

Hello

and welcome onboard



your employee handbook

PEOPLE MAKE PLACES



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Welcome to ISS



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Our strategy

THE ISS WAY



About our handbook

Our purpose at ISS is connecting people and places to make the world work better. To do this we need your help.

With over 37,000 employees in the UK and Ireland, we provide many services, from cleaning billions of square metres to preparing millions of meals each year. We develop our people, our technology and the services we deliver to our customers to ensure we fulfill our ISS purpose: *"Connecting people and places to make the world work better."*

Together, we, including you, are the ISS team who make a difference to our culture, our customers, and our communities. We are one team, with many great people working extremely hard to deliver a variety of services to customers.

The aim of this handbook is to provide you with general information about your employment; about what we believe in, what we expect from you and how ISS will support you – we call this the ISS Way – so please keep it handy!

This handbook is not intended to cover every situation nor to explain everything about your employment. Please refer to other documents such as your Terms and Conditions of Employment (your Contract), operational policies specific to your sector and site, and policies and procedures which you can access from our intranet issglobal1.sharepoint.com/sites/UK and on myISS jss-uk.me/go

This handbook applies to all ISS UK colleagues – whether you have transferred to us from another company (under TUPE), recently joined following a job application, or perhaps you have been working with us for years – this handbook is for everyone.

If there is anything in this handbook that you do not understand or if you require further clarification, please speak to your manager in the first instance.

ISS (also known as "the Company" or "we" in this document) reserves the right to amend this handbook at any time and will make every effort to notify you of changes.

Where the Company seeks to vary a term or condition of employees' contracts of employment that is also contained in this handbook, it will consult with employees.

All employees are responsible or staying up to date about the Company's policies, procedures, benefits, and working conditions. The latest version of these documents and this handbook can be accessed from our intranet or myISS. A hard copy is also available from your manager or the People and Culture team.

The People and Culture team will carry out annual reviews of this handbook every April.



What you can expect from ISS

Our values

At ISS, our values are the foundation to everything we do. From how we work with our customers, to the way we treat our people. We expect every employee to believe in and promote our values; we believe in them passionately and have a zero-tolerance approach to behaviours that do not support the ISS values.



Unlocking your potential


People matter to us. Here at ISS, you will discover a working environment in which everyone can flourish. By treating people with respect, working with shared values, and encouraging everyone to realise their talents and embrace inclusion, we live our vision of being the preferred employer in our industry.

Our real asset is our people. We are proud of our employees and the success of ISS is the direct result of your hard work and commitment.

Opportunities@ISS

ISS is an equal opportunities employer and provides employees with the opportunity for personal advancement by promoting from within whenever possible. Job vacancies are normally advertised on the recruitment portal Opportunities@ISS: opportunities-at-iss.com

If you would like to apply for an internal vacancy, please let your manager know first.



There are lots of opportunities in ISS - go grab them!

Performance management

Our performance management processes ensure you have the right tools to do a great job and realise your full potential. Those tools also include feedback and training. You will have a Performance Review with your manager every year, giving you an opportunity to discuss your achievements so far, your objectives, potential areas for development, and any further support you need.

Performance Reviews are a good opportunity to have a confidential discussion with your manager about your performance, but we encourage you to talk to your manager at any time throughout the year. If you work on different contracts, you may have several managers, so your 'main' manager is the one you principally work for.

Where improvements are required, a personal review action plan will be discussed and agreed with you to outline exactly what's expected and how we can support you to meet those expectations.

Training and development

We offer a wide range of training courses to provide you with the skills to perform your job and achieve your career objectives. Training is viewed as a positive learning experience and we expect you to attend training that has been made available to you. This includes mandatory, industry, site, and ISS specific training. If you are not trained to complete a job safely or under suitable instruction, then you should stop and speak to your manager.

We operate an online training platform called MyLearning on which we ask you to complete several e-learning courses during your employment with us. These will often be mandatory and a requirement of your employment.

We are proud to offer a variety of Apprenticeships allowing you the opportunity to grow personally and professionally, achieving your ambitions through developing knowledge and confidence.

More information can be found on our intranet and on myISS.

Please ensure our training records are kept up to date by providing your manager with copies of relevant certificates.

Before you join

Our pre-employment checking procedures ensure we meet our legal and ethical duty as a responsible employer. Pre-employment checks seek to verify the credentials of job applicants and to check that they meet preconditions of employment. We carry out pre-employment checks in accordance with the principles of the General Data Protection Regulation (known as GDPR) and the Data Protection Act 2018.

Our pre-employment checks of candidates includes the Right to Work in the UK and obtaining references from current or previous employers. Right to Work document checks are carried out face-to-face with the candidate before they can start working for ISS. Your Right to Work documents will need to be updated and rechecked before the expiry date to allow you to continue working with ISS.



Screening and vetting

We are often required to carry out additional vetting and screening of our employees in accordance with our contractual obligations to our customers. For each customer we identify what their vetting standards are from the outset, if they are required pre- or post-employment, and the frequency of re-checking that will be required. These requirements can change over time in line with customer and statutory changes. It is necessary that all employees meet the necessary vetting criteria for the contract they work on and any further assignments they undertake in the future.

We expect everyone to comply with all relevant checks when requested. Failure to do so may mean you are no longer able to work on that contract and this may lead to disciplinary action. This includes the requirement for any relevant convictions to be declared as soon as possible.

These checks may include but are not limited to:

- Credit checks
- Financial sanctions
- Employment references (covering a prescribed period in some instances)
- Basic, Standard or Enhanced Criminal Checks
- Relevant certification
- SIA licence and screening checks

We take our responsibilities under Data Protection law very seriously. As such, personal information records will be confidential and will not be discussed with any individual not entitled to receive it.

SIA licensing and screening

The Security Industry Authority (SIA) is a Government appointed body set up to regulate individuals working in specific sectors of the private security industry.

All employees in the security industry whose work involves a 'licensable activity' must be in possession of a licence issued by the SIA. It is a criminal offence to work without a SIA licence if your activities require you to have one. This applies to all employees, whether recruited directly by the Company or those who have transferred their employment to us under TUPE. Failure to notify the Company immediately of any refusal, suspension or withdrawal (revocation) of a SIA licence may render you liable to summary dismissal in line with the Company's disciplinary procedure.

A licence, once issued by the SIA, belongs to the individual, not the employer and it is the responsibility of the individual to obtain it. The licence lasts for three years from the date of issue, when it must be renewed.

For more information please refer to the Private Security Industry Act 2001 (as amended). Information on how to apply for your SIA licence can be obtained from your manager.

