



PEOPLE GROUP SERVICES

EMPLOYEE HANDBOOK

For People Group Services employees, contingent workers, agency workers and contractors.

UMBRELLA EMPLOYMENT

People Umbrella Limited

PEO SOLE EMPLOYMENT

People PAYE Limited

PEO JOINT EMPLOYMENT

People PAYE + named agency

✔ COMPLIANT BY DESIGN | ✔ PEOPLE FOCUSED | ✔ AUDIT READY & RELIABLE





Document control

This handbook is the consolidated People Group Services group handbook. It combines the August 2026 contingent-workforce edition with the March 2026 Policies and Staff Handbook into one controlled source, rewritten against current law and PGS operating standards.

Document owner	People Group Services — Legal, Compliance and HR
Applicable entities	People Group Services Limited; People Umbrella Limited; People PAYE Limited; and, for joint employment, the recruitment agency named in the employee's joint contract.
Published under	People Group Services brand. The contractual employer is the legal entity or entities named in the individual's contract.
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Status	Contractual handbook incorporated as the second part of the employment contract signed by the individual. No separate handbook signature or acknowledgement is required. Benefits described as discretionary, eligibility-dependent or provider-controlled remain conditional. Statutory rights and expressly agreed individual terms prevail where the law requires.
Approval status	Consolidated operational legal draft, rewritten from the August 2026 contingent-workforce handbook and the March 2026 PGS Policies and Staff Handbook, with current official guidance checked on 20 August 2026. Formal PGS legal, HR, payroll, pensions and operational approval remains required before controlled publication.

READ THIS FIRST

This handbook explains the common standards that apply across three employed contingent-workforce models. It does not replace the contract of employment, Key Information Document, assignment schedule, client rules or statutory rights. Where documents conflict, the law applies first, followed by the signed contract and assignment-specific terms.

How legal changes are shown

Every legal statement in this handbook carries one of four markers so you can tell current law from future change at a glance.

IN FORCE	The rule is already in operation at the effective date of this handbook.
SCHEDULED	The measure has a stated commencement date but is not yet operative. It only applies from that date.
PENDING / PROPOSED	The framework has been enacted but commencement details are awaited, or the measure remains a consultation proposal. It must not be treated as current law.
PGS STANDARD	A People Group Services operational standard that may be more protective than the legal minimum.



Who to contact

Purpose	First contact
Payroll, payslips, tax, pensions, statutory payments and My Wallet	People Group Services / People PAYE or People Umbrella through the worker portal, or 0345 034 1530.
Assignment, timesheets, shifts, client requirements and rate discussions	The recruitment agency or consultant shown in the assignment documentation.
Joint-employment query	Either joint employer. The worker may approach People PAYE or the named recruitment agency.
Health and safety or safeguarding at the client site	The client's nominated manager or safeguarding lead immediately, then the agency and People Group Services.
Formal grievance, whistleblowing, discrimination or harassment	People Group Services HR/Compliance through the portal or info@peoplegroupservices.com; a joint employee may also raise it with the agency.

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PART 01

Scope, documents and assignment framework

How this handbook works, who it covers, the documents you should receive before work starts and how assignments are agreed, changed and ended.

- 1. About this handbook
- 2. The three employed contingent-workforce models
- 3. Documents, information and order of priority
- 4. Assignments, availability and continuity
- 5. Agency-work transparency and the Conduct Regulations
- 6. Agency Workers Regulations 2010
- 7. Pay, timesheets, deductions and payslips
- 8. Working time, attendance and absence
- 9. Holiday and annual leave
- 10. Pensions, expenses, benefits and pay advances

01



1. About this handbook

This is the consolidated People Group Services group handbook for in-house employees of People Group Services Limited and employed contingent professionals engaged through People Umbrella Limited or People PAYE Limited. It also applies to workers and contractors where a section expressly says so. It replaces and conjoins the earlier contingent-workforce edition and the March 2026 Policies and Staff Handbook into one controlled source.

- **People Group Services.** People Group Services is the group brand and administrative service platform. It is not substituted for the legal employer named in the worker's signed contract.
- **Contractual status.** This handbook forms the second part of the worker's employment contract and is incorporated through the employment contract that the worker signs. No separate signature of this handbook is required. It may be updated from time to time in accordance with the contract, applicable law and the change-control provisions in section 42. Where a proposed change would vary an individual contractual term requiring agreement or consultation, People Group Services will follow the appropriate contractual and legal process.
- **Who is covered.** In-house PGS employees; umbrella employees; PEO sole employees; PEO joint employees; and, where expressly stated, limb (b) workers, agency workers, consultants, contractors, trainees, volunteers or other people working for or on behalf of a Group Company. Use of a broad term such as "worker" does not itself determine legal status.
- **Client rules.** Client and agency policies apply while on assignment where they are lawful, relevant and communicated. The stricter lawful safety, safeguarding, confidentiality or professional rule normally applies.
- **No loss of rights.** Nothing in this handbook waives or limits statutory rights, protected disclosures, trade-union rights, equality protections or the right to raise a grievance.
- **Accessibility.** People Group Services will provide an accessible version or reasonable adjustment to the handbook process where reasonably required.

GREAT BRITAIN SCOPE

The Conduct Regulations and Agency Workers Regulations discussed in this edition apply in England, Wales and Scotland. A worker placed in Northern Ireland must request the Northern Ireland supplement because the legal framework is different.

2. The three employed contingent-workforce models

Model	Employer relationship	Typical pay document	Main operational feature
Umbrella employment	People Umbrella Limited is the employer.	Umbrella Key Information Document, umbrella employment contract, agency-issued assignment schedule, payslip and assignment reconciliation.	The assignment rate received by the umbrella is not the employee's gross pay. Employment costs and the agreed margin are reconciled before gross pay is calculated.
PEO sole employment / PAYE	People PAYE Limited is the sole employer.	PEO/PAYE Key Information Document, People PAYE contract, agency-issued assignment schedule, payslip and reconciliation.	The gross hourly or daily pay rate is stated for the assignment. The agency normally sources the work and the client supervises the work.
PEO joint employment	People PAYE Limited and the recruitment agency named in the joint contract are joint employers.	Joint contract, joint Key Information Document, responsibility statement, agency-issued assignment notice, payslip and reconciliation.	The joint employers share contractual responsibility. People PAYE normally leads payroll and employment administration; the agency normally leads work-finding and assignment management.



The employment model is the model stated in the signed contract and Key Information Document. It is not changed by the label used by a client, the way a vacancy was advertised, the worker's profession or the fact that the worker refers to themselves as a contractor.

1	2	3
UMBRELLA EMPLOYMENT People Umbrella Limited employs the worker. The agency normally sources the assignment and the hirer directs the day-to-day work.	PEO SOLE EMPLOYMENT People PAYE Limited is the sole employer. The recruitment agency arranges the work and supplies the assignment schedule.	PEO JOINT EMPLOYMENT People PAYE Limited and the named recruitment agency are joint employers with allocated contractual and operational responsibilities.

Figure 1. The three employed contingent-workforce models.

3. Documents, information and order of priority

Before work begins, the worker should receive or be able to access the documents relevant to the engagement. These normally include:

- a Key Information Document explaining the engagement model, who pays the worker, a representative pay illustration, statutory deductions, other deductions and holiday arrangements;
- the applicable employment contract and any lawful Conduct Regulations opt-out document;
- an assignment schedule or assignment confirmation stating the hirer, workplace, role, duties, hours, breaks, gross pay or assignment rate, expected duration, notice, required qualifications and known health and safety risks;
- the client or agency policies that are necessary for the role, including safeguarding, health and safety, confidentiality, information security and absence reporting;
- a payslip for each pay period and, where used by the model, an assignment reconciliation showing how the invoiced or assignment amount translates into gross pay.

3.1 Order of priority

1. Applicable legislation and binding statutory rights.
2. The signed contract of employment and any valid contractual variation.
3. The recruitment agency-issued assignment schedule or assignment notice for assignment-specific terms, subject to the signed employment contract and statutory rights.
4. A Key Information Document as an explanation of the arrangement; it does not normally replace the contract.
5. This handbook and other People Group Services policies.
6. Lawful and relevant client or agency procedures for the assignment.

CHECK BEFORE STARTING

Do not begin an assignment without understanding who employs and pays you, whether the quoted figure is a gross pay rate or an umbrella assignment rate, how holiday pay is handled, and who must approve your timesheet.

3.2 Recruitment-agency assignment schedule and written assignment particulars

For every assignment in any of the three People Group Services employment models, the recruitment agency or employment business arranging the placement is responsible for issuing the individual with an assignment schedule or equivalent written assignment confirmation. People Group Services does not originate or replace the agency's assignment schedule. This is a People Group Services contractual operating standard and, where the Conduct Regulations apply, reflects the agency's duties to obtain assignment information from the hirer and pass it to the work-seeker.



1	2	3	4	5
AGENCY OFFERS THE ROLE Gives the worker written assignment particulars or confirms verbal information in writing.	WORKER CHECKS Role, grade, duties, hours, rate, location, reporting line, risks and extra work.	PGS REQUESTS A COPY The agency contract requires a matching copy and every material amendment.	HIRER CONTROLS THE SITE Local induction, supervision, systems, timetable, safety and day-to-day work.	CHANGES ARE CONFIRMED Role drift, extra duties, changed hours or grade must be raised and documented.

Figure 2. Recruitment-agency assignment schedule and PGS copy-control workflow.

- **Statutory agency duty.** Under Regulations 18 and 21 of the Conduct of Employment Agencies and Employment Businesses Regulations 2003, the agency must obtain sufficient particulars from the hirer and give the relevant assignment information to the work-seeker when offering the position. If the information is first given verbally for an urgent placement, it must be confirmed in writing within three business days.
- **PGS contractual copy requirement.** The commercial agreement between People Group Services and the recruitment agency requires the agency to provide People Group Services with a copy of each assignment schedule and every material amendment so that employment, payroll, holiday, working-time, AWR and compliance records can be administered correctly.
- **Worker copy and portal upload.** The worker should retain the schedule, check it before starting and upload or forward it through the worker portal if People Group Services has not received the agency copy. Supplying a copy to People Group Services does not transfer the agency's statutory responsibility to issue it.
- **Missing or late copies.** People Group Services will request and chase a missing schedule and record the compliance gap. The agency's failure to provide People Group Services with a copy does not remove its duty to the worker. People Group Services will not invent missing particulars and will use the best verified evidence available while the query is resolved.
- **Urgent starts.** An urgent assignment should proceed only where the worker has at least been told the hirer, location, role, core duties, reporting contact, hours, rate, essential qualifications and material health and safety information. The full written schedule must follow within the legally permitted period.
- **Changes during an assignment.** A material change to role, grade, duties, hours, location, pay, expenses, risk, duration or reporting line should be confirmed by a revised schedule or written amendment. A client-side verbal instruction does not by itself vary the worker's employment contract or pay.
- **Pay protection.** Missing agency paperwork, a client payment dispute or a delayed timesheet approval must not be used to withhold undisputed pay for work that can be verified by other reasonable evidence.

Assignment field	What the written schedule should state	Basis
Agency and hirer	Recruitment agency/consultant; hirer name; nature of the hirer's business; establishment/site; key contact and emergency contact.	Conduct Regulations core plus PGS copy control
Dates and duration	Start date; expected end date or likely duration; whether ongoing; notice, cancellation and extension arrangements.	Conduct Regulations core / contract
Role, duties and grade	Actual job title; work to be performed; level of responsibility; applicable grade, band, scale or pay point; whether the worker's qualified grade differs from the role actually performed.	Conduct Regulations core plus AWR/PGS standard
Reporting and approval	Who the worker reports to; day-to-day supervisor; timesheet approver; absence contact; safeguarding, clinical or safety lead where relevant.	PGS contractual and sector standard
Place of work	Full location; department/ward/class/site; remote or hybrid element; travel between sites; parking, access or security arrangements where material.	Conduct Regulations core plus site standard



Assignment field	What the written schedule should state	Basis
Hours and breaks	Working days; start and finish times; total or minimum/maximum hours; breaks; shift pattern; night work; overtime; on-call, sleep-in or standby arrangements.	Conduct Regulations core / working-time standard
Rate and pay treatment	Whether the quoted figure is gross employment pay or an umbrella assignment rate; pay frequency; overtime or unsocial-hours premiums; bonus/commission if any; expenses; holiday method; any separately paid allowance.	Conduct Regulations / KID / contract
Additional and off-roster duties	Any planning, preparation, marking, parents' evenings, meetings, clubs, trips, extracurricular duties, handovers, clinical administration, waiting/loading time, vehicle checks, travel, remote tasks or other work outside the headline shift; whether included in hours/rate or paid separately.	PGS contractual and sector standard
Skills and checks	Required experience, training, qualifications, professional registration, DBS or other authorisation; client induction; mandatory course or competency and who arranges/pays for it.	Conduct Regulations 18-22 / safeguarding
Health and safety	Known risks, including mental-health risks where relevant; control measures; PPE; manual-handling, lone-working, infection-control, violence/aggression or driving requirements.	Conduct Regulations core / health and safety
Records and processes	Timesheet format/deadline; approval route; absence and incident reporting; holiday request route; data-security and confidentiality requirements.	PGS/agency/client operating standard
AWR information	Comparator role and basic conditions where available; earlier assignments with the same or connected hirer; any expected 12-week qualifying date and changes that may affect it.	Agency Workers Regulations / PGS compliance standard

ASSIGNMENT SCHEDULE STATUS

The schedule records assignment-specific particulars. It must be read with the signed employment contract, Key Information Document, this handbook and lawful client procedures. It cannot remove a statutory right or silently reduce an agreed contractual term.

4. Assignments, availability and continuity

Contingent employment is built around separately agreed assignments. Unless the contract expressly guarantees work, People Group Services and the agency do not guarantee that an assignment will be offered, renewed or continued, and the worker is not normally obliged to accept a new assignment.

- **Acceptance.** An assignment is accepted when the worker agrees the agency-issued assignment schedule or equivalent written particulars through the agreed process. The worker must check the role, actual grade, duties, reporting line, location, hours, rate, extra duties and required credentials before starting.
- **Actual duties.** The worker must perform the duties actually assigned with proper skill, care and professionalism. They must not undertake regulated duties for which they lack the required registration, licence, competency or approval.



- **Supervision.** The end client normally controls day-to-day tasks, local procedures, work allocation and site safety. This does not change the employer named in the contract.
- **Changes.** Material changes to role, grade, rate, hours, location, responsibilities, off-roster duties, health and safety risks or required qualifications must be raised with the agency and People Group Services and confirmed in a revised schedule or other durable writing. A client should not privately vary contractual pay or terminate the employment contract.
- **Other work.** Subject to lawful restrictions, confidentiality, working-time limits and conflicts of interest, a worker may work elsewhere when not assigned.
- **Between assignments.** Workers must follow any contact or availability process in their contract. Under the current People PAYE contract this may include weekly portal contact when not on assignment.
- **Assignment end.** A client's decision to end a placement does not automatically decide whether employment has ended. People Group Services and, in a joint model, the agency will consider the contract, notice, alternatives and any formal process.

4.1 Qualifications, registration and right to work

- Provide genuine, current and complete evidence of identity, right to work, qualifications, professional registration, DBS status, licences and references when requested.
- Tell People Group Services and the agency immediately about any expiry, restriction, investigation, suspension, condition of practice, driving endorsement or other change relevant to the role.
- Do not alter, lend, share or misrepresent a document. Falsification may be gross misconduct and may be referred to the relevant authority.
- People Group Services may carry out repeat right-to-work and suitability checks where required by law, contract, client policy or risk.

4.2 Assignment induction, probation, reporting arrangements and initial support

Every new assignment should begin with clear operational and employment support. The agency normally confirms the assignment particulars, the hirer/client provides the site or role induction and day-to-day supervision, and People Group Services provides the employment, payroll and portal framework.

- The worker must complete any lawful site induction covering safeguarding, fire, health and safety, infection control, information security, systems, reporting contacts and local procedures before performing restricted duties.
- A probationary period applies only where the individual employment contract expressly provides one. Assignment review, client feedback or an initial trial period does not create an implied probation clause and does not remove statutory rights.
- The assignment schedule should identify the operational reporting line. The client may direct day-to-day work, but employment decisions such as warnings, contractual variation or dismissal remain with the employer or joint employers under the applicable process.
- Objectives, standards, workload, feedback and support should be explained promptly. The worker should raise unclear expectations, unmanageable workload, missing resources or a need for training or adjustment before the problem becomes more serious.
- Client feedback should be checked and put to the worker fairly. Where performance support is appropriate, reasonable objectives, training, supervision, adjustments and review time will normally be considered before formal capability action.
- The ending of a client assignment is not automatically a finding of misconduct, capability dismissal or termination of employment. Section 34 applies.

5. Agency-work transparency and the Conduct Regulations

IN FORCE — FAIR WORK AGENCY

The Fair Work Agency began operating on 7 April 2026 and now carries out employment-agency standards enforcement



functions. References in older documents to the Employment Agency Standards Inspectorate should be read as references to the Fair Work Agency where appropriate.

Recruitment agencies and employment businesses must comply with the Employment Agencies Act 1973 and the Conduct of Employment Agencies and Employment Businesses Regulations 2003 where those rules apply. Until umbrella-specific regulations commence, People Group Services will voluntarily apply the core transparency principles below across all three models.

- give clear written information about the type of contract, who the employer is, who pays the worker and how pay and deductions are calculated;
- provide assignment details before work starts or as soon as reasonably possible where an urgent placement lawfully requires later confirmation;
- do not charge a work-seeker a fee for finding ordinary temporary work, subject only to any narrow lawful exception for separately agreed services;
- do not make access to an assignment conditional upon purchasing an optional benefit, training course or other service from People Group Services;
- do not withhold undisputed pay merely because the agency has not been paid by the hirer; any disputed hours will be investigated promptly;
- make and retain appropriate records and cooperate with the Fair Work Agency.

5.0 Assignment particulars and agency responsibility

The legal requirement is to provide the prescribed information; the document may be called an assignment schedule, assignment confirmation, booking confirmation or assignment notice. People Group Services requires the recruitment agency to issue it to the worker and provide a copy to People Group Services in every model. A payroll reconciliation or payslip is not a substitute for the agency-issued assignment particulars.

A worker who does not receive the particulars, receives inaccurate particulars or is asked to perform materially different work should raise the issue immediately with the agency and People Group Services. The worker may also use the Fair Work Agency complaint route where a Conduct Regulations breach is suspected.

