



ISS GROUP

Communication and Stakeholder Policy



Communication and Stakeholder Policy of ISS A/S

This Communication and Stakeholder Policy is the basis on which ISS engages with our stakeholders and is an integrated part of the way we do business.

ISS' key stakeholders include our investors, our customers, suppliers and business partners, our employees, local authorities, communities, society and the media. We believe that by considering our stakeholders in our decision-making process, our solutions and performance will be better and more successful.

In our engagement with our stakeholders, we will apply the following communication principles:

- Being consistent with our core values and the OneISS strategy
- Being open, accessible and honest
- Treating our stakeholders with fairness and respect
- Basing our decision-making on dialogue with our key stakeholders
- Listening and communicating adequately and timely with relevant stakeholders
- Being clear and understandable

We use English as primary language for communicating with our internal and external stakeholders in announcements, press releases, communications material as well as on social media.

Our commitments towards our key stakeholders are as follows

Investors and analysts

- We will ensure adequate and equal access to relevant information by communicating to the financial markets in an accurate, timely and high-quality manner to facilitate regular trading and a fair pricing of ISS's shares and other financial instruments, if any
- We operate according to good corporate governance principles
- We always comply with the rules and regulations for companies listed on Nasdaq Copenhagen and rules applicable to ISS financial instruments traded on other financial markets

Customers, suppliers and business partners

- We are committed to providing excellent customer service and to drive superior value for all stakeholders to become the most respected global leader in integrated facility services
- We compete for business on fair terms and solely on the merits of the services
- We endeavour to address inquiries, feedback and complaints effectively, and such inquiries, feedback and complaints are considered valuable contributions to constantly ensuring high levels of service
- We strive to build mutually beneficial relationships with our customers, suppliers and other business partners and being a reliable and engaged partner



Employees and unions

- We are committed to ensuring a safe, diverse and inclusive workplace
- We care for our people and want to provide them with opportunities to develop into the best they can be
- We strive to create opportunities for people to enter the labour market
- We will attract, develop and retain competent people by having a workplace culture based on our values and purpose
- We respect our employees' freedom of association and the right to collective bargaining
- We will ensure that our employees know how they can contribute to ISS' business and strategy
- We will not tolerate discrimination and harassment at ISS
- We are committed to fair and equal treatment of our employees
- We strive to maintain a good relationship and communication with works councils (such as the European Works Council), unions and union representatives at national, regional and global level on matters pertaining to our employees

Media

- We seek an open and proactive dialogue with the media
 - We aim to have a clear profile and high visibility in the public domain on matters that are core to our business and the OneISS strategy
 - We are responsive and address enquiries efficiently
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Authorities, communities and society

- We are strongly committed to contributing to a fair and inclusive society wherever we operate
- We conduct our business in a lawful and ethical manner
- We maintain good relations with the surrounding communities and society through involvement and open communication



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