



Food Brands & Catering Solutions



The social power *of* food & space

We know that food is highly emotive. A quality food experience can impact a person's life in many ways – whether shaping a child's food philosophy, providing comfort during a hospital visit, or as a key enabler for employees to come into the workplace.

Our obsession with food has no limit, whether we're cooking or serving. We channel this passion at every opportunity, creating a food offer that reflect and encourage curiosity – from recipe development to our ever-changing menus at work and beyond. Over the following pages, you will find an overview of ISS's food brands and catering solutions, designed to support our clients to offer a quality food proposition to their employees, students, visitors and guests alike.





“64% of ISS employees say that experiences would motivate them to be in the workplace more. The overall strongest motivator is curated food experiences across all day parts with a focus on breakfast, lunch, snacks and coffee”.

ISS Evolving Workplaces Global Study (2025)

the Whole grain

Feed your feel-good

VISION

To put food at the heart of the working day.

MISSION

To create food spaces and places at work that foster wellness, belonging and happiness through food.

ABOUT US

Designed as an appealing alternative to a high street meal deal or a packed lunch, The Whole Grain offers everything today's professional is looking for in an in-house restaurant.

The Whole Grain has been built to feed employee wellness through good, nutritious food that puts a smile on people's faces and offers great value for money. For us, food offers an opportunity to bring people together to create a thriving, collaborative work culture.

We're planet-conscious, committed to sourcing seasonal, ethical produce, and always strive to tread a lighter footprint. Whether it's our food, tech innovation or partnerships, we're always future-gazing and hungry for more.

BRAND PILLARS



Feel-good food

Our passionate chefs expertly craft menus that give people the freedom to choose healthy, wholesome or indulgent food that creates happier, more productive workforces. After all, brilliance doesn't thrive on blandness.



Embracing individuality

Offering tasty dishes to please all palates, we understand that every business is different, and an approach that celebrates inclusivity is not only food for thought, but a must.



Feeding wellbeing

We're more than a workplace – we're a vibrant social hub that fosters wellbeing, community and connection, bridging the gap between work and home and uniting workforces through the incredible food we serve.



Planet-conscious

We recognise that our planet's wellbeing is intrinsically tied to our own, so we're forever striving to leave a lighter footprint. We are forever seeking new ways to improve, and blazing a more sustainable trail for others to follow.



Always innovating

We're continuously innovating with technology to ensure customer experiences are enhanced. Whether through data, behavioural science or trends, we always stay ahead of what our customers want, and are restless in our pursuit for better.



OUR MENU CONCEPTS



Build a bowl

At the core of our food offering are our build-your-own nourish bowls. Customers can choose from an array of ever-changing options to build a vibrant and delicious lunch to fuel the rest of their day.



Wholesome classics

Our wholesome classics incorporate comfort food favourites with a twist. Customers can tuck into tasty dishes including burgers, lasagne and fish and chips, menu of which are Coolfood Low Carbon-accredited.



Street eats

If you would order it from a van, at a festival, food market, or at the side of the road, it's a street eat. Our selection of street eats are aligned with high street trends and encompass global flavours.

BUILT ON INSIGHT

The Whole Grain has been built on insight gathered from the following sources:

- Over 700 customer survey responses
- Over 25 restaurant employees surveyed
- Ten qualitative ISS stakeholder interviews
- Ten qualitative potential customer interviews
- Two commissioned Mintel reports
- 14 ISS site visits and 16 high street competitor visits

SITE SUITABILITY

- ✓ Corporate head office
- ✓ Corporate office
- ? Government
- ? STEM
- ? Call centres

OUR OFFER

- ✓ Full-service restaurants
- ✓ Hot and cold grab & go
- ✓ Beverage and barista stations
- ✓ Vending machines
- ✓ Micromarket bolt-on





UNITY COFFEE

MADE FOR CONNECTION

MISSION

To cultivate togetherness for a supportive environment with wellbeing at heart, united over great coffee and grounded in meaningful change.

ABOUT US

Coffee is about togetherness. From being there for your morning ritual to energising your journey home, Unity Coffee is where we come together as individuals and leave as communities. In all that we do, we stand on common ground side by side with our customers, teams, and suppliers, all united through a shared love of great coffee and wholesome food.

Unity Coffee is more than just a café. It's where we collaborate for change, meet with our colleagues, and have the meaningful conversations. It's the place where we take care of our wellbeing, breathe for a moment or two, and feel at our most productive.

Here you'll find pride and purpose in every detail; from our ethical support of our producers and their skills refined over generations, to our customers - our champions - who savour every sip and bite of what they're enjoying from our menu, whether that's something deliciously indulgent or delightfully balanced.

