



2024 SOCIAL VALUE REPORT

ISS UK & IRELAND



View Report



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Welcome to the 2024 Social Value Report

As we continue to navigate the evolving landscape of facilities management, our commitment to social value remains unwavering. At ISS, we believe that our role extends beyond delivering exceptional service; it is about making a positive impact on the communities we serve. This year, we have focused on enhancing our social, economic and environmental practices, ensuring that our operations not only meet, but exceed regulatory standards. We have worked tirelessly to reduce our environmental footprint, foster inclusive partnerships, and support local initiatives that drive meaningful change. Our dedication to sustainability and social value is reflected in our comprehensive ESG reporting and our ongoing efforts to engage with stakeholders, suppliers, and customers. As we look to the future, we remain steadfast in our mission to create lasting value for all our stakeholders, whilst contributing to a more sustainable and equitable society.



“At ISS, we recognise that true success extends beyond financial performance. Creating meaningful social value is at the heart of our business strategy, driving positive impact in the communities we serve. We are committed to fostering inclusive growth, supporting local opportunities, and championing sustainability to build a better future for all.”

Scott.A.Davies CEO, UK & Ireland



“Within ISS UK & Ireland, we champion sustainable workplaces both for our customers and our own operations. Our commitment to social value is embedded within our values and integrated into our business processes across our customer teams, supply chain and the communities we are a part of. In 2024 we have invested in social value activity through supporting disadvantaged groups into employment, developing diverse supply chains, reducing our environmental impact and enhancing communities. ISS UK & Ireland is proving social value is not only fundamental to our business but the right thing to do.”

Richard Crawshaw
Director of Sustainability UK & Ireland

Executive Summary

At the heart of ISS lies a fundamental commitment; to connect people and places to make the world work better. This central tenet underpins our dedication to generating meaningful social value for our Placemakers, the diverse spaces in which we operate, and the broader global community.

As a prominent leader in delivering exceptional workplace experiences and integrated facility management solutions across the UK and Ireland, we recognise our profound responsibility to champion sustainable workplaces, cultivate healthy and productive settings, and enhance the overall wellbeing of both our valued Placemakers and the communities we serve.

This Social Value Report for 2024 from ISS UK & Ireland, builds upon the foundations laid out in our inaugural report of 2023. It reflects our ongoing journey and unwavering commitment to creating a tangible and positive social impact; showcasing the advancements we have made in further embedding social value into the fabric of our daily operations. Our efforts continue to be powered by the dedication of our people – our Placemakers – who are instrumental in driving positive change each and every day.

Through strategic investments in social value initiatives, our aim is to empower our Placemakers. This is through enhanced career pathways, bolstered economic resilience of our supply chain partners,

strengthened local communities where we have a presence, and active contributions to addressing some of the most pressing social and environmental challenges facing our world today. This report provides insights into the social value activities that have taken place in 2024 and outlines our strategic direction and key priorities for the coming year and beyond, informed by the valuable lessons learned and significant achievements.



Our Social Value Purpose

Our Social Value Purpose is defined by our core ambitions: to advance equality of opportunity, reinforce the strength of the communities we are a part of, and advocate for inherently sustainable workplaces.

We are dedicated to integrating these core ambitions into every facet of our operations – from how we attract and nurture talent to the ways in which we engage with our colleagues, valued customers, trusted suppliers, and the local communities that welcome us. By adopting this holistic approach, we strive to generate genuine and enduring improvements for people, the spaces they inhabit, and the planet we collectively share.

Our purpose is closely interwoven with the overarching sustainability objectives and Signature Moves of the wider ISS Group. These key strategic objectives include:

- Provide recognised qualifications for 100,000+ Placemakers and their family members by 2025;
- Pledge to work together with policy makers, our customers and suppliers, to implement living wages;
- Achieve a gender balance of 40% female leadership at corporate leadership level by 2025.

From its origins in 1901, ISS has been fundamentally a people organisation, driven by the belief that great people can and do make a difference. We embrace our responsibility to care for the planet, support our people, and enrich the places where we operate. Building on this heritage, our Social Value Purpose for ISS UK & Ireland is structured around three interconnected pillars of action:

SOCIAL

Fostering Greater Equality of Opportunity

through initiatives focused on inclusive recruitment practices, comprehensive skills development and training programmes including: promotion of the Real Living Wage; a zero-tolerance stance against modern slavery; the cultivation of diversity, inclusion, and belonging (DIB); and the provision of comprehensive health and wellbeing support for all our Placemakers.

Wellbeing

Diversity,
Inclusion and
Belonging

Modern
Slavery

Real Living
Wage

ECONOMIC

Building Stronger Communities

by prioritising local employment opportunities and actively diversifying our supply chain to include a greater number of small and medium-sized enterprises and purpose-driven organisations, whilst also engaging in impactful community volunteering activities.

Supply
Diversification

Local
Employment

Supply
Chain
Support

Career and Skill
Development

Inclusive
Employment

Championing
Fair pay

ENVIRONMENT

Minimising Environmental Impact

We are committed to reducing our own and our clients' carbon footprint through energy-efficient practices, renewable energy adoption, and asset optimisation. We actively eliminate waste by applying circular economy principles, offering services including waste audits, collection, optimisation, recycling, composting, and reduction of single-use materials. Working closely with clients and communities, we support shared climate goals and reduce our collective environmental impact.

Just
Transition

Net Zero

Circularity

Reducing
Our Impact



Measuring Progress

To ensure accountability and effective measurement of our social value impact, ISS UK has established a strategic partnership with the Social Value Portal (SVP), a leader in the measurement and reporting of social value data within the UK.

In 2023, we implemented the TOM System™ as our primary framework for quantifying and reporting the social value generated by our diverse activities. This established system provides a consistent and comparable methodology for assessing the social value generated across a variety of activities. This enables us to systematically track our progress and refine our strategies for the continuous enhancement of social value delivery.

The TOM System™, previously known as the National TOM Framework, allows us to evaluate social value through a range of carefully selected metrics. This system utilises established proxies to assign a tangible monetary value to a variety of positive social, economic and environmental outcomes.

This data-driven approach provides valuable insights into the specific impacts of our initiatives and helps us to identify key areas where we can further amplify our positive contributions.

As the TOM System™ is currently focused on social value activities within the UK, all social value data reported using this framework specifically reflects our UK operations and does not yet encompass activities within the Republic of Ireland.

Through this commitment to transparent measurement and comprehensive reporting, our aim is to foster strong engagement and build trust with our Placemakers, our valued customers, and the diverse communities in which we operate.

Our strategic alliance with Social Value Portal and the integral application of the TOM System™ are fundamental to our ongoing commitment to embedding a data informed and fully transparent approach to social value management across our entire UK workforce.

