



Updated Q&A
19 January 2021

Furlough and flexi furlough

1. Who has been furloughed?

If your pub is closed/ closes as a result of COVID-19 restrictions and you are eligible, you will be furloughed for the period, meaning the Government will pay up to 80% of your salary (up to £2,500). Marston's has taken the decision to top up your pay to 80% your average normal pay, regardless of the Government cap of £2500 for a monthly paid employee or £576.92 for a weekly paid employee. With all of our pubs closed, many employees also in our support team will also be furloughed.

2. How will I know if I'm a furloughed employee?

If you are to be furloughed, your line manager should already have confirmed this with you. If you are unsure, contact your line manager or HRBP asap. You will have also received formal communication either on your work email address, your personal email address (if we have your details on file) or via post.

3. What is a furloughed worker?

To access support from the Government via the Job Retention Scheme, and subject to your agreement in some cases, your employment status will be re-designated as a furloughed worker. This would mean that you are kept on the Company payroll, rather than being laid off without pay or made redundant.

4. What is the difference between furlough and flexi furlough?

The current Furlough Scheme (CJRS) has now been extended until end of April 2021. If your pub is closed, your furlough leave will continue unless notified otherwise by us. The company reserves the right to continue you on furlough in the meantime or to place you back on furlough in the future should the need arise and whilst ever the scheme remains in place.

The flexi furlough scheme also came in to play from 1 July 2020, and it was to give the business flexibility to bring people in and out of furlough in weekly blocks, as well as enabling them to work for part of a week and be flexi furloughed for the rest.

You may be either furloughed for the full period or flexi furloughed. This will be subject to review and business capability and Marston's reserves the right to change or remove the top up payments.

5. If I am furloughed or flexi furloughed, will I be expected to work at all?

Whilst you are furloughed **you will not** carry out any work for Marston's without advance written authorisation from your manager / supervisor, or unless otherwise required by the Company (in which case we may need to consider a change to your status). In this respect, and if required, we can require you to work but for any hours that we ask you to work, we will not seek reimbursement from the government. In such instances, any work undertaken will operate in the same way as flexi-furlough, which is permitted under the extension to the scheme.



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We do expect you to provide your up to date contact information should we need to provide you with any updates and keep in touch. If you are a pub based employee, updated contact details including email address can be emailed to the Company at keepingintouch@marstons.co.uk. If you are a head office employee without access to your work email, please ensure you confirm a contact email address information so that we can continue to communicate with you. Please do remember to include your name, employee number, pub/department, email address, telephone number and postal address in any email sent.

6. In my letter it states that Marston's reserves the right to terminate my employment in accordance with the law.

This is a standard legal phrase that we have to include in any communication when we are changing your terms and conditions, even if the change is a temporary variation. It means that although your working hours and pay will be temporarily reduced, the rest of your terms and conditions, and the policies and procedures connected to them, still apply. It means that if necessary, the company would still follow the disciplinary process as outlined in the disciplinary policy. The temporary variation does not prevent the company from following procedures and processes governed by employment law. It's nothing new and nothing to worry about, but we understand in these challenging circumstances, why you may feel concerned about this phrase.

We cannot and do not provide any guarantees that you will not be made redundant in the future if the support from the Government is withdrawn at any point and despite your furloughed status, Marston's reserves the right to terminate your employment and for any reason, in accordance with the law. The message thus far is very clear in that they wish to help employers and employees in every way possible which is hugely encouraging. Please let us assure you that Marston's priority is to try to protect the livelihoods of all our employees and the business, and we will continue to take steps to do so.

7. What happens to my existing contract if I accept being furloughed/flexi furloughed?

Apart from being furloughed, your contract of employment remains the same. If you are furloughed/flexi furloughed, you are not permitted to carry out any work for the company whilst being furloughed. This is a temporary variation to the terms in your existing contract that we have agreed with you.

The acceptance of the being furloughed/flexi furloughed does not waiver your existing and continuing employee rights, such as your right to Statutory Sick Pay, maternity and other parental rights, rights against unfair dismissal and redundancy payments (where necessary).

