Company Information

Country: United States
Index market cap ($M): 47,728
Source: S&P Global BMI, 11 Nov 2020

2020 Assessment Results

<table>
<thead>
<tr>
<th></th>
<th>Total Score</th>
<th>Governance &amp; Economic</th>
<th>Environmental</th>
<th>Social</th>
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<tbody>
<tr>
<td>Industry Overview</td>
<td></td>
<td>87</td>
<td>85</td>
<td>69</td>
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<tr>
<td>Total</td>
<td>80</td>
<td>33</td>
<td>34</td>
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Industry Drivers

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 employee development programs, knowledge management, and adequate incentive schemes are important for creating successful, safe, and healthy working environments, thereby helping to 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 B2B service partners, commercial service suppliers are ideally placed to spearhead sustainability innovations and promote them among their customer base.

Company Performance

S&P Global has selected the most relevant criteria in each sustainability dimension based on their weight in the assessment and their current or expected significance for the industry. The spider chart below visualizes the performance of the industry leader against the best score achieved in each criterion and the average industry score.
Corporate Sustainability Assessment

The Corporate Sustainability Assessment (CSA) is a comprehensive annual evaluation of companies' sustainability practices and performance, with a coverage of over 7,300 companies representing approximately 95% of global market capitalization. The CSA is one of the longest standing ESG rating methodologies worldwide, dating back to 1999. The CSA assesses companies on the basis of 80–120 industry-specific questions across 61 industries. S&P Global ESG Scores, calculated from the CSA, are from 1 to 100 (best).

In SustainAbility’s Rate the Raters 2019 report, companies rated the CSA as the most useful ESG assessment thanks to its high level of transparency, its sector-specific view of material ESG issues, and its forward-looking incorporation of emerging sustainability risks and opportunities. In the 2020 report, which looked at the investor perspective, the CSA came out top among the highest-quality ratings and was cited as a “strong signal of sustainability.”

The CSA focuses on financially material economic, environmental, and social factors that are relevant to companies’ success, but that are underresearched in conventional financial analysis. Every year, the CSA undergoes rigorous methodological review in order to ensure that the most current material sustainability topics, as well as emerging, longterm sustainability themes often of interest to investors are reflected, and companies are challenged on topics that lack disclosure today.

As of January 2020 the CSA is issued by S&P Global, where it forms the foundation of company ESG disclosure to S&P Global for financially material ESG factors and will underpin the ESG research across our different divisions (S&P Global Ratings, S&P Dow Jones Indices and S&P Global Market Intelligence).

For over 20 years the results of the CSA are used for the annual rebalancing of the iconic Dow Jones Sustainability Indices (DJSI). CSA scores are used in numerous other S&P Dow Jones indices including the S&P 500 ESG.

S&P Global ESG Scores are made available to the global Financial markets via S&P Global Market Intelligence platforms, robustly linked to financial and industry data, research and news, providing integral ESG intelligence to make business and financial decisions with conviction.

Companies’ data and benchmarks from the CSA can now feed seamlessly into the analysis for S&P Global Ratings ESG Evaluation should companies want a forward-looking long-term opinion of their ability to handle future risk and opportunities.

Learn all about S&P Global’s ESG Solutions: www.spglobal.com/ESG