



Professional Services

Driving forces

Professional services companies provide a range of business support services in the areas of staffing, consumer credit ratings, research and analytics, and in the testing, inspection and certification of manufacturing or other business processes. As providers of specialized services, these are knowledge-intensive companies and their success depends on the quality of their workforce, making human capital development and talent attraction and retention particularly important. A reputation for integrity is critical in retaining customers and winning new business. Consequently, companies must ensure that employees comply with their codes of conduct and that services are delivered according to high ethical standards. Professional services companies are entrusted with customer data, making data security and cybersecurity top priorities if they wish to avoid negative reputational impacts.

Highlighted criteria & Dimension weight

- Economic Dimension 42%
 - Corporate Governance
 - Codes of Business Conduct
 - Customer Relationship Management
- Environmental Dimension 16%
 - Environmental Policy & Management Systems
 - Operational Eco-Efficiency
- Social Dimension 42%
 - Human Capital Development
 - Talent Attraction & Retention
 - Labor Practice Indicators
 - Occupational Health and Safety

Sustainability leaders 2019

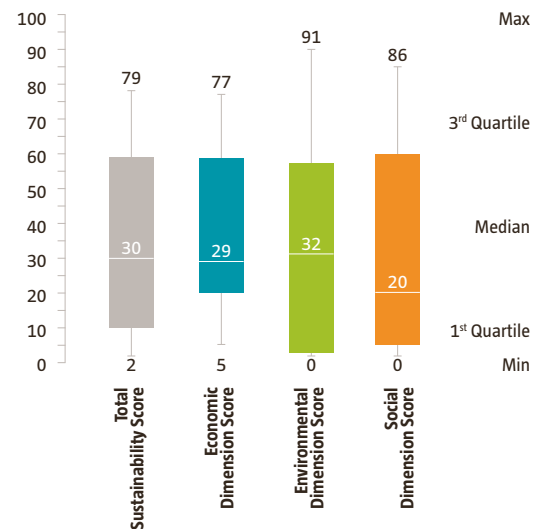
| | |
|--|----------------|
| SAM Gold Class ● | |
| SGS SA | Switzerland |
| SAM Bronze Class ● | |
| Randstad NV | Netherlands |
| Nielsen Holdings PLC | United States |
| Sustainability Yearbook Members ● | |
| RELX PLC * | United Kingdom |

* SAM Industry Mover

Industry statistics

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|---|-----|
| Number of companies in universe | 31 |
| Number of companies assessed in 2018 | 28 |
| Assessed companies to total companies in universe | 90% |
| Market of assessed companies to total market | 97% |

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.