8. What if I don't agree to being furloughed/flexi furloughed? Does this mean you will make me redundant?

The whole purpose of furloughing you is to protect the livelihoods of as many of our people as possible, while also ensuring the health and safety of our team members and the continued viability of the business.

At present, our intention is to try to reach an agreement with regard to being furloughed and we hope that all employees will realise we are taking these measures to ensure that where necessary all team members can remain in employment.



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Collectively we are all making sacrifices and compromises to ensure that all of our employees can maintain their livelihoods. If we are unable to agree furlough then we will need to reassess the situation at that point and consider alternatives. We do not know what those alternatives will be and it will depend on the numbers of affected employees who do not agree to being furloughed (where agreement is required). We do however consider that furloughing in some situations is the best option available for keeping all affected employees in continued employment.

9. How long will I be furloughed for?

If your pub is closed, your furlough leave will continue unless notified otherwise by us. The company reserves the right to continue you on furlough in the meantime or to place you back on furlough in the future should the need arise and whilst ever the scheme remains in place.

10. How long is the Coronavirus Job Retention Scheme open for?

The scheme has now been extended until End of April 2021.

It is likely that following the end of the Furlough scheme you may qualify for payment under the new Job Support Scheme proposed by the Government, which was due to commence in November but now expected to be operational in or around April 2021, subject to any extension to the current National Lockdown.

If you are eligible for this scheme, we will write to you again to provide additional information. Our absolute priority as a business during this unsettling period is to protect the livelihoods of as many of our people as possible, while also ensuring the health and safety of our team members. Whilst these measures are intended to protect your employment, they are subject to Government support.

We cannot and do not provide any guarantees that you will not be made redundant in the future if the support from the Government is withdrawn at any point and despite your furloughed status, Marston's reserves the right to terminate your employment, in accordance with the law. The message thus far is very clear in that they wish to help employers and employees in every way possible which is hugely encouraging.

11. Will furloughed employees still have access to email and their company IT equipment?

Furloughed/flexi furlough employees will retain their service and contractual benefits. From time to time the Company may need to communicate with you by email. For this reason, yes Company email facility will remain open and company IT equipment can be used if need be. However, all employees are still required to adhere to Company policies including the Company IT and social media policies.

Remember: you cannot carry out any work for Marston's whilst furloughed. The company has the right to request you to attend work. If it does so, you will be paid for that work as normal.

12. Could you send out a list of employees who are not furloughed so in an emergency everyone will know who to contact?

Please find below a list of key contacts that you may need to get hold of during this time.

Function	Contact details	Opening hours	What they can help with / additional information
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IT	Service Desk number: 01902 329500 Service Desk email address: ITServiceDesk@marstons.co.uk	8:00-5:00 (Use the same number for out of hours support)	<ul style="list-style-type: none">- Computer hardware / software queries- Mobile phone queries- Access to apps, platforms, internal / external sites
Payroll	Number: 01902 329188 Email address: PAYROLLDEPT@marstons.co.uk	8:00-5:00	<ul style="list-style-type: none">- Weekly and monthly payroll enquiries- Expenses queries
HR	Email address: HRQuestions@marstons.co.uk		<ul style="list-style-type: none">- Any questions you may have should be emailed to the inbox to ensure a prompt response
Retail Systems helpdesk	Number: 0333 241 2111 Email address: RetailSystemsSupport@marstons.co.uk	8:00-5:00 (manned) For out of hours support, follow the voicemail options	<ul style="list-style-type: none">- Basic EPOS support- Technical and social media support- Broadband and Telecoms support
Maintenance helpdesk	Number: 01902 329199	8:00-5:00 (manned) For out of hours support, follow the voicemail options	<ul style="list-style-type: none">- Building and maintenance issues
Health & Safety	Richard Webster Head of Health & Safety 07789 643707 Richard.Webster@marstons.co.uk	9:00-5:00	<ul style="list-style-type: none">- Health & Safety queries- Enquiries from regulators e.g. EHO
Purchase Ledger	Number: 01902 329416 Email address: accounts.payable@marstons.co.uk	9:00-5:00	<ul style="list-style-type: none">- Supplier invoice queries- Credit notes- Supplier statements
Treasury	Email address: treasurydepartment@marstons.co.uk Tina Gillet Treasury Team Manager 01902 329522	9:00-5:00	<ul style="list-style-type: none">- Cash queries- Banking and payment queries
Credit Control	Michelle Joiner Credit & Support Services Manager Number: 07772 324348 Email address: Michelle.Joiner@marstons.co.uk	9:00-5:00	<ul style="list-style-type: none">- Payment of Credit accounts- Account queries for tenanted & leased sites- Direct debit collections- Ingoing and outgoing settlement queries- Council tax and business rates
Customer services:	Number: 01902 711811 This number will take you through to the switchboard. Press 1 to be redirected to customers services.	8:00-5:00 For out of hours support, follow the voicemail options	
Internal comms	communications@marstons.co.uk		<ul style="list-style-type: none">- If you think you're not receiving the right email updates



