ISS PACIFIC
APPROACH TO CORPORATE SOCIAL RESPONSIBILITY AND LOCAL INITIATIVES
2016
THE ISS APPROACH TO CORPORATE RESPONSIBILITY

We believe that by working together with our employees, suppliers and customers, we can help to develop sustainable communities and lower our environmental impact.

Corporate Responsibility (CR) has become increasingly important to our customers, as they strive to improve their own performance.

As a true partner, the activities of ISS affect and directly relate to those of our customers. We work alongside them to help achieve their goals.

ISS influences the lives and livelihood of many people through providing employment and training, as well as safe and healthy work environments for millions of employees and customers in the facilities we service.

As a global business, we have adopted the principles-based approach to Corporate Responsibility, as defined by the international community. It is embedded in our values, our Code of Conduct, our strategy and our Leadership Principles. We contribute by:

- Giving people an opportunity to enter the labour market
- Working with our employees and the local community and society at large in improving employees’ lives in ways that support sustainable development and our business
- Ensuring fair and equal treatment and no discrimination or harassment
- Respecting employee’s right to collective bargaining and the right to join trade unions
- Supporting direct employment and compliance with minimum wages and conditions
- Avoiding use of child labour as well as forced or compulsory labour
HEALTH, SAFETY & ENVIRONMENT

• Providing proper working conditions including a safe working environment for our employees
• Managing our business activities in an environmentally responsible way

BUSINESS ETHICS

• Conducting our business in a lawful manner
• Competing for business on fair terms and solely on merits of our services
• Combating corruption and bribery
• Carrying out our activities according to principles of good corporate governance
• Ensuring that the social, environmental and ethical commitments of ISS are reflected in dealings with customers, suppliers and other stakeholders

For ISS, being a responsible company means taking responsibility for contributing to and not becoming a barrier to sustainable social, environmental and economic development.

As such, ISS considers four key areas; People, Planet, Profit and Partners. This report for Australia and New Zealand (ISS Pacific) is therefore organised into these key sections.
As a service provider, people are at the heart of our business. Our 12,000+ employees across Australia and New Zealand are the front line of our business and they are our most valuable resource.

We take our responsibility of providing a safe and secure work environment seriously. We also treat our employees with respect, pay them fairly and reward them in accordance with all Australian legislation and guidelines.

We survey all our employees annually to ensure we are delivering on their expectations and to understand where we need to focus.

Keeping them safe is a top priority and we are proud of our safety record. We have improved safety and near miss reporting dramatically and our Lost Time Injury Frequency Rate is also reducing year-on-year.

We reward our teams when they provide exceptional service, safely, in accordance with our values, with a Working HERO Award.

We also have a customer-nominated Apple award, which rewards our employees when they help deliver on their customers’ purpose. Both schemes reward staff for going above and beyond, and we share these widely to motivate and encourage others.

We offer employment and opportunities to people with few documented skills and qualifications, who may otherwise have limited options for establishing themselves in the labour market. For example we are proud to support Job Active providers, having offered over 450 opportunities to disadvantaged people in 2016 alone. These include long term unemployed, refugees, those with disabilities and mature age workers.

Our workforce is hugely diverse, for example; we employ over 600 licensed security staff at Melbourne Airport who speak more than 20 languages due to their different cultural backgrounds. This presents unique challenges in terms of communication, but great opportunities to truly understand and celebrate different cultures within our own and our customers’ businesses.

OUR HERO VALUES

- Honesty: We respect
- Entrepreneurship: We act
- Responsibility: We care
- Our Quality: We deliver

OUR CORPORATE RESPONSIBILITY
HEALTH & SAFETY

Statistics
Globally, our Safety Performance (measured by ‘Lost Time Injury Frequency Rate’ or LTIFR) has improved by over 65% from 2011, and our Global LTIFR now sits at 4.4. In Australia and New Zealand, our LTIFR reduced by over 11% in 2016 and is now at 4.00 down from 25.12 in 2011. Our actions to reduce lost work days have generated significant savings and improved the working lives of many employees.

As a responsible employer, our HSE vision is for all employees to actively care about the health, safety and wellbeing of themselves, their colleagues and our customers. We are passionate about safety and its integration into the way we do business.