5.1 Key Information Documents

The agency should issue a Key Information Document before agreeing terms with an agency worker. It should identify who pays the worker, the expected pay, deductions, holiday entitlement and any benefits. The document is an illustration, so actual take-home pay may change with hours, tax code, pension choices, student loan, attachment of earnings, statutory payments and other lawful variables.

5.2 Conduct Regulations opt-out

PGS STANDARD

People Group Services will not rely on a blanket or unexplained default opt-out. Any opt-out must be lawful, informed and documented, and must be completed before introduction or supply where the law requires.

- The current Regulation 32 mechanism is only available where the work-seeker is incorporated and the required written notices are given by both the company and the individual.
- An opt-out is not available where the work involves working with or caring for vulnerable persons, including many education, health and social-care assignments.
- The worker must not be threatened with loss of work for declining an opt-out. Any concern should be raised with People Group Services Compliance.



- The February 2026 government consultation proposed preventing umbrella companies from opting out on behalf of workers, limiting the opt-out to genuine personal service companies, or removing the opt-out entirely. These proposals are not yet law and are described in section 41.

6. Agency Workers Regulations 2010

The Agency Workers Regulations 2010 may apply where an individual is supplied by a temporary work agency to work temporarily under the supervision and direction of a hirer. The rights operate alongside the employment contract.

DAY 1	12 WK	EQUAL
FROM DAY ONE Vacancy information and access to relevant collective facilities and amenities.	QUALIFYING ASSIGNMENT Track continuity in the same role with the same hirer, including statutory pause and reset rules.	AFTER QUALIFYING Basic pay, duration of working time, night work, rest and annual leave within the Regulations.

Figure 3. Agency Workers Regulations day-one and qualifying-period rights.

6.1 Day-one rights

- access to collective facilities and amenities on the same basis as comparable workers, subject to an objective justification for different treatment; and
- access to information about relevant vacancies at the hirer.

6.2 Rights after the 12-week qualifying period

After completing the qualifying period in the same role with the same hirer, an eligible agency worker is entitled to equal treatment in specified basic working and employment conditions, including pay, duration of working time, night work, rest periods, rest breaks and annual leave.

- **Role-based comparison.** The comparison is based on the role actually performed for the hirer, including duties, responsibility, location, hours and applicable pay structure. A professional qualification or historic grade alone does not decide the comparator.
- **Information.** The agency, People Group Services and hirer will cooperate to obtain comparator information. The worker should supply details of earlier assignments with the same hirer or connected hirers so the qualifying clock can be assessed.
- **Breaks in service.** Some breaks pause the clock, some reset it and some allow it to continue. Artificially rotating roles to avoid equal treatment is prohibited.
- **Pregnancy.** After the qualifying period, an eligible pregnant agency worker has additional rights including paid time for antenatal appointments and, where a placement can no longer safely continue, consideration of suitable alternative work or statutory payment where the conditions are met.
- **Concerns.** A worker should raise a suspected shortfall promptly with the agency and People Group Services. The worker may make a written information request under the statutory process.

COMPARATOR EXAMPLE

A teacher who holds an M3 qualification but is placed and working solely as a cover supervisor is compared with the hirer's cover-supervisor role for the relevant AWR terms, unless the actual duties show that the worker is in substance performing a teacher role.



6.3 Practical comparator and role-drift examples

The correct AWR comparison follows the role actually performed and the basic working and employment conditions that would apply if the hirer recruited directly to that role. A qualification, professional title or previous grade does not by itself set the comparator, but the client cannot avoid a higher comparator by using a lower label while requiring higher-level duties.

- **Education.** A worker who is qualified and previously paid as an M3 teacher but is genuinely assigned only as a cover supervisor will normally be compared with the hirer's cover-supervisor role. If the client requires full teaching responsibility, lesson planning, assessment, marking, parents' evenings or other teacher duties, the agency must issue a revised schedule and the rate, grade and AWR comparator must be reviewed.
- **Healthcare.** A registered nurse assigned and used only for healthcare-assistant duties is normally compared with the actual healthcare-assistant role. If the client asks the worker to undertake registered nursing decisions, medicines work or clinical accountability, the role, safety checks, supervision, grade and pay must be escalated before those duties continue.
- **Office, IT, logistics, driving and factory work.** A later requirement to supervise others, provide on-call support, work nights, carry higher responsibility, perform vehicle/loading duties or undertake materially different technical work should be documented and any premium, allowance or comparator impact reviewed.
- **Duty drift.** The worker should report a recurring difference between the written schedule and the work actually required. The agency and People Group Services will seek written clarification from the hirer and preserve evidence of duties, hours, grade and pay.
- **Anti-avoidance.** Assignment labels, artificial role rotations, short breaks or undocumented duty changes must not be used to prevent an eligible worker reaching or receiving the 12-week equal-treatment rights.

7. Pay, timesheets, deductions and payslips

Pay is calculated from verified work reported by the agency or hirer and processed through PAYE. The precise calculation depends on the model in Part 2.

7.1 Timesheets and verification

- Submit complete and accurate timesheets by the notified deadline and retain evidence of submission.
- Check that the hours or days shown on the payslip and reconciliation agree with the work submitted. Report a discrepancy immediately.
- Overtime, additional hours, expenses or enhanced rates must be authorised in advance where the assignment requires this.
- Falsifying hours, expenses, mileage, attendance or approval is serious misconduct and may be reported to the client or authorities.
- Where hours are disputed, People Group Services will seek prompt verification and will pay any undisputed amount when due.

7.2 Payslips and lawful deductions

- A payslip will identify gross pay and employee deductions such as PAYE income tax, employee National Insurance, pension contributions, student-loan deductions, court orders and any other lawful authorised deduction.
- Employer National Insurance, employer pension contributions and Apprenticeship Levy are not deductions from an employee's gross salary. Under an umbrella model they may form part of the reconciliation from the assignment rate before gross salary is calculated.
- People Group Services may recover a genuine overpayment or pay advance in accordance with the contract and law, normally after explaining the amount and repayment method.
- No deduction will be made for an optional My Wallet learning course. Any separate optional charged service must be clearly described and agreed.
- The worker must review each payslip, tax code and reconciliation and promptly report any concern.



7.3 Minimum pay and equal treatment

Gross pay for hours worked will not be below the applicable National Minimum Wage or National Living Wage. Where AWR equal-treatment pay is higher after the qualifying period, the lawful comparator calculation applies. Any contractual reconciliation or crediting mechanism will be applied transparently and will not be used to remove a statutory entitlement.

7.4 Umbrella tax assurance from 6 April 2026

IN FORCE

Finance Act 2026 introduced joint and several PAYE liability within qualifying umbrella labour-supply chains for payments made from 6 April 2026. This tax-chain liability is separate from the PEO joint-employment model described in Part 2.

People Group Services will cooperate with agencies and hirers carrying out proportionate labour-supply-chain assurance. The worker must never agree to receive part of normal earnings as an untaxed loan, grant, credit, advance, annuity, capital payment or other arrangement presented as increasing take-home pay.

7.5 Additional assignment pay, allowances and variable remuneration

A contingent worker has no automatic entitlement to a salary review, commission, bonus, car allowance, healthcare allowance or other cash benefit merely because another People Group Services employee receives one. An additional payment applies only where it is stated in the worker's contract, agency-issued assignment schedule, written variation or an approved scheme.

- The assignment schedule should identify overtime, night, weekend, bank-holiday, on-call, sleep-in, standby, shift, mileage, subsistence, bonus, commission or other premium and explain whether it is included in the quoted rate or paid separately.
- In the umbrella model, a premium or allowance included in the assignment income still forms part of the reconciliation before gross employment pay is calculated unless it is a lawful reimbursed expense or separately identified item.
- Any target, eligibility rule, payment date, absence treatment, leaver rule, clawback or discretion must be clear in the written scheme. A manager, agency consultant or client must not promise a payment without authority.
- Assignment rates may be reviewed or renegotiated, but a review does not guarantee an increase. Any agreed change must be confirmed in writing before payroll applies it.
- Variable remuneration that the law treats as normal remuneration will be included in holiday-pay calculations as required by the applicable statutory method.
- Expenses must be genuine, authorised and supported by evidence where required. The same cost must not be claimed from more than one party.

8. Working time, attendance and absence

Workers must attend punctually, remain available for the agreed assignment hours and comply with the client's time-recording and security arrangements.

- Notify the client and agency as soon as possible if delayed or unable to attend, and notify People Group Services where the contract or absence process requires.
- Do not leave a shift, change hours, swap duties, work remotely or arrange a substitute without the required approval.
- Take statutory and assignment breaks. Do not work hours that create an unsafe situation or breach applicable working-time, drivers' hours or professional rules.
- Tell People Group Services about work for other organisations where total hours may breach the 48-hour average, rest or night-work limits.
- A Working Time Regulations opt-out is distinct from a Conduct Regulations opt-out. Either may be withdrawn in accordance with its own terms.
- For mobile road-transport assignments, the Road Transport (Working Time) Regulations, drivers' hours and tachograph rules may impose additional duties.



8.1 Absence reporting

The client may require immediate operational notice, while People Group Services needs information to administer pay, SSP and family leave. The worker must follow both processes. Informal notice to a colleague is not sufficient unless the assignment procedure permits it.

8.2 Additional hours, off-roster duties and accurate time recording

All work reasonably required as part of the assignment must be considered when the role, hours, working time and pay are agreed. A headline classroom, clinical, driving, factory or office shift must not be used to conceal material additional work.

- Education examples include planning, preparation, marking, assessment, meetings, parents' evenings, clubs, trips and extracurricular activity. Healthcare examples include handover, clinical records, on-call duties and mandatory briefings. Driving and logistics examples include vehicle checks, loading, unloading and waiting time. Office/IT examples include on-call support, remote tasks and authorised travel.
- The agency-issued schedule must state whether the additional duty is included within the agreed hours/rate or will be separately recorded and paid. A material new duty should be agreed and documented before it becomes routine.
- Workers must record all working time honestly, including authorised work away from the client site. Nobody should ask a worker to under-record hours or perform compulsory unpaid work in a way that breaches minimum-wage or working-time rules.
- Overtime, time off in lieu or additional hours should be authorised in advance where practicable. Emergency work must be reported and evidenced as soon as reasonably possible.
- Workers should keep their own reasonable record of hours, breaks, duties and communications, particularly while a timesheet or schedule discrepancy is unresolved.

9. Holiday and annual leave

Workers covered by this handbook are entitled to statutory paid annual leave under the Working Time Regulations 1998, normally 5.6 weeks subject to the rules applying to their working pattern. People Group Services operates a leave year of 1 September to 31 August unless an individual contractual document expressly states otherwise. The contract, Key Information Document and payslip explain whether holiday pay is operated on an accrued/reserve basis or, where legally permitted, as rolled-up holiday pay.

12.07%	52	1 SEP	31 OCT	2
STATUTORY ACCRUAL	PAID WEEKS	LEAVE YEAR	PGS WINDOW	PAY METHODS
Normally applied to hours worked in each pay period where the statutory method applies.	Average pay reference period for accrued holiday pay, excluding unpaid weeks as required.	The standard PGS leave year runs from 1 September to 31 August.	Accrued/reserve holiday may normally be taken to 31 October, or the end of a later education half-term.	Accrued/reserve or lawful rolled-up holiday pay — never duplicate payment for the same entitlement.

Figure 4. Holiday accrual, pay and leave-year controls at a glance.

9.1 Entitlement, accrual and the 12.07% statutory method

- Leave year.** The standard People Group Services leave year is 1 September to 31 August across the three employed models, unless the worker's signed terms expressly provide otherwise.
- Irregular-hours and part-year workers.** For leave years beginning on or after 1 April 2024, where the statutory definitions apply, statutory leave entitlement is normally accrued at 12.07% of actual hours worked in each pay period, subject to the Working Time Regulations rounding and maximum rules. The 12.07% rate represents the statutory 5.6-week entitlement; any greater contractual or AWR comparator entitlement is dealt with separately.
- Accrued/reserve method.** Where this method is selected, holiday entitlement and the related holiday-pay reserve build up and holiday pay is released when the worker actually takes approved annual leave, or when payment in lieu is otherwise permitted by law, including on termination. For irregular-hours and part-year workers, holiday pay when leave is taken is calculated using the applicable statutory 52-week reference method.



- **Rolled-up holiday pay.** Where lawfully used for an irregular-hours or part-year worker, statutory holiday pay is calculated at 12.07% of total pay in the pay period (or the adjusted contractual percentage where entitlement exceeds the statutory minimum), paid in addition to normal pay and shown separately on every payslip. The worker must still take the physical annual leave even though the holiday pay for that leave has already been paid.
- **Bank holidays.** A bank holiday is not automatically an additional paid entitlement. It is included in or dealt with under the statutory/contractual entitlement unless the assignment provides more.
- **Requests.** The worker must follow the assignment/client operational process and the People Group Services leave process. People Group Services will not unreasonably prevent statutory leave from being taken and will work with the agency and hirer to identify an alternative date where a particular request cannot be accommodated.
- **Termination.** Any accrued untaken statutory holiday that remains payable must be paid on termination. Holiday taken in excess may be recovered only where the contract and law permit. A worker who has received rolled-up holiday pay will not receive the same holiday pay a second time merely because the corresponding leave is taken or carried forward.

9.2 Choosing between accrued/reserve and rolled-up holiday pay

The worker's Key Information Document, contract and payslip will identify the holiday-pay method. People Group Services will explain the difference so that the worker understands whether money is being retained for payment when annual leave is taken or is being paid as a separate rolled-up amount with each payroll. A worker may not receive duplicate statutory holiday pay under both methods for the same entitlement.

IN FORCE — RECORDS

From 6 April 2026 employers must keep adequate annual-leave records for six years. Workers must submit accurate leave and hours information so People Group Services can maintain those records.

9.3 Holiday-pay rate and the 52-week reference period

Where the accrued/reserve method is used for an irregular-hours or part-year worker, holiday pay for leave taken is based on the worker's average remuneration over the applicable previous 52 paid weeks. Weeks in which the worker received no pay, or was absent on sickness or statutory leave in circumstances required by the Working Time Regulations, are excluded and earlier qualifying paid weeks are substituted, subject to the statutory look-back limit. Where rolled-up holiday pay is used, the ordinary payroll calculation is instead 12.07% of total pay in each pay period; the 52-week averaging rule becomes particularly relevant when the worker is off sick or on statutory leave.

9.4 Sickness, maternity and other statutory leave

- Holiday entitlement continues to accrue during sickness absence and during statutory family/caring leave in accordance with the Working Time Regulations and the employee's legal status.
- **Accrued/reserve method.** Entitlement continues to build in the background while the employee is off sick or on statutory leave. Holiday pay is normally paid when annual leave is subsequently taken, for example before or after family leave or at the next convenient agreed holiday break. Annual leave cannot run at the same time as statutory maternity leave.
- **Rolled-up method.** An irregular-hours or part-year worker must not lose rolled-up holiday pay because they are off sick or on statutory leave. Holiday pay must continue to be paid in the relevant pay periods, using the average amount of holiday pay received per pay period over the statutory relevant period, normally the previous 52 weeks. It is therefore not deferred until the next school or sector holiday break.
- If sickness or statutory leave prevents the worker from taking annual leave within the leave year, statutory carry-over rights will be applied. Long-term sickness and statutory family leave can create longer carry-over periods than the People Group Services administrative concession in section 9.6.

9.5 Defined non-working periods, academic breaks and taking physical leave

Contingent work often contains planned periods when no assignment work is required. This is particularly common in education, where school holidays and the academic calendar create defined breaks, but similar shutdowns or seasonal breaks



can arise in other sectors. People Group Services will actively encourage workers to use these periods to take physical annual leave where this is consistent with their contract, assignment and statutory entitlement.

- Where the worker uses the accrued/reserve method, People Group Services will, where practicable, arrange for accrued holiday to be taken and paid during an agreed school holiday, assignment shutdown or other defined non-working period. Statutory holiday pay is not simply cashed out while employment continues unless the law permits; the period is treated as annual leave.
- Where the worker uses rolled-up holiday pay, the holiday pay has already been paid through earlier payrolls. The worker should still book and take the corresponding physical leave during appropriate breaks, but there is no second statutory holiday-pay payment when that leave is taken.
- If People Group Services or an employer directs that annual leave be taken on specified dates, the required contractual/statutory notice will be given. A client or agency closure does not by itself remove the worker's statutory holiday entitlement.

9.6 Leave-year end, reminders and the October carry-over window

- The standard leave year ends on 31 August. Workers using the accrued/reserve method are encouraged to plan outstanding leave well before that date.
- Every payslip for a worker using the accrued/reserve method will, where payroll functionality permits, show or signpost the holiday balance and remind the worker to take their annual leave and claim the corresponding holiday pay through the leave process.
- In addition, People Group Services will issue specific reminders in June, July and August — the final three months of the leave year — encouraging workers to take outstanding annual leave and explaining the consequences of not doing so.
- As a contractual People Group Services concession, accrued/reserve holiday remaining at 31 August may normally be taken up to and including 31 October immediately following the leave-year end. For an education assignment whose published October half-term ends after 31 October, the concession extends to the final day of that published half-term. The same 31 October window is available across other sectors so that the policy is not restricted to education.
- The October concession does not cut down any longer statutory carry-over right. Where sickness, maternity or other statutory leave, or an employer failure to provide a reasonable opportunity and encouragement to take leave, creates a longer legal carry-over entitlement, the statutory period applies.
- Where rolled-up holiday pay applies, any leave carried into the next period has ordinarily already been paid. Carry-over protects the right to take the time off; it does not create a duplicate holiday-pay payment.

9.7 Holiday purchase and contractual enhancements

Holiday purchase, enhanced contractual days or another additional-leave scheme is not a standard entitlement for every contingent worker. It applies only where the individual contract or an approved written scheme makes it available. Any payroll deduction, eligibility threshold, carry-over rule and treatment on termination must be agreed before the additional entitlement is created. Statutory holiday cannot be reduced or replaced by a purchase scheme.

10. Pensions, expenses, benefits and pay advances

10.1 Workplace pension

1	2	3	4
START / ELIGIBILITY PGS assesses automatic-enrolment duties and may use statutory postponement.	MAXIMUM 3 MONTHS An operational "13-week" description never extends beyond the legal three-month limit.	OPT IN DURING POSTPONEMENT A worker can ask to opt in or join where the statutory conditions permit.	ENROL AND PLAN Eligible workers are enrolled at the deferral date; PGS encourages retirement saving and does not encourage opt-out.

Figure 5. Workplace pension postponement, opt-in and enrolment controls.



