

IMPACT

ISS FOUNDATION



ISS IMPACT FOUNDATION

www.au.issworld.com



ISS Pacific operates across diverse workplaces throughout Australia and New Zealand, including airports, defence bases, hospitals, offices, mining villages and education facilities. This work connects us deeply to the communities we serve and to the broader networks that support them. With these connections comes a responsibility that extends beyond the workplace.

The ISS IMPACT Foundation transforms that responsibility into meaningful action, demonstrating our commitment as a good corporate citizen to social sustainability and to building resilient, inclusive communities which also reflect the amazing diversity of our Placemakers. Further, the ISS IMPACT Foundation is both aligned to our values and the commitments made through our Employee Experience Strategy.



Contents

Acknowledgment of Country	4
CEO Forward	5
IMPACT Purpose Statement	6
ISS Values	8
Meet our IMPACT Team	10
Governance Framework	11
Integrating Employee Salary Donations & Business Contributions	12
ISS Impact Foundation Pillars	14
ISS' Journey so far	16
Closing Statement	18



ACKNOWLEDGEMENT OF COUNTRY

ISS respectfully acknowledges the First Nations Peoples, Traditional Owners and Custodians of the land, waters and communities on which ISS business takes place.

We acknowledge the continuing connection Aboriginal and Torres Strait Islander Peoples have to Country and the strength and knowledge that they bring to our community.

We pay our respects to Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander Peoples.

We recognise the importance of First Nations leadership and collaboration, and we commit to building the cultural capability of our company through meaningful engagement and shared learning.



Foreword from the CEO

ISS IMPACT FOUNDATION

It is with great pride that I introduce the ISS IMPACT Foundation –an important milestone in how we support our people and the communities connected to our work. As a business built on human connection, service, and trust, we have always understood that our responsibility extends far beyond the workplace. The launch of this Foundation brings that commitment to life in a more intentional and coordinated way.

The ISS IMPACT Foundation is a unified platform for action, through which ISS Pacific will direct our efforts and financial resources to create meaningful, lasting outcomes for those who need them most. It reinforces our dedication to being good corporate citizens and demonstrates our deep commitment to social sustainability. Through IMPACT, we acknowledge the profound role we play in supporting the wellbeing, resilience, and inclusion of our people and the broader communities we serve.

The ISS IMPACT Foundation exists to advance social and public welfare by supporting ISS employees and their communities who are experiencing hardship or disadvantage. Our work is guided by a clear purpose and anchored in equity, inclusion, and respect.



We are committed to:

- **Providing critical relief to individuals, and their families experiencing hardship due to illness, injury, or crisis.**
- **Empowering Aboriginal and Torres Strait Islander Peoples through culturally respectful programs, partnerships, and educational initiatives that promote equality and opportunity.**
- **Promoting reconciliation, cross-cultural understanding, and the celebration of diversity across the ISS community.**
- **Supporting people with disabilities, those from diverse cultural and linguistic backgrounds, individuals across the LGBTQIA+ community, and people of all ages and genders to ensure equitable access, recognition, and wellbeing.**
- **Contributing to the public good by helping reduce systemic barriers and fostering social cohesion, safety, and dignity for all.**

Through grants, education, scholarships, sponsorships, partnerships, donations, and support services, the IMPACT Foundation will help create a more inclusive, compassionate, and fair environment –not only within ISS, but across the wider community.

I am deeply grateful to everyone who has contributed to bringing this Foundation to life. Together, we will continue to build a culture where our people and our communities feel supported, valued; and empowered. And together, we will create IMPACT that truly matters.

STUART ROSE

**Chief Executive Officer
ISS Pacific**





ISS Impact

OUR VISION

To build inclusive communities
where every individual
has the opportunity to thrive.



OUR MISSION

Our mission is to deliver measurable social IMPACT by focusing on three priorities:



Supporting people experiencing significant hardship due to injury/illness or crisis



Empowering Aboriginal and Torres Strait Islander communities; and



Fostering inclusion across Australia.

Through structured programs, transparent governance, and partnerships with charitable organisations, we aim to create lasting value for our people, customers and communities.

Our mission is to empower people, customers, and communities to thrive by fostering meaningful engagement and embracing

diversity in everything we do. We are dedicated to building inclusive environments where every individual, regardless of background, feels valued and supported. Through collaborative efforts with our stakeholders and a commitment to positive change, we aim to create opportunities, strengthen connections, and enrich the lives of those we serve.