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Media relations	Jeremy Eaton Vital Number: 07973 333965 Email address: jeremy@thevitalagency.co.uk	- Press and media enquiries - Social media advice
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13. Can I undertake voluntary work whilst I am furloughed?

A furloughed/flexi furloughed employee can take part in volunteer work or training, as long as they do not provide services to, or generate revenue for, or on behalf of Marston's. Being part of the community is an important role that our pubs play, and despite the current situation, we would encourage you where possible, and where it is safe to do so, to continue to give back to your community. It's also good for your personal wellbeing.

Pay and benefits

14. If I am furloughed, what will I receive on my normal pay day?

Marston's has taken the decision to top up your pay to 80% of your average normal pay, regardless of the Government cap of £2500 for a monthly paid employee or £576.92 for a weekly paid employee.

Wages of furloughed employees will be subject to Income Tax and National Insurance as usual and if you are auto-enrolled into a pension scheme will be subject to a deduction of your minimum pension contribution, unless you have opted out of auto-enrolment. This also applies to contributing members of the Group Personal Pension Plan.

Your furlough pay has to be calculated in line with the government guidance. The pay reference period may be different dependant on whether you previously qualified for furlough during the first lockdown earlier this year or furloughed for the first time in the most recent lockdown effective 5 November 2020 onwards.

From the 3rd January 2021, if you are weekly paid you will be paid 80% of your average from March 2020 (if you previously qualified for furlough prior to 30.10.2020) or 80% of your average from 6th April (or your start date if later) up until you went on furlough this time round.

If you are monthly paid you will be paid 80% of your current salary.

We will continue with this arrangement for the foreseeable future. However, this pay arrangement will remain subject to regular review and business capability and Marston's reserve the right to change or remove the top up payments.

Please email payrolldept@marstons.co.uk with any queries regarding your individual pay.

Please be aware we are experiencing a high number of calls at present and there may be a delay in coming back to you. We are doing our very best to get back to everyone as soon as possible.

15. How will my wage be calculated?

Your furlough pay has to be calculated in line with the government guidance.



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The pay reference period may be different dependant on whether you previously qualified for furlough during the first lockdown earlier this year or furloughed for the first time in the most recent lockdown effective 5 November 2020 onwards.

With effect from 3 January 2021 onwards, employees who are on furlough / flexi furlough will be paid 80% of their salary in line with the government guidance and pay reference periods described above.

This pay arrangement will remain subject to regular review and business capability and Marston's reserve the right to change or remove the top up payments.

Please email payrolldept@marstons.co.uk with any queries regarding your individual pay.

16. What can be included in my wages for calculation?

The updated guidance on the Coronavirus Job Retention Scheme (CJRS) that applies from 1st November can be found here <https://www.gov.uk/government/publications/extension-to-the-coronavirus-job-retention-scheme/extension-of-the-coronavirus-job-retention-scheme/>

17. I am a zero hours employee and have no fixed hours – will I receive any wage?

As a zero hours employee who is furloughed from the 3rd January you will receive 80% of your average salary over a reference period. The reference period defined for the CJRS is the same as that stated above for employees with irregular earnings. The Government has capped the amount of a week's pay the CJRS will cover to £576.92 per week.

