



# The Power of the Human Touch



A woman with short blonde hair and glasses, wearing a dark blue uniform with a light blue and white striped scarf, is smiling. She is standing in an airport terminal, with a metal railing and a window in the background. The scarf has a small logo on it.

“Welcome to a world  
of service”

**ROSEMARIE ALFORD**  
Customer Service Ambassador,  
Airport in Western Australia



# We want to be the world's greatest service organisation

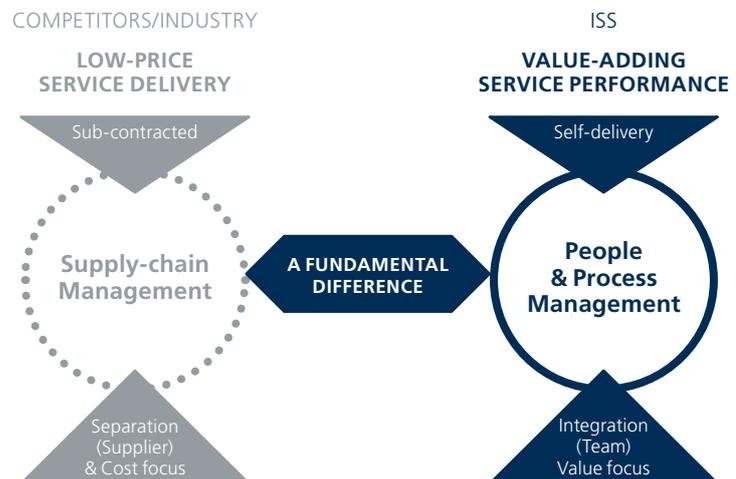
To ISS, this means we care for your business as if it were our own. When we enter into a new relationship, we make a big effort to understand your business and align with it – and then train and support our employees to make a difference in your organisation, day in and day out.

We continuously aim for improved service performance that facilitates your purpose through people empowerment. That is our value proposition. Because, in the end, we want our people to take care of your people, your customers, and your facilities – so that you can focus on what you do best.

In this publication you will discover how we can support you with great outsourcing services tailored to your needs, and how it is not simply about the tools, techniques and processes: first and foremost, it is about how we are empowering people.

## The ISS model – adding value to your business

Our approach is to utilise our people to deliver better services, thereby providing savings through synergies and efficiencies. Too often, our competitors utilise contractors and supply chain, providing savings by delivering less service. That is a fundamental difference.



# Our people are the foundation

ISS is a people company. We focus on recruiting the right people to take care of your business.

What sets us apart is our ability to deliver services with our own staff. This allows us to build a team of well trained, empowered and well rewarded employees to constantly exceed your expectations. We call this bringing the 'Power of the Human Touch'. We have complete control over delivery, performance and efficiency, and can easily adapt to your changing needs.

With years of experience training and managing thousands of service professionals across the world, ISS has designed unique processes and programs to get the best out of this great pool of talent.

## CUSTOMER SERVICE TRAINING

Our vision is to become the world's greatest service organisation, so we have created a training program to support the customer experience, called 'Service with a Human Touch'.

We understand that great service begins with understanding customer needs and adapting behaviour to meet them. Delivering services which minimise disruption to your business, yet meet your needs is an important part of what we provide. 'Service with a Human Touch' trains our staff to be observant, keep customers informed, be proactive and make every service experience memorable.

With over 1,000 people already trained in Australia, we are finding it makes a huge difference to employee mindset.

SERVICE WITH A  
*Human Touch*

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# 13,000

ISS employees  
in Australia

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# +50

ISS employee  
NPS score

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2014 ISS Australia Employee Engagement Survey

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ISS Australia CSIA Graduates

# Empowered employees, satisfied customers

## EMPLOYEE ENGAGEMENT

As a people business, we continuously make sure that our employees are happy and engaged, as we know that being motivated is crucial to good performance. They understand why they are providing services, not just what they need to do. We pay fairly, give regular feedback, and provide skills and customer service training.

We also run a recognition program, called the Working HERO Awards, based on the ISS values of Honesty, Entrepreneurship, Respect and Our Quality. The HERO program rewards and shares great stories of when our employees safely deliver great service. We've created a culture of engaged employees willing to go the extra mile to deliver great service experiences.

