

To All Employees of Laura Ashley Limited, Texplan Manufacturing Limited, Premier Home Logistics Limited (“the Companies”) - together in Administration

Frequently Asked Questions - updated 21 October 2020

Following the recent announcements this frequently asked questions document has been produced to provide you with as much information as possible at this stage. A set of FAQs will also be available on PwC website and we will keep this updated.

Questions?	Answers
What has happened to the Companies?	Despite best efforts to secure additional funding, the Companies don't expect to be able to obtain sufficient funding in the timescales currently required. In addition, the COVID-19 outbreak has had an immediate and significant impact on trading, and ongoing developments indicate that this will be a sustained national situation. The directors of the Companies believe that they have explored all available alternative options. Accordingly, the directors have taken the very difficult decision to put the Companies into administration. The appointments were effected in Court on Monday, 23 March 2020 and Rob Lewis and Zelf Hussain from PwC were appointed as joint administrators of the Companies. Rachael Maria Wilkinson was also appointed as a joint administrator on 17 April 2020. Following the appointment, the administrators are urgently exploring whether parts of the business can be sold as a going concern. Regrettably, as only parts of the business will be covered by the negotiations in relation to a possible sale, this means that there was a requirement to close a number of stores on Monday, 23 March 2020 and to implement changes across other parts of the business (Laura Ashley UK). However, at this time the Companies and the remaining workplaces will continue to operate as usual (until further notice and subject to any Government advice regarding COVID-19), with existing local management continuing to manage day to day operations whilst under the control of the administrators.
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. They will be responsible for working with management to review the operations of the company and try to secure a sale of some of the business. The Administrators act as agent of the company and without personal liability.

Who is my employer?	Unless you are told otherwise, you continue to be an employee of the company that employs you under the terms and conditions of your existing employment contract.
Will employees be retained?	The Administrators retained the roles necessary to assist them with ongoing customer requirements. Regrettably, some colleagues have been made redundant because their roles can't continue due to the Administration.
Should I continue to come to work? How will my wages be paid?	Yes, if you have been advised that you have been retained by the Company/s please continue to attend work. If you are uncertain of your status, please speak to your line manager or HR. As long as you turn up for work or are available for work (subject to compliance with any Government advice regarding COVID-19), you will be paid for the work that you do in the usual way on your normal pay date, that being on 22nd May (if 4 weekly paid) or 29 May (if paid monthly). These payments will be processed using a faster payments service and will reach your account during the course of the day on your normal pay day. This means that payment will reach your account on your normal pay date but may reach your account at any point up to midnight.
When will I be made redundant?	For those redundancies since the 23rd March 2020, payment was made for March's salary and wages, that being on 27th March (if 4 weekly paid) or 31st March (if paid monthly). If you have been redundant you will receive a letter and we will ensure you are provided with all the necessary guidance and support. If you have been made redundant and not received a letter please contact the helpline with your address and we will ensure a letter is sent to you.
What about my Pension payments?	A specialist pension team are reviewing the company policies. If you have any questions around your pension(s) please contact the provider(s). Laura Ashley Retirement Benefits Scheme (the Scheme) will be issuing further communication in due course and you will receive a letter in the post. Please wait for the letter before taking any further action with respect to your pension payments. If there are deductions that have been taken from your pay and have not yet been paid to the scheme provider. The specialist pension team are reviewing the position. There is nothing for employees to do at this time.

