FREQUENTLY ASKED QUESTIONS

Section 1: TUPE

1. **What is TUPE?**
   The Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) protects employees' terms and conditions when a business or undertaking, or part of one, is transferred to a new employer.
2. **Why do we have TUPE?**
   TUPE legislation was developed to protect colleagues who have been affected by a transfer of a contract or business to another employer. It means that you should be comfortable in the knowledge that, apart from having a different employer, your terms and conditions of employment are protected.
3. **Will my employment transfer under the TUPE Regulations?**
   Colleagues engaged in delivering the current service at the point of transfer will TUPE to Londonist, last official working shift/day with ISS will be 1st May 2026.
4. **Is there a choice over TUPE?**
   If you have been identified as 'in-scope' but decide not to transfer to Londonist you will effectively be resigning, as the position will no longer be available within ISS.
5. **Am I entitled to redundancy as an alternative to transferring?**
   No. TUPE is not a redundancy situation. If you are deemed to be within the scope of the services transferring to Londonist you will transfer under TUPE, unless you formally object. However, you should note, objections to the transfer of your employment will be considered as a resignation under TUPE.
6. **If I transfer will I receive a job offer or new contract from Mitie?**
   You will not receive a job offer or new contract as your employment transfers automatically under TUPE.
7. **If I have any concerns regarding the transfer, who should I speak to?**
   Please talk directly to your line manager or People & Culture representative

Section 2: What will this mean for me?

1. **Should I report to work as usual after the transfer?**
   Yes. You will continue to deliver the same excellent service to the client.
2. **What if I am not at work on the first day of contract transfer?**
   If you are not scheduled to work on the first day, then you don't need to be there. Just come in as normal on your first working day after this date. Your employment will still transfer on the 'go live' date so that you keep your continuity of service. If you are scheduled to work on the go live day but you are unable to attend work, you must call in to let the new employer

People & Culture
ISS UK Limited
Velocity 1
Brooklands Drive
Weybridge
Surrey
KT13 0SL

Telephone: 0845 057 6500
Fax: 0871 429 6500

www.uk.issworld.com
info@uk.issworld.com

Registered Office:
Velocity 1
Brooklands Drive
Weybridge
Surrey
KT13 0SL

Registered in England
No. 00463951

know you will not be at work, the reasons why and when you think you will be able to return to work.

Section 3: Terms and conditions

1. **For those colleagues who are likely to be transferred across to Londonist under TUPE, will staff be required to provide CVs or be formally interviewed?**
   All colleagues in-scope will automatically transfer to Londonist with no requirement to supply CV's or formally interviewed. However Londonist may wish to meet with you to confirm personal details and learn about your current role.
2. **What will happen to my terms and conditions?**
   TUPE is employee protection legislation that applies in the UK. Anyone whose principle work moves to another employer under TUPE, transfers to that company with contractual terms and conditions that are directly comparable to the ones they already benefit from. Your current contractual Terms and Conditions (subject to TUPE consultation) will therefore transfer under TUPE to Londonist.
3. **Will I have to sign a contract with the new provider?**
   No. You will transfer on your current terms and conditions of employment.
4. **For how long will my terms and conditions of employment be protected under TUPE?**
   The protection provided by TUPE is not time limited.
5. **Will my salary or hourly rate change on transfer?**
   No. Your current salary or hourly rate will be no less following the transfer.
6. **If I want to change my hours following the transfer, will I lose my rights under TUPE?**
   If you wish to change your hours following the transfer, you will need to make a request to your line manager. You would not lose your TUPE rights.
7. **How will people returning from maternity leave after the transfer date be affected? Will their return be under ISS terms or under Londonist terms?**
   People in 'assigned' posts who are on maternity leave from ISS on transfer day will transfer under TUPE. They will continue to be employed by Londonist on their transferred terms.
8. **What annual leave will I be entitled to?**
   Londonist will honour your existing annual leave entitlement. Holiday arrangements that have been booked before the transfer takes place should remain unaffected.
9. **What will happen to annual leave that is already approved?**
   It will be honoured by Londonist as it is already approved. Just make sure that you advise the new provider's management of any approved annual you have when they meet with you.
10. **What happens to the length of service that I have built up with my ISS?**
    All of your length of service entitlements will remain the same. Londonist will recognise your original start date and will use it whenever they need to calculate your overall length of service. It's what is called your 'continuous service date'.

Section 4: Payroll & Pensions

1. **When is my final pay with ISS?**
   For the period worked from Monday 27 April to Friday 1st May (last working day with ISS) you will be paid on Thursday 14 May.

ISS Fortnightly Pay Periods					
Week commencing		**Week ending**		**Pay Day**	
Monday	27/04/2026	Sunday	10/05/2026	Thursday	14/05/2026

2. **Will I be sent a P45?**
   You will be able to access your P45 on the same platform that you use to view your payslip.
3. **Will I still be able to access my online payslips and P60's with ISS after the transfer date?**
   Yes, but only up to 3 months after your leave date. There is not a function to save but I would kindly suggest you access the Online Payslip/My P60s and print off all of them (left hand side under tax years) and any payslips from start of April 2025 up to final pay. The P60's will give you a record of earnings for each full tax year worked and the payslips from April 2025 until your final pay will give an accurate reflection of wages/tax/NINO with ISS in tax year 2025-26 prior to moving to your new employer.
4. **What will happen to my ISS Pension?**
   Your ISS UK pension will be deferred at the point of transfer, our Pensions Team will write out to you individually to confirm. Your pension will NOT automatically transfer to Londonist. If you wish to transfer your pension to Londonist, or another pension scheme, this will be a decision you will have to make following advice from someone qualified to do so – ISS are not qualified to give advice on pension transfers. Please note this does not apply to anyone currently contributing into the NHS Pension Scheme – this will continue as normal.