

## Frequently Asked Questions

Updated 23<sup>rd</sup> April 2020

### Important

These frequently asked questions have been pulled together to guide you through the **furlough period** from 6<sup>th</sup> to 25<sup>th</sup> May. We will be reviewing the situation regularly and will inform you of any further actions beyond this period as soon as we are able to.

### 1. What is Furlough?

Furlough is a term used to describe a temporary leave of absence; you may be more familiar with the term 'layoff.' It was adopted by the Chancellor in his announcement in relation to the Coronavirus Job Retention Scheme (CJRS). Furlough Leave is being applied to preserve the employment of our workforce.

### 2. What is the Coronavirus Job Retention Scheme (CJRS)?

This is a newly introduced scheme open to all employers to avoid redundancies by supporting payments to employees to ensure they can keep their job whilst on leave. It started on 1<sup>st</sup> March and was due to finish on 31<sup>st</sup> May 2020. The scheme has been extended to 30<sup>th</sup> June 2020.

HMRC will reimburse employers with 80% of the cost of employing a 'worker' who is on 'Furlough Leave' under the scheme, up to a maximum of £2,500 per month per person.

Employers can claim for employees that were on their payroll on 28<sup>th</sup> February 2020<sup>1</sup>.

### 3. Is there a minimum time I can be furloughed?

The minimum length of time an employee can be furloughed is three weeks. If the furlough period is reduced or broken in this time then the company will not be able to claim back any funds from the CJRS.

Furlough pay is calculated in blocks of three weeks; the first group of employees started their furlough on 25<sup>th</sup> March. (See Question 5 for all furlough periods.)

### 4. How will my pay be calculated when I am on furlough leave?

Please refer to the pay FAQs - the most recent copy is available on the intranet. This was the 'pay special' which outlined all the calculation points and where to get further information from.

The only change to the phase three furlough arrangements is that the pay reference period will now be March 2020. This was the last full month paid before the pandemic affected our ways of working.

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<sup>1</sup> On the 15th April the HMRC amended the date for being able to furlough new starters up until 19th March, however the CJRS claim can only be made if the company notified the HMRC on an RTI submission on or before 19 March 2020. The submission for Marshalls was made on 20 March 2020 in line with the company pay date.

**5. My Furlough Leave three-week period started after the 25<sup>th</sup> March what does this mean for my pay?**

Each employee will be on Furlough Leave for a period of three weeks with varying start dates.

Marshalls has confirmed that pay will be topped up to 100% for employees furloughed between 25<sup>th</sup> March and 5<sup>th</sup> May.

If your Furlough Leave period straddles across two phases then your earnings will be calculated in line with the principles in place at that time.

Phases	Time period	CJRS	Marshalls
<b>One</b>	25 <sup>th</sup> March – 14 <sup>th</sup> April	80% of pay up to £2500 pm	Will top up to 100%
<b>Two</b>	15 <sup>th</sup> April – 5 <sup>th</sup> May	80% of pay up to £2500 pm	Will top up to 100%
<b>Three</b>	6 <sup>th</sup> May – 26 <sup>th</sup> May	80% of pay up to £2500 pm	Will top up to 80%
<b>Four</b>	27 <sup>th</sup> May – 16 <sup>th</sup> Jun	80% of pay up to £2500 pm	To be determined
<b>Five</b>	17 <sup>th</sup> Jun – 30 <sup>th</sup> Jun	80% of pay up to £2500 pm	To be determined

**6. I'm a Critical Worker, what happens to my pay if I am furloughed in the future?**

It has been confirmed that employees who are furloughed will have their salaries topped up to 100% until 5<sup>th</sup> May 2020. From the 6<sup>th</sup> until 26<sup>th</sup> May 2020, if you are furloughed, then your earnings will be topped up to 80% of your normal pay.

**7. I have started working at Marshalls after 28<sup>th</sup> February 2020<sup>2</sup> – what happens to me now?**

If your role has been identified as business critical, you will be asked to work – either from home wherever that is possible, or at site until you are advised otherwise.

If your role is not business critical, and your manager cannot provide you with useful work, we will ask you to stay home, be available for essential communications from Marshalls and honour your contractual T&Cs in the six-week period 25<sup>th</sup> March to 5<sup>th</sup> May.

We will honour your full contractual salary during this period, even though we cannot claim any money back from the government under the Coronavirus Job Retention Scheme.

**8. What happens to me as I am absent from work?**

We have now published 'absence principles' which will be in force for the foreseeable future. These will be reviewed in line with the furlough pay decisions. You can find these principles on the intranet or in the Facebook group files.

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### **9. What happens to the holidays I have been accruing?**

We have also published our Holiday Principles. This outlines how we will deal with holidays and bank holidays. You can find these principles on the intranet or in the Facebook group files.

### **10. Where can I get more information or support?**

Please visit:

- Our dedicated COVID 19 intranet page <https://inet.marshalls.co.uk/coronavirus-communications>
- Marshalls external website <https://www.marshalls.co.uk/media/media-centre>
- 'Marshalls Group Employee Communications' Facebook group
- Case and Advice team [PeopleServices@marshalls.co.uk](mailto:PeopleServices@marshalls.co.uk)
- Employee assistance programme – CIC  
<https://inet.marshalls.co.uk/publicsites/HumanResources/HR%20Information/CiC/Forms/AllItems.aspx>