ISS Green Cleaning
The ISS Way
MOVING THE GREEN FRONTIERS

Being green and supporting environmental sustainability may be at the heart of your company brand. Exercising sustainable strategies may be an important element in your business growth, or one of the ways to create passionate employees with great commitment. To fulfill this you need to rely on suppliers with the same high levels of credibility and ambition as yourself.

ISS Green Cleaning is your answer
Green Cleaning is the ISS Way of delivering a sustainable cleaning concept that reduces environmental impact. It is a concept built to work proactively and continuously within health and safety to benefit your people, your business and our planet.

Expect more from us
ISS Green Cleaning goes far beyond merely reducing the level of toxic chemicals. Adhering to the officially approved ecolabels around the world is just the minimum requirement. You can expect us to be an integrated part of your Health, Safety and Environmental (HSE) policies, and we guarantee to contribute to even your most ambitious targets. However high your sustainability strategies are targeted, we will support you with people, skills and processes to reach your goals. And of course only environmentally friendly cleaning processes, methods, products and equipment will be used. That is a promise to count on. For you, your company and your customers.
GREEN VALUE ADDED
Organisations that strategically work with outsourcing get back more than they give up when they sign up for a service solution from ISS. From experience we know that some of our customers’ needs are very tangible and we can take care of these needs with methodological efficiency. This creates added value.

Sustainable development
By working in close co-operation with leading suppliers of environmentally sound products and using the latest processes we have been able to lower the use of chemical detergents by a whopping 75%. Some of the facilities where we operate have even saved up to 70% on their water consumption.

Flexibility and quality
Using one of the world’s largest cleaning service providers guarantees flexibility and quality at all times. Since no two Green Cleaning solutions are identical and requirements change over time, our common goal is to achieve process excellence. All solutions are delivered with the same focus on people and service management. Moreover, all ISS frontline employees are trained in service excellence, which enables us to deliver service of guaranteed high and consistent quality.

How Green Cleaning creates more value
When partnering with ISS, customers are always guaranteed a solution that is price-competitive. And through a tried, tested and transparent planning process based on Best Practice, all ISS solutions are driven by efficiency and cost management. ISS specialists map out our clients’ current solution and then identify areas for improvement.

Improving your employees’ working day
Outsourcing non-critical services allows management to ensure the optimal working conditions. Caring for the people who generate value in an organisation by providing high quality services, such as cleaner, healthier and safer environments, will help you to improve efficiency.
**RAISING THE BAR FOR GREEN CLEANING**

ISS Green Cleaning is more than simply using green products and showing the Green Certificates. These are only minimum requirements. ISS Green Cleaning is the entire process of evaluating the needs of the facility and its occupants. This includes testing the chemicals and cleaning equipment, procedures, methods and training programmes. ISS Green Cleaning builds on The ISS Way of providing Cleaning Excellence.

**The ISS Way**
When you partner with ISS Cleaning Service you don’t just get a service provider. You get a philosophy on how to manage people and processes. Proven methods and systematic planning and procedures are crucial for the services we provide. Our employees are our biggest asset, and we care about them. As a result, leadership principles, training, induction and education are essential for being part of the dedicated ISS staff.

**Cleaning Excellence**
Cleaning Excellence is The ISS Way of delivering a high standard of cleaning services. It is based on new methods, standards and processes and is a systematic approach of delivering cleaning services. With our professional tools and methods you get measurable results. We think and act the same way as your organisation does: professionally and committed to adding value.

**Conceptualised methods**
Cleaning Excellence combines tried-and-tested working methods and tools with effective procurement processes and cost optimisation. These are based on worldwide best practice to optimise quality, planning, efficiency and workflows. ISS’ international experts support the local training framework, which allows all our Cleaning Excellence customers to be offered a uniquely designed solution that meets the reliable ISS standards and provides total control of cleaning costs.

**Professional cleaning tools and materials**
Cleaning Excellence employs a professional range of carefully selected tools and materials for the sake of our employees, the environment and efficiency. This also means an internationally documented and harmonised product range as well as high levels of service and effective delivery processes.

