

SUSTAINABILITY AT ISS



PEOPLE-FIRST FM



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INTRODUCTION

Across all industries and sectors, sustainability has never been more of a priority for organisations. Rising energy costs, regulatory pressures and net zero commitments are raising expectations, while progress is now judged by credible, measurable action rather than ambition alone. The built environment is at the heart of this transformation — that’s why ISS is partnering with customers across the UK & Ireland to deliver truly sustainable workplaces.

We’re proud to deliver our services in partnership with Anthesis, a global sustainability advisory firm. Together, we help customers turn commitments into results by focusing on three key areas of impact: reducing carbon, cutting waste and creating lasting social value that invests in the people and communities who make our customers’ workplaces thrive.



ISS SUSTAINABILITY SERVICES, GUIDED BY ANTHESIS



How ISS and Anthesis combine to turn sustainability strategy into workplace outcomes

Sustainability progress depends on both clear strategy and effective delivery.

ISS Sustainability Services bring these together — moving beyond planning to implementation, and ensuring outcomes are realised, measured and sustained over time.

ISS knows workplaces, Anthesis knows Sustainability.

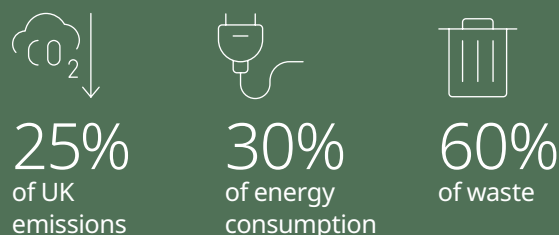
Together we turn your intention into tomorrows transformation; action on the ground where it matters.

Combining sustainability expertise with workplace insight, ISS Sustainability Services help customers accelerate progress towards their goals and targets — with credible, measurable impact.

Why the workplace matters

The workplace has a significant influence on sustainability outcomes making it one of the most powerful places organisations can act.

In the UK, workplaces account for approximately:



Workplaces also shape social outcomes, influencing wellbeing, fair work and community impact.

From ambition to action

ISS Sustainability Services focus on the workplace levers within buildings and services that enable customers to make the greatest progress against their sustainability goals.

- Improving emissions performance across Scope 1, 2 and priority Scope 3
- Reducing waste and material intensity
- Delivering social value through workplace activity

Why this matters

Sustainability is a commercial decision.

It helps organisations:

- Meet regulatory requirements
- Reduce cost and improve efficiency
- Strengthen workforce outcomes
- Build resilience across operations

Targeted services to accelerate progress against sustainability goals.

SUSTAINABLE WORKPLACES



How sustainability is built into facilities management by design — not added on

Sustainability isn't added on — it's built into how the workplace runs.

For many organisations, the workplace is one of the most powerful levers for delivering sustainability goals.

While strategy is set at board level, progress is delivered through buildings, services and behaviours — where facilities management plays a central role.

Energy use, waste, materials and day-to-day operations are all shaped by how services are designed and delivered. This creates a clear opportunity.

By improving how services are specified, managed and run, organisations can reduce environmental impact, improve efficiency and deliver more consistent outcomes — as part of everyday operations.

Designed in, not added on

Sustainability is built into the services delivered in your workplace — across people, processes, materials and behaviours.

What this means in practice

By designing sustainability into services from the outset, environmental and social improvements are delivered consistently — influencing decisions, behaviours and outcomes across the workplace.

Where sustainability is built in

- Service specifications and standards
- Materials, products and equipment
- Day-to-day processes and behaviours
- Training and on-site decision making

Together, these levers ensure sustainability is delivered consistently through workplace services, supporting environmental performance and positive social outcomes, by design.

Supporting better outcomes

Designing sustainability into services creates a consistent foundation for performance across the workplace.

- Sustainability designed into services as standard
- Practical, embedded improvements
- Options to tailor and accelerate impact

This approach ensures environmental and social priorities are addressed through how services are delivered.

The Placemaker Advantage

ISS Placemakers deliver sustainability where it matters most — within the workplace.

