



HSEQ

DWP HSEQ OSC Manager Briefing

September, 2025. Version 1.2

Welcome to ISS UK & Ireland

The purpose of this pack is to:

- Provide key information about ISS
- Introduce some of the key HSEQ Initiatives
- Understand our commitment to HSEQ
- Outline responsibilities to ensure the safety of everyone
- Answer any questions you may have about the business



Senior HSEQ Team

[Link to HSEQ Org Chart](#)



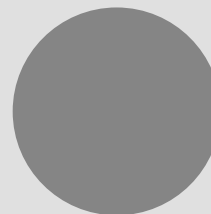
Nick Bray
Head of HSEQ



TBC
HSEQ Manager



Lindsay Carter
Senior Food Safety Manager



Craig Hitchmough
Senior Quality Manager



TBC
HSEQ Advisor - Scotland



TBC
HSEQ Advisor – Northwest



TBC
HSEQ Advisor – Northeast



Rachel Kitchen
HSEQ Advisor - Central



Mark Cotterell
HSEQ Advisor – Southwest/
South Wales



Andrew Eagles
HSEQ Advisor – South East



TBC
HSEQ Advisor –
London and SE

Value Proposition & 2025 Plan

HSEQ VALUE PROPOSITION

HSEQ Value Proposition

[Link to :
2025 HSEQ Plan
\(SharePoint.com\)](#)

ISS Vision

Connecting people and places to make the world work better

OneISS Strategy

To make ISS the safe choice for our customers and Placemakers

Purpose and Value Proposition

Purpose: Our purpose statement defines the reason our company exists. It also illustrates how our service positively impacts the people we serve.
Value Proposition: The core external story about ISS as an attractive partner to our customers. It ties together what we deliver and offer our customers and external stakeholders.

To enable better business performance, add value and support growth by promoting effective risk management.

Safe People
Safe Service
Safe Environment

Group Support

- We are a global company! With c320,000 Placemakers over 28 countries
- The Group intranet page can be found [here](#)
- Group HSEQ have defined Global Minimum Standards on the [OPF](#)
- We have assessed our OneISS documentation to the Group minimum standards and are working through some gaps
- Group also are bringing in new HSE Software, a Global legal register and E-permit system in 2025



The OneISS Way – Quality Assurance

- The OneISS Way is our Integrated Management Framework and is a single source of all business policies, procedures & guidelines used to deliver a service, by defining the standards and methodologies to be followed and meet the customer requirements to make sure we are doing the right things.
- [The OneISS Way - Home \(sharepoint.com\)](https://sharepoint.com)



SafeSpaces



ISS SafeSpaces Behaviours

These behaviours are for everyone in ISS UK & Ireland, from our CEO to our frontline Placemakers. Whatever our role at ISS we must follow our SafeSpaces Behaviours at all times

It is how we ensure we keep ourselves, our customers and everyone who visits the places we look after safe.

The program is led top down and implemented into accounts over a 12-month period.

[Please read through and familiarise yourself with the information within the SafeSpace SharePoint page](#)

SafeSpaces Behaviours

Our SafeSpaces behaviours are commitments for everyone, including leaders, managers, and Placemakers (everyone).

Speak openly

We openly discuss concerns and opportunities and appreciate those who challenge:

- ☐ I speak up about concerns report incidents and contribute ideas for improvement
- ☐ I create safe spaces for people to talk openly
- ☐ I generate a platform and culture of consultation



SafeSpaces Behaviours



Act Safely

We make the safe choice, own our actions and never compromise health and safety:

- ☐ I am ready to work safely and will stop the job if its not safe
- ☐ I lead by example and support anyone who stands up for safety
- ☐ I put safety at the heart of every business decision.



