



Telecommunication Services

Driving forces

The telecommunications industry operates in a highly competitive, albeit heavily regulated, environment, where exposure to anti-trust action is pronounced. In order to remain competitive in a market subject to rapid technological change, companies need to adopt flexible business models that enable them to integrate next-generation technologies and produce innovative, energy-efficient solutions that address social and environmental issues. Implementing strong systems related to the privacy of customer data is important in retaining customers and avoiding regulatory issues. The increased use of smart devices has also increased the attention that consumers pay to data privacy. Insufficient database and network protection could further expose companies to reputational and legal risks. Cybersecurity and physical threats to network infrastructure (e.g. extreme weather events) can have significant economic impacts. Investing in data security and upgrading network infrastructure are therefore crucial.

Highlighted criteria & Dimension weight

- Economic Dimension 47%
 - Customer Relationship Management
 - Privacy Protection
 - Risk & Crisis Management
 - Information Security & Cybersecurity
 - Network Reliability
- Environmental Dimension 20%
 - Operational Eco-Efficiency
 - Climate Strategy
- Social Dimension 33%
 - Human Capital Development
 - Talent Attraction & Retention

Sustainability leaders 2019

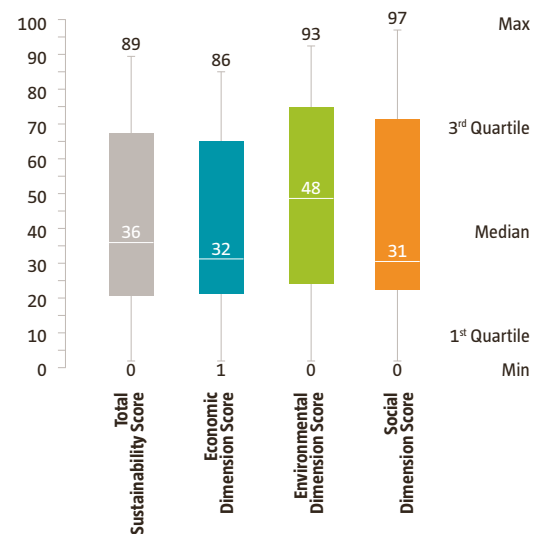
SAM Gold Class		●
True Corp PCL	Thailand	
SAM Silver Class		●
Taiwan Mobile Co Ltd	Taiwan	
Koninklijke KPN NV	Netherlands	
SK Telecom Co Ltd	South Korea	
NTT DOCOMO Inc	Japan	
SAM Bronze Class		●
Nippon Telegraph & Telephone Corp	Japan	
KT Corp	South Korea	
Telecom Italia SpA/Milano	Italy	
Deutsche Telekom AG	Germany	
TELUS Corp	Canada	
Telefonica SA	Spain	
Far EastOne Telecommunications Co Ltd *	Taiwan	

* SAM Industry Mover

Industry statistics

Number of companies in universe	82
Number of companies assessed in 2018	68
Assessed companies to total companies in universe	83%
Market of assessed companies to total market	94%

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.