

THE POWER OF THE HUMAN TOUCH



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Overview

ISS was founded in Copenhagen, Denmark in 1901. ISS is one of the biggest providers of facility management and services. ISS's key purpose is to drive service performance to help you achieve your own Vision and take your workplace to the next level of success.

ISS delivers a wide range of facility services globally and locally here in China. We are leveraging our global strength, coupled with our local capability, support structure and advanced technologies. ISS can expertly manage a wide range of services, including Facility Management, Catering Services, Technical Services, Cleaning Services, Support Services and Security Services.



ISS China

ISS China has the capability and expertise to deliver a wide range of facility services for your business. We can work with you to manage your property, offering an integrated service solution for all your facility needs, or add any additional service lines you choose.

We have the local knowledge and technical experts in our business to support your site and provide an exceptional experience for your facility users. ISS China works with leading companies in many business sectors and is trusted to look after their buildings, assets, workers and customers.

We care for your business as if it were our own.



10,000+ employees



1200+ operation sites
100+ F500 Companies



100+ Cities
20+ Offices /branches



80% self-delivery



ISS Global

As a global organization, ISS has a unique ability to connect to our international networks to bring global best practices into China and into your workplace! We also have the advantage of leveraging global procurement arrangements, innovations, processes, tools, training and system technologies to create strong operational capability in every contract.



Over
100 years
of experience
worldwide

For the sixth year in a row, ISS has achieved the highest possible rating on the IAOP Global Outsourcing Top 100 list.

ISS Group CEO Jeff Gravenhorst, says:
“We are proud to be a global service leader – and that leadership depends on consistently delivering service excellence across our customer sites. The key to our success is the right balance between empowerment of our people and standardization of our processes. Receiving five stars in IAOP’s rating demonstrates that our customers and industry peers recognize our success in this area – and underscores the strength of our value proposition.”



Source: <http://www.iaop.org/Content/19/165/3879>

Highest global
outsourcing rating
from IAOP **6 years**
in a row



ISS China Offering

ISS China has the experience and expertise to create a tailored solution for a wide range of different business needs. You can always rely on us to effectively deliver a variety of services and handle a risk-free transition to a multiple service contract.



Facility Management



Catering Services

- Company Restaurants
- Canteen Services
- Executive Dining
- Coffee / Beverage Service
- Vending
- Fruit Deliveries
- Conference Room Services



Technical Services

- Operations & Maintenance
- Landscaping
- Pest Control
- Project Management
- Moves and Changes
- M & E
- Energy Management



Cleaning Services

- Daily Office Cleaning
- Janitorial Services
- Washroom Services
- Dust Control
- Industrial Cleaning
- Street Cleaning
- Clean Room Services
- Green Cleaning



Support Services

- Reception Services
- Office Logistics
- Call Centre
- Mail-room Services
- Shipping and Receiving
- Reprographics and Xerox
- Document Handling
- Transportation (logistics)
- Warehouse Services



Security Services

- Access Control
- Concierge Services
- Mobile Patrols
- Alarm Response Services
- Emergency First
- Risk Consulting
- Guard Services

How ISS Understands Your Needs

“Touchpoints” Bring the Customer Experience to Life, they ensure that our services are not just about inputs – at ISS we focus on outcomes to ensure a seamless and positive end-user experience.

Step 1: Identify the touchpoints and sub-touchpoints

ISS conducts ‘Touchpoints Journey Workshops’ for our customers, mapping out the end-user or employee journey throughout your facility.



Step 2: Complete a NOSE for each touchpoint

NEEDS	OUTCOME	SOLUTION	EVIDENCE
Demonstrate an ISS understanding of your customer's key business needs or issues	Identify meaningful and tangible outcomes or results from meeting these needs	Articulate what the ISS solution is for your customer	Build credibility by providing evidence of our ability to deliver the solution outlined above