Reward and recognition are critical elements of our engagement strategy. Over half of our workforce gave us feedback in the 2014 Employee Engagement Survey, with a Net Promoter Score of +50. We believe that engaged and empowered employees create satisfied customers, and our employee and customer survey NPS data correlates to support this. And by keeping your employees, visitors or patients satisfied, though the 'Power of The Human Touch' – we facilitate the efficiency and productivity of your business too.

## WORLD LEADER IN OUTSOURCING

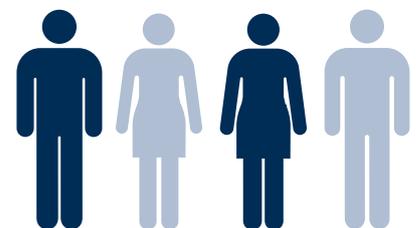
Our people management and service delivery skills have been recognised globally in recent years. We were named the IAOP 'World's Best Outsourcing Service Provider' two years running and

have won Frost & Sullivan 'Integrated Facilities Management Company of the Year' in 2014. We have also won back-to-back CSIA Customer Service Awards for the last two years. This external recognition of our capability should provide reassurance and a wealth of best practice to draw from.

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## Training of employees

**In Australia, ISS deliver over 10,000 training hours per month.**



# Integration that creates value

Whether you are looking for a single service such as cleaning or an integrated solution featuring multiple services, our efficient way of working provides consistent high quality results.

An Integrated Facility Service solution generates workflow synergies that, together with management optimisation, create value.

## WORKING TOGETHER PROVIDES BETTER SERVICE

Duplications often occur when a business employs a catering supplier, maintenance company and cleaning contractor, for example.

These individuals have no incentive to work together or share information.

The integrated approach eliminates barriers between these service functions, and works as one team, improving effectiveness, motivation and quality of service.

By reducing the number of subcontractors, an IFS solution can reduce fixed costs and free up your time and resources, whilst improving quality. Moving to just one layer of management creates an efficient process and one central point of contact.

Your assigned Key Account Manager is empowered to act, making the integrated approach both flexible and effective.

Our Change Management Process manages aspects of getting employees and the organisation ready to change from an in-house or subcontractor approach, and supports them during the process itself.

Motivated people, delivering multiple services together as one team, and a continual focus on processes, results in cost-reductions from synergies and integration.



### A. IMPROVEMENTS IN EACH SERVICE AREA

People, planning and an optimal solution create efficiency and a consistent high-quality service:

- ISS specialises in developing processes and methods
- A large-scale operation reduces costs and optimises procurement
- ISS follows best practices and makes continual improvements
- ISS focuses on innovation and international development

### B. SYNERGIES BETWEEN SERVICES

Cooperation, team spirit and voluntary mobility across work areas enhance flexibility and job satisfaction:

- Multi-tasking employees have higher job satisfaction and retention rates and more consistent quality
- It is simple to scale the service level up or down
- ISS employees are committed to the entire workplace and the entire ISS team

### C. SYNERGIES BETWEEN CLIENTS

Know-how and best practices generate horizontal knowledge transfer between industries. Different clients can benefit from the same operational set-up:

- Specialist functions are shared between several client sites, for example engineers and technical staff
- Clients in the same geographical area can take advantage of the same service solutions

### D. SYNERGIES WITHIN MANAGEMENT

A transparent and streamlined value chain makes management more efficient and eliminates duplicated functions:

- A single point of contact shortens and optimises lines of communication
- Account Managers are supported by off-site single-service experts and back-office functions
- Pricing risks are eliminated through transparent, planned processes

# The ISS approach to integrated services

We have a flexible operational model, so you can change our scope of services to meet your business needs as you evolve.

## **INTEGRATION IS OUR STRONGEST ADVANTAGE**

Designing processes that not only optimise the way your core business is supported, but also fit seamlessly into other processes, is the key to success. Our ability to integrate service solutions is one of our strongest advantages, and our experience from global clients, where we provide multiple services across hundreds of locations, ensures we maximise the productivity of your operation.