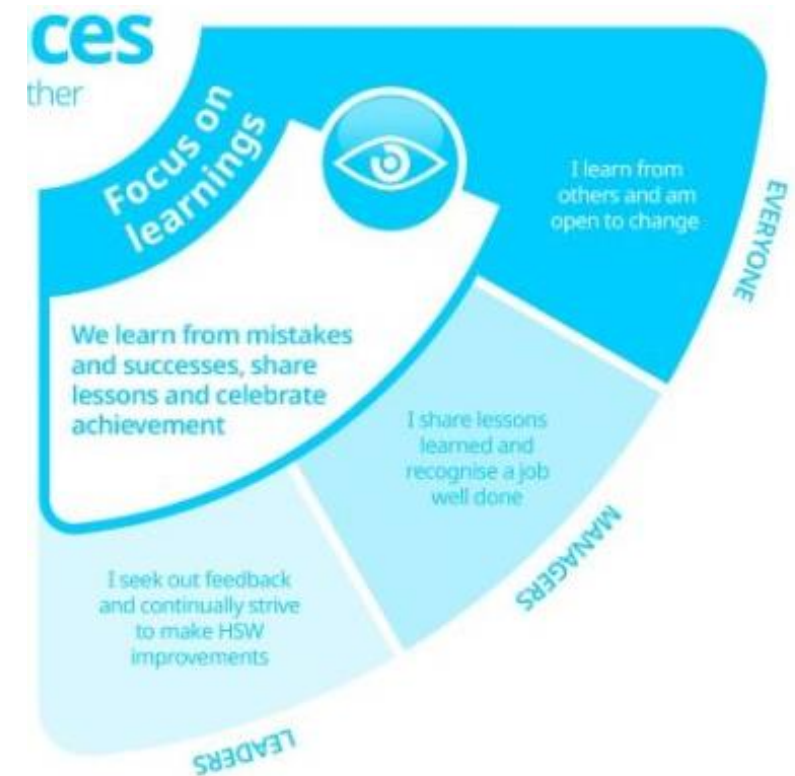
SafeSpaces Behaviours



Focus on learnings

We learn from mistakes and success, share lessons and celebrate achievement:

- ☐ I learn from others and am open to change.
- ☐ I share lessons learned and recognize a job well done.
- ☐ I seek out feedback and continually strive to make HSW improvements.



SafeSpaces Behaviours



Engage with others

We involve each other to manage risks, with health & Safety at the heart of every decision.

- ☐ I look out for others and talk openly about HSW issues.
- ☐ I listen with empathy and take concerns and ideas seriously.
- ☐ I lead on HSW initiatives and allocate resources to support them.



Focus Areas

- The role of the HSEQ & Food Safety team is to work with Operations to enable and facilitate them in accordance with the OneISS Way
- Business Partners and Embedded members of the team have 4 main focus areas:
 - Providing professional HSEQ advice and guidance to our Operational colleagues
 - Roll out SafeSpaces and Incident Investigation training
 - Thoroughly audit the conformity to the OneISS Way
 - Lead Lost Time incident and HiPO investigations

Your Manager will take you through this in more detail depending on your role



Incidents, Accidents, Near Misses & Near Hits

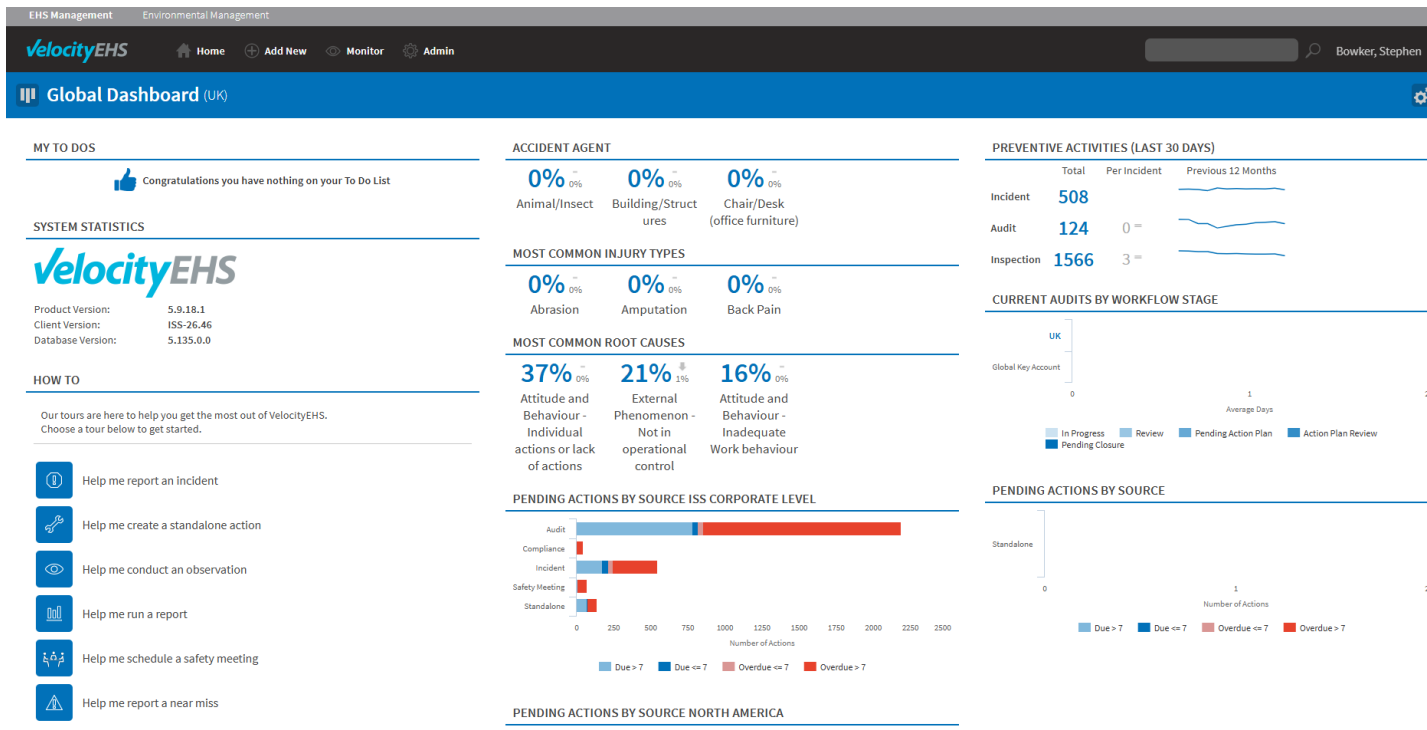
- Incidents, Accidents & Near Misses are to be recorded in the **VelocityEHS** system within 24 hours.
- Near Hits (potential severity Level 1 & 2) are to be reported in **AssessNET** within 72 hours.
- Guidance, Procedure & Templates can be found on the [OneISS Way](#)
- [Incident & Near Miss Management \(sharepoint.com\)](#)
- Training for VelocityEHS & AssessNET can be found through HSEQ SharePoint
- [Training & Competency \(sharepoint.com\)](#)
- All of this information is best accessed through [Insight](#)



