



Diversity and Inclusion Policy



Group Policy on Diversity and Inclusion of ISS Group

1. Preamble and Purpose

As a global company and one of the world's largest private employers, ISS influences the lives of millions of people across the globe, every single day. Our employees are considered a vital asset in our long-term sustainable business success and we recognize that our diverse workforce is a key competitive advantage in the facility management and workplace experience industry.

At ISS, we aim for an inclusive culture where everyone feels valued, engaged and respected, and where everyone is treated fairly and equally. Inclusion at ISS is about empowering people to contribute with their unique skills and perspectives i.e. bringing not only people from diverse race, gender, sexual orientation, culture, ethnicity, physical ability, religious backgrounds, but also personality or diversity of thought for the benefit of organizational performance and business outcomes. We employ people from more than 150 countries in the world, from a myriad of cultures, from various backgrounds, and speaking a symphony of languages all working as one team to achieve one purpose - "Connecting people and places to make the world work better".

The purpose of this Group Policy on Diversity and Inclusion ("Policy") is to ensure that we have a common global framework and governance to support our commitment to a global diversity and inclusion agenda.

Our Diversity & Inclusion aspiration goes beyond the boundaries of ISS; We commit to empower people and organizations to live their full potential through:

- Providing fairness and equality at work
- Inspiring people through the diversity of thought
- Creating places that foster inclusiveness

2. Diversity and Inclusion at ISS

Diversity

Diversity is about individual differences and acknowledging the unique blend of knowledge, skills and perspectives people bring to the workplace. Diversity can include characteristics such as cultural background and ethnicity, nationality, race, age, gender, gender identity, physical ability, sexual orientation, religious beliefs, language and education. Diversity also includes characteristics such as professional skills, working style, location and life experiences. Diversity is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity each individual brings to the benefit of our business.

Inclusion

At ISS, we aim for an inclusive culture where everyone feels valued, engaged and respected, and where everyone is treated fairly and equally. Inclusion is about empowering people to contribute with their unique skills and perspectives for the benefit of organizational performance and business outcomes and to ensure all feel they belong at ISS.

Employee commitment

Every employee who works at ISS is responsible for behaving in accordance with ISS' commitment to Diversity and Inclusion at all times and for co-creating our inclusive culture. Everyone is responsible for making sure that Diversity and Inclusion are effectively incorporated into decision making and the management of business activities.



3. Our Commitment and Approach

ISS is committed to promoting and driving a culture that actively values Diversity and Inclusion at all levels of the organisation and that provides an environment of equal opportunity. We are committed, to achieving and maintaining a workforce which broadly reflects the local communities in which the businesses operate. We recognise the benefits of Diversity and Inclusion such as improved performance, greater innovation, retention and attraction of talent and improved employee engagement and well-being.

Furthermore, ISS supports the United Nations' Standards of Conduct for Business in tackling discrimination against Lesbian, Gay, Bi, Trans, & Intersex People (LGBTI). ISS is committed to support LGBTI employees at work and to eliminate all kind of discrimination against LGBTI employees, -customers and -suppliers.

ISS's global approach to Diversity and Inclusion commitment and principles are firmly embedded in our:

- Our Values
- Code of Conduct
- Global People Standards
- Our commitment to the UN Global Compact
- Our commitment to respect human rights according to the UN Guiding Principles on Business and Human Rights
- Our global framework of labour relations policies that form part of our internal governance framework and apply to our employees globally
- Our Environmental, Social and Governance (ESG) Framework and targets

4. Organisation and reporting

The ISS Diversity and Inclusion and Belonging Strategy is part of Group's Corporate Responsibility and Sustainability strategy.

ISS reports annually on its progress on the Diversity and Inclusion and Belonging strategy in the Group Corporate Responsibility Report or Annual Report, as applicable.

Approved by the Executive Group Management of the ISS Group on 4 September 4 2020 and amended on 23 March 2022.