

## FAQ for employees whose employer goes into Administration

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.

Questions?	Answers
<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>	<p>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.</p> <p>The administrators act as agents of the Company, and without personal liability.</p>
<b>Who is my employer?</b>	You remain an employee of the Company under your existing terms and conditions of employment. 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. 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>	Yes, please continue to turn up to your normal place of work unless you are told otherwise. It's very important that you continue to work normally. Employees will be paid for work done and providing employees continue to work, this will be paid as usual on your normal pay date, unless you are informed otherwise.
<b>What happens if the site where I work is closing?</b>	If the site where you work is affected by closure, you will be contacted separately with further information and instructions. Employees should continue to attend work as normal unless told otherwise.

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**Will I be paid for work following the appointment of the Administrators on 16 March 2026?**

Yes, employees will be paid for work done and providing employees continue to work, will be paid on your normal salary on your normal pay date, unless you are informed otherwise. You should expect payment of your full wages at the end of March on 31 March 2026 as usual, and the same arrangements will apply for future pay periods while you continue working during the administration.

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**What will happen to my outstanding wages I am owed/ arrears of wages?**

As Administrators, we will arrange payment of all outstanding wages on behalf of NCP. You should expect these as normal in March on 31 March 2026.

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**What does the transfer of some colleagues and contracts to Times24 UK Limited (T24UK) mean in practice?**

Arrangements are in place for colleagues who have moved to T24UK to continue supporting NCP during the administration. You are therefore able to continue working with them in much the same way as prior to the administration. NCP has also agreed to continue working with T24UK during this period.

In the meantime, we are also working to provide managers with further details to ensure everyone has clarity on the arrangements.

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**Will I receive confirmation of the administration in writing?**

We will send you a letter to confirm our appointment in the coming days. Please ensure that the Company records hold the most up to date contact details, or you may not receive this. Please ensure that you update your address on the Company Self Service Portal.

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**I am a subcontractor, what does this mean for me?**

Unless you are told otherwise, you should continue as usual, and further communications will be sent in the coming days via the projects you are working on. You or your employer will be paid for the work that you are contracted to do. You can also contact the Administrators at: [uk\\_ncp\\_employees@pwc.com](mailto:uk_ncp_employees@pwc.com).

However, where a site or project is affected by closure, you will be contacted separately with further information and instructions.

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**Will you be communicating with me throughout the administration process so I am aware of what is happening?**

Yes, we aim to provide regular and meaningful updates, either to you directly or through an engagement forum.

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**I am in the process of TUPE consultation, what happens next?**

We are aware that a number of employees are under consultation in respect of contracts that are due to transfer to new providers. We currently do not expect any change to this process, and we will communicate with you separately.

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**Will there be any changes to my day to day role?**

Unless advised differently, you will continue to be managed by your current line manager, and you should continue to report to them. If your usual site is affected by closure, you may be given alternative instructions and will be contacted separately if this applies to you. Over the next few days, the administrators will be undertaking a review of the requirements of the business, and we will arrange for further announcements.

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**Are my pension payments up to date?**

We understand that all pension payments are up to date and that the Company has paid the February contributions. Our specialist pension team will be working with your pension provider to provide any information they require. If you have any questions around your pensions, please contact your scheme administrators using the contact details that you would usually use.

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**Will you still pay into my pension?**

Any contributions taken from your wages and salary will be paid to the relevant provider at the normal time. If you wish to opt out of the pension, you should follow the usual process to request this change.

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**Will I still have death in service benefit?**

You continue to be employed under the same terms and conditions and employment and, unless you are told differently, there will be no changes to your benefit arrangements, including death in service benefit.

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**What happens with my salary company car allowance? Will my private medical insurance continue?**

You continue to be employed under the same terms and conditions and employment and unless you are told differently there will be no changes to benefit arrangements. Those who are entitled to a car allowance and/or private medical insurance will continue to have them, subject to the existing terms.

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**Will I still have access to Simply Health Care?**

We intend to continue to make this non-contractual benefit available to staff, subject to the existing terms and any eligibility requirements.

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**I have a company credit card and a fuel card, can I carry on using it?**

You should not incur credit on the Company's behalf so will not be able to use credit cards. Please continue to use fuel cards as normal, until you are informed otherwise.

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<b>Will we still have access to the NCP parking app, where we can park in NCP car parks for free?</b>	The expectation is that you will continue to have access to the NCP parking app and will be able to book free parking in car parks operated or managed by NCP. If a car park is affected by closure, access to that location will no longer be available.
<b>Will my uniform change?</b>	There are currently no plans to change the uniform.
<b>What if I have a mobile phone?</b>	You continue to be employed under the same terms and conditions and employment, and unless you are told differently, there will be no changes to phone contracts.
<b>I've got an unpaid expenses claim, what should I do?</b>	We understand that all expenses submitted up until the end of the 12 <sup>th</sup> March 2026 will have been paid on the 13 <sup>th</sup> March 2026. We do expect to be able to reimburse any approved expenses incurred prior to administration. There may be a short delay in getting our processes up and running to make this payment, but we will keep you updated on this.
<b>I have holiday booked, can I still take my holiday</b>	Yes, holiday that has already been booked can be taken in the normal way.
<b>Can I make new holiday requests</b>	Yes, holiday should be requested and approved in the normal way
<b>I am on maternity leave, what will happen to my role?</b>	<p>Until you are advised otherwise, while you are on maternity leave you continue to be employed under the same terms and conditions and employment, (except for your entitlement to full salary or wages which does not apply when you are on maternity leave) and you will continue to receive maternity pay, subject to our policy and eligibility requirements.</p> <p>What happens to your role will depend on the options available and the area of the business in which you work: you might remain employed by the Company; your employment might transfer to another company if they take over the part of the business you work in; or your role may be placed at risk of redundancy. In a redundancy situation you are entitled to be offered any available suitable alternative vacancy in priority to other employees. We will therefore try to identify any vacancy that may be suitable for you if that arises.</p>

