



## Company announcement

Copenhagen, 27 May 2019

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# Update on partnership with Novartis

ISS (ISS.CO, ISS DC, ISSDY), a leading global provider of facility services, today announced that its current contract with Novartis maturing 31 December 2019 is not likely to be extended.

Revenue generated from Novartis amounted to DKK 2.0 billion in 2018 (2.8% of Group revenue) with an operating margin above Group average. The annualised first year net negative margin impact, including exit related costs, is expected to be 0.1-0.2 percentage points.

ISS expects no material impact in 2019. The outlook for 2019 as well as medium term targets remain unchanged.

To date ISS has successfully extended all other large Key Accounts otherwise maturing during 2018 and 2019, and our commercial momentum continues to be strong.

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### About ISS

ISS helps the world work better. In partnership with customers, ISS drives the engagement and well-being of people, minimises the impact on the environment, and protects and maintains property. ISS brings all of this to life through a unique combination of data, insight and service excellence at offices, factories, airports, hospitals and other locations across the globe. In 2018, ISS Group's global revenue amounted to DKK 73.6 billion. ISS has operations in more than 70 countries with 485,908 employees spread across Europe, Asia-Pacific and the Americas. For more information on the ISS Group, visit [www.issworld.com](http://www.issworld.com)