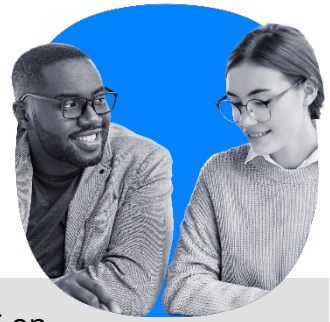


Quick Guide

Catering



- **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

I work in the Catering Team, will there be support from the ISS team from 1 October?

Yes, ISS colleagues will be present on DWP sites where there is a catering operation, a few days before 1 October and a few days after. The ISS 'Catering Mobilisation team members' will be pleased to meet colleagues transferring to ISS, receive catering deliveries and support with the set-up of the catering services and systems.

Who should I contact if there is an issue with catering equipment such tills, ovens?

The first point of contact will be the ISS Catering Mobilisation Manager at each site, who will be supported by some of our colleagues from the Catering Systems Team for any issues with tills or by our ISS Technical Services team for any issues with catering equipment.

Will my food delivery be the same time?

Dates for your catering deliveries may vary from your current timings as we are introducing new suppliers from 1 October but dates will be confirmed by the ISS Catering Mobilisation team in the first few days of operation.

Will you be changing the till system?

We can confirm that the till system will remain with MCR but that all tills will be upgraded or replaced with new ones. The layout of your till may be slightly different from what you have been used to.

Will I be provided with a new uniform and pair of safety shoes?

We can confirm that a new set of uniform and a pair of safety shoes has been organised for each Placemaker transferring to ISS. These will be delivered directly to site before go live on the 1st of October.

A customer has asked a food-related question which I don't know the answer to, what should I do?



Please approach your line manager or ISS Catering Mobilisation Manager at site who should be able to provide an answer or record any feedback from our customers.

Who should I approach if I have any other questions or concerns?

Please speak to your Line Manager or Catering Mobilisation Manager at site who should be able to assist with your query or obtain an answer from the central support team.