



Topic	Metric	Score	Product of Supply	Food Foundation analysis	Evidence and links to sources
<b>Healthy &amp; Nutrition</b>					
<b>Healthy &amp; sustainable food sales</b>					
N1	Company has a target for, and reports on, a sales-weighted % increase in healthy food, menu items or products quantified using a transparent and recognised approach.	1.67	1 P	Launched the Health and Well-Being Strategy in 2020 which included 1) commitment of increasing the number of veg portions by 10% 2) Linked with ISS Group to support Power Plant initiative promoting more plant based ingredients and reducing focus on animal product 3) adhere to all Government nutritional standards for food and drink in schools and hospitals and are now committing to meet all new Government targets for salt and calories before the 2024 deadline through continuing to improve our recipes and reduce the amount of salt, fat and sugar in our meals and menus. 4) trialing a wellbeing portal in two of our major contacts, that enables customers to access live data about nutritional content of their total meals.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
N2	Company has a target for, and reports on, an increase in fruit & veg as % of food procurement or sales.	2	2 P	We continued to work towards our commitment of increasing the number of portions of vegetables we offer across our foodservice business by 10% as part of our pledge to the Food Foundation's Peas Please campaign.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
N3	Company has a target for, and reports on, a % shift in protein procurement or sales that come from animal vs plant-based protein sources.	2	2 P	We have linked with our colleagues at ISS Group to support their Power Plant initiative, which promotes using more plant-based ingredients and reducing focus on animal products. We are learning from their experiences of pioneering plant based recipes. As a result, we continue to offer our Simply Vegan menus in customer restaurants and have introduced Feed Your Eco meals in schools as plant-based options, and are now committed to ensuring that at least 25% of all recipes created in 2021 will be plant based. Case study: large contract reduced meat by 25% in 1 month.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a> <a href="https://www.uk.issworld.com/en-gb/insights/insights/cases/case-power-plant-food">https://www.uk.issworld.com/en-gb/insights/insights/cases/case-power-plant-food</a>
<b>Encouraging healthy &amp; sustainable diets</b>					
N4	Company has a target for, and reports on, the % of menu items or products with intuitive front-of-pack or (restaurants and caterers) consumer-facing nutrition labels (ideal 100%)	1.67	1 P	Increasing the availability of healthier food and drinks on offer, reducing salt, fat, and sugar in recipes, serving more vegetables, and providing clear nutritional information. Introducing a new 'healthy mark' onto a selection of meals served in the workplace. these meals and bite bites will as a minimum: 1. Only be prepared using healthier cooking methods – steaming, baking, grilling or stir frying 2. Contain 600 calories or fewer 3. Contain at least 1 of your 5 a day 4. Contain at least one serving of wholegrains, beans, or pulses 5. Contain less than 1.5g of salt per portion and less than 5g saturated fat per 100g 6. Contain no added sugar	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
N5	The company's marketing strategy prioritises healthy foods, especially when marketing to children.	2	2	In our schools, we will be creating a variety of 'balanced meal deals' that will meet similar strict nutritional criteria. And by the start of 2021. 1. At least 25% of the recipes we create for all our new food concepts will meet these criteria 2. We will set targets for the minimum percentage of meal options meeting these criteria that will be available in restaurants and dining rooms every day, and 3. We will start to track our sales of meals meeting these criteria and will look to set ourselves new commitments around sale Feed Hungry Minds: specifically targeting healthy eating for schools. Healthy Eating Week and Foodie Futures which were supported by promotions that nudged our customers towards the healthy offer. produced monthly Food and Thought newsletters and MADE Well information booklets.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a> <a href="https://www.feedinghungryminds.co.uk/food-education/">https://www.feedinghungryminds.co.uk/food-education/</a>
N6	The company can evidence reducing food insecurity by improving the accessibility and affordability of healthy food via at least one major strategic or collaborative initiative.	2	2	All of our school meals meet the strict nutritional standards and meet minimum of FFL bronze which ensures that all children have access to healthy food - particularly those on FSM. We actively encourage as many parents as possible to register for FSM and UIFSM and promote this on our FHM website - we include link to .gov website to find out more <a href="https://www.feedinghungryminds.co.uk/free-school-meals/">https://www.feedinghungryminds.co.uk/free-school-meals/</a> . We also produce parent information (now electronically) that promotes healthy school lunches. During covid we supplied food parcels and provided learning resources including recipes, fun food experiments.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
<b>Environment</b>					
<b>Climate change</b>					
E1	Company has a target for, and reports on, scope 1 & 2 emissions reduction (Science-based target)	2.00	3	We will achieve Net-Zero direct emissions (scope 1 and 2) by 2030. Having already achieved our 2022 carbon reduction target early last year, we undertook a thorough review of our current carbon footprint this year and evaluated what would be required to achieve a Net-Zero footprint. Ambitious targets and bold action on climate change are now expected of us by our customers, investors, regulators and other stakeholders. For that reason, we are proud to announce our new commitment to achieve Net-Zero direct emissions (scope 1 and 2) by 2030. ISS UK want to lead the FM industry on climate change action and set an example for others to follow. total emissions: 2019- 12,035 and 2020- 9,409	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
