

Technology Leadership based on Digital Component Strategy

- Scale delivery of ISS developed leading-edge technology**
- 2025
2023  Accelerate digital value creation for both our customers and placemakers. ISS owned technology will be leveraged to unleash potential of new business models.
- Build ISS Tech Powerhouse**
- 2022
2021  Established new tech hubs in Warsaw & Porto for the growing ISS Tech Team of 800+ technologists globally: ISS starts developing innovative apps in-house.
- Set strategic direction to build high-tech future for ISS**
- 2021  Appointed first-ever Chief Information and Digital Officer to implement the strategic roadmap for ISS' digital business transformation: Board of Directors approved ISS' Global Tech Strategy. Placemaker app (MyISS) initiated.



TECHNOLOGY LEADERSHIP BASED ON DIGITAL COMPONENT STRATEGY

ISS Tech Strategy

Strategic ambition

Technology Leader in the IFM industry

Generating competitive advantage
for our customers and placemakers

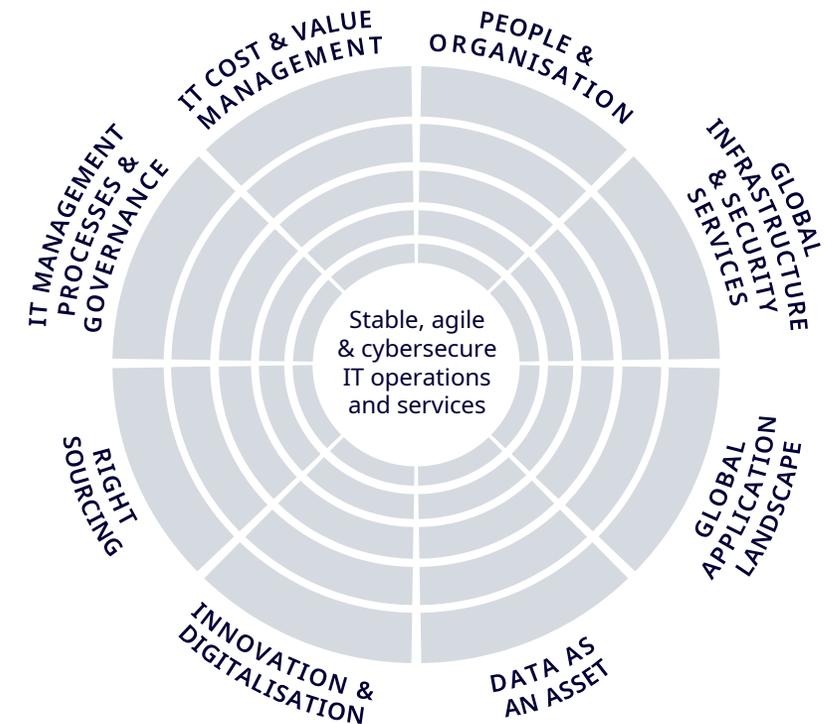
Strategic pillars

The right **digital applications** for our
customers and placemakers

Built on **scalable and cybersecure** "Cloud
First" infrastructure

Managed by **ISS' global technology teams**

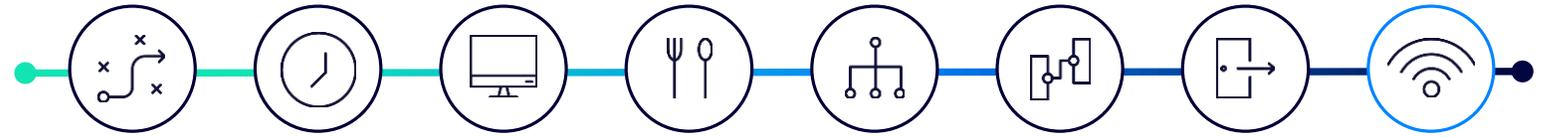
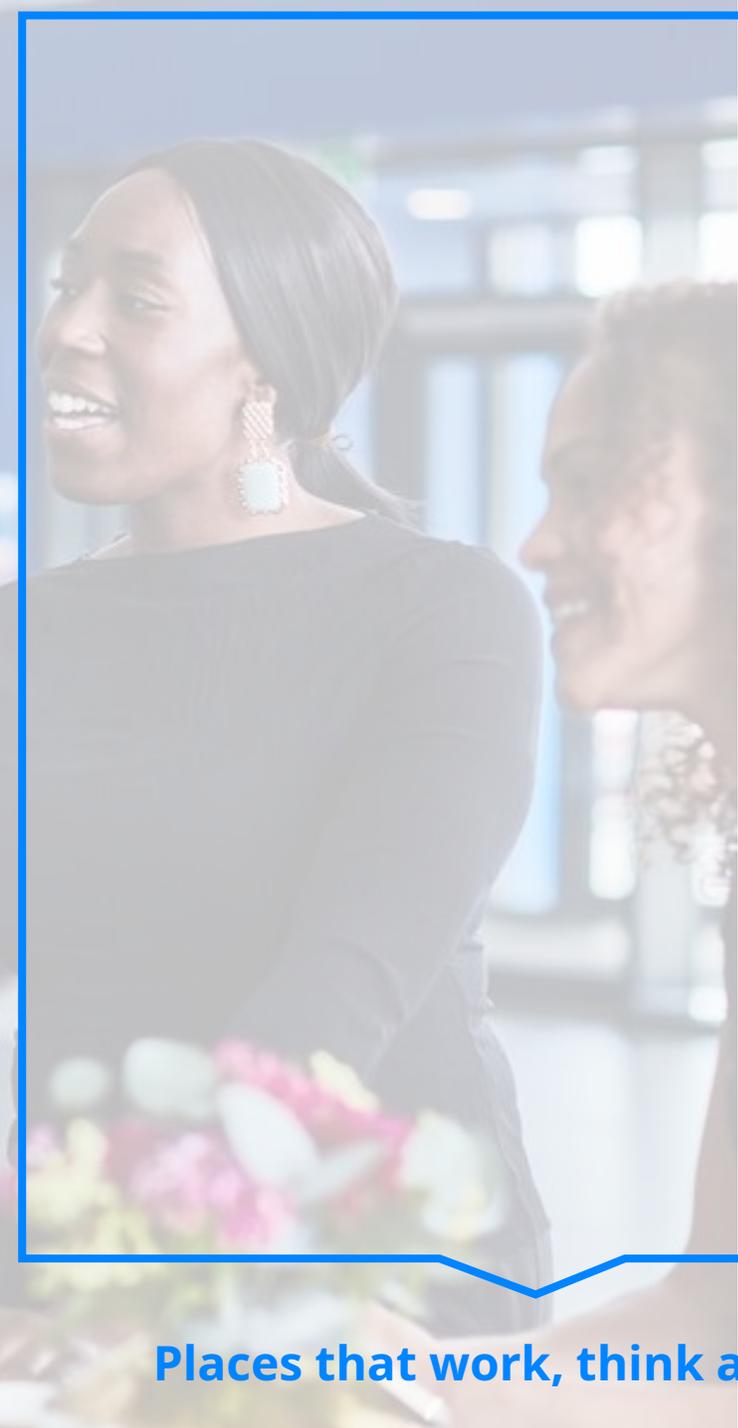
Framework – The Strategy Wheel



TECHNOLOGY LEADERSHIP BASED ON DIGITAL COMPONENT STRATEGY

ISS' digital component ecosystem creates value with scalable platforms, data and innovation