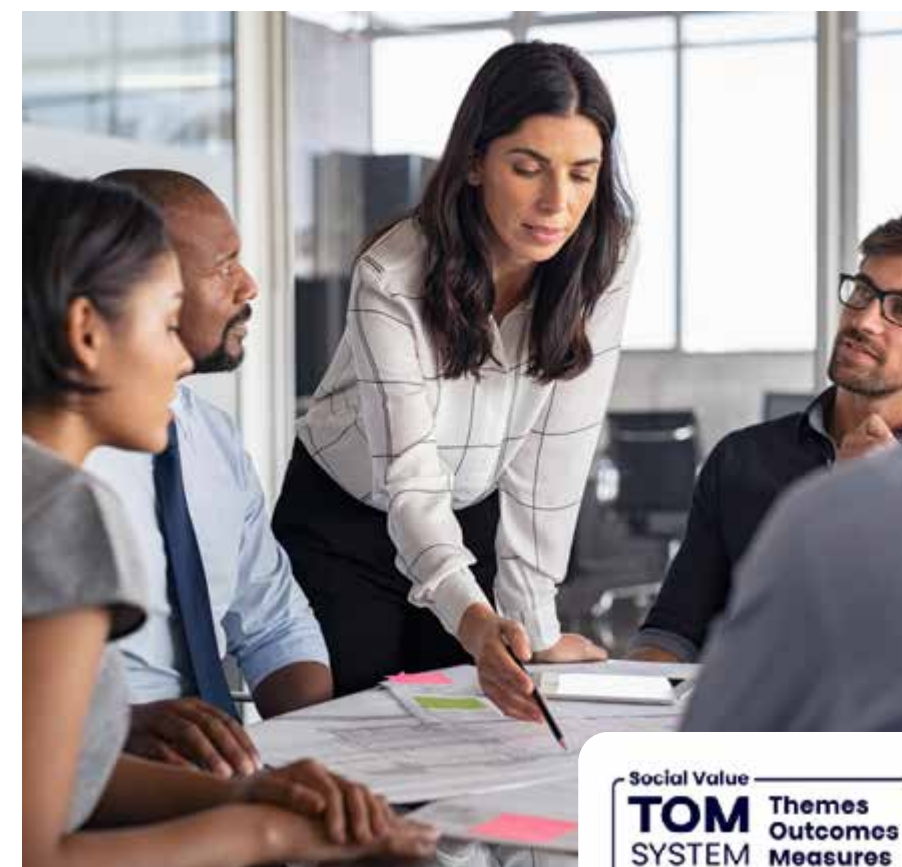


“The facilities management sector holds a unique opportunity to drive positive change through its interactions with communities, our Placemakers, and the supply chain. As a market leader, ISS UK is setting the standard — placing Social Value at the heart of its operations and addressing social, economic, and environmental challenges side by side. Whether it's championing community wellbeing and inclusive workforce development or accelerating progress toward net zero, we're proud to support them in turning commitments into lasting and measurable impact.”

Guy Battle
CEO, Social Value Portal



Working in collaboration with a major UK client, ISS achieved the Social Value Quality Mark (SVQM) Silver Level in July 2024, following a Bronze Level award in January 2024, marking a first for the Facilities Management sector. ISS scored 100% in mandatory compliance and 87% overall, exceeding the average for Silver awards. The lead auditor praised ISS' strong evidence and thorough compliance with the award criteria.



UN Sustainable Development Goals

ISS A/S has been a participant of the United Nations Global Compact since 26 July 2001. In 2015, all 193 UN Member States agreed a 15-year global plan, the Sustainable Development Goals, to tackle extreme poverty, inequality, injustice, and environmental protection, creating a shared roadmap for a sustainable future.

These 17 globally recognised objectives represent a universal call to mobilise governments, businesses, and civil society in pursuit of a sustainable future.

ISS demonstrates its commitment to this agenda by submitting an annual Communication on Progress (COP), published on the UN's Sustainable Development Goals platform. ISS UK & Ireland have incorporated the six ISS SDG priorities and bolstered with four additional goals through the implementation of our 'People, Place, Planet' strategy.



ISS'S GLOBAL PRIORITIES



ISS champions gender equality with nearly 50% women in our workforce. We drive female leadership and embed policies to prevent harassment and discrimination.



ISS ensures fair wages, safe workplaces, and invests in employee development. We enforce zero tolerance of forced labour, child labour, and modern slavery.



ISS supports diverse workplace environments including encouraging job applications from refugees and people with disabilities; and offering education and skills development to enhance career opportunities.



Through our Cleaning Excellence Programme, we reduce chemical use and promote biodegradable, plant-based products that protect people and the environment.



ISS is committed to reducing environmental impact and helping customers lower their footprint with a Net Zero emissions target set for 2040.



We uphold ethical behaviour and inclusion through strict policies and training; encouraging our Placemakers to report concerns safely and anonymously.

ISS UK & Ireland have incorporated the six ISS SDG priorities and bolstered them with four additional goals through the implementation of our 'People, Places, Planet' strategy.

PEOPLE



PLACES



PLANET



2024 SOCIAL VALUE ACHIEVEMENTS

ISS UK & Ireland's 2024 social value initiatives demonstrate how ethical practices, inclusive growth, and community partnerships can drive measurable societal impact. By aligning operations with the needs of people and planet, ISS has continued to champion social value throughout the business and local communities.

ISS's Journey To Date

The 2024 Social Value Report for ISS UK & Ireland builds on our achievements made in 2023. Our intensified focus on measuring and maximising social value catalysed transformative progress in 2024.

This commitment – underpinned by frameworks like the TOM System™ – drove significant advances across our core pillars. This was through expanding inclusive employment opportunities, accelerating skills development, executing our net zero transition, rigorously reducing waste, and fundamentally embedding sustainability into procurement and operations. This holistic approach demonstrates how strategic measurement unlocks tangible benefits for communities and the environment.

DRIVING INCREASED SOCIAL VALUE THROUGH RELIABLE METRICS

A strong emphasis on measuring social value has driven meaningful progress, with total social value rising from £340m in 2023 to over £571m in 2024. This growth reflects our commitment to maximising social value and accurately capturing our activities using trusted frameworks such as the TOM System™.

DEDICATED EFFORTS IN INCLUSIVE RECRUITMENT AND SKILLS DEVELOPMENT

A key focus in 2024 was expanding employment opportunities for under-represented groups and investing in skills development. Targeted groups for recruitment opportunities included long-term unemployed individuals and those with disabilities. Significant investment in apprenticeships resulted in over 12,000 weeks of training in 2024, up from 7,000 weeks in 2023. Progress continues towards awarding recognised qualifications to over 100,000 Placemakers and family members by 2025, with more than 73,000 achieved since 2022 at an ISS Global level.

PROGRESS TOWARDS AMBITIOUS SUSTAINABILITY GOALS

The organisation advanced its validated net zero targets for Scope 1 and 2 emissions by 2030 and Scope 3 by 2040. Key actions in 2024 included transitioning 21% of the corporate fleet to battery electric vehicles, with 97% of our car fleet now a EV or PHEV. ISS also underwent the second year of the Energy Optimisation Programme focused on decarbonising energy and improving efficiency, resulting in 90,000 kWh saved in 2024. Waste reduction efforts continued, leveraging platforms like Globechain for reuse and donating surplus food, contributing to a 30% global reduction in food waste by 2024 against a 2027 target. Environmental and social sustainability were further embedded in our core operations with the introduction of 20% weighting in our new tender evaluations, reinforcing the UK & Ireland's commitment to sustainable procurement and operations.

2024 PERFORMANCE

PEOPLE

Over
20,000
employees provided with multi-dimensional wellbeing programmes

19
inclusive recruitment initiatives undertaken across the country apprenticeships

13
initiatives undertaken to support people back into work

£165k+
of social value generated from initiatives to promote local skills and employment

71
people hired from underrepresented groups

Over
9,000
weeks of apprenticeships supported throughout the year

50
young people provided with meaningful work placements via the DFN Project SEARCH partnership

Over
9,000
mentoring hours provided to young people completing a work placement via the DFN Project SEARCH partnership

Over
£1.2m
generated from hiring people from underrepresented groups

Over
300
employees supported to undertake apprenticeships

Over
1,000+
weeks of work placements provided to interns via DFN Project SEARCH partnership

75
hours spent delivering career support sessions

PLACES

£3.4m
spent with VCSEs in the supply chain

£97k
fundraised for charity partners; Macmillan and WWF

Over
130+
VCSEs supported within the supply chain

Over
1300+
hours spent supporting charities and local community projects

PLANET

£19k+
of social value generated by retraining workers for a just transition to a net zero economy

TOTAL 2024

£6.18M
total social value generated

For more information on ISS's social value journey check out the link below:

[ISS SOCIAL VALUE](#)

A young man and woman, both wearing blue uniforms, are working together. The woman is smiling and looking up at the man, who is focused on a task. They appear to be in a workshop or classroom setting.

FOSTERING GREATER EQUALITY OF OPPORTUNITY

Delivering Social Value

For our Placemakers, Supply Chain and Communities

At ISS UK & Ireland, we have structured our 2024 contributions across four pillars: Modern Slavery, Wellbeing, Diversity, Inclusion & Belonging (DIB) and Community Engagement. Each initiative reflects ISS's commitment to embedding social value into core operations.



For more information on ISS and Modern Slavery please view our Modern Slavery Statement check out the link below:

i

2024 ANTI SLAVERY AND HUMAN TRAFFICKING STATEMENT

➔

Modern Slavery:

Upholding Ethical Integrity

ISS maintains a zero-tolerance stance on modern slavery across its own operations and ensures ethical practices permeate into its supply chain. Resources are dedicated to identifying and addressing modern slavery risks through enhanced due diligence, supplier audits, and training programs. This proactive approach ensures compliance with ethical standards whilst safeguarding vulnerable workers. By embedding anti-slavery measures into procurement processes, ISS reinforces its role as a responsible business committed to human rights.