- People Group Services will assess workers for automatic enrolment and provide statutory notices.
- Eligible workers will be enrolled into the notified qualifying scheme. The current contract refers to NEST, but the provider may change with notice.
- A worker may opt out only through the statutory process and may be re-enrolled later. No agency, client or colleague may pressure a worker to opt out.
- Pension contributions and any separate salary-sacrifice or personal-pension arrangement will be shown or explained separately.
- **Postponement/deferment.** People Group Services may use statutory automatic-enrolment postponement for new or newly eligible workers. Operationally this may be described as an approximately 13-week deferral, but the legal deferral date will never exceed the statutory maximum of three months from the relevant date. The required postponement notice will be issued.
- A worker can ask to opt in or join an available qualifying pension during the postponement period, subject to the statutory rules. At the end of postponement, anyone who meets the automatic-enrolment criteria will be enrolled without a further postponement period.
- People Group Services strongly encourages all workers to plan for retirement and to consider the long-term value of workplace pension saving. We do not encourage or induce workers to opt out. A worker who has been automatically enrolled remains free to use the statutory opt-out process, and the process and consequences will be explained neutrally if requested.
- People Group Services does not provide regulated financial advice. Workers who need personal financial or pension advice should use an appropriately authorised adviser or independent public guidance.

10.2 Expenses

- Only authorised, genuine and evidenced business expenses will be reimbursed.
- Claims must comply with tax law, the assignment process and the applicable People Group Services expenses policy.
- Ordinary home-to-work travel is not automatically reimbursable and temporary-workplace rules can be restricted where supervision, direction or control applies.
- Receipts and client approval must be supplied by the deadline. False claims may be gross misconduct.

10.3 My Wallet and other benefits

Eligible PEO and umbrella workers may register for the My Wallet benefits platform from day one. Features may include retail and lifestyle benefits, points after qualifying pay activity, learning resources and, where offered and eligible, Anytime Wages.

- Benefits are non-contractual, subject to provider terms, eligibility, availability and change.
- An optional benefit does not form part of AWR comparator pay unless the law specifically requires it.
- Any pay advance is an advance of accrued pay, not extra wages. Eligibility, administration fees and repayment terms must be accepted before payment.
- Benefits must not be used in a way that creates a conflict of interest, tax evasion, fraud or misuse of client time.

10.4 Conditional benefits, employee assistance and life assurance

In addition to My Wallet, People Group Services may make an Employee Assistance Programme, life assurance, healthcare or cash-plan cover, salary-sacrifice arrangements, discount schemes or other benefits available to particular groups. Availability depends on the individual contract, entity, provider, insurer, tax treatment, assignment and eligibility rules.

- A portal tile, marketing page or provider link is an invitation to check eligibility; it is not by itself a contractual promise or evidence that cover has started.
- A contractual benefit will not be materially reduced without the appropriate contractual process. A discretionary or provider-dependent benefit may change prospectively after reasonable communication.
- Workers should keep nominations and beneficiary information current where a scheme permits and should obtain confirmation before incurring a cost in reliance on a benefit.



- People Group Services encourages use of confidential wellbeing and practical-support services where available but does not provide regulated financial, pension, medical or legal advice.



PART 02

The three employment models

Umbrella employment, PEO sole employment and PEO joint employment - who employs you, who pays you and who to contact.

- 11. Umbrella employment - People Umbrella Limited
- 12. PEO sole employment / PAYE - People PAYE Limited
- 13. PEO joint employment - People PAYE Limited and the named agency
- 14. Which organisation should I contact?

02



11. Umbrella employment — People Umbrella Limited

EMPLOYER

For this model, the contract of employment is with People Umbrella Limited. People Group Services administers the relationship under the group brand.

Umbrella employment is commonly used where a recruitment agency pays an assignment rate to People Umbrella Limited, which then meets the costs of employment and pays the employee through PAYE. The assignment rate is not the employee's gross wage and should never be advertised or described as guaranteed take-home pay.

11.1 From assignment rate to take-home pay

Stage	What it means
1. Assignment rate	The amount payable by the agency to People Umbrella for the worker's services, subject to the commercial agreement and verified time.
2. Employment costs and margin	Applicable employer National Insurance, employer pension, Apprenticeship Levy, statutory employment provisions, insurance or other stated employment costs, and the agreed umbrella margin are accounted for.
3. Gross employment pay	The resulting gross salary and any separately identified holiday pay are the employee's taxable employment earnings.
4. Employee deductions	PAYE tax, employee National Insurance, employee pension, student loan, attachment of earnings and other lawful deductions are taken from gross pay.
5. Net pay	The balance is paid to the employee's verified personal bank account with a payslip and assignment reconciliation.

- The Key Information Document and representative illustration must make the difference between the assignment rate and gross pay clear.
- Employer costs must not be shown as deductions from gross salary on the payslip, even though they may appear on the separate reconciliation.
- The employee should query any unexplained difference between the advertised rate, assignment schedule, reconciliation and payslip before the next payroll cut-off.
- People Umbrella will not operate disguised remuneration, loans or non-PAYE arrangements for normal earnings.

11.2 Assignment and employment features

- There is normally no guarantee of a minimum number of assignments or hours, and no obligation to accept a new assignment, subject to the signed contract.
- The agency sources and discusses the assignment; the client usually supervises the actual work; People Umbrella remains the contractual employer.
- A client or agency may end an assignment in accordance with the supply arrangements. People Umbrella decides separately whether the employment contract continues or ends.
- Holiday may be reserved or rolled up only where the statutory conditions and contract permit. The method must be shown clearly.
- The employee must keep People Umbrella informed between assignments in the manner required by the contract and portal.



12. PEO sole employment / PAYE — People PAYE Limited

EMPLOYER

For this model, People PAYE Limited is the sole contractual employer. The recruitment agency is not the employer merely because it sourced or manages the assignment.

Under the PEO sole-employment model, the worker accepts separately agreed assignments and is paid a gross hourly or daily rate stated in the assignment schedule. People PAYE operates PAYE, statutory employment administration, pensions and the common policies in this handbook.

- **No guaranteed work.** The current contract does not guarantee assignments or a minimum level of work, and the employee is not obliged to accept a proposed assignment.
- **Continuity.** Continuity ordinarily begins on the first day of the first assignment under the contract, subject to the actual wording and statutory rules.
- **Duties.** The employee is engaged for the job title and assignment duties stated, must hold required qualifications and must comply with lawful client instructions and policies.
- **Control at work.** The client normally provides day-to-day supervision, direction and control. People PAYE remains responsible for the employment relationship and payroll.
- **Rate.** The gross hourly or daily rate is agreed with the agency and shown in the assignment schedule. A daily rate is paid according to the agreed standard day and verified time.
- **Overtime.** Additional time is not automatically payable unless authorised and reported under the assignment process.
- **Between assignments.** The current contract requires minimum weekly portal contact where specified. Failure to make contact may affect whether People PAYE considers the employee available or intending to continue employment.
- **Training.** There is no general contractual entitlement to employer-provided training. Section 35 gives optional access to My Wallet and Flick Learning; where People PAYE makes training compulsory as an employment requirement, it will explain arrangements and bear the cost where the contract requires.

12.1 Contract clauses requiring coordinated update

CONTRACT ALIGNMENT

This handbook is incorporated as the second part of the signed employment contract, but it does not override any individually agreed term or remove any statutory protection. Material contractual changes must follow the variation/consultation process in section 42. The change register flags clauses that should be updated separately, including obsolete retirement wording, absolute holiday-forfeiture wording, old EAS references and default Conduct Regulations opt-out wording.

13. PEO joint employment — People PAYE Limited and the named agency

JOINT EMPLOYERS

For this model, the recruitment agency named in the joint contract and People PAYE Limited are both employers. Each has contractual responsibility, and the joint contract states that the worker may approach either employer.

Joint employment is a contractual employment model. It is different from the Finance Act 2026 tax rule that can make an agency or end client jointly and severally liable for PAYE in an umbrella supply chain. The terms 'joint employment' and 'joint and several tax liability' must not be used interchangeably.



13.1 Shared responsibility

- The joint employers must cooperate so the worker is not sent from one organisation to the other without ownership of the issue.
- A worker may raise an employment concern with either joint employer. The recipient should acknowledge it, coordinate internally and explain who will lead the response.
- The joint contract and responsibility statement allocate first-line tasks for efficiency; they do not remove any responsibility expressly assumed by either employer.
- People PAYE normally serves as employer of record for payroll and statutory administration, while the agency normally manages the work-finding and client-facing assignment process.
- Where the worker also has a separate sole-employment contract, the documents must clearly identify which contract and assignment each payment relates to.

13.2 Joint-employment first-line responsibility matrix

Agency / work-finding side	People PAYE / employer-of-record side
Worker registration for vacancies and work-finding services	PAYE payroll registration, identity and bank validation
Job search, role applications and assignment offers	Issuing or administering the employment contract
Candidate screening, references and role suitability	PAYE tax, National Insurance and RTI submissions
Key Information Document and agency-issued assignment schedules/notices; copy and amendments supplied to People PAYE	Receipt, storage and payroll/employment use of assignment data; chase missing or inconsistent copies
Negotiating the assignment pay rate and working pattern	Pension auto-enrolment and statutory pension notices
Client relationship, site details and assignment changes	Holiday accrual, holiday-pay processing and records
Timesheet collection, approval and correction with the client	SSP and statutory family pay administration
AWR qualifying history and comparator information with the hirer	My Wallet, optional CPD access and Anytime Wages where eligible
Day-to-day workplace concerns and client escalation	Formal HR support, grievance, disciplinary coordination and employment records
Assignment extension or end and alternative work search	P45, P60, payroll history and employment references within policy
Approving operational holiday dates during the assignment	Employer insurance administration and work-injury reporting support

The matrix is a routing guide, not a barrier. Urgent safeguarding, harassment, safety, non-payment or whistleblowing concerns should be raised with whichever responsible person can act fastest.

14. Which organisation should I contact?

Issue	Umbrella	PEO sole	PEO joint
New assignment, rate or extension	Agency first; copy People Umbrella for contractual/pay impact.	Agency first; copy People PAYE for contractual/pay impact.	Agency first, with People PAYE included where employment terms are affected.
Timesheet not approved	Agency/client, then People	Agency/client, then People	Agency leads client verification;



Issue	Umbrella	PEO sole	PEO joint
	Umbrella payroll for pay impact.	PAYE payroll.	People PAYE pays verified amounts.
Payslip, tax, pension or statutory pay	People Umbrella / PGS payroll.	People PAYE / PGS payroll.	People PAYE / PGS payroll, with agency cooperation where assignment data is needed.
Holiday date during assignment	Client/agency operational approval plus People Umbrella request.	Client/agency operational approval plus People PAYE request.	Agency/client operational approval; People PAYE processes entitlement and pay.
AWR comparator concern	Agency and People Umbrella; hirer information may be required.	Agency and People PAYE; hirer information may be required.	Either joint employer; agency normally leads hirer/comparator evidence.
Harassment, discrimination or grievance	People Umbrella HR and the agency/client if site action is needed.	People PAYE HR and the agency/client if site action is needed.	Either joint employer; both coordinate.
Safeguarding or immediate safety risk	Client lead immediately, then agency and People Umbrella.	Client lead immediately, then agency and People PAYE.	Client lead immediately, then either joint employer; both must be informed.
Ending employment	People Umbrella.	People PAYE.	Either joint employer in accordance with the joint contract; coordinated written confirmation is required.
Missing or inaccurate assignment schedule	Agency first; upload/forward the schedule to People Umbrella and copy PGS Compliance.	Agency first; upload/forward the schedule to People PAYE and copy PGS Compliance.	Named agency first; either joint employer may be contacted and People PAYE should be copied.



PART 03

Fair work, conduct and speaking up

Equality and inclusion, dignity at work, safeguarding, fair work standards, integrity and the routes for raising a concern.

- 15. Equality, diversity, inclusion and reasonable adjustments
- 16. Dignity at work, bullying and harassment
- 17. Safeguarding children and adults at risk
- 18. Modern slavery, exploitation and fair work
- 19. Integrity: bribery, tax evasion, fraud and conflicts
- 20. Whistleblowing and protected disclosures
- 21. Grievance and workplace concerns
- 22. Disciplinary, conduct and capability procedure

03



15. Equality, diversity, inclusion and reasonable adjustments

People Group Services is committed to fair treatment and equality of opportunity. Discrimination, harassment, victimisation and unlawful retaliation are prohibited in recruitment, assignments, pay, training, benefits, performance management and the ending of work or employment.

- Decisions must not be based unlawfully on age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation, part-time status, fixed-term status, trade-union status or another legally protected ground.
- Workers must treat colleagues, pupils, patients, service users, clients and members of the public with dignity, including respecting names, pronouns, cultural differences and accessibility needs.
- People Group Services will consider reasonable adjustments to recruitment, communication, portal access, work processes, equipment, training and formal meetings for a disabled worker.
- The client controls many site adjustments. People Group Services and the agency will work with the client, while retaining their own responsibilities.
- A worker should tell People Group Services and, where relevant, the agency or client about an adjustment need. Medical information will be limited to those who need it.
- Neurodiversity, menopause, fertility treatment, caring responsibilities and long-term health conditions will be handled sensitively even where a particular issue is not itself a separate protected characteristic.

15.1 Occupational health and medical information

People Group Services may seek occupational-health or medical advice with the worker's knowledge and an appropriate lawful basis. The purpose is to understand fitness, safety, adjustments, rehabilitation or statutory rights, not to obtain unnecessary clinical detail.

NO RETALIATION

A worker must not suffer detriment for requesting a reasonable adjustment, raising discrimination, supporting another person's complaint or participating in an investigation.

15.2 Medical appointments, occupational health and temporary adjustments

Routine medical, dental, fertility, menopause, gender-transition or other health appointments should be notified as early as reasonably possible. Whether time is paid, unpaid, annual leave or an adjustment depends on the law, contract, assignment arrangements and individual circumstances. Statutory antenatal, adoption and disability-related rights are dealt with separately and are not reduced by this paragraph.

- People Group Services may seek occupational-health advice or a medical report where relevant to fitness, attendance, capability, safety or reasonable adjustments. Any required consent, privacy notice and statutory access right will be respected.
- Health information must be uploaded only to the restricted portal area. Managers, agencies and clients should receive only the operational information they genuinely need.
- Reasonable adjustments and appropriate temporary support may include changes to duties, equipment, hours, communication, supervision, location, breaks, travel or training. Adjustments should be reviewed when circumstances change.
- A worker should explain the workplace effect and proposed support rather than disclose more clinical detail than is reasonably necessary. A joint employee may approach either joint employer.



16. Dignity at work, bullying and harassment

Bullying, harassment and sexual harassment are prohibited whether carried out by a manager, colleague, agency consultant, client employee, pupil, patient, service user, parent, supplier or other third party. The policy applies at work, online, during travel, at work-related social events and in communications connected with an assignment.

16.1 Examples

- unwanted sexual comments, messages, images, contact, jokes, propositions or conduct;
- hostile, humiliating, intimidating or offensive conduct linked to a protected characteristic;
- repeated belittling, shouting, exclusion, threats, undermining or abuse of authority;
- deliberate misgendering, racist language, disability-related mockery or intrusive questions;
- harassment by a third party where the employer or client fails to take appropriate preventative or responsive action;
- victimising a person because they rejected conduct, complained, gave evidence or supported another person.

16.2 Preventative duties

IN FORCE

Employers already have a proactive duty to take reasonable steps to prevent sexual harassment. People Group Services will assess risk, communicate standards, provide reporting routes, investigate concerns and seek client controls.

SCHEDULED — 30 OCTOBER 2026

The Employment Rights Act 2025 is scheduled to strengthen the duty to 'all reasonable steps' and introduce an obligation not to permit harassment by third parties. From that date this handbook is to be read with the strengthened standard, subject to final regulations and guidance.

- Report immediate danger to site security, police or emergency services as appropriate, then notify People Group Services and the agency.
- A concern may be raised informally, formally, through the grievance procedure or as a protected disclosure where the legal conditions are met.
- People Group Services may require a client risk assessment, separation, rota change, alternate reporting line or removal from a site while a concern is examined.
- Confidentiality will be respected so far as possible, but absolute secrecy cannot be promised where investigation or safeguarding action is required.
- Knowingly malicious allegations may be disciplinary; an allegation is not malicious merely because it is not upheld.

17. Safeguarding children and adults at risk

Safeguarding is a primary obligation in education, health, social care and any role involving children or adults at risk. The worker must follow the client's safeguarding policy, local reporting route and professional code, as well as this handbook.

- **Immediate reporting.** Report a disclosure, allegation, unexplained injury, unsafe practice or concern immediately to the client's designated safeguarding lead or equivalent. Do not delay while trying to investigate it personally.
- **Emergency action.** Where a person is at immediate risk, call the emergency services and follow site emergency procedures.
- **Allegations about staff.** Use the client's low-level concerns, allegations-management or whistleblowing process and notify the agency and People Group Services. Do not confront the subject or promise confidentiality.



- **Professional boundaries.** Do not form inappropriate personal relationships, exchange private contact details, connect on personal social media, give unauthorised gifts, transport service users privately or communicate outside approved systems.
- **Information handling.** Share safeguarding information promptly with those who need it. Data protection does not prevent necessary and proportionate safeguarding disclosures.
- **Suitability.** Maintain DBS status, professional registration, mandatory client checks and any role-specific declarations. Report arrests, charges, cautions, convictions, investigations, referrals or restrictions relevant to the role.
- **Conduct opt-out.** The Conduct Regulations opt-out is unavailable for assignments involving work with or care of vulnerable persons.

17.1 Education assignments

A school or college may require workers to read the applicable version of Keeping Children Safe in Education, complete a client induction, understand the role of the designated safeguarding lead and follow local policies on attendance, behaviour, restraint, online safety and allegations. Optional My Wallet courses do not replace the client's mandatory induction or statutory safeguarding arrangements.

17.2 Health and social-care assignments

Workers must follow applicable clinical governance, safeguarding, medication, consent, infection-control, information-governance and escalation requirements. A professional must work within competence and comply with the code and reporting duties of the relevant regulator.

18. Modern slavery, exploitation and fair work

People Group Services prohibits forced labour, debt bondage, trafficking, withholding identity documents, threats, recruitment-fee debt, unlawful deductions and other exploitation. Workers and supply-chain partners must report suspected exploitation.

- No person may retain a worker's passport, share their bank account, control their wages or require payment for access to ordinary work.
- A worker's net pay must be paid to a verified account in their own name or an approved account arrangement supported by evidence and safeguards.
- Do not accept an assignment where another person directs the worker to misstate identity, hours, address, right to work or bank details.
- People Group Services may suspend payments or access only to investigate genuine fraud, safeguarding or sanctions concerns and will protect undisputed earned pay.
- Suspected trafficking or immediate danger should be reported to police or the Modern Slavery Helpline as well as People Group Services.

