



Welcome to ISS

September 2025, version 1



Housekeeping



Cameras on please give me a wave and a Smile



Keep distractions to a minimum



We will take a comfort break



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



Expect the session to be 2 hours



Agenda

- ▶ Safety Moment
- ▶ Welcome
- ▶ Change curve
- ▶ Go Live
- ▶ About ISS
- ▶ Floorwalkers
- ▶ Team Overview
- ▶ Systems/tools
- ▶ Benefits
- ▶ Questions

Safety Moment



Getting to know you



Welcome

You are
VALUED

People
Make
Places



Our vision

The OneISS Way defines our ways of working across the UK&I business in all functions and all business units. OneISS Way consists of several frameworks designed to support our business, enable brilliant operating basics and make it easy to be compliant. The OneISS Way is currently operating as a programme working with all business areas/functions.



Controlled, standardised business documentation of the right **quality**, centrally stored, **up to date**, & accessible to everyone in **one place**. Adoption of **Global** Policy and Standards.



Clarify process accountability to **drive ownership**, **reduce variations** and **increase standardisation** of our ways of working.



Train and **Communicate** the ways of working required to operate brilliantly, the needed ways of working for the placemakers role.



Governance, controls and **assurance** to test and measure that the ways of working are being **followed and adopted**

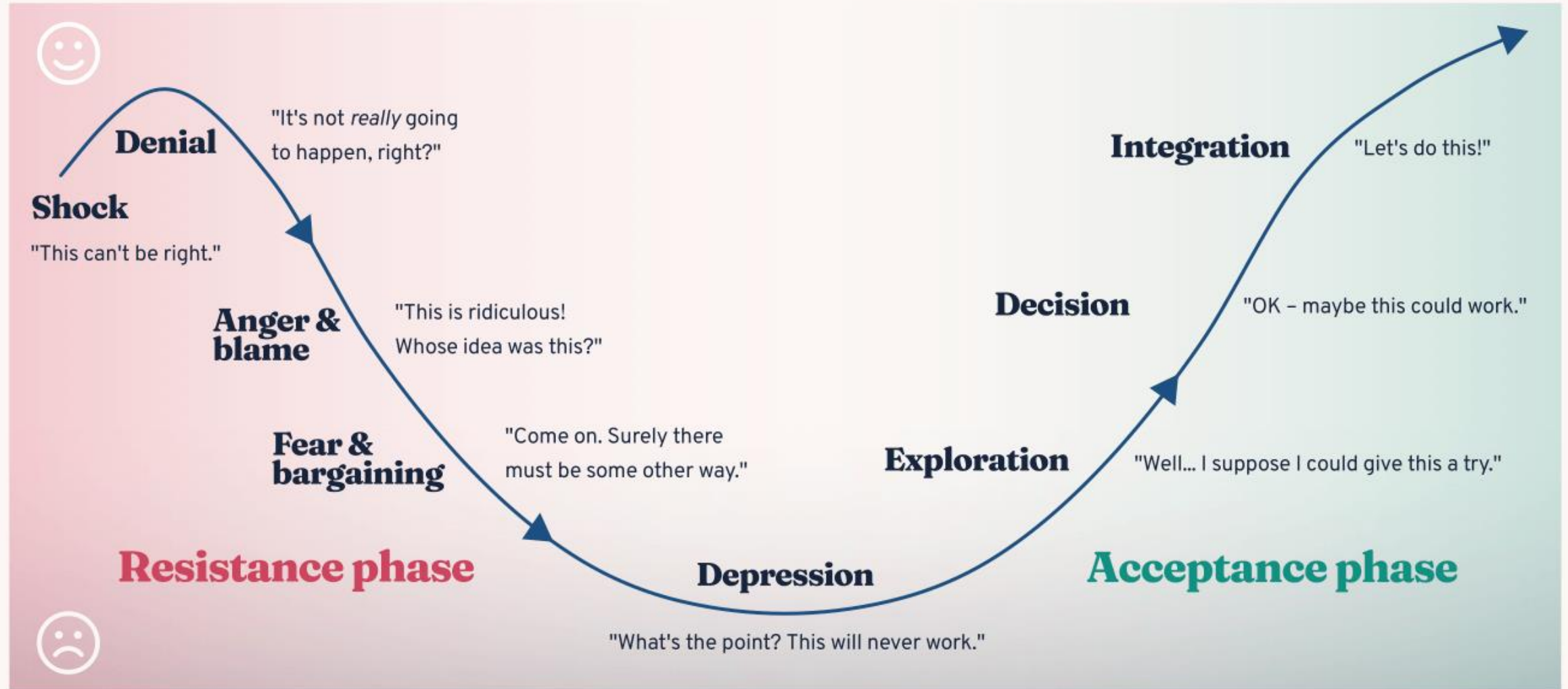


Risk-based approach to drive the right **improvements** at the right time and **reduce risk** to our operation.

The Change Curve



The change curve



1st October 2025 Go Live Day



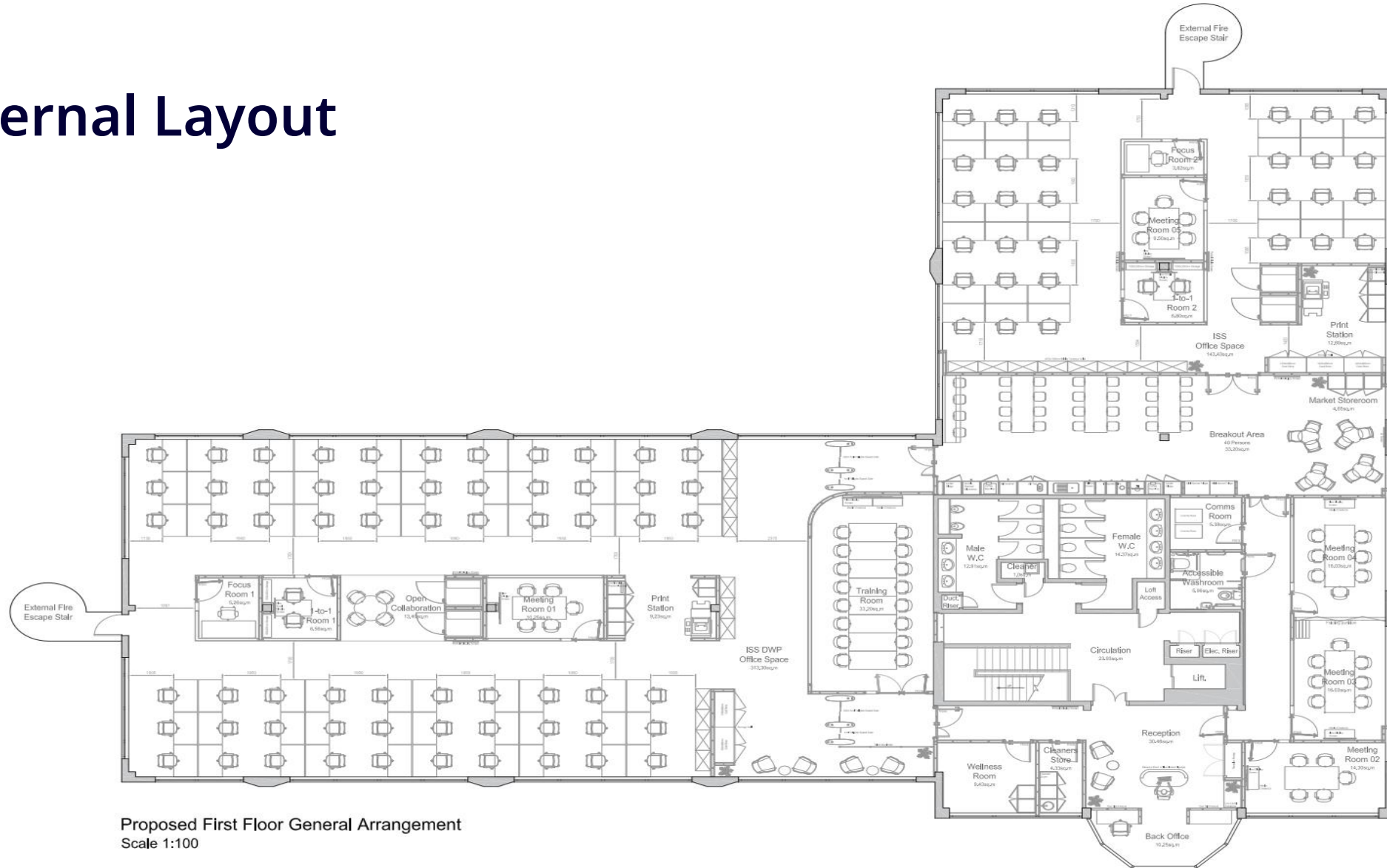
- Start time / Location
- Laptops / Logins
- Headsets
- Birmingham office
- Other places of work
- Teams Group
- Training
- Smile