Our vision is about creating a mindset that it is possible to work injury free. All leaders in ISS have been asked to personally commit to achieving this vision through development and implementation of their own Personal Safety Action Plans.

Food Safety
To protect our customers’ employees, we provide safe, quality food through implementing good management practices.

Our food preparation and delivery minimises the risk to public health by improving the hygienic production and handling of the food in direct relationship to hazards. We train on and promote food hygiene education and develop policies to ensure best practice is adopted throughout the catering service team. We ensure the food is served at the right temperature, looks appetising, tastes good, but most importantly, that it is safe to eat.

ISS Australia has a national Injury Assist Team dedicated to providing injury management, claims management and return to work expertise and support to our injured employees.

The Injury Assist Team’s core purpose is to assist and support our injured employees whilst they recover and return to work. It provides the highest quality care to every injured employee to ensure their safe, timely and successful return to work and manages their claim in a fair, prompt and transparent manner.

MENTAL HEALTH MONTH

ISS recognises the importance of mental wellbeing in the workplace – particularly with FIFO employees working in remote communities. October is Mental Health Awareness month, and ISS get behind various campaigns to encourage positive mindsets. For example, we sent out communications and worked with our clients on ‘R U Ok Day’ events to encourage discussions and break-down the stigma of mental health. Our Resources team got behind the WA ‘Act Belong Commit’ health promotion, with fundraising BBQ’s and activities to encourage ‘mindfulness’.

STEPTEMBER

Through our involvement in the September campaign, ISS has raised over $76,000 for the Cerebral Palsy Alliance. Over the past few years, our Pacific employees have competed against each other in this month-long fitness challenge, which encourages participants to take 10,000 steps per day. Teams of four committed to taking part across a range of ISS offices and contract sites, from mining sites to airports and hospitals.

Employees raised money through dedicated fund-raising efforts, and ISS supported their efforts by matching the money that was raised. As a result we have been recognised within the Top 10 Donors for this event.
INDIGENOUS ENGAGEMENT

ISS launched our first ever Reconciliation Action Plan in 2015, making a formal commitment to Aboriginal and Torres Strait Islander peoples and communities.

Since starting our employment program back in 2008, we have offered over 750 Indigenous Employment Opportunities and, in the last few years, spent over AU$3 million in goods and services from Indigenous owned businesses.

We were thrilled to be invited by the Australian Federal Government to take part in the Commonwealth’s Employment Parity Initiative. Only a small handful of businesses have been chosen to make the pledge for 3% parity by 2020.

TRAINING

We have invested heavily in training over the past two years. ISS Australia launched an online Learning Management System, with over 40 different courses, which is now being rolled out across the global Group.

Management training was also significantly increased, with dedicated, in-house courses for our Senior Leaders, Key Account Managers and Supervisors.

Over 3,400 staff have completed the bespoke ‘Living Service with a Human Touch’ customer service training across the Pacific and we have 71 certified trainers internally to continue the national roll out.

BOND UNIVERSITY INDIGENOUS SCHOLARSHIP

In 2016, ISS partnered with client Bond University to offer an Indigenous scholarship to fully support a student’s higher education. ISS selected Faith Considine, who is currently studying a Bachelor Degree in Business and International Relations at the University.

By directly offering a scholarship, ISS is making a real difference to Faith’s future. Every year, ISS also supports the University’s Indigenous Art Auction Gala Dinner, which raises money for their Indigenous Scholarship program. In 2016, there were 59 Indigenous students on campus - the most in the University’s history.

INDIGENOUS HOSPITALITY PROGRAM

As part of our formalised Reconciliation commitments, ISS strives to hire local people across our remote mining villages. As such, we launched an Indigenous Pre-Employment Hospitality program in Newman, WA in 2016.

The Program is designed to prepare local Indigenous candidates with real-life training in remote village hospitality. After two weeks of classroom Certificate II Hospitality training, local Indigenous candidates were placed with ISS at Roy Hill Village to complete five weeks of practical training across the various departments in the village. Under the tutelage of ISS, 19 candidates have completed this on-the-job training, a necessary component of their course. This course will provide them with a nationally recognised qualification (Cert. II in Hospitality) and the skills necessary to work within the industry.
ISS is an accredited member of the peak Customer Services body, the Customer Service Institute of Australia (CSIA).