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However, as you may expect in these circumstances, it may be difficult for the Company to identify any suitable alternative vacancies.

Please contact HR if you have any questions or would like to know if there are any alternative suitable vacancies.

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**What happens if I get a new job and choose to resign?**

If you wish to resign, you should be prepared to give and work the notice period set out in your Contract of Employment. You will be paid as usual if you work your notice period, unless advised otherwise. You won't be entitled to redundancy or pay in lieu of notice. You may be asked to claim pay in lieu of holiday accrued but not taken prior to the administration from the Redundancy Payments Service even though you will not have been made redundant. Please speak to your line manager or HR to reach an agreement on a leave date before agreeing to a start date with a new employer.

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**I have resigned and I am working my notice, what should I do?**

Unless you are told otherwise, you should continue to work your notice period as normal.

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**If I have recently moved house and not yet changed my address with HR, what should I do?**

It's important that we have your most up to date contact details so please take time to refresh your personal information by updating your details on the Self Service Portal. It may aid communication if you could also provide an up-to-date email address and personal phone number.

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**Will I be made redundant?**

Unfortunately, some redundancies have now been made, which have been directly linked to site closures.

If the site where you work is affected by closure, you will be contacted separately with further information and instructions, until then, employees should continue to attend work as normal unless told otherwise.

At this stage, no further redundancies are anticipated. However, redundancies may be required in the future if the administrators are unable to secure a buyer for some or all of the business, or if certain loss-making sites cannot be successfully restructured. Should additional redundancies become necessary, we will provide you with the information required to submit any claims for statutory payments for which you may be eligible through the Redundancy Payments Service.

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**Should I be made redundant, what could I be eligible to claim from the Redundancy Payments Service ('RPS')**

If you are made redundant and as the Company that employed you is insolvent, the Company is unable to pay amounts owed to you under the terms of your contract of employment. This may include statutory notice pay and statutory redundancy pay. Any unpaid wages up to your leaving date, together with any payment in lieu of holiday accrued but not taken, will be included in your final payroll payment.

For employees based in England, Scotland and Wales, RPS payments are capped at the current statutory maximum weekly rate of pay, which is currently £751.00. More information on the claims process is available at: <https://www.gov.uk/your-rights-if-your-employer-is-insolvent/what-you-can-get>

For employees based in Northern Ireland, payments are authorised and made by the Department for Employment and Learning, Redundancy Payments Service, and are capped at the current statutory maximum weekly rate of pay, which is currently £783.00. Further information on the redundancy claims process in Northern Ireland is available at: <https://www.economy-ni.gov.uk/articles/redundancy-payments-online-application-guidance-notes>

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**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 refer any press interest to the PwC press office at [nicola.thorogood@pwc.com](mailto:nicola.thorogood@pwc.com), [richard.pain@pwc.com](mailto:richard.pain@pwc.com), and [felix.ampofo@pwc.com](mailto:felix.ampofo@pwc.com).

Please be mindful when making comments over social media as these can often be misconstrued, and some colleagues may not wish for publicity and social media comments.

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**I have a question that is not answered by these FAQ**

For standard questions about your employment please speak to your line manager or HR. If you have specific questions relating how the administration impacts your employment, please contact [uk\\_ncp\\_employees@pwc.com](mailto:uk_ncp_employees@pwc.com), or if you have a general HR or personal matter please contact HR in the usual way.

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**What other support is available to me?**

The Wellbeing Hub will continue to provide access to Mental Health First Aiders (MHFAs), Wellbeing Resources, Employee Assistance Programme (EAP).

The Employee Assistance Programme (EAP) is available, which is a free and confidential helpline.

**Telephone:** 0800 0155 630

**Web:** [www.EAP-carefirst.com](http://www.EAP-carefirst.com)

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**Username:** lifestyle1234

**Password:** carefirst

Alternatively, you can speak to an inhouse Mental Health First Aider who are here to offer a listening ear, provide guidance, and signpost you to progression support if needed

[Mental Health First Aiders](#)

There are also other helpline contacts available should you need professional support and advice on mental health and wellbeing, which you can access on the Wellbeing Hub, or reach out to HR in the usual way.

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*Zelf Hussain, Rachael Maria Wilkinson and Mark James Tobias Banfield have been appointed as Joint Administrators of National Car Parks Limited to manage its affairs, business and property, and act without personal liability. The Joint Administrators 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 website or by contacting the Joint Administrators.*