

2012 overall score	2011 overall score	Company	Construction	Message	Contact	Serving society	Serving investors	Serving the media	Serving jobseekers	Serving customers	Total	2011 score	2011 Pos	URL	Country
1	219	Royal Dutch Shell	44	39	9	27	29	22	24	25	219	213	3	http://www.shell.com	UK-Netherlands
2	213	BP	47	36	10	27	26	21	23	23	213	216	2	http://www.bp.com	UK
3	211	Eni	46	38	10	24	27	24	20	22	211	209	4	http://www.eni.it	Italy
3	211	Siemens	39	41	10	25	23	28	23	22	211	217	1	http://www.siemens.com	Germany
5	208	Roche	41	42	9	23	21	25	23	24	208	204	6	http://www.roche.com	Switzerland
6	207	Unilever	46	38	8	25	26	21	23	20	207	206	5	http://www.unilever.com	UK-Netherlands
7	206	British American Tobacco	46	38	10	27	26	21	16	22	206	199	9	http://www.bat.com	UK
8	205	Novartis	51	34	10	24	23	23	21	19	205	199	9	http://www.novartis.com	Switzerland
9	204	BASF	43	34	7	26	24	23	21	26	204	200	12	http://www.basf.com	Germany
10	200	IBM	40	35	7	24	23	24	24	23	200	198	12	http://www.ibm.com	US
11	198	Nestlé	43	37	7	24	24	25	16	22	198	196	14	http://www.nestle.com	Switzerland
12	197	Rio Tinto	43	36	8	24	26	19	21	20	197	194	18	http://www.riotinto.com	Australia-UK
13	196	AstraZeneca	41	37	8	22	25	21	24	18	196	195	15	http://www.astrazeneca.com	UK
13	196	Procter & Gamble	47	34	7	24	20	23	22	19	196	195	15	http://www.pg.com	US
15	195	Daimler	38	36	9	24	22	24	19	23	195	193	13	http://www.daimler.com	Germany
16	193	Chevron	43	38	10	25	24	16	19	18	193	197	13	http://www.chevron.com	US
17	192	Sanofi	47	34	6	23	27	20	15	20	192	188	24	http://www.sanofi.com	France
17	192	Statoil	43	41	3	24	24	22	19	16	192	191	19	http://www.statoil.com	Norway
19	191	General Electric	39	38	8	24	19	19	21	23	191	200	7	http://www.ge.com	US
20	189	Microsoft	33	30	7	20	24	21	26	28	189	190	21	http://www.microsoft.com	US
21	188	Total	42	37	6	26	25	16	19	17	188	186	26	http://www.total.com	France
22	187	Cisco Systems	36	25	8	25	24	26	21	22	187	195	15	http://www.cisco.com	US
22	187	HSBC	41	32	6	22	24	18	20	24	187	180	30	http://www.hsbc.com	UK
22	187	Intel Corporation	34	30	10	24	24	20	23	22	187	200	7	http://www.intel.com	US
25	186	GlaxoSmithKline	46	33	8	23	24	18	20	14	186	191	19	http://www.gsk.com	UK
25	186	Wal-Mart Stores*	41	35	9	20	22	22	16	21	186	199	9	http://www.walmartstores.com	US
27	185	Commonwealth Bank of Australia	40	34	7	23	22	11	23	25	185	182	27	http://www.commbank.com.au	Australia
28	184	Barclays	29	35	7	23	25	20	24	21	184	187	25	http://group.barclays.com	UK
28	184	Coca-Cola*	37	36	10	26	19	18	17	21	184	189	22	http://www.thecocacola.com	US
28	184	E.ON	39	30	8	23	17	23	21	23	184	189	22	http://www.eon.com	Germany
28	184	PepsiCo*	42	32	8	24	20	14	24	24	184	192	8	http://www.pepsico.com	US
28	184	Vodafone	42	35	3	25	27	12	18	22	184	182	27	http://www.vodafone.com	UK
33	183	Google	36	38	9	19	17	15	25	24	183	180	30	http://www.google.com	US
34	182	BNP Paribas	38	35	6	22	24	17	23	17	182	163	49	http://www.bnpparibas.com	France
34	182	Philip Morris International	46	34	7	18	20	19	18	20	182	175	34	http://www.philipmorrisinternational.com	US
36	181	Johnson & Johnson	38	37	5	24	22	9	20	26	181	177	33	http://www.jnj.com	US
37	180	Sberbank of Russia	41	33	8	20	23	17	16	22	180	180	30	http://www.sberbank.ru	Russia
38	176	Pfizer	43	32	8	20	20	16	18	19	176	165	46	http://www.pfizer.com	US
39	175	Gazprom	41	33	8	18	24	22	14	15	175	165	46	http://www.gazprom.com	Russia
39	175	Toyota Motor	40	34	4	22	20	17	17	21	175	170	37	http://www.toyota.co.jp	Japan
41	174	AT&T	38	31	7	20	24	22	24	23	174	179	32	http://www.att.com	US