We provide Customer Service training to our Aviation Protection Officers and our health care workers. Over 1,200 ISS employees have completed or enrolled in this program to date.

UNION RELATIONSHIPS

ISS respects freedom of association, the right to join unions and to collective bargaining, as part of our efforts to ensure long-term business success. Whether an employee is a union member or not will not be a factor in the treatment of that employee.

ISS recognises that unions are an integral feature of the Australian industrial relations system. As a matter of policy, we will always use our best endeavours to create and maintain an effective working relationship with unions having industrial coverage of our employees.

ISS is committed at both global and local levels to work with employees and unions in a constructive and mutually respectful manner.

CSIA AWARDS

ISS has won several state and national awards at the Customer Service Institute of Australia (CSIA) annual Service Excellence Awards. The CSIA Awards recognise the ingenuity and innovation of the country’s most outstanding customer service-driven organisations across a broad industry base. Endorsed by the Prime Minister of Australia, this is Australia’s premier customer service awards.

ISS won eight awards in 2013, nine in 2014 and 12 in 2015, including a state ‘Training Excellence’ award and ‘Large Business’ award two years in a row, and several individual awards for customer service ambassadorship.
REWARDS AND AWARDS

To keep employees feeling valued and appreciated, ISS is a strong believer in rewarding our staff for excellent work standards. We have implemented a HERO recognition program across the Pacific to raise the profile and awareness of ISS’ company values of Honesty, Entrepreneurship, Responsibility and our Quality.

The program seeks to identify ISS employees who show the ISS values in their role and have performed exceptionally in terms of customer service and/or safety.

It provides an opportunity to acknowledge, encourage and appreciate the significant value these individuals contribute to the company and to our customers. HERO builds recognition for both value driven behaviours in the workplace as well as more tangible performance outcomes.

ULTIMATE HERO WINNER

Angela McElhenny - ISS Supervisor at the Royal Women’s Hospital in Victoria - was crowned ISS’ 2015/2016 Ultimate HERO Winner!

In the 2015/2016 program, there were 190 nominations, recognising employees across Australia and New Zealand who have demonstrated our H.E.R.O values in their everyday work. From these nominations, nine Quarterly Winners were flown to Queensland for a special HERO Recognition Dinner, where Angela was announced as our Ultimate Winner.

Angela demonstrated ISS’ Values by supporting the Oncology Department’s ‘Look Good Feel Better’ program. She arranged a donation drive which raised $500.00 to help provide emergency patients with morning tea and personal products. Further to this, Angela is often praised by the client for her attitude towards patients, relatives, hospital staff and colleagues.

As our Ultimate HERO, ISS awarded Angela with return airfares to any capital city in Australia, plus five night’s accommodation.

OUR PEOPLE SURVEY

Our People Survey

Every year, ISS conducts a company-wide employee survey – The Our People Survey (OPS) – to gauge the level of job-satisfaction amongst our 12,000 staff in Australia and New Zealand.

In 2016, we sent survey invitations out to over 11,000 staff, and achieved a 47% participation rate and an employee Net Promoter Score (eNPS) of +37. This is a very good score and indicates we have a high degree of engagement across the business, and a workforce that is largely happy, equipped and driven to deliver excellent service to our customers.

The OPS is a vital tool for measuring and improving staff engagement and company culture. From the feedback we are able to action improvement initiatives at a site, divisional or company level.
We have a Corporate Environmental Management Plan and a system which is aligned with the requirements of the ISO 14001:2004 Standard.

ISS views environmental issues as crucial to the wellbeing of customers, employees and the public, and we will always strive to ensure a customer’s environmental image is maintained.

Since 2015 we have been able to reduce the number of consumables and chemicals from over 10,000 different products to 1,000. This allowed us to consolidate and remove wastage. We have also moved to multi-purpose cleaning products and bulk dispensers, to minimise packaging waste.

As well as reducing our own footprint, by limiting chemical and water usage in our cleaning methods, and electric vehicles on our remote sites, we also work with our customers to assist them to reduce their environmental footprint.