In some instances, the Company will advance you the fee by paying for the SIA licence on your behalf and then upon receipt of a signed mandate from you, deducting the fee from your pay in equal instalments. If your employment ends before the full amount is repaid, the Company will recover the outstanding amount from your final pay or if not practicable, you agree to pay the outstanding amount within seven days of your leaving date.

If your application for a licence (or renewal application for an existing licence) has been refused by the SIA, you will not be allowed to work conducting 'licensable activity', as it will be a criminal offence for you to work without the licence, and a criminal offence for the Company to allow you to work without a licence. In this instance your manager will arrange a meeting with you to discuss.



Diversity, dignity & inclusion

Building a diverse and inclusive culture

Our people are fundamental to our success. We recognise that to provide the best service we need to not only employ diverse teams from the broadest talent pool, but ensure everyone is celebrated and respected as individuals; to create an inclusive culture where our people thrive, foster creativity and drive engagement.

We take every possible step to ensure that our people are always treated fairly and equally and that all decisions on recruitment, training, and promotion are based solely on objective, job-related, criteria. This approach applies equally to dealings with our employees, colleagues, customers, suppliers and members of the public.

ISS supports the principle of equal opportunities in employment and opposes all forms of unlawful or unfair discrimination on the grounds of race (which includes colour, nationality, ethnic or national origin and caste), sex, age, marital or civil partnership status, religion or belief, political opinion, disability, gender re-assignment, sexual orientation, pregnancy or maternity or union membership.

The Company believes that it is important to ensure that talents and skills available throughout the community are considered when employment opportunities arise.

This supports our corporate responsibility strategy 'ThinkForward@ISS' where we commit to recruiting talent through a broad talent pool. To this end, within the framework of the law, the Company is committed, wherever practicable, to achieving and maintaining a workforce that broadly reflects the local community in which that part of the business operates.



Every year we proactively celebrate our diversity through campaigns and events which everyone is encouraged to get involved in such as Pride, Black History Month, International Men's and Women's day and World Mental Health Day.

Every individual helps us to create an inclusive culture, so it is also your responsibility to treat people with dignity and respect, to take the opportunity to learn about different colleagues, and promote a positive working environment for you and your colleagues.

We are a disability confident employer which commits us to key actions that ensure our current and prospective employees with a disability or long-term health condition are given the opportunity to succeed.



Wellbeing

Innovating to support safety, health and wellbeing in workplaces

We are committed to providing a safe and healthy working environment for all our employees, looking after both your physical and mental wellbeing. Through workplace practices and encouraging you to take responsibility for your own health and wellbeing, and a programme of education, awareness and enablement, we want all our employees to return safe and happy to their families at the end of each working day.

Our **Wellbeing Policy** sets out how we look after the wellbeing of our employees. We also support our managers with the tools to support employee wellbeing whether they are personal or work-related issues that may be affecting colleagues whilst working with us.

More information can be accessed from our intranet and on myISS: please click [here](#).



Health, Safety, Environment & Quality

Health, Safety, Environment and Quality (HSEQ) are key functions in ISS. They are part of what everyone does, in everything we do, everytime we do it - you may hear this referred to as the '3E's'.



Our HSEQ culture is:

"The conditions, behaviours and choices we make define the level of outcome we achieve"

We all must consider Health and Safety, Environment and the Quality of our service before we start our work, whilst we carry out our work, and in the evaluation of our services.

HSEQ is not separate from our work, it is simply how we do it. We want everyone to return home from work safe and well and in the same condition in which they arrived. We must always strive for excellence in the quality of our work and our interactions with others.

Embracing HSEQ is an essential element of our purpose and is embedded in our core values.

Our global ambition for HSEQ across ISS is called Vision 100

- 1 – We aim to be number 1 in our industry and recognised as an industry leader in the way we deliver health, safety and environmental performance
- 0 – We operate with 0 fatalities at our workplaces
- 0 – We incur 0 serious incidents and occupational injuries at our workplaces.



ISS management, employees, our contractors and customers work co-operatively to achieve Vision 100. This is signified in the 'you and me' logo that you will see associated with health and safety information.

We deliver the Global Vision 100 in the UK through our ongoing 3E's campaign where we are ensuring that **everyone** in the Company considers Health, Safety, the Environment and Quality in **everything** they do, **everytime** they do it.

By using our Integrated Management Systems (IMS), building on our safe behaviours, and continually improving our culture, we will achieve Vision 100. If anyone needs guidance or support, please ask your manager or a member of the HSEQ team at: HSE.Helpdesk@uk.issworld.com

You can also choose to play a more active role in leading safety by choosing to be a Safety Hero or a Safety Leader.

ISS Safety Rules

The underlying philosophy of the ISS Safety Rules is that there should be no gap between what we say and what we do. An important element is our commitment to an open safety culture where our employees feel secure in seeking advice and in raising concerns.

Your responsibilities

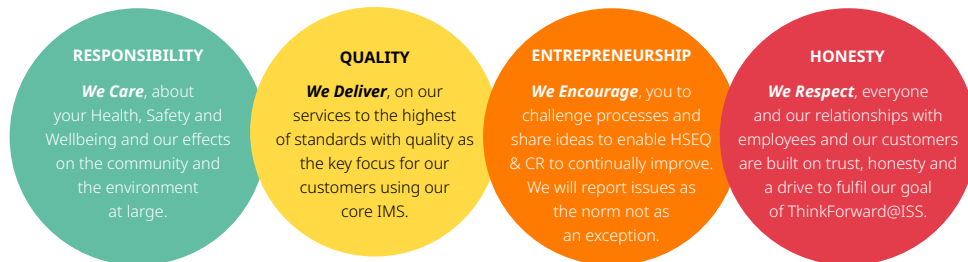
- Know the ISS Safety Rules and the consequence of non-compliance:
 - You will hurt yourself.
 - You will hurt others.
 - Failure to comply can result in a serious injury or fatality.
- Intervene when you see an unsafe act or condition and welcome interventions yourself.

