



ISS Code of Conduct

– Standards for the global operation of ISS

Adopted by the ISS Board of Directors, 16 June 2003
Revised October 2016





THE ISS CODE OF CONDUCT

The ISS Code of Conduct establishes some key principles that apply to all ISS operations and employees of ISS. The principles relate to:

Personal Conduct of Employees
Anti-Corruption and Bribery
Compliance with Competition Laws
Business Partner Relations
Workplace Standards
Corporate Responsibility

The ISS Code of Conduct supports the ISS Values and is supplemented by ISS policies, rules and guidelines.

The ISS Code of Conduct is part of the terms of employment at ISS.

Personal Conduct of Employees

- Employees must comply with the law
- ISS expects its employees to live by the ISS Values: Honesty, Entrepreneurship, Responsibility and Quality
- Where no legislation or rules govern personal conduct, each employee must exercise sound judgement and due care
- Employees must avoid activities that conflict with the interest of ISS and are obliged to disclose a potential conflict of interest to their superior
- Colleagues, customers, and other business partners must be treated with respect and fairness
- Discrimination and harassment, including sexual harassment, are unacceptable at ISS
- ISS employees shall perform their work without the influence of alcohol or drugs
- Whenever in doubt, employees should raise their questions with a superior or another responsible staff member

Anti-Corruption and Bribery

- ISS is against any form of corruption and bribery and committed to combating such practices
- ISS competes for business on fair terms and solely on the merits of its services
- Regardless of local practice, any personal payments, kickbacks or bribes between ISS and customers, suppliers or public servants are strictly prohibited
- It is unacceptable to receive gifts or other gratuities from business partners – unless it is customary in the environment, of modest value and serves a business purpose

Compliance with Competition Laws

- Compliance with all applicable competition rules and regulations lies at the heart of ISS business practice
- ISS does not fix prices, allocate services or divide markets with competitors
- ISS does not collude on tenders with competitors
- ISS does not share information or discuss competitive issues (such as pricing, discounts, bonuses, sales terms etc.) with competitors

Business Partner Relations

- ISS will ensure that its suppliers are familiar with the ISS Supplier Code of Conduct and that its customers and other business partners are familiar with the ISS Code of Conduct
- The ISS service delivery will meet agreed standards for quality, health, safety and environment at customer sites
- Customer privacy is respected and applicable data protected
- Customer complaints are addressed effectively, and they are considered a valuable contribution to constantly ensuring high levels of service

Workplace Standards

- ISS ensures proper working conditions for its employees, including appropriate health and safety standards
- ISS tolerates no form of discrimination against employees in respect of employment and occupation; all employees are entitled to fair and equal treatment
- ISS respects the freedom of association and the right to collective bargaining; all employees have the right to join and form trade unions
- ISS uses no forced or compulsory labour
- In accordance with international conventions, ISS avoids employing children
- ISS offers adequate wages that – as a minimum – comply with local agreements and regulations
- ISS supports the introduction and upholding of minimum wages
- Employees are offered training opportunities relevant to the function they perform
- ISS respects employee privacy and protects applicable data accordingly

Corporate Responsibility

- ISS is a signatory to the United Nations Global Compact and is committed to the ten principles of the Compact
- ISS respects, supports and promotes human rights as stated in the United Nations Declaration of Human Rights and the Core Conventions of the International Labour Organisation
- ISS operates according to principles of good corporate governance
- ISS is committed to continuously reducing adverse environmental effects of its operations
- ISS acts as a good corporate citizen in all societies where it operates
- The social, environmental and ethical commitments of ISS shall be reflected in all dealings with customers, employees, suppliers and other stakeholders



Honesty

We respect

Entrepreneurship

We act

The ISS Values

Responsibility

We care

Quality

We deliver

ISS has adopted a Speak Up Policy to make it possible for employees of ISS, business partners and other stakeholders to report any serious and sensitive concerns in a secure and confidential way.

A Speak Up Guide is available at <http://www.issworld.com/corporate-responsibility/approach-to-cr/speak-up/speak-up-guide> to help you assess if your concern is (a) a local matter that should be reported to your supervisor, manager, local HR/People & Culture director, local legal counsel or local CFO or (b) a serious and sensitive concern that should be reported to Group via a secure and externally hosted reporting system available at the website of ISS in your country or at <http://www.issworld.com/corporate-responsibility/approach-to-cr/speak-up> or via a telephone hotline +44 2036301701.

You can also directly contact:

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All inquiries will be treated confidentially and in accordance with the Speak Up Policy.

