

11 May 2020

Guidance for furloughed colleagues

VI.12



EVERY JOURNEY MATTERS

What is furlough?

Furloughing is designed to support firms that have been detrimentally affected financially by coronavirus.

The word 'furlough' generally means temporary leave of absence from work. Furlough leave has been temporarily introduced by the Government in response to the unprecedented situation presented by the COVID-19 pandemic to provide employers with an option to keep employees on the payroll.

The Government will use the [Coronavirus Job Retention Scheme \(CJRS\)](#) to help pay the wages of people who can't do their jobs as a result of the COVID-19 outbreak and its impacts on businesses. This will help companies retain team members.

Under the CJRS arrangement, the Government will pay 80% of furloughed employees' monthly wages up to a maximum of £2,500 per person per month before tax for the time that they are not working. [We will top up any amount over £2,500 so that furloughed colleagues receive their contractual pay and pension contributions and will continue to receive their full employee benefits during this period.](#)



Furloughing is designed to help everyone at this difficult time

Employers aren't doing wrong by furloughing, they're doing right – as clarified by independent financial and consumer rights expert Martin Lewis. The Government's aim with furloughing is to 'protect financial victims of coronavirus' and 'enable firms and employees to quickly pick up where they were, once this all ends.'

Our people

The decision to furlough a team member is a short-term measure and everyone furloughed will remain employed by us. Team members must not do any work for us during this time, but many may welcome the paid break to spend time with their families or volunteer (not for us or our contractors) in their local community.

TfL

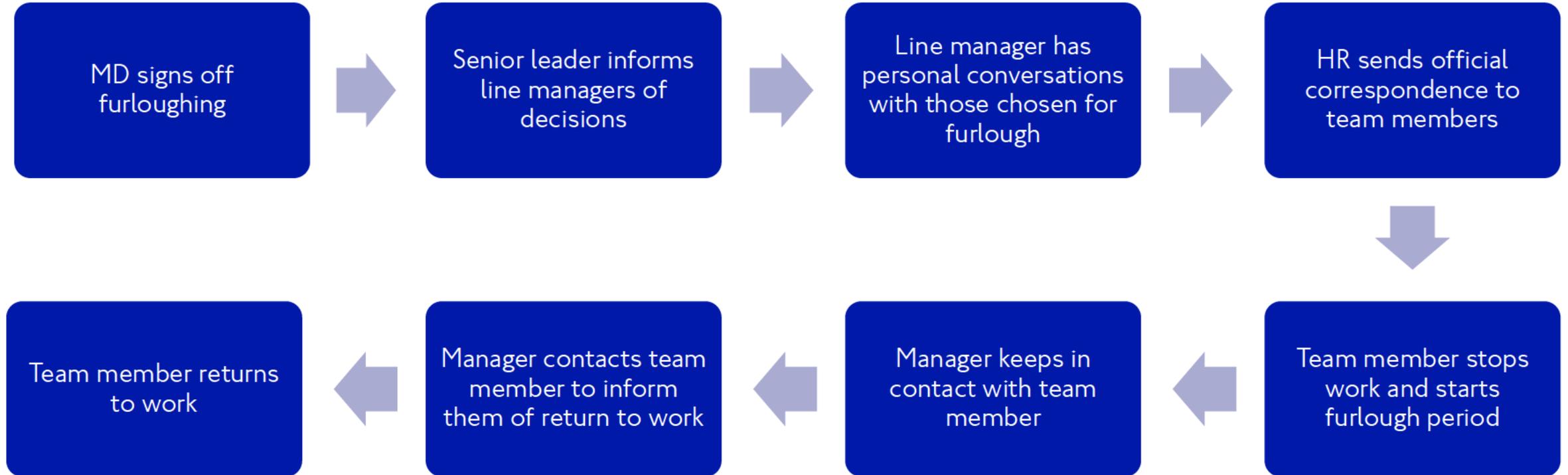
The Government will meet 80% of the wage payments of those TfL colleagues who are currently unable to work due to the restrictions put in place to manage the COVID19 outbreak. This will provide urgently-needed relief for our budgets at this time so that we can still afford to safely operate the critical services we are running for essential workers who are saving lives. We will top up any amount over £2,500 so that furloughed colleagues receive their contractual pay and pension contributions and will continue to receive their full employee benefits during this period.

UK economy

Furloughing is one of a range of measures introduced by the Government to support the UK economy as it suffers from coronavirus lockdown measures. Furloughing is designed to ease the pressure on the economy and prevent mass unemployment by helping businesses refrain from laying off staff in spite of the huge financial challenges they are now facing.



Furloughing process



What you can and can't do when on furlough

If you have been selected for furloughing, your manager will inform you. Your manager will also explain what this means for you and highlight what you can and can't do while on furlough. If you have been furloughed it's because your work has stopped for the short-term, you are still a valued and important member of our team.

Being furloughed means you are no longer allowed to undertake any work for us until your furlough period ends, but you'll be doing your bit to help us continue to run our vital services every day for London's essential workers.