Delivering Social Value

Wellbeing: Prioritising Holistic Employee Health

ISS recognises that employee wellbeing is foundational to organisational success and societal progress. Our initiatives in 2024 focused on creating environments where our Placemakers feel physically, mentally, and emotionally safe & supported.

Multidimensional Wellbeing Programme

Social Value Generated:

£2.8m

Whilst our Placemakers at ISS gain access to holistic wellbeing programmes from their first day of employment, the social value cited reflects outcomes specifically from those who were provided access for at least 12 months.

A comprehensive suite of resources spanning physical health, mental resilience, and financial literacy were rolled out to 20,779 of our Placemakers. These programmes aim to mitigate workplace stress, boost morale, and drive productivity by proactively addressing personal and professional challenges. By embedding tailored support across all aspects of wellbeing, ISS cultivates a healthier, more motivated workforce equipped to deliver exceptional service quality.

Mental Health Awareness Campaigns

Investment:

£14k

Funding was allocated to mental health awareness initiatives aimed at reducing stigma and encouraging open dialogue.

These campaigns equip our Placemakers with the tools to seek support by fostering a workplace culture rooted in empathy and psychological safety.

Mental Health First Aiders

Trained:

78

To support the wellbeing of our workforce, we maintained a network of 78 Mental Health First Aiders across the UK & Ireland in 2024, providing accessible support for our people.

Proactive mental health education helps mitigate long-term absenteeism and cultivates an environment where our Placemakers feel valued and understood.



Delivering Social Value

Diversity, Inclusion & Belonging (DIB): Cultivating Equity

ISS is dedicated to fostering workplaces where diversity is celebrated, and all individuals feel empowered to contribute fully.

Expert-Led DIB Training Investment:

£43.9K

Specialised training programs were delivered to educate our Placemakers on unconscious bias, inclusive leadership, and the value of diverse perspectives. This investment equips teams with the skills to create equitable environments where every employee can thrive. By prioritising DIB, ISS strengthens workplace cohesion, drives innovation, and aligns with global standards for corporate accountability.



OUR PLEDGES



Disability Confident

The Disability Confident movement guides our approach to recruiting, retaining, and developing disabled people. ISS currently holds 'Committed Status', ensuring applicants can notify us of their disability status when applying for vacancies and guaranteeing an interview to every disabled applicant who meets the basic role criteria. In 2024 we achieved Disability Confident Employer status and are working towards becoming a Disability Confident Leader.



Armed forces covenant

ISS UK is signatory to the Armed Forces Covenant, signifying our commitment to support veterans and their families transition to civilian life, and to recognise the value they bring to our business. ISS UK is also a Gold Award holder of the Defence Employer Recognition Scheme and through our Joint Forces programme we provide career mentoring, training and employment opportunities to ex-forces and spouses.



Age-Friendly Employer

ISS signed the Age-friendly employer pledge in 2022, committing to maintaining age-positive recruitment, flexible working and embracing multi generational diversity in our workforce. We are committed to supporting people to stay in a career that works for them and their stage of life, and through our Generations & Age ERG we are raising awareness of how we benefit from the insight that only long-serving workers can provide.

Our Employee Resource Groups

ISS UK & Ireland recognises that Employee Resource Groups (ERGs) are fundamental to building a diverse and inclusive culture for all our Placemakers. These groups are at the heart of our DIB strategy, driving positive change throughout our organisation.

In 2024, our ERGs were highly active and delivered significant contributions. Black History Month, organised with tremendous engagement across the business by our Culture, Race & Ethnicity (CRE) ERG, was a particular highlight, offering valuable insight and education. The CRE ERG will use the lessons learned to shape their activities in 2025.

Our Pride ERG actively champions LGBTQ+ inclusion and marked Transgender Awareness Week in the fourth quarter of 2024 by sharing transgender voices and celebrating community heroes.

The Gender Balance ERG

Working with dedicated individuals, the Gender Balance ERG successfully delivered initiatives for International Women's Day (IWD), Movember, and International Men's Day (IMD) in 2024, raising a significant sum for important causes. They also held a IWD and IMD Townhall to recognise and award winners and reinforce our DIB commitments.



"At ISS, we firmly believe that our Employee Resource Groups (ERGs) are the cornerstone of fostering a diverse, inclusive, and belonging culture for all our Placemakers. In 2024, our ERGs have been instrumental in driving positive change across our organisation. These achievements underscore the vital role our ERGs play in our DIB strategy, and we are immensely proud of their contributions."

Rebecca Jeffs

Chief People Officer at
ISS UK & Ireland



Delivering Social Value

Diversity, Inclusion & Belonging (DIB): Cultivating Equity

Our Employee Resource Groups.

Abilities@ISS

Abilities@ISS, our Global Abilities ERG, is committed to disability inclusion. To celebrate International Day of Persons with Disabilities (IDPWD), we launched our membership with the Hidden Disabilities Sunflower, empowering Placemakers with non-visible disabilities through essential support. Additionally, the launch of our partnership with the Business Disability Forum provides expert guidance and resources to enhance our inclusivity efforts and create a supportive environment for all.



JointForces@ISS

The Military ERG celebrated a successful year in 2024, marked by the renewal of the covenant. Across the year, Placemakers received training through the ERG, with a total of 75.5 hours supported.



Strengthening Our Community: The Impact of ERGs

ISS UK and Ireland saw significant growth in ERG membership in 2024, with many of our Placemakers joining these important communities. The high number of nominations for events like International Women's Day and International Men's Day demonstrated the impact and reach of our ERGs.

Looking forward to 2025, we are committed to further promoting the identity and purpose of our ERGs, raising awareness through various initiatives and continuing to grow their membership. ERG participation will be a key focus, and our 2025 ERG Events Calendar is available to encourage involvement.

The dedicated efforts of our ERGs is creating a workplace where everyone feels that they belong and can thrive. These groups are essential in driving our DIB agenda and contributing to positive social impact both within and beyond our organisation. Our Placemakers are encouraged to join the ERGs that align with their interests and experiences.



Delivering Social Value

Community Engagement: Empowering Local Resilience

ISS's community initiatives are designed to address local needs while fostering meaningful connections between our Placemakers and the areas they serve.



Financial Support for Local Projects

Donations:

£107.9k

Contributions were directed to community-driven projects addressing critical challenges such as education, poverty alleviation, and infrastructure development. These partnerships demonstrate ISS's commitment to investing in sustainable solutions that uplift communities and drive long-term social equity.



Employee Volunteering

Entitlement per year:

1 day

ISS empowers our Placemakers to contribute time and expertise to support local causes, from mentoring young adults to advancing environmental initiatives. This structured commitment not only addresses pressing community needs but also strengthens teamwork, fosters a sense of purpose, and deepens connections between corporate operations and the communities in which we operate. By prioritising purposeful engagement, ISS ensures that volunteering becomes both a personal and collective investment in building stronger communities.

Delivering Social Value

Community Engagement: Empowering Local Resilience

In 2024, ISS gifted £276K through levy gifting initiatives. We prioritised partnerships that aligned with our social commitments so the funds were distributed as follows:

Adult Social Care Providers

65%

£179K

Supporting vital services for vulnerable adults, enhancing quality care and accessibility.

Youth and Education Organisations

35%

£96K

Focused on empowering young people with notable beneficiaries including, resources for autism that deliver specialised support for autistic individuals and their families.

Safe Opportunities Ltd

Creating pathways for young people with disabilities to gain work experience. In 2024, ISS facilitated tailored work placements through this partnership, fostering skills development and confidence.

This strategic distribution underscores our dedication to addressing systemic barriers and building resilient communities through tested, impactful collaborations.



“Levy gifting in 2024 set the agenda for growth in this area in 2025. By focussing on organisations that match our priorities, we can help support organisations to deliver improved services for young people, people with disabilities and other marginalised groups.”

Steve Jones
Head of Employability





Delivering Social Value Championing Fair Pay

Meaningful careers are built on fair pay that ensures a decent standard of living for our people and their families.