## **WORK SMARTER BY PLANNING SCHEDULES**

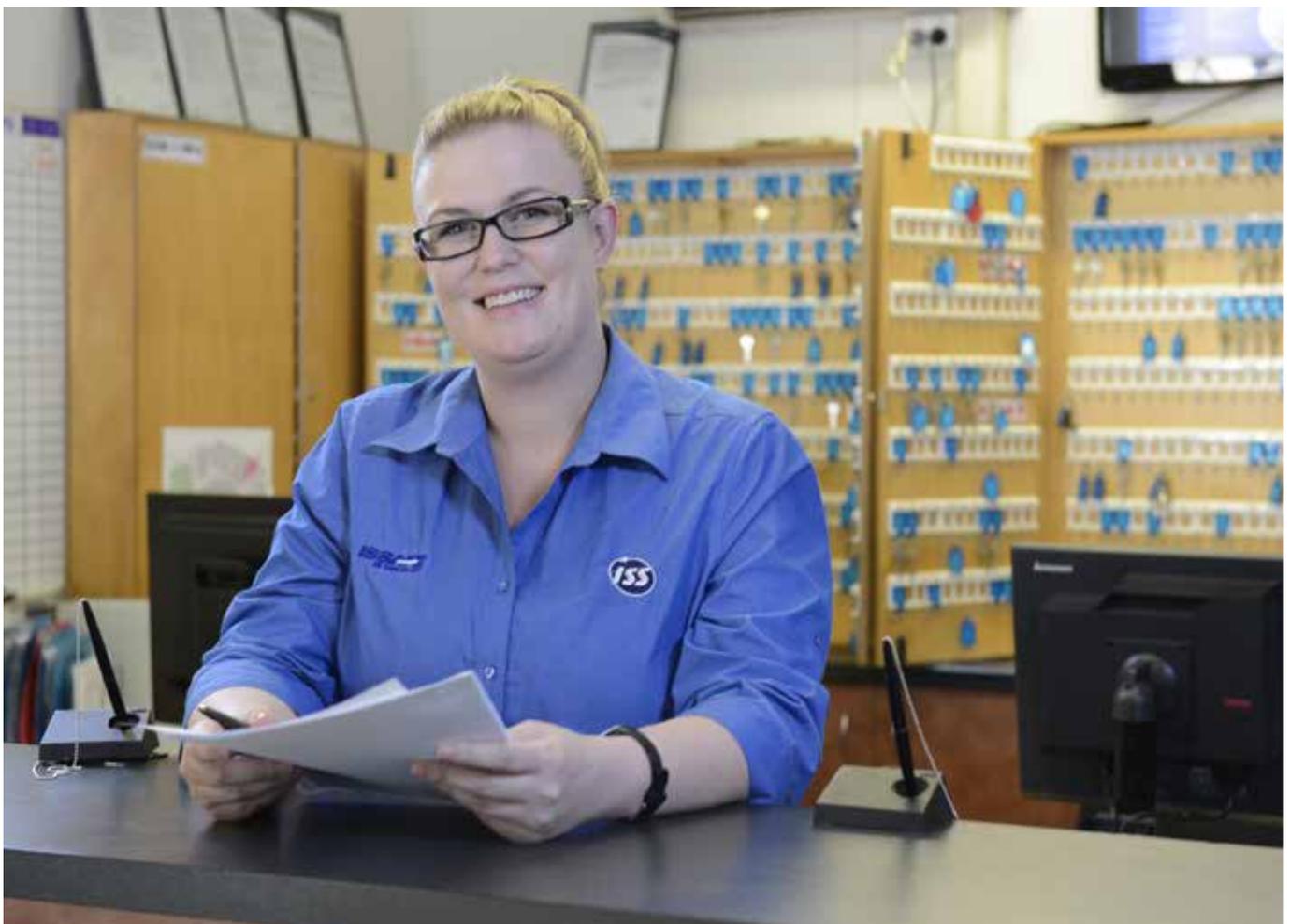
There are countless opportunities to break down traditional boundaries – without compromising consistency or quality.

It is not a question of working harder – just working smarter. For example, a cleaner might supplement a daily cleaning routine by watering plants or delivering mail. The secret is in planning the work and the seamless integration of the service staff.

## **TEAMWORK WITH PURPOSE IS VITAL**

An integrated model only works if you have the right people in your team, if they are motivated to work together and understand the benefits to them. It's important that they are familiar with the building they're working in, they know and understand the customer and are fully aware of all the services we deliver.

We train our teams to understand your facility, and more importantly, your vision. We then explain their role in helping you achieve that vision, so that they have pride and purpose in the services they provide.



# ISS Services in Australia

## Aviation and Transport Sector

ISS is the largest provider of aviation screening services in Australia and has long term partnerships with 17 of the country's major airports and airlines. With a presence in every state, we screen over 80 million passengers annually and clean facilities for major airports.

We provide security, passenger screening, baggage screening, kerbside management, concierge and cleaning services. We understand the complexities of

working both airside and landside in terms of compliance and regulations, with excellent government audit scores as evidence.

