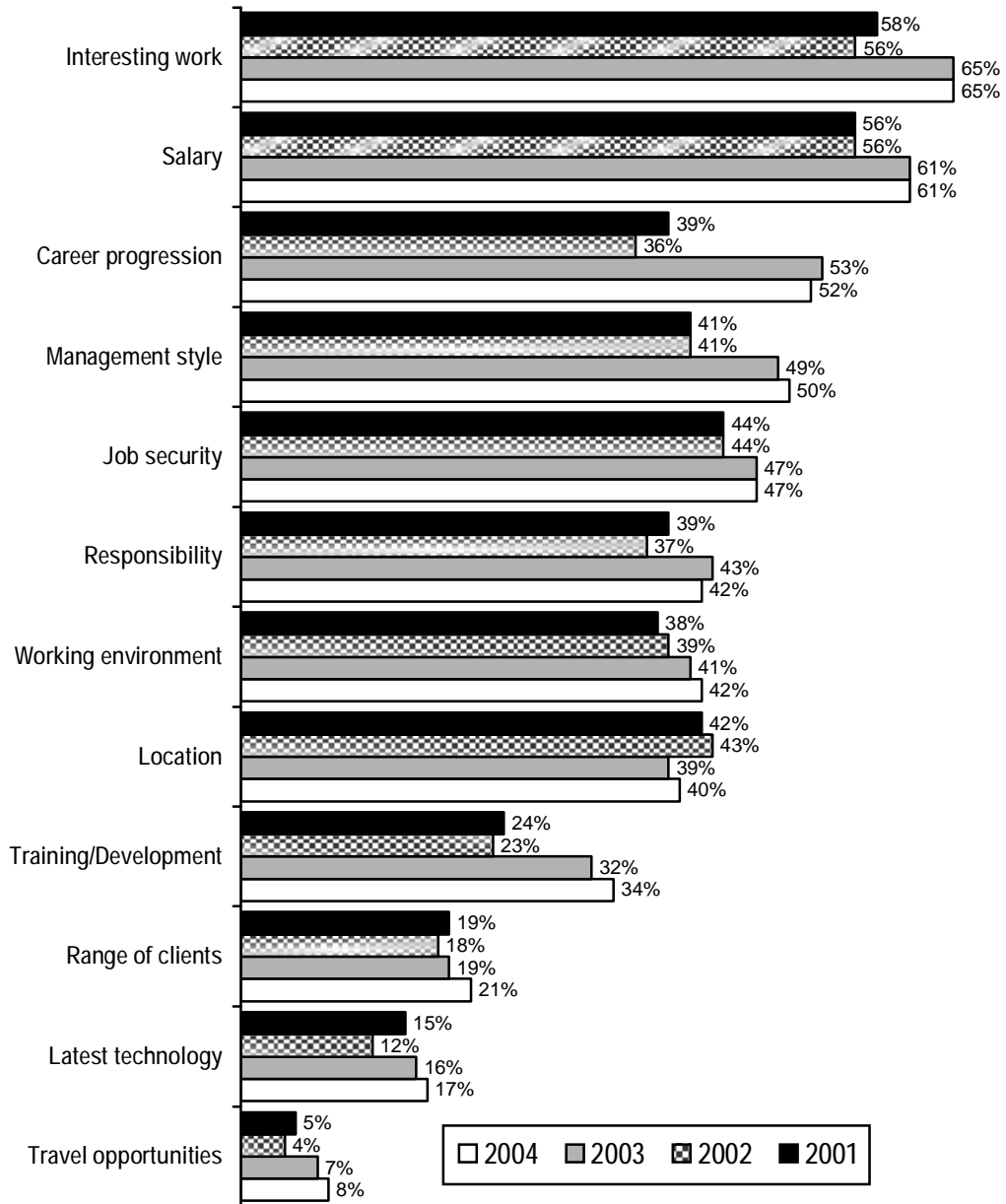
### 7.1 Overview

43% of respondents say they were first attracted to the Property Profession because of an *interest in property*, 23% *due to chance* and 21% because of a *contact in the industry*. Only 5% say they were attracted by the *potential financial rewards*.

