

Working Practices

Our Working Practices policy sets out the rules to follow to ensure you are paid correctly for the great work that you do, please remind yourself of the main areas of the policy below and reach out to your line manager or supervisor if you have any questions.

Clocking in and Out



Sign or clock in as close to your scheduled shift start time as possible, the same applies for when your shift finishes.



If your role requires you to get changed in and out of uniform/PPE at work or prepare equipment to undertake your work, please ensure this is done within paid time.



If required, when there's any information that your colleagues need to know before they start their shift, this should be recorded in writing, and stored in a designated area for them to find when they arrive to start work.



Overtime should be agreed in advance by your line manager or supervisor. By exception, if an incident takes place that requires you to remain at work after your shift, this will be approved by your supervisor or line manager as overtime.

PEOPLE MAKE PLACES

Training



Placemakers should carry out all training within shift time. Where this is not possible, Placemakers should receive payment based on the length of time taken to complete the course.



All training time necessary for your role will be paid for by ISS.



If you have to travel from your usual work location to attend training, this is

Uniform



Ensure that if your role requires you to change into uniform/PPE at work, or prepare equipment to undertake your work, you don't get changed before your start time, or after your finish time.



Where your role requires you to wear clothing of a particular style, colour or specification (such as for safety protection) this will be provided by ISS as uniform.



If your role doesn't require you to wear a specific uniform, you must make sure you adhere to the professional business wear guidance set out in our Dress, Appearance and Personal Hygiene policy, a copy of which is available from your line manager or supervisor.