E2	Company has a target for, and reports on, scope 3 emissions reduction (Science-based target), specifically food in supply chain	1.5	1 S	We are committing to define and measure our indirect (scope 3) emissions by 2022. We are also keen to work with as many of our customers as possible to support their own transition to Net-Zero commitments.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
<b>Biodiversity</b>					
E3	Company has a target for, and reports on, zero net land-use conversion through company's reliance on palm oil as a product or an ingredient.	0.67	2 S	We also have a new target to achieve Zero Waste to Landfill Certification in our own offices by 2025 and built on our commitments to sustainable procurement by adopting sustainable palm oil in our food supply chain. Update – None of our frying and cooking oils contain palm oil. We have also engaged with our food suppliers to identify other food products that contain palm oil and whether it is from certified sustainable sources. We will report on these other products in 2021 and launch a Sustainable Palm Oil policy in 2021.  We then commenced a much larger review of all the other food products that contain palm oil in our supply chain and whether this palm oil is from certified sustainable sources in each product. This detailed analysis has required us to engage closely with our Tier 1 and Tier 2 suppliers.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
E4	Company has a target for, and reports on, zero net land-use conversion through company's reliance on soy as in animal feed.	0.5	0 S	No information found.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
E5	Company has a target for, and reports on, zero net land-use conversion through company's reliance on beef.	0.5	0 S	No information found.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
<b>Sustainable food production practices</b>					
E6	Company has a target for, and reports on, the % of wild-caught or farmed fish & seafood certified to higher sustainability standards	2.00	3 S	Avoiding fish with an MCS 5 rating and growing our proportional spend on fish with an MCS 1-2 rating. • Update – 100% of the fish we procured avoided an MCS 5 rating in 2020 - equivalent to 120 tonnes annually. 73% of our fish met an MCS 1-2 rating and was MSC certified in 2020 - equivalent to 88 tonnes annually	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
E7	Company has a target for, and reports on, the % of products produced under sustainable production practices and recognised environmental management schemes.	1.5	1 S	Sustainable Food Sourcing: Targets now in place for Seafood, Eggs, Tea & Coffee, Palm Oil and Single-Use Plastic Food Consumables. See below for more details. Tea and coffee – Our planned tendering exercise with our major tea and coffee suppliers was postponed due to the COVID-19 pandemic and will now take place in 2021. 38% of our tea was certified as Sustainable (Rainforest Alliance) and 26% of our coffee was certified as Sustainable (Coffee Made Happy Scheme) by the end of 2020. Eggs: We launched our Sustainable Eggs policy in 2020. This commits us to remove from our supply chain all eggs or egg products (fresh, boiled and liquid) that are sourced from hens in cage systems, including enriched cages and combi cages. We will also be signing up to the Business Benchmark For Animal Welfare (BBFAW) to further support animal welfare in our supply chain.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
<b>Water use</b>					
E8	Company has a target for, and reports on, water use reduction in operations	1.00	2	With our global reach, improving resource productivity will have a significant impact on the environment by decreasing the use of water, energy and materials. When we transfer our standards to customers' businesses, the impact will grow accordingly Global data: 5% reduction in water consumption (m3/revenue), over the 2018-2021 period, based on 2017 baseline data. In 2020, we consumed 207,071 m3 water, a decrease from 307,758 m3 in 2019; the decrease is due to improved awareness and the impact of Covid-19 restrictions.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
E9	Company demonstrates it is working collaboratively on multiple projects (UK & overseas) to reduce water stress.	0.5	0 S	We can carry out energy and water audits to help identify resource consumption and wastage. This helps identify operational and resource consumption saving projects. The audit process also supports our customers in achieving or maintaining their ISO certification	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
<b>Food loss &amp; waste</b>					
		1.33			

E10	Company demonstrates strategies to engage with customers on food waste and contributes to collaborative initiatives (in UK: Food Waste Action Week).		2	P	<p>join the WRAP Food Waste Action Week campaign which takes place March 1-7, 2021.</p> <p>We continued to pilot a new technological solution to monitor and reduce food waste on one of our largest customer accounts in 2020. The pilot aimed to reduce food waste by 50% over a year but ended up reducing it by 60% in just four months.</p> <p>This was the equivalent of 17.9 tonnes of food waste prevented in a year.</p>	<a href="https://www.uk.issworld.com/en-ab/news/2021/03/02/iss-supports-the-wrap-food-waste-action-week-campaign">https://www.uk.issworld.com/en-ab/news/2021/03/02/iss-supports-the-wrap-food-waste-action-week-campaign</a>
