

Paperchase Products Limited - in administration (the “Company”)

FAQ for Paperchase employees who are continuing to be employed in the Administration

Following the recent announcements this frequently asked questions document has been produced to provide you with answers to the most frequently asked questions

Questions?	Answers
What does ‘going into administration’ mean?	Going into administration means the Company is being taken under the management of an Administrator (a licensed insolvency practitioner). The Administrator assumes control of the Company from the current Directors and will manage the business from this point onwards. Administration is one of a number of insolvency processes.
What is an Administrator?	An Administrator is an officer of the Court and is qualified to manage the affairs of a business when it is insolvent. It is their role to take control of a company’s affairs when it is in financial difficulty and try to find a longer term solution for it. The Administrators act as agents of the Company and without personal liability.
Why have the Administrators been appointed?	<p>You will be aware that trading throughout 2020 has been challenging for the Company on account of the various lockdowns, with many colleagues being furloughed up to four times in the last 10 months. In addition, the closures in November and the run up to Christmas proved particularly damaging.</p> <p>As the country faces further restrictions for potentially some months to come, regrettably the Directors had to take the very difficult decision to appoint Zelf Hussain, Rachael Wilkinson and Rob Lewis as administrators of Paperchase Products Limited.</p>
What role do the Administrators take in the process?	Once an Administrator is appointed, they assume operational control of the Company from the Directors and will manage the business from this point onwards. A team from PwC will support the Administrators and will be working closely with a team of colleagues from the Company.
Why is my store not transferring or closing right now?	Discussions are currently being undertaken with landlords at the moment with an aim to negotiate rents for the stores that are currently in administration. If they can come to a mutually agreeable arrangement for the future, these stores are more likely to move across to the new company and your employment will then TUPE across to the new company. If however an agreement cannot be reached, it is very likely that the store will close. We will keep you updated as we appreciate this is an unsettling and difficult time.

How long are these negotiations likely to take?	They are in progress at the moment. At this current point, we do not anticipate stores being in administration for more than 2-4 weeks but we will work with you to keep you updated on this timescale.
Will I continue to be paid? Do I still accrue holiday and keep my benefits?	Yes, as long as you continue in your employment you will be paid your normal or furlough pay while you are employed in the Administration. You will continue to be paid in the normal way on the usual day of the month and retain your contractual benefits, including holiday accrual.
Who do I now work for?	You remain an employee of the Company (Paperchase Products Limited - in administration) under your existing terms and conditions. As the majority of employees remain on furlough you should continue as you are unless you are told otherwise. If you are not on Furlough you should continue to turn up for work. All employees who remain employed in the Administration will be paid in the usual way. Please continue to check your emails in the coming days so that we can keep you updated and informed on progress.
What happens if my store moves to the new company?	If ownership of the store that you work in transfers to the new company there is legislation known as Transfer of Undertakings (Protection of Employment), commonly known as TUPE which will apply to those working in a transferring store.
If my store transfers, do I get a choice whether to TUPE or take redundancy?	If TUPE is applicable to your role, there is no change to your employment terms, there is no option to take redundancy instead of transferring. If you decide that you do not want to transfer you would need to resign from employment, this is a personal choice.
What does TUPE mean to me?	If you work in a store which transfers to the new owner, TUPE means that all your employment rights and contractual terms transfer across to the new company intact, such as length of service, salary, benefits and contracted hours. If your store transfers, your employment should look and feel exactly the same as it did prior to the appointment of Administrators.
How and when will I be informed if I am to be made redundant?	If there is a need to make further redundancies and your role is affected we will communicate this to you as soon as we can. Unfortunately, we can't give you any information on the "how and when" as this will depend on the circumstances and the timing, but will likely be a similar format to the first announcement. We will give you as much notice as we can before the communication and we will look to establish a Forum as a way of being able to answer questions that you may have and providing you with information during this time.
	You will be paid your final wages (including pay in lieu of holiday accrued but not taken during the Administration) on your usual pay date. You will need to make a claim to the RPS for any redundancy, notice or any pre-administration holiday accrued but not taken. There is further information available at www.pwc.co.uk/paperchase about the redundancy process

