

# **CORONAVIRUS (COVID-19) Employee FAQs'**

The following information is based on current guidance in relation to Government advice regarding Covid19 and the Government Coronavirus job retention scheme (Furlough) and may be subject to change. These FAQs' will be updated as and when further information becomes available.

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	<b>I. Coronavirus</b>	
<b>1.1</b>	<b>How can I catch COVID-19?</b>	
	<p>There are two main routes by which people can spread COVID-19:</p> <ul style="list-style-type: none"> <li>• Infection can be spread to people who are nearby (within two metres) or possibly could be inhaled into the lungs.</li> <li>• It is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching doorknob or shaking hands then touching their own face)</li> </ul>	
<b>1.2</b>	<b>What are the symptoms?</b>	
	<p>If you are experiencing any of the below symptoms, please go home immediately:</p> <ul style="list-style-type: none"> <li>• A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)</li> <li>• A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)</li> </ul>	
<b>1.3</b>	<b>How can I minimise my exposure to the virus?</b>	
	<p>There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to the virus.</p> <p>The World Health Organisation and Public Health England have been very clear and consistent with their ongoing advice. The following guidance is important to take note of:</p> <ul style="list-style-type: none"> <li>• The risk of catching the virus from someone not displaying symptoms is very low.</li> <li>• The virus is passed through coughing and sneezing.</li> <li>• Regular hand washing is still the most effective method to reduce the spread of the virus.</li> <li>• Where shared phones, PDAs and tablets are used, please use a disinfectant wet wipe to reduce onward transmission. It's advisable that a blunt instrument such as the reverse end of a pen or a stylus be used to sign the PDA screen, whilst you hold it.</li> <li>• If someone is ill; the risk of catching the virus can be reduced significantly by remaining two metres away from them.</li> <li>• If you're in a confined space (such as a lift) for short periods of time and a symptomatic individual is nearby, thorough washing of hands will greatly reduce the already small chance of infection.</li> <li>• If you are worried about symptoms, please call NHS 111. Do not go directly to your GP or other healthcare environment.</li> </ul>	
<b>1.4</b>	<b>What should I do if I'm experiencing cold and flu symptoms?</b>	
	<p>If you or anyone else in your team feels unwell with cold and flu symptoms, please inform your line manager and go home immediately. The Working Group must also be notified at CV19@mitie.com.</p> <ul style="list-style-type: none"> <li>• If you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for 7 days from when your symptoms started.</li> <li>• If you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for 14 days. Further guidance around isolation if several family members become infected over several days can be found on the PHE website.</li> <li>• If you feel you cannot cope with your symptoms at home, your condition gets worse, or your symptoms do not get better after 7 days, please use the</li> </ul>	

	Government 111 coronavirus service which is an online service. You can call 111 if you can't get help online.	
1.5	<b>The government has advised that people avoid public places and stay home, should I still come into work?</b>	
	If you're able to, we recommend that all employees work from home, where possible. For those of our frontline workforce who can't work remotely, business is continuing as usual, unless advised otherwise.	
1.6	<b>I'm currently working on a site/in a location and cannot locate hand sanitiser – what should I do?</b>	
	<p>As mentioned in recent communications, Mitie is committed to providing hand sanitiser and or suitable alternatives to our people in our frontline and office locations. We have large orders currently placed with our supplier, however due to the current demand on the UK supply chain and the need for NHS/First line responders to take precedence, there may be a delay in these arriving in some locations. We are doing everything we possibly can to expedite these deliveries. You can speak to your local QHSE representative if you require hand sanitiser and cannot locate any - they will be able to provide alternative guidance and log your requirement for hand sanitiser when it arrives.</p> <p>If you are travelling to a location to source hand sanitiser, please check with the location ahead of time to ensure they have some in stock.</p> <p>You can find information here that provides the level of protection required using alternative supplies that you would normally find in your house. Please do make use of this advice to maintain safe systems of work.</p> <p>In this current unprecedented time, it is important that we support the prioritisation of our NHS and other frontline services, whilst ensuring our own adequate levels of protection.</p> <p>Your understanding and support during this time is much appreciated.</p>	
1.7	<b>What should I do if I don't have access to the required PPE?</b>	
	It's critical that everyone working at Mitie has access to the Personal Protective Equipment (PPE) they require to do their job safely. If you feel you currently don't have the PPE you require, <b>please speak to your line manager, who will be able to order it urgently for you.</b>	
1.8	<b>What should I do if I have any further concerns or worries?</b>	
	<p>Please speak to your line manager, email CV19@Mitie.com email address, or call our dedicated People Support helpline on 0330 123 4005, Option 1.</p> <p>Our Employee Assistance Programme service also gives you access to a free confidential helpline available for 24/7 365 days a year, with expert advice, information and support. Call free on 0800 1116 387 or visit the website <a href="http://www.my-eap.com">www.my-eap.com</a>, login details: mitiewell</p> <p>The online NHS 111 service can also be found here <a href="https://111.nhs.uk/">https://111.nhs.uk/</a> For Scotland, please go to <a href="https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19">https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19</a></p>	
1.9	<b>What happens if an area of the UK goes into local lockdown?</b>	27/08/2020
	You will need to follow the local advice for the area. Where you are able to work from home, then this should be allowed. For those of our frontline workforce who can't work remotely, you should speak to your line manager and operate in line with the government advice for the area.	

	This may impact employees who not only live in the area, but those who work in the area, but live elsewhere.	
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<b>2. HOLIDAYS FOR WORKING EMPLOYEES</b>		
	<p><b>Holidays - Key messages</b></p> <p>Working employees</p> <ul style="list-style-type: none"> <li>All working employees are strongly encouraged to book and take their holidays as in any other year. 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 respond 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>Any employee who has experienced a pay reduction will be paid for their holidays at their usual (i.e. 100%) rate. 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>The top up payment will be paid at the end of the pay reduction period and only for holidays booked and approved through Success Factors. The holiday must be booked and approved in Success Factors before the end of June to be eligible for payment. For those employees who continue to be impacted by the pay reduction post 1 July, the top principles will continue to apply for any holiday booked between July and August and will be paid in September.</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 Q1.</li> </ul> <p>Furloughed employees</p> <ul style="list-style-type: none"> <li>Different holiday requirements apply to furloughed employees. Details can be found in the furlough section.</li> </ul>	20/08/2020
2.1	<b>What will I be paid if I take holiday?</b>	20/04/2020
	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.	
2.2	<b>For pay reduction employees ONLY: How is the top up holiday payment calculated?</b>	30/06/2020
	<p>For employees impacted by the pay reduction 1 April to 30 June: Only those that have received a temporary pay reduction will be eligible for the top up holiday payment, which is approximately 1,400 employees.</p> <p>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.</p> <p>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.</p> <p>The same principles outlined above will be applicable for those continuing to be impacted by the revised pay reduction beyond 1 July 2020.</p>	
2.3	<b>How do I book holiday?</b>	

