



HSEQ

## DWP HSEQ Catering Managers Briefing

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September, 2025. Version 1.2

# Welcome to ISS UK & Ireland

## The purpose of this pack is to:

- Provide key information about ISS
- Introduce some of the key HSEQ Initiatives
- Understand our commitment to HSEQ
- Outline responsibilities to ensure the safety of everyone
- Answer any questions you may have about the business



# Senior HSEQ Team

[Link to HSEQ Org Chart](#)



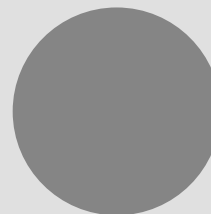
**Nick Bray**  
Head of HSEQ



**TBC**  
HSEQ Manager



**Lindsay Carter**  
Senior Food Safety Manager



**Craig Hitchmough**  
Senior Quality Manager



**TBC**  
HSEQ Advisor - Scotland



**TBC**  
HSEQ Advisor – Northwest



**TBC**  
HSEQ Advisor – Northeast



**Rachel Kitchen**  
HSEQ Advisor - Central



**Mark Cotterell**  
HSEQ Advisor – Southwest/  
South Wales



**Andrew Eagles**  
HSEQ Advisor – South East



**TBC**  
HSEQ Advisor –  
London and SE

# Value Proposition & 2025 Plan

## HSEQ VALUE PROPOSITION

# HSEQ Value Proposition

[Link to :  
2025 HSEQ Plan  
\(SharePoint.com\)](#)

### ISS Vision

Connecting people and places to make the world work better

### OneISS Strategy

To make ISS the safe choice for our customers and Placemakers

### Purpose and Value Proposition

Purpose: Our purpose statement defines the reason our company exists. It also illustrates how our service positively impacts the people we serve.  
Value Proposition: The core external story about ISS as an attractive partner to our customers. It ties together what we deliver and offer our customers and external stakeholders.

To enable better business performance, add value and support growth by promoting effective risk management.

**Safe People**  
**Safe Service**  
**Safe Environment**

# Group Support

- We are a global company! With c320,000 Placemakers over 28 countries
- The Group intranet page can be found [here](#)
- Group HSEQ have defined Global Minimum Standards on the [OPF](#)
- We have assessed our OneISS documentation to the Group minimum standards and are working through some gaps
- Group also are bringing in new HSE Software, a Global legal register and E-permit system in 2025



# The OneISS Way – Quality Assurance

- The OneISS Way is our Integrated Management Framework and is a single source of all business policies, procedures & guidelines used to deliver a service, by defining the standards and methodologies to be followed and meet the customer requirements to make sure we are doing the right things.
- [The OneISS Way - Home \(sharepoint.com\)](https://sharepoint.com)



# SafeSpaces



## ISS SafeSpaces Behaviours

These behaviours are for everyone in ISS UK & Ireland, from our CEO to our frontline Placemakers. Whatever our role at ISS we must follow our SafeSpaces Behaviours at all times

It is how we ensure we keep ourselves, our customers and everyone who visits the places we look after safe.

The program is led top down and implemented into accounts over a 12-month period.

[Please read through and familiarise yourself with the information within the SafeSpace SharePoint page](#)

# SafeSpaces Behaviours

Our SafeSpaces behaviours are commitments for everyone, including leaders, managers, and Placemakers (everyone).

## Speak openly

**We openly discuss concerns and opportunities and appreciate those who challenge:**

- ☐ I speak up about concerns report incidents and contribute ideas for improvement
- ☐ I create safe spaces for people to talk openly
- ☐ I generate a platform and culture of consultation



# SafeSpaces Behaviours



## Act Safely

**We make the safe choice, own our actions and never compromise health and safety:**

- ☐ I am ready to work safely and will stop the job if its not safe
- ☐ I lead by example and support anyone who stands up for safety
- ☐ I put safety at the heart of every business decision.