- You will receive details about each of the ISS Safety Rules during your induction which you should keep in mind throughout your employment with ISS:

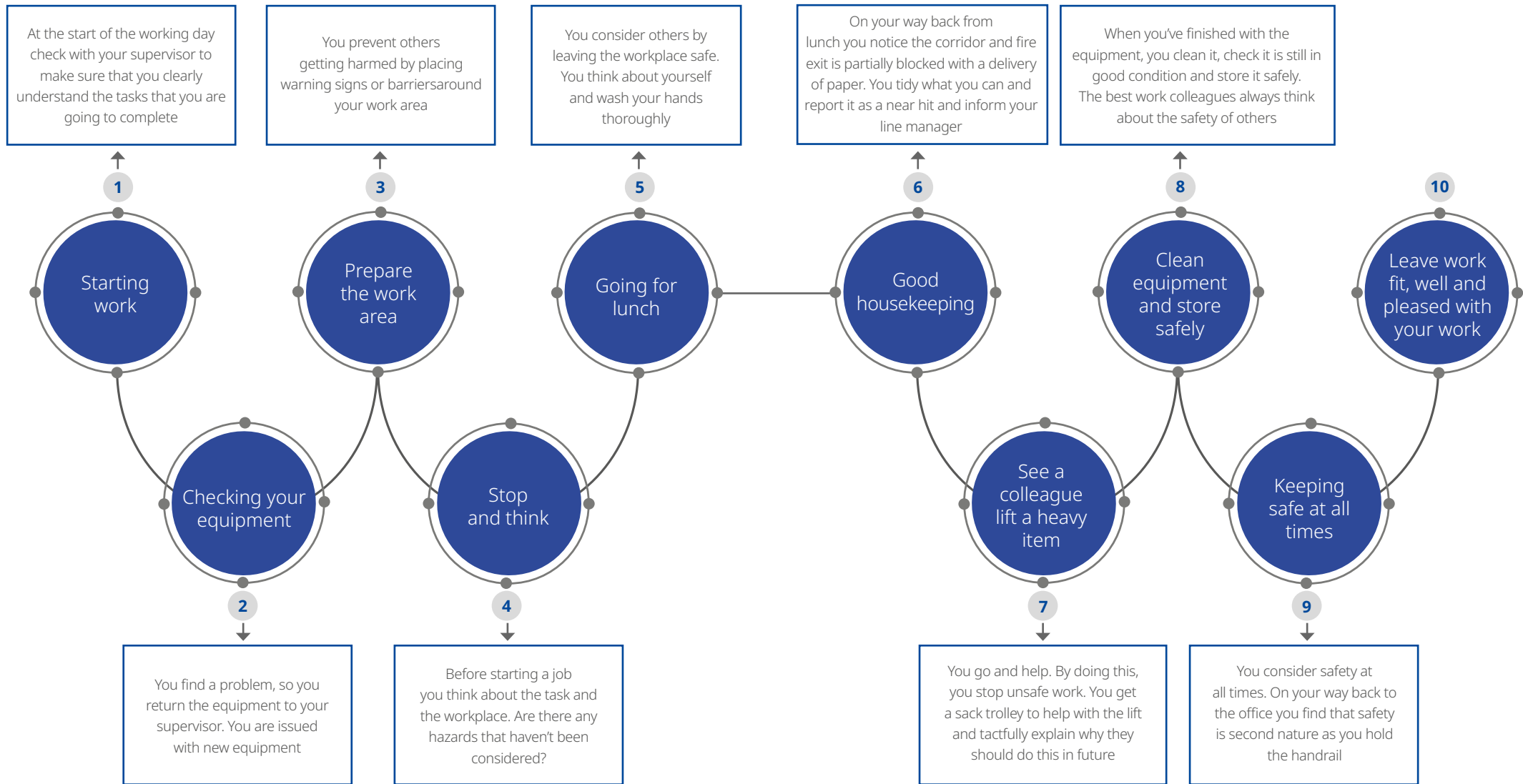
The ISS Safety Rules cover the following activities:

-  **Stopping unsafe work**
-  **Permit to work**
-  **Energy isolation**
-  **Electrical safety**
-  **Working with chemicals**
-  **Housekeeping**
-  **Manual handling**
-  **Working at heights**
-  **Confined space entry**
-  **Driving safely**

- Reflect on your safety behaviours to identify how you can improve; each one of us is accountable for the consequences of our behaviour. Recognise that we can all improve and learn and lead through personal example.
- Consider the following safety touch points. Being safe at work is not an additional job, it is just what we do.



UK safety touchpoints



During your induction you will need to complete the ISS Safety Rules e-learning module to show that you understand and identify the ISS Safety Rules. For more information on the ISS Safety Rules, please access our intranet or myISS or speak to your manager.

If you are unsure of what to do at any time or are concerned that the rules are not being followed, you have the responsibility to speak up to your manager.

About your health & safety induction

During your induction to ISS or as you start work in a new workplace, you will be instructed on the site/contract emergency procedures. Instructions will include first aid, fire safety and evacuation, and any other specific safety procedures and signs that are in your workplace. You must follow emergency procedures for your own safety. If you do not have a clear understanding of the emergency procedures, please ask your manager.

Your induction will include instruction and information about how to report incidents including accident and near-hit reporting. It is important we all report accidents and near hits so corrective action can be put in place to prevent harm to you and your colleagues.

Your induction will also inform you about the workplace welfare facilities (rest areas, toilet and hand washing facilities etc.) and workplace welfare procedures.

It is your responsibility to follow all necessary hygiene procedures on site for the protection of yourself and others. Your manager will inform you of these requirements.

We will tell you about particular workplace hazards and what you must do to keep safe. These hazards may include; asbestos, noise,

hazardous substances or environments, work equipment and your workstation, other activities in your workplace, restricted work areas, sharps, needlesticks and blood borne virus, lone working, slip and trip hazards, weather for outside work, and pedestrian routes. You may be informed of other hazards by your manager and through local risk assessments.

The ISS Safety Rules identify some of the significant health and safety hazards in our business. You may not encounter all these hazards in your role or workplace but there will be other hazards that you must be aware of, and procedures you must follow, to ensure you and those around you stay safe and healthy, or simply to comply with the law.

It is important to remember that whilst the Company has a legal duty to ensure so far as is reasonably practicable the health, safety and welfare at work of employees and those affected by our work, we as individuals have legal duties in what we do or what we don't do to work within Health and Safety legislation to keep ourselves and others safe.

Safety Leaders & Safety Heroes

Everyone at ISS is invited to be a Safety Hero or a Safety Leader. We want everyone to join in and identify themselves to others as someone who places their own and everyone else's safety as a personal core value.

Safety Heroes are individuals who by their positive actions exercise the power to influence procedures and practices, and who use that influence to help create a culture of safety.

Safety Heroes:

- Act as a role model for safe behaviours to fellow colleagues, customers, clients, contractors and external parties.
- Are enthusiastic and passionate about safety.
- Challenge unsafe behaviours and start safety conversations at all levels of the business while being polite and respectful.
- Help to report hazardous situations and help towards finding solutions and corrective actions to these situations.
- Champion safety campaigns, near-hit reporting, and initiatives.
- Read all HSEQ communications and support the delivery of key messages.

