ISS – IN PARTNERSHIP WITH DWP

Quick Guide

Finance

- **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

What are the rules about overtime/expenses and how do I claim them?

Overtime - All overtime is to be pre-approved by line managers. Once approved, hours will be logged and released for payment through the T&A system.

Expenses – All expenses apart from travel will be claimed through the 'Concur' platform. Access and Line Manager approvals hierarchy will be established from 1st October.

Travel – Where possible all travel booking needs to be made using Egencia. We also use TMC for mileage reimbursement.

For more information on Travel & Expenses policies, please refer to the Travel SharePoint page, or speak to your line manager if you require a hard copy.

Please see here for more details about how we purchase through Our Buying Channels

What if I need to purchase something on 1 October?

The **ISS Central Control Centre** has been set up to help colleagues with urgent queries in the first couple of weeks. Please contact them directly on:

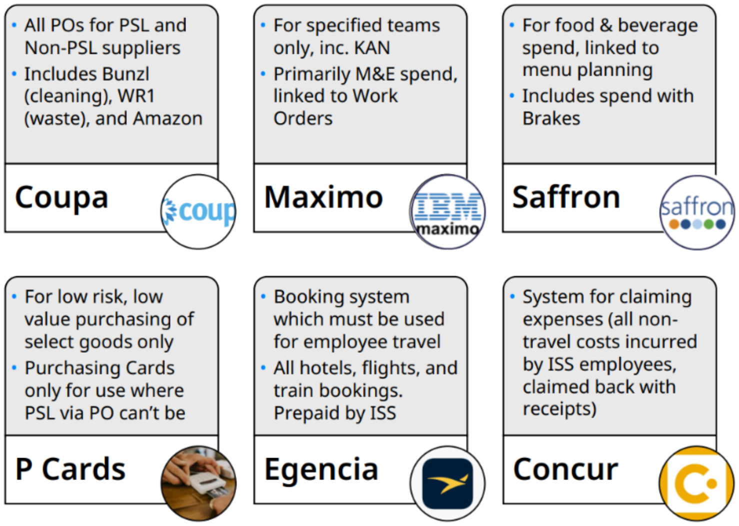
- Tel: 07714 277829 (Call, message or Whatsapp)
- Email: ISSDWP.info@uk.issworld.com

How will we learn about ISS ways of working for Finance?

Once you have joined ISS, our Learning and Development team will reach out to advise you on the induction process and introduce you to the ISS MyLearning Learning Management System (LMS). There will be a mixture of training via in-person and virtual sessions. There is also the option of completing the Finance for non-Finance training course which gives operational team members insight into how finance at ISS works.

I need to purchase something critical, how do I order?

In ISS we use different tools and systems which we call "Buying Channels", their functions are detailed below. If



it's an emergency, please contact the operational team, your Manager or the Central Control Centre on 07714 277829 or ISSDWP.info@uk.issworld.com.

How do I get access to the Buying Channels?

If your role requires access to specific Buying channels, you'll be granted access and receive relevant training as part of your onboarding.