



ISS & DWP PARTNERSHIP

Day 1 Cleaning Briefing / Toolbox Talk

This guide is for all Placemakers transferring
to ISS who will carry out cleaning duties

Version 5.0 15 September 2025



Operating Safely from 1st October

'Business as Usual' from 1st October

All colleagues working on the DWP contract should continue as they normally would, there are no changes to what you currently do unless your line manager has asked you to do something different.

ISS 'Site Packs'

The Site Pack will be delivered to each DWP site from 1st October. The pack will contain the Health and Safety documentation you need to continue carrying out your role safely, including RAMS, COSHH and MSDS.

Cleaning Task Cards

You can find a number of handy task cards which show you how to clean key areas such as Open Plan offices, Meeting Rooms, Kitchens, Toilets.

Please note that the cards do not permit you to change what you currently do, please use them as a guide only! The cards contain examples of the H&S and cleaning methodology you need to apply when cleaning these areas.

Task cards are available on the "Transferring to ISS Website" please refer to last page of this presentation.

Cleaning Equipment

Deliveries and Supplies

- The delivery of cleaning equipment will continue to be provided as per the current arrangement with Bunzl.

Site delivery from 1st October – Vacuums and Mops

- Each site will receive a delivery containing a new vacuum and mopping system from 1st October. Sites should continue using the existing vacuum cleaners until the new Karcher vacuums arrive at site. Once the pack arrives from Bunzl, the cleaning team should unpack the vacuum and follow these instructions:
 - **Vacuums:** [How To Use The Karcher T 11 HEPA Vacuum](#)
 - **Villeda Flat Mopping System:** [F101 Hard Floors: Damp Mopping with a Pre-Wetted Velcro Mop - ISS TV](#)

Carpet Cleaning

- Here are some ISS videos for how you should carry out carpet cleaning:
 - [F111 Hard Floors: Vacuuming - ISS TV](#)
 - [F112 Carpet Cleaning: Vacuuming - ISS TV](#)

Micro-Fibre Cloths, Mops and Disposal (Terracycle Process)

- On smaller sites like job centres, used items such as cloths and mops should be placed in clear bags for Regional Managers / Supervisors to collect
- For large sites like corporate office sites (Static sites), you will receive a recycling box from Bunzl. Once the box is full, it will be collected by the carrier. Please check "Terracycle Process last page of this document" for more information about setup and how it will work. You will also receive the same information in your Site File.

Above links are available on the "Transferring to ISS Website" please refer to last page of this presentation.

Cleaning Equipment - Pocket Mops & Cloths – Dosing

Please follow this process for the correct dosing. Please note: You will also receive this document laminated with your Day 1 order to place in ISS storeroom

r-MicroOne Pocket Mops – Dosing

Product	Recommended dosage per mop (wet)	Recommended Max number of mops per 6lt Bucket
r-MicroOne Pocket Mops	200ml	10



1. Lay the required no of mops flat & then fold all mops into a U shape



2. Add the folded mops into the bucket



3. Using the measuring Jug, fill with water allow 200ml per mop



4. Leave for 10 minutes until the water is absorbed and then they are ready to use



r-MicronSolo Cloths – Dosing

Product	Recommended dosage	Recommended number of cloths per 6lt Bucket
r-MicronSolo cloths	Fill with enough water to cover the cloths	As many as required



1. Lay the cloths flat inside the 6lt bucket



2. Using the measuring Jug fill with water to cover the cloths



3. Leave for 10 minutes until the water is absorbed & then they are ready to use

Cleaning Product – Briefing of “Use of cleaning chemical”

Please find below a list of chemicals you will receive and should use from 1st October 2025 - instructions and videos available on QR Code