Will there be any changes to my day to day role?	Although there may be some short term disruption due to the immediate closure of the stores, the operations will continue as usual under the control of the administrators and the existing management at this time. On a day to day basis, if you are continuing to work your role is unlikely to change.
I have a company phone, can I carry on using it?	The Administrators will be having discussions with the current provider with a view to securing on-going arrangements to continue these facilities. We hope to avoid/limit any operational disruption.
What happens if I get a new job and choose to resign?	If you resign you are terminating your employment with the company that you are employed by. You'll still be able to receive payment for work done after our appointment; but you won't be entitled to redundancy or notice pay.
How will the administrators communicate with you? Who can I speak to if I have questions or concerns?	You can send queries by email to uk_lauraashley_employees@pwc.com Further information regarding the appointment is also available on PWC website https://www.pwc.co.uk/lauraashley
What do I do if I receive enquiries from the media?	Should anyone from the media contact you please do not answer any questions yourself. Please be mindful that any comments you make on social media are in the public domain and these can often be taken out of context or misconstrued.
If I have not been made redundant, how long will I have a job?	This will depend on the part of the business which you work in and if there is a going concern sale of parts of the business or how long it will take to implement the orderly closure of the business and therefore it is difficult to provide a definite answer at this time.
Will annual leave still be allowed to be booked / taken?	Existing holiday bookings will be honoured. Any future holiday bookings, we would request that you speak to HR or your line manager. However, please be aware that in the event that you have been issued with notice of redundancy your annual leave entitlement will be pro-rated as at your leave date.
If I work overtime after the date of administration, will I be paid for that overtime?	Yes, if you are currently available for work and asked to work overtime, and overtime is normally payable under your contract, then that overtime will be paid to you.

When the national minimum wage (NMW) rates increase in April 2020, will I be entitled to the increased rate of pay?	The rate of pay for employees, who continue to work (i.e. those who are not furloughed) and who are paid the national minimum wage will increase in line with the national minimum wage rate increases with effect from 1 April 2020, where they remain employed and continue to work. There will be no changes to the rate of pay for workers who are already paid above NMW.
Am I still entitled to private medical cover?	Aviva have confirmed that their cover is continuing as normal and the suspension on claims payments has been lifted. If you remain employed or are furloughed and were previously entitled to private medical cover then this cover will continue.
I incurred expenses in the course of my employment prior to the appointment of the administrators which I am owed, will these be paid?	Yes. In relation to expenses incurred prior to the administrators being appointed on 23 March 2020, please submit your expenses in the normal way and once approved, we will arrange for payment of these as soon as possible. In relation to expenses incurred since the administrators have been appointed, we would expect to pay employee expenses incurred as part of supporting the Administration. These would be subject first to normal Laura Ashley sign off processes, and second to a sign off by the administrators. Again, please submit these in the normal way. If you are not able submit claims through the usual process please submit these via email to uk_lauraashley_employees@pwc.com
How can I access my payslips?	As the business has ceased trading, the SDWorx portal is no longer available to access payslips.
Can you provide an update on pensions and insured benefits?	This update sets out the position that applies for employee pension arrangements following the appointment of the joint administrators on 23 March 2020. If you have any queries that are not covered here, please contact the employee mailbox at uk_lauraashley_employees@pwc.com NOW Pensions If you were a member of the pension scheme operated by NOW Pensions, there is no change to your pension membership as a result of the administration. Contributions will continue to be deducted from your pay and (together with employer contributions) will be paid across to your account with NOW Pensions.

The amounts of contributions payable to the scheme will depend on your earnings in the pay period concerned. If your earnings are lower than before the companies went into administration (including as a result of the furlough scheme), this will affect the amounts of contributions being paid into the scheme.

As a result of changes caused by the insolvency of Laura Ashley companies, it has not been possible for post-administration contributions to be paid to NOW Pensions under the usual timescales. Arrangements are being made for the contributions to be paid as soon as possible. You do not need to take any action as an employee. Please be assured that these contributions will be paid in due course.

If you have a query which the employee helpline or your employer's payroll team cannot answer, you can contact the NOW pension member support line on 0330 100 3334.

Laura Ashley Retirement Benefits Scheme ("LARBS")

As a result of the start of the administration, LARBS entered an "assessment period" for the purposes of the Pension Protection Fund ("PPF") on 23 March 2020. Further information about the PPF and the assessment period can be obtained at:

www.ppf.co.uk/if-my-employer-becomes-insolvent

If you are a member of LARBS you will receive a separate communication on an individual basis with more details on the position next week.