Because services are delivered on site, improvements are practical, relevant and grounded in how workplaces actually operate.

By designing sustainability into service delivery, the ISS way of working supports better environmental performance and positive social outcomes — in a way that is consistent, dependable and aligned to how organisations operate.

In practice:

- Sustainability delivered through on-site teams
- Practical improvements grounded in workplace reality
- Consistent outcomes across services and locations

This is about delivering better outcomes — by designing services so the ISS way of delivery is, by design, the sustainable way.

LOW CARBON WORKPLACES



Reducing energy cost and carbon through smarter workplace operations.

Carbon reduction happens through workplaces — not just commitments.

- Lower energy cost
- Reduced carbon
- Improved control and resilience

Low Carbon Workplaces focus attention on one of the areas organisations can most directly influence — how buildings perform.

Rising energy costs, regulatory pressure and net zero commitments are bringing greater scrutiny to how workplaces are operated and perform.

By improving how buildings are operated and perform, organisations can reduce energy use, lower cost and cut carbon — often without the need for immediate capital investment.

Three ways we deliver

1. Building Optimisation

Reducing energy use and carbon through improved building performance.

2. Decarbonisation Roadmaps

Creating clear, costed pathways to reduce Scope 1 and 2 emissions.

3. Net Zero FM Partnership

Aligning facilities management delivery to customer net zero goals.

Case study

An international banking organisation required a strategic, scalable approach to reducing energy use and carbon emissions across a large global property portfolio — while improving asset efficiency and operational resilience.

Solution

A multi-year building optimisation programme focused on improving how buildings are operated and controlled.

Using energy data and performance insight, ISS identified and implemented low — and no-cost operational changes to reduce unnecessary energy use, improve asset efficiency, and deliver sustained carbon and cost reduction at scale.

Outcomes



A clear example of how operational improvements can deliver measurable carbon and cost reduction — without major capital investment.



“Practical carbon reduction, delivered through workplace operations.”



ZERO WASTE WORKPLACES

Improving resource efficiency and reducing waste through better workplace design

Waste is shaped by how workplace systems are designed — not just how it is disposed of.

- Lower cost
- Ensure compliance
- Improved resource efficiency

Zero Waste Workplaces focus attention on how materials flow through the workplace - from specification and use to recovery and reuse.

Reducing waste requires more than compliant collections alone.

Organisations face different challenges - from managing risk and compliance, to improving performance using data, to keeping materials in use for longer.

The workplace brings these challenges together, providing a practical setting for structured waste and resource improvement.

Three ways we deliver

1. Waste Collections & Compliance

Ensuring waste is managed safely, legally and efficiently — creating a robust, compliant foundation across the workplace.

2. Waste & Resource Optimisation

Using data and site insight to improve segregation, redesign collections and reduce waste and cost.

3. Circular FM Partnership

Redesigning workplace systems to keep materials in use for longer, retaining value and reducing reliance on disposal.

“Reducing waste and cost by rethinking how resources flow through the workplace.”

SOCIALLY RESPONSIBLE WORKPLACES

Creating measurable social value through how workplaces are designed and operated

Social impact is delivered through people and workplaces — not just policy.

- Inclusive access to work and opportunity
- Stronger workforce and community outcomes
- Credible, measurable social value

Socially Responsible Workplaces focus attention on how people experience work, services and opportunity within the workplace.

Social outcomes are shaped by how workplaces are designed, operated and experienced.

Facilities management plays a direct role in this — influencing access to work, how services are delivered, and how people move through, experience and participate in the workplace.

This makes the workplace a practical setting for delivering inclusive, measurable social impact.

Three ways we deliver

1. Inclusive & Accessible Workplaces

Removing practical barriers to participation through workplace design and services.

2. Purpose & Social Activation

Translating purpose and values into visible workplace behaviours and experiences.

3. Social Value FM Partnership

Delivering structured, measurable social value through operations and supply chains.

“Proven through structured, measurable social impact delivered through the workplace.”