ISS Values

At ISS, our Values are the foundation of everything we do. They guide how we lead, how we work together, and how we partner with clients – shaping the experience we deliver every day. Living our Values ensures consistent service performance and helps us fulfil our brand promise: connecting people and places to make the world work better.

We live by five core Values:

- **Unity,**
- **Honesty,**
- **Responsibility,**
- **Entrepreneurship, and**
- **Quality.**

These Values reinforce our commitment to our clients and the people and places we serve. They matter most in leadership. Our leaders uphold our Values and lead by example – building trust, enabling collaboration, and inspiring teams to go above and beyond in our mission to make the world work better.

Every ISS employee plays a vital role in creating spaces where people and businesses can thrive. To strengthen our culture and deliver on our OneISS Strategy 2025, we introduced Unity as our fifth Value. Unity reflects our shared focus and united approach. It creates belonging across all workplaces where every Placemaker can flourish as their authentic self. Unity drives equality, inclusion and collaboration, helping us to build diverse teams, share knowledge and create space for innovation.

When we act together, we deliver better experiences for our clients and their communities. Only together and united can we deliver on our purpose: People make places and places make people. When we get it right, we enhance lives and make the world work better – and that is what drives us.





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.

WE TRUST.

Our honesty is non-negotiable. We respect our clients, our colleagues and our company.

WE RESPECT.

We care about what we do and for whom we do it.

WE CARE.

Action speaks louder than words. All our employees have a 'license to act' and are expected to do so.

WE ACT.

We are professionals with a passion for quality. We deliver on our promise.

WE DELIVER.



Meet Our Impact Team

THE ISS IMPACT FOUNDATION IS MANAGED BY OUR
FOUR DIRECTORS OF THE ISS FOUNDATION PTY LTD.



STUART ROSE
CEO

The establishment of the IMPACT Foundation is something close to my heart. ISS does so much good in the communities in which we work, and supports so many worthy causes across Australia and New Zealand, yet too often the sum total of what we do goes unnoticed.

IMPACT will do exactly what its name suggests – truly allow us to measure the breadth and scale of our IMPACT on those who need our support the most.



SARAH PEEBLES
People & Culture
Director

With more than 17,000 Placemakers in Pacific, we have a huge opportunity to have a positive IMPACT on our people, our customers, and the communities in which we operate.

Through this Foundation, we will address diverse social, economic, and environmental challenges that currently exist through investment in people and organisations that can have a meaningful IMPACT well into the future.



JED MOORE
Legal Director

The IMPACT Foundation will play a vital role in creating positive, lasting change by supporting initiatives that strengthen communities, protect vulnerable people and promote opportunity.

I am honoured and grateful to be part of the IMPACT Foundation, which will provide support where it is needed most, while inspiring others to contribute to positive social IMPACT.



AARON CAUCHI
Chief Financial Officer

The IMPACT Foundation is about taking a deliberate approach to how we support communities. It gives us a clear framework to focus our efforts and ensure we are creating meaningful, lasting impact. The opportunity now is to use this platform well and direct our support where it will make the biggest difference.



Governance Framework



The ISS IMPACT Foundation operates as a registered company 'ISS Foundation Pty Ltd' (ACN 691 800 996) in accordance with the Australian Charities and Not-for-profits Commission (ACNC).

Our governance framework is designed to ensure all decisions are made in the best interests of the Foundation, with oversight provided by our four Directors (the 'Board').

As the primary decision-making body, the Board is responsible for the strategic direction, oversight and accountability of the Foundation.

The Board will hold quarterly review meetings to maintain ongoing oversight, monitor progress, assess risks and review financial performance. These meetings will foster accountability and provide a structured opportunity for the Board to address emerging issues in a timely manner.

To uphold the highest standards of integrity and IMPACT, the Foundation's financial accounts will be independently audited annually. This rigorous approach enables us

to demonstrate not only compliance, but also the tangible value of our work –confirming that every dollar raised contributes to meaningful change in the communities we serve.

100% of the donated funds will go directly to support charities and/or worthy charitable causes in our communities. This will be made possible thanks to the generous donations of our Placemakers and the financial support of ISS Pacific.

At the end of each year, the Board will publish an Annual Report and a Financial Statement on the Foundation's company website.

By adhering to this governance framework – including quarterly review meetings – the Foundation ensures strong oversight, accountability and alignment with its mission, ultimately maximising its positive IMPACT in the community.