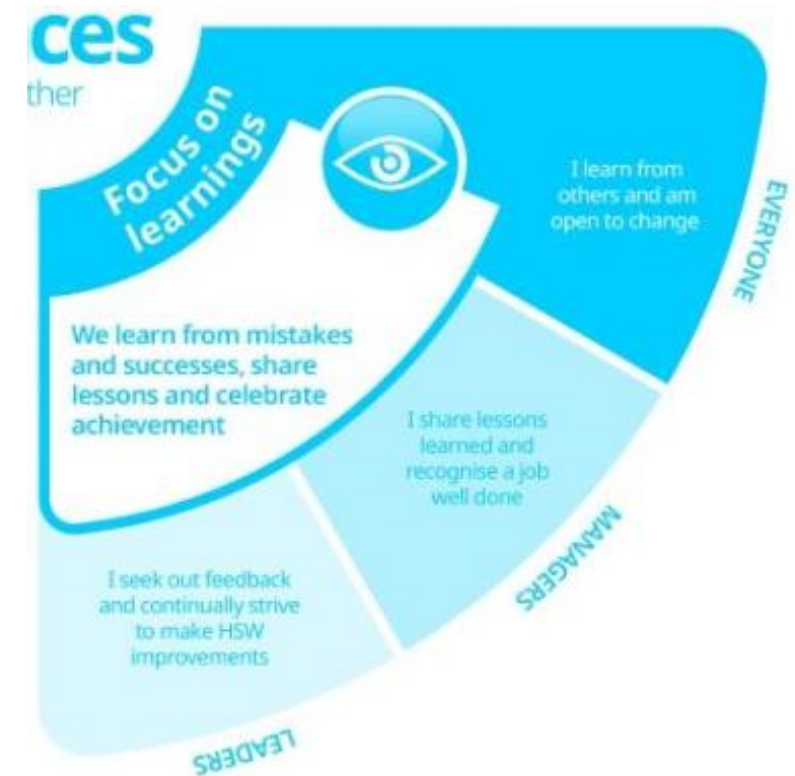
# SafeSpaces Behaviours



## Focus on learnings

**We learn from mistakes and success, share lessons and celebrate achievement:**

- ☐ I learn from others and am open to change.
- ☐ I share lessons learned and recognize a job well done.
- ☐ I seek out feedback and continually strive to make HSW improvements.



# SafeSpaces Behaviours



## Engage with others

**We involve each other to manage risks, with health and safety at the heart of every decision**

- ☐ I look out for others and talk openly about HSW issues.
- ☐ I listen with empathy and take concerns and ideas seriously.
- ☐ I lead on HSW initiatives and allocate resources to support them.



# Focus Areas

- The role of the HSEQ & Food Safety team is to work with Operations to enable and facilitate them in accordance with the OneISS Way
- Business Partners and Embedded members of the team have 4 main focus areas:
  - Providing professional HSEQ advice and guidance to our Operational colleagues
  - Roll out SafeSpaces and Incident Investigation training
  - Thoroughly audit the conformity to the OneISS Way
  - Lead Lost Time incident and HiPO investigations

Your Manager will take you through this in more detail depending on your role



# Incidents, Accidents, Near Misses & Near Hits

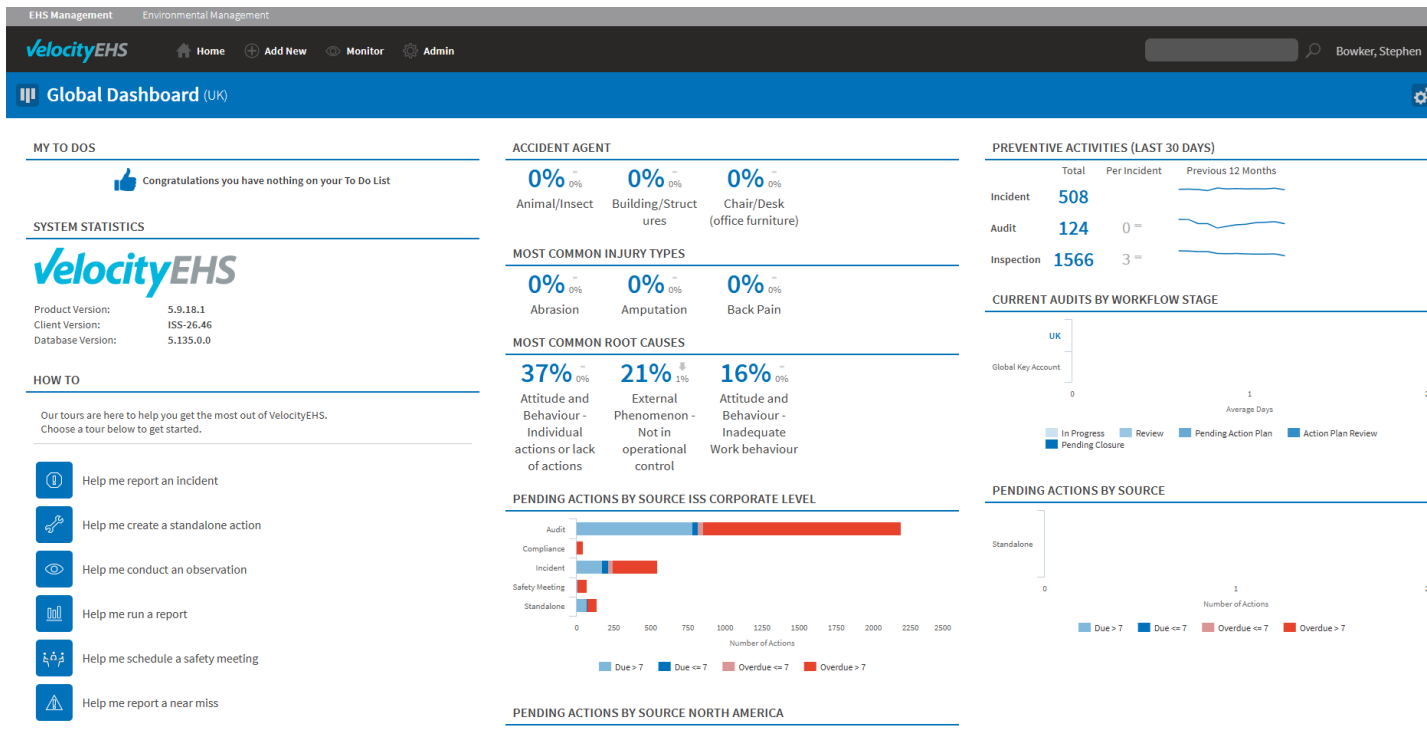
- Incidents, Accidents & Near Misses are to be recorded in the **VelocityEHS** system within 24 hours.
- Near Hits (potential severity Level 1 & 2) are to be reported in **AssessNET** within 72 hours.
- Guidance, Procedure & Templates can be found on the [OneISS Way](#)
- [Incident & Near Miss Management \(sharepoint.com\)](#)
- Training for VelocityEHS & AssessNET can be found through HSEQ SharePoint
- [Training & Competency \(sharepoint.com\)](#)
- All of this information is best accessed through [Insight](#)



