

	<b>Holiday FAQs for employees working during lockdown</b>	
	<ul style="list-style-type: none"> <li>• <b>All working employees are strongly encouraged to book and take their holidays as in any other year.</b> Managers are expected to manage holiday bookings in the usual way depending on business need in their area.</li> <li>• For operational reasons, employees must recognise that it is not possible for them to take no holiday during the first half of the year, and then expect to be able to take large amounts of holiday in the second half of the year. To do so, would adversely impact Mitie's ability to deliver services to our clients, as a time when it is essential that we can response to the expected increase in the demand for our services, as clients remobilise their buildings. Managers may need to refuse leave requests if they are not spread evenly over the year.</li> <li>• <b>Any employee who has experienced a pay reduction will be paid for their holidays at their usual (i.e. 100%) rate.</b> In the payroll run at the point the holiday is taken, working employees will receive a holiday pay payment calculated on their pay at that point in time. They will then receive a top up payment later in the year to reflect the difference between the temporary pay reduction salary and their normal salary.</li> <li>• <b>The top up payment will be paid at the end of the pay reduction period</b> and only for holidays booked and approved through Success Factors. The holiday <u>must</u> be booked and approved in Success Factors before the end of June to be eligible for payment.</li> <li>• These employees need to book holidays consistently over the year and cannot take more than two weeks of leave before the end of <b>Q1</b>.</li> </ul> <p><b>Furloughed employees</b></p> <ul style="list-style-type: none"> <li>• Different holiday requirements apply to furloughed employees. A specific set of FAQ relating to the furlough scheme can be found <a href="#"><u>here</u></a>.</li> </ul>	20/04/2020
<b>E1.</b>	<b>What will I be paid if I take holiday?</b>	20/04/2020
	<ul style="list-style-type: none"> <li>• At the point you take your holiday you will receive your normal holiday pay calculation. If you have recently received a temporary pay reduction the calculation will be based on your temporarily reduced salary and you will receive a top up payment later in the year.</li> </ul>	
<b>E2</b>	<b>For pay reduction employees ONLY: How is the top up holiday payment calculated?</b>	20/04/2020

	<ul style="list-style-type: none"> <li>• Only those that have received a temporary pay reduction will be eligible for the top up holiday payment, which is approximately 1,400 employees.</li> <li>• The top up holiday payment will be calculated on the basis of the difference between your temporarily reduced salary and your normal salary on the day the holiday is taken.</li> <li>• It will be calculated by reference to basic salary only, so will not take account of any changes in allowances, pay supplements or any other additional wage types.</li> </ul>	
<b>E3</b>	<b>How do I book holiday?</b>	20/04/2020
	<ul style="list-style-type: none"> <li>• You should book holiday in the normal way, with line manager approval and ensuring you input your holiday to the relevant system (e.g. WP+ or Success Factors).</li> <li>• If you are one of the 1,400 employees that have received a temporary pay reduction it is vitally important that you record any holiday through Success Factors before the end of June. The Success Factors holiday records will be used to calculate the top up holiday payments</li> </ul>	
<b>E4</b>	<b>How much holiday can I book?</b>	20/04/2020
	<ul style="list-style-type: none"> <li>• As usual you need to obtain line manager approval before booking holiday.</li> <li>• You can book up to two weeks of holiday before the end of Q1 2020 (30 June 2020).</li> <li>• If you are working you can request holiday in days, half days, or weeks as usual.</li> </ul>	
<b>E5</b>	<b>Do I have to book holiday? What if I don't?</b>	20/04/2020
	<ul style="list-style-type: none"> <li>• We are strongly encouraging working employees to book holiday. We are not requiring them to do so, and in some parts of the business it will be impossible operationally to accommodate holiday requests. However, where holiday can be used in the normal way then it should be.</li> <li>• If you do not request your holiday then operationally it may be very difficult to accommodate holiday requests later in the year and you may find your requested holiday dates are refused.</li> </ul>	
<b>E6</b>	<b>If I have had a pay reduction will I receive an additional payment for the bank holidays?</b>	20/04/2020
	<ul style="list-style-type: none"> <li>• If you do not normally work bank holidays then you will not receive an additional top up payment for the bank holidays in April or May.</li> <li>• If you are normally required to work bank holidays then you can book your holiday in the usual way. If your holiday is booked in the pay reduction period you will receive a top up payment at a later date.</li> </ul>	
<b>E7</b>	<b>What happens if the pay reductions continue?</b>	20/04/2020
	<ul style="list-style-type: none"> <li>• If pay reductions continue beyond the end of June we will confirm the arrangements for holiday at the same time.</li> </ul>	
<b>E8</b>	<b>What if I have booked holiday and want to cancel it?</b>	20/04/2020

	<ul style="list-style-type: none"> <li>• At this point we are not preventing employees from cancelling pre-booked holidays if they want to do so.</li> <li>• However, you're reminded of the point above that there are no guarantees that all holiday can be accommodated if it is requested late in the year so you are advised to spread your holiday evenly over the year.</li> </ul>	
<b>E9</b>	<b>Can I carry holiday over? What about the changes to the law to allow holiday carry over where it can't be taken?</b>	21/04/2020
	<ul style="list-style-type: none"> <li>• The Government's change in law was aimed at critical workers who are required to work and cannot take holiday because they are critical to the national response to Coronavirus. Where we have employees in this situation, who are struggling to take their Working Time Directive holiday because they are critical to Mitie's response, then we will allow holiday carry over between holiday years if it can't be taken in the current year.</li> <li>• However, we are only <u>requiring</u> furloughed employees to take holidays. In other words, those employees whose work has reduced because of the impact of the pandemic. If you are furloughed we are introducing these rules to make sure you take some portion of your holiday when you are at home and not otherwise working.</li> </ul>	