

Quick Guide

Contacts Day 1



- **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

We are looking forward to welcoming you to ISS from 1 October. To ensure a smooth operational delivery for DWP, please contact the ISS teams if you have any issues in the following ways:

1. **Reach out to your Manager** in the first instance
2. The **ISS Central Control Centre** has been set up to help colleagues transferring to ISS with urgent queries in the first couple of weeks. Please contact them directly on:
 - Tel: 07714 277829 (Call, message or Whatsapp)
 - Email: ISSDWP.info@uk.issworld.com
3. **Reach out to the following Contacts:**

ISS Central Control Centre	Uniforms, IT, contacts, H&S, Fleet, Urgent queries	ISSDWP.info@uk.issworld.com 07714 277829 (Call, text or Whatsapp)
ISS TUPE Team	Queries about the transfer including your personal circumstances and pensions	DWPTUPE@uk.issworld.com
ISS Vetting Team	About BPSS Clearance	DWP.vetting@uk.issworld.com
WFM /T&A Team	Onsite Clocking in-Phone Setup	WFMteam@uk.issworld.com
Clocking and Payroll Helpline	For questions or issues about clocking in, badge IDs or payroll	08081 759343