	<p>You should book holiday in the normal way, with line manager approval and ensuring you input your holiday to the relevant system (e.g. WVP+ or People Hub).</p> <p>If you are one of the 1,400 employees (up to the 30 June) that have received a temporary pay reduction it is vitally important that you record any holiday through People Hub before the end of June. The People Hu holiday records will be used to calculate the top up holiday payments.</p> <p>The same principles apply for those who continue to be impacted by the pay reduction beyond the 1 July.</p>	30/06/2020
2.4	<p><b>How much holiday can I book?</b></p> <p>As usual you need to obtain line manager approval before booking holiday.</p> <p>You can book up to two weeks of holiday before the end of Q1 2020 (30 June 2020).</p> <p>If you are working you can request holiday in days, half days, or weeks as usual.</p>	
2.5	<p><b>Do I have to book holiday? What if I don't?</b></p> <p>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.</p> <p>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.</p>	20/04/2020
2.6	<p><b>If I have had a pay reduction will I receive an additional payment for the bank holidays?</b></p> <p>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.</p> <p>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.</p>	20/04/2020
2.7	<p><b>What happens if the pay reductions continue?</b></p> <p>Details of the pay reduction post the 1 July have been communicated. For more details, please refer to that communication.</p>	30/06/2020
2.8	<p><b>What if I have booked holiday and want to cancel it?</b></p> <p>At this point we are not preventing employees from cancelling pre-booked holidays if they want to do so.</p> <p>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.</p>	20/04/2020
2.9	<p><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></p> <p>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.</p> <p>However, we are only requiring furloughed employees to take holidays. In other words, those employees whose work has reduced because of the impact of the pandemic. If you</p>	21/04/2020

	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.	
2.10	<b>I have a holiday booked abroad to a foreign destination; do I have to quarantine upon my return?</b>	20/08/2020
	<p>The current government rules regarding this are continually changing. With effect from the 10 July the Government are introducing 'air bridges' which allows people to travel to certain countries without the need to quarantine. Please refer to the Gov website for an exhaustive list of countries currently included, as this is subject to change.</p> <p>If you choose to travel abroad to any country not included within the 'air bridges' (effective from the 10 July) you must quarantine at home for a 2-week period upon you return in accordance with government advice. This means you must remain at home for this period and must not come into the workplace. Please note that there is no choice regarding this and you must adhere to this if the government rules require this. If you do not, then you may be fined by the Government. It is also essential that that we protect the health and wellbeing of all our employees. If it becomes apparent that you have not adhered to this or have not been truthful about your travel destination in order to avoid having to quarantine, then you will be subject to disciplinary action as this is a significant safety issue.</p>	
2.11	<b>How is the period of quarantine covered?</b>	20/08/2020
	<p>You should book annual leave in the normal way for any period of leave but giving consideration that any normal period of annual leave may be followed by two weeks quarantine. You must inform your line manager if you are going to travel abroad and the need for quarantine after. You should request this leave in the normal way. Your line manager will review your request in line with the normal holiday approval process and we will need to balance the number of requests against operational requirements to ensure we have appropriate cover, as employees will be away from work for a prolonged period of time than normal. If your leave has already been approved prior to this this rule coming into effect then we will honour the pre agreed leave but you must still adhere to the two-weeks quarantine period in the appropriate way outlined below.</p> <p>During the two-week quarantine period, if you are able to carry out your normal duties whilst quarantining and working from home, then you may be allowed to work from home. If this is not possible, then you should take additional annual leave (if you have sufficient annual leave to cover this period) or you should discuss taking unpaid leave. (You may wish to take a combination of both) You should discuss with your line manager, which is your preferred option. This quarantine period must be recorded on People Hub as either annual leave or unpaid leave. If this is not possible, the holiday may not be approved.</p>	
2.12	<b>What happens if I have travelled abroad and the Country is taken off the air bridge?</b>	20/08/2020
	You will be required to quarantine in accordance with government requirements in place. Please refer to question 2.11 for how this should be treated.	

<b>3. TESTING</b>		
<b>3.1</b>	<b>How do I arrange to be COVID-19 tested?</b>	<b>21/05/2020</b>
	<p>If you are isolating because you or a member of your household, is showing symptoms of COVID-19, then you will be able to arrange a test yourself. You should visit <a href="https://self-referral.test-for-coronavirus.service.gov.uk/">https://self-referral.test-for-coronavirus.service.gov.uk/</a> to register for a test.</p> <p>You will be able to be tested by either attending one of the drive-through centres, which have been established across the UK, or by requesting a home testing kit. Regardless of the method of the testing, the results will be sent directly to you. We would ask that you share these results with your line manager and the Mitie CV19 team via <a href="mailto:CV19@mitie.com">CV19@mitie.com</a></p> <p>As a reminder, if you are isolating due to covid19 symptoms this should be reported through the Mitie CV19 reporting portal. Please click here: <a href="#">CV 19 Reporting portal:</a></p>	
<b>3.2</b>	<b>What is the NHS test and trace service?</b>	<b>30/06/2020</b>
	<p>The NHS service provides testing for anyone who has symptoms of coronavirus to find out if they have the virus. If the test is positive, the test and trace service will contact the person to obtain information about any close recent contacts they have had. The service will then alert those individuals that they have been in close contact with someone who has tested positive and where necessary will notify them that they need to self-isolate to help stop the spread of the virus.</p>	
	<b>I have been contacted by NHS test and trace to say I have been in contact with someone who has Covid19, and I should isolate for 14 days, what should I do?</b>	<b>30/06/2020</b>
	<p>You must follow the advice that you receive from NHS test and trace and isolate for 14 days. If you receive notification of this from the NHS, then you should not come into work and you should speak to your line manager and inform them that you must self-isolate under the guidance from the NHS test and track scheme. You will receive a notification from the NHS and you should show this to your line manager, to evidence the fact that you have been told to isolate. It is really important that you adhere to this, in order to ensure the health and safety of you and all of our colleagues.</p> <p>In addition to your line manager, you should also report the fact you are self-isolating to the Mitie Covid19 team at <a href="mailto:CV19@mitie.com">CV19@mitie.com</a>. If you then develop symptoms, you should ensure they have a test and inform the Mitie Covid19 team of the results.</p> <p>Where you are self-isolating and are able to work from home, you should discuss this option with your line manager and you will receive your normal pay. If working from home is not possible and/or you are not well enough to do so) then this absence should be treated as sick leave and paid accordingly. As with current self-isolation, if you are self-isolating under the scheme you will be entitled to SSP. As an alternative you may be able to use some of your annual leave entitlement to cover all or part of this period if you wish. You should ensure that they have enough annual leave to cover the period requested and discuss this with your line manager.</p>	