Insurance

Life assurance continues to be provided at the levels that were in force before the start of the administration for those who remain employed at this time.

Similarly, private medical insurance and dental insurance remains unaltered for current employees who are members of these arrangements.

Please note that this update is based on the Joint Administrators' understanding as at 27 May 2020 and is subject to change.

Will I be provided with PPE to travel to and from work when it becomes a requirement to have this on public transport in England?	You may have seen in recent government announcements that face coverings will be mandatory for passengers on public transport in England from 15 June, with some limited exceptions including those with breathing difficulties. We encourage you to use PPEs in public transportation and protect yourself. You will be permitted to take home the PPE that is provided to you when you are working to further use it for travelling home from work that day or coming to work the next day.
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FURLOUGH SCHEME

What is the government's job retention scheme that you have mentioned?	This is a scheme under which the Government has said it will reimburse an employer 80% of the regular wage for an employee who would otherwise be laid off or made redundant during the current crisis, up to certain limits. The scheme applies to employees who are designated as "furloughed". Furloughing is a temporary, paid period of absence where your pay will be lower than usual. Relevant employees will receive an email if they are furloughed.
I want to be furloughed, can I be?	As an employee you cannot yourself decide to be furloughed if this has not been offered to you. The decision as to who will be furloughed will be based on business requirements and you will receive an email if this impacts you.
What if I have been on sick leave or self-isolating because of COVID-19?	In line with the current Government guidance, you will continue to receive Statutory Sick Pay (SSP) until the end of this period and may be considered for furlough after this period has finished.
What if I am shielding in line with public health guidance?	If you are unable to work because you are shielding in line with public health guidance (or need to stay home with someone who is shielding) you are eligible to be furloughed.
How long will I be furloughed for?	As set out in the furlough agreement that has been sent to you, you will be furloughed for a minimum period. At the end of that minimum period, you will remain furloughed unless you are told otherwise.

Can I work whilst furloughed?	No. The guidelines state that an employee cannot work for their employer whilst on furlough. If you have a pre-existing job with another employer this will not affect your position with your employer. You can take part in training and volunteering, as long as this does not benefit your employer.
What will happen if I want to take unpaid leave from my employer to work for another employer?	You must continue to fully adhere to all applicable policies of the company during the furloughed period. Should you wish to seek alternative employment during the period of which you are furloughed then you must follow the company policy on other employment. You should notify us of any paid employment outside of the company by way of email to uk_lauraashley_employees@pwc.com and this request will be assessed in the normal way.
Will my length of service be affected by a period of furlough?	No
Will I still receive the national minimum wage during a period of furlough?	As per the government guidance, employees are only entitled to the National Living Wage (NLW)/National Minimum Wage (NMW) for the hours they are working. Therefore, furloughed workers, who are not working, will be paid the lower of 80% of their regular wage, or £2,500 even if, based on their usual working hours, this would be below NLW/NMW. However, if you are required to for example, complete online training courses whilst you are furloughed, then you must be paid at least the NLW/NMW for the time spent training, even if this is more than the 80% of your wage that will be subsidised.

What if I am on or am due to go on maternity leave?

Individuals who are on or plan to take Maternity Leave must take at least 2 weeks off work (4 weeks if they work in a factory or workshop) immediately following the birth of their baby. This is a health and safety requirement.

If you are eligible for Statutory Maternity Pay (SMP) or Maternity Allowance, the normal rules apply, and you are entitled to claim up to 39 weeks of statutory pay or allowance.

If you qualify for SMP, you will still be eligible for 90% of your average weekly earnings in the first 6 weeks, followed by 33 weeks of pay paid at 90% of your average weekly earnings or the statutory flat rate (whichever is lower). The statutory flat rate is currently £148.68 a week, rising to £151.20 a week from April 2020.

If you are not yet on maternity leave then you will be furloughed (provided you agree) until your maternity leave commences.