**ASSESSNET**  
ONLINE HEALTH AND SAFETY MANAGEMENT

**velocityEHS**®

# Velocity – Incident reporting and Audit ? Inspections



- Incidents and Accidents – Reported within 24hrs
- Audit and Inspections

# Risk Management

- ISS utilises an electronic management system known as AssessNet for its Method Statements, Risk Assessments, COSHH Assessments and DSE Assessments
- Operations are required to ensure suitable risk assessments are in place for all activities conducted under their area of control
- Training on the system is available fortnightly by a HSEQ Business Partner





- Risk Assessments
- Method Statements
- COSHH Assessments
- Near Hit reporting
- DSE Assessments
- Inspections

**Risk Assessment - 118188RA** **Medium Risk**  
 Internal Reference: (Model Risk Assessment)  
 Information valid as of 16/06/2023 14:02

**PRIVATE ASSESSMENT**  
 This assessment has been marked as private and is only accessible by the following users:  
 • HARDIE, Pamela (View Access)  
 • LANGLEY, Adam (Edit Access)  
 • LANGLEY, Adam (Remove Access)

**General Details**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                           |                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assessor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Adam Langley                              | Associated with specific area<br><input checked="" type="checkbox"/> Office & Production<br><input type="checkbox"/> Key Account Network<br><input type="checkbox"/> All                          |
| Assessment Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 28/02/2023                                |                                                                                                                                                                                                   |
| Assigned Reviewer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Adam Langley                              |                                                                                                                                                                                                   |
| Next Review Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 11/01/2024                                |                                                                                                                                                                                                   |
| Signed Off By                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Pamela Hardie                             |                                                                                                                                                                                                   |
| Signed Off On                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 16/06/2023                                |                                                                                                                                                                                                   |
| Operation Assessed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ENG-Task-Air Conditioning Maintenance-KAN |                                                                                                                                                                                                   |
| <b>Description of work area and/or activity assessed</b><br>Service and Maintenance of Air conditioning systems<br>*****<br>This risk assessment is a GENERIC assessment and before use it should be reviewed to ensure it is appropriate, and that it is suitable and sufficient to perform the task safely.<br>If this assessment is not sufficient then a 'point of work' assessment can be completed for minor changes by a suitably trained operative.<br>If there are significant risks that cannot be suitably controlled work MUST STOP and your Line Manager made aware. |                                           |                                                                                                                                                                                                   |
| <b>Overall Current Risk</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                           | <b>Persons Affected</b>                                                                                                                                                                           |
| <b>Medium Risk</b><br>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                           | <input checked="" type="checkbox"/> Employees<br><input checked="" type="checkbox"/> Maintenance Staff<br><input type="checkbox"/> Members of the Public<br><input type="checkbox"/> Office Staff |