Our **Safety Leader** initiative is aimed at people with a real passion for safety and a keen attitude to apply that passion to their work environment. The Safety Leader role allows you to take a much more active part in the development of our Safety Culture. It is an initiative for those that either want to formally increase their knowledge and competence in Health and Safety or may wish to start on the road to a career in Health and Safety.

You can also obtain a formal qualification in Health and Safety, whilst you continue to work in your core role.

By being a Safety Leader, and through training and coaching, you will be able to help with safety inspections, accident investigations, and carry out risk assessments as well as other vital safety-related processes.

Safety Leaders:

- Act as a role model for safe behaviours to colleagues, customers, clients, contractors and external parties.
- Challenge unsafe behaviours at all levels of the business while being polite and respectful.
- Never walk past an unsafe act or condition without challenging it and taking some action.
- Report near-hits and encourage others to do so.
- Are enthusiastic and passionate about safety.
- Promote a positive safety culture.
- Act as a safety spokesperson for colleagues.
- Engage with senior management through attendance at selected meetings or forums.
- Engage in conversations with colleagues on safety campaigns, near hit reporting and lessons learned.
- Attend training to support safety audits and other safety activities.
- Successfully complete the IOSH Managing Safely qualification.



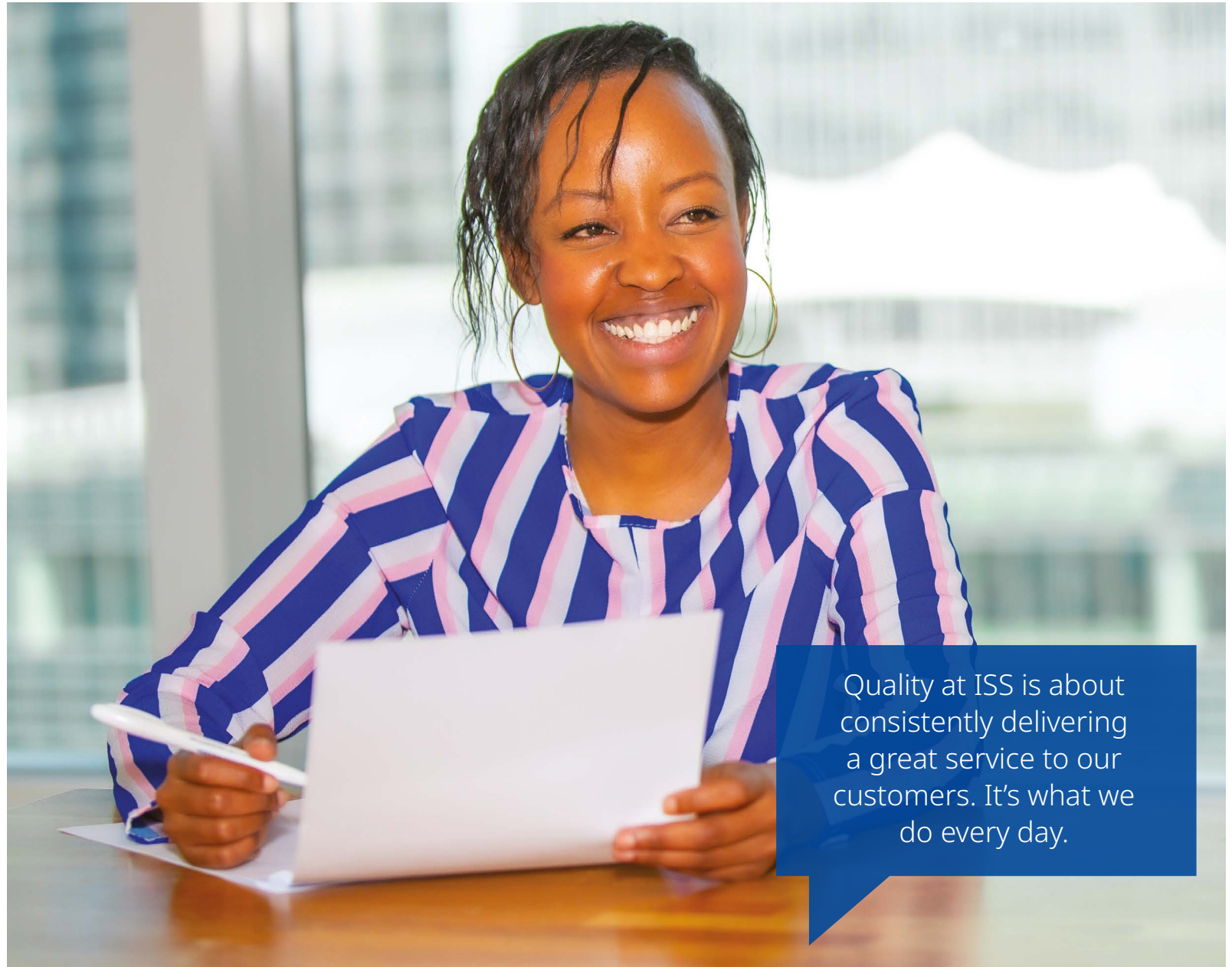
The ISS UK Integrated Management System (IMS)

ISS has an IMS which supports the delivery of HSEQ in ISS UK, through leadership, participation, consultation and compliance systems. The IMS hosts all ISS UK operating procedures and processes in one online system.

This one central system means that many of the things we do can be carried out using the same method, principles, rules, forms or guidance. If we have one way of carrying out our work, it means that we can work effectively and in a consistent approach across the Company.

We audit our IMS against international standards: ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 (other standards are applied as appropriate). Not only does it identify to us that the IMS is operated consistently throughout our Company, but it also demonstrates to all our interested parties, that is, people and organisations who we work with or who are affected by our activities or who influence the Company, that our procedures are guaranteed to be of a professional standard.

The IMS can be accessed from our intranet: please click [here](#) or please ask your manager for assistance.



Quality at ISS is about consistently delivering a great service to our customers. It's what we do every day.

The environment & sustainability

All the activities we carry out at ISS can have a positive or negative impact on the environment. As part of our IMS, we operate an environmental and energy management system to help us manage our environmental impacts. These systems are known as ISO 14001 (Environment) and ISO 50001 (Energy). An aspects and impacts register will have been completed as part of this system to assess significant impacts on the environment.

Know your responsibilities:

Everyone

The responsibility to lead ISS as a business that prioritises the environment starts with each one of us. We want everyone to 'Think Globally, Act Locally' which means all the environmental good practices we put in place have an impact on the global environment.

