

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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	I. Coronavirus	
1.1	How can I catch COVID-19?	
	<p>There are two main routes by which people can spread COVID-19:</p> <ul style="list-style-type: none"> • Infection can be spread to people who are nearby (within two metres) or possibly could be inhaled into the lungs. • 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) 	
1.2	What are the symptoms?	
	<p>If you are experiencing any of the below symptoms, please go home immediately:</p> <ul style="list-style-type: none"> • A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) • 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) 	
1.3	How can I minimise my exposure to the virus?	
	<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"> • The risk of catching the virus from someone not displaying symptoms is very low. • The virus is passed through coughing and sneezing. • Regular hand washing is still the most effective method to reduce the spread of the virus. • 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. • If someone is ill; the risk of catching the virus can be reduced significantly by remaining two metres away from them. • 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. • If you are worried about symptoms, please call NHS 111. Do not go directly to your GP or other healthcare environment. 	
1.4	What should I do if I'm experiencing cold and flu symptoms?	
	<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"> • 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. • 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. • 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 	

	Government 111 coronavirus service which is an online service. You can call 111 if you can't get help online.	
1.5	The government has advised that people avoid public places and stay home, should I still come into work?	
	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	I'm currently working on a site/in a location and cannot locate hand sanitiser – what should I do?	
	<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	What should I do if I don't have access to the required PPE?	
	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, please speak to your line manager, who will be able to order it urgently for you.	
1.8	What should I do if I have any further concerns or worries?	
	<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 www.my-eap.com, login details: mitiewell</p> <p>The online NHS 111 service can also be found here https://111.nhs.uk/ For Scotland, please go to https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19</p>	
1.9	What happens if an area of the UK goes into local lockdown?	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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2. HOLIDAYS FOR WORKING EMPLOYEES		
	<p>Holidays - Key messages</p> <p>Working employees</p> <ul style="list-style-type: none"> 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. 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. <p>Furloughed employees</p> <ul style="list-style-type: none"> Different holiday requirements apply to furloughed employees. Details can be found in the furlough section. 	20/08/2020
2.1	<p>What will I be paid if I take holiday?</p> <p>At the point you take your holiday you will receive your normal holiday pay calculation.</p>	09/11/2020
2.2	<p>How do I book holiday?</p> <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>	09/11/2020
2.3	<p>How much holiday can I book?</p> <p>As usual you need to obtain line manager approval before booking holiday.</p> <p>If you are working you can request holiday in days, half days, or weeks as usual.</p>	09/11/2020
2.4	<p>Do I have to book holiday? What if I don't?</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
2.5	<p>What if I have booked holiday and want to cancel it?</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
2.6	<p>Can I carry holiday over? What about the changes to the law to allow holiday carry over where it can't be taken?</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>	21/04/2020

	<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>	
2.7	<p>I have a holiday booked abroad to a foreign destination; do I have to quarantine upon my return?</p>	11/09/2020
	<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. You must adhere to this advice, even if you have returned home and had a Covid test which is negative. 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>	
2.8	<p>How is the period of quarantine covered?</p>	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>	
2.9	<p>What happens if I have travelled abroad and the Country is taken off the air bridge?</p>	20/08/2020
	<p>You will be required to quarantine in accordance with government requirements in place. Please refer to question 2.8 for how this should be treated.</p>	

3. TESTING		
3.1	How do I arrange to be COVID-19 tested?	21/05/2020
	<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 https://self-referral.test-for-coronavirus.service.gov.uk/ 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 CV19@mitie.com</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: CV 19 Reporting portal:</p>	
3.2	What is the NHS test and trace service?	30/06/2020
	<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>	
3.3	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?	30/06/2020
	<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 CV19@mitie.com. 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>	
3.4	At some sites, Mitie or the client will be checking employee's temperature with a thermal camera before they are allowed to enter. What happens if your temperature is higher than 37.5 degrees?	11/09/2020
	<p>It is essential that all employees comply with having their temperature being taken where required. You will not be allowed to enter the site without this being done.</p>	

If you have an elevated temperature above 37.5 degrees you should not enter the site. You should keep your face mask on and be placed in an isolated area for ten minutes and should then be retested. Following a retest if your temperature is below 37.5 you will be allowed onto site. If after a second temperature check it is still above 37.5 degrees you will not be allowed into the workplace and will be sent home. You should report to your line manager and once at home you must register for a Covid 19 test through the Government testing sites. It is important you have the test as soon as possible. If the test results are negative then you should be allowed to immediately return to work. If the test is positive, then you should quarantine for at least 10 days in line with Government requirements. <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-long-to-self-isolate/>

You should provide evidence to your line manager of the test result and report the sickness absence as required.