**Method Statement - 33276MS**  
 Information valid as of 15/06/2023 13:41:25

**Project Details**

|                                                                                          |                                                                                                                                                                                           |                                                                                                                                                                        |
|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Name                                                                             | ENG-TASK-Air Conditioning Maintenance-KAN                                                                                                                                                 | Associated to specific area<br><input checked="" type="checkbox"/> Office & Production<br><input type="checkbox"/> Key Account Network<br><input type="checkbox"/> All |
| Project Date Range                                                                       | 22/03/2023 to 22/03/2024                                                                                                                                                                  |                                                                                                                                                                        |
| Issue Date                                                                               | 22/03/2023                                                                                                                                                                                |                                                                                                                                                                        |
| Name of H&S Contact                                                                      | Adam Langley                                                                                                                                                                              |                                                                                                                                                                        |
| Assigned Reviewer                                                                        | Adam Langley                                                                                                                                                                              |                                                                                                                                                                        |
| Next Review Date                                                                         | 22/03/2024                                                                                                                                                                                |                                                                                                                                                                        |
| <b>Summary of the project</b><br>Service and maintenance of Air conditioning systems     |                                                                                                                                                                                           |                                                                                                                                                                        |
| <b>Persons Details</b>                                                                   |                                                                                                                                                                                           |                                                                                                                                                                        |
| <input checked="" type="checkbox"/> Employees                                            | <input checked="" type="checkbox"/> Maintenance Staff                                                                                                                                     |                                                                                                                                                                        |
| <input checked="" type="checkbox"/> Members of the Public                                | <input type="checkbox"/> Office Staff                                                                                                                                                     |                                                                                                                                                                        |
| <b>Health &amp; Safety Procedures</b>                                                    |                                                                                                                                                                                           |                                                                                                                                                                        |
| <b>On-site first aid box location</b><br>ISS Personnel to carry their own first aid kit. | <b>Name of on-site first aider</b><br>Refer to site notice board or ensure that first aid provision is available during site induction/sign in procedure.                                 |                                                                                                                                                                        |
| <b>Address of nearest hospital</b><br>Ascertain at site induction/sign in procedure.     | <b>Designated evacuation meeting point</b><br>Personnel are to make themselves aware of any site emergency and evacuation procedures (ascertain at the site induction/sign in procedure). |                                                                                                                                                                        |

# Training

- ISS has over 37 HSEQ e-learning courses available through our internal platform known as 'My Learning'
- The HSEQ Team provide internal Auditor & Incident Investigation Training
- All ISS new joiners are required to complete training via MyLearning within their first 60 days.  
[MyLearning Mandatory Training \(sharepoint.com\)](#)
- The UK & I Training Matrix lays out training by topic and role , split by Placemaker, Front Line Manager and KAM/KAD.
- This can be found via the OneISS Way under Quality : [Training, Competence & Awareness](#).

# HSEQ Management Plan

- This document guides Account Directors/Managers to set out their account and service specific arrangements that must be implemented to ensure all HSEQ requirements are managed in accordance with legal, contractual and ISS OneISS Way obligations
- [UK&I HSEQ Management Plan TemplateV2.xlsx \(sharepoint.com\)](#)



Plans - Health & Safety, Quality & Environment

# Food Safety

- Food safety and allergen management are paramount at ISS and food safety is everyone's responsibility in the HSEQ Team
- We have a team of dedicated food safety professionals who audit and maintain the procedures and standards for ISS Food Safety
- **Food Safety Team** - [Foodsafety@uk.issworld.com](mailto:Foodsafety@uk.issworld.com).
- **Emergency Food Safety Helpline** - 07922 581281



# Wellbeing

- Wellbeing provision is owned by the HSEQ team in strong partnership with People & Culture
- We maintain the relationship with the Occupational health provider – Optima, the EAP – Vita Health and Maximus, our partner to help keep Placemakers in the workplace
- More information can be found [here](#) but we are all champions of Wellbeing in the HSEQ Team



