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
NIT 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.