CLEANING CHEMICAL: you will receive **Five (5)** Cleaning Chemicals

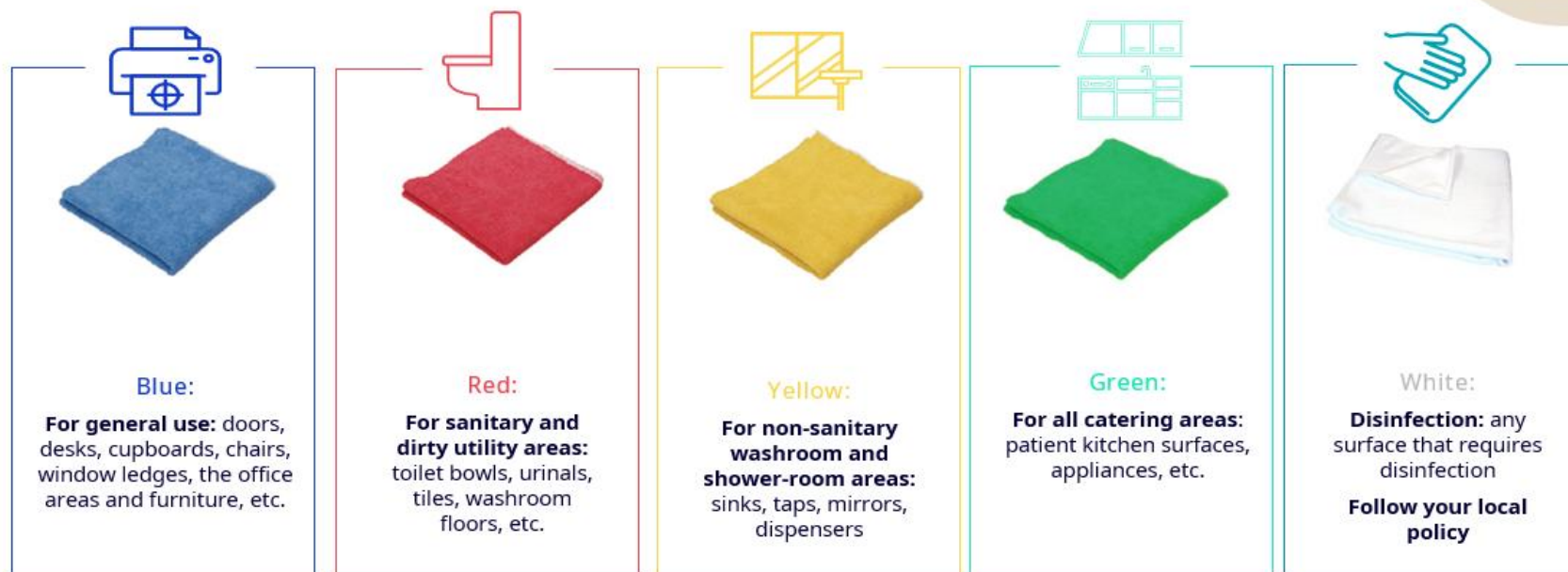
1. **TASKI Sani 4 in 1Plus:** (used for - Washroom cleaner, descaler, disinfectant & deodoriser)
2. **TASKI Sprint 200 Pur-Eco AC - ACE CARE:** (used for - General surfaces and glass)
3. **TASKI Jontec 300 Pur-Eco 1 x ACE CARE:** (used for - Kitchen floor)
4. **Enhance Spot Stain Remover:** (used for - Carpet spot & stain remover)
5. **Shield Limescale Remover:** (used for - Heavy duty limescale remover for washrooms)

Instructions and videos available on the "Transferring to ISS Website" please refer to last page of this presentation.

ISS – Pure Space Office (PSO) Colour Coding Policy

PURE SPACE OFFICE

Colour Coding Policy



Colour Coding Policy must be followed - otherwise this could lead to cross contamination

Safety Moments

GLOBAL: SAFETY MOMENTS

If you cannot do it safely – do not do it!

Use the **STOP** principle when you are at a work site:

S Stop where you are, in a safe position

T Think about where you are and what you need to do

O Observe what is going around, identify potential hazards and assess your risks

P Plan a safe way of carrying out your activity, your safe way in and your safe way out;

STOP work if it is not safe for you or anyone else;



Do not start work if you:

- Do not understand the task
- Are not competent to do the task
- Do not have the correct tools or PPE



Identify any hazards and report them immediately.



Clocking-In and Out Instructions

Everyone who currently clocks in and out will:

- Need to clock in and out via a new onsite phone from 1 October
- The phones will be arriving at DWP sites over the next week. FMs, Supervisors or Managers are requested to open the package and install the phone on site.
- There are instructions included in the package for how to set up the phone and also how to use the phone for clocking in.
- Next week, colleagues will receive a letter containing a new Badge ID which they will need to use to clock in and out. There will also be a follow-up to email addresses containing the same information.
- Starting from 1 October, if your employees have any challenges clocking in and out, there is a clocking helpline set up on 08081 759343.



