



Commercial Services & Supplies

Driving forces

Commercial services and suppliers include those companies involved in the provision of auxiliary products and services needed by enterprises that are not part of their core business activities. Products include physical assets like printing and office supplies, corporate furnishings and decorations but also include broader service offerings like real estate and rental, cleaning, security and environmental services. Also grouped in this industry are relationships with external organizations that provide essential but non-core services like strategic consulting, accounting, data processing and payroll. Given its sweeping scope, it encompasses both manually-intensive as well as knowledge-intensive skill sets and 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 maintaining high employee retention rates. 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 are key as 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

Economic Dimension

- Codes of Business Conduct
- Corporate Governance
- Customer Relationship Management

Environmental Dimension

- Climate Strategy
- Environmental Policy & Management Systems
- Operational Eco-Efficiency

Social Dimension

- Human Capital Development
- Occupational Health and Safety
- Talent Attraction & Retention

Sustainability leaders 2018

RobecoSAM Gold Class	
Brambles Ltd	Australia
Republic Services Inc	United States
RobecoSAM Silver Class	
Herman Miller Inc	United States
Rentokil Initial PLC	United Kingdom
Toppan Printing Co Ltd*	Japan
RobecoSAM Bronze Class	
China Everbright International Ltd	China
ISS A/S	Denmark
KEPCO Plant Service & Engineering Co Ltd	South Korea
Waste Management Inc	United States

* RobecoSAM Industry Mover

Industry statistics

Number of companies in universe	36
Number of companies assessed by RobecoSAM in 2017	28
Assessed companies to total companies in universe (%)	78
Market capitalization of assessed companies to total market capitalization (%)	86

Results at industry level

Dimension	Average score	Best score	Dimension weight
Economic	51	74	37%
Environmental	45	81	26%
Social	41	68	37%

Total score

