

ISS GROUP



# Diversity, Inclusion & Belonging Policy



# Group Policy on Diversity, Inclusion & Belonging of ISS Group

## 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 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, Inclusion & Belonging ("Policy") is to ensure that we have a common global framework and governance to support our commitment to a global diversity, inclusion & Belonging agenda.

Our Diversity, Inclusion & Belonging 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

## Our commitment and approach

ISS is committed to promoting and driving a culture that actively values Diversity and Inclusion at all levels of the organization 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 recognize 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' global approach to Diversity and Inclusion commitment and principles are firmly embedded in:**

- Our Values
- Our Code of Conduct
- Our 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

## Company of Belonging

ISS has a cultural ambition to become the global 'Company of Belonging'.

## 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.

Our strategic approach to Diversity & Inclusion is focused on the following:

- Generations & Age
- Cultures, Race & Ethnicity
- Pride
- Abilities
- Gender balance

### Gender diversity and global diversity target

In ISS, some of our management levels reflect that we operate in a traditionally male dominated and global industry. Therefore, our focus has been on increasing equal gender representation at these management levels of our organisation, and as we move forward, we are focussing on maintaining gender diversity and building a culture of inclusion for all employees in our organisation across five dimensions of inclusion, including gender balance.

ISS has a global diversity target of achieving 40% gender balance in corporate leadership by 2025.

In order to promote, facilitate and increase the number of women in ISS' corporate leadership, ISS will pursue the following objectives:

- Increase percentage of women in corporate leadership as vacancies arise, subject to identification of candidates with relevant skills, and in this connection ensure that engaged search and selection firms are requested to identify female candidates for such positions. All internal and external searches for vacant positions shall include at least one female candidate on the short list, subject to identification of candidates with relevant skills and use of balanced pipeline and balanced interview panel.
- Develop succession planning with the aim of identifying gender balanced successors for corporate leadership positions by building and developing balanced pipeline.
- Ensure strong representation of gender balanced participants at ISS' leadership development and ensure this by using cognitive diversity insights and mentorship and sponsorship opportunities.

- Actively engage with comparative companies and external bodies promoting women in leadership as well as engaging with our Gender Balance ERG and develop global learning and awareness on gender balance at all levels.
- Maintain the Diversity and Inclusion Committee to the Executive Group Management, which actively promotes and monitors diversity, including gender diversity. The Diversity and Inclusion Committee reports to the Executive Group Management on a regular basis.

### **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 cocreating 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.

## Organization and reporting

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

ISS reports annually on its progress on the Diversity, Inclusion and Belonging strategy in the

Group Corporate Responsibility Report or Annual Report, as applicable.

Approved by the Board Directors of ISS A/S on 14 December 2022.