This includes reviewing the consumables we use to provide services and helping them to manage waste materials by assisting with recycling programs.

For our integrated customers we can provide energy usage and recycling reports, as well as conduct energy audits to work together on the best way to reduce facility costs, as well as lower environmental impact.

### REDUCING OUR GLOBAL IMPACT

- In 2015, we globally consumed 54,600 Mwh of electricity, a decrease from 2014 when we reported 56,301 Mwh. We achieved this through targeted efforts to reduce consumption, e.g. more efficient offices and the ISS Green Offices Program.

- Since our first year of measuring water consumption in 2011, we have lowered our consumption, from 586,849 m³ in 2012 to 440,268 m³ in 2014, and 331,169 m³ in 2015.

- Emissions from our global business travel decreased from 15,691 tonnes in 2014 to 14,287 tonnes in 2015. The reason for the decrease is primarily due to changing our work culture towards higher use of online meetings rather than physical meetings requiring air travel.
GREEN OFFICES PROGRAM

ISS introduced a global ‘Green Office Program’ which focuses on reducing the impact of our own offices and daily work practices on the environment. This program focuses on changing behaviours, so we can reduce our environmental footprint by using resources efficiently and disposing of our waste responsibly.

There are three progressive levels of the ISS Green Offices Program: ISS Bronze, ISS Silver and ISS Gold. To receive certification for each level, the requirements in the level’s checklist need to be complied with.

To achieve the ISS Bronze Certificate requires each individual to change their normal behaviours on things like switching of computers and reusing cups etc. Silver and gold certification will require additional planning by management as structural changes may be required such as procurement guidelines, facility changes e.g. energy efficient lighting etc.

Across the Pacific, our Head Offices in Adelaide, Perth, Brisbane, Sydney and Auckland have achieved silver accreditation, and our Melbourne office is certified to gold standard.

ELECTRIC CAR PLEDGE

Through our client relationship with Mercury in New Zealand, ISS has pledged to convert 30% of our fleet in NZ to electric vehicles by 2019.

Mercury are leading the initiative to boost New Zealand’s use of electric vehicles, to remove almost three million kilograms of carbon emission annually. In a private sector partnership, Mercury have asked more than 30 leading Kiwi businesses to commit to collectively converting at least 1,450 vehicles to electric.

In Australia ISS operate over 70 electric small vehicles across our Resources and Cleaning contracts, and we recently trialled a new electric van, a Renault Kangoo EV at the Charles Perkins Centre.

RUGGIES RECYCLING PROGRAM

ISS’ Resources division have been collecting cardboard waste from our villages in WA and returning it to Perth for donation to the Ruggies Foundation. Ruggies Recycling works with companies around WA to reduce landfill by coordinating the recycling of waste in WA mine sites.

Proceeds from the recycling efforts are donated to the Princess Margaret Hospital (PMH) Foundation, who raise vital funds for the PMH, which cares for over 250,000 children each year in WA. ISS raised over $7,000 from our recycling efforts which enabled us to donate a special blood donor armchair to the Diabetes in Children Research Department. The new armchair was very well received and hospital staff find it much easier to take blood from patients in this chair.
CLEANING EXCELLENCE

Cleaning Excellence is a program developed by ISS globally to embrace innovation in cleaning technologies, leading to improved efficiencies and sustainability outcomes.

The Cleaning Excellence system ties together three components: calculation of work requirements; efficient tools and methods; and an efficient supply chain to deliver the tools and methods.

Through it we have learned to use less water, reuse equipment and implement tools that improve indoor air quality and benefit the outside environment.

The benefits are:

- Detergents reduced by up to 75% over 1 year
- Water consumption and disposal reduced by up to 70% with technologies like the Microfibre cleaning system
- Improved recycling - 95% of our chemical packaging is recyclable.

REDUCING LANDFILL AT NORTHERN HEALTH

At our contract with Northern Health in Victoria, ISS self-delivers cleaning and food services, serving over 54,000 patient meals per month. In 2016, we made a large investment in a Gaia Recycle Unit for handling food waste at The Northern Hospital.

ISS staff put all food scraps into the unit and the waste is then converted into compost. Each month around 1,000kg of food waste is deposited into the Gaia Recycle Unit, which produces around 400kg of compost, reducing the impact on landfill. ISS then donates the compost to a local primary school and olive farm.