If I have not already been made redundant, what happens to my job if the business which I work in is sold?

Depending if a buyer could be found for a going concern sale and on what a buyer acquires, your employment could transfer to a new employer. There is legislation to protect your employment rights. This is known as TUPE. You will be kept fully informed and notified if a buyer is found and whether TUPE applies.

Please refer to the separate FAQs in relation to the sale of the brand to understand what this means.

Can I take holiday whilst furloughed?

Yes. If you are currently furloughed and wish to take holiday during your furlough period, please submit a request to Virginia Ellis or Jane Simms in the HR team. You can request up to two days holiday between 24 May 2020 and 3 June 2020. Then from 4-10 June, if you have not booked any holiday this holiday year can book up to 2 days holiday in that period. If you are a part time employee and have not taken any holiday then you can take your contracted hours for a week.

If you have pre-booked holiday in this holiday year up to 10 June and this was approved, you must take that holiday and can't cancel the holiday days. This applies to all pre-booked holiday of one week or less. For those who had pre-booked two weeks holiday, you must take at least one week but can cancel the second week of leave. This will help the business to avoid an unmanageable build up of annual leave.

As set out in the furlough agreement that you have entered into, you will continue to accrue holiday in the normal way during the Furlough Period. Please note that as per the Employee Handbook of the Companies (in administration), holiday is accrued at the rate of 1/52 of your annual entitlement each week during the holiday year. The holiday year for 2020 runs from 6 April to 5 April and holiday not taken in the previous holiday year cannot be carried over into the next holiday year.

You will receive your normal holiday pay for holiday days taken during the furlough period in line with the government guidance.

I am currently furloughed and my pay in April is different to the amount of pay I have received for May. Why is this?

Your furlough pay is calculated in accordance with the government guidance. This means that your furlough pay may vary month to month. As an example, if your pay normally varies, your furlough pay will be based on the highest of either:

- 80% of the same month's wages from the previous year (up to a maximum of £2,500 a month)
- 80% of the average monthly wages for the 2019 to 2020 tax year (up to a maximum of £2,500 a month)

If your wages from the previous April were significantly different from your wages in the previous May, you can expect your furlough pay amount to also potentially differ.

REDUNDANCY

I have been informed that I will be paid for a period if I am absent from work due to COVID-19, will this still be payable if I am made redundant?

No. This is only payable to employees during the period you are employed. If your employment terminates, you would not be entitled to continued pay from the date of termination. If you are made redundant we will provide all of the necessary support and guidance required at that time.

Why am I losing my job whilst the government is providing funding / support to the business affected by COVID-19?

Unfortunately, given the financial circumstances of the company, rapid commercial decisions have had to be taken. The difficult decision was made by the directors to appoint the administrators, and the administrators have, regrettably, had to take steps to improve the viability of the business whilst trying to effect a sale.

The Job Retention Scheme was introduced by the government to provide funding for wages and salaries of employees who cannot work because of Coronavirus. Unfortunately, some roles have been identified as being no longer needed in the business and as those roles are not redundant specifically as a result of the Coronavirus, the scheme does not apply to those employees.

What do I do if I have been made redundant?

Because your employer is insolvent, it cannot pay you amounts that may be due to you if you're made redundant. There is a claims process which is administered by the Redundancy Payments Service ("RPS") and details of the process and the claim form will be provided to anyone affected by redundancy.

HR will be working with the Administrators to ensure that you are regularly updated with progress throughout the administration period. This may be through your line manager, or through email updates.

You will not be able to make any claims to the RPS until you leave the Company. You will be provided with the information in relation to how to make a claim to the RPS in a letter which will be sent to you this week.

What can I claim from the Redundancy Payments Service?

The RPS will be able to process claims for statutory redundancy pay and notice at this time. In relation to overtime and accrued but untaken holiday, you do not need to make a claim for this from the RPS. Please note that you will only be able to claim for your notice pay once both: (i) your redundancy payment claim has been completed; and (ii) your statutory notice period has expired. Once both these matters have completed the RPS will contact you with your LN number to claim your notice. Please note that you must submit a redundancy claim even where you are not entitled to a statutory redundancy payment.