	<b>4. EMPLOYEES WHO ARE FURLOUGHED</b>	
	<b>SECTION A – ARRANGEMENTS</b>	
<b>4.A.1</b>	<b>What is the Government ‘Job Retention Scheme’?</b>	<b>30/06/2020</b>
	<p>It is a scheme introduced by the Government on Friday 20 March to support organisations with the retention of employees during the Covid19 pandemic. The scheme applies to employees who have been designated as ‘furloughed’ workers by their employer. This is intended to help both employers and employees alike and provide an alternative to making employees redundant, where there is a decrease in work due to the impact of the Coronavirus. This is applicable only to employees whose roles are impacted by Covid19 and not where normal redundancy situations would occur.</p> <p>With effect from the 1st July, changes to the existing scheme will come into effect and the Government have introduced ‘flexible furlough’. Up to the 1st July the scheme remains in its current form. To continue into the next phase of the furlough scheme, the existing scheme will close to new entrants with effect from the 30th June. This means that if an employee is not on, or has not previously been on, furlough by 10th June, they will not be able to participate in the scheme after that date as they would not meet the requirement for the minimum 3 week furlough period.</p> <p>What happens from the 1 July?</p> <p>Under the new flexible furlough scheme with effect from the 1st July, it may be possible to work part of the time (and receive normal wages) and be on furlough the remainder of the week. This is a change to the existing scheme as previously you were unable to undertake any work for Mitie whilst furloughed.</p> <p>It is important to note, whilst working part of the time may be an option under the flexible furlough scheme, there is no requirement for Mitie to offer you work. From 1 July 2020, this is an option available to employers. Mitie’s standard approach is that you will remain on furlough full time unless you hear otherwise. Only if there is an absolute business requirement for you to work some hours, then your line manager will be in contact with you and details will be confirmed in writing.</p> <p>How will the new flexible furlough scheme be funded?</p> <p>The responsibility for payments under the furlough scheme will also change, with Mitie starting to pick up an increasing amount of these costs between August and October.</p> <p>It is important to note that you will continue to be paid 80% of wages up to a maximum of £2500, but the significant change to this is how the scheme will be funded and the increasing contribution required by Mitie.</p> <p>The current scheme is due to run to 31 October 2020.</p>	
<b>4.A.2</b>	<b>What is furlough?</b>	<b>27/03/2020</b>
	<p>“Furlough leave” is a new term used to describe a temporary lay off from work where there is a downturn in business as a result of the Coronavirus. Under the furlough, all UK employers will be able to access support to continue paying part of their employees’ salary for those employees that are placed on furlough leave and would otherwise have been made redundant during this crisis.</p>	
<b>4.A.3</b>	<b>Who will furlough apply to?</b>	<b>30/06/2020</b>

	<p>In order to qualify for payment under the Scheme, you must be designated as ‘furloughed’ by Mitie. This would only apply where, as a result of the coronavirus pandemic, there has been a site closure or a downturn in work and there is a need for the business to temporarily ‘lay you off’ due to there being no work for you to undertake and no other redeployment opportunities. If you are impacted by this and are to be designated as ‘furloughed’, this will be confirmed to you in writing.</p> <p>For Furlough to apply, you must have been on Mitie’s PAYE payroll on or before 19 March 2020 and Mitie must have notified HMRC on or before 19 March 2020 through an RTI (Real Time Submission) of your employment.</p> <p>To qualify for the ‘flexible furlough scheme’ in addition to the employment commencement date, employees will also have to been in the existing furlough scheme (i.e. on furlough for a full 3-week period at any point) before the 30 June 2020.</p> <p>The only exception to this is if you have been on maternity / adoption etc. leave and now wish to return to work, but unfortunately there is no requirement for you to carry out your role due to the impact of Covid19. You will still be able to be placed on furlough and the cut-off date of the 30 June does not apply in these circumstances. You must still meet the qualifying conditions of being on Mitie’s RTI on or before the 19 March 2020.</p>	
4.A.4	<b>What is the process for furlough?</b>	27/03/2020
	Your line manager will speak to you about all the possible ways to protect your job security. This could include repurposing / reassigning you to a suitable alternative role. If we are not able to source a suitable alternative role then your manager may speak to you regarding being furloughed, with your agreement. That being the case, we will formally write to you to confirm the arrangement.	
4.A.5	<b>When does it commence?</b>	27/03/2020
	Unless otherwise stated in the letter provided to you, it will commence with immediate effect at the point in which your line manager confirms that you will be furloughed.	
4.A.6	<b>Do I need to give me consent that I will cease working during the furlough period?</b>	16/04/2020
	<p>Yes. This can happen in a few ways. Wherever possible, your line manager will have a discussion with you about furlough and will seek your agreement. The furlough arrangements will then be confirmed in writing to you. Alternatively, you will be issued a letter confirming that you are required to go on furlough; in order to assist us in making an application for a grant for your pay under that scheme, we need you to respond to the letter confirming that you have agreed to cease all work in relation to your employment for the duration of the furlough leave period.</p> <p>Details of where and how to confirm your consent is enclosed within your letter.</p>	
4.A.7	<b>What if I do not agree to be furloughed?</b>	17/04/2020
	The purpose of the Scheme is to protect jobs and prevent the need for redundancies. If you object to being placed on furlough leave and we have been unable to find any other work for you to do, then it may be necessary to commence redundancy consultations.	
4.A.8	<b>Can I be brought back into work if I am furloughed?</b>	30/06/2020
	Yes. Your furlough leave will either continue for the duration of the Scheme (currently up to 31 October 2020) or Mitie may, at its option, elect to terminate the furlough at an earlier date by notifying you in writing. Should this happen, you will be required to return to work on the date specified in that notice. Your line manager may contact you from time to time during the furlough leave period to keep you updated on any developments. Should alternative work become available the Company will contact you.	

