



Sustainalytics **An Overview: How can we help you?**

Why Sustainalytics?

Institutional investors choose to work with Sustainalytics for the following reasons:

- Largest research house dedicated to RI and ESG
- Innovative and client focused
- Benefit from our experience with over 300 institutional investors worldwide
- Efficient and effective access to award-winning global research

Our Clients

Serving over 300 clients from 22 countries



7/20

of the largest
GLOBAL
asset managers



12/20

of the largest
GLOBAL
asset owners

About Sustainalytics

Sustainalytics is an independent ESG research and analysis firm supporting investors around the world with the development and implementation of responsible investment strategies. The firm partners with institutional investors who integrate environmental, social and governance information and assessments into their investment decisions.

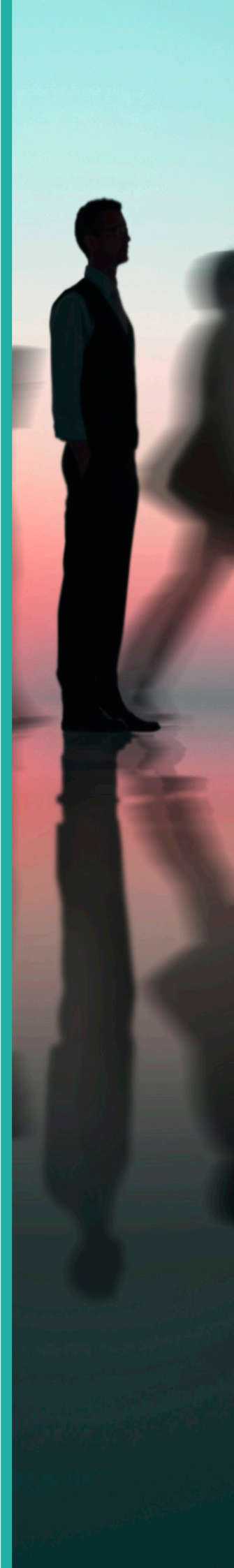
Headquartered in Amsterdam, Sustainalytics has offices in Boston, Bucharest, Frankfurt, London, New York, Paris, Singapore, Timisoara and Toronto, and representatives in Bogotá, Brussels, Copenhagen and Washington D.C.. The firm has 200+ staff members, including more than 120 analysts with varied multidisciplinary expertise and thorough understanding of more than 40 industries. In 2012, 2013 and 2014, Sustainalytics was voted best independent sustainable and responsible investment research firm in the [Thomson Reuters Extel's IRRRI survey](#).

Contact

If you would like to learn more about our investment solutions please visit our website:

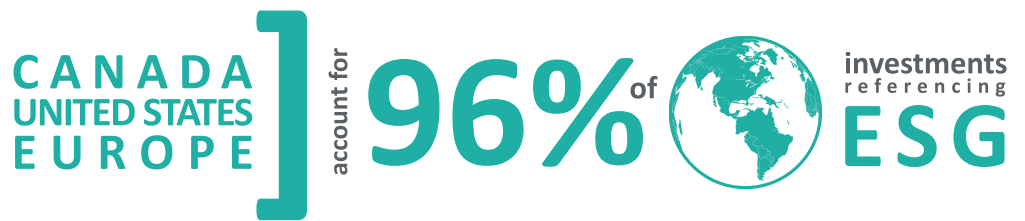
www.sustainalytics.com

contact@sustainalytics.com

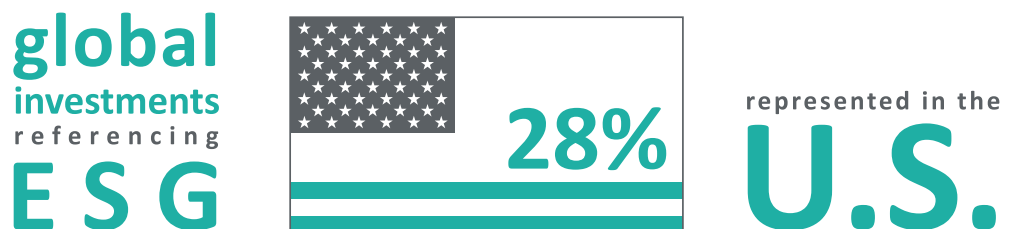




Understanding the Market



Responsible and sustainable investment has reached a critical tipping point. A growing number of institutional investors recognise that good governance and prudent management of an investment portfolio means attending to the environmental, social and governance performance of their holdings. By taking these issues into consideration in their investment decisions, investors acknowledge the importance of E, S and G factors to company performance as well as to the long-term health and stability of the market.



Investors are increasingly applying responsible investment strategies to their processes in order to meet client requests and address the growing public awareness on sustainability-related issues. Drivers for adopting a responsible investment policy vary from improvement of risk-adjusted returns, to reputation management, regulation or values and beliefs. In the context of highly interconnected economies and societies, where information is quickly shared and readily available to the public, it has become increasingly important for financial institutions to effectively manage the potential negative externalities of their investments.