ASSESSNET
ONLINE HEALTH AND SAFETY MANAGEMENT

velocityEHS®

Velocity – Incident reporting and Audit ? Inspections



- Incidents and Accidents – Reported within 24hrs
- Audit and Inspections

Risk Management

- ISS utilises an electronic management system known as AssessNet for its Method Statements, Risk Assessments, COSHH Assessments and DSE Assessments
- Operations are required to ensure suitable risk assessments are in place for all activities conducted under their area of control
- Training on the system is available fortnightly by a HSEQ Business Partner





- Risk Assessments
- Method Statements
- COSHH Assessments
- Near Hit reporting
- DSE Assessments
- Inspections

Risk Assessment - 118188RA

Internal Reference: (Model Risk Assessment)

Information valid as of 16/06/2023 14:02

Medium Risk

PRIVATE ASSESSMENT

This assessment has been marked as private and is only accessible by the following users:

HARDIE, Pamela (View Access)

LANGLEY, Adam (Edit Access)

LANGLEY, Adam (Remove Access)

General Details

Assessor

Adam Langley

Assessment Date

28/02/2023

Assigned Reviewer

Adam Langley

Next Review Date

11/01/2024

Signed Off By

Pamela Hardie

Signed Off On

16/06/2023

Associated with specific area

Office & Production

Key Account Network

All

Operation Assessed

ENG-Task-Air Conditioning Maintenance-KAN

Description of work area and/or activity assessed

Service and Maintenance of Air conditioning systems

This risk assessment is a GENERIC assessment and before use it should be reviewed to ensure it is appropriate, and that it is suitable and sufficient to perform the task safely.

If this assessment is not sufficient then a 'point of work' assessment can be completed for minor changes by a suitably trained operative.

If there are significant risks that cannot be suitably controlled work MUST STOP and your Line Manager made aware.

Overall Current Risk

Medium Risk

Persons Affected

Employees

Maintenance Staff

Members of the Public

Office Staff

Method Statement - 33276MS

Information valid as of 15/06/2023 13:41:25

Project Details

Project Name

ENG-TASK-Air Conditioning Maintenance-KAN

Project Date Range

22/03/2023 to 22/03/2024

Issue Date

22/03/2023

Name of H&S Contact

Adam Langley

Assigned Reviewer

Adam Langley

Next Review Date

22/03/2024

Associated to specific area

Office & Production

Key Account Network

All

Summary of the project

Service and maintenance of Air conditioning systems

Persons Details

Employees

Maintenance Staff

Members of the Public

Office Staff

Health & Safety Procedures

On-site first aid box location

ISS Personnel to carry their own first aid kit.

Name of on-site first aider

Refer to site notice board or ensure that first aid provision is available during site induction/sign in procedure.

Address of nearest hospital

Ascertain at site induction/sign in procedure.