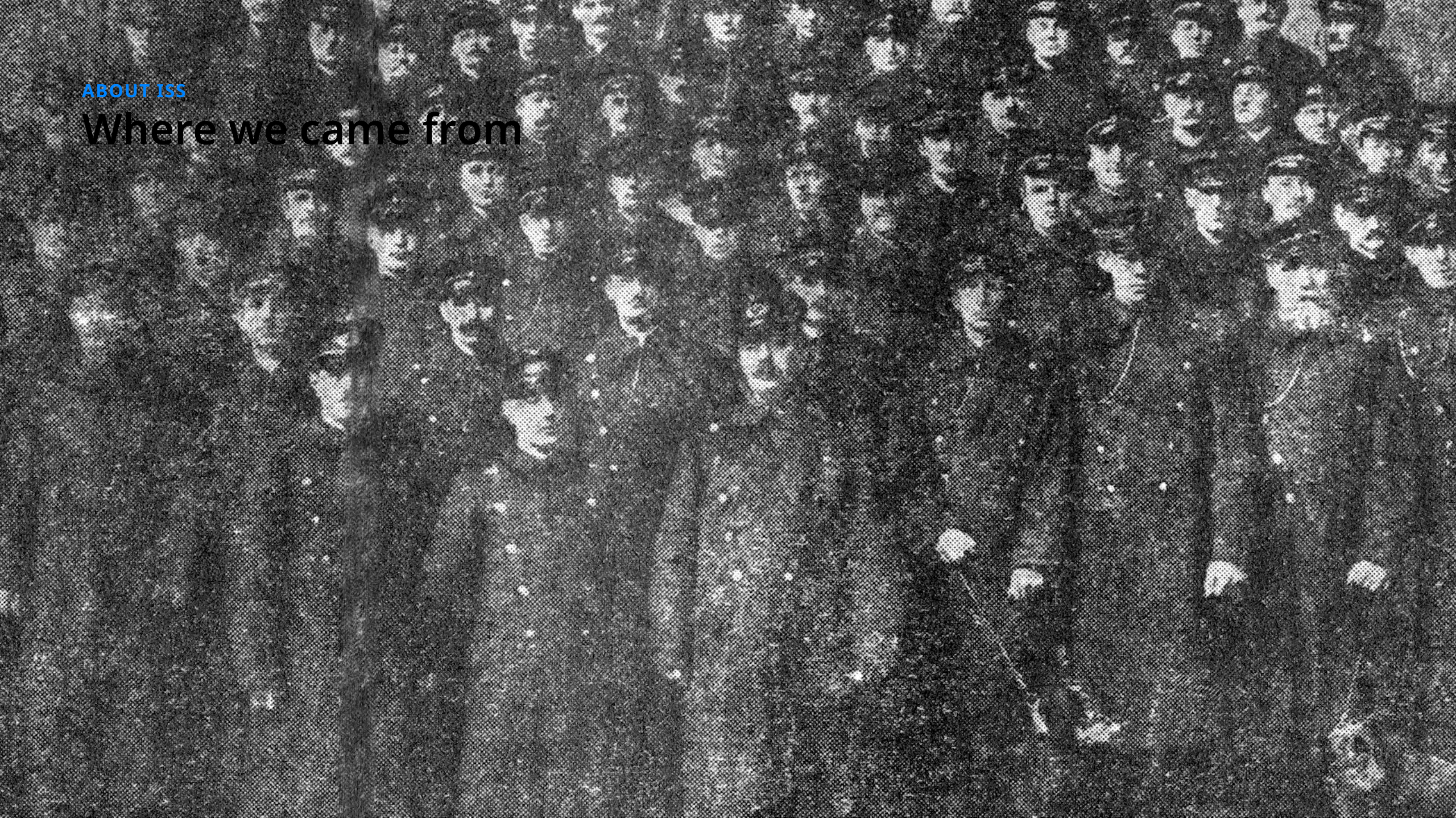
Birmingham office

- The OSC Birmingham is a new purpose fitted service centre that will manage all work flow and task activity received by KBR.
- The new facility will be managed by an existing OSC operational team led by Rachel Thompson. This team will work to initially operate and train our new TUPE transferring Placemakers during a post go live stabilisation period of two months.