18. I have recently joined Marston's, but I have not worked any hours yet, will I qualify for any payment?

Unfortunately, you will not be eligible for furlough payments.

19. What stoppages should I expect on the furloughed wage I receive?

Wages of furloughed employees will be subject to deductions of Income Tax and employee National Insurance as usual and employee auto-enrolment pension contributions.

Employees will also pay NEST pension contributions, unless they have chosen to opt-out or cease saving into a workplace pension scheme. If an employee lives on the premises and is paying the "living-in" deduction, this will continue to be collected at the full rate.

20. Will I retain all of my normal employment benefits?

Employees who have been furloughed have the same rights as they did previously, except that they must not work for us whilst they remain furloughed. We anticipate that a furloughed worker will be treated in a similar way as an employee who would otherwise be laid off without pay – except that you will receive 80% pay under CJRS scheme as indicated, and Marston's will top that up to 80% if you earn above the Government Cap of £2,500 a month

21. How will this affect my live-in and live out deductions?

Your live in and live out deductions or payments will remain unaffected.

22. Will the Company continue to pay my pension contributions?

For members of both the Company GPPP and NEST, the Company will continue to make employer contributions in line with their existing percentage rate. This will be based on your salary as a furloughed worker, rather than your normal salary rate.



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GPPP: Employees within the GPPP will continue to make and receive the relevant Company payment based on the percentage they normally pay but calculated from their furloughed salary. Should an employee decide to cancel their pension deduction, they will not be covered for life assurance during the suspended period or receive the employer contribution.

NEST: Employees who are members of NEST will continue to make contributions based on their normal percentage and receive the relevant Company payment, but this will be calculated on their furloughed salary, or reduced salary for those working reduced hours and subject to auto-enrolment rules. The life assurance element does not apply to members of NEST.

23. What benefits in kind can be suspended during the reduced pay period to offset the reduction or reduce people's tax liability?

- a. **SAYE** – Regular deductions to SAYE can be suspended.
- b. **WPA** – The taxable benefit in kind with Private Medical Insurance is paid in arrears, so changes (in benefit cover/cancellation) that happen in this tax year, will not change an employee tax code until the next tax year, in short, if an employee cancels their PMI cover, it will not show as a reduction in their tax deductions for the relevant pay period of the cancellation.
- c. **Flex pension contributions** – If an employee is part of the GPPP scheme they have the option to alter their pension contribution %.

24. Can I suspend my Childcare Voucher deductions?

If you are a member of the 'legacy' Company based Childcare Voucher scheme, you are able to suspend (or reduce) and still retain your rights to the scheme, as long as you make one deduction over a 12-month period. For further details, please log into your Marston's Rewards Childcare Voucher account or contact HRQuestions@marstons.co.uk.

If you are a member of the Government Tax Free Childcare Scheme (TFC), you will need to log onto your personal account, as this service is not provided through the payment process with Marston's. You can log into your account at <https://www.gov.uk/sign-in-childcare-account>.

25. Can I still access my Private Medical Insurance (PMI) benefit (if eligible)?

If you are a member of the Marston's PMI scheme (through Western Provident Association (WPA)), you are still able to make claims, however, please be aware that due to the current coronavirus pandemic, adjustments to usual arrangements may be in place.

If needing to make a claim, WPA has requested that for members to change their preference to electronic, if they have not done so already. This can be done by registering access to your secure online account at www.wpa.org.uk/secure to login and view and send secure correspondence to WPA and also the WPA app, which can be downloaded from the App Store (Apple IOS) or Google Play (Android). You can also contact WPA via email, the address is mcd@wpa.org.uk. [Full contact details can be found at www.wpa.org.uk/contact](http://www.wpa.org.uk/contact)

Should you have any queries regarding your scheme membership, please contact HRQuestions@marstons.co.uk



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26. How can I claim my expenses if I am furloughed?

