

# ISS UK & Ireland appoints Leanne Lynch as Chief Information Officer

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**ISS UK & Ireland** (ISS UK&I) today announces the appointment of Leanne Lynch as Chief Information Officer, who will assume the role on 12 September 2023. The appointment follows a rigorous search process, which focused on identifying a candidate with the strong skills and experience needed to deliver ISS's ambition to be the technology leader in the industry and to drive Group CIDO Markus Sontheimer's global technology strategy in the UK and Ireland.

As Chief Information Officer, Leanne will have a remit to deliver technology solutions that support, connect and protect ISS, its people and clients. This will include delivering best-in-class tools to support the more than 30,000 colleagues that work across the UK&I region, aiding better communication with front-line employees, and enabling higher productivity and efficiency across the business. And, with significant experience in cyber defence — most recently at London Heathrow, Europe's busiest airport — Leanne will ensure that security remains at the top of the business agenda to safeguard both ISS and its clients.

Furthermore, Leanne brings a wealth of expertise from a wide range of industries, which will be key in supporting ISS's journey to be the leading data-led provider of integrated facilities services (IFS). This will include the development of innovative solutions designed to improve workplace performance and FM service provision, as well as providing clients with insights about their buildings, estates and user behaviours — ultimately enabling ISS to work more closely with clients to design workplaces that meet the needs of their business and people.

## About Leanne Lynch

Leanne is a highly accomplished technology director with global experience in the FMCG, aviation, mobile and internet industries. In her most recent role as Director of Technology and Cyber Defence at Heathrow,

Leanne was responsible for all the IT that underpins the airport, as well as the cyber security and defence that protect its hugely complex infrastructure. During her tenure, Leanne placed people and passenger experience at the centre of her strategy, ensuring that technology systems and solutions worked towards Heathrow's vision to give passengers the best airport service in the world. This people-centric approach aligns perfectly with ISS's purpose of connecting people and places to make the world work better, and makes Leanne a valuable asset to delivering the company's OneISS strategy.

Leanne Lynch, incoming Chief Information Officer at ISS UK&I, said:

*"I am delighted to be joining ISS during this exciting era of rapid technological evolution. Working in a people-oriented company like ISS is energising because the success of technology hinges on its adoption by individuals — therefore, a key part of this role will be obtaining the appropriate capabilities for our organisation. I am excited to explore ways that technology can propel us to success within a dynamic and competitive market, but a key goal of mine will be to find the equilibrium between leveraging the potential of our existing technologies and prudently investing in emerging solutions that align with our needs — all while upholding the bedrock of resilience."*

Liz Benison, Chief Executive Officer at ISS UK&I, said:

*"This appointment heralds a new era for our business, putting ourselves on the front foot of technology and innovation in our industry. I am thrilled to be having someone with Leanne's experience and solutions-driven mindset join our business in a key role at this pivotal time in the OneISS transformation, and I am certain she will make a significant positive impact both for the region as well as the wider business."*