	Currently, the minimum period for which you can be placed on furlough is three weeks. After the 1st July, when the new flexible furlough scheme is effective, there is no minimum period and you can be brought in and out of furlough more flexibly. Due to the significant amount of administrative work, this will be at Mitie's discretion, if there is a requirement for this or not.	
4.A.9	<b>How frequently will it be reviewed?</b>	15/05/2020
	We anticipate that you may be furloughed for the duration of the Scheme (currently up to 31 October 2020). However, we will review this periodically (and at least every four weeks) to check if any circumstances have changed and reflective of any new instructions / guidance issued from the Government. The current climate is changing daily, over the next few weeks the demand and volume of work may change which may require you to be brought back into the workplace sooner. As noted above, if you are required to return to work, this will be confirmed in writing to you.	
4.A.10	<b>Should I remain contactable?</b>	01/04/2020
	Yes. You are expected to remain available for work and be contactable by Mitie. If your contact details change during this time, please notify us as soon as possible by informing your line manager of your updated details. If you are temporarily living at an alternative address or have changed your contact details, then please make sure your manager is aware of those details.	
4.A.11	<b>How long can I expect to be off?</b>	15/05/2020
	At the moment, this is difficult to predict with the current climate. The minimum period for which you can be placed on furlough is three weeks; as such you will not be required to return to work before this point. The Scheme announced by the Government runs until 31 October 2020. Your line manager will be in touch with you to discuss as events unfold. As per the above, you should make sure you are available for work and contactable at all times as you may be required to return to work at short notice if the situation changes.	
4.A.12	<b>What happens if I am sick whilst I am furloughed?</b>	14/04/2020
	If you are sick whilst on furlough, you should report this to your line manager in the usual way. You may remain on furlough or switch to your contractual sick pay entitlement for the period of sickness. You must follow the sickness absence reporting procedure.	
4.A.13	<b>Am I still employed by Mitie if I am furloughed?</b>	27/03/2020
	Yes, you will remain employed and you will retain your continuity of employment.	
4.A.14	<b>Can all employees be furloughed?</b>	30/06/2020
	<p>Employees who were not on Mitie's PAYE payroll on or before the 19 March 2020 and Mitie must have notified HMRC on or before the 19 March 2020 through an RTI (Real Time Submission) of your employment are not eligible for this scheme and cannot be placed on furlough leave.</p> <p>To qualify for the 'flexible furlough scheme' in addition to the employment commencement date, employees will also have to been in the existing furlough scheme (i.e. been on furlough for at least three weeks at any point) before the 30<sup>th</sup> June 2020. With the exception of those employees who have been on maternity / adoption etc. leave, it is still possible to place them on furlough from any date, but they must still have been employed by Mitie on the qualifying dates.</p>	
4.A.15	<b>I am classed as a clinically extremely vulnerable worker (shielded), can I be furloughed?</b>	30/06/2020
	Yes, where are you classed as an extremely vulnerable worker and should be shielding (or need to stay home with someone who is shielding), you may be furloughed. Please supply the original NHS letter to your manager. The cut-off date for you to be placed on furlough	

	is the 10 June. If you are not on furlough by this date, it will not be possible to furlough you.	
4.A.16	<b>Who is classed as a clinically extremely vulnerable worker?</b>	15/05/2020
	<p>Based on current government guidance, the following people have been identified as clinically extremely vulnerable and should be shielding:</p> <ul style="list-style-type: none"> <li>➤ Have had transplants like kidney or liver</li> <li>➤ Are having treatment for some cancers</li> <li>➤ Have long term lung disease</li> <li>➤ Were born with conditions that make the body, blood and cells work differently – which might mean you are more likely to get infections</li> <li>➤ taking drugs that reduce the body’s responses for fighting infections</li> <li>➤ are pregnant with significant heart disease</li> </ul> <p>For more information, please see the following guidance:  <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></p>	
4.A.17	<b>How do I prove that I am in the group of clinically extremely vulnerable workers?</b>	30/06/2020
	Prior to the 1 August when shielding ceases, if you fall within the category of either being classed as clinically extremely vulnerable or need to stay at home with someone who is shielding, you should have received a letter from the NHS.	
4.A.18	<b>I believe I should be classed within the clinically extremely vulnerable workers, but I don’t have a letter from the NHS?</b>	30/06/2020
	Prior to the 1 August when shielding ceases, in the first instance you should speak to your GP to see if you can get information from them to confirm this. If you are unable to obtain this information, please speak to your line manager, who will discuss your personal circumstances further with you.	
4.A.19	<b>What if I care for someone who is clinically extremely vulnerable?</b>	30/06/2020
	Prior to the 1 August when shielding ceases. You should have received a letter from the NHS to confirm this. If you are caring and live at the same address as someone who should be shielded, then you are entitled to be furloughed. Please make your line manager aware of your circumstances. The cut-off date for you to be placed on furlough is the 10 June. If you are not on furlough by this date, it will not be possible to furlough you.	
4.A.20	<b>Who should I contact if I believe I fall into the clinically extremely vulnerable category?</b>	30/06/2020
	Prior to the 1 August when shielding ceases, you should speak to your line manager to discuss your personal circumstances regarding being furloughed. The cut-off date for you to be placed on furlough is the 10 June. If you are not on furlough by this date, it will not be possible to furlough you.	
4.A.21	<b>What will happen next if I believe I fall into the clinically extremely vulnerable category?</b>	30/06/2020
	Prior to the 1 August when shielding ceases, if it is agreed that you are to be placed on furlough, you will be issued with a letter to confirm this. The cut-off date for you to be placed on furlough is the 30 June. If you are not on furlough by this date, it will not be possible to furlough you.	
4.A.22	<b>Do I have to go on furlough if I fall into the clinically extremely vulnerable category?</b>	30/06/2020
	Prior to the 1 August when shielding ceases, the government have strongly advised if you fall within this group, then you should be shielding and should remain at home. Your health is very important, and we would urge you to follow this advice. If you can undertake the	