How will the Forum work?	We will arrange for a forum of employees from across the stores remaining in administration. The forum will be an opportunity for representatives to receive information about the Administration and to raise questions on your behalf.
What is my notice period?	Your notice period will be set out in your Contract of Employment. If you want to resign, you will need to give and be prepared to work your notice period, however please raise this with your line manager in the first instance.
What happens if I get a new job and need to resign, do I have to work my contractual notice while we are in administration?	You should be prepared to give and possibly work your contractual notice if you wish to resign. We would encourage anyone who wishes to leave the business to discuss their preferred leave date with their line manager before committing to a start date with a new employer.
If I resign can I still make a claim from the RPS for redundancy?	If you resign you will not be eligible for redundancy pay through the RPS. However, if you resign and are working your notice period and your notice period is cut short due to your store closing, you may be entitled to make a claim for the balance of statutory notice from the RPS along with any pay for holiday accrued but untaken.
I have a new job. As I am on furlough, can I resign and leave immediately?	You should be prepared to give your full contractual notice but please speak to your line manager to see if other arrangements can be made.
Where do I send my resignation letter?	Resignation letters should be submitted to uk_paperchase_employees@pwc.com
Am I entitled to holiday accrued but not taken if I resign?	<p>Yes, resignation doesn't impact entitlement to be paid in lieu of holiday accrued but not taken up to the date of Administration. You will be paid in your final salary for any days accrued but not taken after the date of Administration and will need to make a claim to the RPS for any days accrued but not taken before the Administration.</p> <p>We will write to you with details of how to make a claim to the RPS for holiday pay and any wages owed.</p>
Can I apply for a transfer for a job in one of the stores that went with the new company?	You are of course free to apply for any vacancies that the new company may have, however unless you transfer across to the new company as a formal TUPE transfer with your store, you are not an employee of theirs and so do not have the right to transfer across with your current terms and conditions of employment. You would likely have to go through their recruitment process as an external candidate.

Who do I go to if I have any other questions? The People Team or the Administrators?	If the Forum has not yet been set up, in the first instance you should speak to your usual contact for operational queries. If your query is employee related please contact uk_paperchase_employees@pwc.com in the first instance. The team from PwC will be working with the People Team to ensure that all your questions are answered as quickly as possible.
I have personal details stored on my Company device, should I remove these?	You should take all steps necessary to comply with the requirements of data protection in the event that your store does not transfer to the new company.
I am due to go on maternity leave, what happens with my maternity pay?	You remain an employee of the Company under your existing terms and conditions. In the event that your role is made redundant while you are on maternity leave you will need to contact the Statutory Payments Disputes Team on 03000 560 630.
Who do I submit sickness certificates to?	Sickness certificates should be submitted as normal.you would normally to payroll or uk_paperchase_employees@pwc.com
I think you have an old address for me, how do I update this?	Please contact uk_paperchase_employees@pwc.com so that our team can update your record.
I think you have an old email address for me, how do I update this?	Please contact the uk_paperchase_employees@pwc.com so that our team can update your record.
I have been asked a question about the Administration, what should I do?	Please refer them to a member of the PwC team and avoid being drawn into discussions regarding information which may be confidential or business sensitive. You must comply with any confidentiality requirements in your Contract of Employment.

Zelf Hussain, Rachael Wilkinson and Rob Lewis have been appointed as joint administrators of Paperchase Products Limited to manage its affairs, business and property as their agents and without personal liability. Zelf Hussain, Rachael Wilkinson and Rob Lewis are licensed in the United Kingdom to act as insolvency practitioners by the Institute of Chartered Accountants in England and Wales.

The joint administrators are bound by the Insolvency Code of Ethics which can be found at: <https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>.

The joint administrators may act as controllers of personal data as defined by the UK data protection law depending upon the specific processing activities undertaken. PricewaterhouseCoopers LLP may act as a processor on the instructions of the joint administrators. Personal data will be kept secure and processed only for matters relating to the joint administrators' appointment. Further details are available in the privacy statement on the PwC.co.uk website or by contacting the joint administrators