Step 3: Define the user experience

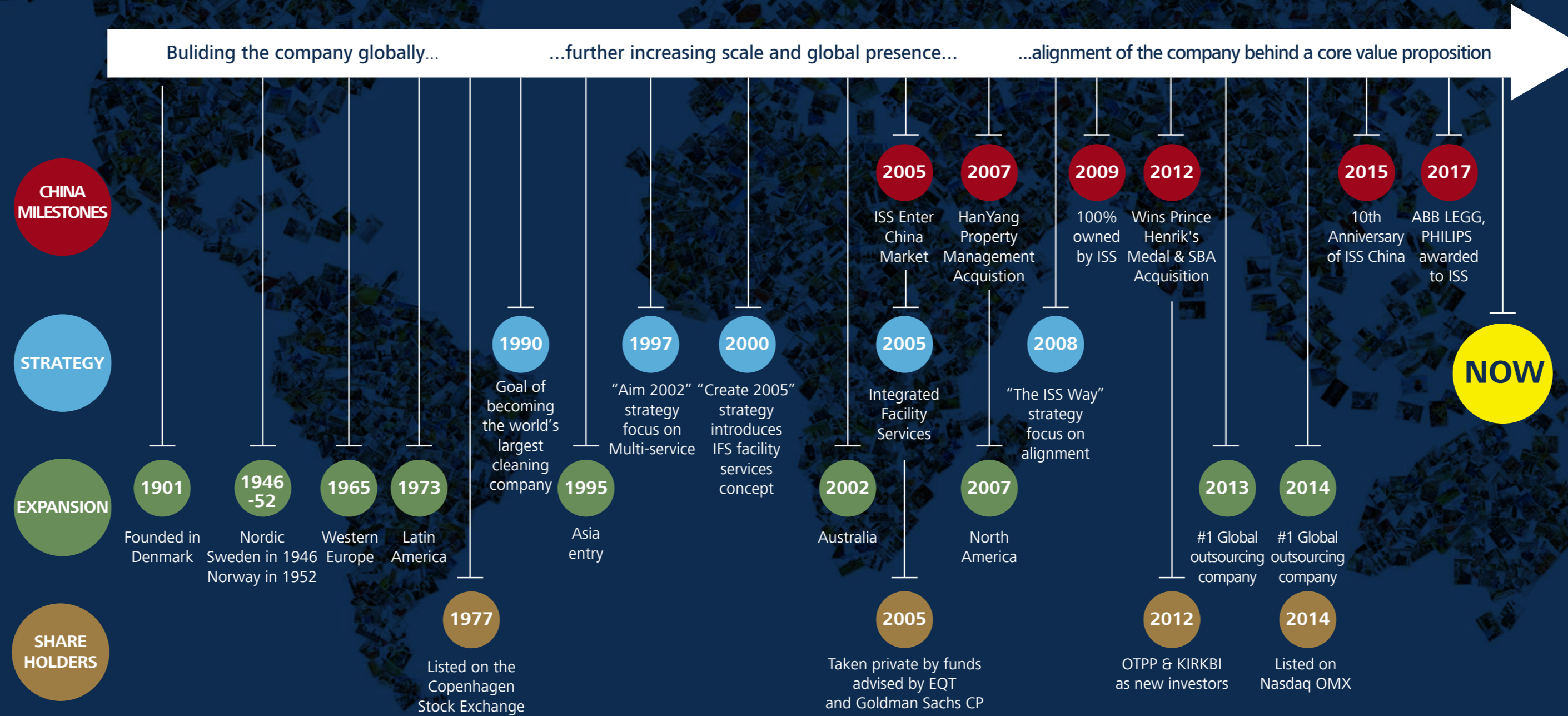
We then apply innovation, technology or service improvements to make their experience easier, faster or more enjoyable at each touchpoint.

ISS is a company with a strong heritage and a long history.

Who is ISS?

“We are going to be the world’s greatest service organization.”

ISS Vision



“Service performance, facilitating our customer’s purpose through people empowerment.”

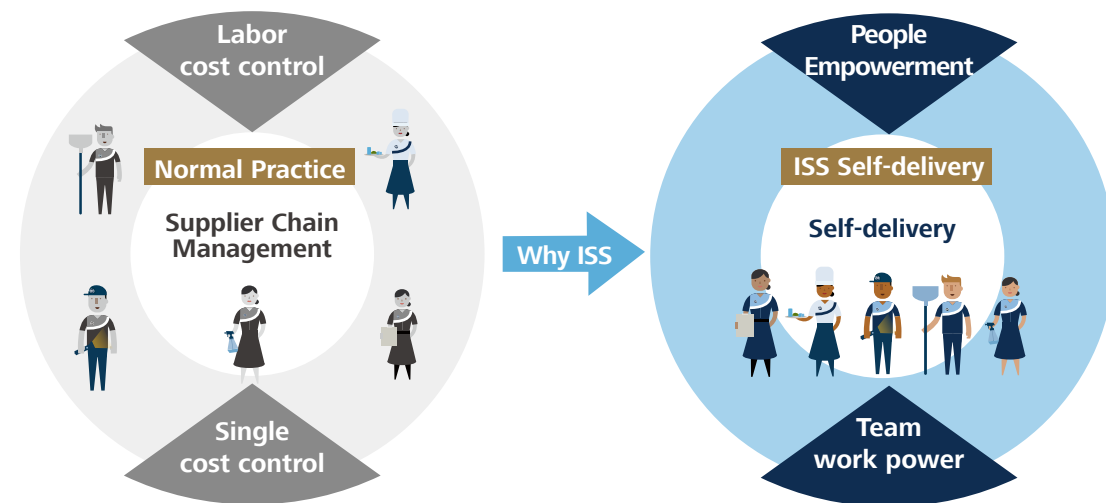
ISS Mission

ISS China Facility Management

ISS is a global leader in FM and has more than 25 years of experience in FM area.

Facility Management is about providing our customers with peace of mind. ISS delivers consistent quality through trained personnel and process frameworks providing best-practice facility management and service innovation.

ISS China prides itself on utilizing a self-delivery model, which we call Integrated Facility Services.



ISS China Catering Services



ISS is one of the world's largest catering companies, and as such has access to a global supply chain, innovative concepts and expertise. ISS' food service is committed to ensuring quality, safety and compliance with China standards.

ISS China provides an entire food solution - from sourcing quality produce, stock control, menu creation and management.

