



## Professional Services

### Driving forces

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

### Highlighted criteria

#### Economic Dimension

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

#### Environmental Dimension

- Environmental Policy & Management Systems
- Operational Eco-Efficiency

#### Social Dimension

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

### Sustainability leaders 2018

<span style="color: #0070C0;">●</span>	<b>RobecoSAM Gold Class</b>	
	SGS SA	Switzerland
<span style="color: #808080;">●</span>	<b>RobecoSAM Silver Class</b>	
	Randstad Holding NV	Netherlands
<span style="color: #8B4513;">●</span>	<b>RobecoSAM Bronze Class</b>	
	Experian PLC	United Kingdom
	IHS Markit Ltd	United States
	ManpowerGroup Inc	United States
	Nielsen Holdings PLC*	United States

\* RobecoSAM Industry Mover

### Industry statistics

Number of companies in universe	29
Number of companies assessed by RobecoSAM in 2017	26
Assessed companies to total companies in universe (%)	90
Market capitalization of assessed companies to total market capitalization (%)	87

### Results at industry level

Dimension	Average score	Best score	Dimension weight
Economic	51	78	42%
Environmental	42	93	16%
Social	44	85	42%

### Total score

