

# Integrating Sustainability Into the BFS GBS Charter to Help Enterprises Realize Their ESG Goals

November 2022: Complimentary Abstract / Table of Contents



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## Focus of the research

This report provides an insight into the role that BFS GBS<sup>1</sup> organizations play in enabling the enterprise create an ESG ecosystem to move toward a sustainable future

ESG is an acronym for Environmental, Social, and Governance and are three key constituents of Everest Group's purpose framework. ESG takes the holistic view that sustainability extends beyond just environmental issues:

- **E:** environmental issues such as carbon emissions, water scarcity, and environmental pollution
- **S:** social issues such as discrimination, gender issues, equal pay, and wealth distribution
- **G:** governance issues such as executive pay, corporate responsibility, and regulatory intervention

The number of BFS organizations, which are proactively investing in ESG-related initiatives, is on the rise. These organizations are building new ESG products and services – such as green loans, sustainability-linked loans, and carbon-neutral banking – in order to make their operations sustainable. Further, capital markets are also embracing green underwriting, while asset and wealth managers are steadily moving toward ESG investing. These organizations are also focusing on workplace diversity, pay equity, and good governance structure to meet their ESG aspirations.

This creates a huge opportunity for BFS GBS organizations to further integrate themselves in the enterprise's ESG agenda and expand their services/offerings, conduct ESG-specific due diligence, and risk assessment. This is mainly driven by the fact that GBS centers have strong visibility across the enterprise's functions and operations and have the necessary capabilities to support their ESG initiatives.

As BFS organizations increasingly look at ways to support and grow their businesses, with an impact-driven mindset, GBS organizations will be at the forefront of defining and internalizing those sustainability goals. In this research, we highlight some of the key areas where BFS GBS organizations can add value and support to an enterprise's ESG agenda. The findings and insights are based on Everest Group's proprietary databases and ongoing tracking and interactions with leaders of GBS organizations.

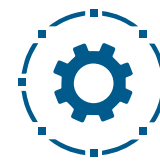
### Scope of this report



**Geography**  
Global



**Industry**  
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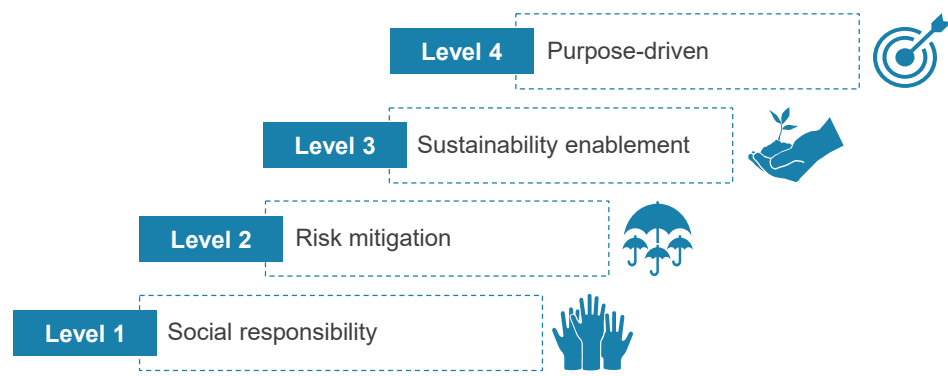






**Services**  
Sustainability



**Use cases**  
Only publicly-available information has been used for use cases

<sup>1</sup> Everest Group uses GBS as the preferred term for in-house setups, which are otherwise also referred to as Global In-house Centers (GICs), shared services, global capability centers, or captives

# This study offers three distinct chapters providing a deep dive into how BFS GBS organizations can support ESG goals/commitments of the enterprises; below are four charts to illustrate the depth of the report

<h3>Reasons why ESG is more important than ever for BFS organizations</h3> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; border: 1px dashed gray; padding: 10px; margin-bottom: 10px;">  <p>Changing demographics</p> </div> <div style="width: 50%; border: 1px dashed gray; padding: 10px; margin-bottom: 10px;">  <p>ESG-related regulatory initiatives</p> </div> <div style="width: 50%; border: 1px dashed gray; padding: 10px; margin-bottom: 10px;">  <p>Brand perception and equity</p> </div> <div style="width: 50%; border: 1px dashed gray; padding: 10px;">  <p>Stakeholder expectations</p> </div> </div>	<h3>Evolution of ESG in BFS</h3> 
<h3>Role of BFS GBS organizations in ESG goal attainment</h3> <p><b>What can GBS organizations enable?</b></p> 	<h3>Call to action for BFS GBS leaders</h3> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 33%; text-align: center;">  <p>Identify GBS capabilities that align with ESG</p> </div> <div style="width: 33%; text-align: center;">  <p>Set ESG goals at GBS level (as well)</p> </div> <div style="width: 33%; text-align: center;">  <p>Educate enterprise ESG leaders</p> </div> <div style="width: 33%; text-align: center;">  <p>Embrace ESG in GBS organizations vision, mission, and strategy</p> </div> <div style="width: 33%; text-align: center;">  <p>Create ESG champions within the GBS</p> </div> </div>

# Research calendar

## Global Business Services

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists	May 2022
Marketing Services Adoption in Retail & Consumer Product Goods (CPG) Global Business Services (GBS)	May 2022
Impact Sourcing Specialist Profiles 2022	June 2022
GBS of the Future: Toward an Integrated and Borderless GBS Model (Part 2 of 2)	June 2022
Virtual Roundtable Discussion Deck: Retail and CPG GBS Success: Reimagining Operating and Governance Models	August 2022
Top GBS Employers™ in India, the Philippines, and Poland	August 2022
Webinar Deck: Global Services Market Update: Emerging Location Opportunities to Combat the Economic Slowdown	September 2022
Virtual Roundtable Discussion Deck: Life Sciences GBS Success - Reimagining Operating and Governance Models	September 2022
"More is Better"   Location and Sourcing Strategy for BFS GBS	October 2022
<b>Integrating Sustainability Into the BFS GBS Charter to Help Enterprises Realize Their ESG Goals</b>	<b>November 2022</b>
GBS State of the Market Report 2022: Upward and Onward	Q4 2022
"How-to" Guide to Quantify Value Delivered by GBS Organizations	Q4 2022
State of Play in GBS Change Management	Q4 2022
GBS Capabilities Powering the Insurance Enterprise of the Future	Q4 2022
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