Supporting Investors



Manager Selection Support (Asset Owners)

- Development of your ESG selection criteria
- Training of portfolio managers
- Manager evaluation (qualitative and quantitative)



Portfolio Analytics & Monitoring

- Portfolio analytics
- Event Alerts
- Company Research & Ratings
- Country Research & Ratings
- Global Impact Radar
- Regional legislation research
- Sanctions & Compliance



Policy Development & Implementation

- Support with developing ESG policies and positioning
- Customised ESG integration strategies, related goals and targets
- ESG integration Training
- Communication and Reporting
- PRI implementation services



Engagement Support

- Topic and company identification
- Company flagging
- Background research and briefing
- Engagement execution support

Our Research and Services



Company
ESG Research



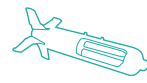
Sector
Research



Thematic
Research



Country
Research



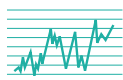
Controversial
Weapons
Research



Global
Compact
Compliance



Portfolio
Reviews &
Assessments



Indexes



Sustainable
Bond Services



Responsible
Investment Policy
Development



PRI
Implementation
Services



Customised
Services

Company Research Framework



- Review of company reporting (annual reports, CSR reports, etc.)
- Review of external sources (newspapers, NGOs, publications, etc.)
- Company feedback and verification
- Assessment by experienced analysts
- Peer reviewing by sector specialist

Company Research

ESG Company Report

ESG
Company
Research

helps you...

make
more informed
investment
decisions

Gain greater insights to companies' policies, programmes and preparedness to manage ESG risks


Better understand **quantitative and qualitative ESG performance** of your investments

Better understand **ESG trends** amongst peers

Gain greater insights into companies' **historical performance and the outlook moving forward**


Starbucks Corporation

ESG Report


SUSTAINALYTICS

Industry: **Consumer Services**
Domicile: **United States**
Marketcap.: **55,868 mm. USD**
Updated: **16 Feb 2014**

ISIN: **US8552441094**
Sedol: **2842255**
Ticker: **NasdaqGS:SBUX**



Laurence Loubieres
Industry Lead
Consumer Services

Overall Performance

72

Overall ESG Score

Industry Leader
Outperformer
Average Performer
Underperformer
Industry Laggard

2 out of 104

Relative Position

Industry Leader

99th

Percentile

Industry Leader

70

Environment

Industry Leader

73

Social

Industry Leader

74

Governance

Outperformer

Industry Performance

2 out of 104


Relative Position

Industry Leader

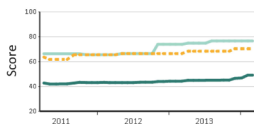
Top 5 Companies		Score	Peers (Market cap \$33-\$65bn)		Score
1.	Accor SA	73.6	Starbucks Corporation	72.1	
2.	Starbucks Corporation	72.1	Las Vegas Sands Corp.	60.2	
3.	Club Medteranee	71.0	Yum! Brands, Inc.	59.8	
4.	Whitbread plc	69.7	Sands China Ltd.	59.1	
5.	Sodexo S.A.	67.7	Galaxy Entertainment Group Limited	46.8	

Historical ESG Performance

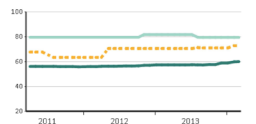
Overall ESG Score



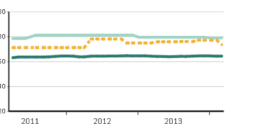
Environment



Social



Governance



— Industry Leader — Company Score — Industry Average



Key ESG Issues

To determine the most relevant ESG issues, lead analysts assessed the degree of industry impact on stakeholders and business performance. Highlights of company performance on key ESG issues are as follows:

Human Capital

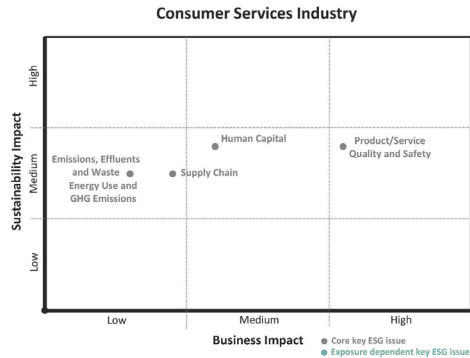
Starbucks has faced allegations of employee discrimination and harassment, and wage disputes. The company's human resources policies are considered adequate, suggesting significant room for improvement in the adherence to these policies.

Supply Chain

Starbucks has a strong supply chain management system. The company uses its Coffee and Farmer Equity (C.A.F.E.) and cocoa practices guidelines as scorecards when selecting suppliers.