ISS is a proud founding Real Living Wage Foundation Recognised Service Provider. In 2023, as part of our commitment to Enhanced Quality of Life and our goal to become the global Company of Belonging, we made a global pledge to collaborate with customers, suppliers, and policy makers. We continued this pledge through our efforts during 2024.

This pledge aims to enhance the implementation of living wages throughout the facilities management sector. Our commitments involve paying all directly employed Placemakers, not tied to client contracts, the real Living Wage* and working with our customers to expand the number of our Placemakers receiving the Real Living Wage.

A Commitment to People and Principles

ISS's 2024 social initiatives underscore the organisation's role as a steward of ethical practices and community prosperity. By prioritising employee wellbeing, eradicating exploitation risks, advancing workplace inclusion, and engaging meaningfully with communities, ISS exemplifies how businesses can serve as a catalyst for societal progress.



*Or London Living Wage.

76%

of all employees across our UK workforce were paid a least the real living wage in 2024. An 8% increase from 2023.

We have 100% Living Wage where ISS set pay rates. As part of our commitment to fair pay we are engaging customer to support their journey to transition towards the Real Living Wage

For more information on how we champion fair pay and societal progress check out the link below:

[GENDER PAY GAP REPORT](#)

Charity Partners



Partnering for the Planet: Our Charity Alliance with WWF-UK

At ISS, we are a proud strategic charity partner with WWF-UK – the world's leading independent conservation organisation. Together, we're committed to safeguarding our planet's future by addressing urgent environmental challenges, from protecting endangered species to restoring vital ecosystems across the UK and beyond.

This collaboration aligns with our core mission to drive sustainable change. Through joint initiatives, employee engagement, and community outreach, we're amplifying efforts to combat climate change, reduce plastic pollution, and promote responsible resource use. Whether supporting rewilding projects in the Scottish Highlands or advocating for sustainable fisheries, our partnership with WWF-UK underscores a shared vision: a world where people and nature thrive in harmony.

By integrating WWF's science-led expertise into our operations, we're also empowering stakeholders – customers, our Placemakers, and communities – to make environmentally conscious choices. From reducing carbon footprints to championing biodiversity, every action contributes to a greener, more resilient future.

“On behalf of WWF-UK, Thank you. We are so grateful for ISS's support to our mission over the last 3 years. Every contribution through your fundraising efforts has helped take steps to protect wildlife, preserve habitats, and restore nature.”

Louise Oakley

Director of Events and Community Fundraising at WWF-UK



Standing Together Against Cancer: Our Partnership with Macmillan Cancer Support

At ISS, we are honoured to support Macmillan Cancer Support, a charity dedicated to ensuring no one faces cancer alone. This partnership reflects our shared commitment to providing practical, emotional, and financial support to individuals and families affected by cancer, while funding vital research to improve treatment and care across the UK.

Together, we're championing initiatives that make a tangible difference, from fundraising for specialist Macmillan nurses to hosting community wellness workshops that empower those undergoing treatment. Our Placemakers are at the heart of this mission, volunteering their time and skills to support local Macmillan services including organising charity runs and creating care packages for patients.

Cancer touches us all, and through this collaboration, we aim to foster a culture of understanding and resilience. By interfering Macmillan's expertise into workplace wellbeing programmes, we're also equipping our teams with resources to support colleagues navigating cancer, while advocating for inclusive policies that prioritise health and compassion



“We couldn't be more grateful to everyone at ISS for raising an incredible £75k over the last three years, and for their continued support. ISS colleagues really went above and beyond with their fundraising efforts by taking part in Coffee Mornings, the annual pedometer challenge, bake sales and World Cancer Day Events. Colleagues also volunteered to write and deliver postcards, showcasing their determination to do whatever it takes to support people living with cancer.”

“We rely almost entirely on donations from the public and without the generosity from valued partners like ISS, we wouldn't be able to do whatever it takes to help more people with cancer get the best care the UK has to offer, whoever and wherever they are.”

Ella Forster and Nyree Ashby

Relationship Fundraising Managers at Macmillan Cancer Support



BUILDING STRONGER COMMUNITIES

Delivering Social Value for Sustainable Economic Development

At ISS UK & Ireland, our purpose centres on transforming human experience and societal structures by enabling individual agency, unlocking community potential, and driving towards more equitable systems. Through our 2024 initiatives, we turned systemic barriers into foundations for collective prosperity.



Inclusive Employment: Rewriting Stories of Exclusion

Challenges like long-term unemployment, youth opportunity gaps and workplace inequity, deeply affects communities, negatively shapes lives and limits potential. At ISS, we saw an opportunity to rethink recruitment as a bridge to inclusion. For instance, by providing meaningful employment to 16 long term unemployed individuals, we generated £537K in Social Value. This empowered parents to build financial resilience, enabled households to access new opportunities, and fuelled growth for local businesses through reinvestment. This approach reflects our belief that meaningful work isn't just about filling roles; it's about strengthening the fabric of the communities we serve.

By creating pathways to employment for 16 individuals, we generated

£537k

Our Partners for Inclusive Recruitment

maximus

MAXIMUS

Supporting people who have been long-term unemployed

Reed in Partnership

REED IN PARTNERSHIP

Supporting people who have been long-term unemployed



TENT

TENT

Supporting refugees into work



WORKING CHANCE

Supporting female ex-offenders



Delivering Social Value for Sustainable Economic Development

Inclusive Employment: Rewriting Stories of Exclusion



shaw trust

Together, those aided by ISS back into the world of work through inclusive employment programmes generated:



In 2024, ISS worked with Elba to host CV reviews with the support of ISS team members from all backgrounds and disciplines. Similarly, by working alongside Shaw Trust, who aid those with disabilities in the workplace, we unlocked untapped talent that drives innovation.



£1.3m

IN SOCIAL VALUE

By offering these opportunities, ISS contributes to economic productivity and more importantly, boosts the confidence and well-being of individuals and their families.

In 2024 ISS generated over

£103k

IN SOCIAL VALUE

through employing people with disabilities as a result of targeted recruitment programmes

Delivering Social Value for Sustainable Economic Growth

Career and Skill Development: Igniting Lifelong Potential

Economic resilience isn't created by jobs alone, it's sustained by empowering individuals to grow. ISS's commitment to nurturing talent is evident in the 3,113 weeks of work undertaken by new apprentices and £964k of social value generated through training hours in 2024.

However, these figures are not just about training, they are about a single mother earning her engineering certification; a young apprentice mentoring others in their community to create a ripple effect of aspiration; and an existing Placemaker transitioning into a leadership role after their expertise were amplified by new qualifications. This isn't just retention – it's a culture where loyalty is met with opportunity.



"I attend college one day a week and find the balance of work and college days easy. I enjoy the college days, and the tutor is great, but my favourite part of the week is coming back into the workplace to carry out what I've learned. If asked to describe my apprenticeship journey with ISS in five words, I would say engaging, exciting, interesting, practical and fulfilling. For anyone considering applying for an engineering apprenticeship with ISS, I would say go for it."

George

Installation and Maintenance Electrician Apprentice
ISS UK & Ireland



Prior to ISS, George worked in finance, but realised he thrived in a more technical environment.

With experience in construction, he decided to explore the electrical engineering field and decided to apply for an apprenticeship. This gave him the opportunity to earn and learn, while practicing new skills in a real workplace – his favourite part about the apprenticeship.

Starting without any electrical skills, George is now a year into a four-year programme and feels more confident in his ability today.



Delivering Social Value for Sustainable Economic Growth

Career and Skill Development: Igniting Lifelong Potential

Women in leadership

Supporting Gender Equity Through Leadership Development

In Spring 2024, ISS launched a comprehensive suite of Management Development Apprenticeship Standards to advance gender equity and foster inclusive leadership. This initiative provides a fully funded opportunity for female leaders to enhance their capabilities, formalise management expertise, and connect with peers across the organisation.

The blended framework combines nationally recognised Level 3, 5, and 7 Leadership and Management apprenticeships with an ILM-accredited Women in Leadership certification. Co-designed using evidence-based insights from McKinsey & Company, the programme addresses systemic barriers faced by women in leadership. Participants further benefit from bespoke enrichment modules focused on targeted professional development needs, equipping them to thrive in senior roles.

By prioritising accessible skills development, peer networking, and gender-specific mentorship, this initiative aligns with our social value priorities. It strengthens workforce diversity, closes leadership gaps, and empowers underrepresented talent to drive organisational success. ISS remains committed to creating sustainable social impact through equitable investment in leadership pipelines.