Case study

Across workplaces food and organic waste represented a high-volume waste stream, driving frequent collections, avoidable cost and carbon impacts, while increasing compliance and handling requirements.

Solution

ISS introduced onsite waste treatment using bio-processors to manage food and organic waste at source.

Treating waste at the point of generation reduced the volume requiring collection, simplified compliance and improved control over organic waste streams.

Outcomes



72
tonnes waste
reduction



80%
reduction
cost



180
tonnes of
CO₂ avoided
per year

A clear example of how waste, cost and carbon can be reduced by redesigning how materials are managed through the workplace.



Case study

Working with a number of NHS Trusts, ISS partnered to improve access to meaningful employment for young people with learning disabilities — delivering measurable social value through the workplace.

Solution

ISS partnered with DFN Project SEARCH to deliver a structured, workplace-based inclusive employment programme.

The programme provides supported placements, mentoring and real-world work experience, creating a clear, repeatable route to inclusive employment and measurable social value through the workplace.

Outcomes



Structured,
supported
employment
opportunities



Improved
access to
meaningful
work



Long-term
employability
outcomes for
participants

A clear example of creating meaningful employment opportunities while delivering measurable social and business value through the workplace.



ENTERPRISE SUSTAINABILITY

How ISS aligns with your sustainability priorities and evidences this at an organisational level

A structured, accountable approach to sustainability — aligned to your priorities.

Organisations across every sector are under increasing pressure to demonstrate credible progress against sustainability commitments.

This is no longer just about ambition, it is about working with partners who can deliver outcomes that can be evidenced, reported and trusted.

As a global workplace services provider, ISS operates sustainably as part of how we run our business.

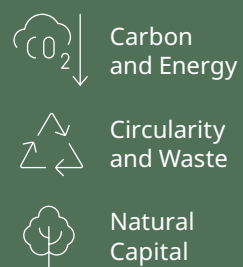
Our enterprise sustainability approach is designed to align these commitments with customer priorities — providing confidence through clear targets, robust governance and transparent reporting.

Environmental & Social Sustainability

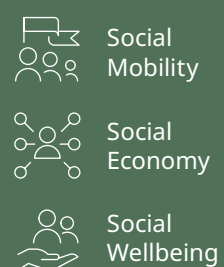
At ISS, sustainability is not a collection of individual initiatives.

It is a connected system of environmental and social priorities that are managed together across our business and value chain.

Environmental sustainability



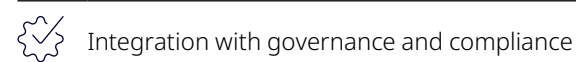
Social sustainability



These areas are interdependent — ensuring progress in one supports outcomes in another and is measured holistically.

Alignment with your organisation

ISS works in partnership with organisations to align sustainability with customer priorities, targets and reporting requirements.

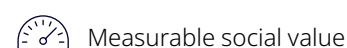
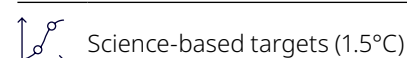


What this provides

By embedding sustainability into how ISS operates as a business, customers gain assurance that environmental and social expectations are addressed consistently across our organisation and supply chain.

This creates confidence in performance, governance, reporting and long-term alignment.

In practice:



A structured, accountable approach — aligned to your organisation's sustainability priorities.

“ISS works in partnership with organisations to align sustainability with customer priorities, targets and reporting requirements.”

ABOUT ISS

ISS is a leading workplace experience and facilities management company. With a presence in more than 30 countries worldwide, and with more than 27,000 employees across the UK and Ireland alone, ISS provides innovative workplace solutions that contribute to better business performance aimed at making life easier, more productive, and enjoyable for all — delivered to high standards by people who care.

Since 2025, ISS has partnered with Anthesis to deliver sustainability solutions to customers across the UK & Ireland. Through this innovative partnership, ISS leverages its extensive operational expertise in managing and maintaining complex facilities across diverse industries alongside Anthesis' deep sustainability knowledge in managing risk and adding value for organisations on their transformation journeys.

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issworld.com



**Sustainability
Services**

GUIDED BY
Anthesis 