Whatever we're doing, we cultivate togetherness for a supportive environment with wellbeing at heart, united over great coffee and grounded in meaningful change.

Future Focus at ISS

BRAND VALUES

TOGETHER WE ARE...

CREATING A COMMUNITY

through our collective purpose; sharing our passion for great food and drink with our farms at origin, our suppliers, our people, and our customers through supporting Villa Linda School in Guatemala.

CRAFTING HONEST MENUS

using ingredients sourced responsibly and served with pride by our people who have a genuine love of what they do.

SUPPORTING THE WELLBEING

of everyone who visits us, no matter the time or occasion, and uniting them in a sense of comfort through a down-to-earth and calming space, a familiar service, and an inclusive environment.



COFFEE AS A FORCE FOR GOOD

We're serving great coffee grounded in meaningful change...



14,000 kilos of coffee
purchased in just two years

OVER **\$10,000**
DONATED

to the **Common Grounds
Foundation** and local
community projects so far



At least **£1** from every bag goes
directly to supporting Villa Linda School
in Guatemala*, helping to provide
children with a **better education.**

* since September 2025 have been supporting Villa Linda School in Guatemala, 2023-2025 donated to the Common Grounds Foundation

SITE SUITABILITY

- ✓ Government
- ✓ Head Office
- ✓ Banking

OUR OFFER

- ✓ Premium Coffee Shop Offer
- ✓ Hot & Cold Deli Offer



ABOUT OUR COFFEE

OUR HOUSE BLEND IS:

100% ARABICA

50% Huehuetenango, Guatemala

Produced by a collective of smallholder farmers.

Donation of £1 per kilo supporting a project to build a kindergarten for 40 children in Villa Linda, Guatemala.

50% Cerrado Mineiro, Brazil

Single farm coffee from Fazenda Horizontina.

Certified in Regenerative Agriculture (regenagri)
and Rainforest Alliance.

PROFILE

A medium roast espresso blend aimed at the social and environmentally conscious. Working with reputable producers with long lasting relationships.

TASTE NOTES

Espresso: dark chocolate, salted caramel and raisins

With milk: milk chocolate, caramel and marzipan

the **place**
for *breakfast*
for *foodie favourites*
to *grab & go*
 to *relax*

Mission

To become the place to be for customers to fuel their day through efficient and reliable food experiences.

About us

The Place is all about fuelling teams fast. Serving up a wide selection of fun foodie concepts that offer hearty and nutritious takes on comfort food classics, customers will enjoy great value and plenty of variety.

Designed to offer a personal escape during a hectic workday, The Place provides a space where customers can decompress and recharge. We prioritise value and simplicity, with a focus on providing nutritious meals and a stress-free dining experience.

The Place has been built to flex, offering a great restaurant experience whether it's in a small site with one hot counter, or a large, market hall-style venue. The Place is the ideal space to feed a variety of customers, from manufacturing employees to hospital staff and visitors.

Future Focus at ISS



Brand pillars

Personal escape

We provide a space within the workplace where customers can escape, recharge and be themselves. We empower our customers to bring their best selves to work, offering a diverse menu that caters to their unique preferences and dietary needs.

Wellbeing focused

We prioritise simplicity in both our menu and our service to provide affordable yet quality meals that align with our customers' values. We commit to offering comfort classics made healthier, ensuring that as well as being enjoyable to eat, our meals contribute to the wellbeing of our customers.

Efficiency empowered

We provide a quick and efficient service that is designed to seamlessly integrate with the busy workday, offering a convenient and time-effective dining experience. We offer a pain-free service is of utmost importance to us, and we make sure the workplace restaurant experience doesn't interfere with productivity.





Our concepts

We are The Place for great foodie concepts. Each of our concepts is based on leading cuisines and popular high street options.



Built on insight

The Place has been built on insight. When building the brand, we surveyed over 700 existing customers to build a picture to support our identity, purpose and culinary offering.

Site suitability

- | | |
|--------------------|---------------|
| ✓ Call centres | ✓ STEM |
| ✓ Manufacturing | ✓ Healthcare |
| ✓ Transport depots | ? Head office |
| ✓ Delivery depots | ? Office |

Our offer

- ✓ Full-service restaurants
- ✓ Hot and cold grab & go
- ✓ Beverage and barista stations
- ✓ Vending machines
- ✓ Micromarket bolt-on



UNION HOUSE

Mission

To provide a go-to destination that blends food, drink, leisure and wellbeing across every customer action and interaction, and to cultivate a culture of belonging.