I have been made redundant, will I be paid overtime and accrued but untaken holiday pay?

Your overtime due for work done before our appointment will be paid to you in April, however, this payment will only relate to the period up to 22nd March.

If you were asked to work overtime post appointment (after 23rd March), and overtime is normally payable under your contract, then that overtime will be paid to you in the normal pay period.

Your outstanding accrued and not untaken holiday pay will be paid to you in the normal pay run or on your normal pay date. Please note that in accordance with the normal policy of the company (in administration), holiday not taken in a previous holiday year cannot be carried forward into the next holiday year.

Any queries please contact the Payroll department in the first instance.

What is my CN reference number?

You should only make your claim to the Redundancy Payments Service after you have been made redundant. You will need to use the CN reference number associated with the entity that employed you.

Laura Ashley Limited - CN10009622

Texplan Manufacturing Limited - CN10009662

Premier Home Logistics Limited - CN10009661

Laura Ashley Holdings PLC - CN10010046

Laura Ashley Investments Limited - CN10010048

I have been made redundant as a result of my employer (in administration) no longer having an ongoing requirement for my role. Can I be re-hired and furloughed?

Unfortunately this is not possible. Following the latest Government guidance, please note the following;

- Your role was unfortunately identified as no longer required for the ongoing requirements of the business.
- Under the Scheme, employers may rehire employees who were on the payroll as at 28 February 2020 (including if they left by reason of redundancy).
- However, the guidance now states that where a company is being taken under the management of an administrator, we would expect an administrator would only access the scheme if there is a reasonable likelihood of rehiring the workers.
- Your role has been identified as being no longer required, there is no likelihood of rehiring you and therefore it is not appropriate for you to be re-hired and furloughed.

The Scheme was introduced by the government to provide funding for wages and salaries of employees who cannot work because of Coronavirus. Unfortunately, as your role is no longer needed in the business and is not redundant as a result of the Coronavirus, the scheme cannot apply to you.

How would I calculate my statutory redundancy pay entitlement if I was made redundant?

[Your entitlements are based on both length of service and age. You can calculate your entitlement at \[www.gov.uk/Statutory Redundancy pay is capped at 20 years' service and the maximum entitlement is 30 weeks\]\(http://www.gov.uk/Statutory-Redundancy-pay-is-capped-at-20-years-service-and-the-maximum-entitlement-is-30-weeks\).](http://www.gov.uk/Statutory-Redundancy-pay-is-capped-at-20-years-service-and-the-maximum-entitlement-is-30-weeks)

[Statutory Redundancy payment is tax free.](#)

If I have company property, what should I do to return it?

If you have not already returned and are still in possession of a Company laptop, ipad, mobile phone, company USB, entry fob key or other asset please contact the employee mailbox at uk_lauraashley_employees@pwc.com

If you have a company car, the vehicle's owner will be in contact to arrange its collection. You should not drive the vehicle as your employment has ended and you won't be insured to drive it.

Following the slight easing of lock-down rules, we understand that vehicle collections will begin again shortly. The car company will not be operating at 100% capacity until it is safe to do so, but will be gradually scaling up their operation over the coming weeks. We appreciate your ongoing understanding and patience as they arrange for the collections. Their collections team will be in touch as soon as they are able, to schedule the collection of your vehicle(s).

I have been made redundant and have personal property in the workplace. Can I collect this?

If you need to collect personal belongings, please contact Donna Campbell (if you are based in Bagleys Lane) or Jane Simms who will be able to make arrangements for you to do this. In order to ensure everyone's safety please do not attend the Company's premises without an appointment.

When will I receive my P45?

Your P45 will be sent to you in the post once your final payments have been processed.

The money I have received from the RPS is less than the weekly rate of pay included in the redundancy letter I received. What should I do?