42

WOMEN IN LEADERSHIP APPRENTICESHIPS

Working in partnership with apprenticeship specialists and training partner Learnmore, the programme has been a huge success for the business and already brought together 42 female leaders from a variety of roles. The programme strengthens collaboration, encourages knowledge sharing and supports networking across teams, accounts and departments.



"The programme has really helped me overcome previous insecurities such as asking and providing feedback, and also networking. I love practicing the things I learn on a daily basis, and I know it will provide me with lifelong skills to navigate my career as a woman leader."

Jade

Head of Talent, ISS UK & Ireland



"The course has helped tremendously with my confidence as a team leader. I will take away everything I have learned in my course to not only better myself as a woman in leadership but to also encourage others to work towards their goals."

Chloe

Helpdesk Operative,
Transportation
ISS UK & Ireland



"I'm currently studying my ILM Level 7 Senior Leadership apprenticeship, which is really helping to support my role at ISS. I've been able to develop my own network and understand the wider business, and I look forward to progressing further through the course."

Naz

Social Value and
Employability Manager
ISS UK & Ireland

Delivering Social Value for Sustainable Economic Growth

Community Engagement: Empowering Local Resilience

A Transformative Partnership Driving Inclusive Employment

For over 14 years, ISS has proudly served as a strategic partner to DFN Project SEARCH, a pioneering initiative dedicated to creating meaningful employment opportunities for young people with learning disabilities and autism.

Our enduring collaboration reflects a shared commitment to building an equitable, barrier-free workforce while fostering skills development, confidence, and independence for underrepresented talent. In the UK, only 5.1% of people with a learning disability, known to local authorities, are employed.

This targeted intervention addresses critical barriers faced by young people with disabilities. On average 63%* of DFN Project SEARCH participants secure permanent employment post-internship, directly advancing the UK's social mobility agenda and reducing disability employment gaps. By embedding DFN Project SEARCH's evidence-based model within our operations, we create pathways to economic independence while fostering inclusive cultures that benefit both participants and host teams.

DFN Project SEARCH provides structured, on-the-job training across multiple rotations, enabling interns to develop skills and confidence within host businesses. The programme's focus on this specific cohort ensures targeted support that frequently leads to permanent employment, advancing social mobility and long-term economic inclusion for young people with disabilities.

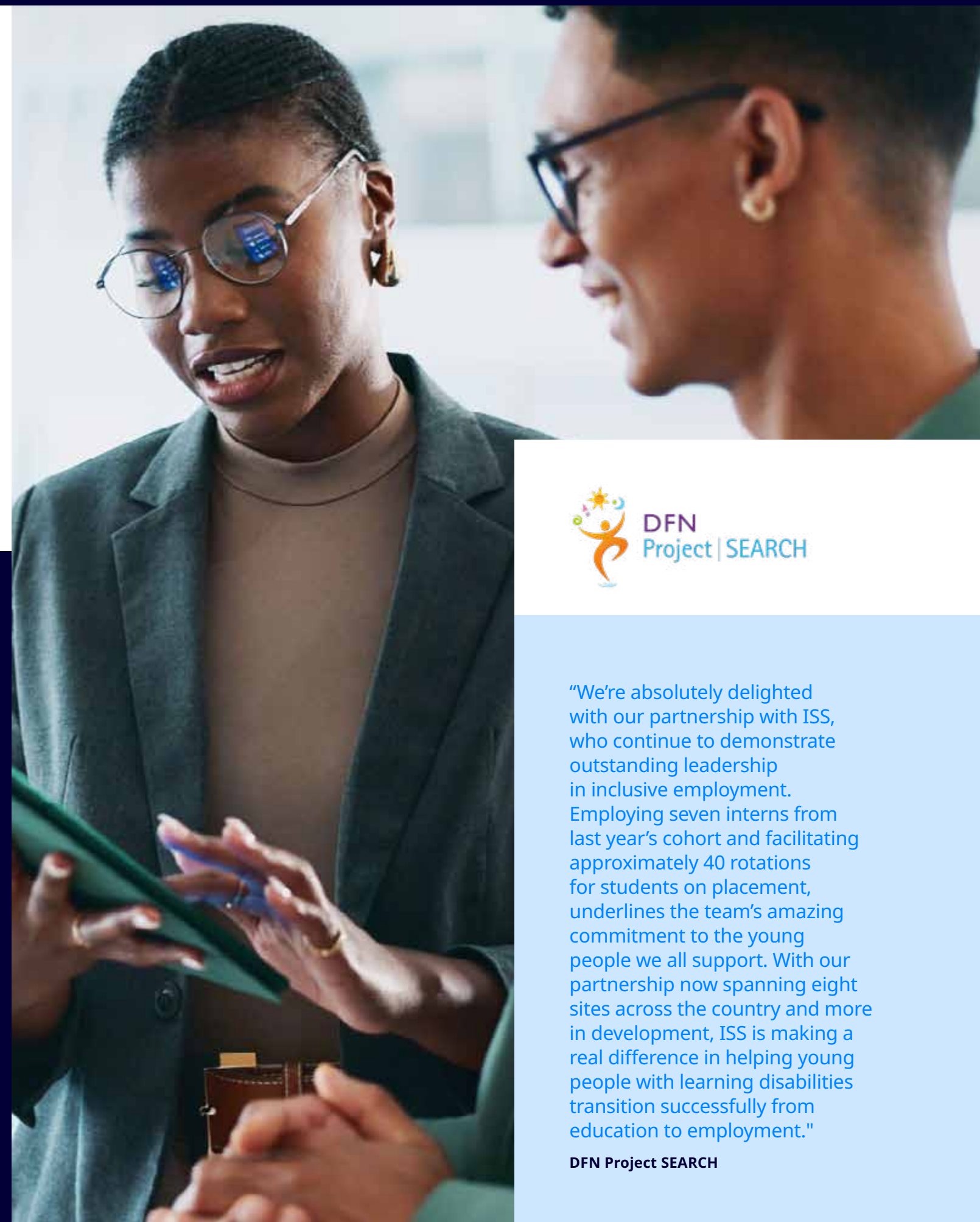
*According to DFN Project Search, based on the 2,000 people supported in the UK

THROUGH THIS ALLIANCE,
IN 2024 WE HAVE:

SUPPORTED
40
YOUNG PEOPLE

THROUGH
294
WEEKS OF PLACEMENTS

GENERATING
£28k
IN SOCIAL VALUE



"We're absolutely delighted with our partnership with ISS, who continue to demonstrate outstanding leadership in inclusive employment. Employing seven interns from last year's cohort and facilitating approximately 40 rotations for students on placement, underlines the team's amazing commitment to the young people we all support. With our partnership now spanning eight sites across the country and more in development, ISS is making a real difference in helping young people with learning disabilities transition successfully from education to employment."

DFN Project SEARCH

Delivering Social Value for Sustainable Economic Growth

Diversifying our Supply Chain: Building an Economy That Lifts Everyone



We are proud to have continued our membership with Social Enterprise UK in 2024, reinforcing our commitment to diversity within our supply chain. As part of the world's largest social enterprise network, this membership connects us with over 3,000 organisations dedicated to social impact, enabling us to collaborate and engage with a broad spectrum of social enterprises. This partnership supports our ongoing efforts to integrate diverse, socially- driven suppliers and promote inclusive economic growth across our operations.

True economic transformation requires rethinking who benefits from growth. In 2024:

49%

of total supply chain spend was with Small and Medium-sized Enterprises SMEs

£3.4m

of total supply chain spend was with Voluntary Community & Social Enterprises (VCSEs)

£408k

of social value was generated across our supply chain

ISS doesn't just procure services; we partner with organisations like "Bright Futures," a social enterprise training homeless women in landscaping. Meanwhile, our 16 hours of pro-bono support for SMEs (1.7K Social Value) might seem modest, but for a family-run cleaning start up, this meant streamlining operations to hire three more local people. When small businesses flourish, they become anchors of community pride.

ISS is proactively diversifying its supply chain by partnering with minority-owned, women-led, and social enterprise suppliers, whilst rigorously tracking supplier data to measure progress and identify opportunities for greater inclusion. This data-driven approach not only fosters economic equity but also strengthens supply chain resilience, embedding corporate values into every tier of procurement.