	duties of your role from home, then you may be able to continue working. If you cannot, then you should be furloughed. The cut-off date for you to be placed on furlough is the 10 June. If you are not on furlough by this date, it will not be possible to furlough you.	
4.A.23	<b>I am self-isolating as a clinically vulnerable worker, can I be furloughed?</b>	30/06/2020
	Prior to the 1 August when shielding ceases, the decision as to whether you will be placed on furlough is a decision for Mitie and will be based on business requirements. If you are to be placed on furlough, this will be confirmed to you. Please ensure your manager is aware of your circumstances. The cut-off date for you to be placed on furlough is the 10 <sup>th</sup> June. If you are not on furlough by this date, it will not be possible to furlough you.	
4.A.24	<b>Can I be placed on furlough but work part of the week / hours?</b>	30/06/2020
	Currently no. Up to the 30 June, whilst on furlough, it is important that you do not do any other work for Mitie. If you do, the furlough will not apply and you will not be entitled to any payment. It is therefore not possible to be on furlough for part of the week /hours and then to work the remainder. After the 1 July under the new flexible furlough scheme, you may now be able to work part of the time if required (and receive normal wages) and be on furlough the remainder of the week. As previously confirmed this will be by exception and where there is a business requirement for you to work some hours.	
4.A.25	<b>Is there a minimum amount of time I can be placed on furlough?</b>	30/06/2020
	Up to the 30 <sup>th</sup> June, the minimum period for which you can be placed on furlough is three weeks. Thereafter there is no minimum period.	
4.A.26	<b>Can I do other work whilst on furlough leave?</b>	30/06/2020
	Currently up to the 30 June you are not permitted to do any work for Mitie whilst on furlough leave. If you do, you will stop being entitled to any payment under the scheme. If your contract of employment allows, you may work for another employer whilst you have been placed on furlough. Please see question 4.A.24  If you do obtain other employment, it is important they continue to observe any obligations in your contract (for example your duty to keep Mitie's information confidential). You should also be aware that – after the minimum furlough period of three weeks – you could be asked to return to work at short notice. Should this happen, you must be ready and available to do so.	
4.A.27	<b>I have two jobs at Mitie, can I be furloughed from one role and continue to work in the other?</b>	30/06/2020
	Currently no, when on furlough, you can not undertake work for or on behalf of the organisation. This includes providing services or generating revenue. While on furlough, your wage will be subject to usual income tax and other deductions.  If you are working, but on reduced hours, or for reduced pay, you will not be eligible for furlough.  For options after the 1 July, please see question 4.A.24	
4.A.28	<b>If I have TUPE'd into Mitie, will I still be eligible for Furlough?</b>	30/06/2020
	Yes, if you TUPE transfer into Mitie on or after the 28 February 2020, you will still be eligible to be furloughed. If you transfer to Mitie after the 30 June, to be eligible for furlough by Mitie under the flexible furlough scheme, we will require confirmation from your previous employer that you were furloughed for a minimum of 3 weeks prior to the 30 <sup>th</sup> June.	
4.A.29	<b>Can I be made redundant whilst furloughed?</b>	03/04/2020

	Yes, both during a furlough period and at any point afterwards	
4.A.30	<b>Can my notice run whilst on furlough? What will I be paid?</b>	30/06/2020
	Yes, you will be paid the usual furlough rate of 80% of pay and Mitie will top up your pay to your normal rate (100%) during your notice period.	
4.A.31	<b>Can I be paid in lieu of notice during my furlough period?</b>	03/04/2020
	Yes, but we would expect to run your notice period rather than pay in lieu in almost all cases.	
4.A.32	<b>How do I keep in touch with what is happening with Mitie whilst on furlough?</b>	20/04/2020
	<p>Your line manager will keep in regular contact with you, to ensure you are updated on any developments on the furlough process as it may change for you personally and to inform of any general business updates. Please can you ensure that you have logged into Success Factors to check that we have your most up to date contact details.</p> <p>If you have a Mitie laptop you will still have access to Minet and the Coronavirus communication hub. You may wish to log into this, as this is where regular Mitie communications will be held.</p> <p>In addition to the above, if you do not have a Mitie computer you may log onto <a href="http://www.mitie.com/furlough">www.mitie.com/furlough</a>, where we will share these FAQ's and regular business communications.</p>	
4.A.33	<b>How frequently should my manager keep in touch with me whilst I am on furlough?</b>	14/04/2020
	Your line manager will agree with you the best approach as to how to communicate with you, but as a minimum we would suggest they speak to you every four weeks.	
4.A.34	<b>My Manager has told me that I need to return to work as my role is now required. I am unable to return to work because I have childcare responsibilities, can I remain furloughed?</b>	30/06/2020
	If you are advised that your role is no longer subject to furlough, it is expected that you will return to work. If you are unable to fulfil your role due to childcare commitments then you should speak to your line manager to discuss the options available. Which may include a temporary reduction/change in hours (during this period) or working from home if this possible. If these are not possible, then it may be possible for you to take dependents leave, which would be unpaid. For further information on dependents leave please refer to Mitie's 'Time off policy'.	
	<b>I am currently shielding and furloughed as I am clinically extremely vulnerable, am I expected to return to work on the 1 August when the shielding is lifted?</b>	30/06/2020
	<p>With effect from the 1 August, the Government is pausing the shielding period in England and Northern Ireland. If you are classed within this category, you should where possible return to work. Your line manager will discuss with you the potential of returning to work. For those roles, which are still not required due to a downturn in work, due to covid19 then you may remain furloughed and your manager will discuss this with you. If it is possible for you to undertake the duties of your role from home, your manager will discuss this with you.</p> <p>We appreciate that you may be feeling anxious about returning to work. Mitie will undertake an individual risk assessment and have a discussion with you around the Covid19 secure working practices Mitie are following. In addition to this on the Mitie learning hub there are also 4 modules on returning to work during Covid19, which you should complete.</p>	

