



Corporate Responsibility Policy



Corporate Responsibility Policy of ISS A/S

1. Preamble

As a global company and one of the world's largest private employers with more than 500,000 employees serving more than 100,000 customers in more than 50 countries, ISS influences the lives of many people and has an extensive interface with societies around the globe. Our long-term sustainable business success therefore depends on a high level of corporate responsibility.

2. Our Commitment

ISS has made a strong commitment as a signatory and supporter of the United Nations Global Compact since its inception in 1999. In line with the membership regulations, we are committed to aligning our strategy and business operations with the ten United Nations Global Compact principles on human rights, labour rights, environmental protection and anti-corruption. ISS respects, supports and promotes human rights as stated in the United Nations Universal Declaration of Human Rights and the Fundamental Conventions of the International Labour Organisation. ISS is also committed to comply with the United Nations Guiding Principles on Business and Human Rights and have included our responsibility to respect human rights in our governance and management documents, including the ISS Global People Standards. In terms of climate change, we are committed to reducing greenhouse gas emissions related to our operations.

3. Our Approach to Corporate Responsibility

Our Corporate Responsibility commitment and principles are firmly embedded in our Values, our Code of Conduct, our Leadership Principles and our business strategy "The ISS Way".

4. Corporate Responsibility at ISS

At ISS, Corporate Responsibility means our commitment to contribute to sustainable economic development and responsible business practices by:

Labour & Human Rights

- Giving people an opportunity to enter the labour market;
- Working with our employees and the local community and society at large in improving; employees' lives in ways that support sustainable development and our business;
- Ensuring fair and equal treatment and absence of discrimination and harassment;
- Respecting employees' right to collective bargaining and the right to join trade unions;
- Complying with working time regulations and offering wages and benefits that – as a minimum – comply with local agreements and regulations;
- Avoiding use of child labour as well as forced or compulsory labour;
- Respecting, supporting and promoting human rights as stated in the United Nations Universal Declaration of Human Rights. the Fundamental Conventions of the International La-



bour Organisation and the United Nations Guiding Principles on Business and Human Rights; and

- Pro-actively seeking to identify and mitigate human rights risks in all activities at all levels of the organisation.

Health, Safety, Environment and Climate

- Providing proper working conditions including a safe working environment for our employees;
- Pro-actively seeking to identify and mitigate risks in all activities at all levels of the organisation which might have a negative impact on the health and safety of our employees, the environment or the climate;
- Reducing the environmental and climate impact of our operations by promoting sustainable processes and products including energy and sustainability awareness;
- Conserving natural resources by careful management of our own operations; and
- Increasing energy efficiency and reducing greenhouse gas emissions (GHG) related to our operations.

Business Ethics

- Conducting our business in a lawful manner;
- Competing for business on fair terms and solely on the merits of our services;
- Combating corruption and bribery;
- Carrying out our activities according to principles of good corporate governance; and
- Ensuring that the human rights, social, environmental and ethical commitments of ISS are reflected in dealings with customers, suppliers and other stakeholders.

5. Organisation and reporting

The Group Health, Safety, Environment and Quality and Corporate Responsibility function is responsible for the development of the ISS Group's Corporate Responsibility strategy and works with other Group functions, Regional CEOs and Country Managers in implementing the strategy, as well as required processes for due diligence of ISS' compliance with the commitments set out above and remediation, if needed, throughout our operations and countries.

ISS reports on corporate responsibility annually in accordance with applicable law, including the Danish Financial Statements Act, and applicable standards and rules of the initiatives adhered to by ISS.

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Approved by the Board of Directors of ISS A/S on 1 March 2011 and amended on 22 February 2017.