# Lone and Isolated Working



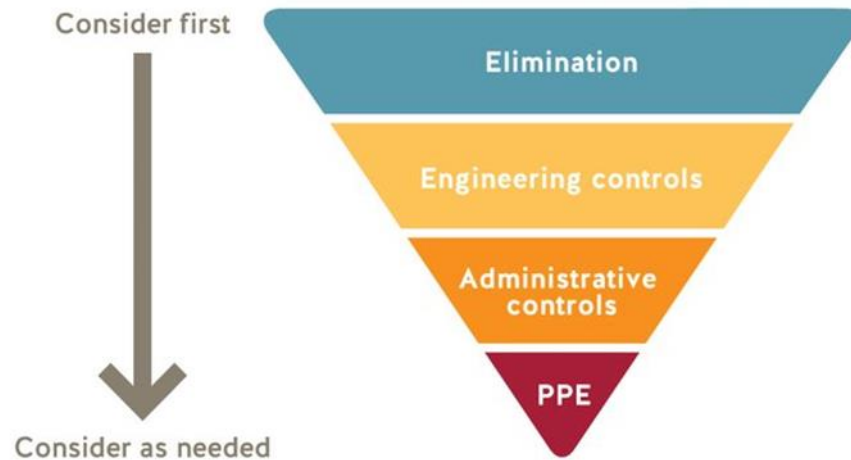
## Introduction of Safe Hub and Lone Working Support

- To improve the safety provision for our Placemakers
- Requirement of the new ISS Global Health and Safety Standard
- ISS are also required by the HSE in the UK to ensure Lone workers receive:
  - Training – relevant to working alone
  - Supervision – Access to guidance, support, updates
  - Monitoring – Safety and wellbeing is monitored
  - Incident reporting – Ability to raise the alarm and/or report incidents

# Lone and Isolated Working Support

## Step 1: Removal Through Risk Assessment

- Can we worker safer to remove Lone and Isolated Working?
- How will incidents be managed



Step 2: Identify correct incident management and escalation support for Lone Workers

Step 3: Protect - The Safe Hub Fob has been provided to 174 Placemakers on Barclays Retail



RED ALERT

YELLOW ALERT

SAFE CHECK

GROUP ALERT



HSEQ

# Systems Links

[VelocityEHS Login \(issworld.com\)](https://issworld.com)

► **Velocity EHS**

Incident Reporting Tool

[Log in to AssessNET \(assessweb.co.uk\)](https://assessweb.co.uk)

► **AssessNET**

Near Hit Reporting Tool  
Safety Documentation Management System

[Tableau Server \(issworld.com\)](https://issworld.com)

► **Insight**

Dashboards

[Lone and Isolated Working](#)

► **Total Mobile**

Lone working app

[MyLearning - Administrator Area](#)

► **My Learning**

ISS Mandatory learning

[HRevolution Portal](#)

► **HRE**

Payslips & Holiday booking system

[UK Service Desk | Service Desk](#)

► **Jira**

IT, Finance & OneISS way Queires

[Performance Page application.](#)

► **Metrilio**

Annual performance review



CATERING

# Managers Briefing

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September 2025

# Agenda

## ► What's New

- Overview
- The Place / Union House collaterals
- Food overview
- Branding overview



## ► Mobilisations

- Expected deliveries
- Expected installations

CATERING

# What's New



# What's New?

- **ISS is really excited to have the opportunity to bring changes to the catering services across the DWP Estate, and as such, will be introducing:**
  - New menu cycle
  - New branding
  - New uniform
  - New light equipment
  - New reusable cups
  - New coffee machines / Merrychef
  - New digital signage
  - New system of work (Saffron / DMP / Winnow / Olio...)

While we acknowledge any change can sometime be unsettling, the mobilisation will be lead and supported by a team of Head chefs / Chef managers & Catering managers who will be fully involved on multiple days between w/c 22/09 to w/c 06/10

# Introducing *the* place

We are delighted to welcome you to our new restaurants, opening on Wednesday 1st October.



## What's on the menu?

Start your day with a breakfast that suits your pace. Whether you're grabbing a quick bite or settling in for a traditional cooked breakfast, we've got the perfect plate for you. For lunch, our hot counters will serve an array of seasonal options from our ever-changing array of foodie concepts that offer something for everyone, from comfort classics to emerging global flavours.



Our grab and go offer includes sandwiches, wraps, toasties, salads and baguettes alongside all your favourite soft drinks and snacks, with plenty of plant-based and gluten-free options.

## Good for you, good for the planet

At The Place, we care about the wellbeing of our customers and the planet. Our Good eats dishes are designed to help you make nutritious food choices. All Good eats dishes have been carefully curated to meet nutritional standards and help you fuel your day. Our Coolfood low carbon meals have at least 38% lower carbon emissions than the average meal. By choosing Coolfood meals, you are helping to reduce the effects of climate change and changing the world for the better.



## UNION HOUSE

# THIS IS WHERE U BELONG

Make our new Union House coffee shops your go-to coffee destination from Wednesday 1st October.

PROUD TO SERVE AND SUPPORT

CHANGE PLEASE  
COFFEE

We're proud to be serving Change Please, who are tackling homelessness by selling great tasting, ethically sourced coffee. Enjoy your coffee, your way with delicious 100% Arabica coffee with notes of vanilla, hazelnut and treacle, and a milk chocolate finish.

