



Policy on safeguarding children and vulnerable adults

October 2014





POLICY STATEMENT

ISS is a key contributor in providing safe environments for ISS' customers and their users. It is therefore important that ISS performs its services in a way that supports and promotes safe environments. While ISS in its service performance is generally not in a care or trust position like primary caretakers such as doctors, nurses and teachers, ISS recognizes that certain individuals or groups of individuals require increased awareness and attention to protect against potential abuse and that appropriate measures shall be taken to safeguard the needs of such individuals or groups.

It is the policy of ISS that ISS staff and ISS subcontractors who perform services in risk environments while children or vulnerable adults are present adopt appropriate behaviours, follow defined procedures and undergo required checks to ensure that services are performed in a safe and non-threatening environment. Treating people with respect is a fundamental leadership principle in ISS and this Policy is a reflection hereof.

Customers may adopt stronger safeguards reflecting their responsibilities as primary caretakers and local legal requirements may require specific or additional safeguards. ISS shall adhere to such stronger or specific safeguards whenever required by customers or the law. This Policy therefore establishes minimum requirements that may be supplemented by additional customer safeguards or local legal requirements.

CHILDREN AND VULNERABLE ADULTS

ISS generally considers “children” to be persons under the legal age of 18 or such other age prescribed by local law as the age of majority.

There is no legal definition of “vulnerable adults”. For purposes of this Policy, ISS considers “vulnerable adults” to be persons of majority age who by reason of mental or physical conditions, age or illness is unable to take care of himself or herself or to protect himself or herself against significant harm or exploitation.

RISK ENVIRONMENTS

This Policy applies when ISS’ services are performed in environments where children and/or vulnerable adults are present at the same time as ISS staff. Below is set out a list of the typical examples of risk environments where the Policy will apply:

- Kindergartens
- Schools
- Youth clubs and sport clubs
- Hospitals
- Mental facilities
- Care homes
- Elderly facilities
- Community centres

LOCAL IMPLEMENTATION REQUIREMENTS

All local ISS countries must adopt appropriate policies and procedures and conduct necessary training to ensure that ISS staff and ISS subcontractors adhere to this Policy.

All local ISS countries must implement its processes, procedures and training in a manner that is verifiable and suitable for audit.

It is the responsibility of Country Management to ensure local compliance with these requirements. As a minimum local ISS countries must adopt the following:

- Local policy for safeguarding children and vulnerable adults.
- Recruitment and vetting procedures (as required by law and/or customer requirements) for staff assigned to positions with exposure to children or vulnerable adults.
- Training (including annual brush-up) and induction program ensuring awareness of appropriate behavior and knowledge of policies and procedures.
- Work planning requirements that ensure that service performance in risk environments is planned with due consideration to the local policy for safeguarding children and vulnerable adults.
- Appropriate procedures ensuring that subcontractors adhere to no less strict policies, procedures and training than ISS staff.
- Procedure for collecting and storing compliance documentation.
- Procedure for reporting incidents, including requirement to report alleged abuse incidents involving ISS staff to Regional Management.

Local implementation shall comply with local law.

TOOLS – TEMPLATE DOCUMENTS

Template local policy for safeguarding children and vulnerable adults.

Adopted by the Executive Group Management Board on 29 September 2014 and endorsed by the Board of Directors of ISS A/S on 1 October 2014.

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