WASTE MANAGEMENT AT EDITH COWAN

At our contract with Edith Cowan University in WA, ISS entered into a waste management joint venture with REMONDIS, resulting in the development of a 40m³ custom-built waste compactor, which can hold up to 10 tons of paper and cardboard. A large scale was also installed that weighs waste and collects data. The compactor is situated within a compound area at the Joondalup campus, where waste is separated into seven different streams.

This innovation has reduced the number of weekly bin collections, providing savings to the client. As part of the waste program, all office bins were replaced with general waste and recycling bins, which ECU staff empty into colour-coordinated bin stations positioned in various locations throughout the campuses. On a weekly basis, over 400 kilos of recycling material and 342 kilos of paper/cardboard is collected.

ISS Global Environmental Campaign

In September 2015, ISS Australia launched the Global Environmental Campaign.

This Group campaign has been running for five years and is now reaching wider audiences. Many sites/contracts are sharing the campaign material with their customers and we are receiving very positive feedback on our initiatives.

The campaigns, particularly around waste management, are increasing awareness of the HSE area amongst our employees and contributing to our improvement in our HSE performance across the Group.
HELPING CLIENTS REACH ENVIRONMENTAL GOALS

With the help of the ISS team, the National Library of Australia (NLA) was recognised at the ACT Government’s Actsmart Business Sustainability Awards. The NLA was the winner in the Biggest Recycler category, thanks to its commitment to maximising recycling across the facility.

The NLA joined the Actsmart program and embarked on a four year sustainability journey. As part of the program, all our ISS staff on this site undertook the Office Smart accreditation to understand correct practices around recycling and waste management. As the library’s cleaning services provider, ISS played a large role in assisting our client with their recycling and waste management targets.

In 2016, the ISS team at Nyrstar Port Pirie in SA were recognised by their client for their support of their ‘blue bootie recycling initiative.’ The ISS team have actively encouraged participation in this initiative across the refinery facility by ensuring overshoe wheeie bins were placed outside building entrances and that the full bins are emptied securely and put into the appropriate recycling bins, free of contaminants. The ISS team have also keenly assisted to educate Nyrstar operators and visitors about the program.

The ISS team were presented with a certificate in recognition of their contribution to improving the site’s environmental performance. Each certificate also comes with a $500 donation to the charity of the team’s choice, and ISS chose to donate these funds to the Royal Flying Doctors Service.

RECYCLING INITIATIVE AT SYLVIA PARK

In a joint initiative with our client, ISS has helped enforce a new waste management process in the food court areas at Sylvia Park Shopping Centre in Auckland, New Zealand.

The new system consists of a bin system where waste is segregated into its rightful category, to improve recycling and reduce the centre’s landfill contribution. ISS cleaners have avidly supported this initiative by learning about waste allocation and sorting the rubbish in the correct bins by hand.

Implemented in early 2016, this system was a NZ first and customers have given great feedback to our staff. In the first four months of operation, 55% of waste was saved from landfill, amounting to over seven tonnes of food waste donated and four tonnes of cardboard waste recycled for the good of the local environment.
As a publically listed company, running a sustainable and profitable business is ISS’ primary objective.

We seek to improve operational efficiencies by increasing our local market positions and depth of services, whilst implementing Group-wide excellence and best practice initiatives.

As a branded, global company working with customers who demand a great deal of their suppliers and maintain high ethical standards, ISS takes combating corruption, bribery and violations of competition laws very seriously.

Our customers rely on us to take a strong stand and enforce these fundamental aspects of the ISS brand, which are deeply rooted in how we do business and which we pioneer in our industry.

Controls are based on self-assessments covering both financial and non-financial subjects, including governance and compliance.

ISS uses these self-assessments to determine risk but also to embed a culture of risk awareness that we believe includes a greater focus on fast implementation of mitigating actions.

**GLOBAL INCOME AND TAX PAID**

Being a responsible business goes hand in hand with being a profitable business.

ISS Australia accounts for 5% of the global revenue of the ISS Group, based on the latest Annual Report.