18.1 Practical fair-work warning signs and immediate escalation

- Warning signs include recruitment debt, threats, withheld identity documents, control of a worker's bank account, unexplained deductions, accommodation tied to coercion, restriction of movement, intimidation or pressure to work excessive/unpaid hours.
- A schedule, payslip or timesheet that does not match the work, rate or hours actually required should be challenged promptly. Nobody should require a worker to surrender part of their wages, pay for access to ordinary work or use a bank account controlled by another person.
- Workers can raise a concern through People Group Services, the agency, the client safeguarding route, the Fair Work Agency, police or specialist modern-slavery support according to urgency. Immediate danger should be reported to emergency services.
- People Group Services will preserve relevant payroll, schedule, timesheet, bank-verification and communication records, protect confidentiality so far as possible and will not knowingly penalise a worker for a genuine report.



19. Integrity: bribery, tax evasion, fraud and conflicts

Workers must act honestly and protect People Group Services, the agency and the client from bribery, fraud, corruption, facilitation of tax evasion and conflicts of interest.

- **Bribery.** Do not offer, request, give or accept a financial or other advantage intended to influence a decision improperly. Modest hospitality must comply with the client's and People Group Services' rules.
- **Tax evasion.** Do not assist another person to evade tax, create false expenses, conceal earnings, split normal salary into untaxed elements or misdescribe employment payments.
- **Fraud.** Do not falsify timesheets, expenses, qualifications, DBS documents, right-to-work evidence, sickness, identity, bank details, invoices, attendance or client records.
- **Conflicts.** Disclose an actual or potential conflict, including a financial interest, close relationship, outside role, referral payment or competing duty that could influence work.
- **Gifts and inducements.** Never accept money or significant gifts from pupils, patients, service users, candidates, suppliers or their families. Report any offer that could appear improper.
- **Supply-chain rebates.** A worker must not bear or disguise an agency referral payment, kickback or preferred-supplier fee through an unexplained deduction from wages.

SPEAK UP

Refusing to participate in bribery, tax evasion, fraud or an unlawful payment arrangement will not result in retaliation. Report pressure immediately under section 20.

20. Whistleblowing and protected disclosures

Whistleblowing is the disclosure of information reasonably believed to show specified wrongdoing in the public interest. It is distinct from a personal grievance, although the same facts may engage both procedures.

- criminal offences, fraud, bribery or facilitation of tax evasion;
- breach of a legal obligation, including pay, equality, safeguarding or agency-work rules;
- miscarriage of justice;
- danger to health and safety;
- damage to the environment;
- concealment of any of the above; and
- from 6 April 2026, specified disclosures concerning sexual harassment under the Employment Rights Act 2025 framework.

20.1 How to raise a concern

1. Raise it with People Group Services HR or Compliance through the portal or at info@peoplegroupservices.com.
 2. In joint employment, raise it with either joint employer. The recipient must coordinate and must not reject the concern because another organisation is operationally closer.
 3. Where the concern is site-specific, use the client's whistleblowing, safeguarding or clinical-governance route as well if safe and appropriate.
 4. Where internal reporting is inappropriate or ineffective, a worker may consider a prescribed regulator or other protected route. Independent advice should be obtained before a wider disclosure.
- Concerns will be acknowledged, triaged and investigated proportionately.
 - The worker may be accompanied at a formal meeting by a colleague or trade-union representative where the procedure provides.



- People Group Services will protect a person who raises a genuine concern from detriment, even if the concern is not ultimately substantiated.
- Confidential reporting is encouraged; anonymous concerns will be considered but may be harder to investigate.
- Retaliation, threats, blacklisting or interference with evidence are serious misconduct.

21. Grievance and workplace concerns

A grievance is a concern, problem or complaint about work, employment, pay, treatment or a decision affecting the worker. A concern should be raised promptly so that evidence can be preserved and a practical remedy considered.

21.1 Informal stage

Where appropriate, discuss the matter with the relevant agency consultant, People Group Services contact or client manager. An informal stage is not required where the issue is serious, involves that person, concerns harassment or safeguarding, or the worker reasonably prefers a formal route.

21.2 Formal stage

1. Submit the complaint in writing, identifying the facts, dates, people involved, documents and outcome sought.
 2. People Group Services will confirm the lead investigator. In joint employment, the joint employers will agree a coordinated process and identify the decision-maker.
 3. A meeting will normally be arranged, with a right to be accompanied in accordance with the procedure and law.
 4. Relevant evidence will be reviewed and reasonable confidentiality maintained.
 5. A written outcome will be issued and an appeal offered to a person not previously responsible where practicable.
- AWR, pay, holiday and timesheet grievances may require information from the agency and hirer.
 - A client grievance process may run alongside the employer process; the worker will be told how the processes interact.
 - Using the grievance procedure does not extend a statutory limitation period.
 - From 1 October 2026, most Employment Tribunal limitation periods are scheduled to increase from three to six months. The effective date and transitional rules must still be checked for the particular claim.

JOINT EMPLOYEES

A joint employee may approach either employer. Being redirected without acknowledgement, ownership and a named lead is inconsistent with the joint-employment standard.

22. Disciplinary, conduct and capability procedure

People Group Services aims to deal with conduct and capability fairly, consistently and without unreasonable delay. The procedure is non-contractual and will be adapted to the nature of contingent work, client evidence, safeguarding obligations and the individual's employment model.

22.1 General principles

- No formal sanction will normally be imposed without reasonable investigation and an opportunity for the employee to respond.
- A client may remove a worker from site or end an assignment immediately for operational, safety or safeguarding reasons. That step is not automatically a disciplinary finding or dismissal by the employer.
- Suspension or temporary reassignment is a neutral precaution, not a sanction, and will be reviewed. Pay status depends on the contract and circumstances.



- The employee may be accompanied at a formal disciplinary hearing by a colleague or trade-union representative where the statutory right applies.
- The outcome may be no action, advice, a warning, a final warning, dismissal or another proportionate step. A right of appeal will normally be provided.
- Capability concerns will normally focus on standards, support, clarification, reasonable adjustment and a reasonable opportunity to improve, unless the issue is so serious or the assignment cannot safely continue.

22.2 Examples of misconduct

- poor attendance, lateness or failure to follow absence and timesheet processes;
- unprofessional conduct, discourtesy, inappropriate dress or failure to follow reasonable site rules;
- careless handling of client property, personal data or confidential information;
- failure to maintain required qualifications, registration or training evidence;
- unauthorised social-media or AI use connected with the assignment;
- refusal to follow a lawful and safe instruction.

22.3 Examples that may amount to gross misconduct

- violence, serious threats, serious bullying, harassment, sexual misconduct or discriminatory conduct;
- serious safeguarding breach, abuse, exploitation or breach of professional boundaries;
- fraud, theft, bribery, facilitation of tax evasion or deliberate falsification of records;
- working while impaired by alcohol or illegal drugs, or serious misuse of medication;
- serious breach of confidentiality, data protection, cybersecurity or client systems;
- deliberate or reckless conduct creating a serious health and safety risk;
- material falsification of identity, right to work, qualifications, registration, DBS status or experience;
- serious insubordination, unauthorised absence or abandonment of a role where safety or care is affected;
- retaliation against a complainant, whistleblower, witness or person requesting an adjustment.

22.4 Retirement

PGS STANDARD

People Group Services has no compulsory retirement age. Employment will not be ended merely because a worker reaches a particular age. Any retirement date must be the worker's voluntary decision or arise from another lawful, objectively justified arrangement.

22.5 Performance, objectives, appraisal and capability support

The standards against which a contingent worker is assessed should be linked to the actual role, grade, duties, professional standards and client requirements stated in the assignment schedule. A qualification held by the worker does not justify assessing them against a higher role that was not assigned.

- Managers, agencies and clients should provide clear expectations and timely, specific feedback. Good work should be recognised and concerns should not be stored up until the end of an assignment.
- One-to-one reviews, assignment reviews or appraisals may be used where appropriate to discuss quality, workload, attendance, development, wellbeing and adjustments. They do not alter contractual terms unless a written variation is agreed.
- Where standards are not met, People Group Services will normally consider informal clarification, training, supervision, resources, reasonable adjustments, measurable objectives and a reasonable review period before formal capability action, unless the circumstances justify a different lawful approach.



- The worker will be told the concern, given a fair opportunity to respond and, where formal action is taken, given an outcome and appeal route. Client feedback will be tested rather than automatically accepted as fact.
- A client may request removal from its site, but only the employer or joint employers can determine the employment consequence under the contract and a fair process.



PART 04

Safety, information and professional standards

Health and safety on client sites, lone and remote working, technology and AI use, data protection and confidentiality.

- 23. Health and safety
- 24. Client sites, lone working, travel and driving
- 25. Information technology, communications, social media and AI
- 26. Data protection, privacy and monitoring
- 27. Confidentiality and intellectual property

04



23. Health and safety

People Group Services, the agency, the client and the worker each have health and safety responsibilities. The client normally controls the workplace and must provide site-specific information, supervision and risk controls; the employer retains its own legal duties and must cooperate.

- Take reasonable care of your own health and safety and that of anyone affected by your acts or omissions.
- Follow lawful safety instructions, training, safe systems of work, infection-control measures and emergency procedures.
- Use protective equipment correctly, do not interfere with safety devices and report missing, damaged or unsuitable equipment.
- Report accidents, injuries, occupational ill health, violence, near misses and dangerous occurrences to the client immediately and to the agency and People Group Services as soon as possible.
- Do not undertake a task outside your competence or where required controls are absent. Raise the concern and seek instructions.
- A worker may remove themselves from serious and imminent danger and should report the circumstances promptly. Good-faith safety action will not attract retaliation.
- Tell People Group Services and the client about a pregnancy, disability, medical restriction or other condition where a risk assessment or adjustment may be needed; only necessary information will be shared.

23.1 Alcohol, drugs, medication and fitness

- Do not attend or remain at work impaired by alcohol, illegal drugs, misused medication, fatigue or another condition that makes work unsafe.
- Tell the appropriate manager confidentially where prescribed medication may affect driving, machinery, clinical work, concentration or safe performance.
- Testing may be required only where lawful, proportionate and authorised by the relevant policy or safety-critical rules.
- Seek help early. A genuine health condition will be considered separately from misconduct, while safety remains paramount.

23.2 Smoking and vaping

Smoking and vaping are prohibited inside workplaces, vehicles and other areas designated smoke-free. Use only authorised areas and breaks, and never smoke or vape in the presence of pupils, patients, service users or where professional/site rules prohibit it.

24. Client sites, lone working, travel and driving

24.1 Site induction and security

- Complete the client's induction, sign-in, identification, fire, evacuation, infection-control and security processes.
- Wear or display identification and uniform where required. Dress must be clean, safe, professional and appropriate to the role, culture and reasonable equality or religious needs.
- Do not allow another person to use your pass, login, key, vehicle, equipment or identity.
- Return client and employer property promptly at the end of an assignment or on request.
- Do not invite visitors, take photographs, record audio/video or access restricted areas without authorisation.

24.2 Lone and remote working

- Follow the client's lone-working risk assessment, check-in procedure and escalation route.
- Do not carry out home visits, community work or remote duties where the agreed safety controls are absent.
- Protect addresses, phone numbers, schedules and location data from unauthorised disclosure.



- In an emergency, prioritise personal safety, contact emergency services where required and notify the client, agency and People Group Services.

24.3 Driving and travel

- Hold the correct current licence, insurance, vehicle approval and professional entitlement for any driving duty.
- Immediately report relevant endorsements, disqualification, medical restrictions, accidents or insurance changes.
- Do not use a handheld device while driving and do not drive when fatigued or impaired.
- Follow drivers' hours, tachograph, road-transport working-time, vehicle-check, passenger, load and incident rules where applicable.
- Ordinary commuting time and expenses are treated according to the contract, tax law and assignment terms; they are not automatically paid.

24.4 Remote, hybrid and overseas work; business travel and private vehicles

Remote, hybrid or multi-site work applies only where the assignment schedule or a written amendment permits it. The worker remains bound by agreed hours, availability, confidentiality, information-security, health-and-safety and performance requirements.

- The worker must use approved devices, secure connections, multi-factor authentication and a suitable private working environment. Confidential conversations must not be overheard and client information must not be stored on unapproved systems.
- Work must not be carried out outside the United Kingdom without prior written approval from People Group Services, the agency and the client and completion of immigration, tax, social-security, insurance, data-transfer and regulatory checks.
- A worker using a private vehicle for assignment business must hold a valid licence, appropriate business-use insurance and a safe, roadworthy vehicle. Any disqualification, restriction or relevant medical change must be reported immediately.
- Business travel and mileage must be authorised, accurately recorded and supported by receipts or mileage evidence where required. A taxable car allowance does not automatically reimburse mileage, fuel, lease or finance costs.
- Workers should use a safe and reasonably cost-effective travel option and must not drive while fatigued, impaired or in breach of working-time or road-safety rules.

25. Information technology, communications, social media and AI

Systems, devices, accounts and data supplied by People Group Services, an agency or client are for authorised purposes. Limited personal use is permitted only where the owner permits it and it does not interfere with work, security, cost or professional standards.

25.1 Cybersecurity and acceptable use

- Use strong unique passwords and multi-factor authentication; never share credentials or approve an unexpected login request.
- Use only approved software, storage, messaging and devices. Do not bypass security, connect unauthorised media or install applications.
- Treat unexpected links, invoices, password resets, QR codes and payment requests as potential phishing. Verify through a separate channel.
- Lock screens, protect devices in transit and report loss, theft, malware or suspected compromise immediately.
- Do not access, alter, copy or disclose records beyond the role's legitimate need, even if technical access is available.
- Do not send client or worker data to a personal email, personal cloud, unapproved messaging app or removable device.



25.2 Social media and public statements

- Do not publish confidential information, personal data, client records, images of workplaces or identifying details of pupils, patients or service users.
- Do not present a personal opinion as an official statement by People Group Services, the agency or client.
- Do not post discriminatory, threatening, harassing or professionally incompatible material connected with work.
- Use approved channels for work-related contact and maintain professional boundaries.
- Lawful whistleblowing, trade-union activity and personal expression are not prohibited merely because they are critical; confidentiality and other lawful duties still apply.

25.3 Artificial intelligence and automated tools

PGS STANDARD

Do not upload personal data, confidential client information, safeguarding material, source code, assessments, medical records or unpublished documents to a public or unapproved AI service.

- Use AI only where the client and People Group Services permit it for the task.
- Humanly review outputs for accuracy, bias, invented facts, unsafe advice, intellectual-property risk and inappropriate disclosure.
- Do not use AI to fabricate timesheets, qualifications, references, clinical notes, lesson evidence, safeguarding records or work that the worker is personally required to complete.
- Tell the appropriate manager where AI materially contributed to a work product if the client policy requires disclosure.
- Do not use automated tools to make an employment, safeguarding, clinical or educational decision unless the system is authorised and appropriate human oversight is in place.

26. Data protection, privacy and monitoring

People Group Services processes personal data to recruit, employ, pay, support and manage contingent workers, meet legal duties, operate benefits and protect its systems and supply chain. The detailed privacy notice explains the legal bases, recipients, retention and rights.

26.1 Worker responsibilities

- Provide accurate personal data and keep name, address, bank, tax, contact, right-to-work and emergency information up to date.
- Access personal data only for a legitimate work purpose and use the minimum necessary.
- Follow client rules for records, secure disposal, subject-access requests, freedom-of-information requests and data breaches.
- Report an actual or suspected personal-data breach immediately; do not delay while trying to resolve it alone.
- Do not disclose another person's information to an agency, relative, colleague or client without authority.
- Use blind-copy, encryption, approved portals and identity verification where required.

26.2 Monitoring and automated processing

People Group Services and clients may lawfully monitor business systems, portal access, payroll activity, communications metadata, security logs, attendance or use of equipment for security, compliance, quality and investigation. Monitoring will be proportionate and described in the relevant privacy or system notice.

- Decisions may be supported by automated checks, for example identity validation, fraud detection or pay-advance eligibility.



- People Group Services will not rely solely on a significant automated decision where law requires human involvement and a review route.
- Special-category and criminal-offence data will receive additional protection and be limited to lawful, necessary purposes.
- Workers should not assume that client or employer systems are private, but monitoring does not remove legal privacy rights.

27. Confidentiality and intellectual property

Workers may receive confidential information belonging to People Group Services, the agency, the client or another person. The duty continues after an assignment and employment end.

- Use confidential information only for authorised assignment purposes and disclose it only to people with a legitimate need.
- Protect commercial terms, pay data, candidate information, business plans, system credentials, client records, pupil data, patient data, source code and other protected material.
- Return or securely delete information and copies when instructed, subject to legal retention and protected-disclosure rights.
- Intellectual property created in the course of employment or an assignment is dealt with under the contract and client arrangements. Do not reuse or publish it without authority.
- Nothing in a confidentiality clause prevents a protected disclosure, lawful report to a regulator or police, cooperation with an investigation, obtaining professional advice, or another disclosure protected by law.
- Non-disclosure terms must not be used to conceal harassment, discrimination, safeguarding failures, criminal conduct or other wrongdoing.

27.1 Company and client property, records and physical security

Devices, software, keys, access cards, PPE, uniforms, records, files and other items supplied by People Group Services, the agency or the client remain the property of the owner. They must be protected, used only for authorised purposes and returned on request, role change, assignment end, suspension or termination.

- Do not remove, conceal, alter, destroy or falsify records outside an authorised process, and do not retain company or client information after authority ends.
- Intellectual property created in the course of employment or in carrying out assigned duties is owned and protected in accordance with the applicable contract and law. The worker must sign reasonable documents needed to protect those rights.
- Lost equipment, keys, credentials or information must be reported immediately. The worker may be required to cooperate with remote wipe, access suspension or other proportionate protective action.
- A reasonable and proportionate search of company/client property or a work area may be undertaken where there is a genuine safety, security or misconduct concern. Any personal search requires lawful authority, dignity, consent where required and appropriate safeguards.
- Employment references and public statements about employment are issued only by authorised personnel.



PART 05

Sickness, family rights and ending employment

Sickness absence and SSP, the full range of statutory family and caring rights, flexible working, and how assignments and employment end.