During this period, you should be paid in accordance with your contractual sick pay entitlement.

It is important to note, that during the testing period, if you are able to work from home, then your line manager should consider this.

4. EMPLOYEES WHO ARE FURLOUGHED		
SECTION A – ARRANGEMENTS (AS OF THE 1 ST NOVEMBER 2020)		
4.A.1	What is the Government ‘Job Retention Scheme’?	09/11/2020
	<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 November 2020, the Government have introduced a revised furlough scheme which follows on from the previous scheme which ended on the 31st October 2020.</p> <p>To qualify for this new furlough scheme employees must have been employed and been on Mitie’s RTI submission before the 30th October 2020. To qualify for this new scheme, there is no requirement for employees to have been furloughed on the previous scheme. Which means Mitie may be able to furlough employees who had previously not been furloughed.</p> <p>The new furlough scheme is due to run to the 31st March 2021, with the government set to review the rules of the scheme throughout.</p> <p>It may be possible to work part of the time (and receive normal wages) and be on furlough the remainder of the week. 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. 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 furlough scheme be funded?</p> <ul style="list-style-type: none"> - For claim periods running up to the 31st January 2021, the terms of the scheme will be the same as in August 2020 (i.e. the government paying 80% of wages (subject to cap of £2500) and employer paying only employer pension contributions and NICs) - The government will review the policy in January to decide whether economic circumstances are improving enough to ask employers to contribute more <p>The current scheme is due to run to the 31st March 2021</p>	
4.A.2	What is furlough?	27/03/2020
	<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>	
4.A.3	Who will furlough apply to?	09/11/2020

	<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 30th October 2020 and Mitie must have notified HMRC on or before 30th October 2020 through an RTI (Real Time Submission) of your employment.</p>	
4.A.4	What is the process for furlough?	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	When does it commence?	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	Do I need to give me consent that I will cease working during the furlough period?	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	What if I do not agree to be furloughed?	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	Can I be brought back into work if I am furloughed?	09/11/2020
	<p>Yes. Your furlough leave will either continue for the duration of the Scheme (currently up to the 31st March 2021) 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.</p> <p>Currently, there is no minimum period for which you can be placed on furlough. 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.</p>	
4.A.9	How frequently will it be reviewed?	09/11/2020
	We anticipate that you may be furloughed for the duration of the Scheme (currently up to 31 st March 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	Should I remain contactable?	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	How long can I expect to be off?	09/11/2020
	At the moment, this is difficult to predict with the current climate. The Scheme announced by the Government runs until 31 st March 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	What happens if I am sick whilst I am furloughed?	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	Am I still employed by Mitie if I am furloughed?	27/03/2020
	Yes, you will remain employed and you will retain your continuity of employment.	
4.A.14	Can all employees be furloughed?	09/11/2020
	Employees who were not on Mitie's PAYE payroll on or before the 30 th October 2020 and Mitie must have notified HMRC on or before the 30 th October 2020 through an RTI (Real Time Submission) of your employment are not eligible for this scheme and cannot be placed on furlough leave. Employees do not need to have been on the previous furlough scheme to be eligible for this new scheme.	
4.A.15	I am classed as a clinically extremely vulnerable worker, can I be furloughed in line with new furlough scheme effective 1st November 2020?	09/11/2020
	Yes, where you are classed as an extremely vulnerable worker and should remain at home, you may be furloughed. You will be written to in the same way as you were earlier in the year and you must provide a copy of the NHS letter.	
4.A.16	Who is classed as a clinically extremely vulnerable worker?	15/05/2020
	The following link confirms details of those who are considered as extremely clinically vulnerable and should not be coming to work: For more information, please see the following guidance: 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	
4.A.17	How do I prove that I am in the group of clinically extremely vulnerable workers?	09/11/2020
	If if you fall within the category of being classed as clinically extremely vulnerable, you should have received a letter from the NHS.	
4.A.18	I believe I should be classed within the clinically extremely vulnerable workers, but I don't have a letter from the NHS?	09/11/2020

