

ISS Security Policy

At ISS we prioritise the security of our people, assets and infrastructure, to maximise people safety and brand integrity, whilst minimising business disruption.

ISS respects, supports and promotes human rights as stated in the United Nations Universal Declaration of Human Rights and the Fundamental Conventions of the International Labour Organisation. ISS is also committed to comply with the United Nations Guiding Principles on Business and Human Rights.

ISS is committed to keeping the workplaces secure and safe to protect people from harm and the assets we manage from damage and loss in as far as reasonably practicable.

This Policy covers the management of security risk related to harm to people and assets. Effective security management is essential to mitigate risks and provide proportionate protection.

Our Security Principles

- We encourage employees to champion security in the workplace;
- We respect the privacy of individuals and to the extent practicable we seek to minimise the use of monitoring, surveillance and security measures that may invade the privacy of individuals, and we use such measures solely for the legitimate business purpose of protecting our assets and the safety of our people or others;
- We take reasonable measures to avoid involvement or complicity in human rights violations in our relationships and interactions with state security forces;
- Our security personnel are trained when to intervene in security-related situations and how to use the minimal force necessary; our security personnel will only carry firearms in accordance with regulations and when required by the customer, and such personnel will be trained in responsible use of firearms;
- We will not physically restrain any person, except when necessary to protect that person's or others' health, safety and property, and only until such time as the threat has been neutralised and the person has been released or, if appropriate, handed over to the relevant national or local authority;
- We take pro-active measures of security risks to maximise preparedness, business continuity and incident response;
- Security incidents will be investigated to determine their root cause and take appropriate corrective actions, including a review of the relevant risk assessment;
- We require our suppliers and their subcontractors to manage security in line with this policy;
- We will ensure our employees are confident about reporting any unusual or suspicious behaviour that could pose a threat to life, business continuity or brand integrity;
- We will consult with our stakeholders such as employees, customers and suppliers on matters of security and share security advice.

Adopted November 2018