

Quick Guide

Engineering



- **This guide is applicable to:** All colleagues working for ISS on the DWP contract
- **The guide is valid from:** 1st October, 2025
- Please reach out to your Manager if you have any problems

Where should I go on 1 October?

ISS will be holding Day 1 meetings for all engineers on 1 October. At this meeting, you will receive an overview of how to use FieldFlex and we will check your logins to and ensure you are functionally ready to deliver. There will be ISS shadow support team at site to help answer any questions that may arise. Please see the table below to see which site you should attend.

Where are processes and procedures?

Here is a list of service centre procedures useful to engineers: [DWP Process Matrix.xlsx](#).

How do we raise POs?

If your role requires access to specific Buying channels (Purchase orders, Work Orders, Expenses, Travel Booking Systems etc) , you'll be granted access and receive relevant training as part of your onboarding.

What are the helpdesk details

Engineers should call 01218 055034. Emails for each region are quoted in below table

What should I do on Day 1?

All engineers should attend the nominated site for your Team Meeting/Briefing to take place. The **table below** will advise where your meeting is being held.

What if I can't access jobs on my handheld device?

Please log the issue with your Line Manager or Supervisor in the first instance at the Field meeting on Day 1. We will be holding an open channel (8AM – Midday) over Teams for Supervisors to dial into and troubleshoot with an appointed ISS SME. If we are unable to resolve here, we will raise a ticket with the IT (Jira) Helpdesk.

What if I don't have the right PPE to do the job?

You will be receiving PPE to your home address from ISS. In the event that this hasn't yet arrived, please continue to use your existing PPE should it be required. The PPE you should

expect to be delivered may include: Hi-Visibility Vest, Safety boots, PPE kit bag, Hard Hat, Gloves, Eye protection, Ear defenders, Disposable coverall, P2 Face masks and Knee pads.

What if I don't have the correct permits or RAMS in place?

[General](#) | [KAN Engineering Noticeboard](#) | [Microsoft Teams](#)

If you are an Engineer, please join the KAN Engineering Noticeboard group by requesting access through the link above. Once you have access, you will find information such as specific e-certificates, blank work orders and point of use Risk Assessments.

Any further questions, please discuss with your Line Manager.

I have a problem with my van, what should I do?

Please notify your Line Manager and call our Fleet Company directly on 0344 493 5467.

Payroll Queries – Where should these be directed?

Please speak to your Manager in the first instance. Alternatively please call the Clocking-in and Payroll Helpdesk on 08081 759343 6:00 AM – 9:00 PM (Monday to Friday) Out of Hours: A voicemail facility is available. The payroll team will arrange a callback as soon as possible.

If you are salaried and have an ISS UK email address, please use the Payroll Query Management System to log Payroll queries: [Payroll Query](#). Please note you will need your Employee Number to raise a request in this way.

How do I request Annual Leave?

If you are salaried and wish to request annual leave; you can do this by submitting a request using the HRe system, which will be sent to your manager for approval. Please request through your Manager until you receive your access to the HRe system.

If you are paid hourly, please submit your request for annual leave directly to your line manager.

We will share more information and training on the HRe system, Holiday request process and pay slips over the coming weeks and months – but if you have an urgent request in the meantime, please contact your Line Manager or the Clocking-in and Payroll Helpdesk on 08081 759343.

What if ECerts don't work for me?

We have certificates stored on the KAN Engineering Noticeboard and you will be able to download a copy of the specific certificate, blank work orders and point of use Risk Assessments.

Field Meeting for all Engineers: Venue Information

ISS will be holding 'Day 1 Field Meetings' for all engineers on 1 October. At this meeting, you will receive an overview of how to use FieldFlex and we will check your logins to and ensure you are functionally ready to deliver. There will be ISS shadow support team at site to help answer any questions that may arise. Please see the table below to see which site you should attend.

Supervisor	ROM	Site Code	Day 1 - Engineers Meeting Site Address	ISS Manager
Andrew Crump	Garrie Roe	620749	Derby Holborn House Wyvern Business Park Chaddesden, WYVERN BUSINESS PARK,DERBY,DE21 6BF	David Marsh
Kevin Leatham	Garrie Roe	620107	Festival Park, Ridgehouse Dr, Stoke-on-Trent ST1 5SJ	Robert Tulloch
Joshua Lang	Garrie Roe	620193	Crown House, 49a Castlegate, Grantham NG31 6SY	
Matthew Virgin	Garrie Roe	620221	Beetwell House, Beetwell St, Chesterfield S40 1TF, UK	Andy Hallatt
Gareth Thomas	Marc Brion	620091	Clearbrook House, Bickleighdown Business Park, Towerfield Drive, Plymouth, PL6 7TN	Daniel Raikes May
Ray Morales	Marc Brion	620342	Tonbridge Crown Buildings, Bradford Street, Tonbridge, TN9 1DX	Matthew Thompson
Paul Morley	Marc Brion	620199	Weymouth, Westwey House, Westwey Road, Weymouth, DT4 8TG	Adam Francis
Mark Young	Marc Brion	620136	Bognor Regis JCP, Gloucester House, High Street, Bognor Regis, PO21 1HH	Isaac Fordjour
Kaitlyn Pearce	David Wright	620093	Quarry House Leeds	Danny Jowitt
Gary Burns	David Wright	620709	Lee Muran House, Burnley	Ian Jones
Paul Watts	David Wright	620150	Hatfield House, Peterlee	Scott Fantarrow
Craig Taylor	David Wright	620150	Hatfield House, Peterlee	Scott Fantarrow
Amir Jamil	Naideena Dhaliwal	620009	Watford JCP, 60 Exchange Road, WD18 0JJ	Norval Johnson
Kevin Rogers	Naideena Dhaliwal	620003	Raydean House, 15 Western Parade, EN5 1AQ	James Lomax
Ben Livermore	Naideena Dhaliwal	620348	Unicorn House, 28 Elmfield Road, Bromley, BR1 1NX	Marc Baker
Socratis Socratous	Naideena Dhaliwal	620348	Unicorn House, 28 Elmfield Road, Bromley, BR1 1NX	

