



Diversified Consumer Services

Driving forces

The diversified consumer services industry comprises service providers with a range of business models from education to human resources. Companies operating in this space have direct customer relationships and therefore must develop strategies to retain and increase their customer base in existing and new markets. Technological innovations are transforming the industry at a rapid pace and offer both risks and opportunities. Companies can differentiate themselves by effectively integrating online tools and platforms that enhance the overall experience for target groups. One consequence of such a strategy is that data security has become a key risk for companies in this sector. Strong risk management systems, particularly related to electronic billing, personal data privacy and real-time services are critical to managing risk and offering further growth opportunities. Within service companies, strong employee development and training programs are fundamental to build sustainable businesses and improve customer satisfaction.

Highlighted criteria & Dimension weight

- Economic Dimension 47%
 - Codes of Business Conduct
 - Privacy Protection
 - Risk & Crisis Management
 - Customer Relationship Management
- Environmental Dimension 17%
 - Operational Eco-Efficiency
 - Environmental Policy & Management Systems
- Social Dimension 36%
 - Human Capital Development
 - Talent Attraction & Retention
 - Human Rights

Sustainability leaders 2019

Sustainability Yearbook Members

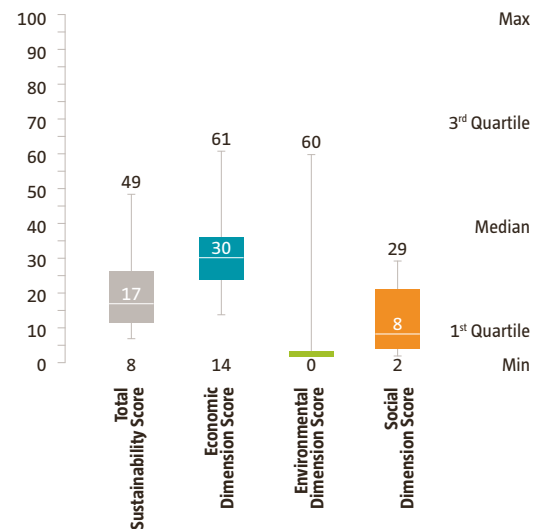
AA PLC *	United Kingdom
Benesse Holdings Inc	Japan

* SAM Industry Mover

Industry statistics

Number of companies in universe	14
Number of companies assessed in 2018	12
Assessed companies to total companies in universe	86%
Market of assessed companies to total market	87%

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.