Our teams are trained in customer service and understand their role in providing a safe journey. Our innovative Service Intelligence system provides real time data to reduce queue wait times, cleaning response times and help our clients provide better passenger experiences.



## Education Sector

Over 1,400 schools in NSW are cleaned by ISS every week, and we support over 17 Australian Universities and 25 TAFEs. Our role as a service provider is to give tertiary institutions additional value that they can divert back into education.

From these contracts we have developed flexible cleaning schedules that adapt to timetabling, with major cleans and maintenance conducted outside of exam periods to minimise disruption.

Our services can be provided across all facets of the tertiary environment from lecture theatres, libraries, tutorial rooms, cafe/bars, student accommodation, to gyms and pool areas.

We provide daily or periodical cleans, hygiene services for washrooms, housekeeping for student accommodation, property services and grounds maintenance. Many institutions are long term customers of ISS where we are embedded into the daily life of the facility.



## Health Sector

ISS has over 2,000 employees directly employed across over 25 public and private hospitals. We support over 3,550 hospital beds in Australia. Our teams provide non-clinical services, so clinicians can focus on patient centred care.

From the moment a patient arrives, our ISS teams can support them. ISS staff greet them at reception; ISS Porters transport them to wards; ISS Helpdesk takes their nurses requests; and they are operated on in a theatre cleaned by ISS.

Whilst they sleep our maintenance teams ensure plant and equipment run efficiently. When they wake up, ISS Chefs prepare them a nutritious meal and our Ward Support staff delivers it with a smile. We support every element of the patient journey.

Our experienced health teams serve 1.5 million meals a year, move over 15,000 patients per month, distribute 12 tonnes of linen per day and clean 125 operating theatres daily.





“My role clears the way for students to learn”

ANDREW NEAVE  
Cleaning Supervisor, Major University in Queensland

# ISS Services in Australia

## Resources Sector

ISS has had a presence in resources since 2008 and currently services all the major mining companies. Our remote hospitality division employs over 850 staff and manages 17 mining villages in WA and QLD, and provides maintenance services to 2,000+ houses in 3 QLD townships.

We recognise the importance of creating the best village experience to attract and retain a productive workforce. Our employees provide a welcoming service, supporting workers who are often a long

way from home and family. We directly employ service specialists to ensure your people are well fed, rested and feel looked after to maximise their productivity, increase their engagement and reduce turnover.

We manage entire villages, providing all services with our own staff which includes; accommodation, transport, cleaning, laundry, catering, bar, retail, maintenance, grounds, pest control, lifestyle and leisure services.



## Business and Industry Sector

Many customers in this sector seek global or regional solutions. ISS has a number of global business and IT customers, which we service in Australia, including HP, Citibank and Barclays.

These are blue chip companies who want consistent service across borders, protection of their brand and high service levels, which only ISS can provide.

For industry, we provide a range of commercial cleaning services, in critical

environments like food production, as well as keeping high rise commercial buildings functioning for global businesses.

Our services include cleaning, maintenance, reception, catering and grounds services. We also manage data centres and provide project works specialists for managing refurbishments and construction.

We have dedicated teams for each customer, who are closely engaged with their ISS counterparts across the world.



## Government Sector

ISS provide cleaning services for many government departments and we manage Open Space for a number of regional councils, keeping their lawns mowed and roadways safe for users.

We also manage all the facilities of the Foreign Commonwealth Office, including cleaning, reception, maintenance and project management for refurbishments.

We are trusted to provide value for

Government agencies, and they get reassurance they are dealing with a reputable business with fair remuneration who look after the welfare of employees.

ISS is one of the largest cleaning companies in the world, with a proven and sustainable Cleaning Excellence program. For Government agencies wishing to enhance their assets and protect their reputation, we provide value whilst lowering impact on the environment.





“I know how important fresh sheets are after a long day at work”

**MARILOU LOPEZ**  
Housekeeper, Pilbara Mining Village in  
Western Australia



“My work involves portering, but it’s all about helping people feel better”

**JOHN ANTROBUS**  
Supervisor, Major Hospital in South Australia

# Client case studies

We pride ourselves on our partnership approach, working to understand our customer's needs. We have years of experience in helping customers focus on their core business, by making their non-core jobs our speciality. Here are two examples of our partnership approach with customers in Australia.