Internal Layout





ABOUT ISS

Where we came from

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

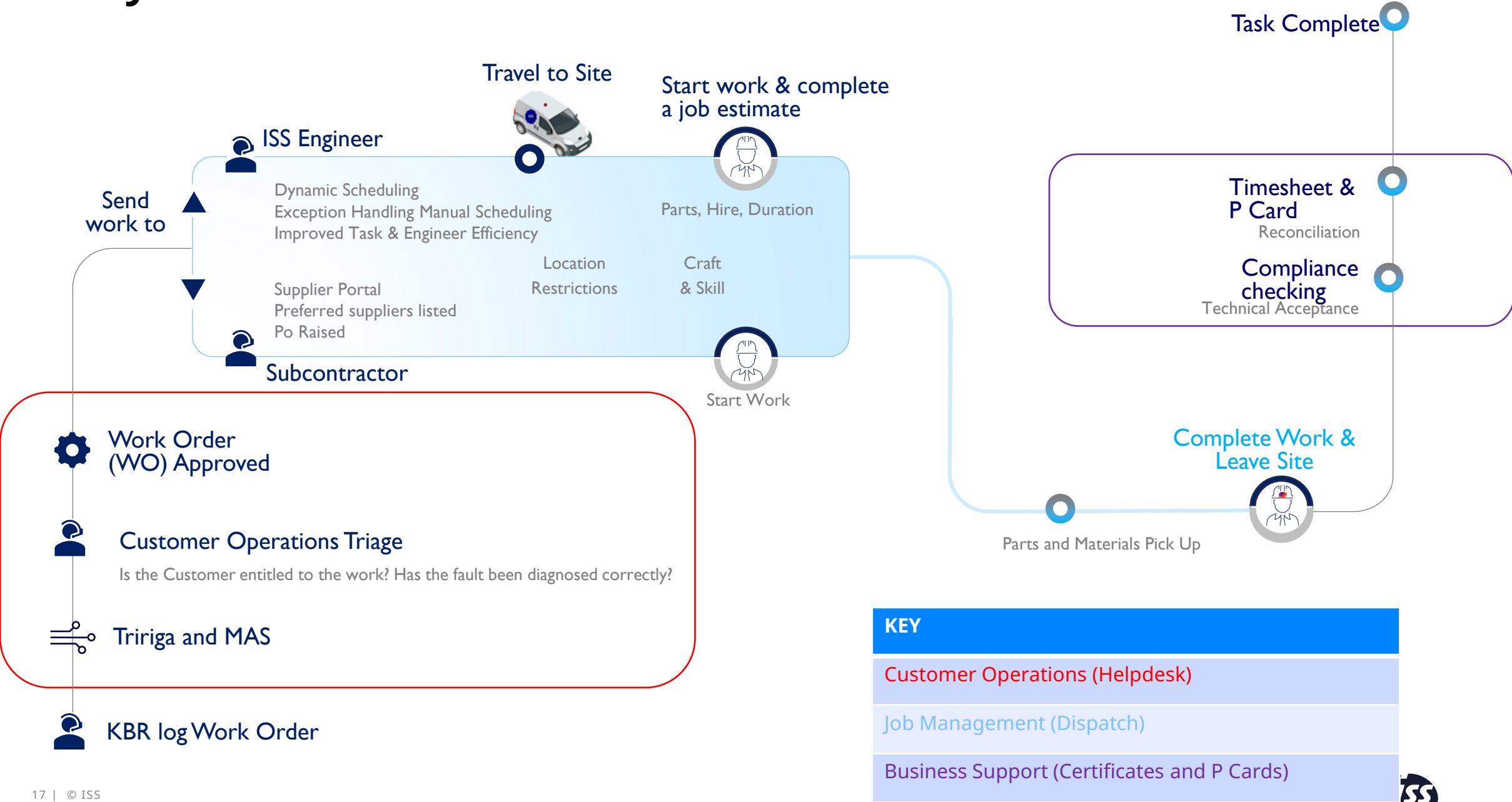
Asset Planning & Data
Management

Customer Operations
(Helpdesk)

Job Management
(Dispatch)

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

Journey of a reactive Work Order



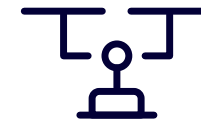
Role Overview of floor walkers

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.