You should still claim your expenses in the normal way by completing an expense claim form online via Employee Self Service within People Connect which will automatically be submitted to your line manager for approval and then sent directly to payroll for payment. If your line manager has also been furloughed, then your expenses will be checked and processed centrally.

Receipts will not be required during this unprecedented period, but you will be required to retain them as they will be required once the normal process is re-instated as all expenses will have to be reconciled. Please note that if you are not able to produce the original receipts at that time, Marston's has the right to reclaim any payments that have already been made to you.

27. Will I receive my payslip as normal?

Unfortunately, due to the current lockdown restrictions we won't be able to produce payslips whilst we have no access to Marston's House

For those with access to the Employee Self Service portal online payslips will still be available as normal.

28. I am currently in the Company Sharesave scheme. What happens to this?

You have three options for your existing schemes:

- (a) You can continue making payments to the Company Sharesave scheme for the remainder of your current Sharesave savings period. These will be taken from your monthly/weekly pay as normal;
- (b) You also have the option to take a payment break of up to 12 months (or weekly equivalent). This will extend your savings period by the same number of payments that you postpone. For example, if you stop paying for 6 months, your last payment would be in December, rather than July; or
- (c) You can also withdraw your savings at any time, but you will lose the right to buy shares at the end of the scheme.

If you choose option (a) you don't need to do anything else. If you choose either option (b) or (c) you will need to contact the Payroll team to stop or postpone your deductions. You will also need to inform Equiniti directly. Their number is 0371 384 2273. However, they are currently receiving an extremely high volume of calls and they recommend that employees complete the online 'Contact request form'. A member of their team will contact you directly. The contact form is available at: <https://equiniti.com/uk/contact-us/employee-scheme-participant-enquiries/>

Annual leave

29. Where will I be able to see my updated annual leave entitlement?

For weekly paid employees this will show on your payslip. For monthly paid employees you will be able to view this on your employee self-service account.

30. If I don't have enough holiday left later in the year to take annual leave, can I take unpaid leave instead?

We will consider this on a case by case basis and only in exceptional circumstances. You must speak to your Line Manager and seek HR approval for this in the future.



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31. Will my holiday be accrued in the normal way if I am a furloughed employee?

We have agreed that you will continue to accrue at your normal holiday entitlement rate.

Absence

32. What if I am pregnant and about to start maternity/paternity leave?

If you are due to start maternity or paternity within the next month, or you have a team member that is, then you should contact your HR Business Partner and inform the payroll team. Employees who are on maternity or paternity will not be furloughed.

You should start maternity/paternity leave as normal. If your earnings have reduced because you were put on furlough or off sick before your maternity leave started, this may affect your Statutory Maternity Pay dependant on the timing. The same rules apply to adoption pay, paternity pay and shared parental pay.

33. I am about to go on maternity leave, can I take any accrued holiday before I start?

Yes, you will be allowed to take any accrued holiday before you start maternity leave but please speak to your HR Business Partner first.

34. What if I am on maternity leave, adoption leave, paternity leave or shared parental leave?

The [normal rules for maternity and other forms of parental leave and pay](#) apply. Your employer can claim through the scheme for enhanced (earnings related) contractual pay for employees who qualify for either:

- maternity pay
- adoption pay
- paternity pay
- shared parental pay

35. I currently on maternity leave – will I also be furloughed?

Employees on maternity leave will not be classed as furloughed as they are entitled to certain statutory minimum payments. Team members currently on maternity leave will remain on maternity leave until the leave end date. If there is no work available for the team member once their leave ends, then they will be contacted with a view to classifying them as a furloughed worker.

36. If I am currently on maternity leave and my Line Manager is furloughed, who do I need to contact?

If your line manager is furloughed we suggest that you contact your HRBP contact or email the HRQuestions@marstons.co.uk inbox informing them well in advance of your intentions.