Designated evacuation meeting point

Personnel are to make themselves aware of any site emergency and evacuation procedures (ascertain at the site induction/sign in procedure).



Training

- ISS has over 37 HSEQ e-learning courses available through our internal platform known as 'My Learning'
- The HSEQ Team provide internal Auditor & Incident Investigation Training
- All ISS new joiners are required to complete training via MyLearning within their first 60 days.
[MyLearning Mandatory Training \(sharepoint.com\)](#)
- The UK & I Training Matrix lays out training by topic and role , split by Placemaker, Front Line Manager and KAM/KAD.
- This can be found via the OneISS Way under Quality : [Training, Competence & Awareness](#).

HSEQ Management Plan

- This document guides Account Directors/Managers to set out their account and service specific arrangements that must be implemented to ensure all HSEQ requirements are managed in accordance with legal, contractual and ISS OneISS Way obligations
- [UK&I HSEQ Management Plan TemplateV2.xlsx \(sharepoint.com\)](#)



Plans - Health & Safety, Quality & Environment

Food Safety

- Food safety and allergen management are paramount at ISS and food safety is everyone's responsibility in the HSEQ Team
- We have a team of dedicated food safety professionals who audit and maintain the procedures and standards for ISS Food Safety
- **Food Safety Team** - Foodsafety@uk.issworld.com.
- **Emergency Food Safety Helpline** - 07922 581281



Wellbeing

- Wellbeing provision is owned by the HSEQ team in strong partnership with People & Culture
- We maintain the relationship with the Occupational health provider – Optima, the EAP – Vita Health and Maximus, our partner to help keep Placemakers in the workplace
- More information can be found [here](#) but we are all champions of Wellbeing in the HSEQ Team



Lone and Isolated Working



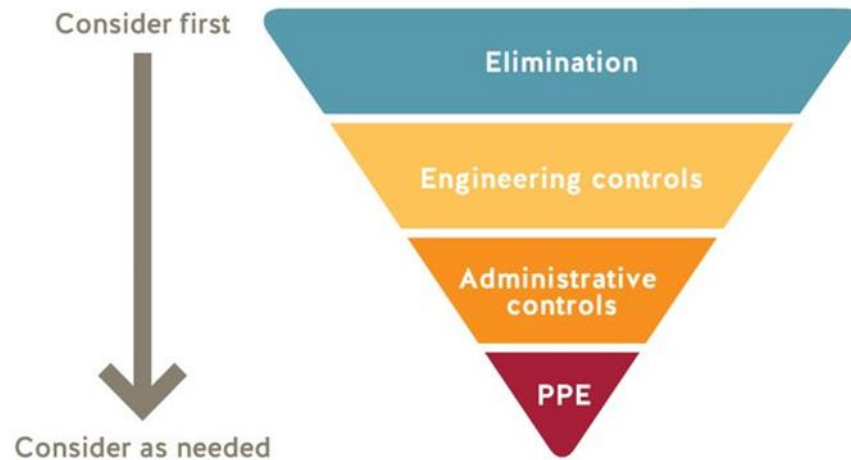
Introduction of Safe Hub and Lone Working Support

- To improve the safety provision for our Placemakers
- Requirement of the new ISS Global Health and Safety Standard
- ISS are also required by the HSE in the UK to ensure Lone workers receive:
 - Training – relevant to working alone
 - Supervision – Access to guidance, support, updates
 - Monitoring – Safety and wellbeing is monitored
 - Incident reporting – Ability to raise the alarm and/or report incidents

Lone and Isolated Working Support

Step 1: Removal Through Risk Assessment

- Can we worker safer to remove Lone and Isolated Working?
- How will incidents be managed



Step 2: Identify correct incident management and escalation support for Lone Workers

Step 3: Protect - The Safe Hub Fob has been provided to 174 Placemakers on Barclays Retail



RED ALERT

YELLOW ALERT

SAFE CHECK

GROUP ALERT



HSEQ

Systems Links

[VelocityEHS Login \(issworld.com\)](https://issworld.com)

► **Velocity EHS**

Incident Reporting Tool

[Log in to AssessNET \(assessweb.co.uk\)](https://assessweb.co.uk)

► **AssessNET**

Near Hit Reporting Tool
Safety Documentation Management System

[Tableau Server \(issworld.com\)](https://issworld.com)

► **Insight**

Dashboards

[Lone and Isolated Working](#)

► **Total Mobile**

Lone working app

[MyLearning - Administrator Area](#)

► **My Learning**

ISS Mandatory learning

[HRevolution Portal](#)

► **HRE**

Payslips & Holiday booking system

[UK Service Desk | Service Desk](#)