Partnerships

Building on our ongoing collaboration with partners like Social Enterprise UK (SEUK), Minority Supplier Development UK (MSDUK), and Heart of the City, we remain committed to diversifying our supplier network whilst creating shared value.

By forging strategic connections with underrepresented businesses and leveraging our resources to foster their growth, we strengthen both our supply chain and community impact. Additionally, through redirecting a portion of our apprenticeship levy, we continue to empower SMEs within our ecosystem, enabling employees across our supplier network to access fully funded training that enhances skills, innovation, and operational resilience. This dual focus on equitable procurement practices and capability-building reflects our dedication to driving inclusive, long-term success.



Ethical Employment Audits

To enhance our programme of supplier due diligence, we undertake Ethical Employment Audits of key Preferred Small and Medium Enterprises (SMEs). The audits provide the suppliers with an external, expert, gap analysis and report to support a safe, compliant, inclusive organisation built on strong processes and procedures to further strengthen mitigations against any potential risk.

This process is of mutual benefit, providing suppliers with the tools to continue to enhance their processes to reduce risk, whilst enabling ISS the opportunity to continue to support and develop its supply chain and drive best practice.

Delivered by our external partner, Achilles, this on-site audit assesses policies, processes and evidence within areas including:

- Recruitment & Right to Work Business Ethics
- Working Hours
- Freedom of Association
- Supply Chain Management.

In 2024, we worked with a key construction supplier through our Ethical Employment Audit programme. The process supported them in enhancing their documentation and processes relating to right to work checks; undertaking certified Fairness Inclusion and Respect training via the Supply Chain Sustainability School, introducing new wording in their employee handbook relating to modern slavery; and making enhancements to their Whistle Blowing and Modern Slavery Policies. These enhancements were communicated to their teams through varied channels and engaging content.

Minority Supplier Development UK (MSDUK) Accelerator Mentoring Programme

As a corporate member of MSDUK, ISS takes pride in participating as mentors in their annual Accelerator Programme. This four-month initiative is designed to empower high-growth, ethnic minority-led businesses, through experiential learning that fosters connections, and tailors mentorship to drive long-term success.

During the 2024/25 cycle, Martin Burholt, Chief Operating Officer (COO) of ISS UK, partnered with Jenny Garrett OBE – a renowned speaker, executive coach, award- winning author, and founder of an SME dedicated to advancing women's leadership and inclusive workplace practices. Their collaboration focused on amplifying Jenny's mission to empower women, champion diversity and inclusion, and inspire transformative change across industries.

Through the mentorship, Martin and Jenny delved into strategic scaling for her consultancy, with an emphasis on sustainable growth in leadership development, talent optimisation, and Equality, Diversity, and Inclusion (EDI) training. Their work centred on refining approaches to deliver impactful solutions for corporate and public sector customers, to ensure Jenny's vision creates enduring value in an evolving global landscape.



Delivering Social Value for Sustainable Economic Growth

ISS and Minority Business Matters (MBM): Creating Social Value through Supplier Diversity and Inclusion

ISS UK & Ireland is committed to championing diversity and inclusivity as part of its broader social value purpose. To support this, ISS partners with Minority Business Matters (MBM), a programme designed to help ethnic minority businesses and freelancers overcome challenges in accessing procurement opportunities within public and private sectors.

This partnership aims to empower these businesses to become supplier-ready, embed social value principles, and connect with new markets.

Understanding The Challenge: Barriers facing Ethnic Minority Businesses

Ethnic minority-owned small and medium-sized enterprises often face significant barriers to entering corporate supply chains. These include limited readiness, unfamiliarity with procurement requirements, and restricted access to networks. Meanwhile, corporations may find it difficult to identify suitable ethnic minority suppliers and may unintentionally create obstacles due to a lack of understanding of how smaller businesses operate.

Taking Action: Hosting a Collaborative Roundtable for Change

Demonstrating its dedication to social value, ISS recently hosted a roundtable event bringing together key stakeholders such as, customers from across the UK, suppliers, and external partners. The purpose was to openly discuss the barriers ethnic minority businesses face and explore ways to improve their representation in corporate supply chains.

This event provided a valuable forum for sharing insights, identifying challenges, and fostering collaboration between supply chain partners, customers, and advisors. ISS's leadership expressed enthusiasm about continuing to work with inspirational partners to drive meaningful change.



Driving Impact: Goals and Outcomes of the Partnership

Through roundtables and ongoing collaboration, ISS and its partners work to:

- Help ethnic minority businesses leverage local resources to grow and build resilience
- Remove barriers to accessing new customers and markets, especially within large corporate and public sector procurement
- Enhance the competitiveness of ethnic minority businesses in these markets
- Support corporations in effectively sourcing from ethnic minority suppliers
- Identify and remove obstacles to supplier diversity
- Promote a more inclusive and equitable business environment aligned with sustainability objectives
- Develop strategies that connect sustainability and procurement teams to unlock growth opportunities
- Build community wealth by supporting diverse suppliers, benefiting the local economy and environment.

Making a Difference: The lasting impact on communities and supply chains

By partnering with MBM and engaging customers and suppliers, ISS is making a tangible difference in:

- Preparing ethnic minority businesses to compete effectively for contracts
- Increasing diversity and inclusion within supply chains
- Creating economic opportunities that strengthen local communities
- Supporting sustainable and equitable business practices.

REDUCING OUR ENVIRONMENTAL IMPACT

E

Delivering Social Value for the Environment

At ISS UK & Ireland, we recognise the critical importance of environmental sustainability in delivering social value and are committed to championing sustainable workplaces for a better future. Our approach involves decarbonising our operations and supply chain and, supporting our customers in achieving their own environmental commitments.

ISS GROUP & INTERNATIONAL FRAMEWORKS

We are committed to upholding multiple Environmental, Social, and Governance (ESG) principles that guide our operations and demonstrate our responsibility as a business. Our adherence to internationally recognised frameworks provides our customers with confidence in our sustainable and ethical practices.



The Science-Based Targets Initiative (SBTi) has approved ISS's near-term science-based emissions reduction target of reducing emissions across Scopes 1 & 2 by 46.5% and 27.5% in Scope 3 by 2030 against a 2019 baseline.



UN Global Compact & Sustainable Development Goals (SDGs): We align with the UN Global Compact's Ten Principles, promoting human rights, labour standards, environmental stewardship, and anti-corruption measures. Our commitment extends to advancing the 17 SDGs with a specific focus on nine goals.



We follow the Global Reporting Initiative (GRI) Standards to transparently measure and report our economic, environmental, and social impacts. Additionally, our environmental and energy management certifications from DNV underscore our dedication to reducing environmental footprints and improving energy efficiency.



Our ESG performance is independently assessed and benchmarked by respected organisations, providing objective validation of our efforts:

- Eco Vadis: Achieved a Silver rating, reflecting strong sustainability management across our supply chain
- CDP: Rated C, demonstrating our commitment to environmental transparency
- ESG Index Rankings: Included in leading indices with scores such as Dow Jones Sustainability Index (56), Refinitiv (75), Sustainalytics (14.1 - Low Risk), and MSCI (AA).

Delivering Social Value for the Environment

Paving the Road to Net Zero

ISS UK & Ireland, as a major workplace experience and facility management company, views its role in environmental stewardship as essential to securing a viable future for people, places, and the planet. Decarbonising its operations and supply chain is a core strategic priority for ISS, emphasising sustainable resource usage and innovative strategies to minimise its ecological footprint.

Ambitious Targets and Robust Governance

ISS UK & Ireland has set clear and ambitious targets to achieve net zero Scope 1 and 2 carbon emissions by 2030 and Scope 3 emissions by 2040, using a 2019 baseline. The ISS Group's near-term science-based emissions reduction target, validated by the Science-Based Targets Initiative (SBTi), aims for a 46.5% reduction in Scope 1 & 2 emissions and a 27.5% reduction in Scope 3 emissions by 2030. The validation by SBTi affirms that the climate actions are in line with the latest science.