- 28. Sickness absence and Statutory Sick Pay
- 29. Maternity, adoption and appointment rights
- 30. Paternity, Shared Parental Leave and unpaid parental leave
- 31. Neonatal care, child bereavement and bereaved partners
- 32. Carer's Leave, dependants, compassionate leave and public duties
- 33. Flexible working
- 34. Redundancy, assignment endings, notice and termination

05



28. Sickness absence and Statutory Sick Pay

28.1 Reporting sickness

- Notify the client and agency under the assignment procedure before the shift or as soon as reasonably possible.
- Notify People Group Services through the portal or notified absence route so entitlement and payroll can be assessed.
- State the expected duration, any work-related cause, any urgent handover and how you can be contacted. Do not disclose unnecessary medical detail to the client.
- Self-certify for the period permitted by law and provide a fit note when required. Keep People Group Services informed of extensions and return dates.
- Cooperate with reasonable return-to-work, occupational-health, adjustment and rehabilitation discussions.

28.2 Statutory Sick Pay from 6 April 2026

IN FORCE

For qualifying sickness absences beginning on or after 6 April 2026, SSP is payable from the first full qualifying day, the lower earnings limit has been removed, and the weekly rate is the lower of 80% of normal weekly earnings and the statutory flat rate. For 2026/27 the flat rate is £123.25 and may change annually.

- SSP remains subject to statutory eligibility, linked-period and evidence rules and is normally payable for up to 28 weeks.
- The calculation for irregular-hours workers may require average earnings and qualifying-day information from the assignment.
- Any company or occupational sick pay exists only where the contract or a separate written policy provides it.
- Where SSP is not payable or ends, People Group Services will provide the statutory information required so the worker can consider other support.
- Misuse of sickness procedures or dishonest evidence may be disciplinary, but genuine illness, disability and pregnancy-related absence will be treated lawfully and sensitively.

28.3 Long-term health and disability

People Group Services will consider medical evidence, reasonable adjustments, alternative assignments, phased return and the worker's views before a capability decision where reasonably practicable. There is no automatic dismissal after a fixed period of sickness.

28.4 Company Sick Pay and contractual enhancements

Company Sick Pay or another sick-pay enhancement applies only where it is stated in the individual contract, a written variation or an approved scheme. The internal People Group Services employee handbook or another employee's package does not create an entitlement for a contingent worker. Any enhancement remains subject to its service, reporting, duration, evidence, conduct and offset rules. Statutory Sick Pay is administered separately under section 28.2.

29. Maternity, adoption and appointment rights

Statutory leave and pay are separate. Leave may be a day-one employment right while statutory pay usually depends on service, earnings, notice and evidence. People Group Services will confirm individual eligibility in writing.

29.1 Maternity

- An eligible employee may take up to 52 weeks' maternity leave. Statutory Maternity Pay or Maternity Allowance eligibility is assessed separately.



- Notify People Group Services of pregnancy, expected week of childbirth and intended leave dates within the statutory timescale and provide the MATB1 when available.
- Reasonable paid time off for antenatal care is available to a pregnant employee; agency workers may also have specific AWR rights after the qualifying period.
- People Group Services and the client will assess pregnancy and new-mother workplace risks and consider adjustments, alternative work or suspension on the statutory terms where required.
- Pregnancy-related sickness will be recorded separately where law requires and will not be used unlawfully in attendance decisions.

29.2 Adoption and surrogacy

- An eligible primary adopter may take up to 52 weeks' adoption leave, with statutory pay assessed separately.
- The employee must provide the required matching or placement evidence and notice.
- Eligible employees may take statutory time off for adoption appointments. The amount and whether it is paid depend on whether the employee is the primary or secondary adopter and the statutory rules.
- Intended parents in a qualifying surrogacy arrangement should contact People Group Services early so the correct adoption, paternity or parental rights can be assessed.

29.3 Keeping in touch and return

Keeping-in-touch days are voluntary and require agreement. They do not end statutory leave when used within the legal limits. Return rights, annual-leave accrual, pension treatment and redundancy protection will be applied according to the type and length of leave.

30. Paternity, Shared Parental Leave and unpaid parental leave

30.1 Paternity leave

IN FORCE — 6 APRIL 2026

Paternity leave is now a day-one employment right. Statutory Paternity Pay remains subject to its separate qualifying conditions. Paternity leave may be taken after Shared Parental Leave where the statutory conditions are met.

- Give People Group Services the required notice, declaration and intended dates as soon as possible.
- The two-week entitlement may be taken in the manner permitted by current regulations and within the applicable period.
- Paternity leave is distinct from Bereaved Partner's Paternity Leave in section 31.

30.2 Shared Parental Leave

- Eligible parents may share remaining maternity or adoption leave and pay after the relevant curtailment notice.
- Eligibility depends on both parents' work and earnings history and the detailed statutory notice process.
- Requests for discontinuous blocks will be considered in accordance with the law and operational feasibility.
- Shared Parental Leave in Touch days are voluntary and subject to agreement.

30.3 Unpaid parental leave

IN FORCE — 6 APRIL 2026

Unpaid parental leave is a day-one employment right. Eligible employees may normally take up to 18 weeks per child,



subject to statutory notice, annual limits and the child's qualifying age.

People Group Services may postpone leave only where the law permits and will confirm any alternative dates. Parental leave is distinct from one week's unpaid Carer's Leave and emergency time off for dependants.

31. Neonatal care, child bereavement and bereaved partners

31.1 Neonatal Care Leave and Pay

IN FORCE

Neonatal Care Leave has been a day-one right since April 2025. An eligible employee can accrue one week of leave for each seven full consecutive days a baby receives qualifying neonatal care, up to 12 weeks, to be taken within 68 weeks of birth. Statutory pay has separate service and earnings tests.

- Contact People Group Services as soon as reasonably possible; the notice rules differ depending on whether leave is taken while the baby is in care or later.
- Neonatal Care Leave is additional to maternity, adoption, paternity and Shared Parental Leave, but sequencing rules apply.
- People Group Services will request only the evidence required by the statutory process.

31.2 Parental Bereavement Leave

An eligible employee may take up to two weeks' Parental Bereavement Leave following the death of a child under 18 or a stillbirth after the statutory threshold. Leave is a day-one right; statutory pay has separate conditions. Notice will be handled sensitively.

31.3 Bereaved Partner's Paternity Leave

IN FORCE — 6 APRIL 2026

A qualifying bereaved father or partner may take up to 52 weeks of unpaid Bereaved Partner's Paternity Leave where the child's mother or primary adopter dies in the relevant period. It is a day-one leave right and has its own eligibility, timing and notice rules.

- The leave may interact with maternity, adoption, paternity, Shared Parental, neonatal and parental-bereavement rights. People Group Services will help sequence the available leave.
- Return-to-work and suitable-alternative-vacancy protections apply in accordance with the statutory duration and conditions.
- The worker may ask for confidential contact arrangements and support during the leave.

32. Carer's Leave, dependants, compassionate leave and public duties

32.1 Unpaid Carer's Leave

An employee has a day-one right to take up to one working week of unpaid Carer's Leave in a 12-month period to provide or arrange care for a dependant with a long-term care need. The entitlement is one week in total, not one week for each dependant, and may be taken flexibly in accordance with the statutory notice rules.

- A 'week' reflects the employee's normal working week.



- People Group Services may postpone a request only where permitted and must offer an alternative within the statutory period.
- The employee does not need to provide detailed medical evidence as a routine condition of the statutory right.
- No worker will be subjected to detriment for seeking or taking Carer's Leave.

32.2 Time off for dependants

Employees may take a reasonable amount of unpaid time off to deal with specified unexpected emergencies involving a dependant, such as illness, injury, death, disruption of care or an incident involving a child at school. Notify People Group Services and the assignment contacts as soon as reasonably practicable and explain the expected duration.

32.3 Compassionate leave

People Group Services may grant discretionary paid or unpaid compassionate leave for serious personal or family circumstances not fully covered by a statutory right. The decision will consider the circumstances, assignment, service and consistency; it does not create an automatic contractual entitlement.

32.4 Public duties, jury service and reservists

- Request time off as early as possible and provide the official notice or summons.
- Reasonable time off for qualifying public duties will be considered under the statutory rules. Whether it is paid depends on the contract and applicable policy.
- Jury service must be notified promptly. Workers should claim any available court loss-of-earnings allowance and provide evidence needed for payroll.
- Reservists must notify People Group Services of mobilisation or training requirements so statutory protections and assignment arrangements can be considered.

32.5 Other leave, appointments and support arrangements

The portal or public policy library may contain additional leave and support categories. A category being visible does not guarantee paid leave. The legal, contractual or discretionary status and pay treatment must be confirmed for the individual case.

- Potential categories include fertility/IVF or surrogacy support, medical or dental appointments, occupational-health appointments, pregnancy-loss support, domestic-abuse support, gender-transition or menopause support, religious observance, moving house, wedding/civil partnership, fostering, volunteering, study/exam/CPD leave, sabbatical or career break, adverse weather, critical-incident recovery and other exceptional leave.
- Jury service, witness attendance, public duties, recognised trade-union representative duties/training, health-and-safety representative duties and reservist commitments may carry statutory or contractual rights that must be checked separately.
- Evidence will be limited to what is reasonably necessary and sensitive information must use the restricted portal route.
- Discretionary support will be considered consistently, without discrimination and with regard to operational requirements, wellbeing, safeguarding and any reasonable adjustment duty.
- Appendix G gives a non-contractual quick-reference framework. The individual contract, law and current policy remain decisive.

33. Flexible working

Employees may make a statutory flexible-working request from day one under the current regime. Requests may relate to hours, times or place of work. Because contingent assignments are client-based, the client and agency may need to provide operational information, but People Group Services or the joint employers remain responsible for the statutory process.



1. Submit the request in writing, stating the proposed change and intended start date.
2. People Group Services will consult before refusing unless the request can be agreed immediately.
3. The request will be decided within the statutory decision period, including any appeal, unless an extension is agreed.
4. A refusal must rely on a permitted business ground and be communicated in writing.
5. The employee may make the statutory number of requests in a 12-month period and will not be subjected to detriment for making a request.

PENDING — 2027 REFORM

The Employment Rights Act 2025 contains further flexible-working reform expected in 2027, including a stronger reasonableness requirement. The final commencement date and regulations must be checked before the new test is applied.

34. Redundancy, assignment endings, notice and termination

34.1 Assignment end is not automatically dismissal

A hirer may end or not renew an assignment. The employer will then consider the contract, reason, available work, notice and the employee's circumstances. Where there is no guaranteed work, an assignment can end without a promise of an immediate replacement, but employment termination must still be handled under the contract and law.

- The worker must continue to follow the between-assignment contact process while employed.
- The agency should promptly tell People Group Services why the assignment ended and provide relevant evidence.
- A client allegation will be considered fairly and is not automatically accepted as fact.
- Notice by the worker or employer must comply with the contract unless summary termination is lawful.
- On termination, the worker must return property, protect confidential data and check final pay, holiday pay, P45 and pension information.
- There is no compulsory retirement age under People Group Services policy.

34.2 Redundancy and family-leave protection

Where a redundancy situation exists, People Group Services and, for joint employees, the agency will consult where required, apply fair selection and consider suitable alternative employment. Employees on maternity, adoption, Shared Parental, Neonatal Care or Bereaved Partner's Paternity Leave may have priority rights to a suitable alternative vacancy where one exists, for the statutory protected period.

- Pregnancy, family leave, part-time status, disability, whistleblowing, union activity or another protected reason must not influence selection unlawfully.
- Collective consultation rules may apply where proposed dismissals reach the statutory threshold. The protective award for breach of collective-consultation duties was increased from 6 April 2026.
- The agency and People Group Services must share accurate headcount, proposal and timing information where joint employment or a shared establishment creates a collective-risk question.

34.3 Forthcoming dismissal-law changes

SCHEDULED — 1 JANUARY 2027

The unfair-dismissal qualifying period is scheduled to reduce to six months for dismissals from 1 January 2027, the ordinary compensatory-award cap is scheduled to be removed, and written reasons are expected after six months' service. Fire-and-rehire protections are also scheduled for January 2027. Before any dismissal and re-engagement, People Group



Services will obtain legal review, consult meaningfully and consider alternatives. Final transitional and detailed rules must be checked.

34.4 Garden leave, payment in lieu, final pay, references and property

Garden leave, payment in lieu of notice, alternative duties or a direction to take holiday during notice may be used only where the contract and law permit. These are employment decisions for People Group Services or the joint employers, not a unilateral client decision.

- Final pay will normally include verified pay to the termination date, approved expenses and accrued but untaken holiday that remains payable, less only lawful deductions such as authorised overpayment recovery, excess holiday or unreturned property.
- The worker must complete a reasonable handover, return property and credentials, transfer business information securely and delete authorised company data from personal systems.
- Confidentiality, data protection, intellectual property and any lawful post-termination duties continue after employment ends.
- Employment references are issued only by authorised personnel under the current references process. A client or agency should not give a reference on behalf of People Group Services unless authorised.



PART 06

My Wallet, CPD and role-specific learning

Benefits available from day one, the optional learning library, and how required training and professional competence are handled.

- 35. My Wallet benefits and optional CPD learning
- 36. Sector-specific and assignment-required learning
- 37. Competence, records and professional registration

06



35. My Wallet benefits and optional CPD learning

PGS BENEFIT

Eligible People Umbrella and People PAYE employees can register for My Wallet from day one. The platform includes a Learning and Development area and access to Flick Learning, which currently advertises more than 80 CPD-accredited courses.

Training and continuing professional development are an important part of a contingent worker's ability to remain safe, current and suitable for work. People Group Services therefore gives eligible employees ready access through My Wallet to the available learning library, including sector-relevant CPD and refresher learning. The general library remains optional and non-contractual: access to a course does not by itself make that course mandatory. A particular assignment, client, regulator, professional body or law may nevertheless require specified training or competence before the worker can perform the role.

1	2	3	4	5
OPEN LIBRARY My Wallet / Flick Learning provides optional CPD and refresher courses to eligible employees.	SECTOR RELEVANCE Education, healthcare, care, office, logistics and other sectors have tailored learning examples.	ASSIGNMENT REQUIREMENT A client, regulator, professional body or law may require specified competence before work.	WORKING TIME AND PAY Employer-required training is handled in accordance with working-time, pay and expense rules.	RECORD AND RENEW Certificates, CPD hours, verification and expiry are recorded where appropriate.

Figure 6. Optional learning, sector relevance and assignment-required competence.

35.1 What the optional library is for

- refreshing knowledge before or during an assignment;
- supporting continuing professional development and reflective practice;
- building general employability, communication, wellbeing, digital and compliance knowledge;
- helping a worker identify development areas before applying for a different role;
- providing sector-relevant learning where a course is included in the current catalogue;
- keeping a personal record of learning and certificates, subject to the platform's features.

35.2 Conditions of access

- **Optional and non-contractual.** The general course library is not a contractual entitlement and may be changed, replaced, paused or withdrawn.
- **No automatic paid time.** Optional learning is normally completed in the worker's own time unless People Group Services, the agency or client expressly agrees paid learning time.
- **No deduction.** People Group Services does not deduct course fees from wages for the included optional library.
- **Provider terms.** Workers must comply with My Wallet and Flick Learning account, privacy, acceptable-use and intellectual-property terms.
- **Personal use.** Accounts and certificates must not be shared, sold, altered or completed by another person.
- **Accessibility.** A worker who needs an accessible format or adjustment should contact People Group Services so available options can be explored.
- **No guarantee of suitability.** A course title or certificate does not prove legal competence, professional registration or fitness for a regulated role.



35.3 CPD and reflective learning

Where a professional body expects CPD, the worker remains responsible for checking whether a course meets the body's subject, evidence, reflection, hours and audit rules. People Group Services does not guarantee that a particular regulator, hirer or professional body will accept a platform certificate.

1. Identify a learning objective linked to the actual or intended role.
2. Complete the relevant course personally and honestly.
3. Save the certificate and course details.
4. Record a short reflection: what changed, how it applies and any further action needed.
5. Upload or provide evidence only where the agency, client, regulator or People Group Services has a lawful and relevant need.

35.4 Required training, working time, pay and expenses

The optional My Wallet/Flick library remains optional unless a particular course is separately identified as an employment requirement, client induction, assignment pre-condition, legal requirement or professional requirement. The assignment schedule or later written notice should state who requires the training, the deadline, whether it must be completed before work starts and the pay/expense treatment.

- Training expressly required by People Group Services as a condition of employment or continued assignment will be arranged and funded where the contract requires, and the worker will be told how the time is recorded and paid.
- Client induction or assignment-required training may be a condition of site access. Its time and pay treatment must comply with the assignment terms, working-time rules and National Minimum Wage requirements.
- Optional personal-development learning is normally undertaken in personal time unless paid study time is approved in writing. Choosing not to complete an optional course will not itself result in detriment.
- A separate written training-cost repayment agreement is required before any optional external training cost can lawfully be recovered, and no deduction may reduce pay unlawfully.
- Certificates, CPD hours, verification and expiry may be recorded in the portal. The worker must keep professional registration and role-critical competence current.

36. Sector-specific and assignment-required learning

The learning library is intended to support the practical requirements of contingent work and may contain sector-specific courses. Examples include safeguarding children for teachers and education workers; safeguarding adults, infection-prevention or information-governance learning for health and care assignments; and health-and-safety, cyber-security, equality or data-protection learning for office and professional roles. Course availability changes and the library does not replace any client induction, regulated qualification or competency assessment. Where an assignment, client, regulator, professional body or law requires a particular course or competence, that requirement must be identified separately and dealt with under section 36.2.

Category	Meaning	Who arranges / pays	Consequence
Optional PGS library course	Available for personal development; not required merely because it appears in My Wallet.	Included through the benefits platform, subject to provider availability. Normally completed in personal time.	No adverse action for choosing not to complete it.
Client induction	Site-specific information needed to work safely and lawfully, such as safeguarding contacts, fire, systems or clinical procedures.	Normally arranged by the client or agency. Paid status follows the assignment, contract and law.	The client may withhold site access until completed.
Assignment pre-	A qualification, licence, certificate or	Responsibility and cost must be	The worker must not



Category	Meaning	Who arranges / pays	Consequence
condition	competency stated before the assignment is accepted.	made clear in the assignment documents before acceptance.	start or perform restricted duties without it.
Employer-mandated training	Training People Group Services expressly requires as a condition of employment or continued assignment.	People Group Services will arrange and fund it where the employment contract requires; paid-time arrangements will be stated.	Failure without good reason may be addressed under a fair process after support and clarification.
Professional CPD requirement	Learning required by a regulator or membership body to maintain registration.	The worker normally manages professional compliance unless a written arrangement says otherwise.	Loss or restriction of registration must be reported immediately.

36.1 Sector examples

The following are examples only. Availability in My Wallet changes, and the client may require different or additional learning.

