



Commercial Services & Supplies

Driving forces

Commercial service suppliers include those companies involved in the provision of products and services needed by enterprises that are not part of their core business activities. Given the industry's sweeping scope, it encompasses both manually-intensive and knowledge-intensive skillsets but consistently relies heavily on human capital. Fair labor practices combined with employee development programs, knowledge management and adequate incentive schemes are important for creating successful, safe and healthy working environments; enhancing productivity; attracting new talent; and retaining employees. On the demand side, customer relationship management plays a crucial role as long-lasting client-provider relationships are beneficial to both parties. Corporate governance and management quality help industry leaders maintain diversified business models that leverage internal synergies and employ cutting-edge technologies. As B2B service partners, they are ideally placed to spearhead sustainability innovations and promote them among their client base.

Highlighted criteria & Dimension weight

- Economic Dimension 37%
 - Codes of Business Conduct
 - Corporate Governance
 - Customer Relationship Management
- Environmental Dimension 26%
 - Operational Eco-Efficiency
 - Environmental Policy & Management Systems
 - Climate Strategy
- Social Dimension 37%
 - Occupational Health and Safety
 - Human Capital Development
 - Talent Attraction & Retention

Sustainability leaders 2019

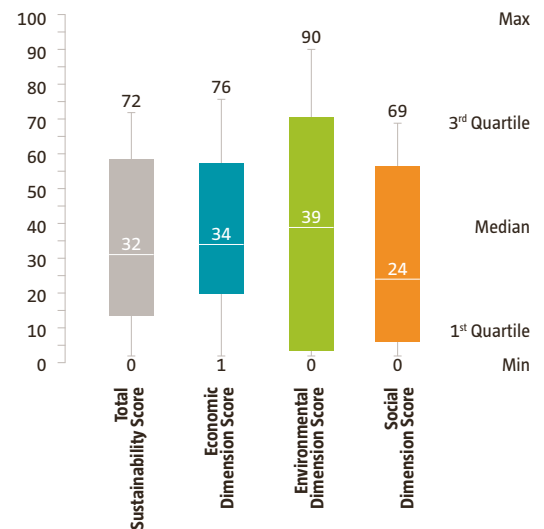
SAM Gold Class ●	
Waste Management Inc *	United States
SAM Silver Class ●	
Brambles Ltd	Australia
SAM Bronze Class ●	
Toppan Printing Co Ltd	Japan
Republic Services Inc	United States
Sustainability Yearbook Members ●	
ISS A/S	Denmark

* SAM Industry Mover

Industry statistics

Number of companies in universe	37
Number of companies assessed in 2018	25
Assessed companies to total companies in universe	68%
Market of assessed companies to total market	85%

Results at industry level



The box-and-whisker plot describes the distribution of scores in the industry, based on all assessed companies. More information is available in the Reading Instructions in the introduction.