Put the Pedal to the Metal – An Enterprise Perspective of ESG in Banking

October 2022: Complimentary Abstract / Table of Contents



Our research offerings

This report is included in the following research program(s):

Banking and Financial Services Business Process, Mortgage Operations

- Application Services
- Artificial Intelligence (AI)
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- Clinical Development Technology
- Cloud and Infrastructure
- Contingent Staffing
- ▶ Contingent Workforce Management
- Conversational AI
- Customer Experience Management Services
- CX Excellence
- Cybersecurity
- Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- Digital Engineering Services
- Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ► Employer of Record (EOR)
- ► Engineering Services

- ► Enterprise Platform Services
- Exponential Technologies
- ► Finance and Accounting
- Financial Services Technology (FinTech)
- Global Business Services
- ► Healthcare Business Process
- ► Healthcare Information Technology
- Human Resources Outsourcing
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- Insurance Technology (InsurTech)
- ► Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ► IT Services Executive Insights™
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- Marketing Services
- ▶ Market Vista™

- Mortgage Operations
- ▶ Multi-country Payroll
- Network Services and 5G
- Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- Process Mining
- ▶ Procurement and Supply Chain
- Recruitment
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- Rewards and Recognition
- Service Optimization Technologies
- ► Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- Sustainability Technology and Services
- Talent Excellence GBS
- ► Talent Excellence ITS
- ► Technology Skills and Talent
- Trust and Safety
- Work at Home Agent (WAHA) Customer Experience Management (CXM)

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com

Learn more about our custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios



Contents

For more information on this and other research published by Everest Group, please contact us:

Manu Aggarwal, Partner

Rita N. Soni, Principal Analyst

Sahil Chaudhary, Practice Director

Abhilasha Sharma, Senior Analyst

Sameer Das, Senior Analyst

1.	Research overview	5
	Research methodology	6
	Background of the research	7
	Executive summary	8
2.	Introduction	9
	The People Planet Profitability (PPP) framework	11
	Key risks in ESG implementation for enterprises in BFS	12
3.	ESG regulatory overview	13
	Summary ESG disclosure comparison and outlook by regions	14
	ESG mandatory disclosure regulations landscape by country	15
	 Regulatory overview 	16
	• Europe	16
	North America	20
	◆ APAC	22
4	ESG implications in BFS	25
	Summary implications for BFS enterprises	26
	 ESG risk implications deep dive by stakeholder type 	29
5.	ESG ecosystem	42
	ESG BPS process map	43
	Outsourcing decision-making by enterprises	44



Contents

	ESG BFS BPS adoption key activities by LoB	46
	Service provider landscape	47
	 Broad-based BPO providers 	48
	 Technology providers 	49
	 Professional services firms 	50
	 Market and data providers 	51
	- ESG exclusives	52
	 ESG sectoral specialists 	53
6.	Future roadmap for enterprises	54
	ESG evolution in BFS	55
	Toolkit for enterprises to up the ESG game	56
	Sourcing Implications in BFS BPS	61
	Implications for service providers	62
	Ongoing controversies and future hypotheses	63
7.	Appendix	64
	• Glossary	65
	Research calendar	66



Background of the research

Demand for ESG compliance and business services is expected to rise exponentially as regulators tighten their grip on BFS players and consumer advocacy for sustainability

- ESG responsibility and the need to integrate sustainability principles in business models have gained momentum across geographies starting from Europe and spreading fast in the US, Singapore, and even in developing countries of APAC
- Several countries are favoring standardization of ESG reporting framework globally, which is also evident from the recent activity by international entities such as ISSB, ISO, and UN
- Regulators, both at national and international level, have stepped on the accelerator to widen the purview of regulatory oversight European regulators plan to include participants in the broader value chain beyond big banks/FIs including SMEs and market rating agencies in upcoming regulations. Large banks may likely push suppliers to be included in ESG accountability
- There is a heightened scrutiny from clients, employees, investors, and other market participants on environmental and social sustainability considerations by BFS firms, providing an elevated focus on sustainable finance approximately three-quarters of professional investors are now implementing some form of ESG strategies
- Enterprises are expected to bear the brunt of non-compliance with increase in penalties imposed, decline in sustainability ratings, and legal action taken for greenwashing allegations
- The majority of enterprises, especially small and mid-tier organizations, have not full-proofed their ESG strategy or assessed the risk impact yet but may be expected to do so in the near term. Moreover, the immediate operational expenses and gaps in in-house capabilities associated with the planning are an ongoing challenge that strengthen the business case for service providers

Scope of this report







Overview and abbreviated summary of key messages

This report tracks the changing regulatory dynamics in ESG across key regions translating to an immediate call for action in banking sector. It probes into a wide spectrum of plausible implications the growing ESG focus can have across different buyer segments, while providing a toolkit for enterprises to avoid the clutter in implementing ESG-focused strategy

Some of the findings in this report, among others, are:

ESG risk integration has become non-negotiable for most banking entities

- The sophistication, scope, and implementation timelines of mandatory ESG regulations vary across regions with Europe outpacing other geographies in terms of overall maturity. However, majority of the countries have introduced some form of regulations which are expected to gain momentum in next couple of years
- Stakeholders (regulators, investors, and consumers) are headstrong to hold FIs accountable for sustainability impact and initiatives