Sector	Examples that may be useful or required by the assignment
Education	Safeguarding children; Keeping Children Safe in Education awareness; Prevent awareness; online safety; behaviour; SEND; data protection; first aid or restraint only where appropriately authorised and competent.
Healthcare	Safeguarding adults and children; infection prevention; information governance; equality; basic life support; manual handling; medication or clinical competencies where role-specific and formally assessed.
Social care	Safeguarding; Mental Capacity Act awareness; dignity; moving and handling; medication; food safety; infection control; record keeping and professional boundaries.
Construction and facilities	Site induction; health and safety; manual handling; asbestos awareness; working at height; COSHH; fire safety; equipment-specific competence and required cards/licences.
Transport and logistics	Drivers' hours; tachographs; load safety; vehicle checks; manual handling; lone working; passenger safety and role-specific licence/CPC requirements.
Office, finance and public sector	Data protection; cybersecurity; fraud; bribery; equality; records management; whistleblowing; information security and role-specific systems.

SAFEGUARDING EXAMPLE

A supply teacher may voluntarily complete a safeguarding refresher through My Wallet. The school can still require its own safeguarding induction, current policy reading and local reporting briefing before the teacher starts. The optional certificate does not replace those client duties.

36.2 Making a course mandatory for an assignment

No People Group Services manager, agency consultant or client should casually convert an optional benefit into a mandatory requirement. Where a course is genuinely required, the worker must be told in writing:

- the course, provider and learning outcome required;
- why it is required and whether the source is law, professional rule, client policy or employer decision;
- the completion deadline and whether work may begin before completion;
- who will arrange and pay for the course;



- whether completion time is paid and how it should be recorded;
- what reasonable adjustment or alternative format is available;
- how prior equivalent learning or current certification will be assessed;
- what happens if the worker cannot or does not complete it.

Where People Group Services itself makes training compulsory under the employment relationship, it will apply the current contract clause that it will not require training for which it will not bear the cost. The precise treatment of time and pay will be confirmed before training begins.

37. Competence, records and professional registration

37.1 Personal learning record

- Keep certificates, course dates, provider details and reflective notes for the period required by the relevant regulator or client.
- Do not alter a certificate or describe awareness training as a formal qualification or competency assessment.
- Tell People Group Services where a certificate has expired, been withdrawn or is no longer accepted.
- Provide evidence through the secure portal rather than ordinary email where requested.
- People Group Services may verify a certificate with the provider or regulator where lawful and necessary.

37.2 Regulated professions

A worker in a regulated profession must maintain registration, indemnity where required, scope of practice and fitness-to-practise obligations. They must notify the agency and People Group Services immediately of an investigation, interim order, condition, suspension, lapse or other change that may affect an assignment.

37.3 Training data and privacy

Course participation, scores, certificates and professional records are personal data. People Group Services will use them only for legitimate employment, compliance, assignment and audit purposes, retain them proportionately and limit access. Optional course activity will not be used for unrelated profiling or performance decisions without a lawful and transparent basis.



PART 07

Legal roadmap, portal governance and your rights

What is already in force, what is scheduled, what remains proposal only – plus handbook governance and an Acas-aligned guide to your rights.

- 38. Measures already in force in April 2026
- 39. Measures scheduled for August and October 2026
- 40. January 2027 and other 2027 measures
- 41. Conduct Regulations consultation – proposals, not current law
- 42. Handbook governance, portal access and contractual status
- 43. Your employment and agency-worker rights – Acas-aligned guide
- 44. Public policy repository and related transparency reports

07



38. Measures already in force in April 2026

The following changes have been incorporated into the operative sections of this handbook. This summary does not replace the detailed policy wording.

APR 26	OCT 26	JAN 27	2027+
IN FORCE SSP changes; day-one paternity and unpaid parental leave; bereaved partner provisions and other commenced measures.	SCHEDULED Longer tribunal time limit and strengthened harassment / third-party protection measures.	SCHEDULED Further measures stated in the government roadmap, subject to final commencement and detailed regulations.	DETAIL PENDING Guaranteed-hours and shift-notice measures, umbrella regulation and other reforms require final regulations.

Figure 7. Employment law implementation roadmap used for handbook change control.

Date	Change now in force	Where reflected
6 April 2026	SSP from the first full qualifying day, removal of the lower earnings limit and percentage-based rate capped at the statutory flat rate.	Section 28
6 April 2026	Paternity Leave and Unpaid Parental Leave available as day-one employment rights; paternity may follow Shared Parental Leave subject to conditions.	Section 30
6 April 2026	Bereaved Partner's Paternity Leave introduced, potentially up to 52 weeks of unpaid leave.	Section 31
6 April 2026	Maximum protective award for breach of collective redundancy consultation doubled.	Section 34
6 April 2026	Sexual-harassment disclosures brought within the whistleblowing framework in specified circumstances.	Section 20
6 April 2026	Annual-leave record-keeping duty for six years.	Section 9
6 April 2026	Finance Act 2026 umbrella supply-chain PAYE joint and several liability for qualifying payments.	Sections 7 and 11
6 April 2026	Voluntary gender-equality and menopause action-plan framework for large employers.	Section 40 and change register
7 April 2026	Fair Work Agency established, absorbing employment-agency standards enforcement functions.	Section 5

OPERATIONAL RULE

Older People Group Services documents must not continue to apply pre-April 2026 SSP waiting days, the former earnings threshold, service requirements for Paternity Leave or Unpaid Parental Leave, or old EAS contact wording.

39. Measures scheduled for August and October 2026

Commencement	Measure	Handbook effect
25 August 2026	Electronic and workplace balloting for statutory trade-union ballots.	No detriment for lawful participation; managers must not interfere with the process.



Commencement	Measure	Handbook effect
1 October 2026	Most Employment Tribunal time limits increase from three to six months, subject to claim-specific and transitional rules.	Grievance outcomes must warn that internal procedures do not stop time running. Template letters should be updated.
30 October 2026	Employers required to take 'all reasonable steps' to prevent sexual harassment.	Section 16 automatically adopts the stronger preventative standard from commencement; risk assessments, training and client controls must be reviewed.
30 October 2026	Obligation not to permit harassment of employees by third parties.	Client, patient, pupil, service-user, parent and public-facing risks must be assessed and acted upon.
30 October 2026	Duty to inform workers of the right to join a trade union and strengthened union access and representative protections.	Onboarding and portal notices must be updated when the final statutory wording and prescribed statement are available.
October 2026	Adult social-care fair-pay negotiating-body regulations and public-procurement two-tier code measures are expected.	People Group Services will assess assignment and procurement impact where a client or sector is in scope.

SCHEDULED — NOT EARLY

A future right is not applied as though it is already in force unless People Group Services expressly adopts it as a more favourable policy. Final regulations, codes and transitional rules will be checked immediately before each commencement date.

40. January 2027 and other 2027 measures

40.1 Scheduled for 1 January 2027

- the ordinary qualifying period for unfair-dismissal protection is scheduled to reduce to six months for dismissals from that date;
- the ordinary compensatory-award cap is scheduled to be removed;
- the right to written reasons for dismissal is expected after six months' service;
- new fire-and-rehire protections are scheduled to commence.

People Group Services will update probation, capability, disciplinary, dismissal, settlement and contract-change procedures before 1 January 2027. The handbook does not assume that the details apply before commencement.

40.2 Expected during 2027 — detail or commencement pending

Measure	Current status at 20 August 2026	Planned PGS response
Umbrella-company regulation under the agency-work framework	The Employment Rights Act 2025 provides the framework; amended Conduct Regulations and commencement details are pending.	Update contracts, KIDs, deductions, assignment information, records, opt-out process and Fair Work Agency cooperation once final.
Guaranteed hours, notice of shifts and cancellation/curtailment	Enacted framework, with regulations needed on reference periods, exceptions, compensation and agency allocation.	Map assignment data, shift notices, cancellations and responsibility across PGS, agency and hirer.



Measure	Current status at 20 August 2026	Planned PGS response
payments		
Flexible working	Further reasonableness reform expected in 2027; detail and commencement pending.	Revise request assessment and refusal letters after regulations/guidance.
Pregnancy and new-mother dismissal protection	Enhanced protection expected; secondary detail pending.	Require central legal approval for relevant dismissals and assignment-removal decisions.
Collective redundancy threshold	Further threshold reform expected; regulations and establishment rules pending.	Improve group and joint-employer headcount and proposal tracking.
Bereavement leave including pregnancy loss	Framework expected in 2027; eligibility, duration and pay detail pending.	Add a dedicated policy once regulations are final; continue compassionate support meanwhile.
Mandatory gender-equality and menopause action plans	Expected for employers in scope, likely large employers; regulations and reporting detail pending.	Confirm entity/group scope, publish action plan and retain evidence.
Non-disclosure agreement restrictions	Further restrictions expected on clauses that prevent disclosure of harassment or discrimination.	Audit contracts, settlement templates and confidentiality wording.
Blacklisting and industrial-relations measures	Further protection and framework changes expected.	Update recruitment screening, agency contracts, union and record-retention processes.

40.3 Change-control principle

People Group Services will issue a dated policy update or replacement edition when a 2027 measure becomes operative. Until then, managers must use current law and may adopt a proposed standard only where authorised, lawful and no less favourable.

41. Conduct Regulations consultation — proposals, not current law

PENDING / PROPOSED

The government consultation 'Modernising the Agency Work Regulatory Framework' was published on 6 February 2026, closed on 1 May 2026 and was expressly marked 'not government policy — subject to consultation'. At this handbook's effective date, no final government response or amended regulations had been published.

The Employment Rights Act 2025 is intended to bring umbrella-company activities into the agency-work regulatory framework. The consultation considered how the Conduct Regulations and related agency-work rules should then operate.

41.1 Main proposals relevant to workers

- clearer pre-contract and pre-assignment information about employer status, type of contract, gross pay, deductions, hirer, work and health and safety;
- a representative umbrella breakdown showing charges and the calculation of deductions;
- restrictions intended to prevent agency or preferred-supplier 'kickbacks' being passed to workers through deductions;
- preventing umbrella companies from opting out of the Conduct Regulations on a worker's behalf;
- either limiting Regulation 32 opt-outs to genuine personal service companies or removing the ability to opt out entirely;
- greater worker choice and transparency about engagement and payment routes;



- streamlining or modernising existing regulatory documents and record requirements.

41.2 PGS interim position

- Apply clear pay, model, deduction and assignment information now rather than wait for regulation.
- Do not pass an unexplained referral payment or kickback to the worker.
- Do not rely on blanket or default umbrella opt-outs; obtain informed individual agreement where a current opt-out is legally available.
- Keep vulnerable-person assignments inside the Conduct Regulations.
- Retain records and prepare systems to evidence compliance to the Fair Work Agency.
- Update this policy only after a government response and final regulations are checked.

42. Handbook governance, portal access and contractual status

42.1 Legal review and publication

- Legal, HR, Payroll and Compliance must approve changes affecting statutory rights, pay, deductions, employment status, data protection or formal procedures.
- The current approved edition will be maintained as an online booklet in each individual worker portal, with its effective date and version clearly shown and available whenever the worker logs in.
- Material changes will be communicated by portal notice, email or other durable medium. Workers may use the portal to view, question and interrogate the handbook and to raise queries about any change.
- Where a change is contractual, People Group Services will use the contractual variation or consultation process rather than relying on a handbook update alone.
- Superseded editions will be archived with effective dates so the applicable rule can be identified.

42.2 Portal access, viewing and questions

This handbook is maintained as an online booklet within each individual worker's People Group Services portal and forms the second part of the employment contract that the worker signs. A separate signature, receipt or acknowledgement for the handbook is not required. Each time the worker logs into the portal, the current approved handbook is available to view and consult. Workers may read, search, question or interrogate its provisions and raise any query or apparent inconsistency with People Group Services. Portal availability and version records may be retained for document-control and audit purposes, but access records are not a substitute for any consent that the law or the employment contract requires for a contractual variation.

42.3 Questions and alternative formats

Questions, requests for a large-print or accessible version, or reports of an inconsistency should be sent through the People Group Services portal or to info@peoplegroupservices.com. Urgent safety or safeguarding matters must use the immediate routes in sections 17 and 23.

42.4 HR Portal, controlled versions and no separate handbook acknowledgement

The worker portal is the central route for the current handbook, contract versions, assignment documents, policies, leave, sickness, learning evidence, payroll records, messages and questions. Workers should use the live controlled version rather than an old download where the two differ.

- This handbook is incorporated as the second part of the employment contract that the worker signs. The worker does not sign or acknowledge the handbook separately.
- Each time the worker logs in, the current approved handbook is available to view, collect, search, question and interrogate. Workers may raise a query about any provision without waiving a right or accepting an interpretation.



- Portal access and version records are maintained for publication, audit and support. An access record is not treated as consent to a contractual variation where consultation or agreement is legally required.
- A missing or inaccessible document should be reported through the portal. An accessible or alternative format will be provided where reasonably required.

43. Your employment and agency-worker rights — Acas-aligned guide

This section gives a practical summary of rights commonly relevant to People Group Services employees who work on contingent or agency assignments. It is aligned to current Acas guidance but is not a substitute for the legislation, the worker's contract or individual advice. Some rights depend on employment status, earnings, service, assignment length or other eligibility conditions.

PAY / HOLIDAY PAYROLL OR PGS HR Payslip, deduction, holiday balance, SSP or pension administration.	ASSIGNMENT RECRUITMENT AGENCY Role, rate, written particulars, reporting line, client issue or assignment change.	WORKPLACE ISSUE GRIEVANCE ROUTE Personal employment concern, treatment, conduct, bullying or capability process.
PUBLIC-INTEREST WRONGDOING WHISTLEBLOWING ROUTE Fraud, danger, legal breach, concealment or serious malpractice.	SAFEGUARDING / SAFETY IMMEDIATE ESCALATION Risk to a child, adult at risk or immediate health and safety danger.	EXTERNAL GUIDANCE ACAS / REGULATOR Independent workplace-rights guidance and relevant enforcement routes.

Figure 8. Practical routes for questions, concerns and external guidance.

43.1 Rights from the start of work

- a written statement of employment particulars and clear information about the employment model, pay, working hours, holiday, training, pension arrangements and disciplinary/grievance procedures;
- at least the applicable National Minimum Wage or National Living Wage, payment on the agreed basis, an itemised payslip and protection against unlawful deductions;
- statutory paid annual leave, Working Time Regulations rest and break protections, and the right not to be forced to work beyond the average 48-hour limit unless a valid working-time opt-out applies;
- protection from unlawful discrimination, harassment, victimisation and detrimental treatment for protected health-and-safety actions or protected disclosures;
- statutory sick pay and statutory family/caring rights where the relevant eligibility rules are met, including the April 2026 changes explained elsewhere in this handbook;
- workplace pension assessment and automatic-enrolment rights, including the right to opt in during postponement where the statutory rules permit;
- the right to raise a grievance, to receive a fair disciplinary process where employee status and the circumstances require it, and the statutory right to be accompanied at qualifying formal meetings;
- trade-union membership and representation rights and protection from unlawful detriment for exercising protected trade-union rights.

43.2 Additional agency-worker rights

- when offered an assignment: written particulars from the recruitment agency covering the hirer, business, dates/duration, role and duties, location, hours, risks and controls, required experience/training/qualifications, pay and expenses; if initially given verbally, written confirmation should follow within three business days;
- from the start of a qualifying agency assignment: access to information about relevant vacancies at the hirer and access to collective facilities and amenities on the same basis as comparable direct workers, subject to any lawful objective justification;



- after the 12-week Agency Workers Regulations qualifying period in the same role with the hirer: equal treatment for basic working and employment conditions within the Regulations, including comparator pay, working time, rest and holiday terms;
- protection against artificial assignment patterns designed to prevent the 12-week qualifying period from being reached;
- the right to raise an AWR concern with the agency and People Group Services and to have comparator information sought from the hirer where necessary.

43.3 Getting help or challenging a decision

Workers should first use the payroll, HR, grievance, whistleblowing, safeguarding or assignment route in this handbook, depending on the issue. A joint employee may approach either joint employer. Acas provides free and impartial workplace-rights guidance, and the Fair Work Agency has enforcement functions for agency standards and certain pay/work rights. Using an internal process does not normally stop a statutory tribunal or enforcement time limit from running, so a worker who may need to bring a claim should obtain advice promptly.

44. Public policy repository and related transparency reports

People Group Services maintains a public policy repository that workers, agencies, hirers and auditors can consult alongside this handbook. The repository provides detailed procedures and governance material. It does not replace the worker's signed contract, statutory rights or the core worker-facing rules in this handbook.

PUBLIC REPOSITORY

<https://portal.peoplegroupservices.com/content/2472/policy-documents>

44.1 Worker-facing employment and assignment policies

Core policies include Agency Workers Regulations (AWR) Compliance; Code of Conduct; Complaints Handling; Contractor Onboarding Compliance; Employment Status Determination; Equal Opportunities & Anti-Discrimination; Inclusion & Equal Opportunities; Holiday Pay Calculation & Accrual; Right to Work Check Process (UK); Safeguarding; Transparent Pay & Deductions; Overpayment & Clawback; Whistleblowing; Workplace Health & Safety; Drug & Alcohol; Internet, Email & Social Media Use; and Acceptable Use of AI.

44.2 Employment-model, assignment and payroll-governance policies

Companion governance material includes Joint Employment Model; Assignment Rate Integrity; Key Information Document (KID) Governance; PAYE Reconciliation & HMRC Alignment; Payroll Fraud Prevention and Detection; Payslip Accuracy & Validation; Real-Time Payroll Data Transparency; Referral & Introducer Transparency; Supply Chain Due Diligence; Joint & Several Liability (JSL) Mitigation; HMRC Enquiry & Investigation Response; Insolvency Protection & Business Continuity; MSP Visibility & Data Access; and Zero Tolerance Non-Compliance.

44.3 Data, technology, privacy and wider corporate policies

Relevant policies include Data Protection and Privacy; Privacy; GDPR Statement; How We Use Your Data & Your Rights Under GDPR; Data Retention; Data Breach Notification Procedure; Data Incident Response; Information Security; Cyber Security; Bring Your Own Device (BYOD); Remote & Hybrid Working; API & Integration Security; OCR & Automated Data Extraction; Business Continuity & Disaster Recovery; Anti-Bribery and Anti-Corruption; Anti-Slavery and Human Trafficking; Modern Slavery & Human Trafficking; Modern Slavery Statement; and Sustainability & Environmental, Social and Governance (ESG).

44.4 How the handbook and repository work together

- This handbook contains the principal worker-facing rules and employment framework.
- The repository contains detailed procedures and may be updated more frequently. Workers should use the live version and may ask for the applicable policy version and effective date.



- A policy page does not silently vary a signed contractual term. Material contractual changes require the process described in section 42.
- If a policy, schedule or client instruction conflicts with legislation or a more favourable agreed contractual term, the legislation or applicable contractual term prevails.