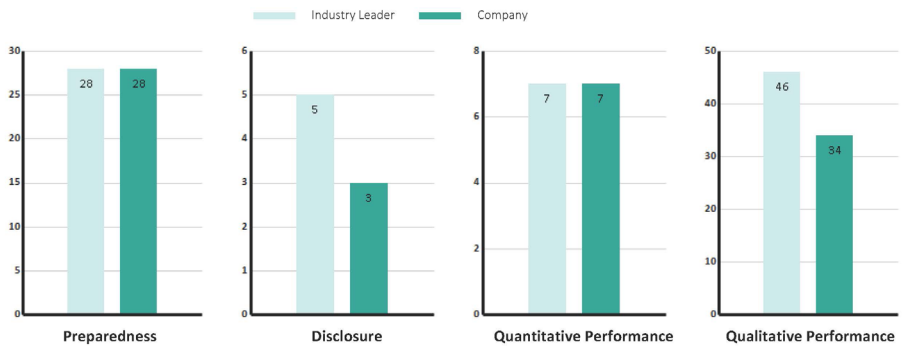
Product/Service Quality and Safety

Starbucks have not experienced serious product safety issues beyond industry standards, although there have been incidents of poor customer treatment by employees.



ESG Preparedness, Disclosure and Performance

Starbucks Corporation operates as a roaster, marketer, and retailer of specialty coffee worldwide. Based on its overall ESG performance relative to peers, the company is considered an industry leader. Starbucks exhibits strong ESG policies and management systems, reflecting a commitment to mitigating related risks and impacts. The company provides significant disclosure on environmental and social issues that align with best practice. Despite its strong overall ESG performance, Starbucks is implicated in significant incidents related to employee relations, which reflect key areas of potential risk to investors.



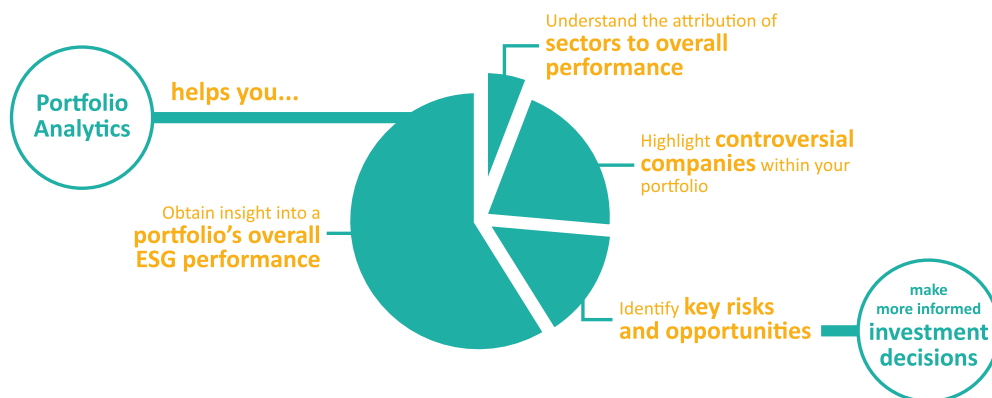
Qualitative Performance - Controversies



Sample - page 2

- Coverage of major indexes around the world (over 4,500 companies)
- Accessible via online platform and direct data feed
- PDF reporting and exporting to spreadsheet capability
- Transparent methodology, analysis and ratings
- Supports investors with the integration of ESG, engagement, and reputation risk assessments

Portfolio Analytics



- Understand a portfolio's ESG performance
- Track the ESG performance of a portfolio over time
- Identify leaders and laggards
- Identify companies with high ESG risk
- Track the ESG performance of a portfolio against a benchmark

Country Research



- Coverage consists of 150 largest countries
- Transparent methodology and all sources are included
- Absolute assessment and trend analysis
- Includes sanctions and international conventions
- Quarterly updates

Global Compact Compliance Service

Global Compact Compliance Service

helps you...

Obtain full insight into companies' **compliance with Global Compact principles**

Identify companies with **severe operational environmental, social or governance risks**

Identify **engagement** opportunities

Meet **international norms and legislation**

make more informed investment decisions

- Profiles that explain our assessments of non-compliant companies and include background analysis on controversial incidents and the company response
- Assessments of 15,000 public and private companies from developed and emerging markets
- Coverage of any benchmark, portfolio or investable universe upon request
- Quarterly updates

Sector & Thematic Research

Industry Research

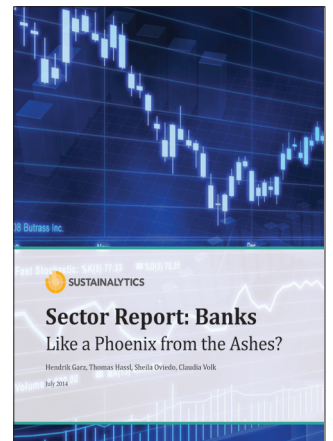
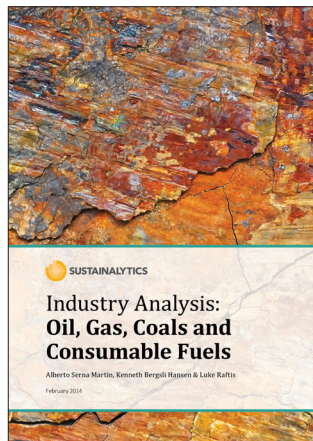
helps you...

Understand **KPIs and emerging trends** within an industry

Recognise **industry-specific ESG patterns**, which affect companies' operating environment

Understand key ESG issues and **upcoming relevant regulation** in a particular sector

make more informed investment decisions





www.sustainalytics.com