**Sustainable Quality**
Our customers’ main interest is access to a cleaning provider that delivers the required quality at the right price. ISS specialists map out our clients’ current solution and then identify areas for improvement. The actual delivery is documented and monitored through a defined Service Level Agreement (SLA) and Key Performance Indicators (KPI).
**ISS Green Cleaning**

With ISS Green Cleaning we are proud to offer you the possibility to take your sustainability ambitions to the next level. We are committed to improving the quality of your indoor environments and reducing the impact on nature. Our ambition is to provide you with ISS Green Cleaning that will change our world, but not affect our planet.

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**Reduce. Reuse. Recycle.**

We have learned from our Cleaning Excellence programme to use less water, reuse equipment and tools that improve indoor air quality and benefit the outside environment.

- Detergents reduced by 75%
- Water consumption and disposal reduced by up to 70% with technologies such as the use of microfibres
- Reuse cleaning solution and increase productivity with Cleaning Excellence
- 95% of our chemical packaging is recyclable
PEOPLE, PLANET AND PROFIT

A profitable business is consistent with an environmentally sound business: The more you save on water and energy consumption, the more cost-effective you become. And the healthier your employees are, the more effective they are. This is the triple bottom line and it is key when it comes to building tomorrow’s businesses and brands.

Environmental benefits
Moving towards sustainability is part of many corporate strategies. Implementing ISS Green Cleaning is the right step in that direction. Yet it is a relatively easy way to impact the world both locally and globally.

- Protect ecosystems and biodiversity
- Improve air and water quality
- Reduce solid waste
- Conserve natural resources

Economical benefits
By developing systematic ways to reduce, reuse and recycle we are able to use less water and chemicals, reuse equipment and tools. Using technological microfibre instead of conventional methods can help improve indoor air quality, reduce detergents, water consumption and disposal by up to 70%.

- Total control of cleaning costs
- Enhance asset value and profits
- Improve employee productivity and satisfaction
- Optimise life-cycle economic performance
- Strengthen brand equity
- Reduce absenteeism
- Consistent cleaning performance

Health and community benefits
While environmental stewardship is about protecting our natural resources, it is also about protecting the people in and around the workplace by using ergonomically correct equipment and allergen reduced detergents. By improving the indoor air quality and workplace environment you achieve a healthier, safer and more pleasant workplace for your employees.

- Enhance occupant comfort and health
- Minimise strain on local infrastructure
- Contribute to overall quality of life
- Improve morale and efficiency
How to get started
ISS is built on the combination of knowledge sharing and use of Best Practice within our own organisation and local knowledge and empowerment. This gives us a strong delivery focus as well as flexible and scaleable service models.

Working together as one
ISS Green Cleaning adds value by providing improved quality of service in a cost effective manner. We provide a solution that is based on your individual needs and supported by documented processes, fully trained staff and effective management. And we offer a choice of three robust, flexible and scalable service models that can provide extra benefits as your requirements evolve.

Three delivery models
Whether you need Cleaning, Security, Catering, Property, Support Services or Facility Management, ISS provides single, multiple and integrated service solutions. Dedicated people and local entrepreneurship is always imperative. This means that smaller businesses as well as large corporations and institutions can benefit from our know-how and infrastructure.

More information
A ISS Green Cleaning Service contract with ISS means the assurance of a competitively priced, enviromental friendly and best-in-class service provided by dedicated professional ISS staff.

For more information about how we can help you find the solution that meets your enviromental ambition and best fits your needs, please contact our local ISS office.

Find your local ISS office at www.issworld.com
Green Cleaning is The ISS Way of delivering a sustainable cleaning concept. We are proud to offer you the possibility to take your sustainability ambitions to the next level by improving the quality of your indoor environment and reducing the impact on nature.

ISS Green Cleaning is a proactive and continuously improved concept that will benefit your people and your business.

Since 1901 ISS has been dedicated to creating a cleaner, safer world for our customers. Today, our employees create value in our customers’ organisations in a wide range of service areas: Facility Management, Cleaning, Catering, Property, Security and Support Services.

It is our ambition that ISS Green Cleaning will improve your workplace and indoor quality, but not affect our planet.