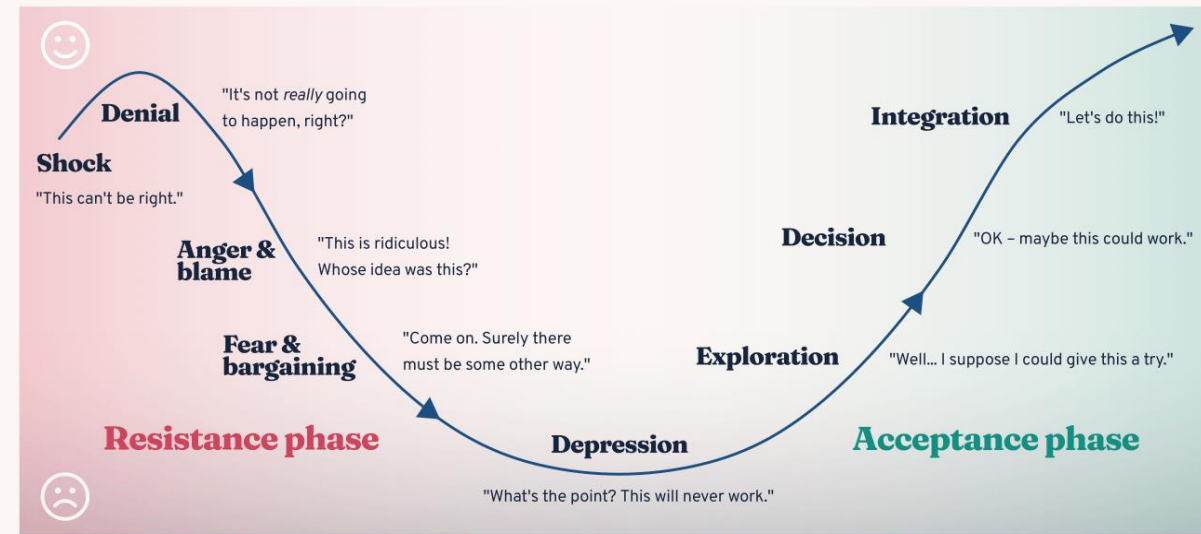
Key Responsibilities

-  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”

The change curve



Relating back to the change curve, we will now give an overview of each area of the OSC and what they/you will do.

You will notice, no 1 department does just 1 process or procedure. You will have multiple responsibilities within your role.

Let's go through each of them now.