	<p>If you are unable to return to work due to medical reasons, then you should provide medical evidence (i.e a doctor's note) to confirm this as per normal sickness absence practices. This would be treated as normal sickness absence and you will be paid SSP or as per your contractual entitlement.</p> <p>The current advice is that employees in Scotland should continue to shield until 31 July 2020 and those in Wales should continue to shield until 16 August 2020. Updated guidance is expected to confirm the arrangements thereafter.</p>	
	<b>SECTION B – PAY</b>	
<b>4.B.1</b>	<b>What will I be paid if I am furloughed?</b>	<b>30/06/2020</b>
	<p>The Government have announced that you will be paid up to 80% of your wage costs up a maximum of £2500 per month.</p> <p>This is calculated as follows:</p> <ul style="list-style-type: none"> <li>• If you are a salaried employee (full and part-time): your actual salary before tax (as of 19 March 2020) will be used to calculate the 80%.</li> <li>• If you are an hourly paid employee whose hours vary:             <ul style="list-style-type: none"> <li>○ If you have been employed for a full 12 months prior to the date of furlough, the relevant wage costs will be the higher of: the same month's earning from the previous year; and average monthly earnings from the 2019-20 tax year</li> <li>○ If you have been employed for less than 12 months, the relevant wage costs will be the average of your monthly earnings since you started work</li> </ul> </li> </ul> <p>In either case: discretionary commission and bonuses will not be included in the payment.</p> <p>The payments will be subject to deductions of tax/national insurance contributions as usual.</p> <p>If you work some part time hours under the new flexible furlough scheme, this will be paid at your normal daily / hourly rate and the amount paid. You will then receive a pro rata furlough payment to ensure that you receive a total payment of up to 80% of your wage costs as usual (still up to a maximum of £2500 per month).</p>	
<b>4.B.2</b>	<b>For hourly paid, what standard hours of work will they use?</b>	<b>15/04/2020</b>
	Please see 4.B.1 for how this will be calculated.	
<b>4.B.3</b>	<b>Who will pay me if I am furloughed?</b>	<b>30/06/2020</b>
	<p>Payment will come through Mitie as part of your normal pay. We currently anticipate that you will be paid on the same pay date as you are currently paid; you will be notified if this changes. Payments will be subject to tax and NIC in the normal way.</p> <p>Under the current scheme prior to the 1st August 2020, the Government fund the payments through the furlough scheme.</p> <p>From the 1st August 2020, the Government funding will decrease and Mitie's contributions to the furlough payment will increase until the scheme ends on 31 October 2020.</p>	
<b>4.B.4</b>	<b>Is Tax and NI deducted at the normal rate of tax based on a full year salary?</b>	<b>30/03/2020</b>

	Tax and NI are deducted on a 'year to date' basis so a lower salary will result in less tax and NI being deducted.	
4.B.5	<b>If I change tax brackets due to two months of furlough for the full year, will that impact my full year tax and NI contribution?</b>	15/05/2020
	The answer is the same as question 4.B.4	
4.B.6	<b>If I am subsequently made redundant, will the furlough impact the statutory redundancy payment I would receive - i.e. would this be based on my furlough rates or my usual salary level?</b>	30/03/2020
	We hope that the use of furlough leave will help to avoid redundancies. However, should redundancies be required, the statutory redundancy payment would be based on your usual salary level, not the reduced furlough rate.	
4.B.7	<b>If commission and overtime make up a monthly portion of my usual income, would this be included in the calculation of 80%?</b>	30/03/2020
	The amount paid to you will be calculated based on your regular, contractual pay, such as wages, compulsory commission and past overtime. The calculation will not include discretionary commission (including tips) payments or bonuses, non-cash payments or benefits in kind.	
4.B.8	<b>Can employees on family statutory pay be furloughed?</b>	01/04/2020
	If the employee is on maternity leave and receiving Statutory Maternity Pay (SMP) or Maternity Allowance (MA) this will continue.	
4.B.9	<b>Can I contact HMRC if I have a question regarding my Furlough pay?</b>	16/04/2020
	No, HMRC will not be able to answer any questions from employees about your furlough pay. HMRC have requested that you do not contact them regarding your furlough pay and ask that you speak to our payroll department if you have any questions.	
	<b>SECTION C – BENEFITS</b>	
4.C.1	<b>Am I entitled to bonus or commission if I am furloughed?</b>	05/04/2020
	There is no entitlement to payment of any discretionary bonus or commission payment at this time. Compulsory commission can be included in the furlough payment.	
4.C.2	<b>Will I accrue annual leave?</b>	05/04/2020
	Yes, you will continue to accrue annual leave.	
4.C.3	<b>What happens to my pension contributions if I am furloughed?</b>	14/04/2020
	There are several different pension plans in operation across Mitie, with varying rules and features, so a set of pension related FAQs have been provided. Please see the pension and life assurance FAQ appendix.  <a href="#">Click Here</a>	
4.C.4	<b>What will happen to my salary sacrifice arrangements (e.g. cycle to work, childcare vouchers)?</b>	14/04/2020
	The government has confirmed that we are unable to take salary sacrifice deductions from your furlough pay.  <b>Childcare vouchers</b> – We will stop your deductions at the first opportunity. You will be able to re-join once furlough has ended, as long as you do so within 12 months and don't join the alternative government's tax-free childcare scheme.  <b>Cycle to work</b> – If you're currently taking part in the cycle to work scheme, your payments will be paused during furlough and your loan agreement will be extended accordingly.  <b>Choices</b> – If you're currently signed up for choices benefits then we will be unable to take the deductions due to government guidance. However, we are working with our providers to come up with a solution, and further information will follow soon.	