37. I have had a period of maternity in the last 12 months, how will my average hours be calculated?

The updated guidance on the Coronavirus Job Retention Scheme (CJRS) that applies from 1st November can be found here <https://www.gov.uk/government/publications/extension-to-the-coronavirus-job-retention-scheme/extension-of-the-coronavirus-job-retention-scheme/>

38. When someone comes off maternity leave, do we still process holiday pay?

Employees on maternity leave will continue to accrue holiday. Upon their return to work, if there is no work available, then they will be contacted with a view to classifying them as a



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furloughed worker. Once they are able to return to work as normal, they will be able to take any accrued annual leave.

39. If I am unable to use my KIT DAYS due to Coronavirus – will there be any compensation made for this?

At present KIT days can only be taken if agreed between the employer and the employee. Because of the current circumstances, if we have no work for you to do then we may not be able to offer you any KIT days. It is not proposed that any compensation will be offered as this is outside the company's control at this unprecedented time

40. How much sick pay will I receive?

For any employee currently receiving company sick pay, this will remain at 100% whilst the Furlough scheme remains in place and will at all times and in any event be paid in accordance with the Sickness Absence Policy and at the sole discretion of the company. The use of our discretion will be kept under review and should our policy change due to current circumstances we will inform employees of this. For any employee on Statutory Sick Pay (SSP), they will continue to receive SSP.

41. I am currently off sick, I do not qualify for SSP payments, am I eligible for furlough payments?

Unfortunately, you will not be eligible for furlough payments.

42. What if I fall ill when I am furloughed?

If you are, or fall, ill you should notify your line manager or HRBP contact if your line manager is furloughed as soon as is reasonably practical to do so. If you are issued with a fit note or isolation note, then this should be submitted to the payroll department. These can be sent via email to PAYROLLDEPT@marstons.co.uk, please ensure you include your full name and your pub/department and location within your email. If you are off sick, then you will not be furloughed and will receive payments in line with company/statutory sick pay entitlements. Please be reminded that company sick pay is discretionary and may be withheld.

43. I have just returned from being on long term sick, and have now been furloughed, how will my pay be calculated?

If you are designated as a furloughed worker you will, subject to the Coronavirus Job Retention Scheme (CJRS), be paid up to 80% of your gross basic salary (up to £2,500 per month for monthly paid and £576.92 for weekly paid). In addition, Marston's has taken the decision to supplement the scheme and pay all furloughed workers 80% of their gross salary, even if this is above the £2,500 monthly Government limit.

Wages of furloughed employees will be subject to Income Tax and National Insurance as usual and if you are auto-enrolled into a pension scheme will be subject to a deduction of your minimum pension contribution, unless you have opted out of auto-enrolment.

In order to be eligible for the scheme, employees must have commenced their employment with Marston's on or before 30 October 2020.

44. What is the process for recording people coming back from sick leave onto furlough?

Employees should contact their HRBP contact to discuss their return from sickness absence.

45. If I have a sicknote to send in during lockdown and my manager is on furlough, who do I send this to?



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Please either post your medical certificate to the Payroll Department, Marston's House, Brewery Road, Wolverhampton, WV1 4JT or scan and email payrolldept@marstons.co.uk

Second job

46. Can I work for another employer?

If you already have a second job, your furloughed worker status with Marston's will be unaffected. You are able to continue working for your second employer and may be furloughed and receiving payments through the CJRS with more than one employer.

Should you wish to take up a second job whilst you are designated as a furloughed worker with Marston's, then you are able to do so. However, please email the HRQuestions inbox in order to discuss this and please be mindful of any tax implications that this may have.

Should you be requested to return to work at Marston's as a non- furloughed worker you should ensure you are able to do this as soon as is required.

Likewise, if you wish to partake in volunteer work during this time then you are able to do so but must be available to return to your role at Marston's when this is reasonably required.

47. If I find an alternate job whilst furloughed what is the procedure?

If you find alternative primary employment whilst you are furloughed and wish to leave your position with Marston's then you should speak to your relevant HR Business Partner and advise them as such and follow the normal resignation procedures as per your terms of employment.