## Sip the season

Whether you need to cool down during the summer months or want to get into the Christmas spirit with festive flavours, our ever-changing selection of seasonal sips offers a coffee for every time of year.

Keep an eye out for your favourite autumnal flavours, available from 1st October.

## Grab a bite

At Union House, we're the place to be whether grabbing a quick bite to enjoy on the go or a sweet pick me up at mid-afternoon our range of bakery, sandwiches and toasties are ready to enjoy!

## Reusable cups

Help reduce waste and look after the planet with our new reusable cups, available from our coffee shops and restaurants.



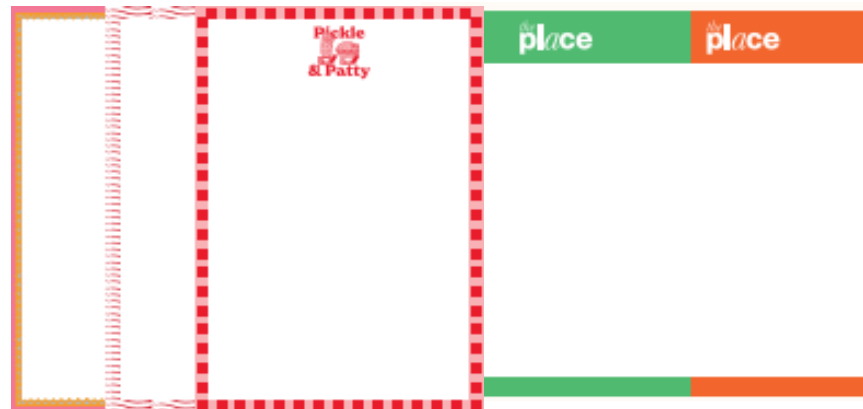
# New Branding

|              | Outlets    |             |             |             |
|--------------|------------|-------------|-------------|-------------|
| Location     | Restaurant | Coffee Bar  | Coffee Pod  | Micromarket |
| Blackpool FV | The Place  |             |             | The Place   |
| Blackpool PP | The Place  |             | Union House | Union House |
| Burnley      |            |             |             | Union House |
| Dundee       | The Place  |             |             |             |
| Falkirk      | The Place  |             |             |             |
| Leeds        | The Place  | Union House |             |             |
| London       | The Place  | Union House |             |             |
| Manchester   |            | Union House |             |             |
| Sheffield    |            |             | Union House |             |
| Treforest    | The Place  |             |             | Union House |
| Wigan        | The Place  |             |             |             |

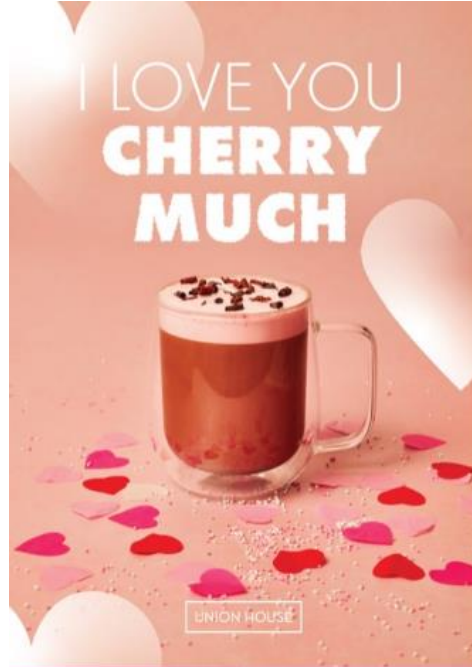
# The Place



Tray return station



# Union House

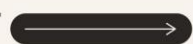


# Food Offer

New menus cycle have been developed depending on the size of your operation and will be reviewed regularly.

- Daily Soup
- 1 or 2 daily concepts
- Daily hot snack
- Savoury bakery / Jacket Potato
- Salad bar (if applicable)
- Hot dessert (if applicable)
- Grab & go items
- Homemade / bought in sandwiches

A new hospitality menus is also being introduced

*the place* for  *fantastic food*

Week commencing 7<sup>th</sup> October 2024

| Monday                                                                                                                                                            | Tuesday                                                                                                                                                                         | Wednesday                                                                                                                                                      | Thursday                                                                                                                                                           | Friday                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <br>Chicken Burrito<br>300kcal<br>Smoky Veg Chili with Steamed Rice<br>300kcal | <br>Slow Braised Beef Lasagna<br>300kcal<br>Chestnut Mushroom Spaghetti Bolognese<br>300kcal | <br>Chicken Katsu Burger<br>300kcal<br>Plant-Based Buffalo Wings<br>300kcal | <br>Beef Jalfrezi with Steamed Rice<br>300kcal<br>Onion Bhaji Burger<br>300kcal | <br>Battered Cod<br>300kcal<br>No F*sh & Chips<br>300kcal |
| <br>Sausage & Mash with Onion Gravy<br>300kcal                                 | <br>Southern Fried Chicken Burger<br>300kcal                                                 | <br>Pork Noodle Stir Fry<br>300kcal                                         | <br>Mediterranean Vegetable Frittata<br>300kcal                                 | <br>Southern Fried Chicken Burger<br>300kcal              |

A daily selection of soups, salads, sandwiches and jacket potatoes is also available.