E11	Company has a target for, and reports on, a % reduction in food sold or handled and discloses volumes redistributed, sent to animal feed, anaerobic digestion, and land-fill.		2	P	<p>Targets: Food Waste: Reduce food waste by 20% across ISS catering businesses by 2025</p> <p>Winner in the Waste2Zero Awards for reducing food waste by 60% on a large customer account.</p> <p>We continued to pilot a new technological solution to monitor and reduce food waste on one of our largest customer accounts in 2020. The pilot aimed to reduce food waste by 50% over a year but ended up reducing it by 60% in just four months.</p> <p>This was the equivalent of 17.9 tonnes of food waste prevented in a year.</p>	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
E12	Company demonstrates collaboration with its main suppliers to track, measure and act on food waste in its supply chain.		0	S	No information found.	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
<b>Plastics</b>			1.50			
E13	Company has a target for, and reports on, % plastics packaging that is recyclable.		1	P	<p>Target- Office Waste: Zero Waste to landfill certification by 2025 in the ISS estate (where we manage the waste provision). Office waste data:</p> <p>2020- 58.3 % recycled, 41.6 recovery, 0.1% landfilled</p> <p>2019: 72% recycled, 27% recovery, 1% landfill.</p>	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
E14	Company has a target for, and reports on, reducing single-use plastics without creating a food waste risk		2	P	<p>Reducing the volumes of consumables we procure and replacing them with sustainable alternatives where possible. • Update – As a result of the review of our food consumables range that we undertook in 2019, we saw the following reductions in single-use plastics across this range: • We ordered 703,000 paper carrier bags instead of plastic bags • We ordered over 1 million items of wooden cutlery instead of plastic cutlery • We ordered 5,000 paper straws instead of plastic straws • We ordered 2.3 million plant-fibre plates and clam-shells instead of polystyrene versions.</p>	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
<b>Animal welfare &amp; antibiotics</b>			1.00			
E15	BBFAW tier position or Company has a target for % of animal products certified to high animal welfare standards.		1	S	<p>We launched our Sustainable Eggs policy. This commits us to remove from our supply chain all eggs or egg products (fresh, boiled and liquid) that are sourced from hens in cage systems, including enriched cages and combi cages. We will also be signing up to the Business Benchmark For Animal Welfare (BBFAW) to further support animal welfare in our supply chain.</p>	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
E16	Company has a target for, and reports on, zero supply chain use of antibiotics as a prophylactic or growth promoter and to reduce the total use of antibiotics classified as "medically important antimicrobials".		1	S	<p>Global: ISS UK signs the European Chicken Commitment, which calls for better treatment of chickens. It comes after last year's pledge by ISS UK to source cage-free eggs by 2025. ISS UK is committed to working closely with suppliers in a series of aspirational targets to source goods in an ethical and sustainable manner, with key regard to animal welfare. Over the last decade, ISS UK has pioneered sustainable and ethical practices within its Food Services businesses</p> <p>Same as last year: Joined European Chicken Commitment.</p> <p>Expect suppliers to meet the requirements for 100% of fresh, frozen and processed chicken by 2026.</p> <p>No clear mention of antibiotic use beyond requirements in ECC.</p>	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
<b>Social inclusion</b>						
<b>Human rights</b>			2.50			
S1	Company recognises the need for a real liveable wage for all employees and reports on progress towards that.		3		<p>As a founding member of the Recognised Living Wage Service Provider group we promote the Real Living Wage to current and prospective clients and as Service Provider pay the Real Living Wage to staff employed at our offices.</p> <p>18% of our employees were earning the Real Living Wage or above in 2020 and 19% of our current contracts were paying the Real Living Wage or above in 2020- this figure is less than last year 23% of our employees were earning the Real Living Wage or above in 2019 21% of our current contracts were paying the Real Living Wage or above in 2019.</p>	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>
S2	Company has a target for, and reports on, the % of major suppliers engaged to ensure human rights and labour rights, including and beyond tier one. Must include engagement on child and forced labour, and health and safety of workers.		2	S	<p>Completed their Modern Slavery Assessment Tool early in 2020. We achieved a "High" scoring of 74% for our approach and then implemented the following improvement actions later in the year: 1) modern slavery awareness sessions with senior leadership, 2) launch an online Modern Slavery training module, 3) refresh Anti-Slavery and Human trafficking policy</p> <p>In 2020, ISS carried out 18 baseline audit programmes e that assesses the internal controls and compliance across 70 key control activities, with a view to ensure a strong foundation for the internal control environment across all key risks areas. This audit embeds CR issues such as Code of Conduct, discrimination, anti-corruption, health and safety, child labour and working hours. Evidence of gaps to the ISS Global People Standards has resulted in countries strengthening compliance to people standards in relation to working hours.</p> <p>Currently in the UK we have verified 74% of our supply chain in ProcurePASS to at least Stage 1 and 35% of those suppliers have also completed Stage 2.</p> <p>Last year: Company feedback (UK):</p> <p>Targets:</p> <ul style="list-style-type: none"> <li>- By 2020, Ensure that 100% of the "in scope" current and prospective suppliers complete the ISS ProcurePass Stage 1 review.</li> <li>-By 2020, Ensure that 100% of the "in scope" higher risk suppliers will complete the additional risk assessments in ISS ProcurePASS Stage 2.</li> </ul>	<a href="https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf">https://brand.issworld.com/m/34292f17211801c6/original/2020-ISS-Corporate-Responsibility-Report.pdf</a>