Your manager

Has a responsibility to plan the team's work activities and resources required in an environmentally responsible way.

Your HSEQ team

Will support the business in preventing harm to the environment. They provide guidance about the rules and procedures, so we can all tread lightly to reduce the environmental impact of what we do.

Our excellence teams

Work to increase our environmental and sustainable performance. They do this through the innovative design of new and existing technologies and processes.

Senior management

They are our ambassadors for sustainable service performance through our ThinkForward@ISS Corporate Responsibility Strategy. This includes reinforcing our Environment and Energy policy and identifying our Carbon, Energy and Waste objectives.

DID YOU KNOW?

ISS manages **500,000+ m²** of critical space



To successfully achieve our environmental responsibilities, we should follow the environmental practices as below. Your manager will tell you how these apply to your role:

- 1. Know the impacts of your activities**
Understanding how what we do can cause harm to the environment.
- 2. Follow the waste hierarchy**
The waste hierarchy helps guide and prioritise our decision making to reduce the amount of waste we produce.
- 3. Eliminate the need for single use plastics**
We can save resources and reduce waste.
- 4. Prevent spills and pollution**
We need to know how to prevent any harmful spills into the environment.
- 5. Use equipment efficiently**
Regular maintenance, services and proper use will make equipment last longer and use less resource.
- 6. Drive green and drive safe**
By avoiding harsh acceleration, braking and engine idling we can be green and safer drivers.
- 7. Think lifecycle**
We can tackle sustainability at every stage of a product's lifecycle.
- 8. Saving energy by switching off**
Always switch off non-essential electrical appliances to prevent unnecessary energy use.
- 9. Buy sustainability**
If we ever need to buy something new, we should consider buying the more sustainable option. We should ask: Is it made of recyclable material? Is it more efficient?
- 10. Conserve water**
We need to focus our efforts on conserving water to make sure there is enough of a clean supply for all communities.

Quality

Quality at ISS is about consistently delivering the service we committed to supply and exceeding expectations. It's part of what we do every day.

Quality encompasses everything we do from one end of our organisation to the other:

- From those who deliver our services to our senior leaders.
- From what we purchase to the services we deliver.

You may often hear the term quality management or quality assurance. This simply means that we operate systems to consistently check and balance our quality standards. Our quality management system is encompassed within the Integrated Management System (IMS).

Our approach is based on the concept of:

- Planning the work.
- Doing the work.
- Checking the work.
- Acting on what we have learnt.

This is known as the Plan-Do-Check-Act cycle (PDCA). This requires leadership, commitment and participation of everyone in ISS.

Ask yourself – what do I need to do?

- Do you know how to do your job?
- Do you have the tools you need to meet customers' expectations?

- Have you read and understood the ISS policies, risk assessments and procedures?
- What targets or objectives have been set for you?
- Have you had a job chat or training in the last year?
- If something isn't working, who would you tell?

Quality is about what **everyone** does in **everything** they do, **everytime** they do it. We are all involved in the quality chain, so what you do is central to meeting or exceeding expectations.



Communication

Please refer to our IT (Internet and email) and Social Media policies for more guidance on how we use information technology to carry out our business and communicate with each other effectively and responsibly. These policies can be accessed from our intranet and on myISS.

Communication

We have a variety of ways to get in touch with you, so please make every effort to read and/or listen to company communications to stay up to date with what's happening at ISS.

- **Payslip messages** – Visit: my.sdworx.co.uk to view your payslip.
- **Team meetings or Toolbox Talks** – these are a great way for your manager or supervisor to cascade information to you and for you to ask questions and give feedback.
- **Emails and intranet** - Managers will receive business updates via email to pass onto their teams where appropriate. Our intranet contains all policies and procedures referred to in this handbook, plus much more.
- **myISS** can be accessed via any web browser and contains all policies and procedures referred to in this handbook plus job vacancies, training opportunities, appraisals, news, and health, safety and wellbeing information.

- **Post to your home address** – from time to time we may also send communications by post, for example information about our pension scheme and other employee benefits so you must notify us of any changes to your home address (see the 'Changes to personal information section' of this handbook).

Your manager can also provide you with any copies of communications, policies and procedures.

Data Protection

ISS collects and processes personal data relating to its employees to manage your employment with us. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations in line with the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

For more information and to view the **Staff Privacy Notice** in full, please visit our intranet or myISS: click [here](#).

Media and other queries

Different parts of the business regularly get queries relating to a wide range of areas via Social Media and other channels.

If you receive a media query – no matter what it is and what your personal view – please do not make a comment. Instead you should refer all the details to the Communications Team: ISSUKComms@uk.issworld.com

If you receive a query on people or recruitment please refer these to the People and Culture team: greatpeople@uk.issworld.com

Changes to personal information

It is important that the personal information we hold about you is accurate and current. You must therefore keep us informed (through your manager) if your personal information changes:

- Name*
- Address or telephone number*
- Next of kin to contact in an emergency
- Bank or building society details*
- Gain or loss of relevant qualifications, convictions or licences
- Loss of right to work in the UK.

*If you are changing these details, please provide documentary evidence to your manager.



Visit myISS to see the latest news from across ISS

Whilst you are at ISS

Timekeeping

To help us maintain a first-class service to our customers, you are expected to be punctual and report to work at the times specified in your contract of employment; however we do understand that there may be occasions when you come across unavoidable or unforeseen circumstance which result in you being late for work.

If this does happen, make sure you notify your manager immediately (or when it is safe to do so, for example, when you stop driving) and inform them of the reasons for your lateness and your expected time of arrival. Dependent on the time lost and the surrounding circumstances, your manager will decide whether you will be required to make up the hours lost at a time mutually agreed or if the monies will be deducted from your pay for the hours not worked.

Where there is a Time & Attendance (T&A) system in use at your workplace, you must remember to clock in and out to register your arrival, break and leave times. T&A helps us effectively manage access control, working time, holidays, absence and payroll.

Cover for lateness/absenteeism

In some circumstances, there might be employees that work within your department that are either late or absent due to various reasons. As a result of operational requirements you may be asked to cover parts of the absent or late employee's work. This will be confirmed and communicated by your manager should this be necessary.

DID YOU KNOW?
ISS serves **1.2+ million** meals everyday



Holidays

We encourage you to use your annual holiday entitlement to take regular breaks from work and manage a healthy work-life balance.

Our holiday year commences on 1st January and ends on 31st December each year. This also applies to all employees who have transferred to ISS from other employers through TUPE.