Strategic oversight of climate-related risks and opportunities is provided by the ISS UK & Ireland Group's Net Zero Steering Committee, established

in 2021. This committee includes members of the Country Leadership including being chaired by Graeme Cameron our Chief Operating Officer for ISS UK Ltd and Statuary Director. Implementation of the Carbon Reduction Plan and adherence to SBTi targets are the responsibility of a dedicated Net Zero Team, which is part of the UK & Ireland Sustainability function and led by the Head of Net Zero Delivery. Climate-related risk is integrated into the risk management strategy and assessed via the Enterprise Risk Management (ERM) process, with quarterly reviews by the Audit & Risk Committee.

Emissions FY 2024

Emissions source**	tCO ₂ e	Progress against baseline (2019)
Total Scope 1 Emissions	5314.61	ISS has seen a 53% decrease in Scope 1 emissions since 2019.
Total Scope 2 Emissions	318.35	ISS has seen a 44% decrease in Scope 2 emissions since 2019
Total Scope 3 Emissions	201,443	ISS has seen a decrease in Scope 3 by 27% since 2019

*Scope 2 and Total Emissions for 1, 2 & 3 are location based.
*Scope 3 includes ISS's full value chain (Defra Cat: 1, 2 3, 5, 6, 7, 11, 12)



Delivering Social Value for the Environment

ISS Estate Building Optimisation

Our Building Optimisation Programme delivers targeted carbon reduction and energy-saving strategies designed to contribute directly to the UK & Ireland's Net-Zero ambitions across the ISS Estate. This comprehensive approach includes both no-cost operational adjustments, such as optimising heating, ventilation, and cooling schedules, and capital investment proposals that enhance asset management and infrastructure.

These improvements build a solid foundation for sustained operational efficiency and environmental performance. We proudly maintained 100% renewable electricity supply across the entire ISS UK estate, underscoring our commitment to clean energy. Additionally, one of our largest commercial office sites was fully degasified, eliminating harmful gases and improving indoor environmental quality.

The Building Optimisation Programme also identified 28 energy conservation measures across eight different sites, enabling us to make targeted improvements that align closely with our broader sustainability goals.

Through these initiatives, ISS continues to demonstrate leadership in environmental stewardship, driving measurable progress in energy efficiency, carbon reduction, and sustainable asset management across our estate

ISS UK & IRELAND
ACHIEVED

ISO50001 AND ESOS III

ISS UK&I achieved ISO50001 and ESOS III compliance at the end of 2024, with the Building Optimisation programme evidencing our commitment to reducing the estate's climate impact.

REDUCTION OF

31,000kg CO₂e

The programme savings since the start of the project roughly translates to £50,000, and a reduction of 31,000kg CO₂e.

90,000kWh

ENERGY SAVED IN 2024

initiative began in 2023 and has so far delivered over 125,000 kWh of energy savings. 90,000 kWh of total savings generation occurred in 2024, which exceeded the annual reduction target by 5%.



ENVIRONMENTAL
PROTECTION



POLLUTION
REDUCTION



RESOURCE
CONSERVATION

Delivering Social Value for the Environment

Reducing Our Impact

ISS teamed up with Coolfood, run by the non profit organisation, World Resources Institute (WRI), to bring low-carbon meals to diners and cut food-related emissions by 25% by 2030.



This initiative was rolled out across 38 business and industry sites from 1st October 2023 and was expanded into healthcare sites in early 2024. It reinforces ISS's Global Food Sustainability Programme by prioritising climate-conscious meal solutions and accelerating progress toward a sustainable future, while empowering customers to combat climate change and deliver measurable social value.

As part of this initiative, ISS signed the Coolfood Pledge. This science-driven programme equips food service providers with tools to reduce the climate footprint of their menus, while promoting nutritionally balanced, plant-rich dining choices.

ISS is now integrating Coolfood Meals, low-carbon certified dishes

with 38% fewer emissions than the average meal, into multiple client concepts. These recipes, marked by a distinctive certification badge, prioritise planet-friendly ingredients without compromising on taste or nutritional value. Rich in vegetables, legumes, and whole grains, they align with public health guidelines to reduce saturated fats and increase fibre intake, supporting both personal well-being and environmental sustainability.

Embracing the ethos of 'Small Change, Big Impact', ISS demonstrates how simple swaps in meal choices can drive significant outcomes. For diners, this means access to appealing, lower-carbon options that educate and empower them to make informed decisions. Beyond emissions reductions, the initiative fosters social value by addressing food-related health inequalities and championing equitable access to sustainable nutrition.

By collaborating with Coolfood, ISS aims to cut food-related emissions by 25% by 2030, advancing the dual goals of planetary health and community wellbeing.



"Partnering with Coolfood represents the next step in our roadmap to lower carbon emissions, and ultimately a more sustainable future. We're thrilled to be bringing such a wide variety of delicious, plant-rich, and expertly crafted recipes to the table for our customers. With this initiative, we're showing how small, active choices can spark a brighter future, and we hope to inspire more customers and consumers with Coolfood Meals each year."

Linda Cregan
Head of Sustainability Services and Product Performance for ISS.



TRANSITION TO LOW-CARBON VEHICLES

Considerable progress was made in transitioning our UK fleet to electric vehicles (EVs). As of 2024, 281 of our corporate fleet (including both company cars and commercial vehicles) are fully battery-electric vehicles (BEVs) and 314 are plug-in hybrid vehicles (PHEVs). Our target remains for all commercial vehicles to be EV or hydrogen by 2030.



FOOD WASTE REDUCTION

We aim to reduce food waste by 50% across ISS UK & Ireland's catering businesses by 2027. Initiatives include food waste reductions through donations of surplus food to local charities. In 2024, 11,193Kg of leftover food was donated via Olio in the UK.



CIRCULARITY

We continue to focus on reducing waste through the reuse of products and materials. In 2024, 15.41 tonnes of items were diverted for reuse through Globechain, helping non-profit organisations save an estimated £112K. This demonstrates our commitment to an innovative waste solution that embraces reuse, creates social value, and reduces carbon.



Delivering Social Value for the Environment

Empowering Frontline Innovators: Delivering Social Value Through Sustainable Waste Solutions in Healthcare

Setting the Scene: A Modern Hospital, A Modern Challenge

An ISS UK & Ireland customer operates one of the most modern healthcare facilities in Europe. It has over 1,000 patient beds and 26 state-of-the-art operating theatres, including several equipped for robotic-assisted procedures. As a major trauma and cancer centre, this facility's scale and complexity bring unique sustainability and waste management challenges and opportunities that ISS's on-site team were ready to tackle.

Listening to the Experts: Our Placemakers Lead the Way

The success of this project is due to the true innovators behind the idea, ISS's Placemakers, whose deep operational knowledge and close relationships with the client's clinical teams proved invaluable. Their hands-on experience allowed them to identify inefficiencies and opportunities that might otherwise have gone unnoticed. Their proactive approach, attention to detail, and commitment to sustainability were instrumental in driving the project forward and gaining buy-in from clinical teams.

By actively engaging Placemakers in the innovation process, ISS not only harnessed practical expertise but also empowered its teams, fostering a culture of inclusion and ownership. This approach creates social value by:

- Building skills and confidence amongst our Placemakers, enabling them to contribute ideas and take leadership in driving improvements.

- Strengthening collaboration and trust between our Placemakers and clinical teams, leading to more effective and sustainable solutions.
- Demonstrating respect for diverse perspectives, which enhances job satisfaction and retention, and supports overall Placemaker's wellbeing.
- Delivering solutions that are grounded in real-world experience, ensuring changes are practical, impactful, and widely accepted.

Involving the Placemakers in the innovation not only delivered measurable environmental and financial benefits but generated lasting social value for our Placemakers, patients, and the wider community.



Taking Action: Collaborative Solutions Driven by Experience

Robotic-Assisted Procedures

A cross-functional team was formed, including ISS waste specialists, senior theatre teams, and surgeons. Together, they reviewed the entire waste process for robotic-assisted surgeries and discovered that all packaging and clinical waste-including items without infection risk-were being disposed of in yellow clinical waste bags, which require specialist treatment, are costly and carbon-intensive.

The ISS Placemakers led a trial, quantifying that each procedure generated 29kg of yellow bag waste. Leveraging their frontline insights, they introduced Tiger Stripe Bags and recycling streams for non-infectious waste and replaced single-use drapes and gowns with reusable alternatives. Their ability to communicate effectively with clinical teams helped secure full support for these changes, ensuring smooth implementation.