44.5 Gender, race and disability pay-gap and equality reporting

People Group Services may publish or link to gender pay gap, race/disability pay gap and related equality-reporting material for the relevant employing entity. At the date of this edition:

- People Umbrella Limited official gender pay gap page: <https://gender-pay-gap.service.gov.uk/employers/19233>
- People Group Services / PEO policy repository containing the current gender pay gap statement or related equality material: <https://portal.peoplegroupservices.com/content/2472/policy-documents>
- Workers may request the most current report or statement from HR/Compliance if they cannot locate it.



PART 08

Detailed consolidated policies and procedures

The fuller procedures previously spread across 42 separate schedules, combined and rewritten into one controlled source (sections 45-72).

- 45-50 Scope, joining, assignment information, AWR, pay and working time
- 51-53 Annual leave, sickness absence and sick pay
- 54-58 Maternity, adoption, paternity, shared parental and caring leave
- 59-62 Flexible working, equality, disciplinary and grievance
- 63-67 Health and safety, IT and AI, privacy, ethics and modern slavery
- 68-72 Whistleblowing, learning, special leave, endings and governance

08



PURPOSE

Parts 1-7 give the main worker-facing rules. Part 8 supplies the fuller procedures previously spread across 42 schedules in the March 2026 Policies and Staff Handbook. The content has been combined and rewritten so that workers do not have to reconcile two handbooks.

This detailed policy pack does not revive an obsolete rule merely because it appeared in an earlier edition. Outdated eligibility conditions, absolute forfeiture wording, default Conduct Regulations opt-out language, placeholders, old contacts, broken bookmarks and printed specimen forms are superseded by the current rule, live portal process or controlled policy reference.

Requests and evidence should normally be submitted through the individual portal. A worker does not sign or separately acknowledge this handbook. It is incorporated through the employment contract that the individual signs and remains available to view, search, retain, question and interrogate in the portal.

ORDER OF PRIORITY

Applicable legislation and statutory rights; signed contract and valid variations; the agency-issued assignment schedule for assignment particulars; this handbook; live PGS policy repository; and lawful client or agency instructions. Ask PGS where documents appear inconsistent.

Applicability matrix

Category	How this handbook applies
In-house PGS employee	All general employee policies; assignment-specific provisions only where seconded or working at a client site.
Umbrella employee	All employee policies plus umbrella pay, agency assignment, AWR, Conduct Regulations and client-site overlays.
PEO sole employee	All employee policies plus agency assignment, AWR, Conduct Regulations and client-site overlays.
PEO joint employee	All employee policies. Either joint employer may receive a concern; responsibility follows the joint contract and responsibility matrix.
Limb (b) worker / non-employee worker	Working time, holiday, minimum wage, equality, health and safety, whistleblowing and other worker rights as applicable. Employee-only family leave and unfair dismissal do not automatically apply.
Self-employed contractor	Only sections expressly extended to contractors, plus contractual, equality, data, safety, safeguarding, ethical and site rules. Status depends on the real facts, not the label.

45. Scope, applicability, responsibilities and policy hierarchy

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All PGS in-house and contingent employees; workers and contractors where expressly stated.	March 2026 introduction, handbook-use, responsibility, personal-data and emergency-contact provisions; August 2026 sections 1-3 and 42.	Code of Conduct; Complaints Handling; Data Protection and Privacy; employee portal.



IMPORTANT

The March 2026 statement that the whole handbook was generally non-contractual is not carried forward. This edition follows the instructed contractual model while expressly discretionary benefits remain discretionary.

45.1 Group scope and legal employer

“People Group Services” is the group brand and shared administrative platform. The legal employer is the entity or joint employers named in the individual contract. References to PGS do not silently substitute one company for another.

In-house employment through People Group Services Limited sits alongside the three contingent models in section 2. A policy applies according to status, employer, role and assignment; it does not create employee status for a contractor merely by using inclusive wording.

45.2 Contractual incorporation and discretionary provisions

This handbook is incorporated as the second part of the signed employment contract. No separate handbook signature is required. Incorporation does not mean that every example, provider benefit, management discretion or portal setting becomes a fixed entitlement. A provision described as discretionary, eligibility-dependent, provider-controlled or assignment-specific remains conditional.

PGS may update administrative and non-substantive procedures where the contract permits. A material change to an individual contractual term requiring agreement or consultation will follow the appropriate process.

45.3 Responsibilities and questions

- The Board and authorised directors set policy direction; Legal, Compliance and HR maintain the controlled handbook and monitor legal change.
- Managers and client supervisors must communicate lawful standards, support reasonable adjustments and escalate concerns rather than invent conflicting local rules.
- Individuals must keep required records current, follow lawful instructions and ask questions where an obligation is unclear.
- Home address, bank, telephone and emergency-contact details must be maintained through the portal. Emergency-contact data is used only for legitimate welfare and employment purposes.

45.4 Conflicts and clarification

A stricter lawful client or agency rule on safety, safeguarding, confidentiality or professional conduct normally applies at the site. A client instruction cannot reduce statutory or contractual pay, remove a protected right or vary the employment contract without the proper process.

A joint employee may approach either joint employer. PGS will coordinate with the agency or hirer where responsibility is shared.

46. Joining, records, induction, probation and professional appearance

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All employees; selected conduct, right-to-work, safety and site rules also apply to workers and contractors.	March 2026 introductory provisions and Dress Code; July 2026 internal employee handbook; August 2026 sections 4, 15 and 37.	Right to Work Check Process; Contractor Onboarding Compliance; Code of Conduct; Workplace Health & Safety.

46.1 Pre-employment and continuing checks

Employment or engagement is conditional on satisfactory identity and right-to-work checks and any role-specific requirements. PGS, the agency and hirer may each have a distinct check to perform. The individual must provide accurate information and notify PGS immediately if right to work, licence, DBS status, professional registration, qualification or restriction changes.



- Health questions before offer are limited to purposes permitted by law, including reasonable adjustments and intrinsic job requirements.
- Records are stored in restricted systems and reviewed at the appropriate expiry or repeat-check date.
- A bank-account change requires verification. PGS will not knowingly redirect wages to an account controlled by another person where exploitation or fraud is suspected.

46.2 Induction and initial support

In-house employees receive a PGS induction. Contingent employees receive PGS onboarding plus agency and hirer information. The hirer normally provides site induction, local risks, emergency arrangements, systems access, safeguarding routes and task supervision.

Probation applies only if the individual contract says so. Objectives, review dates and any extension must be explained. Probation does not remove statutory rights or justify an arbitrary decision.

46.3 Professional appearance and site requirements

Dress and appearance must be clean, safe, non-offensive and appropriate to the work, professional expectations and client environment. Blanket lists are avoided because roles and reasonable adjustments differ.

- Wear required uniform, identity badge and PPE and follow infection-control, food-safety, industrial or safeguarding requirements.
- Religious and cultural dress is respected unless a proportionate safety, safeguarding, identification or clinical requirement makes an adjustment necessary.
- Requests relating to disability, pregnancy, menopause, gender transition or religion will be considered sensitively and lawfully.
- Tattoos, jewellery or piercings may be restricted only for a legitimate role, safety, hygiene, safeguarding or professional reason.

46.4 Records and emergency information

Individuals must keep name, address, telephone, work email, National Insurance, bank and emergency-contact information accurate. PGS may contact the nominated person in a genuine emergency or serious welfare situation.

47. Agency assignment information, Key Information Documents and Conduct Regulations

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All contingent models involving a recruitment agency; Conduct Regulations opt-out only where legally available.	March 2026 Conduct opt-out schedule; August 2026 sections 3, 5 and Appendix D; official Conduct Regulations guidance.	KID Governance; Contractor Onboarding Compliance; Assignment Rate Integrity; Fair Work Agency guidance.

SUPERSEDED SOURCE WORDING

References in the March 2026 handbook to “our Employee Assignment Schedule” and a default Conduct opt-out are replaced by the agency-issued schedule and free, assignment-specific choice above.

47.1 The recruitment agency issues the assignment schedule

The recruitment agency or employment business that offers the position is responsible for issuing the booking confirmation, assignment schedule or equivalent written assignment particulars. PGS does not originate or replace that agency document. PGS contract terms require the agency to send PGS the same schedule and each material amendment, but the agency’s failure to provide a copy does not transfer its regulatory duty to PGS.



If initial particulars are given verbally, the agency should provide written confirmation within the period required by the Conduct Regulations. The worker should retain the document and upload or forward it to PGS if requested.

47.2 Minimum assignment particulars

- Identity and business of the hirer; establishment, department, ward, class, site or remote location.
- Start date, expected duration or end date, cancellation or notice arrangements, days, hours, shift times and breaks.
- Job title, actual duties, grade, band, scale or pay point, reporting line, site contact and timesheet approver.
- Required experience, qualifications, DBS or safeguarding status, registration, induction, authorisations and training.
- Known health and safety risks, control measures, PPE, lone-working, driving or other special requirements.
- Actual rate where not already fixed; whether a quoted figure is gross pay or an umbrella assignment rate; pay interval; overtime, night, weekend, on-call, sleep-in or other premiums; expenses and benefits.
- All expected work beyond the headline shift, including planning, preparation, marking, assessment, meetings, parents' evenings, clubs, trips, clinical handover, clinical administration, on-call activity, vehicle checks, loading, unloading, waiting time, travel or remote work, and whether included in paid hours or paid separately.

47.3 Changes and role drift

A material change to role, grade, pay, hours, location, duration, risks, qualifications or additional duties must be confirmed by the agency. A client manager cannot permanently vary employment or assignment terms by informal conversation.

Where duties drift to a higher or materially different role, the worker must alert the agency and PGS. PGS will seek a corrected schedule and review pay, working time, AWR comparator and competence.

47.4 Key Information Document

Before terms are agreed, the recruitment agency must provide the applicable KID. Where an umbrella or other intermediary is involved it must explain the employer, payment route, expected assignment rate, employment costs and deductions, worker pay and a representative illustration. A significant change requires an updated KID.

47.5 Conduct Regulations opt-out

The Conduct Regulations opt-out is separate from a Working Time 48-hour opt-out. There is no default Conduct opt-out. Any decision must be assignment-specific, informed and freely made before introduction or supply. An agency may not make opt-out a condition of work-finding services.

- An opt-out is unavailable for work with, attending to or caring for vulnerable persons, commonly education, healthcare, social work and care.
- PGS and the individual must agree the decision and notify the agency in time for any lawful opt-out to be effective.
- Withdrawal affects future assignments or the next legally effective point and must be communicated promptly.
- PGS keeps the decision and correspondence; the agency remains responsible for its own records and notices.

47.6 Missing information and escalation

If the agency does not provide written assignment details, the worker should ask the consultant and notify PGS. PGS will request the schedule and record the gap. Work should not begin where missing information prevents a safe, lawful or informed decision. Persistent failure may be escalated to the Fair Work Agency.

48. Agency Workers Regulations and comparator compliance

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Agency workers within the Agency Workers Regulations 2010 and teams supporting them.	March 2026 AWR schedule; August 2026 section 6; official AWR guidance.	AWR Compliance; Assignment Rate Integrity; KID Governance.



48.1 Day-one rights

From the first day of a qualifying assignment, the hirer is responsible for no less favourable access to collective facilities and amenities and for making relevant vacancy information available on the same basis as to a comparable direct worker, subject to lawful objective justification.

48.2 Equal treatment after 12 weeks

After 12 calendar weeks in the same role with the same hirer, a qualifying agency worker is entitled to the basic working and employment conditions that would ordinarily apply if recruited directly, including key elements of pay, working time, night work, rest, breaks and annual leave. The comparison follows the job actually performed, not merely the worker's qualification.

Breaks can pause or preserve the qualifying clock and some events can reset it. Artificial structures designed to prevent qualification are prohibited.

48.3 Comparator process

- For an assignment expected to exceed 12 weeks, PGS or the agency will seek comparator information at or near the start. A shorter assignment is reviewed on extension or evidence it is likely to pass 12 weeks.
- The request should cover direct-hire grade, rate, overtime, premiums, bonus or commission within scope, working time, breaks and annual leave.
- If no response is received, a documented reminder will normally be sent after 14 days and escalated through the agency and hirer.
- PGS evaluates the response against pay and assignment records, seeks correction where equality is not achieved and keeps the decision evidence.
- Long assignments are reviewed at least annually and sooner where rates, grade structures, hours, benefits or duties change.

48.4 Role and grade examples

An M3-qualified teacher genuinely engaged and used as a cover supervisor is initially compared with the hirer's cover-supervisor role. If the school requires lesson planning, formal assessment, marking, parents' evenings or full teaching responsibility, the schedule and comparator must be reviewed. Equivalent role-drift principles apply in healthcare, care, office, IT, driving, logistics and industrial settings.

48.5 Pregnancy and concerns

A qualifying pregnant agency worker has additional rights, including paid time off for antenatal appointments after 12 weeks and suitable alternative work or, where legal conditions are met, suspension on pay if an assignment cannot safely continue. Concerns may be raised without retaliation.

49. Pay, timesheets, deductions, overpayments and expenses

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All employees; assignment-rate and umbrella provisions apply to the relevant model.	March 2026 Expenses and Umbrella Expenses schedules; August 2026 sections 7 and 10.	Transparent Pay & Deductions; Payslip Accuracy; Bank Account Verification; Overpayment & Clawback; PAYE Reconciliation.

49.1 Pay basis and payroll records

The contract and assignment schedule identify whether pay is salary, hourly, daily or another authorised basis. Under umbrella employment, the agency's assignment rate is income to the umbrella from which employer costs and the agreed margin are met; it is not the employee's gross wage.

Each pay period produces an itemised payslip. Workers must review hours, rate, holiday pay, statutory payments, pension and deductions promptly. A confirmed error will be corrected as soon as reasonably practicable.



49.2 Timesheets and all working time

Timesheets must be honest, complete and submitted through the agency or client route. All required work must be recorded, including authorised work outside rostered or classroom hours. No person may create, approve or request a false record.

A dispute about part of a timesheet does not justify withholding undisputed contractual pay. PGS will coordinate verification of contested hours.

49.3 Lawful deductions and overpayments

Deductions are made only where required by law, authorised by the contract or separately agreed. An overpayment does not become an entitlement; recovery will be discussed and a reasonable repayment plan considered where appropriate, subject to minimum-pay protection.

49.4 Variable pay and additional payments

Overtime, shift, weekend, night, on-call, sleep-in, bonus, commission, mileage, allowance or other variable pay applies only where supported by the contract, scheme or agency schedule. Variable pay is included in holiday pay where the normal-remuneration rules require it.

49.5 General and umbrella expenses

- Obtain approval before an unusual, high-value, overnight or overseas expense and retain VAT receipts, tickets or other required evidence.
- Use the safest and most economic reasonable travel option. Fines and penalties are not normally reimbursed.
- A private vehicle used for business requires a valid licence, roadworthiness and business-use insurance.
- Do not claim the same cost twice or disguise personal expenditure as business cost.

An umbrella employee may claim only where the assignment, tax law, agency/client funding and an approved individual expense plan permit it. Ordinary commuting is not made tax-free by relabelling it. Notify PGS if a location is expected to continue beyond 24 months and raise the issue no later than 20 months.

49.6 Umbrella PAYE assurance from 6 April 2026

The agency with the direct contract with the end client, or the end client where no agency is involved, is responsible for ensuring PAYE is operated correctly in a labour supply chain that includes an umbrella company. This does not reduce PGS payroll duties or the worker's right to accurate records.

50. Working time, attendance, rest, night work and opt-out

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All workers within the Working Time Regulations; special transport or sector rules may replace general limits.	March 2026 Working Time schedule; August 2026 sections 8 and 24.	Code of Conduct; Workplace Health & Safety; agency assignment schedule.

CORRECTION

The March 2026 heading incorrectly referred to the Working Time Regulations "1988" and used a pressure-based monitoring sequence. This edition applies the Working Time Regulations 1998 and a voluntary, risk-based process.

50.1 Hours and attendance

Contracted hours, assignment hours and any irregular or part-year arrangement are recorded in the contract, schedule and payroll/time system. Individuals must be ready to work at the agreed time, record time accurately and report lateness, absence or disruption promptly.



50.2 Average 48-hour limit

Unless a valid written opt-out applies, average weekly working time must not exceed the statutory 48-hour limit over the applicable reference period. Hours worked for other employers or engagements may need to be included; individuals must provide enough information to manage the limit.

50.3 Voluntary opt-out

A Working Time opt-out is voluntary and separate from a Conduct Regulations opt-out. PGS will not impose a default choice or subject a person to detriment for refusing. An opt-out may be withdrawn on the notice allowed by the agreement and law, not exceeding the statutory maximum.

50.4 Rest and night work

- Take statutory daily and weekly rest and rest breaks. A client cannot replace a legal rest entitlement with informal payment unless compensatory rest is permitted.
- Night workers may be subject to limits and health assessments. Safety-critical duties require fatigue to be raised promptly.
- Young workers and mobile transport workers may have stricter rules and the general opt-out may not be available.
- Travel time is assessed under the applicable legal test; ordinary commuting is not automatically working time, while required travel between sites may be.

50.5 Excess hours and intervention

PGS will investigate repeated or material excess hours, including work for third parties. The response may include workload review, corrected scheduling, alternative duties, rest or agency/hirer escalation. A worker will not be threatened with termination merely to pressure them into signing an opt-out.

51. Annual leave for regular-hours workers

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Employees and workers who are not statutory irregular-hours or part-year workers.	March 2026 regular-hours holiday schedule; August 2026 section 9.	Holiday Pay Calculation & Accrual; Transparent Pay & Deductions.

51.1 Entitlement and leave year

The standard PGS leave year is 1 September to 31 August unless the signed contract states otherwise. Statutory entitlement is normally 5.6 weeks, pro-rated where appropriate, with any contractual enhancement shown in the contract or portal. Bank and public holidays may be included.

51.2 Holiday pay

Holiday pay is calculated under the Working Time Regulations and current case law. The four-week normal-remuneration element and additional 1.6-week element are administered in accordance with law and the individual's pay pattern.

51.3 Booking and employer notice

Leave must be requested through the PGS process and, for an assignment, the agency/hirer route. Approval by one party does not automatically complete the other. PGS will not unreasonably prevent statutory leave and will work on alternatives.

PGS may require or prevent leave on specified dates only with applicable contractual and statutory notice and for a legitimate reason.

51.4 Sickness, family leave and carry-over

Holiday continues during sickness and statutory family leave. Genuine sickness during booked leave may be reclassified subject to evidence and the sickness procedure.



