



# Diversified Financial Services and Capital Markets

## Driving forces

The diversified financial services and capital markets industry consists of a heterogeneous group of holding companies, credit rating agencies, stock exchanges, asset managers, custody banks, investment banks and brokerage companies. While sub-industry-specific business models expose companies to different sustainability issues, common material themes include corporate governance, risk management, compliance and customer relationships. Additionally, many of the financial service providers within the sector are increasingly managing confidential data. Therefore, protecting customers' financial and personal data and minimizing cyber risk are crucial to maintaining client trust. Ongoing regulatory pressure, public outcry, publicized litigation and sizeable settlements have sensitized many in the capital markets industry to the very real threats posed by unethical business behavior. In turn, this is leading to greater scrutiny of potentially questionable practices and a re-shaping of corporate culture and employee behavior to better align with client needs and public interests.

## Highlighted criteria & Dimension weight

- Economic Dimension ..... 46%
  - Corporate Governance
  - Risk & Crisis Management
  - Codes of Business Conduct
  - Customer Relationship Management
- Environmental Dimension ..... 21%
  - Business Risks and Opportunities
  - Climate Strategy
- Social Dimension ..... 33%
  - Human Capital Development
  - Talent Attraction & Retention
  - Controversial Issues, Dilemmas in Lending & Financing

## Sustainability leaders 2019

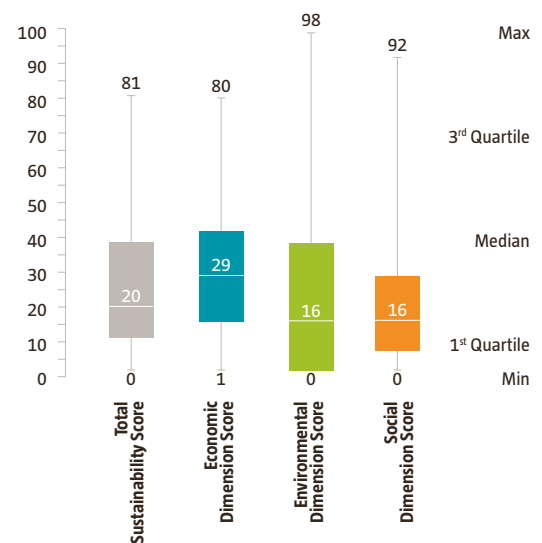
| SAM Gold Class                             |                | ● |
|--|----------------|---|
| Fubon Financial Holding Co Ltd             | Taiwan         |   |
| SAM Silver Class                           |                | ● |
| UBS Group AG                               | Switzerland    |   |
| Grupo de Inversiones Suramericana SA       | Colombia       |   |
| Sustainability Yearbook Members            |                | ● |
| Samsung Securities Co Ltd                  | South Korea    |   |
| Standard Life Aberdeen PLC                 | United Kingdom |   |
| S&P Global Inc                             | United States  |   |
| Credit Suisse Group AG                     | Switzerland    |   |
| Daiwa Securities Group Inc                 | Japan          |   |
| Nomura Holdings Inc                        | Japan          |   |
| Mirae Asset Daewoo Co Ltd                  | South Korea    |   |
| Investec PLC                               | United Kingdom |   |
| Bank of New York Mellon Corp               | United States  |   |
| Deutsche Boerse AG                         | Germany        |   |
| State Street Corp                          | United States  |   |
| Provident Financial PLC                    | United Kingdom |   |
| Hong Kong Exchanges & Clearing Ltd         | Hong Kong      |   |
| London Stock Exchange Group PLC            | United Kingdom |   |
| Mahindra & Mahindra Financial Services Ltd | India          |   |
| Voya Financial Inc                         | United States  |   |
| Yuanta Financial Holding Co Ltd *          | Taiwan         |   |

\* SAM Industry Mover

## Industry statistics

|   |     |
|---|-----|
| Number of companies in universe                   | 178 |
| Number of companies assessed in 2018              | 135 |
| Assessed companies to total companies in universe | 76% |
| Market of assessed companies to total market      | 92% |

## 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.