In line with the law, all full-time employees are entitled to a minimum of 5.6 weeks' paid holiday per annum which includes eight public/bank holidays or a day in lieu where we require you to work on a public/bank holiday. Part-time employees will receive a pro-rated amount. If your employment starts or finishes part-way through the holiday year, your holiday entitlement during that year will be calculated on a pro rata basis. Please check your contract of employment for full details of your holiday entitlement or speak to your manager.

You are encouraged to take each year's holiday entitlement in full for your own wellbeing. Please also be aware of the following as a guide:

- Except where an employee is absent on long-term sick leave or maternity leave, all holiday should be taken during the holiday year in which it is accrued and no holiday may be carried over from one holiday year to the next.

- All holiday must be approved in advance by your manager and booked in line with normal Company procedures.
- Annual leave will be allocated on a 'first come, first served' basis and is subject to operational requirements.
- Where appropriate, holidays should coincide with customer close downs.
- You may not normally take more than two weeks' holiday at a time, unless agreed otherwise by your manager.
- During your first three months of service, you will not normally be allowed, unless otherwise agreed by your manager, to take holiday.
- You should not take more holiday than you have accrued at the time holiday is taken (holiday entitlement accrues on a monthly basis at the rate of 1/12th of your total entitlement), unless agreed otherwise by your manager.
- As much notice as possible of proposed holiday dates must always be given to ensure adequate staffing coverage. As a minimum, you are required to give 14 days' notice and holidays should not be booked more than 12 months in advance.
- Half a day's holiday is the minimum holiday that can be booked, and you can book in either half- or full-day units (not quarter- or three-quarters of a day).
- Should you wish to cancel any pre-booked and authorised holidays we would ask you to give us a minimum of seven days' notice where this is possible.

DID YOU KNOW?

ISS has **500,000+**
employees



Holiday pay

You will be paid at your basic pay for all approved holidays, including public/bank holidays, taken within your entitlement.

At the termination of your employment with the Company (for whatever reason), the following may apply:

- Any outstanding holiday entitlement (holiday accrued but not taken) will be paid to you.
- If you have taken more holiday than you were entitled to, we will deduct this from your final pay.
- We may also require you to take any outstanding accrued leave entitlement during your notice period.

Sickness during holiday

If you are sick or become injured before the start of your holiday (or during your holiday) and are unable to take the holiday, you can transfer this to sick leave and take replacement holiday later. Please speak to your manager as soon you become sick or injured, and they can support you in accordance with our normal policy on sickness absence.

Sickness absence

We are all ill from time to time and we will always strive to support you when you are unwell and encourage you back to work as soon as you are fit to return.

If you are absent due to sickness, please follow these steps:

- You must notify your manager (usually by telephone and in accordance with local arrangements) at the earliest possible opportunity on the first and each day of absence and keep in contact on a regular basis until your return.
- If you are absent for up to seven calendar days, you will be asked to complete a Self-Certification form. However, where you are entitled to receive Company Sick Pay, the Company reserves the right to request production of a 'Statement of Fitness to Work' from your doctor from the first day of absence if it is thought appropriate to do so. Your manager is responsible for notifying Payroll if any deductions to your pay are required.
- If your absence exceeds seven calendar days, you will be required to provide a 'Statement of Fitness to Work' from your doctor. This should be supplied to your manager who will forward it to Payroll.

When you return to work after a period of sickness, your manager will meet with you to conduct a 'Return to Work' interview to fully understand the nature of your absence and any support needed to help you as you return to work.

During any sickness absence, please make every effort to get well; you should not undertake any activity that could impair your recovery. This includes not working whilst off sick (paid or otherwise) without your manager's consent.

Please see the Company's **Sickness Absence Policy** for further details, which can be accessed from our intranet or myISS: click [here](#).

Occupational Health

We employ the services of an independent occupational health provider. If you are absent for a period of time or your absence is a cause for concern you may be requested to attend an occupational health appointment at our expense.

Occupational health specialists have a dual role of supporting the Company by assessing the effect of your health and fitness on your ability to perform duties and what we can do to help you and support you by examining the effect that your work and the working environment are having on your health and wellbeing.

Other types of absence

Absence due to disruption in services

If we are unable to provide work due to circumstances beyond our control such as polling days or adverse weather, temporary non-working and short-time working can be implemented without payment of wages for time involved. Your manager will let you know if this is the case.

Adverse weather or general travel disruption

Where you may experience adverse weather conditions you should not assume you are not required to attend work. In the event of difficulties trying to attend your normal place of work due to bad weather you should attempt to travel if it is safe to do so or even find an alternative location or site which is more accessible. In all cases your manager should be kept informed of your whereabouts. Where you have made every effort and followed reporting procedures with your manager, consideration will be given to allow you to take unpaid leave or holiday.

Career Break / Sabbatical

You may, at our discretion, be able to apply to take an extended period of unpaid leave either for the purpose of a career break or a sabbatical.

Compassionate Leave

In the unfortunate event a member of your immediate family dies (or is seriously ill), you will normally be allowed a reasonable amount of paid time off, known as compassionate leave.

Members of the immediate family include spouse, partner, parent (or stepparent), sibling, child (or stepchild), grandparent, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, or sister-in-law.

The decision to allow compassionate leave rests with your manager but will be determined sympathetically and appropriately to each individual case.

Parental Bereavement Leave

If you experience the sad loss of a child under the age of 18 or a stillbirth after 24 weeks of pregnancy, you can take at least two weeks' leave. If you have 26 weeks' continuous service (or more) and your pay is above the lower earnings limit, this leave will be at the statutory rate otherwise it may be taken as unpaid leave.

Emergency Leave

You may be given time off for other reasons, such as urgent medical or dental appointments, or personal family issues. Wherever possible these events should be arranged for the beginning or end of the day to minimise the amount of time you need to take off work. Any request for time off in such circumstances must, where possible, be made in advance to your manager, who will give it careful consideration in line with the needs of the business. There is no contractual right to be paid during such absences.

Jury and Witness Service

If you are called to court for jury service, or as a witness, you must attend. If you do not attend, you may be liable to prosecution. If you receive a summons you must inform your manager so that necessary arrangements can be made whilst you are away.

Allowances and expenses can be obtained from the court compensating you for any loss of earnings and your expenses in getting there. You will usually be given a form which your manager needs to send to Payroll for completion.

Reserve Forces Leave

Many of our employees are members of the Reserve Forces (Maritime Reserve, Army Reserve and RAF Reserve) and we recognise the valuable contribution that Reservists make to the UK Armed Forces, their communities and the civilian workplace.

Reservist employees and/or their Commanding Officer should give managers as much notice as possible to allow appropriate planning for absences.

