Commercial Services & Supplies

Driving forces
Commercial service suppliers include companies providing products and services that are not part of the core business activities of their enterprise customers. Given the industry’s sweeping scope, it encompasses both manually intensive and knowledge-intensive skill sets but consistently relies heavily on human capital. Fair labor practices combined with knowledge management, and adequate incentive schemes are important for creating successful, safe and healthy working environments, thereby helping enhance productivity, attract new talent and retain employees. On the demand side, customer relationship management plays a crucial role, as long-lasting relationships are beneficial to both customers and providers. Corporate governance and management quality help industry leaders maintain diversified business models to leverage internal synergies and employ cutting-edge technologies. As business-to-business service partners, commercial service suppliers are ideally placed to spearhead sustainability innovations and promote them among their customer bases.

Highlighted criteria & dimension weights
- Environmental Dimension...25%
  - Climate Strategy
  - Environmental Policy & Management Systems
  - Operational Eco-Efficiency
- Social Dimension ............. 36%
  - Human Capital Development
  - Occupational Health and Safety
- Governance & Economic Dimension .................. 39%
  - Codes of Business Conduct
  - Customer Relationship Management
  - Risk & Crisis Management
  - Supply Chain Management

Industry Awards 2022

<table>
<thead>
<tr>
<th>S&amp;P Global Gold Class</th>
<th>S&amp;P Global ESG Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste Management, Inc.</td>
<td>United States</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>S&amp;P Global Bronze Class</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Brambles Limited</td>
<td>Australia</td>
</tr>
</tbody>
</table>

Sustainability Yearbook Members

- Toppan Inc. Japan 69
- Rentokil Initial plc United Kingdom 69
- Downer EDI Limited Australia 68
- Republic Services, Inc. United States 66
- Dai Nippon Printing Co., Ltd.* Japan 65
- China Everbright
- Environment Group Limited Hong Kong 65
- Mitie Group plc United Kingdom 61
- ISS A/S Denmark 59

* S&P Global Industry Mover

Industry Statistics

- Number of companies assessed 98
- Market capitalization of assessed companies (in USD billion) 492.5
- Number of companies in Yearbook 10
- Market capitalization of companies in Yearbook (in USD billion) 152.5