Being in the Building

Taking a Break

Working in the Building

Going for Lunch

Meetings & Collaboration

Support Services

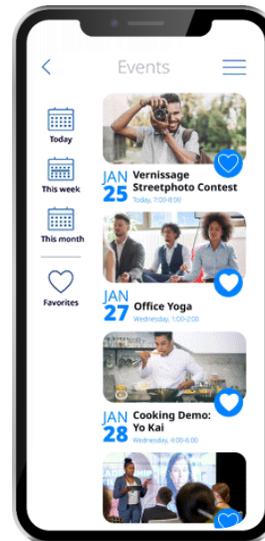
Leaving the Workplace

Remote Work

ISS Workplace

Promoting well-being, engagement & productivity

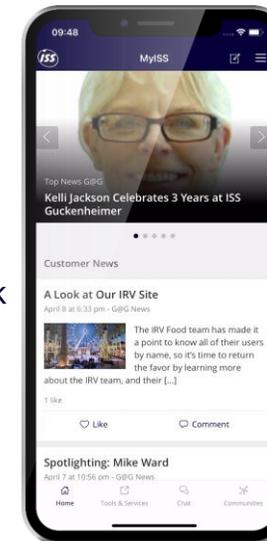
Target 2023:
100,000 users



MyISS

Strengthening connection & collaboration for hybrid work

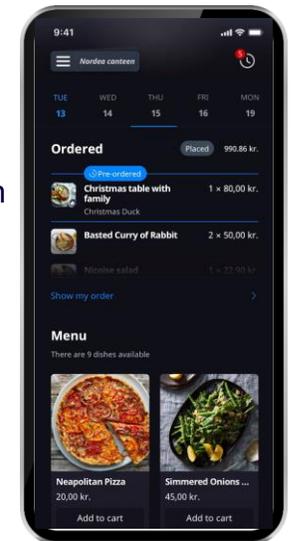
Target 2023:
100,000 users



ISS Takeaway

Balancing full-time jobs with maintaining a household

Target 2023:
3 countries

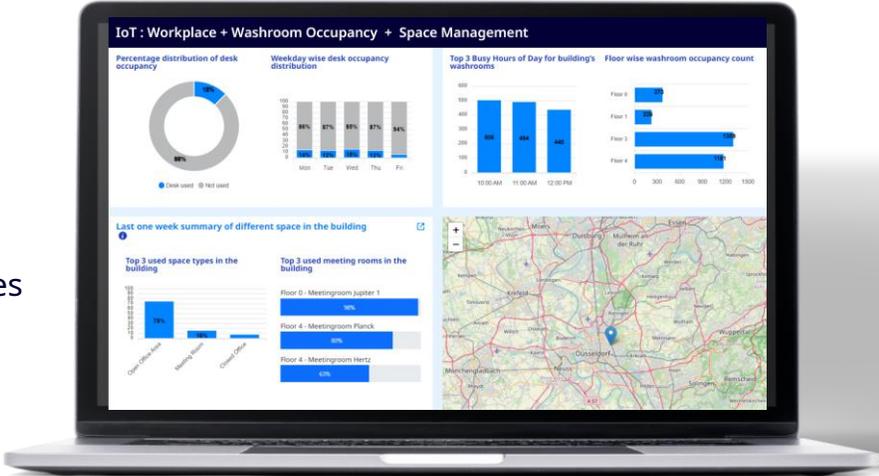


Places that work, think and give



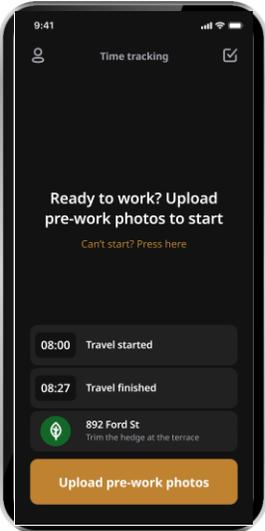
IoT Platform & Products

Data integration that empowers effective decision-making to drive customer strategies