► **Jira**

IT, Finance & OneISS way Queires

[Performance Page application.](#)

► **Metrilio**

Annual performance review



Welcome to ISS

September 2025, version 1



Housekeeping



Cameras on please give me a wave and a Smile



Keep distractions to a minimum



Please make use of the chat function and pop a hand up for questions



Expect the session to be 30 mins max



Agenda

- ▶ HSEQ update
- ▶ Welcome
- ▶ Change curve
- ▶ Go Live
- ▶ Birmingham Office
- ▶ ISS Values
- ▶ Overview of Stoke OSC
- ▶ Floorwalkers
- ▶ Systems/tools

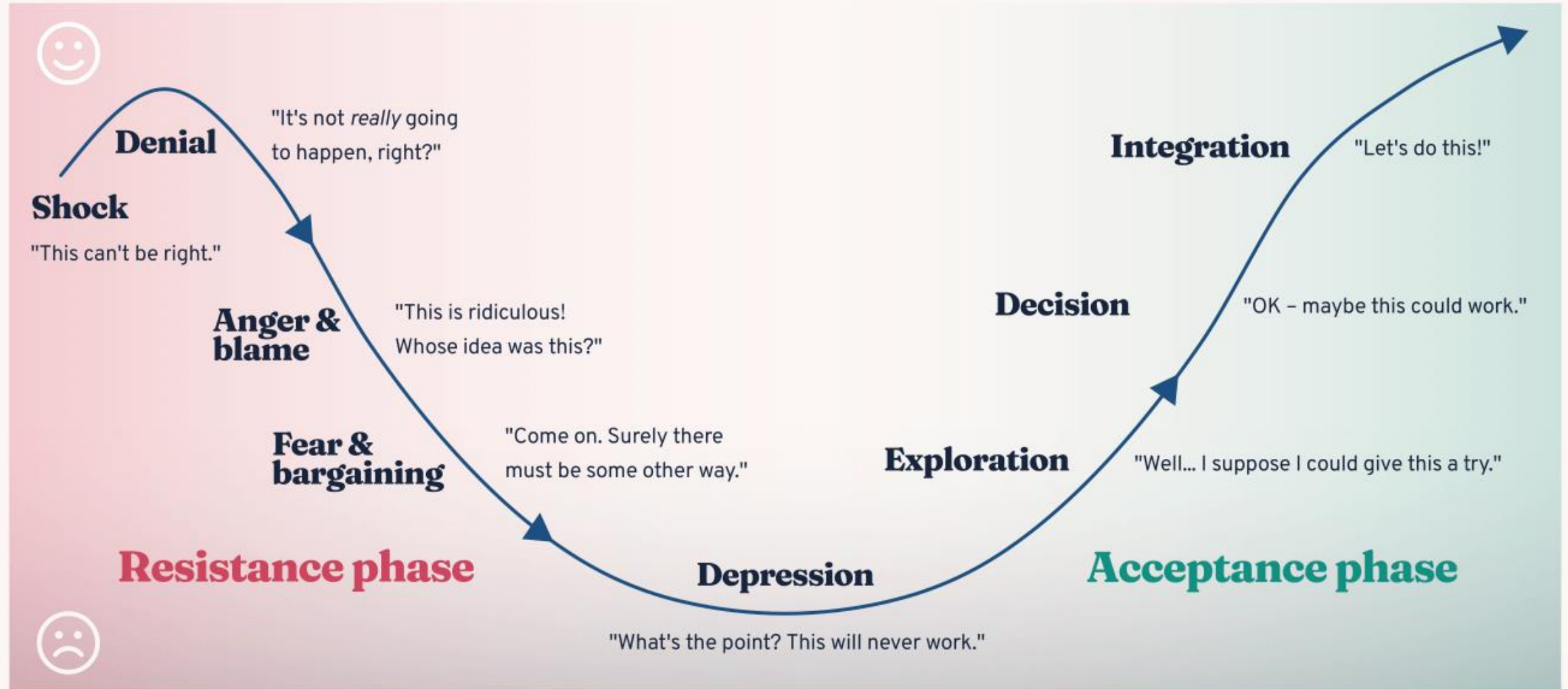
Welcome

You are
VALUED

People
Make
Places



The change curve



AWARDS

ISS Wellbeing



Mental health First Aiders (MHFAs)

Confidential support service of ISS volunteers that are trained to listen and sign post individuals who are either in or are approaching emotional crisis.

to contact an MHFA email:
mentalhealthsupport@uk.issworld.com

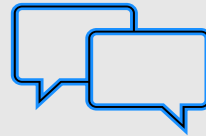


Occupational Health

Offers support to ISS employees who have a health condition which is either impacting their work or their work is having a negative impact on their health condition.

