

Business Support Services Sector 2018 Report – Key Findings



198 companies in the sector

Vigeo Eiris Services cluster

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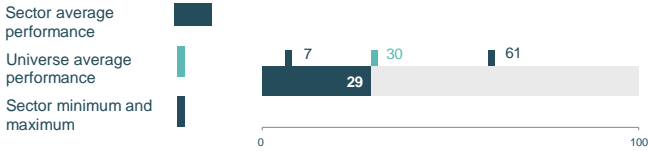
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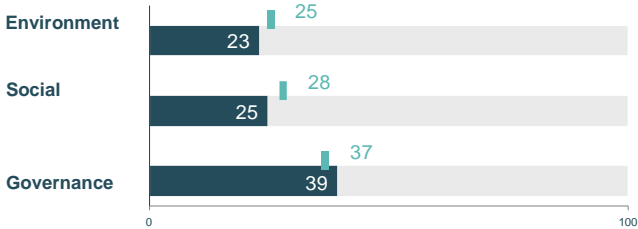
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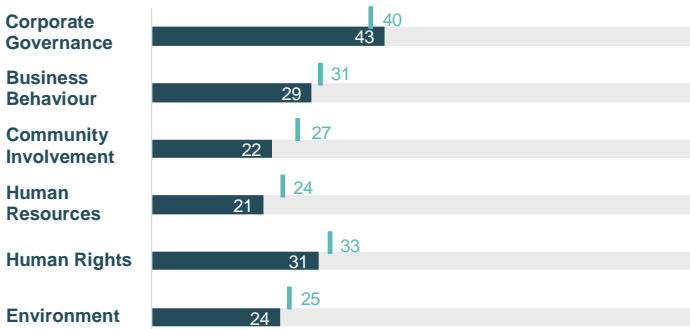
Key Findings 2018 – Business Support Services sector



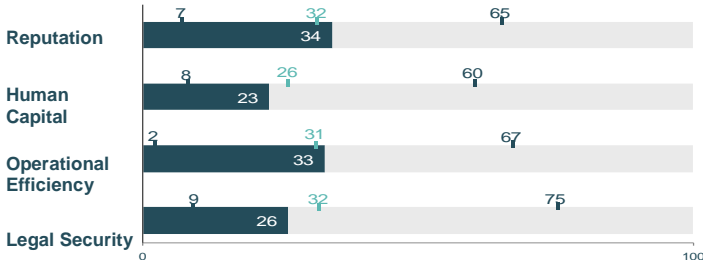
ESG PERFORMANCES – Sector & Universe



DOMAIN PERFORMANCES – Sector & Universe



RISK MITIGATION



TAKEAWAYS

- ▶ The Business Support Services sector achieves highest performance in the Corporate Governance domain, but this is still limited overall.
- ▶ The Security and Guarding subsector is most controversial, given companies' frequent involvement in human rights violations.
- ▶ Weak measures to protect data privacy and guarantee cybersecurity expose the sector to data breaches and lawsuits.
- ▶ Business ethics is an area for improvement within the sector, mostly due to a lack of transparency.
- ▶ Companies' performance declined most on environmental issues, while it improved most on the topics of Audit & Internal Control and Non-discrimination & Diversity.

TOP PERFORMERS

- Europe: Infra Park (61/100)
- North America: Nielsen (45/100)
- Asia Pacific: Brambles (40/100)
- Emerging Markets: Atento (28/100)

MOST IMPROVED since 2017

- Europe: Infra Park (+54)
- North America: Nielsen (+6)
- Asia Pacific: No progress
- Emerging Markets: Synnex Technology International (+12)

MOST MATERIAL DRIVERS

ADVANCED (60-100)	
ROBUST (50-59)	
LIMITED (30-49)	<ul style="list-style-type: none"> • Board of Directors • Fundamental human rights • Corruption • Non-discrimination and diversity • Environmental strategy
WEAK (0-29)	<ul style="list-style-type: none"> • Fundamental labour rights • Health and safety • Social standards in the supply chain • Reorganisation

CARBON FOOTPRINT

Share of companies in each level of carbon footprint intensity



ENERGY TRANSITION

Share of companies in each level of energy transition performance



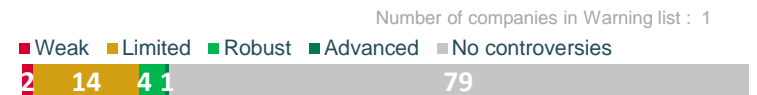
SUSTAINABLE GOODS & SERVICES

Share of companies in each level of involvement in goods and services contributing to sustainable development



CONTROVERSIES RISK MITIGATION

Share of companies in each performance level in terms of controversy risk management



Number of companies in Warning list : 1

About this document

This document is an extract of the Vigeo Eiris 2018 Report on the Business Support Services sector.

The full report contains:

- More detailed information on performances and impacts highlighted here (data for each zone, historical evolution on 3 years of global performance and on each criterion, top performers on each domain, etc.)
- Detailed description of each takeaway on risks and opportunities
- The overview of methodological framework applied to the sector (weights of criteria, nature of stakeholders' expectations and their vulnerability on each topic).
- Detailed description of the methodology of all Vigeo Eiris research lines.

If you are interested in knowing more, please contact our customer services team at: global-sales@vigeo-eiris.com.

About Vigeo Eiris

Vigeo Eiris is an independent international provider of environmental, social and governance (ESG) research and services for investors and public & private organisations. We undertake risk assessments and evaluate the level of integration of sustainability factors within the strategy and operations of organisations.

Vigeo Eiris offers a wide range of services:

- ▶ For investors: decision-making support covering all sustainable and ethical investment approaches (including ratings, databases, sector analyses, portfolio analyses, structured products, indices and more)
- ▶ For companies & organisations: supporting the integration of ESG criteria into business functions and strategic operations (including sustainable bonds, corporate ratings, CSR evaluations and more)

Vigeo Eiris methodology and rating services adhere to the highest quality standards. With a team of more than 240 experts of 28 different nationalities, Vigeo Eiris is present in Paris, London, Boston, Brussels, Casablanca, Hong Kong, Milan, Montreal, Rabat, Santiago and Stockholm.

The Vigeo Eiris Global Network, comprising 6 exclusive research partners, is present in Australia, Brazil, Germany, Israel, Japan and Spain. For more information: www.vigeo-eiris.com

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