	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	What if I care for someone who is clinically extremely vulnerable?	09/11/2020
	The advice from the government has changed regarding this from earlier in the year. If you live with a clinically extremely vulnerable person but are not clinically extremely vulnerable yourself, you can still attend work if you cannot work from home , in line with the wider rules.	
4.A.20	Who should I contact if I believe I fall into the clinically extremely vulnerable category?	09/11/2020
	You should speak to your line manager to discuss your personal circumstances regarding being furloughed.	
4.A.21	What will happen next if I believe I fall into the clinically extremely vulnerable category?	09/11/2020
	If it is agreed that you are to be placed on furlough, you will be issued with a letter to confirm this.	
4.A.22	Do I have to go on furlough if I fall into the clinically extremely vulnerable category?	09/11/2020
	The government have strongly advised if you fall within this group, then you 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.	
4.A.23	I am self-isolating as a clinically vulnerable worker, can I be furloughed?	09/11/2020
	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.	
4.A.24	Can I be placed on furlough but work part of the week / hours?	09/11/2020
	You may 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	Is there a minimum amount of time I can be placed on furlough?	09/11/2020
	As part of the new furlough scheme effective from the 1 st November 2020, there is no minimum furlough period.	
4.A.26	Can I do other work whilst on furlough leave?	09/11/2020
	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 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	I have two jobs at Mitie, can I be furloughed from one role and continue to work in the other?	09/11/2020
	Please see question 4.A.24	
4.A.28	If I have TUPE'd into Mitie, will I still be eligible for Furlough?	09/11/2020
	Yes, if you have been employed by your prior employer on or before 30 October 2020 and transferred from them to Mitie on or after 1 September 2020	
4.A.29	Can I be made redundant whilst furloughed?	03/04/2020

	Yes, both during a furlough period and at any point afterwards	
4.A.30	Can my notice run whilst on furlough? What will I be paid?	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	Can I be paid in lieu of notice during my furlough period?	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	How do I keep in touch with what is happening with Mitie whilst on furlough?	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 www.mitie.com/furlough, where we will share these FAQ's and regular business communications.</p>	
4.A.33	How frequently should my manager keep in touch with me whilst I am on furlough?	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	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?	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'.	
	SECTION B – PAY	
4.B.1	What will I be paid if I am furloughed?	09/11/2020
	<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: For employees who were previously eligible to be furloughed (even if a claim was not made for them) – the same calculation applies as under the scheme previously</p> <ul style="list-style-type: none"> • 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%. • If you are an hourly paid employee whose hours vary: <ul style="list-style-type: none"> ○ 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 	

	<p>earning from the previous year; and average monthly earnings from the 2019-20 tax year</p> <ul style="list-style-type: none"> ○ 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 <p>Where an employee was not previously eligible (i.e. because they are a Mitie new starter), the calculation will take account of updated reference periods. See 'Calculations' below</p> <p><u>Calculating 80% of wages</u></p> <p>If an employee was not previously eligible for the furlough scheme, 80% of wages must be calculated for employees:</p> <ul style="list-style-type: none"> - on a fixed salary - 80% of the wages payable in the last pay period ending on or before 30 October 2020 - whose pay varies - 80% of the average payable between (these dates are inclusive) the start date of their employment or 6 April 2020 (whichever is later) and the day before their furlough periods begins <p>80% of wages is capped at the maximum wage amount (£2500) which is proportional to the hours not worked.</p> <p><u>Calculating usual hours</u></p> <ul style="list-style-type: none"> - For employees contracted for a fixed number of hours and whose pay does not vary according to the number of hours they work, usual hours will be the contracted hours worked in the last pay period ending on or before 30 October 2020 - If an employee was not eligible for furlough then the usual hours will be the average hours worked between (these dates are inclusive): <ul style="list-style-type: none"> ○ the start date of the 2020 to 2021 tax year, (for example, 6 April 2020) ○ the day before their furlough periods begins <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 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>	
4.B.2	For hourly paid, what standard hours of work will they use?	09/11/2020
	Please see 4.B.1 for how this will be calculated.	
4.B.3	<p>Who will pay me if I am furloughed?</p> <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, the Government fund the payments through the furlough scheme.</p>	09/11/2020