The clinical assessment can support the employee and the line manager to agree reasonable adjustments in the workplace.

Speak to your line manager for an Occupational Health Referral



MAXIMUS

UK only

Vocational Rehabilitation Consultants (VRC) develop an action plan to support the placemaker with their mental health to either re-engage (STS/LTS) with employment or to agree tools & resources that will support the placemaker to remain in the work place

Support can last for up to 9 months.

to contact MAXIMUS call:
03004568114



Financial Wellbeing

Financial wellbeing hub
Financial wellbeing pack

For further information visit:

[Financial Wellbeing Hub](#)

or
speak to your line manager to download a copy of the financial wellbeing pack



Employee Assistance Programme

Confidential and free and is accessible for **UK&I** ISS placemakers and some elements can be accessed by dependents.

Offers mental health services for work and non work related issues; including 24/7 emotional crisis support line counselling, debt management, legal advice, wellbeing platform and app

To contact the EAP emotional support line call:
0800 1116387

1st October 2025 Go Live Day



- Start time / Location
- Laptops / Logins
- Headsets
- Birmingham office
- Other places of work
- Teams Group
- Training

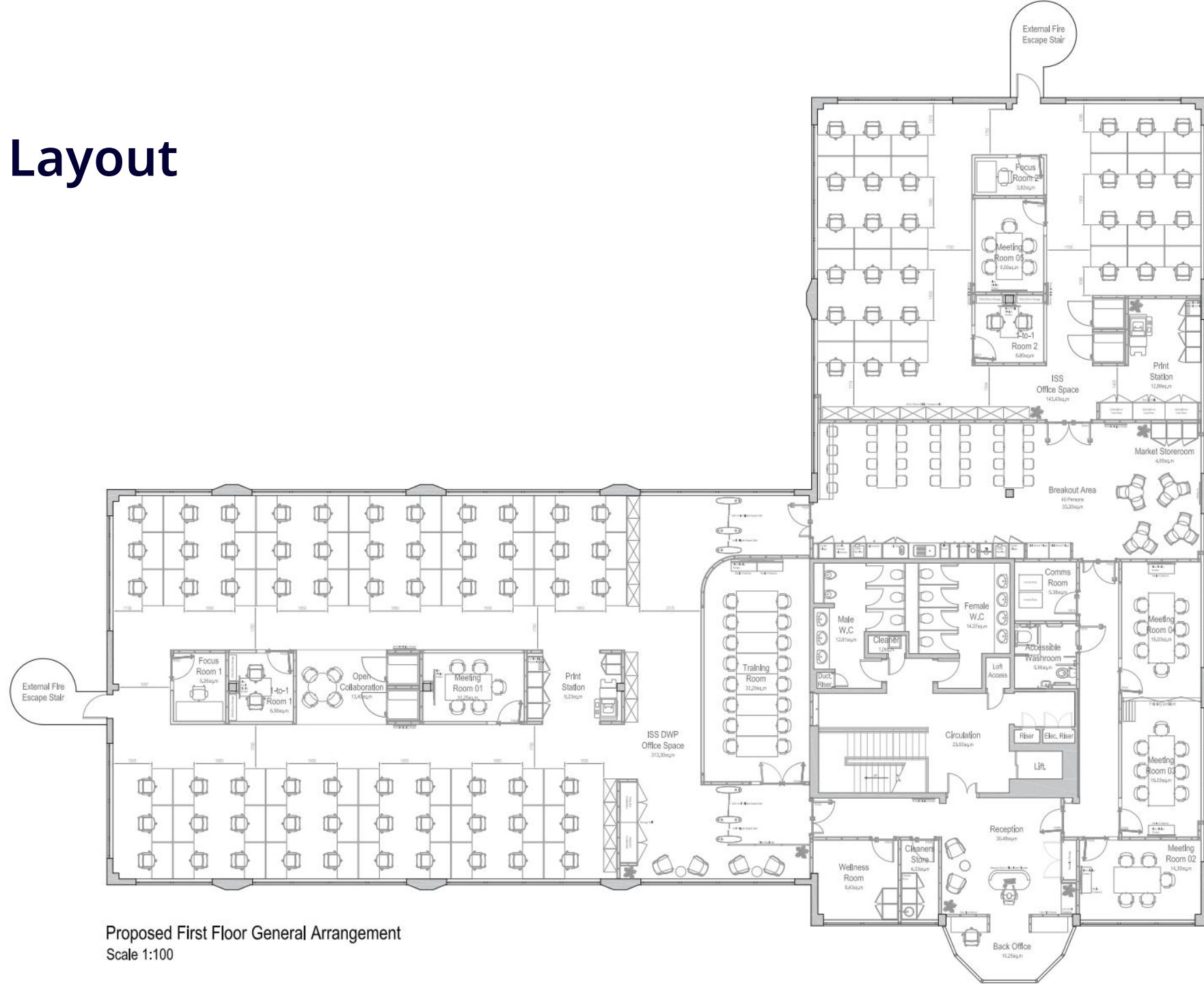


Birmingham Business Park

www.birminghambusinesspark.co.uk



Internal Layout



Our Values



Unity

We trust each other and believe in creating equality, inclusion and a sense of belonging for all – a culture where everyone can be their authentic selves. We trust.

That includes building diverse talent and teams, creating space for collaboration, as well as leaning on and learning from one another. We know that when we act together, we deliver a better experience for our customers and their communities. Only together and united, can we deliver on our purpose.



Honesty

Our honesty is non-negotiable. We respect our customers, our colleagues and our company. We respect.

We have a proud heritage of fairness, equality and inclusion. Every day, we strive to create a culture of open communication and collaboration, where differences and individual contributions are respected and celebrated.



Responsibility

Indifference is immoral. We care about what we do and for whom we do it. We care.