Taking Action: Collaborative Solutions Driven by Experience

Radiotherapy Department

In the radiotherapy department, ISS waste experts observed that thermoplastic masks used for patient treatments were being disposed of in orange clinical waste bags, unnecessarily increasing costs and carbon impact. After consulting with senior members of the client's team and confirming the absence of infectious risk, the team switched to tiger bags for this waste stream and streamlined bin usage, removing redundant pedal bins and reducing unnecessary liner changes.



Driving Impact: Measurable Results for People, Planet, and Budget

Robotic-Assisted Theatres:

- 29kg of yellow bag waste eliminated per procedure
- All single-use drapes and gowns replaced with reusable items
- 20 tonnes of CO₂ emissions saved per theatre, per year
- Estimated cost savings of £10K per theatre, per year

Radiotherapy Department:

- 500kg of orange bag waste eliminated annually
- Switch to tiger bags reduced costs and carbon footprint
- Fewer bins and liners needed, saving resources and labour

Delivering Social Value for the Environment

Supporting a Just Transition

ISS recognises the significant role skills development will play in the transition to a net-zero economy

IEMA TRAINING CENTRE CERTIFICATION

In 2024, ISS UK & Ireland continues to be an IEMA-accredited training centre, enabling our sustainability team to deliver certified Continuing Professional Development (CPD) courses to our Placemakers, suppliers, and customers. This milestone supports our commitment to upskilling our workforce and partners, fostering a sustainability mindset that is embedded into everyday working practices.

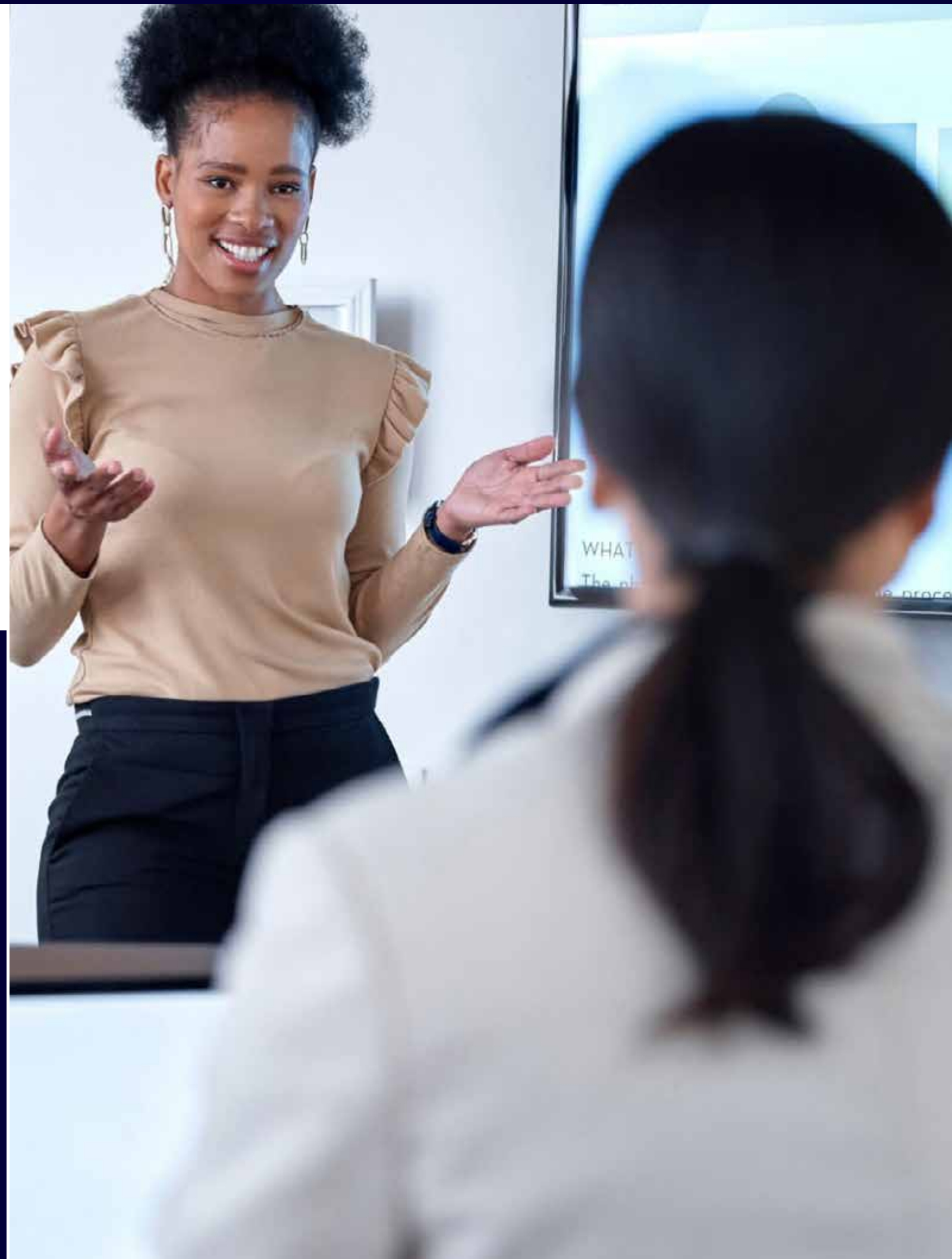


By equipping individuals with the knowledge and skills to champion sustainable workplaces, we address one of the most significant challenges to improving environmental outcomes; behavioural change. Our training portfolio includes courses such as: 'Environmental Sustainability Skills for the Workforce', 'Environmental Sustainability Skills for Managers', 'Introduction to Net Zero', and 'Pathways to Net Zero'. All delivered in line with the latest IEMA guidance.

This accreditation strengthens our ability to drive meaningful environmental progress across our operations and supply chain, ensuring that sustainability is a shared priority for all stakeholders.



Our IEMA training programmes are run by Colin Malcom, Head of Sustainability Technical, Standards and Training. Colin is an IEMA Fellow, a Chartered Environmentalist, and has over twenty-five years continuous experience in supporting businesses in sustainability performance management. Particular focus areas include risk and opportunity management across the organisational value chain; stakeholder engagement and change management; environmental law and compliance management; carbon management; circular economy and resource efficiency; training and competency development; and management systems and operational.



Performance Section

Impact and Stats

Ref	TOM System™ Measure	Units	SVE
NT3	Long-term unemployed people recruited	no. people FTE	536,234.40
NT4	Employees recruited who are Not in Education Employment or Training (16-24 y.o.)	no. people FTE	5,228.68
NT6	Unemployed individuals with disabilities recruited	no. people FTE	103,778.00
NT76	Unemployed people recruited	no. people FTE	658,935.54
NT10	Employment of new apprentices	no. weeks	964,384.60
NT81	Upskilling of existing Employees through apprenticeships	no. weeks	204,414.22
NT11	Personalised support to help unemployed people into work	no. attendees	7,658.31
NT12	Meaningful unpaid work placements while Not in Employment Education or Training	no. weeks	28,959.00
NT50	Initiatives to promote local skills and employment	invested inc. time, materials, equipment etc	165,290.88
NT96	Personalised support to improve career and life skills	no. hrs (total session duration)	8,379.75
NT14	Spend with VCSEs in the supply chain	no. attendees	408,553.96
NT15	Expert support to VCSEs and SMEs	no. Employee expert hours	850.72
NT20	Multidimensional wellbeing programme access for our Employees	no. Employees provided access	2,857,112.50
NT39	Support for mental health awareness campaigns for Employees	invested inc. time, materials, equipment etc	14,160.24
NT43	Support to mitigate modern slavery risks in supply chain	invested inc. time, materials, equipment etc	10,000.00
NT105	Expert Equality, Diversity & Inclusion training	invested inc. time, materials, equipment etc	43,956.00
NT28	Support for local community projects through donations	£ invested	95,711.60
NT29	Support for local community projects through volunteering	no. Employees volunteering hours	16,483.64
NT54	Retraining workers for a just transition to a net zero economy	no. hrs (total session duration)	19,978.20
NT88	Reduce waste through reuse of products and materials	tonnes	1,573.36
NT122	Food waste reductions through donations of surplus to local charities	£ invested	26,918.29
TOTAL			6,178,561.89





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