

Question	Answer
Redundant employees	
<p>1. Some people are reporting problems submitting accrued holiday claims. Please advise what is causing the problem?</p>	<p>We are aware of a small number of discrepancies between sums claimed and the amount reported as due to you according to the Redundancy Payments Service (RPS).</p> <p>Please note that we are working with the payroll team to reconcile the Company's records and ensure all outstanding wages and accrued holiday pay is reported to the RPS. Upon receipt, the RPS will revisit your claim and confirm the balance due to you . If there is still a discrepancy after this point, please contact Evolve at hello@evolveis.uk to discuss your claim further.</p> <p>Please note, however, that employees should ensure that they remember to pro rata their holiday entitlement when making a claim. Claims for a full holiday year will not be processed as holiday accrues during the year and is calculated up to the date your employment came to an end.</p>
<p>2. If I start employment on the day after Thomas Cook makes me redundant will I still be able to claim for statutory notice pay?</p>	<p>Statutory notice pay can only be claimed once your notice period (had you worked it) ends; this will depend on your length of service (as statutory notice is one week for every full year worked capped at 12 weeks). The RPS will contact you to confirm when you can claim and will provide a 'LN' reference number to enable you to apply online at https://www.gov.uk/claim-loss-notice</p> <p>Please note that claims for statutory notice pay are mitigated by any monies you receive during the period. This can include any benefits or wages from a new employment.</p>
<p>3. If I start employment the day after Thomas Cook makes me redundant will I still be able to claim for accrued holiday pay?</p>	<p>Claims for accrued holiday up to the date of the Liquidation should be claimed as soon as possible after your employment has been terminated. Guidance on making claims have been provided in your redundancy letter and can be found at https://www.gov.uk/claim-redundancy</p> <p>Please contact Evolve at hello@evolveis.uk for any queries relating to your claim.</p>

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4.	How do I claim the rest of the money that is owed to me that has not/will not be paid by the RPS?	<p>Once you have lodged a claim on the RPS portal you do not need to take any further action in respect of claims for arrears of wages, accrued holiday pay, PILON or redundancy pay.</p> <p>Any remaining balance due to you above that paid by the RPS will rank as a claim in the Liquidation. The RPS will send details of your claim and sums paid to the Liquidator/Special Managers directly. Please note that the Liquidator/Special Managers are unable to confirm at this stage what monies may be available to distribute to creditors from the Liquidation.</p>
5.	How will I get a reference after I leave?	<p>A standard reference is being prepared and will be sent to you as soon as possible following your redundancy.</p> <p>Please note that tailored references cannot be provided, and this should be advised to any new employer.</p>
Retained employees		
1.	Communications issued so far refer to 'potential' redundancies'; however, isn't it the case that everyone will be made redundant in due course?	<p>Part of the current process includes looking for opportunities for parts of the business to be sold which may mitigate the number of redundancies.</p> <p>We aim to communicate any further anticipated redundancies as soon as possible to assist those retained with making future plans. These dates will be dependent upon the needs of the business and may be subject to change.</p>
2.	How long is the retention period likely to last?	A review of the requirements to wind down the business is underway. This may mean that a number of roles are required to finalise operations for a longer period. We hope to clarify this as soon as possible and will update you as the plans develop.
3.	How will notice of redundancy be served	Individuals will be informed by a member of the Special Managers' team and a letter will be issued shortly thereafter to confirm the date of redundancy. This letter will provide advice on how to claim for any amounts you may be due including notice pay, accrued holiday and redundancy pay. You will not be able to make any such claims until you have been made redundant.
4.	I have been retained; have I been served with notice?	You have not been served notice of termination until you have been formally advised that your role is redundant and of your last day of work. Your role remains at risk of redundancy.

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5.	If I find a new job before being made redundant, how do I resign?	You should submit your resignation in the normal way. In this instance, you will not be able to claim for statutory redundancy pay as you have resigned and have not been made redundant. This may also impact your ability to pursue other claims (if you are eligible).
6.	If I have been retained for longer than 14 days will my final salary also include redundancy pay/pay in lieu of notice (PILON) or do I still need to claim this from the RPS?	All claims for redundancy pay and PILON need to be made to the RPS. The process for this will be detailed in your redundancy letter.
Miscellaneous		
1.	I have read about a protective award claim that may be lodged due to the lack of consultation. How can this be progressed?	Employees should take their own legal advice in respect of any potential protective award claim.