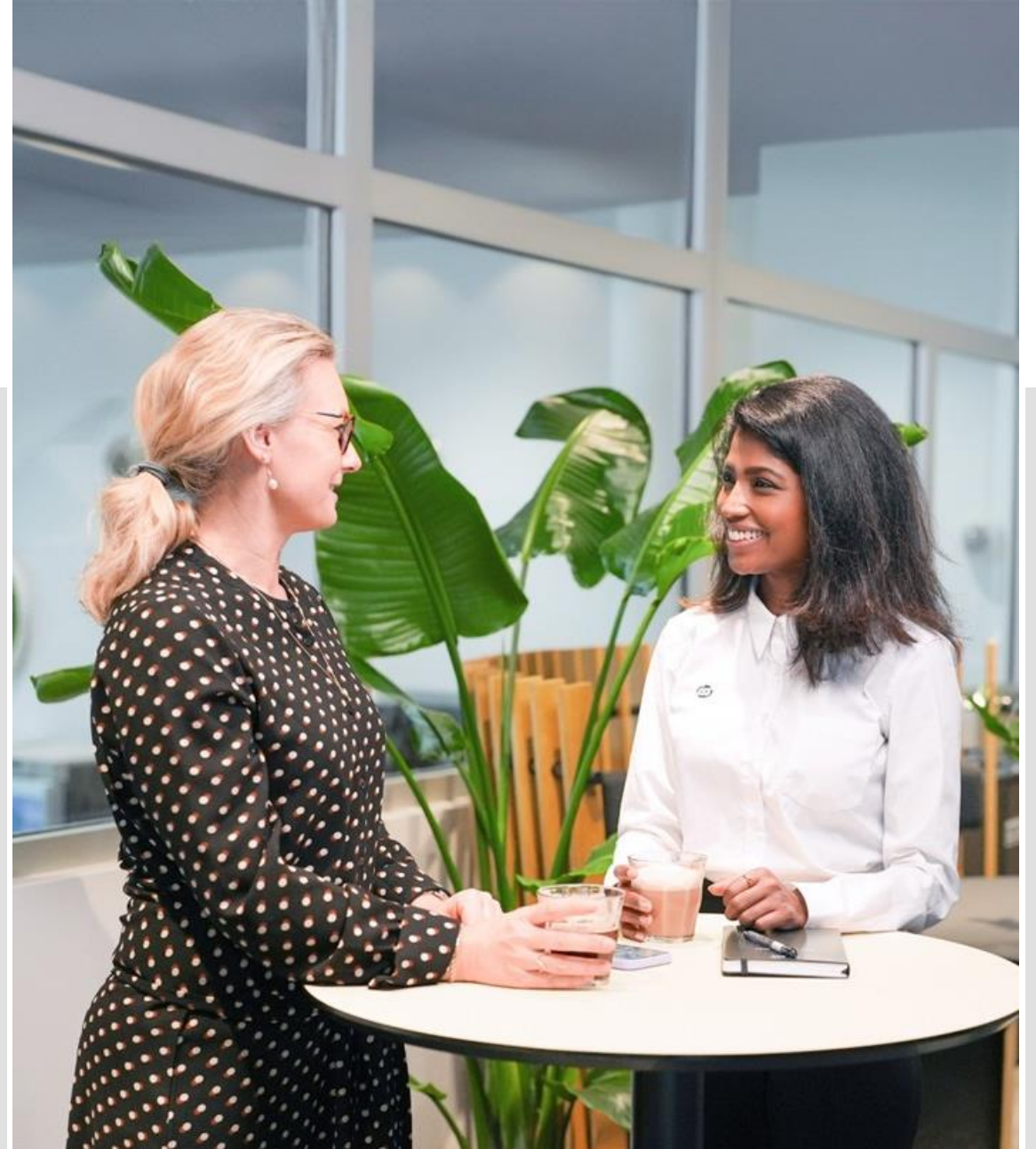
Key processes

- 24/7 Customer support for reactive jobs (calls and emails from KBR)
- Task Triage
- Task allocation
- Task cancelation
- KBR Interface
- Handle complaints/compliments



Key processes

- Customer support for waste queries (calls, emails and jobs raised)
- Adhoc Waste requests
- Open and close site waste requests
- Repeat and change of service
- Schedule a new service
- Service failure and wasted journey queries
- Suspend service