## Lyell McEwin Hospital, SA

Lyell McEwin Hospital (LMH) is a 299-bed acute teaching hospital affiliated with the University of Adelaide and South Australia and is located 45 minutes north of the city. The hospital provides General Medicine, Emergency Medicine, General Surgery, Obstetrics and Gynaecology, Women's Health, Paediatrics and a 60-bed Mental Health Unit.

ISS Australia provides an integrated service delivery model, which was developed in conjunction with the customer. Services include scheduled and periodical cleaning services, distribution, ward support, portering, security, grounds maintenance, pest control, waste management, and hygiene services.

The strong relationship with the hospital has led to a number of joint initiatives, including a new Ward Support model, implementation of the CARPS task management system and a collaborative approach to the selection of equipment.



“Lyell McEwin Hospital recommends ISS as a reliable partner in the provision of Hotel Support Services. ISS’ management and staff have the ability to work efficiently and effectively with all our departments and have gained the trust and respect of hospital staff and executive management. Over the years, they have proven their capacity to deliver the necessary flexibility and quality services to respond to the ever-changing needs within the Health sector environment.”

Brett Thompson, General Manager  
Lyell McEwin Hospital

## Edith Cowan University, WA

ISS provides comprehensive cleaning and waste management services to both Edith Cowan University campuses at Joondalup and Mt Lawley.

The contract includes external and internal cleaning for the buildings and numerous campus facilities, ranging from the highly regarded West Australian Academy of Performing Arts to the new engineering building which is focused on the construction of motor racing cars.

ISS Australia has provided cleaning services to the University since 2005 and has

recently been awarded a ten-year service agreement, the first of its kind in WA.

The ISS’ Cleaning Excellence Programme has been fully implemented, resulting in robust environmental and sustainable benefits such as a reduction in water and chemical use.

ISS Australia and ECU are working towards implementing a Waste Management Strategy which will capture and measure quantifiable data to validate the reduction of recyclable materials sent to landfill.

Both parties are finalising plans to re-engineer night cleaning services to day cleaning services, thus reducing the reliance on electricity for night lighting.

“ISS has demonstrated they have the motivation, commitment and systems to actively help ECU achieve its environmental goals related to Cleaning and Waste Services.”

John Hayes, Manager - Campus Services  
Edith Cowan University

# Employee case studies

What sets us apart at ISS is the quality of our people and the empowerment we give them to provide great service. Access to great training, and opportunities to progress means our retention rates are strong, allowing us to exceed customer expectations - every day.

## George Kartsaklis, VIC

George first joined ISS as an apprentice chef, working at the 688-bed Alfred Hospital in Melbourne. Following his 4th-year apprenticeship, George became head-chef and later Assistant Manager of the hospital's busy food service's department.

When ISS won the Eastern Health contract, George chose to further his career at the Peter James Centre (part of the Eastern Health Portfolio). There he took on the position of Catering Manager, in charge of all catering operations at the aged-care facility. During this time, George underwent formal training courses supported by ISS including a Diploma in

Frontline Management and Certificate IV in Training & Assessment, to further his management capabilities.

These courses coupled with his extensive operational experience, helped George successfully transition into his next role - ISS' Site Manager for the entire PJC contract. Following 10 years with the Peter James Centre, George was identified by ISS management as an ideal candidate to operate the food services department at Box Hill Hospital. Starting in June 2014, George stepped into the role of Facility Service Manager – Catering, and is continuing to advance his career at ISS and in the Health industry.



**GEORGE KARTSAKLIS**  
Facility Services Manager

"I really appreciate the support, opportunities and challenges that ISS has given me over the years."

## Megan Webb, NSW

Megan started with ISS in October 2012 as the Human Resources Manager at the Royal North Shore Hospital PPP. It was a challenging environment and Megan was an integral member of the hospital team. At the time she joined, transition into the new hospital was imminent, and Megan worked closely with the Soft FM Manager to erect a strong leadership team and culture at the hospital.