If you have been paid by the RPS at a different rate than we have advised in the letter confirming your redundancy, please contact the RPS in the first instance in order to review your claim details. We are aware of several instances where information detailed on employee claim forms has resulted in them being paid at a lower rate. It may be the case that you need to amend your claim.

I consider that the weekly rate of pay set out in the letter confirming my redundancy is incorrect. What should I do?

Please send an email to the employee inbox at uk_lauraashley_employees@pwc.com with a request to recalculate your statutory redundancy pay rate and the reason why you consider it is incorrect. If we have confirmed an amended figure, we will update the RPS with the amended figure and, if higher, you will receive a supplemental payment. You will then need to contact the RPS with any additional queries.

What support is available for employees in Wales who have been made redundant?

In addition to the sources of assistance noted below, the Welsh Government works in close collaboration with Careers Wales' Working Wales service and Jobcentre Plus to provide redundancy support. We have been informed that support services available to support individuals affected by redundancy in Wales have been adapted to take into account the 'lockdown' restrictions as set out below:

- Although currently, neither Working Wales nor Jobcentre Plus can provide onsite group presentations about the support available from both organisations, a video presentation has been produced and this can be accessed using <https://youtu.be/CTFdIGBepos>. The video provides an overview of the services available and how to access them via telephone and online;
- The Welsh Government have introduced a mechanism whereby ReAct grant applications can be submitted digitally and this has allowed them to continue to deliver the programme remotely;
- Information on the support and how to seek it is available online and on social media

<https://workingwales.gov.wales/how-we-can-help/redundancy-support>

<https://workingwales.gov.wales/how-we-can-help/redundancy-support>

<https://gov.wales/get-help-if-youre-made-redundant-react-and-access>

@workingwales

ReAct support is as follows:

- A vocational training grant of up to £1500 to help redundant workers acquire the skills sought by recruiting employers. They are able to consider requests from applicants who wish to defer their training until circumstances allow;
- Help towards training-related expenses (known as Extra Support) e.g. travel of up to £200;
- A wage subsidy of up to £3,000 paid to an employer who recruits a redundant worker. This is known as Employer Recruitment Support;
- A job-related training grant which is awarded to employers who are also awarded Employer Recruitment Support

Please note that you need to register with Careers Wales and be joined to ReAct project within 3 months from your redundancy date. If you do not register within this time period you would not be eligible for support.

The National helpline number is 0800 028 4844.

In addition, the North and Mid Wales Employer team at the Department for Work and Pensions specialises in recruitment and redundancy of employees. They have a number of Employment Advisors who have established

good strong links within their own specific community and the district, as a whole. Their knowledge enables employees to access vacancies, funding and possible re-training, if that is what is required. They are also able to assist in advising employees about which benefit to claim prior to any future employment.

The North and Mid Wales Employer team offer a one to one service for those staff members that wish to speak directly with their Employment Advisors. In these sessions, they can discuss the individual circumstances of each employee, explain how to access ReAct funding, the Welsh Government scheme to help people affected by redundancy retrain or update their skills. To access this service, interested individuals would need to contact the team directly, by sending an email to **nmw.employmentteam@dp.gov.uk**. Individuals should place the name of the employer that they have been made redundant from in the subject field so the team are able to allocate their enquiry to a member of staff. An Employment Advisor will then make contact with the individual to provide the support required.

If you have questions about support for workers and the self-employed or need help with another issue, you can find help from Citizens Advice through their Advicelink Cymru service.

Advicelink Cymru is a new service in Wales helping people access the right advice when they need it. You can find out more about the service on the Citizens Advice website. The service targets those most in need with accessible, quality-assured and impartial advice. The service is delivered by the largest network of advice partners in Wales who have expertise in engaging with specific groups and communities across Wales. You can speak to a trained adviser on their national Advicelink phone line: 03444 77 20 20

Advicelink's available 9am to 5pm, Monday to Friday. It's usually busiest at the beginning and end of the day. It's not available on public holidays.

