

# Redefining The Corporate Workplace

An Interview with Steven Quick, Chief Executive Officer, Americas, ISS

**EDITORS' NOTE** Steven Quick is the CEO, Americas of ISS. He leads the management and expansion of one of the company's most important growth markets. He has held a broad range of executive leadership roles over the course of his commercial real estate career, including most recently as Chief Executive Officer of Unispace Group, a global workplace strategy, design, and construction company. Prior to that, he was Chief Executive, Global Occupier Services, for Cushman & Wakefield. He has also held executive leadership positions at CBRE and Johnson Controls. He is Chair of the Board for Telkonet. Quick earned a BS degree in accounting from Illinois State University and an MBA in finance and marketing from the University of South Florida.



Steven Quick

**COMPANY BRIEF** ISS ([issworld.com](http://issworld.com)) is a global provider of curated facility management, workplace and food service offerings that make everyday experiences extraordinary. In partnership with clients, its 320,000 global team members or "placemakers" achieve this through unique, chef-crafted meals, elevated cleaning services, front and back-office services and more. ISS minimizes impact on the environment and maximizes care for its communities through adherence to the UN Sustainable Development Goals (SDGs) and commitments to reducing food waste and easing food insecurity. ISS brings all of this to life through a unique combination of data, insight and service excellence at offices, factories, airports, laboratories and other locations.

**What interested you in joining ISS and made you feel it was the right fit?**

I've long admired ISS for its people-focused culture, which is more important than ever in today's workplace. Given my background in both the facility management sector and overall commercial real estate industry, I was drawn to ISS' philosophy that great people can and do make a difference. They make the workplace come alive, and in turn those places can have a profound impact on people. That concept deeply resonates with me. When everyday experiences are delivered by people who care, they become extraordinary and can

have a significant impact on business performance.

Next year, ISS will celebrate 125 years of providing facility management and workplace solutions with our 320,000 global employees. ISS is a company with hospitality at its core, similar to a seamlessly run hotel, where every detail – cleanliness, food, facility management – is executed flawlessly. That same DNA positions ISS to redefine the corporate workplace, and I'm delighted to lead the remarkable Americas team into an

exciting new chapter.

**Will you provide an overview of your role and areas of focus?**

As ISS' CEO for the Americas, I'm proud to lead one of the company's most significant growth markets. Since joining in July 2024, I've focused on driving growth by strengthening leadership and our identity within the larger business environment – all through the client lens. My priorities include enhancing our service offerings and social impact by building on our commitment to our employees, communities,

and environment. In the Americas, our service offering makes the everyday extraordinary through consistent, elevated experiences that bring joy and ease to the interactions that drive business and success. We simplify complexity, blending innovation, hospitality and committed people to deliver high-quality service – no matter how technical or intricate the environment. By curating memorable, quality-driven experiences that enrich spaces and elevate brands, we shape a brighter future for workplaces.

**Will you provide an overview of ISS' services and solutions?**

ISS is a global provider of curated facility management, workplace and food services. For more than a century, the company has connected people and places through chef-crafted meals, elevated cleaning services, technology-enhanced facility management, front- and back-office services, and more. ISS minimizes impact on the environment and maximizes care for communities by developing our people, driving social impact, reducing food waste, and easing food insecurity. ISS brings all of this to life through a



Steven Quick with employees at the company's recent Ignite Growth Conference in Dallas





*ISS and Guckenheimer leaders and culinarians at a test kitchen in San Francisco*

unique combination of service excellence, data and insight in offices, manufacturing facilities, airports, laboratories, medical institutions, and other locations.

What sets us apart is our people, and our collective commitment to delivering memorable experiences with a concierge mentality. And, because the majority of contracted services are staffed directly with ISS employees, clients see consistency, compliance, transparency, efficiency, and enhanced control over the quality of the services received. Whether turning around the cleaning of an aircraft in under 17 minutes or crafting thousands of authentic meals daily with care, our ISS team – aka our “placemakers” – make daily life better.

