



TUPE - Frequently Asked Questions

What will this mean for me?

To make it easier to find the answers you are looking for, we have categorised all questions into the headings below.

Categories

- **TUPE Transfer**
- **Pay, Pension & Benefits**
- **Annual leave**
- **Operational Processes**
- **Training & Compliance**
- **General**

What is a TUPE transfer?

A TUPE transfer happens when an organisation, or part of it, transfers from one employer to another or where a service (such as cleaning) is transferred to a new provider.

What are the legal obligations of ISS and my current employer?

All organisations have a responsibility to consult with employees regarding the transfer. ISS will engage with any recognised Trade Union and/or elected Employee Representatives in the coming months.

What does “measures” mean in a TUPE transfer?

The term "measures" includes any action, step or arrangement, other than the mere fact of the transfer. Measures would include such things as change of holiday year, change of reporting line and change to pay dates as examples. We will communicate these changes within the Measures letters to your current employer.

What does “Employee Liability Information” mean?

Under the TUPE Regulations your current employer has to provide, in a timely manner, details of your contractual terms and conditions, such as pay, holiday entitlement, sickness terms etc.

Does TUPE safeguard my terms and conditions of employment such as pay, hours and holidays? If so, for how long?

TUPE ensures that all employees eligible to a TUPE transfer will maintain, as far as possible, the same terms and conditions of employment. There is no specific time limit which applies to protection of terms and condition of employment. Contracts of employment include all written terms and conditions of employment e.g. pay, continuity of service, holiday entitlement, job title, and sick pay provisions. (Unless specifically stipulated in the measures).

There are special (TUPE) rules regarding some aspects, including pensions. ISS aim to provide a comparable pension arrangement and minimise changes.

**What happens if I don't want to transfer to ISS, Is there a choice over TUPE?**

If you have been identified as being 'in-scope' and therefore eligible to Transfer but decide independently that you do not wish to transfer to ISS you will effectively be resigning, as the position will no longer be available with your current employer post transfer date.

Pay, Pension & Benefits

Pay frequency and dates

ISS will receive official confirmation of your pay frequency and pay dates when the Employee Liability Information is received from your current employer. We will then work closely with our Payroll team to determine if there is going to be any changes. This will form part of the Measures and we will then consult with any recognised Trade Union and elected Employee Representatives.

What are the pension arrangements for employees transferring across to ISS, currently on a Defined Contribution (DC) Pensions Plan?

As a current member of your parent company's DC pension plan, from the date of transfer you will be enrolled into the ISS DC pension plan, provided by SMART Pension Scheme. Your current contribution levels (both the employee and employer contributions) will remain the same. The Pension Scheme you had with your current employer will be deferred until such time as you retire or you wish to move the funds to another pension scheme – please see link below for advice

<https://www.gov.uk/plan-retirement-income/get-financial-advice>

If I pay additional voluntary contributions on my pension; will this continue with ISS?

Yes.

Can I opt out of paying into the ISS pension scheme?

Employees transferring to ISS on 1st October 2025 will be automatically enrolled in the ISS SMART Pension Scheme.

New Joiners are automatically enrolled into the DC pension plan and can choose to opt out. However, under auto-enrolment legislation, they can only opt-out once they have been enrolled (i.e. not before they transfer).

What will happen to my existing Life Assurance?

If you are eligible to Life Insurance, you will be entered into the ISS scheme. The current levels of Life cover will be maintained.

Annual Leave

How do I book annual leave?

We will provide joining instruction during the onboarding process.



Can I continue to book holidays for later in the year while still employed with my current employer?

Yes – the way you currently book holidays can continue as normal. This will still be subject to authorisation by your line manager.

Will our remaining holiday entitlement transfer?

Your contractual holiday entitlement will transfer to ISS. Any holidays accrued but not taken up to transfer date will transfer to ISS.

Can I carry over my remaining leave to the new holiday?

Employees are responsible for ensuring that all entitlements are taken in each holiday year.

How much notice do we need to give to book time off?

Ideally 28 days' notice is required for all holiday bookings.

Can I book longer than 10 days for family events, special occasions and similar?

Yes – provided that you give as much notice as possible and your shifts can be covered. Please do not book anything without pre-authorisation of the holidays.

Can I book off Christmas?

We usually operate on a first come first served basis, however for occasions such as festive breaks we ensure that it is fair and not the same person every year.

Operational Processes

I have a laptop and a phone with my current employer, will ISS provide this?

IT Equipment will only be issued to those deemed to have a specific requirement to utilise. Desktop Systems for multi-use may be deployed.

What uniform will we be getting?

For those required to wear a uniform we will be working closely with the client in determining what those may look like, we aim to confirm this back to you at the earliest opportunity.

Will I have an ISS email address set up?

Only for specific employees who have been deemed to have a need and require access to specific systems will get an ISS Email Address.

When will ISS paperwork and equipment be issued to this site?

All necessary equipment will be ordered and will be in place by the contract start date.

Training & Compliance

How will training be delivered post transfer?

All employees will complete training through the LMS (learning Management System). This will be automatically advised once we have set you up on our payroll system.



General

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

What to expect next?

Over the coming months we will be engaging with any recognised Trade Union and elected Employee Representatives as part of the Collective Consultation. We will also be seeking to meet up with each of you to conduct a 121, this will be to confirm personal, as well as contractual, information to ensure we have the most accurate and up to date information on each of you prior to transfer.