Nevertheless, by far the most important aspects of their job now are *having a range of interesting work* (65% very important) and *salary* (61% very important). The majority also place particular importance on *career progression* (52%) and *management style* (50%).

However, the issues which are most important to men and women differ. Whilst men place salary and a range of interesting work equally at the top of their priorities, women place greater emphasis on having a range of interesting work, with management style their second priority.

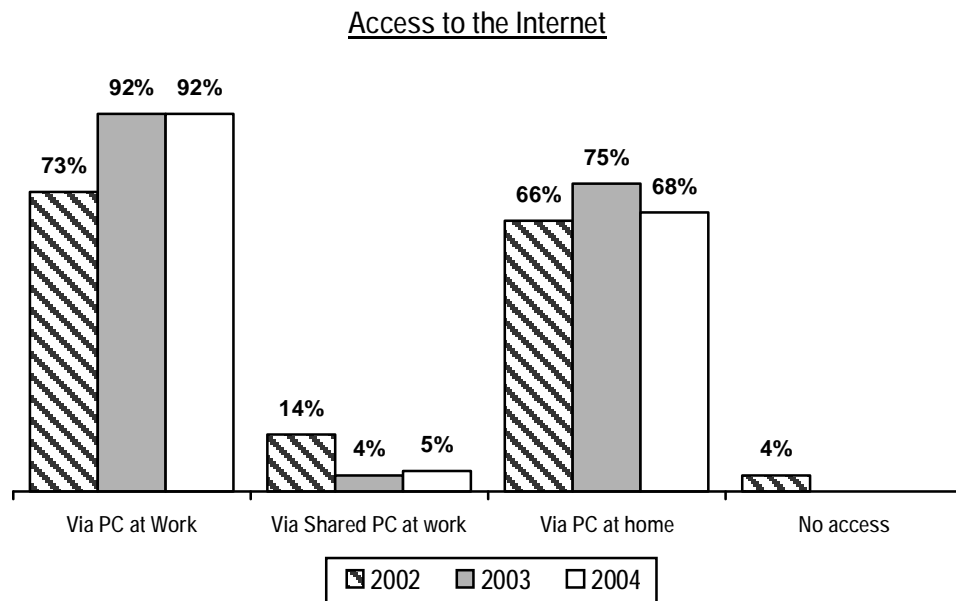
% Saying Very Important To Their Job



Base: All participants (2001:3932, 2002:3173, 2003:3113, 2004:2825)

## 7.2 Attitudes towards Technology and Use of the Internet

As in last year's survey, almost all (all but 11) respondents have access to the Internet, either at work or at home. Relevant to their role and day-to-day methods of working, the proportion of property professionals who have direct access to the Internet via their own PC at work has not changed since last year (92%). A slight decrease, however, is seen among those who have access at home: down from 75% to 68%.



*Base: All participants (2002:3173, 2003:3113, 2004:2825)*

## 8. Likely Reasons for Leaving Present Employer

---

### 8.1 Overview

When asked 'If you were to leave your present employer, what would your reasons be?', the most frequently mentioned reasons were *better salary* (66%), *better career prospects* (52%) and *better benefits package* (34%).

Other main reasons for leaving an employer include *management style* (28%), while a quarter mention *change of career* (23%), and one in five thought *relocation* (19%) would be an option for them.

When asked 'How likely are you to change employers within the next 12 months?'. 67% said they were not very or not at all likely (up 2% from last year). 12% said that they were very likely to change employers (down from 13%).

However, the likelihood to change employers does change with age. The youngest respondents (18-22) - presumably many are recently hired graduates - are least likely to change employers in the next twelve months (only 9% very likely), but the likelihood of changing employers increases sharply for those aged 23-26, with 17% very likely. The likelihood of changing employers starts to decrease at 31 until respondents reach retirement age, when there is another increase.

Although women say that they consider career progression and salary equally important to their job, they are more likely to leave their present employer for a higher salary (66%) than for better career prospects (49%).

For those outside the UK, although the most important reasons for leaving their current employment are consistent with the norm (*better salary* and *career prospects*), *working in a different country* is also an important motivational factor (38% compared to only 14% of UK based property professionals).

