

**To all retained employees of Made.com Design Limited - in administration (the ‘Company’)**

***This FAQ is for those employees affected by the administration of Made.com Design Limited - in administration (the “Company”) and have been asked to support the Administration***

**For those employees based in Europe or Vietnam, as advised on the call, your situation is more complex and you will be contacted separately to explain how the administration impacts you. As you work for a European or Vietnamese branch of a UK company, this creates complexities from an employment perspective and we are working with numerous stakeholders across the various countries to support you.**

Following the recent announcements this frequently asked questions document has been produced in an attempt to provide you with as much information in the time period available.

<b>Questions?</b>	<b>Answers</b>
<b>What does ‘going into administration’ mean?</b>	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.
<b>What is an administrator?</b>	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.
<b>Who do I now work for?</b>	You remain an employee of the Company under your existing terms and conditions. Unless you are told otherwise, you should continue to turn up for work. You will be paid for the work that you do in the usual way.
<b>Should I continue to come to work? How will my wages be paid?</b>	If you have been advised that you have been retained by the Company please continue to attend work. If you are uncertain of your status, please speak to your line manager or HR. Whilst you continue to be an employee of the Company, as long as you continue to turn up for work, you will be paid for the work that you do in the usual way.
<b>What about holidays that have already been booked and approved? Can I still book holiday?</b>	You will continue to accrue holiday whilst you remain employed. When your employment ends, you will be paid in lieu of any holiday accrued during the administration period of employment.  If you have booked holidays, please speak to your line manager or HR in the first instance.
<b>How long will I have my job for? What guarantees can be given about my job going forward?</b>	At this stage it is very hard to estimate how long roles will be required. Given the financial circumstances and as a result of the administration, however as we work through the stock realisation we can try to provide details of how long roles will be required.  We will communicate and where required we will consult with you on timeframes as soon as we are able to.

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<b>Will I be given the appropriate notice under my contract if my employment is terminated by reason of redundancy or paid in lieu of notice?</b>	<p>Where possible we will try to give you notice as per your normal contractual provisions. If you work your notice period you will be paid your salary as usual for the notice worked.</p> <p>If you are not required to work any or all of your notice you should claim your statutory notice pay (or any remaining statutory notice pay) from the Redundancy Payments Service. Claims for compensation for not receiving notice are subject to deductions and you are expected to mitigate your loss by working or claiming benefits. You should not submit any claim to the Redundancy Payments Service until your employment has terminated.</p>
<b>How will I be kept informed about what is happening?</b>	<p>This FAQs document is intended to provide an overview of the current situation. We will work with you to find an effective way of communicating with you on a regular basis. Where appropriate and working with HR a process for redundancy consultation will be communicated.</p>
<b>If I find a new job before being made redundant what should I do?</b>	<p>Whilst you remain an employee of the Company you should be prepared to give, and possibly work, your contractual notice. We accept that you may want certainty and so wish to take up a new role before your notice period expires and so we would be prepared to agree to a shorter notice period wherever possible. Please speak to HR in the first instance.</p>
<b>Will I receive confirmation of the administration in writing?</b>	<p>As well as receiving confirmation of our appointment by letter, you will receive an email from the Company to your personal email to confirm our appointment and what this means for you. Please ensure that the Company records hold the most up to date contact details or you may not receive this. If you wish to be communicated with via your personal email or if your address has changed you can notify us of this by emailing <a href="mailto:uk_madedesign_employees@pwc.com">uk_madedesign_employees@pwc.com</a>.</p>
<b>Are my pension payments up to date?</b>	<p>A specialist pension team will be reviewing the company policies. If contributions are owed to the pension scheme, these may be claimed from the Redundancy Payments Service or become the responsibility of a new owner. You do not need to do anything to recover these amounts, but there may be a short delay in the funds being credited to your account.</p> <p>If you have any questions around your pensions, please contact your scheme administrators using the contact details that you would usually use. You may find these on an annual statement, for example.</p>
<b>Will you still pay into my pension?</b>	<p>As long as you continue to be paid and contributions are taken from your wages and salary these will be paid to the relevant provider at the normal time.</p> <p>If you wish to opt out of the pension you should follow the usual process to request this change.</p>
<b>Do I still have life insurance?</b>	<p>If there is a scheme in place, we will be having discussions with the current provider with a view to securing on-going arrangements to continue this facility. We hope to avoid or limit any operational disruption.</p>

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<b>What happens if I have a company car and/or phone? Will my private medical insurance continue?</b>	The Administrators will be having discussions with the current provider with a view to securing on-going arrangements to continue car schemes, phone contracts and any benefits that you're entitled to as an employee of the Company.  For as long as you remain an employee of the Company you will be insured to drive your company vehicle unless you are told otherwise
<b>I have a company credit card and a fuel card, can I carry on using it?</b>	You should not incur credit on the Company's behalf so will not be able to use credit cards or fuel cards, for example. Alternative arrangements will be made and communicated to you.
<b>I've got an unpaid expenses claim, what should I do?</b>	Once we are clear on the amount due to all retained staff for expenses, we will be able to let you know whether or not these can be paid. Before incurring any business expenses during the Administration this needs to be approved by one of the Administrators team.
<b>What do I do if I receive enquiries from the media?</b>	Should anyone from the media contact you please do not answer any questions yourself. Please refer any press interest to the PwC press office who can be contacted at  Chris French - <a href="mailto:christopher.c.french@pwc.com">christopher.c.french@pwc.com</a> Gemma-Louise Bond - <a href="mailto:gemma-louise.e.bond@pwc.com">gemma-louise.e.bond@pwc.com</a>  Please be mindful when making comments over social media as these can often be misconstrued.

*Rachael Wilkinson, Zelf Hussain and Peter Dickens have been appointed as joint administrators of [Made.Com](https://www.made.com) Design Limited to manage its affairs, business and property, and act without personal liability. All 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 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.*