The health and well-being of our people and those we serve is our number one priority. We want our people to be happy, to feel valued and to thrive. This means putting all our efforts into creating safe and nurturing working environments and enhancing the communities we work within.



Entrepreneurship

Action speaks louder than words. All our employees have a 'license to act' and are expected to do so. We act.

At ISS, we lead by example. That means empowering people to act and innovate - whether that be to suggest improvements and better ways of working, or to call out behaviour which undermines our vision and values. Our people know they are empowered to do the right thing.



Quality

We are professionals with a passion for quality. We deliver on our promise. We deliver.

Our people are part of one big global family that all share the same purpose – delivering exceptional service experiences. We provide a skilled, empowered and motivated workforce who seek to deliver the highest standards 24/7, 365 days a year.

Stoke Operational Service Centre Overview



The OSC is our current service centre hub for ISS UK, managing helpdesk, scheduling, supply chain management, compliance, and administration functions for both hard and soft services. Its primary purpose is to provide front and back-office support through our dedicated teams.

The OSC strives to deliver a seamless end-to-end experience for our customers, and to ensure continuous support and development, we have a dedicated training and quality function that keeps our teams up to date with the latest knowledge.

Structured to follow the work order journey, the OSC facilitates inter-team communication and aims to provide an end-to-end experience for customer visits. It stands as the heartbeat of the organisation, consistently advancing the ONEISS Strategy.

Operations Service Centre Overview

Utilising technology the Operations Service Centre (OSC) offer a customer experience that is structured to follow the work order journey.

24/7 customer & placemaker helpdesk, scheduling, dispatch teams and dedicated Certifications teams ensure customer compliance , facilitate tasks with our engineers and dedicated supply chain.

We support our front-line engineers with payment card transaction processing, purchase order (PO) raising, and managing placemakers time and attendance (T&A) to ensure accurate pay.

Knowledge and Skills are kept up to date through our dedicated training and quality function.

Tasks are controlled throughout the end-to-end customer Journey from inception through to billing.