Menu subject to change. Please check daily menu displayed in the restaurant. If you require any allergen information, please speak to a member of the team. Adults need around 2,000kcal per day.

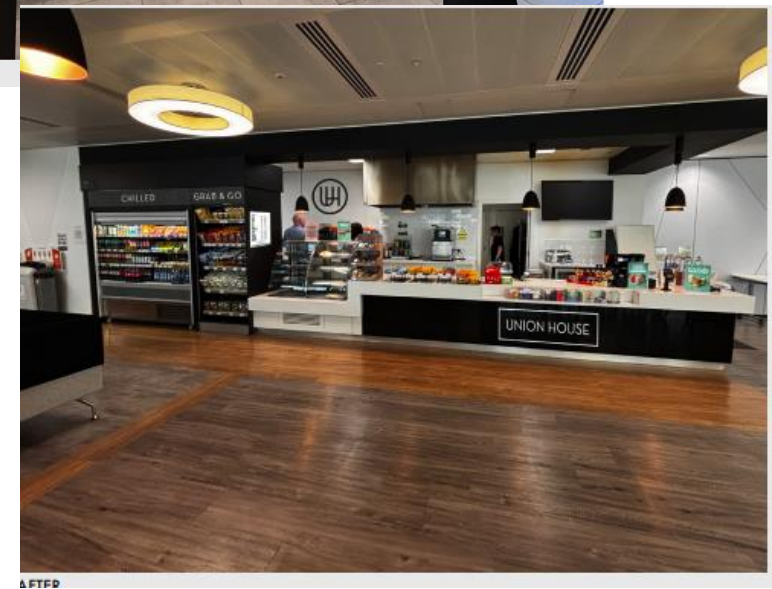
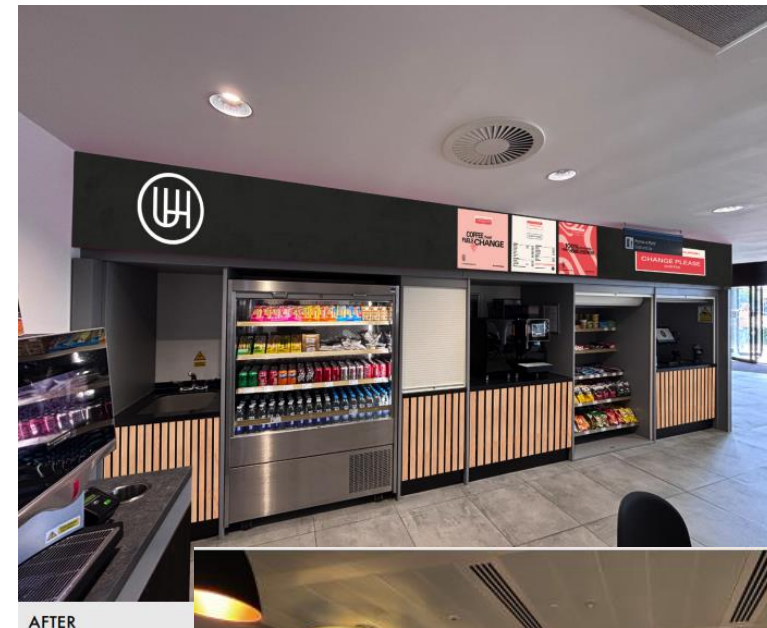
 Low Carbon meals have at least 38% lower carbon emissions than the average meal. Learn more about this calculation at [eatcoolfood.org](https://eatcoolfood.org).