4.B.4	Is Tax and NI deducted at the normal rate of tax based on a full year salary?	30/03/2020
	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	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?	15/05/2020
	The answer is the same as question 4.B.4	
4.B.6	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?	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	If commission and overtime make up a monthly portion of my usual income, would this be included in the calculation of 80%?	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	Can employees on family statutory pay be furloughed?	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	Can I contact HMRC if I have a question regarding my Furlough pay?	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.	
	SECTION C – BENEFITS	
4.C.1	Am I entitled to bonus or commission if I am furloughed?	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	Will I accrue annual leave?	05/04/2020
	Yes, you will continue to accrue annual leave.	
4.C.3	What happens to my pension contributions if I am furloughed?	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. Click Here	
4.C.4	What will happen to my salary sacrifice arrangements (e.g. cycle to work, childcare vouchers)?	14/04/2020
	The government has confirmed that we are unable to take salary sacrifice deductions from your furlough pay. Childcare vouchers – 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. Cycle to work – 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.	

	Choices – 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	How can I save money during this period?	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 HERE and on the government website www.gov.uk	
4.C.6	I have a company car as part of my benefits package, will I still retain this if furloughed?	05/04/2020
	Yes, you will retain this during the furloughed period and will be taxed at the normal rate.	
4.C.7	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?	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	I have a company car allowance as part of my benefits package, will I still be paid this?	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	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?	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"> • That your vehicle is kept in a safe place near your home address • That you remove your personal belongings from the vehicle • That you record company items kept within the vehicle and advise your line manager of what these are. Please keep these items safe 	
4.C.10	If I have a season ticket loan (or a TUPE loan) through Mitie and repay an amount monthly, can I suspend repayments during furlough?	16/04/2020
	Yes, you are able to suspend season ticket (or TUPE) loan repayments during the -month furlough. Please contact payroll at payrollcentral@mitie.com to request this.	
4.C.11	I purchased additional benefits through choices, can I cancel them?	14/04/2020
	The holiday purchase option has already been cancelled.	
4.C.12	I have other personal deductions from my salary such as court orders and trade union fees, can I stop them?	05/04/2020
	Please make contact directly with the relevant bodies to discuss whether this is an option.	
4.C.13	If I pay into SAYE or SIP share schemes can I stop my deductions?	05/04/2020
	There are options available to you, please refer to ‘A guide to your benefits’ available HERE	
	SECTION D – MISCELLANOUS	
4.D.1	Can I be invited to a disciplinary hearing whilst furloughed?	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	Can I undertake voluntary work or training whilst furloughed?	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.4	I have recently left Mitie, can I be re-employed and furloughed?	09/11/2020
	No, unfortunately if your employment has already ended you will not be re-employed and furloughed.	
4.D.5	What happens to my IT (Computer) equipment whilst on furlough?	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	Can I keep my Mitie mobile phone whilst on furlough?	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	Can I be furloughed if I am on a visa which does not allow me access to public funds?	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	I have travelled abroad and unable to return due to disruption. How should this be treated?	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	I am an Engineer and work in Technical Services, do I need to complete a timesheet?	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.	
SECTION E - HOLIDAY DURING FURLOUGH		
	Key Messages: <ul style="list-style-type: none"> Furloughed employees can request 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. Furloughed employees can only take holiday in whole weeks - they cannot take leave in days, or anything less than a week. 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. 	09/11/2020

4.E.1	<p>How is my holiday pay calculated?</p> <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"> • if 100% of wages is less than £2,500 then the top-up will be 20%. • If 100% of calculated value is £4,000 ceiling of £2500 will apply. Top-up of £1500 is 37%, so more than 20% 	20/04/2020
4.E.2	<p>What is different during the week of holiday if I am on furlough?</p> <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> <p>Obviously, you need to continue observing all of the same Government guidance about leaving your home during this week.</p>	20/04/2020
4.E.3	<p>How do I book holiday?</p> <p>If you are furloughed and want to book holiday you should contact your line manager.</p> <p>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.</p>	09/11/2020
4.E.4	<p>What will happen to holiday already booked?</p> <p>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.</p>	09/11/2020
4.E.5	<p>What happens to bank holidays?</p> <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>	09/11/2020
4.E.6	<p>Can I carry holiday over? What about the changes to the law to allow holiday carry over where it can't be taken?</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>	09/11/2020