Integrating Employee Salary Donations & Business Contributions

INTRODUCTION

Establishing a robust funding model is essential for the long-term sustainability and IMPACT of any charitable foundation. The ISS IMPACT Foundation's model will combine two complementary revenue streams; employee donations and direct business contributions to the foundation, creating a stable and collaborative financial base.

By drawing on the generosity of ISS Placemakers and the commitment of ISS Pacific, the ISS IMPACT Foundation will create a sustainable, transparent and impactful funding model, that supports the Foundation's mission to empower people, customers and communities to thrive.

EMPLOYEE SALARY DONATIONS

A key component of our funding model is voluntary employee giving through payroll donations. This allows employees to nominate an amount to be contributed directly from their fortnightly salary. Through this "payroll giving" approach, contributions are made automatically and deducted from gross wages at the employee's request, providing a convenient and efficient way for our Placemakers to support the Foundation's mission. In accordance with Australian tax legislation, payroll giving may also offer tax benefits, as donations can be deducted before tax is applied.

To implement this model, ISS will:

- Obtain employee consent for payroll deductions
- Work with the ISS Payroll team to set up automated, fortnightly contributions.
- Provide transparent reporting so employees can track donations and their impact.
- Offer options for employees to adjust or opt out of donations at any time.



BUSINESS CONTRIBUTIONS

In addition to existing charitable contributions, ISS commits to an initial contribution of \$125,000 in 2026, aligning with ISS Group's 125th Anniversary.

The Foundation will provide transparent reporting on the value and impact of employee and business donated funds in an annual report. Compliance with all relevant laws and regulations, including those relating to charitable giving and payroll administration, will be maintained by the ISS Payroll team.

Note, any funds not allocated within a year will be carried forward to the following year.



A woman with short dark hair, smiling, is cleaning a blue metal staircase railing. She is wearing a bright yellow high-visibility safety vest over a dark blue long-sleeved shirt and an orange polo shirt. She is also wearing blue nitrile gloves. The background shows a white wall and a red handrail.

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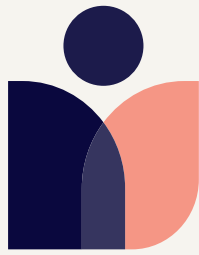
ISS IMPACT FOUNDATION

PILLARS

Supporting our people, fostering inclusion, and strengthening communities.

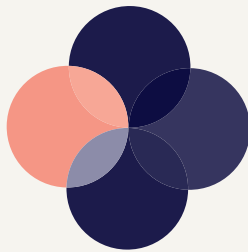
The Foundation is driven by our commitment to making a positive impact both within our organisation and throughout the broader community. Guided by three core pillars - Community Assistance, Diversity, Equity and Inclusion, and Our Customers and Partners - we strive to create meaningful change and foster a culture of care, respect, and belonging.





COMMUNITY ASSISTANCE

The Community Assistance pillar is dedicated to supporting the wellbeing of our workforce and the community in providing practical and emotional support to those facing personal challenges due to natural disasters such as bushfires and floods. By prioritising employee and community health and happiness, we help ensure our people and the community can thrive both at work and at home.



DIVERSITY, EQUITY AND INCLUSION

Our second pillar focuses on fostering a workplace culture that celebrates diversity, champions equity, and promotes inclusion at every level. We believe that embracing different backgrounds, perspectives, and abilities leads to greater collaboration and innovation. Our initiatives include ongoing education and training, and inclusive hiring practices for marginalised groups. By breaking down barriers and addressing inequities, we aim to create an environment where everyone feels valued and empowered to reach their full potential.



OUR CUSTOMERS AND PARTNERS

The third pillar is centred on making a positive difference in the communities where we live and work, as well as strengthening relationships with our partners and customers. Through charitable giving, volunteering, and strategic partnerships, we will support local initiatives and community organisations addressing a range of social, environmental, and economic challenges. We encourage our employees to get involved, share their skills, and contribute to causes close to their hearts. By working hand-in-hand with our partners, we amplify our collective impact and help build a better future for all.

Together, these three pillars form the Foundation of our mission - empowering individuals to thrive, embracing diversity, and uplifting our communities.