Dispatch

- Take inbound calls from engineers and for high priority Work Orders from helpdesk
- Search for Work orders logged in MAS
- Schedule ISS engineers based on Skills/Craft and Region
- Reschedule & jeopardy manage through to completion
- Raising POs & uplifts for jobs
- Fix Scheduled PPMS/arrange access



Timesheets

- Receive/Review engineer timesheets
- Chase engineers for missing times
- Make amendments to engineer timesheets where required
- Send timesheets for approval
- Submit overtime and call out pay to payroll



Admin

- Administrative support for field managers across the UK
- Raising orders for consumables & uniforms
- Completing printing & posting requests
- Provision of ID Badges for site access



CLEANING

Recruitment

- New starter & Leavers for agency
- New starter login pins
- Loading site vacancies
- Uploading placemaker rotas
- Active vacancy reporting and tracking
- Arranging Transfers to ISS



CLEANING

Anomaly Arbitration

- Taking calls from our cleaning placemakers to clock in & out
- Reviewing the system to ensure the times are correct
- Arrange PPA (prior period adjustments) for pay issues
- Handle pay queries



Service Orders (AWT) & FFE

- Collate quote information
- Receive quotes and build the template
- Process cancelled and expired quotes
- Process approved quotes
- Amend quotes



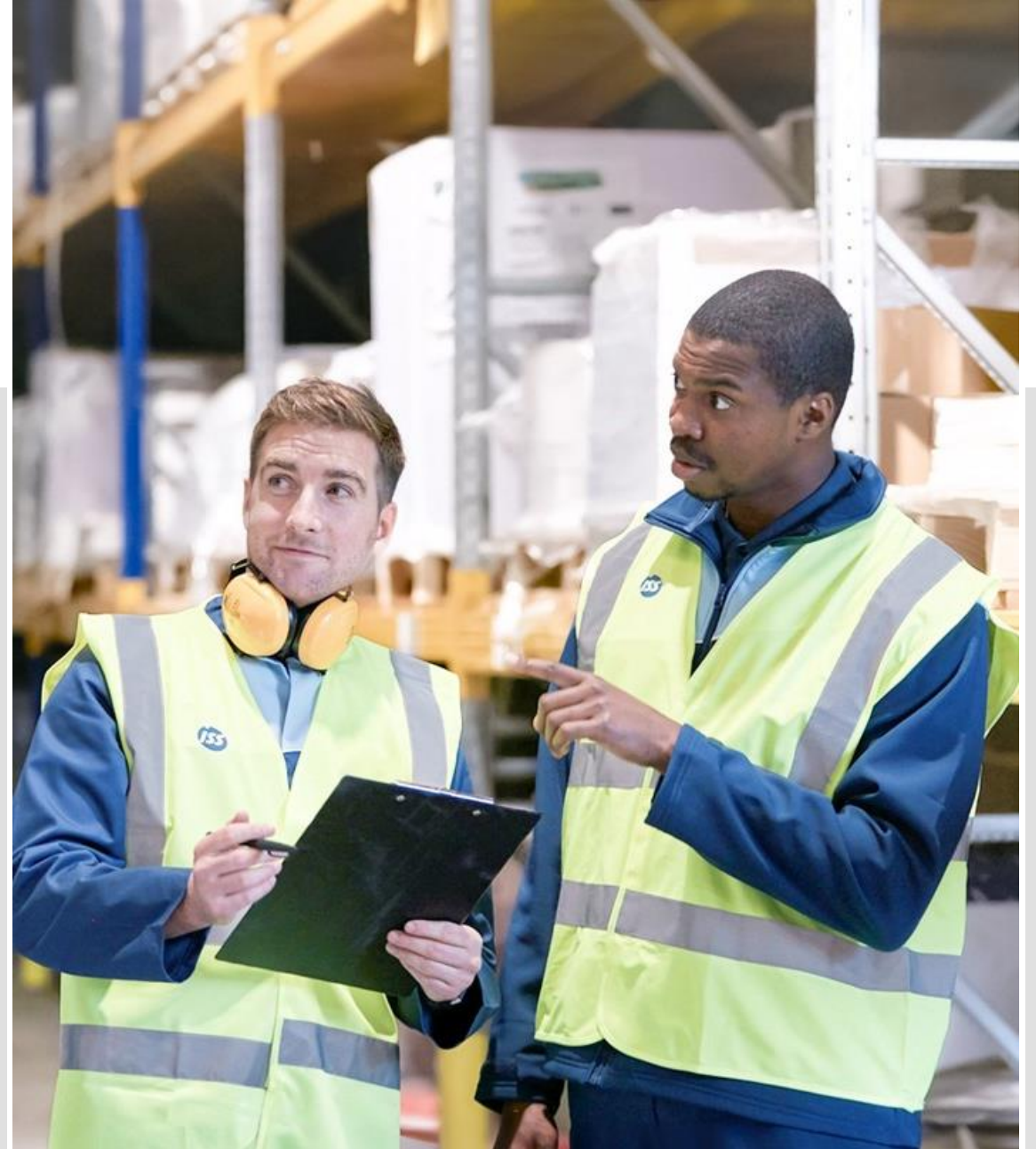
Sub-Contractor

- Manage and dispatch Sub-Contractors using our preferred suppliers
- Raise Purchase Orders for work orders
- Amend and uplift Purchase orders
- Jeopardy manage our Sub-Contractors to ensure we are hitting our SLA
- Take calls from helpdesk for high priority work orders and manage through to completion



Compliance

- Management of statutory and mandatory certification for work orders
- Auditing of compliance on the contract
- Complete the technical acceptance for work orders
- Reconciliation of purchase card spend to ISS Policy
- Short term hire for remedial works solutions while corrective maintenance works completed



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

REWARDS

Long Service Awards – Thank you for your service



Celebrating the dedication of our employees

Achieving Long Service is a fantastic accomplishment, which demonstrates our employees' commitment, and we love to celebrate that in ISS. We recognise every employee who has achieved long service - and then we continue to celebrate it every five years. Because of the nature of our business, we also honour long service gained through previous organisations when an employee has transferred to ISS.