4.C.5	<b>How can I save money during this period?</b>	05/04/2020
	We have put together a note with a range of temporary pay saving ideas here. The government has also put together a package of measures to help people struggling at this time including mortgage holidays and changes to universal credits. More information is available <a href="#">HERE</a> and on the government website <a href="http://www.gov.uk">www.gov.uk</a>	
4.C.6	<b>I have a company car as part of my benefits package, will I still retain this if furloughed?</b>	05/04/2020
	Yes, you will retain this during the furloughed period and will be taxed at the normal rate.	
4.C.7	<b>I have a company car as part of my benefits package, can I give it back while on furlough to avoid any relevant company car tax?</b>	05/04/2020
	No, this is not possible at this time and the car remains a benefit to you and will be taxed accordingly.	
4.C.8	<b>I have a company car allowance as part of my benefits package, will I still be paid this?</b>	14/04/2020
	You will retain your car allowance during the furlough period and this will be paid in addition to your furlough pay.	
4.C.9	<b>I have a company badged vehicle, which I use for my job (with no contractual personal / private use), what happens to it while I am furloughed?</b>	23/04/2020
	We have notified our fleet provider that your role has been placed onto furlough and as such you are not insured to drive the vehicle during the furlough period. We may be in touch with you to collect the vehicle to reallocate within the business during the furlough period and would therefore ask: <ul style="list-style-type: none"> <li>• That your vehicle is kept in a safe place near your home address</li> <li>• That you remove your personal belongings from the vehicle</li> <li>• That you record company items kept within the vehicle and advise your line manager of what these are. Please keep these items safe</li> </ul>	
4.C.10	<b>If I have a season ticket loan (or a TUPE loan) through Mitie and repay an amount monthly, can I suspend repayments during furlough?</b>	16/04/2020
	Yes, you are able to suspend season ticket (or TUPE) loan repayments during the -month furlough. Please contact payroll at <a href="mailto:payrollcentral@mitie.com">payrollcentral@mitie.com</a> to request this.	
4.C.11	<b>I purchased additional benefits through choices, can I cancel them?</b>	14/04/2020
	The holiday purchase option has already been cancelled.	
4.C.12	<b>I have other personal deductions from my salary such as court orders and trade union fees, can I stop them?</b>	05/04/2020
	Please make contact directly with the relevant bodies to discuss whether this is an option.	
4.C.13	<b>If I pay into SAYE or SIP share schemes can I stop my deductions?</b>	05/04/2020
	There are options available to you, please refer to 'A guide to your benefits' available <a href="#">HERE</a>	
	<b>SECTION D – MISCELLANOUS</b>	
4.D.1	<b>Can I be invited to a disciplinary hearing whilst furloughed?</b>	27/03/2020
	Yes, we will aim to continue with such processes wherever possible as we are conscious that it is important for all involved that such matters are dealt with swiftly. This will be subject to the availability of the appropriate people to deal with such matters. Where it is not possible to convene meetings at this time, they will be dealt with as soon as this becomes possible.  Any meetings will naturally be held virtually to ensure everyone's safety at this time.	
4.D.2	<b>Can I undertake voluntary work or training whilst furloughed?</b>	27/03/2020
	It is possible for you to undertake voluntary work or training whilst on furlough, so long as this does not generate any revenue for Mitie. If you are required to undertake e.g. online training whilst on furlough, you will be paid at least national minimum wage for the time	

	spent training, even if this is more than the 80% of your wage that will be subsidised. You will be advised by your manager if you are required to undertake any training.	
4.D.3	<b>If I am classed as a key worker and I am furloughed, can my child still attend school as I am key worker?</b>	30/03/2020
	No, the purpose of the Government setting up the current arrangements for key worker children to continue to attend school was to support parents / careers to allow them to continue to carry out their essential roles. If you have been furloughed, then you should remain at home and therefore there should be no requirement for your child to be cared for at school.	
4.D.4	<b>I have recently resigned and left Mitie, can I be re-employed and furloughed?</b>	01/04/2020
	No, unfortunately if your employment has already ended due to your resignation you will not be re-employed and furloughed.	
4.D.5	<b>What happens to my IT (Computer) equipment whilst on furlough?</b>	07/04/2020
	Your computer account will remain enabled and you will retain your laptop and other mobile computing devices whilst on furlough. They must be kept in a secure location. It is recommended that whilst on furlough you reset your computer passwords to ensure that they do not expire.  If you have a Mitie e mail account, please can you ensure an appropriate out of office is set up, which explains that you are out of the office and will not be contactable. Where you can, please confirm the name of the person they should contact in your absence.  If you have a Mitie laptop, please can you switch it on once a week to allow security updates to be automatically applied. There is no requirement to log onto the device and after several hours the laptop should be fully shut down. Use the power option in the bottom right hand corner of the screen and select 'shut down'	
4.D.6	<b>Can I keep my Mitie mobile phone whilst on furlough?</b>	07/04/2020
	Yes, your Mitie mobile phone will remain fully enabled during the furlough period. Any excessive usage will be reported to the respective business unit.  Please can you ensure that you record a voice mail message, to confirm that you are currently out of the business and will not be available.	
4.D.7	<b>Can I be furloughed if I am on a visa which does not allow me access to public funds?</b>	14/04/2020
	Yes, foreign nationals are eligible to be furloughed. The furlough payment is not considered to be "access to public funds" and therefore this will not affect the status of your visa and prevent you from being furloughed.	
4.D.8	<b>I have travelled abroad and unable to return due to disruption. How should this be treated?</b>	21/05/2020
	If you can work whilst abroad then they should be treated as working flexibly. If you can't work, then you may be eligible to be furloughed.	
4.D.9	<b>I am an Engineer and work in Technical Services, do I need to complete a timesheet?</b>	21/04/2020
	There is no requirement for a time sheet to be completed. Pcard purchases and Mijobs should be finalised on your PDA's.	
	<b>SECTION E - HOLIDAY DURING FURLOUGH</b>	
	<b>Key Messages:</b> <ul style="list-style-type: none"> <li>The Furlough scheme is now extended to the end of October. Local line managers will confirm if/when an employee is required to return to work (which may be earlier than this).</li> </ul>	21/05/2020

	<ul style="list-style-type: none"> <li>• In light of the extension, we need to minimise business disruption caused by large amounts of holiday accrual.</li> <li>• Furloughed employees are therefore required to take up to two weeks of holiday during their furlough period. They do not need to take any action, as this holiday will be allocated automatically.</li> <li>• The first week of annual leave has been allocated as the week commencing 11 May. The second week of annual leave has been allocated as the week commencing 8 June.</li> <li>• Nothing will be different for employees during the holiday weeks, and they should continue not to work, as per the existing conditions of their furlough arrangement. They can do training during the furlough period.</li> <li>• These weeks of holiday will be applied where the employee is on furlough over those time periods. If they are not on furlough during these times, then the mandatory two weeks of leave won't be required to be taken and the normal holiday approach will apply.</li> <li>• In their pay covering these periods, employees will see a holiday pay supplement, reflecting the additional pay, to bridge the gap from their 80% furlough pay to the value of a week's pay, approximately a 20% uplift for that week, and may be more for those where the £2,500 cap is applicable.</li> <li>• These weeks of holiday will be deducted from the employee's holiday allowance for the year.</li> <li>• Furloughed employees can request a third week of holiday if they would like to book and take it. They should request this with their line manager who, if in agreement, will email their usual Payroll contact to record the additional leave.</li> <li>• Furloughed employees can only take holiday in whole weeks - they cannot take leave in days, or anything less than a week.</li> <li>• Where an employee works part time, a week of holiday will reflect their normal working pattern: for example, for an employee working three days a week a weeks' holiday will be three days.</li> <li>• Any leave that has already been booked for furloughed employees for the period from the start of their furlough leave until 30 June will be automatically cancelled and replaced by the two weeks of set furlough leave mentioned above. If the employee returns to work before 30 June and wants to book holiday, they will need to rebook it in Success Factors, with line manager agreement.</li> <li>• For all furloughed employees, a new site has been created – <a href="https://mitie.com/furlough">mitie.com/furlough</a>, which contains all Frequently Asked Questions (including clarification on taking holiday). Please point your furloughed employees to this site.</li> </ul>	
4.E.1	<b>How is my holiday pay calculated?</b>	20/04/2020
	<p>Your holiday pay is calculated using the same method as if you were at work. In other words, if you normally receive 100% of a week's pay for a week of holiday you will receive the same full amount for the week even if you are on 80% furlough pay.</p> <p>Your furlough pay will be up to 80% of your wages up to a maximum of £2,500 per month. This means the following:</p> <ul style="list-style-type: none"> <li>• if 100% of wages is less than £2,500 then the top-up will be 20%.</li> <li>• If 100% of calculated value is £4,000 ceiling of £2500 will apply. Top-up of £1500 is 37%, so more than 20%</li> </ul>	
4.E.2	<b>What is different during the week of holiday if I am on furlough?</b>	20/04/2020
	<p>In practical terms the weeks of holiday will look very similar to the other weeks of furlough. You are not required to do any work.</p>	