Paul Smith	Paul Brown	620211	Basildon DWP, Great Oaks House, Great Oaks, Essex, SS14 1JE	Jonathan Ashley
Tommy Allen	Paul Brown	620113	60 Wellington Street, Leicester. LE1 6DS	Stephen Colclough
Simon Bailey	Paul Brown	620398	Bishopsworth, Bristol 59 Whitchurch Lane, Bristol, BS13 7TE	Darryl Blatcher
Brett Bevan	Paul Brown	620237	Cambridge, Henry Giles House	Nicholas Gayet
Chris Johnson	Jeremy Moinet	620866	DWP, Treforest Industrial Estate, Plot G13 Main Avenue, TREFOREST, CF37 5YN	Liam Ivins Jones
Jason Goldsmith	Jeremy Moinet	620866	DWP, Treforest Industrial Estate, Plot G13 Main Avenue, TREFOREST, CF37 5YN	
Richard Berry	Jeremy Moinet	620075	Waterfront East Level Street Brierley Hill, DUDLEY, DY5 1XA	Paul Weeks
Jason Lee	Jeremy Moinet	620075	Waterfront East Level Street Brierley Hill, DUDLEY, DY5 1XA	
Andy Naylor	Andy Naylor	620082	DWP Peel Park Brunel way Blackpool FY4 5ES	Jeremy Foster
Thomas Hughes	Andy Naylor	620018	DWP Griffin House Wigan Bryn Road Ashton In Makerfield WN4 8SS	Martin Halstead
Anthony McEvoy	Andy Naylor	620018	DWP Griffin House Wigan Bryn Road Ashton In Makerfield WN4 8SS	
Steven Whitehouse	Norrie Gruner	620073	FALKIRK Parklands	
Craig Bennett	Norrie Gruner	620112	Motherwell Flemington House 600 Windmillhill Street	Mark Mooney
David Allen	Norrie Gruner	620112	Motherwell Flemington House 600 Windmillhill Street	
Stewart Clark	Norrie Gruner	620754	Dundee Unit 4 Jack Martin Way Claverhouse Industrial Park East (PC)	Stuart Benvie

Useful Contact information

ISS Central Control Centre	Uniforms, IT, contacts, H&S, Fleet, Urgent queries	ISSDWP.info@uk.issworld.com 07714 277829 (Call, text or Whatsapp)
ISS TUPE Team	Queries about the transfer including your personal circumstances and pensions	DWPTUPE@uk.issworld.com
ISS Vetting Team	About BPSS Clearance	DWP.vetting@uk.issworld.com
WFM /T&A Team	Onsite Clocking in-Phone Setup	WFMteam@uk.issworld.com
Clocking and Payroll Helpline	For questions or issues about clocking in, badge IDs or payroll	08081 759343

For further information, we have a series of Quick Guides on areas such as Finance, Payroll, People, H&S. You can find the guides on SharePoint [here](#) or on the Transferring to ISS website [here](#).

Service Desk Contact Information

DWPN1@uk.issworld.com	Region N1 Dispatch	DWP Job Management	01218 055 034
DWPN2@uk.issworld.com	Region N2 Dispatch	DWP Job Management	01218 055 034
DWPN3@uk.issworld.com	Region N3 Dispatch	DWP Job Management	01218 055 034
DWPN4@uk.issworld.com	Region N4 Dispatch	DWP Job Management	01218 055 034
DWPS1@uk.issworld.com	Region S1 Dispatch	DWP Job Management	01218 055 034
DWPS2@uk.issworld.com	Region S2 Dispatch	DWP Job Management	01218 055 034
DWPS3@uk.issworld.com	Region S3 Dispatch	DWP Job Management	01218 055 034
DWPS4@uk.issworld.com	Region S4 Dispatch	DWP Job Management	01218 055 034

Useful Email and Phone Numbers for ISS@DWP

Email Address	OSC Area	Phone Line
<u>dwp.servicecentre@uk.issworld.com</u>	Helpdesk	0844 406 8845
Lift Entrapment Number	Helpdesk	0844 406 8802
<u>dwp.subcontractor@uk.issworld.com</u>	Sub-Dispatch	
<u>dwp.compliance@uk.issworld.com</u>	Certificates	
<u>DWP.Waste@uk.issworld.com</u>	Waste	
<u>DWP.Quotes@uk.issworld.com</u>	Quotes	
<u>DWP.Cleaning@uk.issworld.com</u>	Cleaning	