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**Ownership:** ISS UK Limited

**Turnover:** £1.223bn (UK)  
**Pre-tax profit:** £55.3m (UK)

**Staff:** 3,585 Professional/management staff  
40,706 Technical/services operatives

**Total Clients:** 1,454



## Service Profile

### FM Services

- ✓ Total FM
- ✓ Integrated services packages

Services provided by directly employed staff:

- ✓ Cleaning
- ✓ Catering
- ✓ Technical Services
- ✓ Security
- ✓ FM consultancy
- ✓ Central help desk
- ✓ Central monitoring 24/7
- ✓ Project management
- ✓ Relocation management
- ✓ Grounds maintenance
- ✓ Energy management
- ✓ Waste Management
- ✓ Reception and Concierge

### Property Services

- ✓ Total property outsourcing
- ✓ Real estate management
- ✓ Financing
- ✓ Asset management

### Business Services

- ✓ Office services
- ✓ IT/telecoms

### Major Contracts

Public sector:

- ✓ Defence
- ✓ Healthcare
- ✓ Education
- ✓ Government & Local Authorities

Private sector:

- ✓ Financial Services & Retail
- ✓ Professional Services & Hotels
- ✓ Manufacturing & ICT
- ✓ Cleaning & Transport

### Geographical Coverage

- ✓ UK
- ✓ Europe
- ✓ Worldwide

### Selected clients

High profile clients in all sectors including English Heritage, Samsung, Hitachi Rail, McLaren, Middlesex University, Société Générale, Arun District Council, Virgin Media, UBS, The Law Society, Co-Op and Royal Derby Hospital

### Company mission statement

Service performance that facilitates our customers' purpose through people empowerment.

### What do we do?

ISS provides organisations with every facility solution they might require to support their own core activities. Our services include facilities management, engineering, energy management, catering, cleaning, food and hospitality, front of house, security, consultancy and landscaping.

### Why are we different?

For five consecutive years, ISS has achieved the highest possible rating given by the International Association of Outsourcing Professionals® (IAOP®) in their annual assessment of outsourcing organisations worldwide. We attribute our accolade to the focus we place on our customers' business and empowering our staff to bring purpose to life. We are the partner that can make it happen supporting your business; a team behind the team. Our solution is delivered through an expansive range of self-delivered services tailored appropriately.

### Proven both locally and globally

ISS has full geographic coverage across the UK and Ireland employing over 47,500 staff, while globally, we have 490,000 employees across 77 countries. Our extensive experience as outsourcing specialists means that we know service provision inside out, from outsourcing trends and developments in our own market as well as those of our clients

### Our expertise allows you to focus on your core business

As experts in FM, you can be assured that the management and delivery of key services will be in the best possible hands. We are experts in every service we provide and combine this single service excellence into a world-class IFS solution - no wonder our Customer NPS is well beyond the recognised +40 World Class Standard!

### Integrated benefits

Our experience and ability to successfully integrate and self-deliver services provides key benefits to our client from innovation, quality, reduced risk and cost savings. By partnering with ISS, services are consolidated to a single point of contact offering greater efficiency and a more streamlined operation.

### Great people delivering the goods

As one of the largest private employers in the world, we invest in our people through effective management, development and motivation. We believe in the Power of the Human Touch and our global training programme, Service with a Human Touch, is designed to specifically deliver this ethos - our employees' positive attitude and service centric approach ensures we provide the best possible service to our customers.

### Doing what is right

ISS is committed to doing business the right way. We are actively involved in corporate responsibility and sustainability initiatives and similarly, we strive to ensure that all our people are paid a full and fair living wage.