Miscellaneous questions

48. How will I know when I need to come back to work?

You should have already provided your line manager with your up to date contact details and email address. If you haven't done so, please email these to keepingintouch@marstons.co.uk. Make sure you include your full name and pub/ department, location, phone, email, postal address. Whilst you are not required to work, your line manager will remain in contact with you and will inform you when you are required to return to work.

49. Do I have the opportunity to remain on furlough, rather than returning to work?

If your manager has requested that you return to work with reasonable notice, you are obligated to do so.

50. Why has my colleague remained on furlough and I have had to come back to work?

The GM has assessed the needs of the business and planned rotas accordingly.

51. What do I do if I have an apprentice in my team, will they be able to continue with the learning?

Yes, if your apprenticeship recommenced learning and is furloughed they can continue with their programme. The apprenticeship providers, HITT and Lifetime will be supporting during the furlough period.

52. Am I able to access my CPL account to make use of the training materials during this time?



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Yes, you can access your CPL Account during this time. As a reminder, log in to Talent Academy Online at www.marstonsacademyonline.co.uk or download the app. Remember that your username is your first and last name (alloneword) and, if you're logging in for the first time, the password is your date of birth (ddmmyyyy). If you've logged in before, you will have been prompted to change your password, so you'll need to use this new password. If you have any issues logging into your Talent Academy Online account, click 'trouble logging in' on the homepage, or call our online training provider, CPL, on 01516 471057.

53. What happens if I or one of my team are in a probation period?

Team members within their probationary period will be furloughed like any other team member, providing their employment with Marston's commenced on or before 30 October 2020. Please **do not** look to fail a team member's probationary period as a result of pub closures. If you are on a probationary period however, and should you re-commence work with Marston's after the furloughed period, it is expected that you will remain on probation unless and until the company has signed this off or notified you otherwise.

54. Contacting HMRC

If you have any questions relating to being furloughed or the CJRS then please speak to your line manager in the first instance. As you can imagine, HMRC will be receiving a high number of calls at these challenging times and has specifically asked that people do not call them with individual queries.

55. I am still working, what is the guidance on travel?

Please see specific information and guidance below:

- England: <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>
- Wales: <https://gov.wales/travel-and-transport-advice>
- Scotland: <https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/>

If you need to travel to an area subject to restrictions for essential work that cannot be done remotely. A template letter is [available here](#) and can be used to authorise team members for travel. Keep a copy with you on your travels as it may be useful to show a copy if you're challenged. Below is also the risk assessment so please ensure your familiar with it and any changes.

[Field based and support teams risk assessment](#)

56. Will Marston's House remain open?

Marston's House is open but for 'essential' office users only. Essential office users are employees whose work is critical and for those whose daily tasks cannot be undertaken by working from home. You will be notified if your role is classed as being an essential office user. All other employees who would usually be based or make use of the office must continue to work from home for the time being.

57. I need to pop into Marston's House to do a regular task, when will I be able to access it?

Unless you are classed as an essential office user, you should not be visiting Marston's House.

58. How long will I have to work from home for?

Unless you are classed as and have been informed that you are an essential office worker, you will be required to continue to work from home for the foreseeable future.



MARSTON'S

59. Is the Talent Academy open for use?

No, the Talent Academy remains closed for the time being, and will be reviewed as restrictions are lifted.

60. Can I have parcels delivered to Marston's House?

Under no circumstances are personal deliveries or parcels allowed to be delivered to Marston's House.

61. What support materials are available for me or my team to support my mental, physical and financial wellbeing at this time?

On the microsite you will find access to a whole number of tools and a toolkit that will help support you during this time. If you can't access the Microsite, email HRQuestions@marstons.co.uk and we will email you the URL and password

62. How much communication will I receive from Marston's during this period of time?

We will keep you updated as and when information or the situation changes, this could be on weekly basis or could be longer. We also suggest you check the microsite regularly for updates

63. Am I able to talk to my team/colleagues whilst I am furloughed?

Yes, you are able to speak and check-in with your team whilst you and they are furloughed, and we would actively encourage you do this.