Whilst listed overseas, we register our Australian finance reports with ASIC, so our accounts are a matter of public record.

Our Group Internal Audits contain corporate responsibility issues such as the Code of Conduct, the ISS Safety Rules, child labour and working hours as part of the audit scope.

In 2016 ISS launched an updated Whistleblower process globally, called Speak Up.

It is a confidential reporting channel for raising serious and sensitive concerns, guaranteeing protection from reprisals or retaliation for all persons who make complaints in good faith.

The system is available to all stakeholders, employees, customers and suppliers, though our Australian, New Zealand and global corporate websites.

The channel is meant for reporting serious and sensitive concerns that could have an adverse impact on the operations and performance of the business of ISS and which, due to the nature of the concern, cannot be reported through normal reporting lines.

We ensure that all concerns are treated seriously and appropriately.
CORPORATE GIVING

ISS strongly believes in corporate giving, as our employees are passionate supporters of many causes.

We have a partnership with Good Company in order to better facilitate and report on the various charities supported by ISS at a national level, and give our employees paid time off work in order to volunteer for a charity of their choice. It is called ISS - A World of Good.

Through the ‘World of Good’ website, ISS employees have completed over 560 hours of charity work. It has also made it easy for employees to donate tax-free to their favourite causes. They can select from hundreds of well-known charities and opt to have their donation taken automatically out of their pre-tax pay. This easy way to donate has been embraced by ISS staff who have donated over $3,000 through the website in the first six months.

VOLUNTEAMING

As part of the ‘World of Good’ program, ISS encourages staff to get together for a fun, team-building day of volunteering at a local charity – we call it ‘volunteaming’!

ISS’ Health Leaders for example, took up the challenge and spent a day volunteering at the National Australia Trust (Victoria) – Teddy Bears Picnic Day. These senior leaders scanned tickets, greeted guests, helped at stalls and even escorted the mascot bear!

Our senior finance team also volunteered at the RSPCA in NSW for a day. The team cleaned out rabbit house, washed dogs and painted buildings. These are two of many examples of employees getting together to ‘volunteam’ through the ‘World of Good’ program.

SUPPORTING CLIENTS - TRAM FACE APPEAL

ISS has partnered with our clients in many joint-ventures to help them raise money for causes of importance to them. In the past, we have supported hospital foundations, Guide Dogs Victoria with an aviation client and the Royal Flying Doctor Program with a Resources client, to name just a few.

Over the years, our Open Space Team have supported the Yarra Tram’s ‘Tram Face’ Campaign. Our sponsorship funds go directly to the Royal Children’s Hospital Good Friday Appeal. ISS provides track sweeping, cleaning and graffiti removal services to Yarra Trams and were pleased to support our client with this worthy campaign.

SUPPORTING EMPLOYEES - NEPAL EARTHQUAKE

Following the devastating 2015 Nepal earthquake, ISS set up a dedicated fundraising page through the ‘World of Good’ website, encouraging employees to donate. ISS matched all funds raised by staff, contributing $3,391.30 to the Red Cross.

ISS also paid for employee Raj Thapaliya (ISS Client Services Manager) to fly to Nepal to assist in relief efforts. As Vice-President of the Non-Resident Nepalese Association WA, Raj assisted to coordinate a group of doctors and nurses to provide medical assistance in remote areas of Nepal.

With our employee magazine, Informer, and other communication channels, we are able to reach over 10,000 employees and rally great support for such causes.
**CONTROL SYSTEMS AND PROCESSES**

**Governance**

ISS maintain third party certified integrated management systems. ISS and DNV GL (Det Norske Veritas) have signed a Global Delivery Framework Agreement for certification of services covering:

- Quality ISO 9001,
- Environmental ISO 14001,
- Health & Safety AS/NZS 4801

DNV audit our systems annually against these fundamentals, under a structured program that challenges ISS to not only improve systems and process, but add value to both our internal and external customers.

**ANTI-CORRUPTION AND COMPETITION LAW TRAINING**

ISS provides mandatory anti-corruption and competition law training through the legal training experts LawinContext to all senior managers, those in business development or sales.

Using this agency allows ISS to report globally on the numbers of employees who have undertaken training.