	Obviously, you need to continue observing all of the same Government guidance about leaving your home during this week.	
4.E.3	<b>Do I have to take holiday in weeks commencing 11 May or 8 June?</b>	20/04/2020
	Yes. You have to take holiday during these weeks.  For ease of administering the holiday it has to be in this week and cannot be in other weeks.	
4.E.4	<b>What will I see on my payslip?</b>	20/04/2020
	Your furlough pay will be shown on your payslip as a line labelled “Furlough”.  You will then see a separate line entry for any holiday termed “Top Up Holiday Furlough”.	
4.E.5	<b>Can I take less than a weeks’ holiday?</b>	20/04/2020
	No. We are requiring people on furlough to take holiday in blocks of one week at a time, in order to simplify the payment calculations.	
4.E.6	<b>How do I book more holiday?</b>	20/04/2020
	If you are furloughed and want to book another week of holiday you should contact your line manager.  If they agree to the request, they should contact their normal Payroll team, who will input it into the system and reduce the week from the holiday allocation.	
4.E.7	<b>What will happen to holiday already booked?</b>	20/04/2020
	All holiday that has already been booked and that coincides with a furlough period before 30 June 2020 has been cancelled.  If you have booked any holiday before or after a furlough period, then it will remain booked and can be taken at that point in the usual way.  If you return to work before 30 June and want to book holiday you will need to rebook it in the normal way with line manager agreement.	
4.E.8	<b>What if I work part time/shift pattern?</b>	20/04/2020
	If you work part time you are still required to take a week of holiday, but your value of a “week” will reflect your normal working pattern. E.g. if you normally work three days a week then a week of holiday will be equivalent to three days of holiday.  If you work an irregular shift pattern, you will receive a weeks’ pay based on your average working week rounded up to the nearest day e.g. if you average 3.5 days per week, you will be paid 4 days.	
4.E.9	<b>What will happen to my holiday allowance?</b>	20/04/2020
	These weeks of holiday will be deducted from your holiday allowance for the year.  This will also be pro rated for anyone working shift or part time, to reflect the normal number of days in their working pattern.	
4.E.10	<b>Can I refuse to take this holiday?</b>	20/04/2020
	No. We are requiring all furloughed employees to take this week as holiday.	
4.E.11	<b>What happens if I return to work before the holiday weeks?</b>	20/04/2020
	If your furlough period ends before 11 May then you are not required to take any of your holiday during furlough.  If your furlough period runs over the week of 11 May then you will be required to take the week of holiday, even if you return to work the following week.	



	<p>If your furlough period runs over the week of 11 May but ends before 8 June you will be required to take one week of holiday, but not two.</p> <p>If your furlough period starts after the week of 11 May but runs over the week of 8 June you will be required to take one week of holiday, but not two.</p> <p>If your furlough period runs over the week of 11 May and 8 June you will be required to take two weeks of holiday, even if you return to work the following week.</p>	
4.E.12	<b>What happens to bank holidays?</b>	20/04/2020
	<p>If you usually work bank holidays then you will continue to be furloughed over those dates as normal. You can continue to take your holiday allowance as you normally would.</p> <p>If the employee usually takes the bank holiday as leave, then you will be allowed to carry forward any bank holiday dates that coincide with a period of furlough leave. You will need to alert your line manager if this is applicable to you. Your line manager should then contact People Support to request your holiday entitlement be adjusted. Any reallocated bank holidays should be booked as any other holiday entitlement</p>	
4.E.13	<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
	<p>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.</p> <p>However, we are only requiring 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.</p>	
4.E.14	<b>What will happen if the furlough period is extended?</b>	21/05/2020
	Now the furlough period has been extended until the end of October we will review furlough numbers and holiday usage to avoid operational disruption. We will keep this under review.	
4.E.15	<b>What happens if I need to take annual leave (or have planned annual leave) later in the year and I don't have enough leave to cover it?</b>	21/04/2020
	You must take the annual leave that we are requiring during the furloughed period. However, if upon your return to work you want to take additional leave later in the year then it may be possible to take this as unpaid leave as per Mitie's Time off Procedure and Time Off Manager's Guide available here. This would need to be approved by your line manager and will be treated as unpaid leave in the month in which it is taken.	
4.E.16	<b>Why am I required to take up to two weeks of holiday whilst furloughed?</b>	22/04/2020
	<p>As you are aware, whilst you are on furlough, you continue to accrue annual leave. When you return to work, we want to minimise the business disruption caused by large amounts of holiday accrual. The same principles apply to both annual leave entitlement and bank holidays (for those employees not required to work on bank holidays).</p> <p>For example, if you were furloughed for three months you would accrue a quarter of your yearly entitlement. If you are not required to work bank holidays you may also accrue any bank holidays that fall in this period, such as the Easter weekend and the May bank holidays.</p>	

	<p>Therefore, in order to ensure annual leave is taken and there is not a backlog of leave upon your return to work, we are requiring you to take the annual leave as communicated.</p> <p>The two-week requirement only applies to those furloughed over both the May and the June dates – if your furlough period does not overlap with these dates then you would only be required to take one week, or none.</p>	
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