THIS IS WHERE U BELONG

About us

At Union House we strive to create moments of belonging - whether that's for a few moments while a customer grabs a coffee, a place to meet colleagues or to catch up with a friend.

This is supported by a comprehensive marketing calendar, clear menus and offers which fit the customers' expectations of their favourite high street coffee shops.

Union House is built to deliver a flexible solution for our clients suitable for every budget and coffee preference with a range of coffee partners from social enterprise to high street coffee shop leaders.

Our Purpose at Union House is to create a community that have a passion for great coffee and can come together in a unique space that will leave customers with a true sense of belonging.



Our vision

To provide a 'go to destination' that blends food, drink, leisure and wellbeing across every customer action and interaction. We want to cultivate a culture of 'belonging'.



Our beliefs

Our approach is modular and we have built our offer around you. Blending insight and market knowledge to provide you with the fuel for mind, body and soul that will allow you to do your job to the best of your ability.



Our values

We are as passionate about our ingredients and our sourcing as we are about your health and happiness.



BRAND VALUES

At its core, Union house, the blend of food and drink, people, place and community.



DETERMINATION

We do whatever it takes to make each day better



EXPERIENCE

Great service every time - this is not our first show!



CUSTOMERS & STAFF

We are dedicated to creating a place to be you



HEALTH & WELLBEING

Whatever that means to you in moment, we've got you



CURIOSITY

We constantly look for new possibilities and ways of doing things better



Site Suitability

- ✓ Healthcare
- ✓ Call Centres
- ✓ Government

Our Offer

- ✓ Traditional Coffee Shop Offer
- ✓ Coffee and Grab & Go Food
- ✓ Micro market

Our Coffee Partners



Costa PTS

We're proud to partner with Costa to deliver the nations favourite high street coffee to our customers. Made with their signature beans, we delight customers with familiar favourites to seasonal specials.



Spill the Beans

With coffee that is ethically and responsibly sourced from the Sao Lucas family farm in Brazil. This is coffee that starts a conversation: Encouraging those who struggle daily to speak up and connect. Every cup funds barista training and dedicated mental health support to help people get back on their feet.



CHANGE PLEASE
COFFEE

Change Please

Is tackling homelessness by selling great tasting, ethically sourced coffee. 100% of Change Please profits go to helping people experiencing homelessness - their academy working to equip individuals with training, housing and career support.



Unbranded

We're proud to be able to support your choice of beans from our partner Noje - whether your looking for a value offer or a bean that taste good and does good, we have an offer to suit your need.



Elevate

Wellness programme

We know that supporting the health and wellbeing of the workforce is a key priority for employers. Poor employee health costs UK businesses around £51 billion annually* and employees with high wellbeing are 20% more productive than those with low wellbeing**, so it has never been more important to look after the health of our people. Our Elevate programme is designed to help people feel their best and work their best. Elevate offers the opportunity to boost staff engagement through nutritious and sustainable menus, themed events, pop-ups and more. For healthier minds, bodies, businesses and the planet.

Pillars

People

Empowering holistic wellbeing through inclusive, evidence-based support for mind, body and nutrition.

Planet

Driving sustainable habits that benefit both your people and the planet, now and into the future.

Performance

Tracking impact and delivering measurable results for your business.

* Deloitte, 2024

** World Health Organisation, 2023

Future Focus at ISS

What we offer

- A variety of nutritionist-approved recipes
- Our consumer-facing Good eats initiative, signposting nutritional choices
- Sustainable, low carbon Coolfood dishes
- Nutritionist recommendations
- Marketing promotions and special offers
- A balance of healthy options containing functional ingredients to support productivity and overall wellbeing
- We use behavioural science and food environment nudges to make the healthiest choice the easiest choice





Good eats

Our customer-facing Good eats initiative allows customers to find the healthier options on our menus. All Good eats recipes are:

- Under 650 calories
- Always a source of fibre
- Always a source of protein
- Never high in fat, sugar or salt (unless naturally occurring)
- Offer at least two of your five-a-day

- We offer a holistic wellbeing calendar led by our in-house nutritionist, designed to create a seamless journey from learning to living well – employees can enjoy an interactive lunch and learn session before stepping into the restaurant where our menu and promotions will bring those lessons to life
- Got specific questions? You'll get on-hand nutrition support via our 'Ask the Nutritionist' inbox
- Employees will be rewarded for making healthier and more sustainable food choices through our wellbeing loyalty programme
- We'll work with our clients to personalise the programme to align with your internal wellbeing and CSR goals



REIMAGINING FOOD SERVICE SOLUTIONS

The way in which consumers **consider**, **choose** and **purchase** food is changing.