The purpose is to make sure employees fully understand the company policy. It also explains how to spot and deal with inappropriate payment requests, the types of reviews they should conduct before engaging third party agents and intermediaries, and the rules and regulations applicable.

**CORPORATE RISK**

As a global business, ISS has strict policies around Anti-corruption and competition law. We ensure our teams understand their responsibilities through online learning modules and dedicated areas of the intranet.

The Australian Legal Team has successfully implemented a number of additional support tools for the business to assist with corporate governance and ensure a standard approach to contract documents and managing risk.

This included a number of ‘How To’ guides for Managers so they understand the ISS contractual requirements and how to carry out appropriate risk assessments.

It also includes a clear Delegation Authority Matrix to ensure compliance at the right levels across the business.
Delivering our services to our customers implies ISS employees being present and visible at our customers’ facilities and daily life.

This requires a high level of trust and collaboration, between ISS and our customers, and between ISS and our suppliers and employees. This is integrated into our way of doing business.

Globally, ISS manages suppliers in accordance with the Operational Process Framework.

The process consists of two parts: Supplier Selection and Supplier Management; and ensures that we select the right suppliers or subcontractors in accordance with the ISS Supplier Code of Conduct.

It also ensures we receive the required goods or services at the best price and quality.

The Supplier Code of Conduct covers the areas of workplace standards, health and safety, compensation and working hours, freedom of association and collective bargaining, forced and compulsory labour, child labour, non-discrimination and harassment, and environment.

ISS uses a significant amount of suppliers of goods and services, some forming a strategic partnership with ISS and others used more on a transactional basis.

In Australia, the highest spend categories are on cleaning consumables and food and beverages, followed by tools and equipment.

We rely on them to uphold our values, conduct regular audits and ensure that they abide by the same principles to ensure transparency of approach.

We carry out regular audits to ensure compliance with our and our customers’ requirements.

ISS has rigorous control processes and procedures within our Quality Management System (QMS), which outline our consistent approach to the screening, selection and management of subcontractors.

We also have robust systems for storing and managing subcontractor information. Within our FM division, ISS has partnered with Pegasus to implement an online Contractor Management System. Through this system, our subcontractors are required to register their company details and upload documents (including insurances, licenses and accreditations) relevant to the services they supply, for ISS to verify their compliance before they commence any work with us. This system notifies our subcontractors if their documentation is about to expire to ensure they always remain compliant.

The Contractor Management System allows ISS to ensure the safety and compliance of contractors on our sites, and provides a comprehensive centralised database of our approved subcontractors.
In an Australian-first, ISS partnered with the Ashburton Aboriginal Corporation (AAC) to create a closed-loop cooking oil supply and recycling program. Under this agreement, AAC’s ASHOIL division supply our WA accommodation villages with cooking oils, sourced exclusively from canola growers in WA.

The ASHOIL team periodically collects the waste cooking oil from mining villages across the Pilbara and transports the product to their processing plant in Tom Price, where it is converted into biodiesel for use in vehicles and explosives for the mining sector. This initiative directly offsets diesel usage and is the equivalent of removing 100 cars from the road annually.

The AAC strives to establish social enterprises that assist in the employment of Aboriginal people in the Pilbara. ISS and the AAC have collaborated on a number of initiatives such as this to support Indigenous people in the region.

In 2016, ISS entered into a global partnership with IBM, to use Watson IoT platform to transform and manage 25,000 buildings around the world.

Working with IBM, ISS will integrate and analyse data from millions of devices and sensors embedded into buildings including doors, windows, chairs, meeting rooms, dispensers and air conditioning systems. Data will be uploaded onto IBM’s Watson IoT cloud platform and cognitive computing technologies will learn from this data, helping ISS optimise its services. The platform will ultimately make buildings more personalised, intuitive and user-friendly.

ISS has commenced the implementation of the cognitive IoT technology at selected customer sites.

Job Active Partnership

ISS’ Centralised Recruitment team, working across all our divisions, has engaged with many Job Active providers around the country to provide opportunities to candidates who have otherwise struggled to find employment. Through this network, we have managed to fill 479 vacancies in 2016 alone, giving employment to disadvantaged Australians including youth, refugees, long term unemployed, job seekers with disabilities and mature age workers.