ISS Outdoor

Supporting placemakers to evidence task completion and compliance



ISS Waste Manager

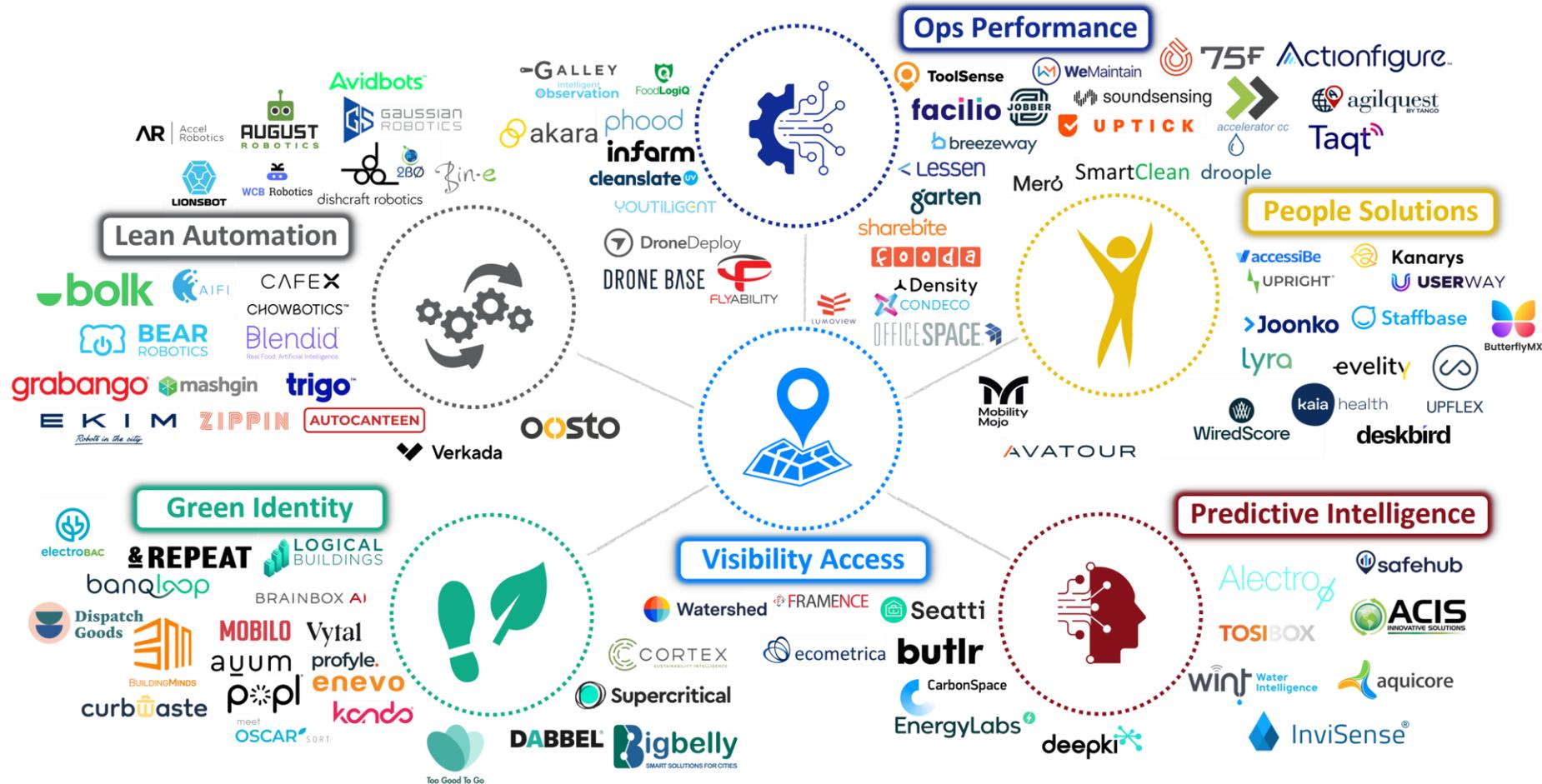
ISS Waste Manager

Order List

ID	Status	Service Date	Customer	Site	Waste Type	Service Type	Supplier
S-0400011.2	Completed	27/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Food Waste	Exchange	Doku Denmark A/S
S-0400011.1	Completed	27/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Frying Oil Fat	Exchange	Doku Denmark A/S
S-0400012.2	Completed	27/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Frying Oil Fat	Exchange	Doku Denmark A/S
S-0400011.3	Completed	28/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Food Waste	Exchange	Doku Denmark A/S
S-0400018	Completed	28/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Food Waste	Exchange	Doku Denmark A/S
S-0400012.3	Completed	28/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Frying Oil Fat	Exchange	Doku Denmark A/S
S-0400018.A	Completed	28/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Food Waste	Exchange	Doku Denmark A/S
S-0400019.Q	Completed	29/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Food Waste	Exchange	Doku Denmark A/S
S-0400014.1	Completed	29/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Food Waste	Exchange	Doku Denmark A/S
S-0400012.4	Completed	29/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Frying Oil Fat	Exchange	Doku Denmark A/S
S-0400015	Completed	29/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Food Waste	Exchange	Doku Denmark A/S
S-0400011.4	Completed	29/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Food Waste	Exchange	Doku Denmark A/S
S-0400010.1	Completed	30/01/2023	ERNET & YOUNG Denmark A/S	EY - Drch Passers Alle	Frying Oil Fat	Exchange	Doku Denmark A/S

TECHNOLOGY LEADERSHIP BASED ON DIGITAL COMPONENT STRATEGY

ISS' Innovation Framework contains almost 500 technology start-ups



ISS' Innovation Framework contains almost 500 technology start-ups

From start-up to scale-up: Sustainability Tech

Track carbon emissions to comply with our NetZero commitments

Identify main drivers of carbon emission such as building energy consumption or food waste

Allow driving a strong **sustainability** agenda in our core services



ISS transforms as Integrated Facility Management moves into big tech & data game

- ✓ **Stable, agile, cybersecurity, and cloud-based IT operations and services** is a must.
- ✓ Set strategic direction and **build a tech powerhouse.**
- ✓ Deploy easy-to-use apps at scale to **generate value and capture data in an ethical manner.**
- ✓ Build an ecosystem of **fully integrated digital solutions that can leverage data analytics** (Big Data Ethics), **AI & automation** to create algorithms that turn data into actionable insights: **IFM is not a single app game.**
- ✓ Creating a **360-degree view on building carbon emissions** will become mandatory. Start now!

TECHNOLOGY LEADERSHIP BASED ON DIGITAL COMPONENT STRATEGY

Your Contact to the ISS Tech Team



MARKUS SONTHEIMER

Chief Information and Digital Officer
Markus.Sontheimer@group.issworld.com



DR. PHIL MEINERT

Global Head of Digital Innovation & Sustainability Tech
Phil.Meinert@group.issworld.com

 You can also find us on LinkedIn



Places that work, think, and give

