



ISS STANDARD ON

Supplier Code of Conduct

Group Supply Chain & Procurement



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1. Introduction

ISS is a signatory to the [United Nations Global Compact](#) and is committed to its principles. We respect, support, and promote the [United Nations Universal Declaration of Human Rights](#) and the [Fundamental Conventions of the International Labor Organization](#). ISS is also committed to comply with the [United Nations Guiding Principles on Business and Human Rights](#).

In short, ISS operates according to the principles of good governance, and acts as a responsible corporate citizen in an ethical manner. We expect our Suppliers to do the same.

The purpose of the Supplier Code of Conduct (the “Code”) is to stipulate ISS’ requirements towards our suppliers, subcontractors and any other providers of goods or services (collectively “Suppliers”) regarding responsible and ethical business practices, social and environmental sustainability and compliance with applicable laws and regulations. The scope of these requirements extends to Suppliers’ sub-suppliers and their supply chains.

ISS reserves the right to audit and verify compliance with the requirements described in the Code at any time. Upon reasonable notice, Suppliers (and their sub-suppliers) shall provide assistance and documentation to support such audit.

This Code is an integral part of any agreement between ISS and a Supplier. ISS can unilaterally and with immediate effect terminate its contractual relationship with a Supplier that does not comply with the requirements described in this Code.

Suppliers must immediately inform ISS of actual or suspected non-compliance with this Code.

2. Compliant, Ethical & Responsible Business Conduct

Suppliers must comply with applicable laws and regulations, as well as with the key principles described in this Code.

Anti-corruption, anti-bribery, fair competition and conflicts of interest

ISS has a zero-tolerance policy towards Suppliers committing fraud, corruption or other serious violation of laws and regulation related to anti-bribery, anti-corruption and competition laws. Suppliers shall refrain from any activity which restricts competition or fair trade.

In dealings with ISS, any gift or entertainment offered to ISS employees must be transparent, reasonable in value, infrequent, justifiable and not intended to influence business decisions (or create the appearance thereof). In no event should a Supplier offer (or receive from) ISS personnel the following: cash, cash equivalents (e.g. vouchers), or gifts of purely private character such as jewelry and leisure travel.

Suppliers must never transact with ISS with an undisclosed conflict of interest. If a Supplier has a personal relationship with an employee at ISS (relative, partner or friend) that might give rise to such a conflict, the Supplier must act transparently and disclose the conflict of interest by notifying a senior contact within ISS immediately, and subsequently refrain from engaging with ISS until measures have been taken to stop or mitigate such conflict of interest.

Data protection & privacy, information management, and cybersecurity

The integrity of the personal data of our employees, customers and their users are of the utmost importance to ISS. Suppliers must comply with all relevant Data Protection & Privacy laws, and shall only store or process personal data on ISS' behalf according to ISS' instructions and explicit consent.

Suppliers must appropriately reduce exposure to information and cybersecurity risks by mitigating known security vulnerabilities, by using anti-malware protections and by avoiding usage of technology that is exposed to security risk, such as end-of-life or obsolete technology.

ISS is entitled to take all necessary actions, including e.g. removing or blocking Suppliers' access to ISS' systems, data, networks and physical locations where it is aware of (or suspects) a breach of these data protection, information management and cyber security requirements.

3. Social Sustainability & Human Rights

As a company with over 120 years of history centered around respecting and valuing people, ISS has always prioritized social sustainability. To that end, ISS has made commitments in terms of health, safety, wellbeing, diversity, equity, equality, inclusion and labor and human rights, and we expect our Suppliers to comply with these commitments as set out below.