ISS provides 10 days paid leave for the attendance at Reservist training in addition to annual holiday entitlement. Additional unpaid leave or annual leave of up to 10 days will be granted for short periods of training, provided adequate notice is given and where such training cannot be undertaken in your own time. Attendance at weekend training which cannot be undertaken during your own time will be subject to the same arrangements.

The Company supports mobilisation in all but exceptional circumstances and will release you for Reserve service. A call-out notice can be appealed if your absence is considered to cause a serious impact to the business.

You are encouraged to take any accrued annual leave before mobilisation. The MoD, rather than the Company, will assume responsibility for your basic pay for the duration of your mobilisation. Where operational deployments occur, you will be given special unpaid leave of absence.

Please speak to your manager or the People and Culture team for more information about any of these types of absence.



Family Friendly Leave

Whether you are expecting to care for others, or already do, you have the opportunity and right to take appropriate leave in order to prepare and care for them.

Your manager will be able to provide you with more information on the following, including letting you know exactly what you're entitled to (leave, pay etc). You can find out more from our intranet and on myISS.

Adoption Leave

We encourage you to let us know as soon as possible if you are planning to adopt a child/children so we can ensure you have the support and information you need. Adoption leave consists of 52 weeks of leave. You may be entitled to Statutory Adoption Pay (SAP) which is paid for up to 39 weeks.

For adoptions from within the UK, the adoption leave period may begin from the date of the child's placement for adoption or from a certain pre-determined date. For adoptions from overseas, the adoption leave period may begin on the date the child enters Great Britain or from a certain pre-determined date.

You can carry out up to 10 days' work for the Company without bringing your adoption leave to an end. If you would like to end your adoption leave early and share the remainder with your partner, please refer to the **Shared Parental Leave** section for more information.

Maternity Leave

If you are expecting a baby, you are entitled to take up to 52 weeks leave and you may be entitled to Statutory Maternity Pay (SMP) which is paid for up to 39 weeks.

We encourage all expectant mothers to inform their manager as early as possible so that we can offer you the appropriate support during your pregnancy. Please endeavour to do so at least 15 weeks before your baby is due so we can comply with our legal obligations.

You can start your maternity leave any time from 11 weeks before your baby is due, however, you will need to let your manager know your plans beforehand.

You can carry out up to 10 days' work for the Company without bringing your maternity leave to an end.

If you would like to end your maternity leave early and share the remainder with your partner, please refer to the **Shared Parental Leave** section for more information.

Paternity Leave

If your partner is expecting a child or your partner is taking adoption leave, you may be entitled to take Paternity leave if you have more than 26 weeks' service. Paternity leave can only be taken in one or two-week blocks and in some circumstances, you may be entitled to Statutory Paternity Pay (SPP).

Shared Parental Leave

You and your partner may be able to take Shared Parental Leave (SPL) and receive Statutory Shared Parental Pay (ShPP) if you're having a baby or adopting a child.

For employees to be eligible to take SPL, the mother or adopter must have returned to work or have curtailed her maternity leave or his or her adoption leave.

You can share up to 50 weeks of leave and up to 37 weeks of pay between you; and this must be done in the first year after your child is born or placed with your family.

You can use SPL to take leave in blocks separated by periods of work or take it all in one go. You can choose to be off work together or to stagger the leave and pay. To get SPL and ShPP, you and your partner need to meet the eligibility criteria (different for birth parents and adoptive parents) and give notice to your employers.

You may carry out up to 20 days' work for the Company without bringing your shared parental leave to an end.

Unpaid Parental Leave

Unpaid parental leave can be taken to look after your child's welfare. This may be to spend more time with them, look at new schools, settle children into new childcare arrangements, spend more time with family etc.

You're entitled to 18 weeks' leave for each child and adopted child, up to their 18th birthday. You can take a maximum of four weeks for each child per year (unless agreed otherwise with your manager). You must take parental leave as whole weeks (e.g. one week or two weeks) rather than individual days, unless your manager agrees otherwise or if your child is disabled. You don't have to take all the leave at once.

A 'week' equals the length of time you normally work over seven days.

Emergency Leave

Reasonable time off will be granted to deal with an unexpected family crisis or emergency. This will be unpaid, and you must keep your manager regularly informed of the situation and the likely length of absence.

Other unpaid leave will only be granted in exceptional circumstances and is at the discretion of your manager.

More details on any of these types of leave can be obtained from your manager, the People and Culture team, the ISS intranet or myISS: please click [here](#).

Flexible Working

We believe that the promotion of flexible working can increase employee motivation, promote work-life balance and improve performance and productivity. A request for flexible working can include but is not limited to; a request for a change to the number of hours the employee works, a request for a change to the pattern of hours worked or a request to perform some work from the employee's home or an alternative location.

In order to ensure that we are complying with our legal obligations, each request will be dealt with individually, taking into account

the likely effects that the proposed changes to working hours or place of work are likely to have on the Company, the work of the department in which the employee making the request is employed and the employee's colleagues. Agreeing to one employee's request will not therefore set a precedent or create a right for another employee to be granted a similar change to their working pattern.

We recognise that all employees have the statutory right to request a contract variation for flexible working arrangements. Further information can be accessed from our intranet and on myISS: please click [here](#).



What we expect from you

Code of Conduct

To protect the interests of our employees and customers, we have rules and procedures in place to ensure the appropriate standards of conduct whilst at work, on Company or Client premises, or attending a work function.

The rules are part of the general duty of care that employees need to comply with the law and provide an honest and professional service to the Company.

In addition to our own Code of Conduct, we also have a Global ISS Code of Conduct which supplements ISS UK policies, rules and guidelines, and is also part of your terms and conditions of employment at ISS. A copy of the **Global ISS Code of Conduct** can be accessed from our intranet and on myISS: please click [here](#).



Whistleblowing

Whistleblowing is the term used to refer to a worker making a protected disclosure to someone in authority about a colleague's conduct in the course of employment, or about the Company's practices.

It is used where a worker reasonably believes a criminal offence, a breach of any legal obligation or a miscarriage of justice has taken place, there has been a danger to the health and safety of any individual or a damage to the environment or that there has been a deliberate concealing of any of these and it is in the public interest for the disclosure to be made.

Whistleblowing legislation (Public Interest Disclosure Act 1998 as amended) protects workers from dismissal or victimisation if they disclose some sort of wrongdoing, either to the Company or, in some circumstances, another appropriate authority.

It is important to the Company that any disclosure such as fraud, misconduct or wrongdoing by workers or officers of the Company is reported and properly dealt with. The Company therefore encourages all individuals to raise any concerns that they may have about the conduct of others in the business or the way in which the business is run. In ISS we also refer to this as 'Speaking up'.