Clocking-In and Out Instructions

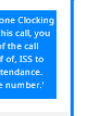
WORKFORCE MANAGEMENT & CENTRAL PAYROLL

How to Clock on/off by Telephone – Step by Step Guide

1  1) From the ISS telephone on site, dial the clocking number or select it from the menu and press . <i>*Not using the ISS phone? You will need to know your Site ID or press 2 when prompted later in the call.</i>	2 "Please enter your Site ID followed by a *"  2) Depending on the telephone you are calling from you may be prompted for a Site ID. If so, you'll hear the message above. If you do not hear this, move to box 4.	3  3) Using the telephone keypad enter the relevant site ID and press the * key. <i>*You may have more than one Site ID if you work across multiple sites or contracts.</i>	4 "Welcome to the ISS Telephone Clocking Utility. By continuing with this call, you consent to the processing of the call information by, or on behalf of, ISS to record and manage your attendance. Please enter your employee number."  4) You will hear the message above. Please enter your badge number followed by the * key. <i>*You can key your badge number without waiting for the end of the recorded messages. *You may have more than one badge number if you work across multiple contracts.</i>
5 "To book on press 1 To clock out press 4"  5) You will then hear the message above. On the keypad select 1 to clock-in or 4 to clock-out.	6 "You are calling from an unregistered phone number. If you have a valid site ID press 1, if not press 2"  6) If the phone you are using is not registered you will have this step. If you have a Site ID enter it now or Press 2 to continue without it. <i>*Please let your Supervisor or Line Manager know that the phone you are using is not registered.</i>	7 "When you hear 'You have booked on' or 'You have booked out' you can hang up the phone confident that your clocking has been successful."  7) At the end of the call you can press 7 and pass the phone to a colleague, so they can clock on or off, hang up or briefly press the power button to end the call.	8 REMEMBER: 1. If there is a problem with the phone or you cannot clock for any reason: Make a note of the time and tell your line manager/ supervisor ASAP the time and why you could not clock. 2. Check Calls are only used by our Security Teams. 3. Unless specifically instructed to do so by your Supervisor or Line Manager, you should not clock your breaks.

WORKFORCE MANAGEMENT & CENTRAL PAYROLL

How to set up a GSM Phone – Step by Step Guide

1 	2  2) Your GSM phone box should include: • Base unit • Handset • Battery • Power plug	3  3) Plug the handset cable into the bottom left port on the side of the base unit.	4  4) Remove the back plate by unclipping it and sliding it off.
5 	6  6) Place the SIM card into the tray with the cut-out corner facing outward and the gold contacts facing down. If the SIM comes apart into separate pieces, reassemble it before inserting. Once done, slide the back plate back into position and it should clip into place.	7  7) The plug lead should be plugged into the top of the base unit. It is now ready to plug in to the wall socket.	8  8) The phone will light up, with a "Welcome" and then the battery symbol will be displayed. The phone is not on. It is charging the battery. Hold the Power button down for 2 seconds to switch the phone on.

Toolbox Talk for preparation for Day 1 (1st October)

Please ensure below TBT completed read and digested by ALL Placemakers

ISS - DWP Day 1 Readiness (CLEANING) Briefing - Toolbox Talk



Summary

This document provides essential information for all ISS personnel on the DWP contract regarding "ISS – DWP Day 1 Readiness," cleaning procedures, and Health and Safety (H&S) documentation.



Main Information

WHAT DOES IT CONTAIN

1. Information on ISS H&S Folders (RAMS, COSHH, MSDS)
2. Cleaning Task cards of essential areas
3. Cleaning Products Briefing – Consumables, machinery, "Use of cleaning chemical" and instruction videos
4. Cleaning Pocket Mops & Cloths – Dosing
5. ISS Colour Coding

ISS TOOLBOX TALK

We need to keep a record of this briefing to ensure you have understood the content of the briefing.

- To be completed by session leader and all attendees.
- Please retain as a record of the people who have been through the toolbox talk and any actions agreed in response.
- I confirm that I have been briefed on ISS Day 1 Readiness which contents all above information.
- I read and fully understood the importance of above reasonable request to comply according to ISS H&S policies and procedures.

Name	Signature	Date
DWP Site Name:		

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Toolbox Talk printable version available on the "Transferring to ISS Website" please refer to last page of this presentation.



‘Transferring to ISS’ Website – Cleaning information

Visit: www.welcome-to-iss.com/cleaning

Cleaning Instructions and How to Videos

There are guides, information and video demonstrations of cleaning methods on the ‘Transferring to ISS’ Website.

The website also has other useful information such as help with payslips or contact numbers for help.

The website is accessible on all devices including mobile phones, tablets or computers and laptops
Visit: www.welcome-to-iss.com or scan the QR code shown



Mobile-friendly

ISS & DWP PARTNERSHIP

Thank you