We hope you become one of them!

REWARDS

GEM Award – ‘Going the Extra Mile’ to make a difference

ISS recognises that its success is the direct result of the hard work and commitment shown by our employees.

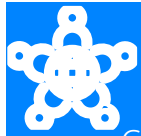
The scheme allows everyone in ISS to reward Placemakers who have ‘gone the extra mile; recognising exceptional performance which is above and beyond expected levels.

The ‘GEM (Going the Extra Mile) Award’ is used across all business units to recognise this contribution and celebrate the outstanding efforts and achievements made by individual employees demonstrating key behaviours linked to the ISS values.

The person will receive a GEM pin badge to wear, certificate and a vouchers.



ISS Diversity, Inclusion & Belonging Strategy is driven through 6 dimensions of diversity



Culture, Race and Ethnicity

Covering all imaginable differences among cultures, including ethnicity, language, race, religion, indigenous people, refugees etc.



Gender Balance

We will enable gender balance across our organisation, including a focus on balanced representation of gender within senior leadership.



Abilities

Disabilities can be broken into 8 sub-categories, seen and unseen. We will create workplaces that are inclusive and accessible towards all abilities.



Pride

This dimension is about all expressions of sexual orientation, gender and relationship- and family models along with openness, curiosity and inclusion towards those.



Generations & Age

There are currently 5 generations in the workplace. We will focus on generational inclusion and challenge age biases and stereotypes.

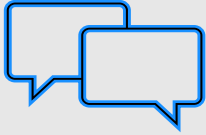


Military Community

The aim of this ERG is to create a network for all veterans, service leavers, families, spouses and supporters of the forces within ISS, to empower them to showcase their unique talents.

AWARDS

ISS Wellbeing

 Mental health First Aiders (MHFAs)	 Occupational Health	 MAXIMUS	 Financial Wellbeing	 Employee Assistance Programme
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	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	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 hub Financial wellbeing pack For further information visit: Financial Wellbeing Hub or speak to your line manager to down load a copy of the financial wellbeing pack	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

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](#)



Any questions or queries?



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
- Smile