Offering a food and beverage solution for your employees doesn't always need to take up vast amounts of retail space or require hours of labour to operate.

- We can help you with right-sized, cost-effective solutions which are more compact and can be more efficient
- We can repurpose potential space from as little as 2m² and a 13amp socket, whether that's a small storage area, a popular walkway or a meeting or reception area we can design and implement aesthetically pleasing food and beverage solutions

Let us introduce you to the world of unattended retail (all things vending and so much more), with **unattended retail** you can provide a food and drink service to **anyone, anywhere**.

Key Benefits



Small Footprints

Providing a food/ beverage solution in small units where a kitchen is not viable or recommended



Dynamic Populations

For variable population levels, unattended retail is one way to address fluctuating demand



Satellite Locations

In buildings without catering or café facilities, 'convenience solutions' become one way to provide food options



Frictionless Service

Provide a food service with less interaction or self-service for total consumer autonomy and 24/7 availability

Traditional Vending

Convenience:

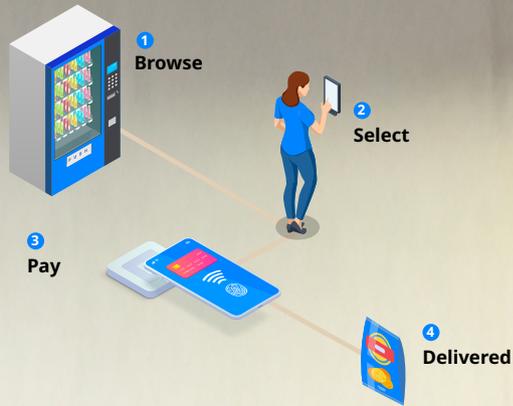
Easy access to snacks, beverages, food
24/7 Availability
Contactless payment
Supports Continuous

Workflow:

Eliminating the need for employees to leave the office to purchase refreshments **Frozen, Chilled and Ambient** solutions

Footprint:

From as little as 2m²



Smart Fridges

Convenience:

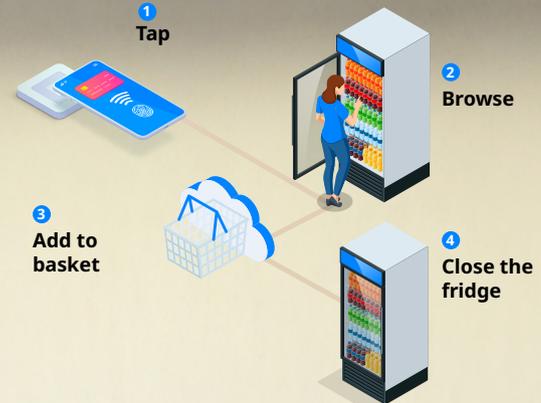
Wider variety of options than traditional
24/7 Availability
Contactless payment
Product interaction: Allow users to browse products before purchasing, check ingredients or nutritional data

Single transaction for multiple categories (hot and cold together is an option).

Frozen, Chilled and Ambient solutions

Footprint:

From as little as 2m²



Just Walk Out

Convenience:

No Checkouts, no queues, wider variety
24/7 Availability
Contactless payment
Single transaction for multiple categories (hot and

cold together is an option).

AI & Data-Driven: Smart stock management & predictive analytics. **Frozen, Chilled and Ambient** products can be included

Footprint:

From as little as 15m²



Micromarkets

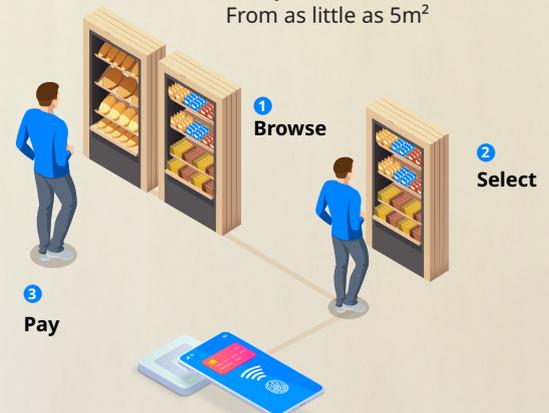
Convenience:

Wider variety of options than traditional
24/7 Availability
Contactless payment
Product interaction allow users to browse products

before purchasing, check ingredients or nutritional data
Frozen, Chilled and Ambient products can be included
Aesthetically pleasing designs available

Footprint:

From as little as 5m²





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