Furthermore, 44% say that shorter hours would increase their job satisfaction (respondents say that they currently work, on average, 43.7 hours per week).

Unsurprisingly, employees who are earning higher salaries tend to work longer hours (those on the lowest salaries work a 40.5 hour week, compared to 49.8 hours for those on the highest salaries). This

pattern is also reflected in levels of responsibility (although, as noted before, the pattern changes at the highest levels, where Executives are working longer hours than Principals).

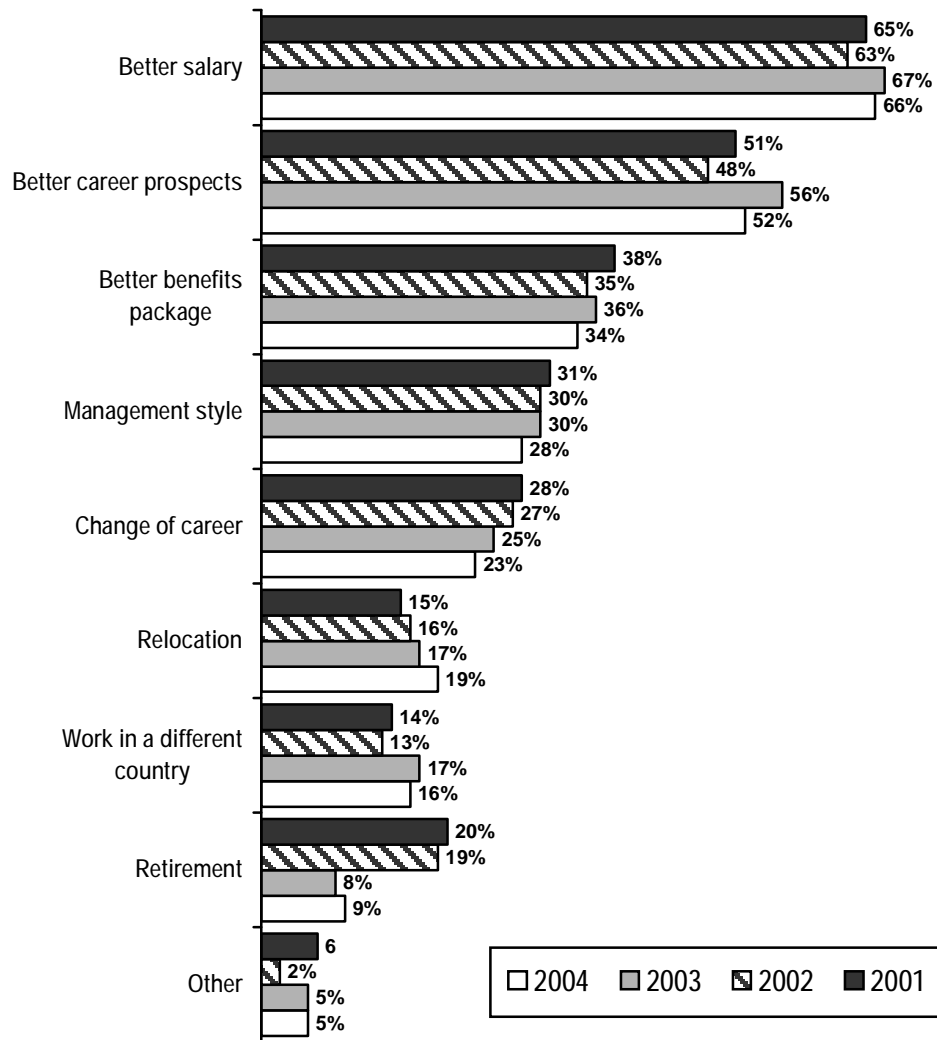
Respondents employed in the Investment / Development sector are working the longest hours (46.7 hours on average) and those in Government are working the shortest (39.2).

When asked 'How likely are you to change employers within the next 12 months?', 67% said they were not very or not at all likely (up 2% from last year). 12% said that they were very likely to change employers (down from 13%).

Given that salary is an important motivator for job satisfaction and relocation, it is not surprising to see that those on higher salaries are less likely to plan a change in employer.