The Benefits of Integrated Facility Services

- ✓ End-to-end control of the people involved in delivering your facility services
- ✓ Single point of contact for all services
- ✓ Larger scale operation reduces overheads, optimizes procurement and avoids duplication

ISS China Catering Technolog: Delegate Menu Management System

No matter you have a large or small scale catering requirement, ISS China will manage your risk and responsibility to deliver a quality, flexible and dynamic food solution.

ISS China Technical Services

ISS Technical Services are focused on providing you with an experienced team to ensure you have a well-maintained building today and secure the value of your property for tomorrow.

Maintaining a technical facility is important to ensure the safety of all stakeholders. It's also about maximizing its value over time and lowering the costs for the day-to-day operation. We have the capability to deliver maintenance and asset management solutions in your facility in addition to capital works programs, tailored to suit your specific requirements.



ISS China Cleaning Services



ISS is one of the largest cleaning providers in China and in the world. We provide cleaning services for hundreds of customers, delivering a hygienic working environment for thousands of end-users. ISS China utilizes a team of dedicated cleaning professionals, who operate within the Retail, Manufacturing, Education, Healthcare, and Transportation Industries.

Key deliverables of our Technical Services:

- ✓ Infrastructure Life Management
- ✓ Management of Building Fabric
- ✓ Building Operational Management
- ✓ Systems Monitoring and management of Infrastructure
- ✓ Management and maintenance of critical environments
- ✓ Energy and Sustainability Management – ISS EcoCentre
- ✓ Datahub and helpdesk services
- ✓ Capital projects

ISS China Cleaning Technology

- ✓ ISS China implements a range of innovative equipment and products
- ✓ Task management systems, which deliver efficient, transparent and reportable service capability
- ✓ EQMS for auditing and compliance

ISS creates a professional and transparent cleaning solution, tailored around specific needs and requirements. ISS uses "Cleaning Excellence" on all our contracts.

ISS China Support Services

We truly believe that support services are best delivered by engaged and motivated staff, who are trained to deliver exceptional customer experiences for your employees and guests.

THE POWER OF THE HUMAN TOUCH

As your frontline ambassadors, ISS Staff are given extensive customer service training, and learn that every guest interaction is an opportunity to deliver the 'Power of the Human Touch' and directly contribute to the success of your organization.



ISS China Security Services



ISS began more than 100 years ago with security services. We have come a long way since then, becoming a full-fledged Facility Services company, but Security still forms an integral part of our service capability for our customers.

Security services are all about making our customers feel safe. We do this by tailoring our solutions to protect and safeguard the property and people who work or visit our customers.

At ISS, we provide our support services in primarily five categories:

- ✓ Physical security
- ✓ Surveillance
- ✓ Technical installations
- ✓ Workplace emergency management
- ✓ Consulting services

The Role of the Experience Manager

- ✓ Observing the workplace environment and culture to identify the experience enhancing needs across all ISS operational touchpoints.
- ✓ Accelerating improvement in workplace energy and engagement by serving as a process catalyst.
- ✓ Advising on how to develop an environment for increased creativity, productivity and wellbeing.
- ✓ Connecting operational needs with service deliveries to implement the workplace strategy and design aiming to benefit all employees.

ISS China HSEQ tool

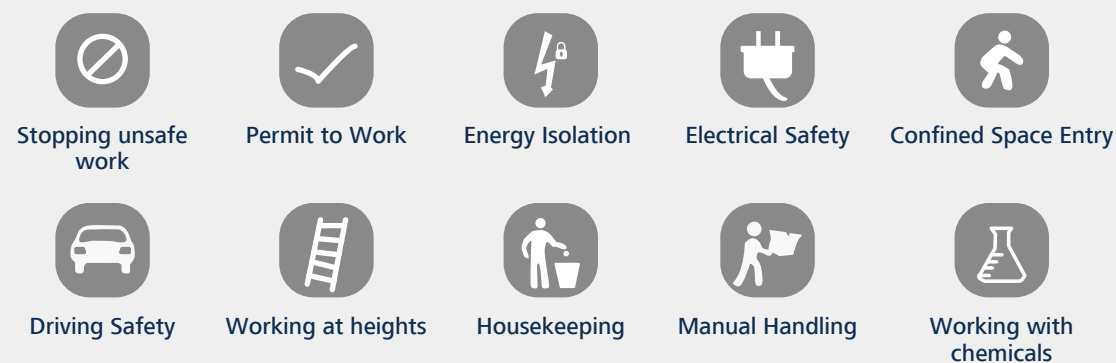


At ISS China, “The spring rain moisturizes things in silence”, the HSEQ work is a process of continuous improvement. Only by the systemic approach, we can improve the HSEQ mindset of employee and the performance of ISS China, to strongly support the ISS Global Vision. This is part of the ISS Way.

ISS China HSE Culture



Safety Rules



Our HSE vision is called '100'.

- 1: We aim to be number 1 in our industry and recognized as an leader in the way we deliver health, safety and environmental performance.
- 0: We operate with 0 fatalities at our workplaces.
- 0: We incur 0 serious incidents and occupational injuries at our workplaces.