



# **An employer's perspective on Abilympics**

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# Facility services in Finland



- **Estimate is that Finland is pure service society already in 20 years**
- **Facility services is the fastest-growing business service sector in Finland**
- **FS sector provides permanent employment for approx. 60,000 people per year. There are approx. 6,000 facility service companies in Finland**
- **The sector has a considerable impact on environmental issues through property energy consumption and other issues**
- **Trend in facility services business is diversification: need for new type of services. Facility owners and users wish to concentrate on their core business**

# ISS Finland

- Leading Finnish facility services company and one of the biggest employers in Finland - approx. 11,500 employees
- Turnover 2009: € 494 million
- Part of the global ISS Group: ISS operates in 53 countries around the world
- ISS service areas include real estate management, construct services, support services, cleaning, security, catering and technical services



# ISS and young employees

- ISS plays a key role in providing employment for young people. Besides that, every summer we recruit approx. 2,000 throughout Finland
- We estimate that by 2015, ISS Palvelut will need 4,000 new employees - a constant need for competent employees
- We closely cooperate with schools related to the sector and attend many events in the sector



# Skills 2010 - cooperation

# Skills cooperation

- We want to promote a comprehensive system of coaching and professional skills, and to increase the appreciation of vocational education and competence
- We reach our important target group - potential employees. We also increase awareness of ISS Services
- Cooperation supports our business and values of our company
- Partnership themes are a good match with the ISS service range
- The championships are a good channel for networking with schools and other companies with similar objectives
- ISS professionals act as judges in the finals



# Challenges for the future

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- A competent and satisfied personnel is the most significant competitive edge of a service company - how to take care of the work well-being of personnel?
- Growing competition on new professionals - how to increase the appeal of the FS sector?
- Working life will be longer
- Employee profile will change, number of employees with immigrant background will increase



# Aiming at well-being at work

- Satisfied personnel is the basis of our operation
- We support our employees through their whole career
- ISS Way to produce services enables extensive flexibility for the employees to sustain their working capacity and to keep them in working life longer
- Good management is an essential - we contribute to the development of supervisory work and want to provide the best possible tools for everyday tasks



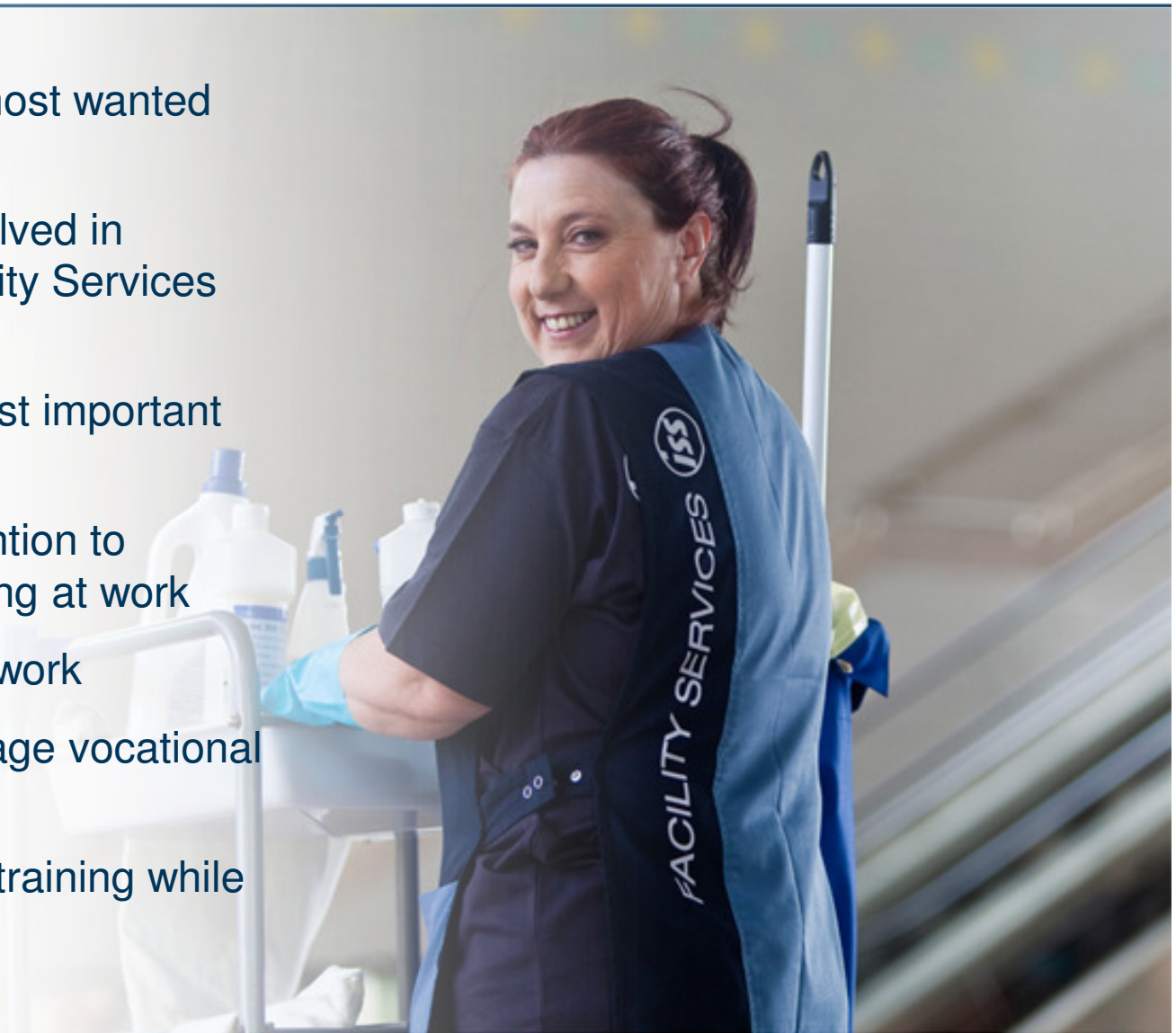
# ISS multi-skilled employees

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# With us you will be one of the best

- We wish to be the most wanted employer
- We are actively involved in developing the Facility Services sector
- Personnel is our most important asset
- We pay a lot of attention to anticipatory well-being at work
- We believe in team work
- We strongly encourage vocational training
- Learning by doing - training while working



# Diversity in work place is richness!

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- ISS multi-service model gives good opportunities for employing people who have partial working capacity or who need special support - tailored work tasks
- We aim to provide the employee with tasks that suit his or her health and capacity to work