KAN WORK ORDER JOURNEY

KBR

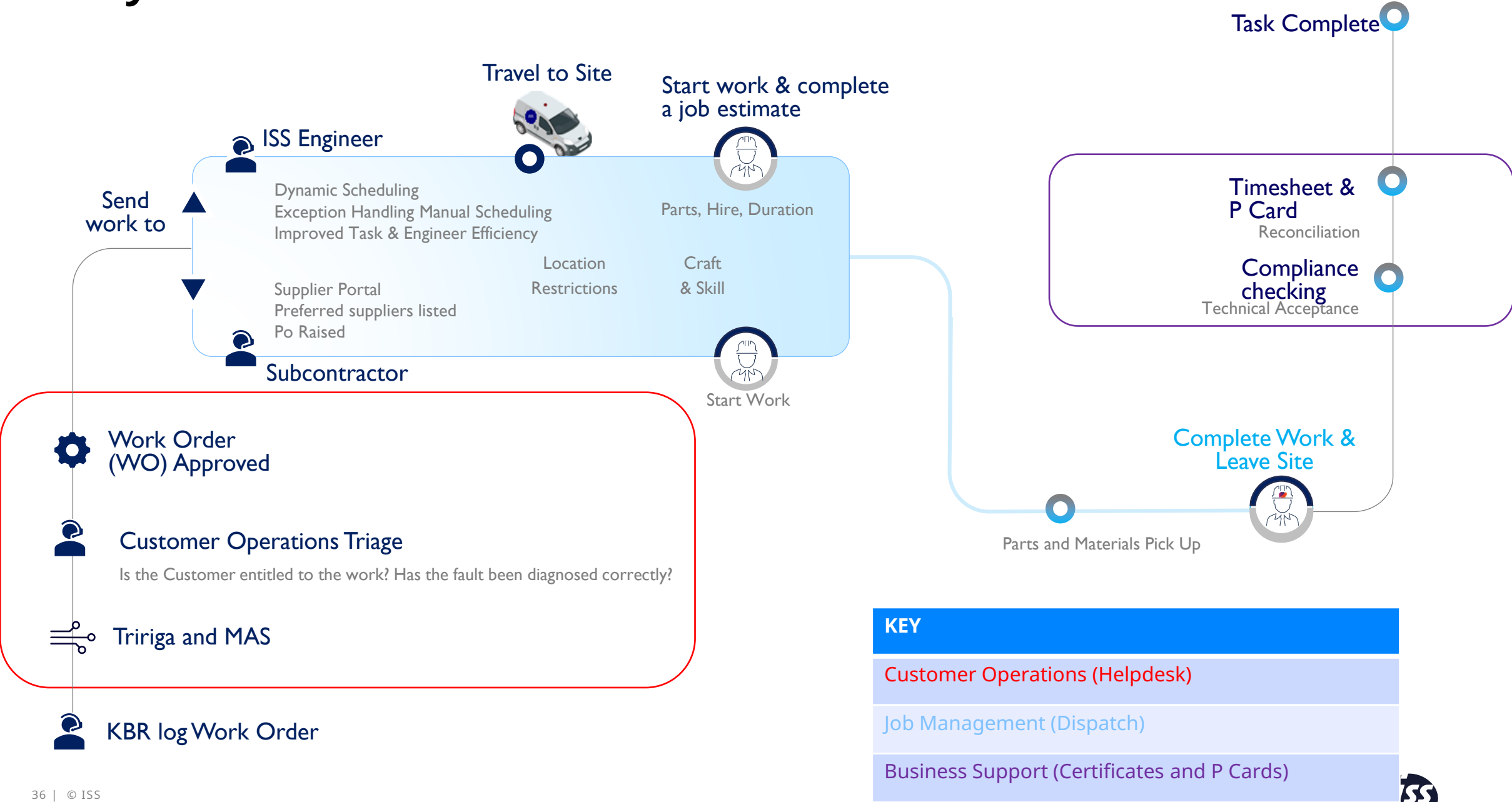
Asset Planning & Data
Management

Customer Operations
(Helpdesk)

Job Management
(Dispatch)

Business Support
(Timesheet, P-card,
Certification & T&A)

Journey of a reactive Work Order



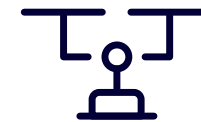
Role Overview of floor walkers

Purpose of the role

To provide on-the-ground support, guidance and expertise during the transition and upskill phase, ensuring operational consistency, and confidence among the new employees.

Key Responsibilities

-  Act as a point of contact
-  Share deep knowledge of processes, tools and best practices
-  Support new staff with coaching/trouble shooting
-  Monitor performance & knowledge gaps
-  Escalate issues and feedback to training / management
-  Document common challenges and solutions for continuous improvement



“SMEs are the balance of stability and confidence during change”

Systems & tools

Everyone will use the below;



Microsoft Teams – Chats & Channels



Microsoft Outlook – DWP shared mailboxes have been created as opposed to BizVu



MiCollab – softphone system



Microsoft Excel – DWP scope hosted in an excel workbook



Sharepoint – DWP specific folder structure

The below are systems that will be departmental specific, and you will hear more about in your process training



360 Scheduler – Dispatch will continue to schedule ISS engineers through this tool



MAS – All teams will continue to manage the WO's through the system as is done today



Tririga – Additional system that is used to complete Technical Acceptance for the compliance of Work Orders



Coupa - Used to raise Purchase Orders for Soft Services and will be utilised by the sub-dispatch team



Recap for day 1

1st October 2025 Go Live Day



- Start time / Location
- Laptops / Logins
- Headsets
- Birmingham office
- Other places of work
- Teams Group
- Training



Any questions or queries?