V Vegetarian  
 P Plant-based  
 L Low Carbon meal



## CATERING

# Branding – Refresh – Union House

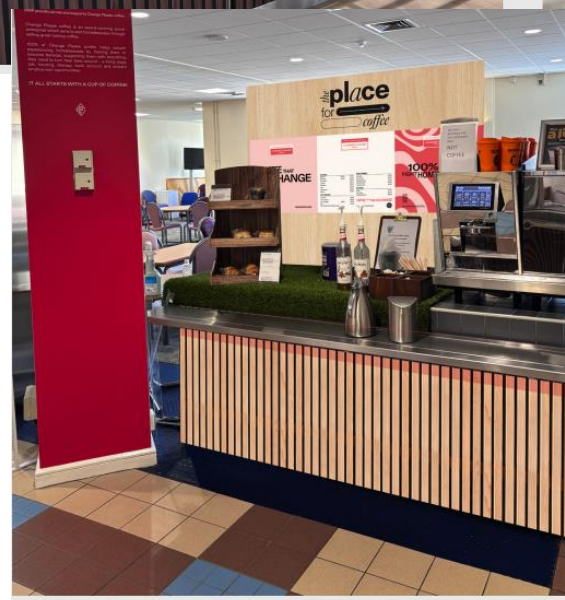
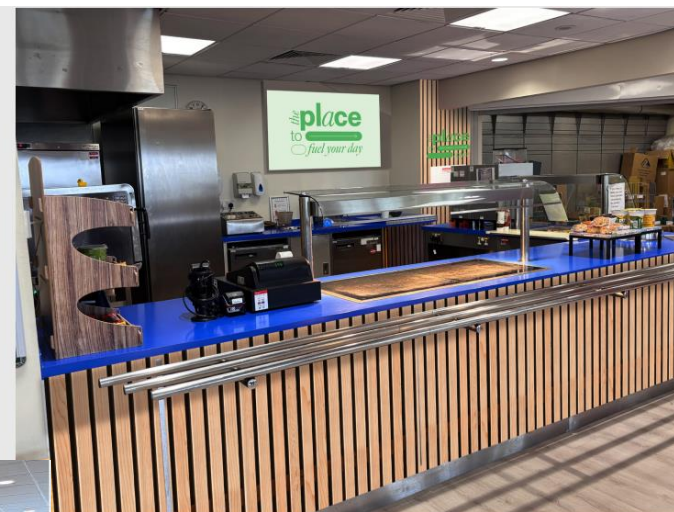


## CATERING

# Branding – Refresh – The Place (1)

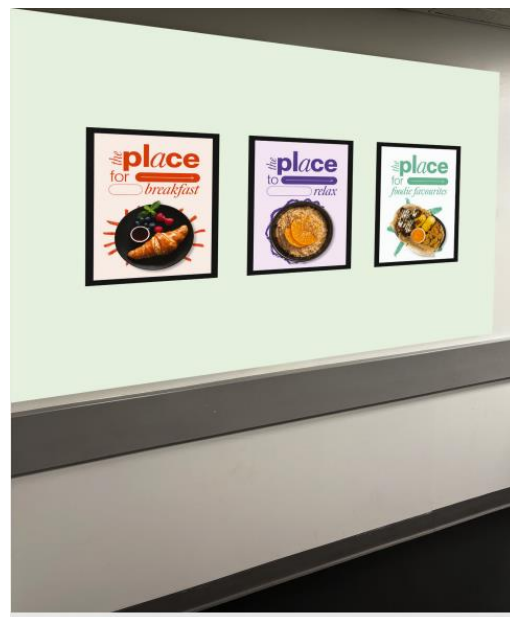


AFTER



## CATERING

# Branding – Refresh – The Place (2)



Phase 2 works  
(painting)



CATERING

# Mobilisation



# Expected Deliveries

- **W/C 22<sup>nd</sup> September**

- Merrychef (if applicable) (Lockhart)
- Reusable cups (Circular & Co)
- Light equipment (Lockhart / Especial)
- Uniforms (Uniform Express)
- COSHH equipment (Bunzl)
- Change Please coffee
- Brakes dry good
- Opening Box (Stationery / laptop / folders / probes / risk assessments / policies / waste management tablet...)

- **W/C 29<sup>th</sup> September**

- Coffee machines (if applicable) (Franke)
- Fruit / Veg orders
- Bakery items
- Milk deliveries
- Brakes Frozen / Fresh good
- New Tills (MCR)
- Marketing Collateral (Green Pea)

# Expected Installation

- **W/C 22<sup>nd</sup> September**
  - New Branding Engineers (Green Pea)
  - New Digital Signage Engineers (DMC)
- **W/C 29<sup>th</sup> September**
  - New Branding Engineers (Green Pea)
  - New Digital Signage Engineers (DMC)
  - Coffee machines Engineers (Franke)
  - COSHH Dispensers Engineers (Bunzl)
  - New Till Engineers (MCR)

All deliveries / installations / support team information are contained within the central mobilisation / people plan

# Any Questions?

- Thank you for your support during this time of change!