

Quick Guide

Supporting our People



- **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 view policies and procedures?



Transferring to ISS website
www.welcome-to-iss.com

Visit for:

- Key Policies and Procedures
- Key information about the new contract with ISS and DWP

SharePoint

SharePoint is the ISS UK Intranet available to colleagues with an ISS MS User Account.

If you don't have an ISS user account, please speak to your Manager who can provide what you need

Visit for:

- [People and Culture Guidance](#)
- [All Processes & Procedures in the OneISS Way](#)
- [All company information](#)

You can also find essential People and Culture related policies in the ISS Employee Handbook. If you are unable to find a document, please speak to your Manager or your P&C representative.

I don't have the correct uniform, what should I do?

All colleagues transferring to ISS should have received their uniform delivered to your home address but if for some reason you haven't received one or have any issues please speak to your Manager. Alternatively, you can call the **ISS Central Command Hub** which has been set up to help with urgent queries in the first couple of weeks from 1 October, 2025. If you have any issues from 1 October, please contact the team on:



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

I don't have access to ISS Systems, what do I do?

Each IT system is typically administered by different departments so please contact the ISS Central Command Hub as above.

How can I access my Payslip?

- At ISS, we host all Payslips online.
- within 2-3 weeks of starting at ISS, you will receive an email with a link to the Online Payslip Portal. This will be sent to **the email address provided in your onboarding documentation**.
- The email will include **temporary login credentials**, which you'll need to update after your first login. Please make sure to keep a record of your new password for future access.
- You can access your payroll page before your first payment is made, but **Payslips will only appear once your first payment has been processed**.
- Once you are set up, please visit www.issuki.com/Payslips via your internet browser or scan the QR code shown to visit the Online Payslip Portal.

For further guidance, please refer to the Payroll Quick Guide or the Payslip Guide which you will receive in your Welcome Pack.

I have received a request to apply for BPSS Clearance, why do I need to complete this?

BPSS stands for Baseline Personnel Security Standard and is mandatory for individuals working in, or on behalf of, UK government departments. Therefore everyone working on DWP for ISS will need to complete this screening by providing documents to prove their identity and address. You should have received an email from the ISS team outlining what you need to submit. If you haven't received an email about this, please speak to your Manager or email the ISS Vetting team on DWP.vetting@uk.issworld.com. If you need help completing the forms, please speak to your Manager who will help you.

BPSS Clearance - Can you use the same information that I provided during my 121 for the BPSS clearance?

Unfortunately we are unable to use the information collated in the 121s, we need to complete separate forms.



I am anxious about the TUPE transfer.

If you have any concerns or questions about the transfer, please do reach out to your manager, P&C representative or email us on DWPTupe@uk.issworld.com. You can also access the ISS Employee Assistance Programme (EAP) which provides free and confidential support to help you deal with personal and professional issues. It's available 24/7 and can be accessed online at www.my-eap.com – the log in code is ISSWELL.

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

Documentation is available in the ISS Site Packs that will be delivered to DWP sites from 1st October and also on the [Transferring to ISS](#) Website. Your Line Manager will also brief you on necessary documents and guidance.

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

Please speak to your Line Manager if you're having access issues or problems.

Where can I find the People & Culture policies?

All policies can be located in People & Culture in our Integrated Management System in the 'OneISS Way.' The OneISS Way is accessible via SharePoint for Managers. If you are unable to find a document, please speak to your P&C representative.

How do I report sickness absence?

You must inform your manager as soon as possible before the start of your shift. This should be communicated verbally wherever possible. Please refer to our Absence policy for further information and guidance.

How do I request Annual Leave?

If you are salaried and wish to request annual leave; you can do this by submitting a request using the HRe system, which will be sent to your manager for approval. Please request through your Manager until you receive your access to the HRe system.

If you are paid hourly, please submit your request for annual leave directly to your line manager.

We will share more information and training on the HRe system, Holiday request process and pay slips over the coming weeks and months – but if you have an urgent request in the meantime, please contact your Line Manager or the Central Control Centre team as above.



I need to take urgent leave, what do I do?

Please inform your manager as soon as possible if you need time off.

Please be aware that ISS are not obliged to approve leave requests at short notice, approval depends on staffing levels and operational need. However, we will do our best to accommodate your request.

Please refer to our Annual leave Policy for more information.

One of my team members has not turned up for work, what do I do?

If a Placemaker has failed to attend work and has not notified their manager within the correct timescales, this is classified as 'absence without leave'. You should make every effort in contacting the Placemaker to check their wellbeing, including contacting any emergency contacts on file.

If you are unable to make contact, pay should be suspended and the necessary procedures for being absent should be followed in accordance with the Absence policy.

Recruitment - I need to recruit someone; how do I do this?

If you have identified a vacancy and have ensured it sits within your budget and structure, you must seek approval from your Line Manager to proceed. Once approved, you will need to log into an external system, Appellia to record the new position.

For further details on the recruitment process, please refer to the Salaried and Fortnightly policy and procedure guide.