Our **Whistleblowing/Speak Up Policy** ensures employees can have their concerns heard and investigated in confidence and without fear of reprisal. Our policy can be accessed our intranet and on myISS: please click [here](#).

“ SPEAK UP ”

All issues are treated seriously and with sensitivity so if you have a concern that you need to make us aware of, please call this number to report it:
0203 514 4260

Anti-Bribery & Corruption

We uphold our anti-bribery, anti-corruption and fraud policy to ensure that our business is conducted in an open, honest and ethical manner. We take a zero-tolerance stance to bribery and corruption and we are committed to all business dealings and relationships being conducted in a transparent, professional and integral way. As a business, we will implement and enforce systems to counter bribery.

It is your responsibility to read, understand, and comply with the **Anti-Bribery and Corruption Policy** and ISS Relationships at Work Policies which you can access from our intranet and on myISS: please click [here](#).

The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for us or under our control. All workers are required to avoid any activity that might lead to, or suggest, a breach of this policy.

You must notify the People and Culture team at greatpeople@uk.issworld.com as soon as possible if you believe or suspect that a conflict with this policy has occurred or may occur in the future. For example, if a client or potential client offers you something to gain a business advantage with us or indicates to you that a gift or payment is required to secure their business.

The prevention,
detection and reporting of
bribery and other forms
of corruption are the
responsibility of all us
working at ISS



Personal harassment at work

Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment or any form of victimisation will not be tolerated at ISS.

Maintaining a work environment that is free of harassment and bullying, and where everyone is treated with dignity and respect, are important aspects of ensuring equality and diversity in the workplace and the Company has policies which deal with managing issues of harassment and bullying.

Some forms of harassment can be tackled and resolved informally, by talking about it and informing the harasser that their behaviour is unwelcome.

Where informal approaches have not worked, you should follow the formal grievance procedure or speak to your manager or the People and Culture team for guidance.

Be nice, caring and respectful to each other, live by the ISS values and ISS will continue to stand out from the crowd.



Grievance

We know that even in the best workplaces, people may have concerns and that from time to time, employees may wish to seek redress for grievances relating to their employment. It is therefore our policy to encourage free communication between employees and their managers. This ensures that any questions or problems that may arise throughout the course of your employment can be discussed and, where possible, resolved quickly and to the satisfaction of all parties.

In a vast majority of cases, matters can be resolved by informal discussion without entering a grievance procedure. However, in cases where matters cannot be resolved, you will be advised and encouraged to use our Grievance Procedure. The aim of our Grievance Procedure is to resolve any issue as quickly as possible, it is designed to encourage a fair approach to resolving workplace issues, to the satisfaction of all concerned which in turn will enhance employee relations in the workplace.

You can find the **Grievance Policy and Procedure** in full which you can access from our intranet and on myISS: please click [here](#).

Disciplinary

Disciplinary rules are necessary for the proper operation of our business and the health and safety of our employees; to set standards and be clear on what conduct is and is not acceptable in the workplace.

Our Disciplinary Policy and Procedures are designed to be corrective rather than punitive and are intended to support and enable all our employees to understand, achieve, and maintain the required standards of conduct, attendance and job performance. It is our policy to ensure that a fair and consistent approach is always adopted when dealing with any breaches of the rules of conduct or unsatisfactory performance amongst our employees.

It is your responsibility to familiarise yourself with the acceptable standards of conduct and rules governing the Company and the area of the business you are employed within. Please see the Code of Conduct section of this handbook.

If an employee is incapable of complying with the rules of conduct or achieving satisfactory performance rather than just not complying or achieving, then the Performance and Capability Management Policy should be applied.

The aim of the disciplinary policy is to address shortcomings in performance or conduct and to help employees become more effective in their work.

Where possible we encourage informal resolution of minor breaches of the rules in the first instance. However, if this does not resolve the matter or where the breach of rules is more serious, then the matter will be escalated to the formal process.

You can find the **Performance and Capability Management Policy** and **Disciplinary Policy and Procedure** in full which you can access from our intranet and on myISS: please click [here](#).

DID YOU KNOW?

ISS supply Integrated Facility Services (IFS) to **50+ million m²** of space



Trade Union recognition & membership

The Company recognises the right of every employee to be a member (or not) of an Independent Trade Union ("Union") of their choosing.

The Company recognises and has several Collective Agreements in place with various different Unions at various sites.

DID YOU KNOW?

6,500,000+ hours of training is given to ISS employees annually



Leaving ISS

Leaving ISS

Sometimes people decide to move on from working at ISS. If this is the case, then please give the right amount of written notice as detailed in your contract to your manager (by letter or email) to enable an effective handover and time for us to recruit a replacement.

Your manager will then write to you to accept your resignation and confirm your last working day for the Company. Any outstanding pay, including any outstanding holiday owed, will be paid to you and your P45 form will be sent to your home address.

Please be advised that after your last day of employment you will still have access to the online payslip portal for a period of three months. Therefore, if you require copies of any payslips or your last P60 you should be able to retrieve these as normal during this period. As there is no compulsory retirement age, if you wish to retire, you will need to resign and give notice accordingly.

If the Company terminates your employment, other than for reasons of gross misconduct, the Company will issue you with notice in line with your contract or legislation, whichever is the longer.

Prior to leaving, your manager may ask for your feedback about your time at ISS in the form of an Exit Interview or Questionnaire. The purpose of this is to understand your reasons for leaving, what works well in the workplace and what we could improve.

On leaving the Company, for whatever reason, all Company Property in your possession must be returned to your manager no later than your last working day (unless otherwise agreed with your manager). Items include (but are not limited to) Identification Card, security pass, keys, uniform (cleaned and in good condition with due regard for fair wear and tear), personal protective equipment, laptop and phone. Failure to return the equipment may result in the cost of its recovery being deducted from any money owed to you.

It is our practice to only provide standard employment references (if requested) which comprise objective information about an individual's employment such as employment dates and role(s) undertaken. Additional information may be provided at a manager's discretion.

Transferring to another company

Sometimes your employment with ISS may come to an end as a result of the transfer of a contract to another provider - you may have transferred into ISS for similar reasons. We will support employees through this process which is covered by the Transfer of Undertakings (Protection of Employment) Regulations (TUPE), to ensure you have the necessary information about what is happening to your employment.

A final note...

We hope you find your employment with ISS fulfilling. If you have any questions or require further copies of this handbook or any of the information or policies referred to, please contact your manager or the People and Culture team.



Welcome onboard

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