

# CASE STUDY

## Managing a TUPE Transfer for a Cleaning Contract Takeover



### CHALLENGE

A client was taking over a cleaning contract from another supplier, triggering a TUPE transfer. A group of cleaners would transfer across to the new employer, and the client needed to ensure the process was handled correctly, with clear communication, legal compliance, and minimal disruption to the workforce.

### KEY OBJECTIVES

- Manage a legally compliant TUPE transfer.
- Clearly inform and consult with affected employees.
- Understand the employment terms being transferred to the client.
- Ensure a smooth transition for both the business and the employees.

### SOLUTION

EC Human Resources managed the TUPE process from start to finish. Emma prepared all required documentation for employees and the outgoing employer and supported the client with the exchange of employee liability information to fully understand the employment terms being inherited.

Emma led the employee consultation process, clearly explaining that a transfer was taking place, when it would happen, the reasons for it, and what it meant for those affected. Where proposed changes were identified, such as rotas, reporting lines, or working locations, Emma consulted with employees in line with TUPE requirements.

New contracts were prepared for all transferring employees, ensuring terms were accurately reflected and legally compliant. It was also identified that the pension scheme differed from the previous employer, so Emma consulted with staff on the changes and arranged pension meetings to ensure employees were fully informed and supported. Throughout the process, she answered employee questions and provided reassurance at every stage.

### RESULTS AND OUTCOMES

The TUPE transfer was completed smoothly and in full compliance with legislation. Employees transferred with clarity and confidence, understanding their rights and any changes involved. The client took on the contract knowing their obligations were met, and the transition was completed without disruption, disputes, or employee relations issues.

### CLIENT FEEDBACK

The TUPE process was managed with professionalism and clarity. The transition was smooth, our employees felt supported, and we had complete confidence that everything was handled correctly."