ISS' Journey So Far

OUR CURRENT COMMITMENTS

ISS Pacific has been supporting many charitable organisations over the years, we are proud to showcase a few examples below:

YALARI

Yalari is a notforprofit organisation creating brighter futures for Aboriginal and Torres Strait Islander children through access to education. Through scholarships and holistic support, it enables young people from regional and remote communities to attend high-quality secondary schools while staying connected to their culture and community.

ISS supports Yalari because education is a powerful enabler of long-term opportunity and change. This partnership reflects our commitment to reconciliation and aligns closely with our First Nations Employee Resource Group, which champions cultural understanding, equity and inclusion across our business.

"Our partnership with Yalari reflects our belief that education creates lasting opportunity. Supporting Aboriginal and Torres Strait Islander young people to access and succeed in education is a practical way we can contribute to stronger futures, while continuing to learn, listen and walk alongside communities with respect."

Phil Brezzo, Director Aviation, ISS Australia & New Zealand | First Nations Employee Resource Group Sponsor



MOVEMBER

Movember is a global movement focused on improving men's health, with a strong emphasis on mental health, suicide prevention and cancer. It raises awareness, funds research and drives open, practical conversations around issues often left unspoken.

ISS supports Movember to help reduce stigma around men's health, particularly mental wellbeing in the workplace. This aligns with our Gender Balance Employee Resource Group and our focus on creating safe, supportive environments where people can speak openly and seek help.

"Movember creates space for conversations that truly matter — about mental health, wellbeing

and looking out for one another. Supporting this cause aligns strongly with our focus on wellbeing at ISS, helping to reduce stigma and encourage people to speak up, seek support and take care of themselves and their mates."

Sarah Peebles, Director People & Culture Australia & New Zealand | Gender Balance Sponsor





PINNACLE FOUNDATION

The Pinnacle Foundation supports LGBTQIA+ young people through education, providing scholarships, mentoring and a strong sense of community. It helps remove barriers and enables students to thrive and become future leaders.

ISS proudly supports Pinnacle to help create more inclusive pathways into education and employment. This partnership aligns with our Pride Employee Resource Group and our commitment to diversity, equity and belonging.

"The Pinnacle Foundation opens doors for LGBTQIA+ young people by removing barriers to education and creating a strong sense of belonging. Supporting Pinnacle aligns closely with our commitment to inclusion, visibility and empowering the next generation to lead with confidence and authenticity."

Jed Moore, Legal Director, ISS Australia & New Zealand | Pride Employee Resource Group Sponsor



SOLDIER ON

Soldier On supports current and former defence personnel and their families through mental health services, career transition support and family programs, helping them navigate life during and after service.

ISS supports Soldier On in recognition of the challenges faced during transition. This partnership aligns with our Age, Gender and Veterans Employee Resource Group and reflects our commitment to supporting wellbeing, reintegration and meaningful employment opportunities.

"Those who serve, and their families, often face complex challenges during and after their service. Supporting Soldier On allows us to honour that service in a meaningful way — by backing programs that support wellbeing, transition and longterm resilience."

Rebecca Morrison, Chief Commercial Officer, ISS Australia & New Zealand | Age, Generations and Veterans Employee Resource Group Sponsor



CLOSING STATEMENT:

Our Commitment to Lasting IMPACT

Through the ISS IMPACT Foundation, we are formalising something that has always been part of who we are as an organisation. Across Australia and New Zealand, ISS Placemakers show up every day not only to support our customers, but to contribute to the wellbeing of the communities around them.

The IMPACT Foundation brings these efforts together under a shared purpose. It provides a clear structure for how we invest in people, strengthen communities and support those facing hardship, while championing diversity, equity and inclusion across our organisation.

Guided by our three pillars - Community Assistance, Diversity, Equity and Inclusion, and Our Customers and Partners - the Foundation ensures that our support reaches those who need it most. Through grants, partnerships, education initiatives, scholarships and charitable giving, we will continue to build meaningful programs that create real and lasting change.

But the true strength of the IMPACT Foundation lies in the collective commitment of our people. With more than 17,000 Placemakers across the Pacific region, we have a unique opportunity to contribute to stronger, more resilient and more inclusive communities.

As the Foundation grows, so too will the opportunities to engage our people, customers and partners in meaningful ways. Through transparent governance, responsible stewardship of funds, and measurable outcomes, we will ensure that every contribution supports the communities we serve and reflects the values we live every day.

Together, we will continue to build a culture of care, connection and responsibility — creating IMPACT that extends far beyond the workplace and helping people and communities thrive.





IMPACT

ISS FOUNDATION

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