You can also find more information on the following websites:

<https://jobhelp.campaign.gov.uk/>

<https://findajob.dwp.gov.uk/>

Public Health Wales also has advice and guidance about health and well-being

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/how-are-you-doing/>

What support is available for employees in Scotland who have been made redundant?

You can access the Positive Steps workbook at:

https://www.skillsdevelopmentscotland.co.uk/media/45651/positive-steps_interactive.pdf

Money Navigator Tool - Money & Pensions Service

<https://www.moneyadvice.service.org.uk/en/tools/money-navigator-tool>

myworldofwork.co.uk – for all your work, skills and learning needs

ourskillsforce.co.uk – making skills work for employers

apprenticeships.scot – for the latest on apprenticeships

skillsdevelopmentscotland.co.uk – corporate website

<https://www.myworldofwork.co.uk/how-pace-services-can-support-you>

PACE (Partnership Action for Continuing Employment) is the Scottish Government initiative for responding to redundancy situations. For more information about the support available:

A short video about PACE: <https://www.youtube.com/watch?v=BGpp35DT3Vc&t=2s>

Benefits of using PACE: <https://www.youtube.com/watch?v=nRshB3Y9LyM&feature=youtu.be>

You can also call the redundancy helpline **0800 917 8000** or visit the website at redundancyscotland.co.uk

What support is available to all employees who have been made redundant?

- All employees who are made redundant are posted a letter to their home address, along with a factsheet which provides guidance for the employees;
 - These employee FAQs include details of key sources of guidance and information for employees, including for example, details of a charity offering benevolent fund awards grants to workers from the UK furniture industry that approached PwC to offer their support <https://www.furnituremakers.org.uk/welfare>. We have also recently updated these with updated links to guidance for employees in Wales. In addition we have provided links to sources of information from Job CentrePlus who offer a wide variety of supporting materials in insolvency situations;
 - We have set up a mailbox for employees to employees can send queries to and the redundancy letter and FAQs provide the email address for this;
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- We have set up an employee helpline on 020 7213 8767. The normal hours of operation for the helpline are 9.15 am- 4.45 pm Monday to Friday (excluding bank/public holidays). This has been in operation since March.

Is there anywhere else that I can obtain assistance?

Contacts:

General queries, employment rights - www.gov.uk

Statutory Maternity Pay or Sick Pay – Statutory Payments Disputes 03000 560 630

Claiming benefits, support or job search – Job Centre Plus 0800 055 6688

PAYE queries – HMRC 0300 200 3200

Tax Credit Helpline – HMRC 0345 300 3900 / 0300 200 3200

Money Advice Service – 0300 500 500 www.moneyadvice.org.uk

Youtube - <https://www.youtube.com/watch?v=ISrtNhl3ilE>

Charity offering support for those in Retail -

<https://www.retailtrust.org.uk/helping-your-business/financial-support>

www.ftct.org.uk

<https://www.youtube.com/watch?v=ISrtNhl3ilE>

<https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

<https://www.gov.uk/national-minimum-wage-rates>

Also see these links to the joint Working Wales/Jobcentre Plus YouTube video and the Working Wales website

https://www.youtube.com/watch?v=kph_mgsPeXI&feature=youtu.be

<https://workingwales.gov.wales/>

Charity offering benevolent fund awards grants to workers from the UK furniture industry

<https://www.furnituremakers.org.uk/welfare>

Robert Nicholas Lewis, Zelf Hussain and Rachael Maria Wilkinson were appointed as joint administrators of Laura Ashley Holdings plc, Laura Ashley Limited, Laura Ashley Investments Limited, Texplan Manufacturing Limited and Premier Home Logistics Limited to manage their affairs, business and property as their

agents and without personal liability. Robert Nicholas Lewis and Zelf Hussain were appointed on 23 March 2020 and Rachael Maria Wilkinson was appointed on 17 April 2020. They 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](https://www.pwc.co.uk) website or by contacting the joint administrators.