Health & Safety

Our Suppliers must protect the health and safety of their employees, which encompasses ensuring:

- Proper, safe and healthy working conditions, including access to fire exits
- Access to emergency medical care
- Access to clean toilet facilities and drinkable water
- Appropriate and effective Personal Protective Equipment
- Adequate steps to prevent accidents and injuries
- Professional and thorough investigations of work related accidents
- Documented remedial measures to prevent similar accidents from reoccurring
- Documented track of Lost Time Injuries and a formal plan to reduce these with "zero" as ambition
- Sufficient training in handling and disposing chemicals and other dangerous substances and materials

Employment relationships, working time, wages and benefits

ISS commits that its employees' compensation and working hours comply with applicable laws, regulations and international standards. As a consequence, our Suppliers must equally ensure to:

- Provide their employees with a written, understandable and legally compliant and binding labor contract
- Compensate employees by providing wages, overtime pay, benefits and paid leave which as a minimum comply with the requirements set out in applicable laws, regulations and collective bargaining agreements
- Pay full time employees regularly and at intervals not exceeding one month
- Make no unauthorized deductions from wages, incl. deduction from wages as a disciplinary measure

- Comply with all applicable laws, regulations and mandatory industry standards pertaining to working hours
- Make overtime voluntary and infrequent. Supplier employees should not regularly work more than 48 hours per week, and overtime should not exceed 12 hours per week
- Restrict employees from working more than six consecutive days without at least one day off

Diversity, Equity, Equality, and Inclusion

With an ambition to become the [Company of Belonging](#), ISS strives to become a safe, diverse, and inclusive workplace. We extend these aspirations to our Suppliers, who should:

- Embrace and encourage equal rights, diversity and inclusion in the broadest sense, including age, gender, ethnicity, sexual orientation, nationality, culture, language, religion, physical ability, education and skills
- Not engage in, support or tolerate discrimination in the broadest sense, e.g. based on above parameters
- Neither engage in nor tolerate any harassment, including sexual harassment
- Enforce equal opportunities in terms of recruitment, compensation, training, promotion, termination and retirement
- Treat ISS personnel, ISS' customers, Supplier's staff and supply chain with dignity and respect

ISS protects families before and after childbirth, and requires Suppliers to do the same by:

- Ensuring paid parental leave in accordance with local legislative requirements
- Not subjecting pregnant or breastfeeding women to conditions that would be harmful to them
- Granting breastfeeding women reasonable breaks and, during working hours, provide a designated area that is appropriate for breastfeeding
- Allowing the primary caregiver temporary leave in case of illness or complications related to pregnancy or birth

Forced labor, modern slavery, human trafficking and child labor

ISS does not accept use of forced or compulsory labor as described in the [United Nations Global Compact](#). Accordingly, our Suppliers must refrain from:

- Non-voluntarily work, including work performed under threat of any penalty or sanction
- Forced or compulsory labor in all its forms, including prison labor, not in accordance with [ILO Convention 29](#)
- Requiring employees to make deposits or financial guarantees
- Retaining identity documents (such as passports, identity cards, etc.)
- Using any form of bonded labor, or permitting or encouraging employees to incur debt through recruitment fees, fines, or other means
- Not respecting the right of employees to terminate their employment at reasonable notice
- Not respecting the right of employees to leave the workplace after their shift

ISS is firmly against child labor, as it damages a child's physical, social, mental, and psychological development. Our Suppliers must:

- Respect the national minimum age for employment
- Respect the national age for completion of compulsory education
- Not employ any person younger than the age of 15, or under the minimum ages under applicable law, whichever is higher
- Not assign employees below the age of 18 to work at night or in conditions that may compromise their health, safety, and moral integrity, or which harm their physical, mental, spiritual, moral, and social development

Suppliers are required to implement documented due diligence procedures to ensure that no forced or compulsory labor, including human trafficking, or child labor take place in their own operations or their supply chains.