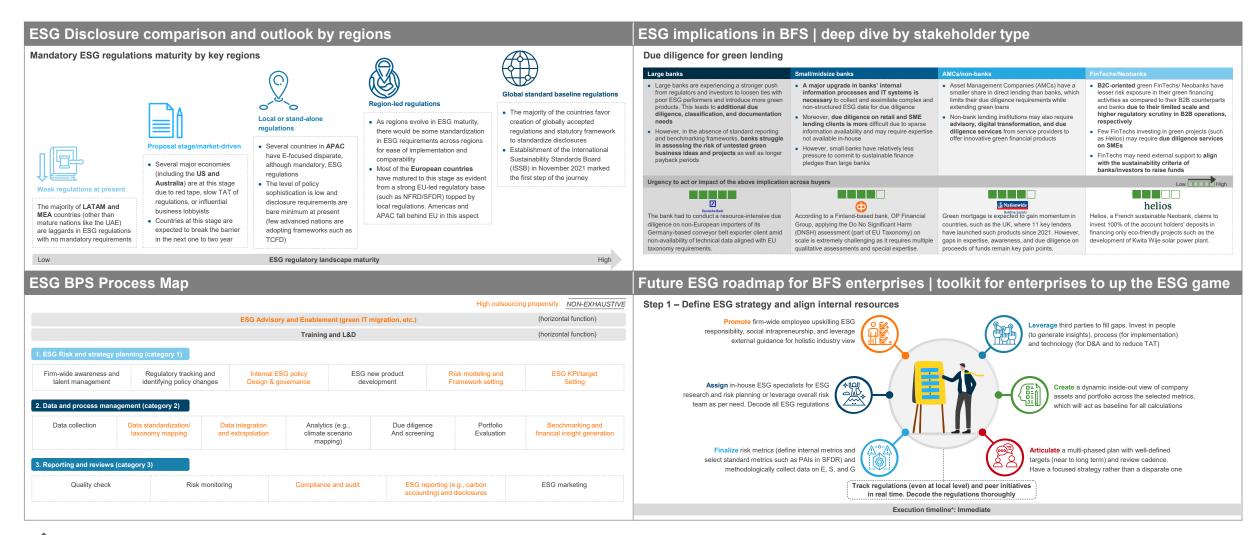
The impact of sustainability is multifold, with nuances across BFS buyer segments

- Enterprises are struggling to keep pace with the dynamic regulatory landscape (most banks/FinTechs are not prepared for regulations if they come into effect in the next couple of years), data gaps and inconsistencies, operational cost heads, and strategy planning
- From operational standpoint, several new processes (e.g., ESG data standardization and mapping) will be introduced while several others will be restructured (e.g., screening and due diligence). This will require collaboration across BFS ecosystem internal cross-functional synergies across enterprises, third party providers, regulators, an other market participants (such as FinTechs)

FIs need a roadmap to trudge against ESG complications

- Enterprises need to devise a multi-year roadmap to effectively implement their ESG strategy across different timeframes. To this end, we have provided a step-wise toolkit to help enterprises convert ESG literature to practice
- FIs need to assess the impact of sustainability risks on different segments of business and align resources (internal and third-party) accordingly, with focus on all aspects of E,S, and G. Move gradually from a defensive approach to an opportunistic approach to ESG

This study offers four distinct chapters providing a deep dive into key aspects of evolving ESG landscape in BFS BPS; below are four charts to illustrate the depth of the report



Research calendar

Banking and Financial Services Business Process

	Published Planned Current release
Reports title	Release date
Capital Markets Operations – Service Provider Compendium 2021	Q3 2021
Banking Operations – Services PEAK Matrix® Assessment 2022	Q4 2021
Mortgage Operations PEAK Matrix® Assessment 2022	Q1 2022
Banking Operations – Service Provider Compendium 2022	Q1 2022
Mortgage Operations - Service Provider Compendium 2022	Q2 2022
BPS Top 50 – 2022	Q2 2022
Financial Crime and Compliance (FCC) Operations – Services PEAK Matrix® Assessment 2022	Q3 2022
How to Trot When Others Trudge – Recession Forecast for Providers in Banking and Financial Services	Q4 2022
Put the Pedal to the Metal – An Enterprise Perspective of ESG in Banking	October 2022
Financial Crime and Compliance (FCC) Operations Provider Compendium 2022	Q4 2022
Specialized Needs of Emerging Geographies in Banking, Mortgage, and Risk and Compliance	Q4 2022
A New Hope Arises: Navigating the Risk and Regulatory Tightrope	Q4 2022
Will That Be Check or Card? A Digital Payments State of the Market	Q4 2022
Banking Operations – PEAK Matrix [®] Assessment 2023	Q1 2023
Regulators strike back: Role of upcoming regulations and risk framework changes	Q2 2023

Note: Click to see a list of all of our published Banking and Financial Services Business Process reports







Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at **www.everestgrp.com**.

Stay connected

Website

everestgrp.com

Social Media

₩ @EverestGroup

in @Everest Group

@Everest Group

▶ @Everest Group

Blog

everestgrp.com/blog

Dallas (Headquarters)

info@everestgrp.com +1-214-451-3000

Bangalore

india@everestgrp.com +91-80-61463500

Delhi

india@everestgrp.com +91-124-496-1000

London

unitedkingdom@everestgrp.com +44-207-129-1318

Toronto

canada@everestgrp.com +1-647-557-3475

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.