**What have been the keys to ISS’ industry leadership, and how do you define the ISS difference?**

Our position as a global leader in the industry is due entirely to our talented people who we heavily invest in through training, personal development, and empowerment. They not only focus on clients, but also understand how important they are and the opportunities they have to become whatever they want while having a positive impact on the communities where they live and work. Another major differentiator for ISS is our ability to adapt services to different sectors and environments. For example, delivering exceptional dining in a financial services office demands a very different strategy than you’d find in a manufacturing facility, where heightened sanitation, proactive safety, and varying shift considerations affect culinary planning. We know there’s no one-size-fits-all approach, so we

tailor our offerings to meet the specific needs of each client and asset type.

Ultimately the heart of our success is our culture of care. By fostering a people-first, service mindset, we inspire our placemakers to feel passionate about making a positive difference for our customers, from serving plant-forward meals to facilitating seamless frontline interactions.

**Will you discuss ISS’ Americas business, and where you see opportunities for growth?**

ISS is at a pivotal moment in the Americas, building on a strong foundation to grow in what is inarguably the largest market in the world for facility services. Several new leaders recently added to our team – including Tim Dismond as Chief Operations Officer, Marjorie McCarthy as Chief Marketing Officer, and Joe Stolarksi as President of our Eastern U.S. Division – will significantly enhance our ability to create customer-centric solutions and position us for success in this critical region.

Meanwhile we’re helping clients navigate the evolving workplace landscape by curating solutions that support their business goals. Most companies are still defining the workplace that’s right for them. With occupancy levels in flux across the board, we know flexibility and creativity are a must-have in facilitating the workplace experience. We are actively cross-training our placemakers and rethinking scheduling to keep programs agile. For example, in the food service space, we’re building excitement and “fear of missing out” by featuring specialty dishes and accompanying activities to attract employees on the quieter “shoulder days” of Mondays and Fridays, while making sure we’re ready for the busier midweek days.

Overall, it’s incredibly encouraging to see our placemakers rise to the challenges inherent in both the evolving environment and expectations of the workplace – and turn those challenges into opportunities for growth not just at ISS, but for our clients across the continent.

**How important is it for ISS to build a diverse and inclusive workforce?**

As one of the largest private employers globally, we have an opportunity to positively impact the lives of our employees, their families and their communities. We believe that great people with diverse backgrounds can make a difference when they feel supported. So we’re committed to fostering an inclusive workforce with initiatives that empower employees and build connections. In the Americas, for example, we offer business English classes in select workplaces, equipping team members for whom English is not their first language to grow professionally, too.

**What do you see as ISS’ responsibility to be engaged in the communities it serves and a good corporate citizen?**

Good corporate citizenship isn’t just a responsibility at ISS – it’s embedded into our company DNA. And with over 320,000 employees globally, we recognize we have a powerful opportunity to drive meaningful change from the inside out. Our placemakers take pride in their roles, understanding how their work – whether maintaining life sciences labs or creating stimulating environments – creates ripple effects that extend beyond company walls. Through investments in personal and professional growth, we empower our people whose success enriches their own communities.

Food also plays a role in our commitment to good citizenship. From nutritious, plant-forward meals to chef-led classes, our food service programs fuel overall well-being, foster connection, and celebrate local communities. We see food as more than sustenance – it’s a medium for building rapport, reducing stress and creating belonging.

**What advice do you offer to young people beginning their careers?**

Follow what inspires you. Careers are more than jobs – they’re opportunities to make an impact, and the best way to do that is by aligning your work with what you care about. Whether you’re drawn to creating vibrant workplaces, fostering connections or leaving a positive mark on your community, start by asking yourself: What excites me about the future?

Placemaking, for example, is about more than physical spaces – it’s about people. When you focus on the experiences you create for others, you’ll see how your work can uplift individuals, strengthen communities, and build something greater than the sum of its parts. Ask thoughtful questions, seek out people who inspire you, and stay curious. Every project is a chance to learn and grow. If you focus on purpose and passion, you can build a career you’ll love. ●