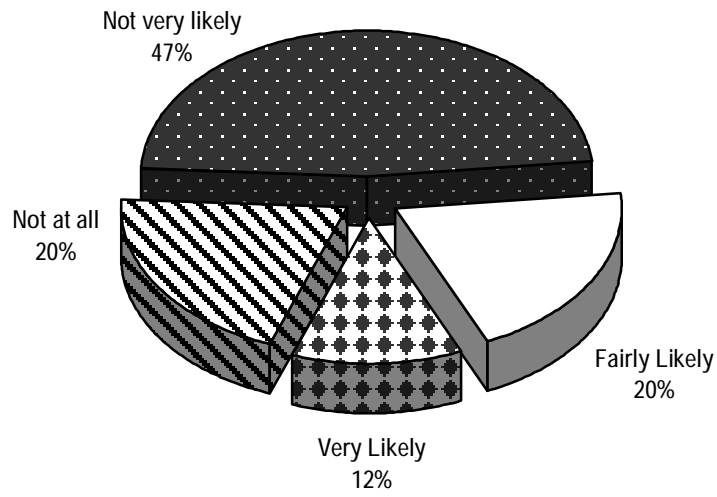
There was no significant difference between male and female responses.

### Reasons For Leaving Present Employer - % Saying



Base: All giving an answer (2001:3869, 2002:3086, 2003:3113, 2004:2815 )

How likely are you to change employers within the next 12 months?



*Base: All participants (2004:2825)*

## 9. Anticipated changes in Economic Activity over the next 12 months

### 9.1 Overview

Almost half the property professionals who responded to the survey (49%) anticipate that the economic activity in their chosen professional activity will remain unchanged in the next twelve months. 45% anticipate an increase (only 6% a decrease).

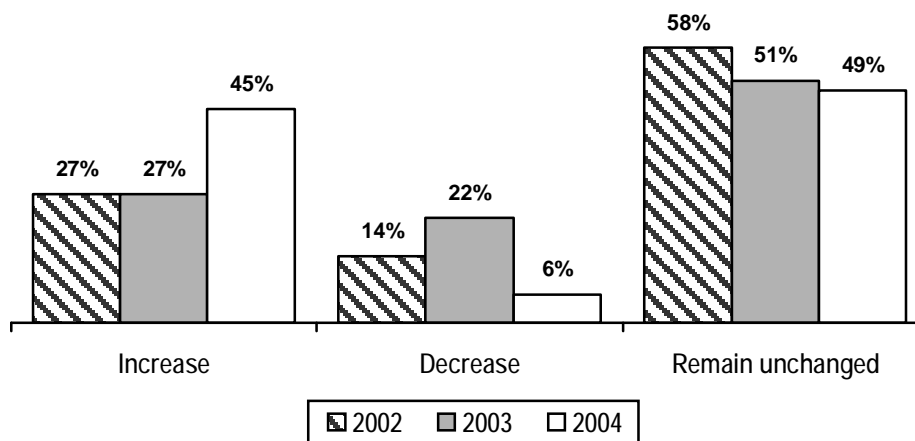
This is a very encouraging sign for property professionals. In 2002 and 2003, only 27% expected an increase in economic activity in the following 12 months - this is now up to 45%. Conversely, 14% in 2002 and 22% in 2003 predicted a decrease - only 6% do so now.

Those professional activities where an increase is most commonly anticipated are: *Office Agent* (66%), *Commercial Development* (63%), *Research* (63%) and *Regeneration* (60%).

Overall, economic activity is viewed more optimistically this year compared to the past two years. There were regional differences in opinion: 44% (26% in 2003) in the UK expected an increase in economic activity compared to 52% (31% in 2003) outside the UK. Optimism was higher in Middle East (75%)\*, Africa (56%)\*, Americas (54%)\* and Continental Europe (51%)\*, in contrast to the Republic of Ireland\* (37%) and Asia\* (39%), who have a comparatively pessimistic outlook.

\*small sub samples

### Anticipated changes in Economic Activity over the next 12 month



Base: All participants (2002:3173, 2003:3113, 2004:2825)