

Quick Guide

Health and Safety



- **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 can I access H&S Documentation?



**Cleaning specific
COSHH and Risk
Assessments**



Velocity

www.issuki.com/HSvelocity

Visit for:

- For Supervisors and Managers
- Near-Miss Reporting
- Reporting Accidents

*Please login with your ISS email address



Assessnet

www.issuki.com/assessnet1

Visit for:

- Near-Hits Reporting
- [Near Hits](#)

If something seems unsafe, what should I do?

Please stop work immediately, make the area safe and report it to your line manager

How do I report an accident and near misses?

All accidents should be reported on 'Velocity', the ISS Accident reporting system by a Supervisor or Manager. You can log in to the VelocityEHS system [here](#) with your ISS email address and login

I don't have PPE, what should I do?

Contact your line manager immediately and do not carry out any work that you need PPE for.

What's the difference between a 'Near-hit' and a 'Near-miss'?

A Near-Hit is a low level unsafe act, unsafe condition / situation that had the potential to result in an incident or accident where the level of severity would have been entered as a level 2 or below. Near hits must be entered into the Assessnet system.

A Near-Miss is a an unsafe act, unsafe condition / situation or Dangerous Occurrence that had the potential to result in an incident or accident where the level of severity would have been entered into Velocity as a level 3 or above. Near misses must be entered into the Velocity system.

How do I know which H&S documents and guidance to follow?

Your line manager will brief you on all necessary documents and guidance during your induction.

What if I don't have a login/laptop to access the documents and guidance?

Please speak to your Line Manager if you wish to view any documents in hard copy.

How do I access policies?

All policies are stored in our Integrated Management System in the 'OneISS Way' – if you have an ISS user account, please visit the Health and Safety section on SharePoint for more details. If you do not have an ISS email address, key polices will be displayed or available on site or please ask your Line Manager.

I'm a Supervisor or Manager, do I need an account or login for Velocity H&S or Assessnet Systems?

Yes, we will issue login details for all Managers once you join ISS. Once you have your login please join a bite-sized training session run by the ISS HSEQ team. You can find the schedule [here](#) or speak to a member of your ISS@DWP HSEQ team.