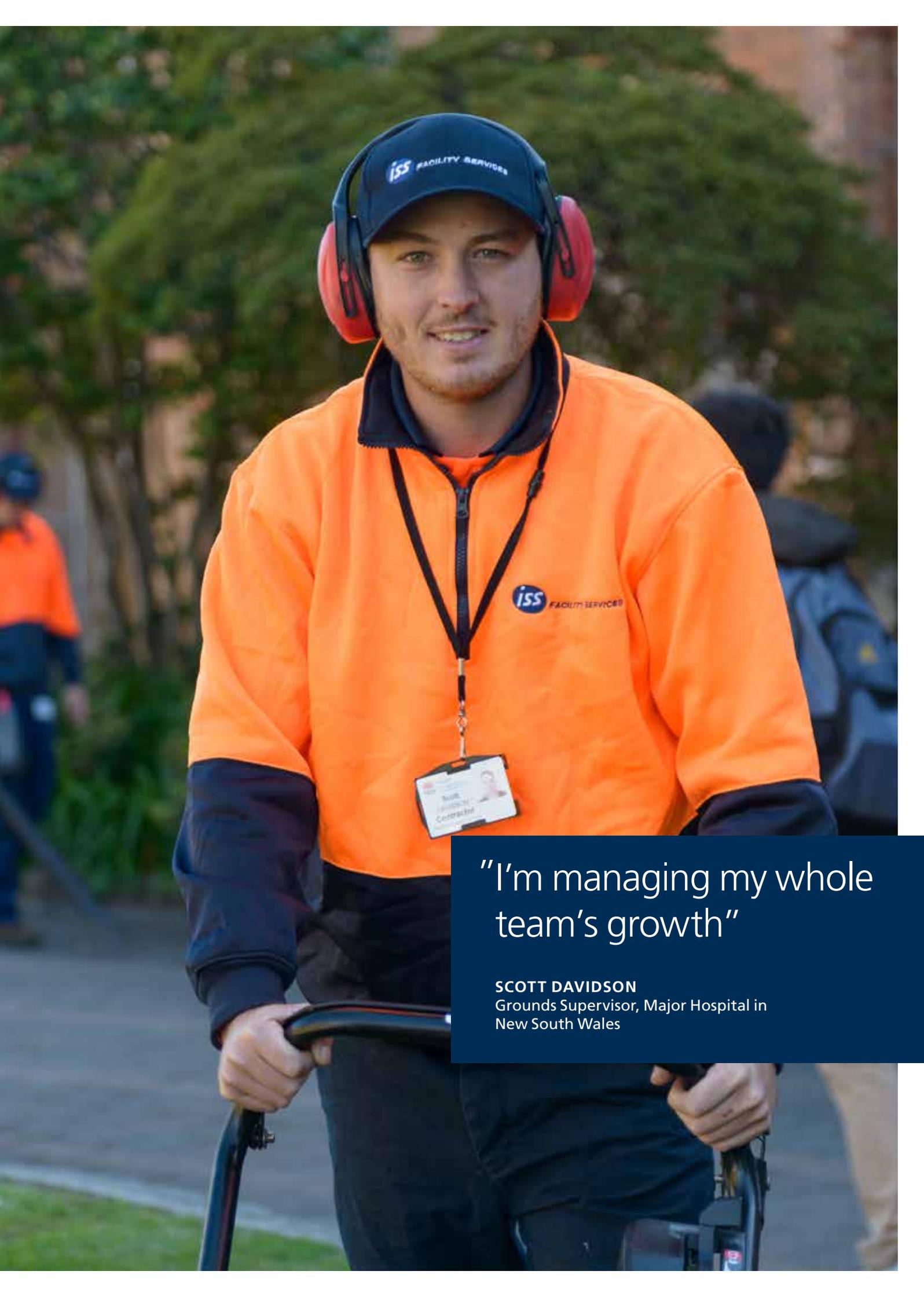
Due to Megan's success at Royal North Shore Hospital, she was offered a position in the Global Corporate Clients division as

the Regional Manager - Hewlett Packard. In this new role, Megan is responsible for the day-to-day operations of the HP sites in Australia and New Zealand, ensuring the quality and consistency of services.

"I was very happy to accept this new role, as when I joined ISS I said I wanted career progression! ISS has allowed me to pursue my career goals and thrive."



**MEGAN WEBB**  
Regional Operations Manager



“I’m managing my whole team’s growth”

**SCOTT DAVIDSON**

Grounds Supervisor, Major Hospital in  
New South Wales

## ISS - A WORLD OF SERVICE

ISS operates in six main services areas; facility management, cleaning, support, property, catering and security services. We are world leaders in all of them, but the real advantage of ISS is when we integrate several services into a tailored solution to suit the needs of your facility, your staff and customers.

To learn more about what we can do for you, please visit [www.au.issworld.com](http://www.au.issworld.com)

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*THE POWER OF THE HUMAN TOUCH*