41	174	Petrobras	32	35	5	24	24	21	17	16	174	161	52	http://www.petrobras.com	Brazil
43	173	Goldman Sachs	35	34	8	22	16	15	24	19	173	172	35	http://www.gs.com	US
44	172	BG Group	36	32	7	18	23	16	23	17	172	172	35	http://www.bggroup.com	UK
44	172	Merck	36	33	9	19	18	15	18	24	172	170	37	http://www.merck.com	US
44	172	Schlumberger	37	32	9	16	19	16	20	23	172	172	35	http://www.slb.com	US
47	170	Ambev*	37	34	7	23	18	17	15	19	170	168	42	http://www.ambev.com.br	Brazil
47	170	Telefonica	43	27	5	20	20	22	11	22	170	168	42	http://www.telefonica.com	Spain
49	169	Apple	35	31	6	18	14	20	19	26	169	161	52	http://www.apple.com	US
49	169	BHP Billiton	36	33	8	16	24	18	21	13	169	170	37	http://www.bhpbilliton.com	Australia
49	169	Hewlett-Packard	21	31	7	25	23	21	16	25	169	170	37	http://www.hp.com	US
52	168	Royal Bank of Canada	31	26	6	24	22	16	19	24	168	171	36	http://www.rbc.com	Canada
53	167	Citigroup	30	27	10	21	23	15	23	18	167	160	56	http://www.citigroup.com	US
53	167	ExxonMobil	44	28	7	21	17	16	14	20	167	169	41	http://www.exxonmobil.com	US
55	166	Oracle	37	30	6	15	19	20	15	24	166	163	49	http://www.oracle.com	US
55	166	Wells Fargo	37	27	5	18	20	13	21	25	166	161	52	http://www.wellsfargo.com	US
57	163	Anheuser-Busch InBev*	32	31	5	23	19	19	15	19	163	166	45	http://www.ab-inbev.com	Belgium
57	163	EDF	31	32	4	19	22	18	17	20	163	159	57	http://www.edf.com	France
57	163	Vale	35	32	5	18	25	23	16	9	163	168	42	http://www.vale.com	Brazil
57	163	Verizon Communications	23	26	8	22	24	22	18	20	163	163	49	http://www.verizon.com	US
61	161	Conoco Phillips	38	33	7	19	17	14	17	16	161	161	49	http://www.conocophillips.com	US
61	161	Samsung Electronics	35	32	6	21	18	15	14	20	161	163	49	http://www.samsung.com	South Korea
63	160	JPMorgan Chase & Co	36	24	9	22	19	11	21	18	160	164	48	http://www.jpmorganchase.com	US
64	158	Banco Santander	36	26	5	21	21	15	13	21	158	151	60	http://www.santander.com	Spain
65	157	GDF Suez	30	33	4	19	22	14	17	18	157	157	59	http://www.gdfsuez.com	France
66	149	Bank of America	18	19	10	22	17	19	24	20	149	146	61	https://www.bankofamerica.com	US
66	149	Industrial & Commercial Bank of China	44	28	6	22	16	8	5	20	149	145	62	http://www.icbc-ltd.com	China
68	149	Itau Unibanco	19	30	7	21	18	13	18	23	149	141	64	http://www.itau.com	Brazil
69	148	LVMH*	33	29	6	16	21	12	14	17	148	148	61	http://www.lvmh.com	France
70	144	Rosneft	36	29	4	15	23	14	13	10	144	144	63	http://www.rosneft.com	Russia
71	142	Saudi Basic Industries	37	30	5	11	11	15	12	21	142	137	65	http://www.sabic.com	Saudi Arabia
72	135	Bank of China	27	23	5	19	15	17	9	17	135	132	67	http://www.boc.cn	China
73	133	China Construction Bank	36	27	6	13	14	8	16	18	133	133	66	http://www.ccb.com	China
74	132	PetroChina	27	31	5	15	18	15	10	11	132	129	69	http://www.petrochina.com.cn	China
75	128	China Life Insurance	29	27	4	11	17	10	12	18	128	126	71	http://www.chinalife.com.cn	China
76	127	China Shenhua Energy	33	32	4	14	19	10	5	10	127	127	70	http://www.shenhuaenergy.com	China
77	124	Agricultural Bank of China	27	27	3	15	11	6	18	17	124	124	71	http://www.abchina.com	China
78	117	Sinopec	25	31	2	13	14	9	9	14	117	118	73	http://www.sinopec.com	China
79	111	América Móvil*	33	28	6	2	17	8	4	13	111	111	74	http://www.americamovil.com	Mexico
80	107	CNOOC	25	24	4	10	15	10	7	12	107	109	74	http://www.cnocncc.com	Hong Kong
81	105	China Mobile*	25	20	4	16	17	10	1	12	105	105	75	http://www.chinamobiletd.com	China

*Serving customers score is proportional to the score for all other metrics (Total other metrics/248 x 32 = Customers)

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