Here are some other points to be aware of:

- Your manager will keep in contact with you while you are on furlough to check on your wellbeing, they may ask you how you would prefer this to happen
- You should continue to stay in contact with colleagues
- When keeping in touch it's important to remember you can't be asked to do any work while on furlough
- While on furlough you can still access your oneLondon account, look at Yammer and access online training and development tools
- You should update your out of office so your colleagues know you have been furloughed and can't respond (see suggested text on next slide). You should also set up a substitute in SAP (on workflow) as this will enable us to continue to process things such as invoices and leave requests
- If your team has a mix of furlough and non-furlough team members, your manager will make sure that non-furloughed colleagues are aware that those on furlough cannot work and also who has been furloughed in their teams, so you don't get chased for work or information



Sample out of office

Thank you for your email.

I am currently on furlough leave as part of the Government's Coronavirus Job Retention Scheme and don't have access to work emails.

While I'm off, please contact [Insert name & email address] who will be able to help you.

Kind regards

[Your name]



Annual leave arrangements during furlough

As a result of coronavirus, we need to avoid large numbers of people taking annual leave at the same time when we return to more normal operations.

If you have leave booked when on furlough, this shouldn't be cancelled. This is the same as for anyone not on furlough – booked annual leave for this year should be taken as planned.

If you are furloughed for more than three weeks, a proportion of your annual leave entitlement will need to be used during furlough:

- For weeks 4, 5 or 6, we will allocate two days annual leave to be taken during your furlough period
- For weeks 7, 8 or 9, we will allocate two days annual leave to be taken during your furlough period
- If you go on two separate blocks of three weeks furlough leave, we will allocate two days annual leave during your second block of three weeks
- If you go on two separate blocks which total seven weeks or more, we will allocate four days annual leave when you start your second block of furlough.

If you are already on furlough and have not yet booked or had your 2020 annual leave allocation rostered, you need to retain four days to allow for the allocation as detailed above. Any bank holidays that fall within the furlough period cannot be accrued.

Any leave already booked will be included in the above allocation. If you have booked or rostered less leave than outlined above the difference will be allocated. Leave days will not be allocated to those on furlough that have a long-term sickness or is shielding.

Our response to the Government's Job Retention Scheme is under regular review. This guidance may change.



FAQs

Here's just a few questions and answers on the Coronavirus Job Retention Scheme (also referred to as furlough). You can access these and other FAQs on furloughing on the [Coronavirus SharePoint site](#).

Question	Answer
Am I still employed during my furloughed period?	Yes, you are still employed by TfL during the period of furlough.
Can my furlough status change?	We will continue to review the status of all our employees. This could mean that you are moved in or out of furlough depending on changing business requirements and government guidelines. It's possible for an employee to be furloughed, brought back into active work and then furloughed again. Current government guidelines state that a period of furlough must be for a minimum of three weeks. We will continue to align our approach to the government guidelines.
What pay will I receive during furlough?	Employees who are furloughed will continue to receive their contractual pay and pension contributions and will continue to receive their full employee benefits during this period.

Please check the [FAQ section on SharePoint](#) as we'll regularly update the site.



Where can I get support?

We assure you that we are furloughing to **protect our people and our business now and in the longer term.**

But we do understand that this may be an unsettling time and you may want to talk to someone about your concerns.

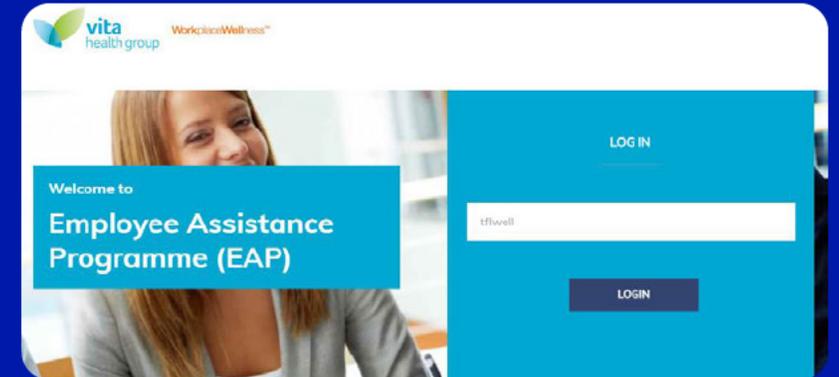
Our Employee Assistance Programme (EAP) is available to **all colleagues** at any time of the day or night. This **free and confidential** support service provides you with **unlimited** access to information, advice and emotional support.

Call: 0800 470 2129

available 24 hours a day,
365 days a year

The EAP includes access to an online portal, which houses tools designed to support you with challenging life events and help with maintaining and enhancing overall health and well-being. Everyone can access this online on any device connected to the internet – work or personal.

In particular, it features a section under the ‘My Wellbeing’ tab that includes information from looking after your mental health to managing finances and budgeting.



<https://www.my-eap.com>

Organisation code: tflwell



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