

ISS GROUP

ISS Code of Conduct

Standards for the global operations of ISS



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.

ISS has adopted a Speak Up Policy and a secure and confidential channel for reporting concerns, including violation of the ISS Code of Conduct.

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

Our purpose:

Connecting people and places to make the world work better

Personal Conduct of Employees

- Employees must comply with the law
- ISS expects its employees to live by the ISS Values: Unity, Honesty, Responsibility, Entrepreneurship 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 dignity, respect, fairness and inclusion
- 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
- Any gifts or entertainment given or received as part of ISS' normal business interaction with customers, suppliers and other third parties must not be intended to secure an improper advantage and shall be appropriate under the circumstances, reasonable in value and shall adhere to the principles and limitations set out in the ISS Gifts & Entertainment Standard

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 requires its suppliers to be compliant with the ISS Supplier Code of Conduct and ensures that 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, and diversity and inclusion 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

Global People Standards

- ISS ensures proper working conditions for its employees, including appropriate health, safety and wellbeing standards and a diverse and inclusive culture
- All employees are entitled to fair and equal treatment; ISS tolerates no form of discrimination against employees in respect of employment and occupation including cultural background and ethnicity, race, age, gender, gender identity, disability, sexual orientation, religious beliefs, language and education
- ISS respects the freedom of association and the right to collective bargaining; all employees have the right to join and form trade unions
- ISS prohibits the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude
- ISS does not allow child labour
- ISS offers adequate wages that – as a minimum – comply with local agreements and regulations, and ISS supports the introduction of living wages
- All employees are offered training opportunities relevant to the function they perform
- ISS respects employee privacy and protects applicable data accordingly

Corporate Responsibility and Sustainability

- ISS acts as a good corporate citizen in all societies where it operates
- 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 is committed to comply with the United Nations Guiding Principles on Business and Human Rights
- ISS is committed to reducing greenhouse gas emissions related to our operations and continuously reducing adverse environmental effects of its operations
- ISS reflects Environmental, Social and Governance (ESG) commitments in all dealings with customers, employees, suppliers and other stakeholders

The ISS Values

Unity

We trust each other and believe in creating equality, inclusion and a sense of belonging for all – a culture where everyone can be their authentic selves. That includes building diverse talent and teams, creating space for collaboration, as well as leaning on and learning from one another. We know that when we act together, we deliver a better experience for our customers and their communities. Only together and united, can we deliver on our purpose.

Honesty

At ISS, we have a proud heritage of fairness, equality and inclusion. Every day, we strive to create a culture of open communication and collaboration, where differences and individual contributions are respected and celebrated.

Responsibility

The health and well-being of our people and those we serve is our number one priority. We want our people to be happy, to feel valued and to thrive. This means putting all our efforts into creating safe and nurturing working environments and enhancing the communities we work within.

Entrepreneurship

At ISS, we lead by example. That means empowering people to act and innovate, suggesting improvements and better ways of working and calling out behaviour which undermines our values. Our people know they are empowered to do the right thing.

Quality

Our people are part of one big global family that all share the same purpose – connecting people and places to make the world work better. We provide a skilled, empowered and motivated workforce who seek to deliver the highest standards 24/7, 365 days a year.

To ensure good corporate governance ISS has adopted a number of compliance policies and standards some of which can be found [here](#).

ISS has adopted a Speak Up Policy to provide a secure and confidential channel for reporting concerns.

The Speak Up Policy is available [here](#) (EN) and in other languages [here](#). If you want to learn more about the Speak Up go to Responsible Business Conduct & Speak Up [here](#).

If you are an employee, customer, business partner or other stakeholder and believe there is a breach of the ISS Code of Conduct, our policies or relevant laws and regulations, we encourage you to speak up and report this.

Depending on the nature and seriousness of the concern, you can address your concern first with your supervisor or manager, local Head of People & Culture, local Legal Director, or local CFO.

The Speak Up system is hosted by an independent third-party. The Speak Up system can be accessed through your local company website in your local language as well as on the Group ISS World Services website [here](#).

YOU CAN ALSO DIRECTLY CONTACT

Head of Group Internal Audit

ISS World Services A/S
Buddingevej 197, DK-2860 Søborg, Denmark
Email: issgi-speakup-all@group.issworld.com
Telephone: +45 3817 0000

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

DOCUMENT CONTROL

Document version: 2.1
Document location: <https://opf.issworld.com/policies-standards/group-legal/regulatory-compliance/code-of-conduct>
Last updated: March 2023
Approved by: Executive Group Management Board and Board of Directors
Responsible: Group Legal
Next review: March 2024