Freedom of association and collective bargaining

ISS respects freedom of association and the right to collective bargaining, and we expect that our Suppliers do the same. More specifically, ISS' Suppliers must:

- Not interfere with their employees' rights to form and join unions or other associations of their choice
- Not discourage membership of unions
- Recognize elected employee representatives, ensure they are not discriminated against and are given access to the workplace to perform their representative function in accordance with international labor standards

4. Environmental Sustainability & Climate Action

At ISS, we believe in our responsibility to the planet, our people and the communities we serve. We know that climate change, resource scarcity and waste overload are rapidly affecting our planet and the environment. The need for decisive change is clear and urgent, and we are of the conviction that it is our responsibility to champion this change.

As per [ISS' Sustainability Policy](#), we have set ambitious targets committing to achieve net zero emissions for scopes 1 and 2 by 2030 and net zero for scopes 1-3 by 2040. As part of our commitments, we have validated and gotten approval of our [Science based targets](#)¹ in 2023, the achievement of which to a high degree relies on ISS' Suppliers.

¹ Scope 1 emissions are direct emissions from owned or controlled sources, such as fleet vehicles. Scope 2 emissions are indirect emissions from generation of purchased energy. Scope 3 emissions are all indirect emissions (not included in scope 2) that occur in companies' value chains, including both upstream and downstream emissions. I.e., among others all emissions from ISS' supply chain count towards scope 3. Science-based targets provide a clearly-defined pathway for companies and financial institutions to reduce greenhouse gas (GHG) emissions, helping prevent the worst impacts of climate change and future-proof business growth. Targets are considered 'science-based' if they are in line with what the latest climate science deems necessary to meet the goals of the Paris Agreement – limiting global warming to well-below 2°C above pre-industrial levels and pursuing efforts to limit warming to 1.5°C

Requirements for all² Suppliers

ISS expects that all Suppliers either currently feature or perform the following, or alternatively have a documented ambition in place to do so in the near future:

- Environmental sustainability targets
- A documented carbon reduction plan

Our most impactful Suppliers need to go a step beyond

For strategic suppliers³, with whom ISS spends at least 25 mDKK annually, ISS has more stringent requirements which need to be in place no later than 2026:

- Completion of the approval process related to Science based targets
- Featuring a plan to start reporting Greenhouse gas (GHG) emissions to the [Carbon Disclosure Project](#)
- Obtaining a Carbon Disclosure Project (CDP) Climate Change [questionnaire](#) score of at least B, or feature a plan to do so (similar scoring in alternative frameworks such as EcoVadis or S&P are equally accepted)
- Reporting annually on the carbon footprint of the products or services delivered to ISS

For Suppliers in the food and beverages category, and for Suppliers who deliver services to ISS as subcontractors, the above spend threshold is lowered to 10 mDKK p.a.

Additional obligations for certain Suppliers

Finally, ISS also has distinct additional aspirations for Suppliers in specific high-intensity industries:

- Suppliers with a fleet-heavy profile are to electrify their full fleet by 2030
- Suppliers with an energy-heavy profile must shift to fully renewable energy for production facilities and offices by 2030
- Suppliers in the Food industry are to eliminate palm oil for frying and cooking, only utilize [RSPO](#) certified palm oil as ingredient, ban [5-scored "Red Rated" fish](#), only use cage free eggs and avoid single-use plastics
- Suppliers in waste-heavy industries must reuse or recycle any waste when it is environmentally favorable and technically feasible to do so
- Suppliers in land-intensive sectors must deploy methods to avoid deforestation and destruction of biodiversity

^{2,3} Suppliers qualifying as small- or micro companies (based on official local definitions) are provisionally exempted from the requirements put forward in this Section. They are, however, invited to retrieve inspiration [here](#).

5. Change history

Version	Owner	Review	Effective	Next review	Reviewed by	Approved by
2.0	Group Supply Chain & Procurement	June 2024	June 2024	June 2026	Group Legal	Executive Group Management (EGM)
1.0	Group Supply Chain & Procurement	2017	2017	N/A	Group Legal	Executive Group Management (EGM)



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, or to call out behaviour which undermines our vision and 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 webpage](#).

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, please address your concern first with your supervisor or a manager, local People & Culture, local legal counsel, 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

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