

Quick Guide

Waste and Recycling



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

Will suppliers come to collect rubbish/waste as before?

Yes, the ISS team will collect the waste as usual. There will be little or no disruption to any of the waste collections on Day 1. Some collection schedules may change slightly, and some bin and skip sizes may change but on the whole, we aim to avoid any disruption from 1st October.

Waste - Where do I go if someone hasn't collected the waste?

Please report any missed collections to your local/regional ISS Manager who will formally report missed collection through the ISS Waste Manager system.

What do I do if we do not have the bins we require?

Please report this as soon as possible your local/regional ISS Manager who will formally report missed collection through the ISS Waste Manager system.

Will recycling work in the same way from 1st October?

We hope that recycling rates and effectiveness will improve as we implement the 'Simpler Recycling' regulations that have been introduced to make recycling easier and more consistent by separating dry recycling. Waste Streams collected for disposal will be Mixed Recycling, Food, Glass. General waste will still be collected but if we are able to segregate correctly and encourage others to separate their waste, then incineration can be reduced and recycling can be increased.

Do we need to record waste and how is this done?

Waste collected from each site will be recorded via the ISS Insight Reporting system and shared with DWP stakeholders on a monthly basis. Each site will be able to view the tonnage collected of each waste stream in the previous month (in arrears).

Is there anything different in the waste services since ISS has taken over the contract?

ISS will be taking a more data driven approach to waste management and we aim to implement a few initiatives to improve the waste service delivery to DWP including appropriate size waste containers to reduce costs, an education programme to educate and encourage users to increase reuse and recycling to help eliminate landfill and eventually incineration.

I have a problem with waste on 1 October, who should I contact?

The ISS Central Control Centre has been set up to help colleagues transferring to ISS with urgent queries in the first couple of weeks from 1 October, 2025. If you have any issues on 1 October, please contact them on:

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

I am a Manager and I have questions about Waste, who should I contact?

Please contact the ISS Central Control Centre above. Alternatively, please contact a member of the ISS Circularity & Resource Team or the OSC Waste Helpdesk. ISS Managers can find information about the ISS Circularity & Resource Team on SharePoint: [ISS Waste Team](#) or via the OSC Helpdesk - 0845 646 5838.

How can Managers access the ISS Waste Manager System?

Please contact your local ISS FM for details.