Carry-over applies where required by sickness, statutory leave or employer failure to provide reasonable opportunity, encouragement and warning. The March 2026 absolute “use it or lose it” wording is not carried forward.

51.5 October concession and reminders

As a PGS concession, unused accrued/reserve holiday at 31 August may normally be taken by 31 October. For an education assignment whose published October half-term ends later, the window extends to the final day of that half-term. Longer statutory carry-over rights are unaffected. PGS issues reminders in June, July and August and signposts balances where systems permit.

51.6 Termination and records

Accrued untaken statutory leave is paid on termination. Excess leave may be recovered only where the contract and law permit. Detailed holiday and pay records are retained for at least the statutory period.

52. Annual leave for irregular-hours and part-year workers

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Workers meeting the statutory irregular-hours or part-year definitions for the relevant leave year.	March 2026 irregular-hours/part-year schedule; August 2026 sections 9.1-9.6.	Holiday Pay Calculation & Accrual; payslip and payroll guidance.

52.1 Statutory accrual

For leave years beginning on or after 1 April 2024, statutory leave normally accrues at 12.07% of actual hours worked in each pay period, subject to rounding and the maximum entitlement. A higher contractual entitlement requires an adjusted percentage.

52.2 Accrued/reserve method

Where selected, entitlement and the holiday-pay reserve build up. Holiday pay is released when approved leave is taken or payment in lieu is lawfully due on termination. The rate uses the applicable 52 paid-week reference method, disregarding unpaid weeks and substituting earlier paid weeks within the statutory look-back.

52.3 Rolled-up holiday pay

Where legally permitted, rolled-up holiday pay is a separately itemised 12.07% addition to total pay in each pay period, or the adjusted percentage for enhanced entitlement. Physical annual leave must still be taken; the pay has already been received and is not paid twice.

52.4 Sickness and statutory leave

Entitlement continues during sickness and, for employees, statutory family leave. Under accrued pay it builds in the background and is paid when leave is later taken. Under rolled-up pay, the worker must not lose holiday pay during qualifying sickness or statutory leave; the required amount is calculated under the statutory averaging method.

52.5 Academic and defined breaks

School holidays, assignment shutdowns and planned non-working periods are natural opportunities to take physical leave. Under accrued pay, PGS will where practicable arrange paid annual leave in an agreed break. Under rolled-up pay, no second payment is due, but leave should still be recorded and taken.

52.6 Year-end and termination

June, July and August reminders and the October concession apply to accrued/reserve workers. Statutory sickness and family-leave carry-over can be longer. On termination, entitlement not already paid must be settled.



53. Sickness absence, Statutory Sick Pay, Company Sick Pay and return

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Employees and eligible workers; Company Sick Pay only where the contract or scheme provides it.	March 2026 Sickness Absence schedule; August 2026 section 28.	Workplace Health & Safety; Data Protection and Privacy; Drug & Alcohol.

53.1 Reporting and contact

The individual should personally notify the agency/client operational contact and PGS as soon as possible and normally before the start time, giving expected duration and any urgent handover without unnecessary medical detail. Reasonable contact must be maintained.

53.2 Evidence

Self-certification normally covers the first seven calendar days. A fit note is normally required afterwards and while absence continues. Medical documents are uploaded to the restricted portal area.

53.3 SSP from 6 April 2026

SSP is payable from the first qualifying day where current statutory conditions are met. The former waiting days and Lower Earnings Limit have been removed. Payroll applies the statutory rate or earnings-based calculation in force.

53.4 Company Sick Pay

Company Sick Pay is not universal. It applies only where the contract or separately approved scheme provides it and remains subject to service, reporting, evidence, duration and conduct conditions. PGS may offset SSP where the scheme says so.

53.5 Holiday, long-term absence and support

Holiday continues to accrue. PGS may seek occupational-health or medical advice with consent, consider adjustments, phased return, alternative work or capability support, and consult the agency or hirer. Disability-related absence will not be managed by an automatic trigger without considering adjustments.

53.6 Return and misuse

A return-to-work discussion may address fitness, causes, support, safety and records. Dishonest evidence or false absence claims may be misconduct, but genuine sickness, disability or protected absence is not wrongdoing.

54. Maternity, pregnancy and antenatal appointments

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Employees; relevant H&S and AWR appointment rights also apply to qualifying agency workers.	March 2026 Maternity and Antenatal Appointment schedules; August 2026 section 29.	Data Protection and Privacy; Workplace Health & Safety; Equal Opportunities.

54.1 Notification and safety

An employee is encouraged to notify PGS early so that pregnancy risk, assignment suitability, appointments and leave can be planned. By the statutory deadline the employee provides the expected week of childbirth, intended start and MATB1 or other evidence.

54.2 Antenatal appointments

A pregnant employee is entitled to reasonable paid time off for antenatal care on professional advice. A qualifying companion has the statutory right to unpaid time off for up to two appointments, subject to the statutory maximum, unless PGS confirms more favourable terms. A qualifying agency worker gains the AWR antenatal right after 12 weeks.



54.3 Leave and pay

Maternity leave is up to 52 weeks: 26 ordinary and 26 additional. The compulsory period after childbirth is observed. SMP is available for up to 39 weeks where current service and earnings conditions are met; otherwise Maternity Allowance may be relevant.

54.4 During leave

Except for remuneration, contractual terms continue as required. Holiday accrues and pension contributions continue during paid leave under legal and scheme rules. Reasonable contact and up to 10 keeping-in-touch days may be agreed.

54.5 Return and protection

The statutory right to return to the same or, where permitted, suitable alternative job is protected. Flexible working, breastfeeding, safety and adjustments should be discussed early. Pregnancy, maternity or related absence must not cause unlawful detriment or selection.

55. Adoption, surrogacy and adoption appointments

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Employees meeting relevant adoption or intended-parent conditions.	March 2026 Adoption, Adoption Appointments and SPL Adoption schedules; August 2026 section 29.	Family leave workflow; Data Protection and Privacy.

55.1 Eligibility and notification

Adoption leave generally applies where an employee is matched through an approved agency, adopts from overseas or is an intended parent in a qualifying surrogacy arrangement. Matching, placement, entry or parental-order information and notice are required. One eligible parent takes adoption leave; the other may qualify for paternity or shared parental leave.

55.2 Adoption appointments

A sole or primary adopter may take paid time off for up to five qualifying appointments. A secondary adopter may take unpaid time off for up to two. Each appointment is limited to the statutory maximum, currently six and a half hours including travel and waiting, unless a more favourable arrangement is confirmed.

55.3 Leave and pay

Adoption leave is up to 52 weeks. Statutory Adoption Pay may be payable for up to 39 weeks where current conditions are met. Start rules differ for UK placement, overseas adoption and surrogacy; HR confirms the correct date and return.

55.4 During leave and return

Contractual rights other than remuneration continue as required. Holiday accrues, pension continues during paid leave under scheme rules and up to 10 KIT days may be agreed. Return and detriment protections are administered lawfully.

56. Paternity and Bereaved Partner's Paternity Leave

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Employees meeting relationship, responsibility and notice conditions; statutory pay has separate eligibility.	March 2026 Paternity and Bereaved Partner schedules; August 2026 sections 30-31; April 2026 changes.	Family leave workflow; Data Protection and Privacy.



56.1 Paternity leave

Paternity leave is a day-one employment right for eligible employees from 6 April 2026. It may be one or two weeks, including separate one-week blocks where current law permits, within the statutory window following birth or placement. Required declarations and notice must be given, normally at least 28 days before the chosen start where practicable.

56.2 Paternity pay

Statutory Paternity Pay is separate from leave and remains subject to current earnings, service and notice conditions. PGS confirms eligibility and rate. Any enhancement must be in writing.

56.3 Stillbirth, neonatal loss and care

Paternity leave and pay remain available in statutory circumstances following stillbirth or neonatal loss. Neonatal Care Leave may be available in addition where the baby receives qualifying care.

56.4 Bereaved Partner's Paternity Leave

Where the mother or primary adopter dies within 52 weeks after birth or placement, an eligible father or partner who takes responsibility for the child may take Bereaved Partner's Paternity Leave. From 6 April 2026 this can provide up to 52 weeks, subject to statutory start, notice and return rules. Statutory pay is separate.

56.5 Terms and return

Contractual terms other than remuneration continue as required. Holiday accrues and pension contributions are made during paid leave under law and scheme rules. Applicable return and detriment protections apply.

57. Shared Parental Leave — birth and adoption

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Eligible employees and qualifying partners following birth or adoption.	March 2026 Shared Parental Leave schedules; August 2026 section 30.	Family leave workflow; maternity, adoption and paternity sections.

57.1 Available leave

Shared Parental Leave allows eligible parents to share up to 50 weeks of leave and up to 37 weeks of statutory pay after maternity or adoption leave/pay is curtailed, subject to conditions and the amount already used. Parents may be off together or separately.

57.2 Eligibility and notices

Eligibility depends on employment, continuity, work and earnings tests for both parents and required declarations. The employee normally gives at least eight weeks' notice to opt in, a binding curtailment notice where required and a period-of-leave notice.

57.3 Leave patterns

A continuous block meeting notice rules will be accepted. A discontinuous pattern may require discussion and agreement. The statutory number of booking notices is observed; HR documents the agreed pattern.

57.4 Pay, contact and return

Statutory Shared Parental Pay is paid only where current conditions are met. Up to 20 SPLIT days may be agreed, in addition to KIT days used before curtailment. Holiday, pension and return rights follow statutory rules.

58. Parental, neonatal, bereavement, caring and dependant leave

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
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Employees for employee-only rights; workers may have separate rights where legislation provides.

March 2026 Neonatal, Parental Bereavement, Parental, Carer, Compassionate and Dependants schedules; August 2026 sections 31-32.

Family and caring leave workflows; Compassionate Leave guidance.

58.1 Ordinary parental leave

From 6 April 2026, ordinary parental leave is a day-one right for eligible employees. Entitlement is normally 18 weeks per child, generally in whole weeks, subject to annual limit and notice. Different rules permit shorter blocks for a disabled child. Leave is unpaid unless an enhancement is confirmed.

58.2 Neonatal Care Leave and Pay

An eligible employee receives one week of Neonatal Care Leave for each qualifying uninterrupted week of neonatal care after the statutory waiting period, up to 12 weeks. It can be taken within 68 weeks under Tier 1 and Tier 2 notice rules. Statutory pay requires the applicable service and earnings conditions.

58.3 Parental Bereavement Leave

An eligible employee may take two weeks following the death of a child or qualifying stillbirth, as one block or separate weeks within 56 weeks. Statutory pay has separate tests. PGS handles notice sensitively.

58.4 Carer's Leave

An employee has a day-one right to up to one working week of unpaid Carer's Leave in a rolling 12 months for a dependant with a long-term care need. It can be taken in half-days or whole days. PGS may postpone, but not refuse, a qualifying request where the statutory disruption test is met.

58.5 Time off for dependants

Employees may take reasonable unpaid time off for an unexpected incident involving a dependant, to arrange care or respond to an emergency. Notify PGS as soon as reasonably practicable. The right covers the immediate emergency, not unlimited continuing care.

58.6 Compassionate and pregnancy-loss support

PGS may approve compassionate leave where a close relative dies, is critically ill or suffers life-threatening injury and may support pregnancy loss or another traumatic event. Unless the contract or written decision provides pay, leave is unpaid. The normal policy limit is up to 10 days in a 12-month period, with additional unpaid leave or annual leave considered case by case.

58.7 Evidence and privacy

Only reasonable evidence is requested. Sensitive family and medical information is restricted. Holiday and statutory return/detriment protections apply as required.

59. Flexible working, occupational health, reasonable adjustments and menopause

APPLIES TO

Employees for statutory flexible working; adjustment duties apply more broadly to disabled workers.

CONSOLIDATED SOURCE

March 2026 Flexible Working and Menopause schedules; August 2026 sections 15, 28 and 33.

LIVE POLICY / ROUTE

Remote & Hybrid Working; Equal Opportunities; Data Protection and Privacy.

UPDATED LAW

The March 2026 schedule used the former 26-week service rule, one request in 12 months and three-month decision period. Those rules are superseded by the day-one, two-request and two-month framework.



59.1 Statutory requests

Every employee has the right to request flexible working from day one. Up to two statutory requests may be made in 12 months with only one live request at a time. The written request states the change to hours, times or place, proposed start date and prior statutory requests.

59.2 Consultation and decision

Unless accepted in full, PGS consults before deciding. The request, consultation, decision and appeal normally complete within two months unless extended by agreement. Refusal must rely on a genuine statutory business reason and be explained. An appeal is offered as good practice.

59.3 Temporary arrangements and adjustments

A temporary change can be agreed without permanently varying the contract. A disability-related request engages the separate reasonable-adjustment duty and is not determined solely by flexible-working business grounds. Adjustments may include equipment, duties, hours, breaks, location, communication, supervision or phased return.

59.4 Occupational health

PGS may obtain occupational-health or medical advice where relevant and lawful, with consent and privacy information. The individual should explain workplace effect and support needed without disclosing more clinical detail than reasonably necessary.

59.5 Menopause support

PGS supports people affected by perimenopause or menopause, including trans and non-binary people. Managers should consider temperature, uniform, water/rest facilities, breaks, flexible working or temporary changes. Information is confidential and reviewed with the individual.

60. Equality, bullying, harassment, sexual harassment and professional dress

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All staff, workers, contractors, agency workers, applicants and others interacting with PGS.	March 2026 DEI, Anti-Harassment, Sexual Harassment, Menopause and Dress schedules; August 2026 sections 15-16.	Equal Opportunities; Inclusion; Code of Conduct; Complaints Handling.

60.1 Equality and inclusion

PGS prohibits unlawful discrimination because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. Recruitment, allocation, pay, training, promotion, discipline, capability and termination decisions must use legitimate evidence and role requirements.

Direct and indirect discrimination, harassment, victimisation, discrimination arising from disability and failure to make reasonable adjustments are prohibited. Part-time and fixed-term staff must not be treated less favourably without lawful justification.

60.2 Bullying and harassment

Bullying includes offensive, intimidating, malicious or insulting behaviour or misuse of power that undermines another person. Harassment is unwanted conduct related to a protected characteristic with the prohibited purpose or effect. A single incident can be enough and a person can be affected without being the intended target.

60.3 Sexual and third-party harassment

Sexual harassment includes unwanted sexual conduct, touching, advances, messages, images, suggestive behaviour and less favourable treatment because a person rejected or submitted. It can occur in person, online, on a trip, at a social event or through a client, patient, pupil, supplier or other third party.



PGS will take preventative steps, assess risk, train relevant staff, provide reporting routes and act on known concerns. From 30 October 2026, the strengthened statutory “all reasonable steps” and third-party duties apply from commencement; before then they are PGS preparation standards.

60.4 Reporting and investigation

- Where safe and appropriate, a person may say conduct is unwelcome, but informal action is never a condition of a formal report.
- A concern may be raised with a manager, HR, director, either joint employer, agency, hirer, grievance or whistleblowing route.
- PGS appoints an impartial investigator where possible, shares information on a need-to-know basis, considers interim protection and gives both sides a fair chance to respond.
- Retaliation is prohibited. A complaint not upheld is not misconduct unless deliberately false and made in bad faith.

60.5 Dress and inclusion

Professional appearance requirements in section 46 apply. Safety, hygiene, safeguarding and identification requirements take priority where proportionate. Religious, cultural, disability, pregnancy, menopause and gender-transition needs are considered; managers should seek HR advice rather than impose subjective rules.

61. Disciplinary, capability, suspension and appeals

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Employees. Non-employee workers and contractors are dealt with under contract and fair-process principles where appropriate.	March 2026 Disciplinary and Capability Procedure; August 2026 section 22.	Code of Conduct; Equal Opportunities; Acas Code principles.

61.1 Purpose and fairness

The procedure maintains conduct and performance standards and encourages improvement. PGS investigates before deciding, gives sufficient information, allows preparation and response, and avoids pre-judgment. The procedure may be adapted proportionately without removing core fairness.

61.2 Informal action and capability

Minor conduct or performance issues may be addressed through clarification, coaching, training, adjustment, objectives and review. Capability concerns distinguish skill, resources, health, disability, workload and conduct.

61.3 Investigation and suspension

An investigator gathers relevant documents and witness information. Suspension is a neutral precaution, not a finding, normally on full basic pay and benefits and no longer than reasonably necessary. Alternatives are considered.

61.4 Formal hearing and accompaniment

The employee receives written allegations, evidence and possible outcomes and may be accompanied by a trade union representative or work colleague. Adjustments and remote attendance may be considered. The hearing manager decides on the balance of probabilities and confirms reasons.

61.5 Outcomes

Outcomes include no action, informal guidance, first or final written warning, another contractual sanction or dismissal. Warning duration and improvement expectations are stated. Dismissal or demotion occurs only where contract and law permit.



61.6 Gross misconduct examples

- Dishonesty, theft, fraud, false timesheets, payroll or expense records, bribery or deliberate tax-evasion facilitation.
- Serious violence, bullying, harassment, sexual harassment, discrimination, safeguarding breach or retaliation.
- Serious insubordination, unsafe conduct, impairment, data/security breach, confidentiality breach or deliberate property damage.
- Serious professional, registration or client-trust breach or conduct bringing PGS or the relationship into serious disrepute.

61.7 Appeal and records

An appeal identifies grounds and new evidence within the notified time, normally five working days unless more is allowed. A person not previously involved hears it where practicable. Records follow privacy and retention rules.

62. Grievance, complaints and workplace resolution

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Employees under grievance; workers and contractors under complaints, with equivalent escalation where appropriate.	March 2026 Grievance Procedure; August 2026 section 21.	Complaints Handling; Code of Conduct; Whistleblowing.

62.1 Correct route

A personal employment complaint normally uses grievance. A service or assignment complaint may use complaints. Public-interest wrongdoing may be whistleblowing. Safeguarding, data-breach and immediate safety concerns use urgent routes as well. HR helps identify the route.

62.2 Informal resolution

Where appropriate, raise the issue with the manager, agency consultant or relevant person and explain the outcome sought. Informal resolution is not required for a serious allegation, a complaint about that person or an unsafe situation.

62.3 Formal grievance

Submit in writing through the portal or to HR, setting out facts, dates, people, evidence and desired resolution. If it concerns the manager, send it to another manager, director or either joint employer.

62.4 Meeting and investigation

PGS arranges a meeting without unreasonable delay, investigates as needed and allows accompaniment at a qualifying grievance meeting. Confidentiality is maintained on a need-to-know basis subject to fairness and legal duties.

62.5 Outcome and appeal

A written outcome explains findings and action that can appropriately be disclosed. An appeal is heard impartially where practicable. Retaliation for raising or supporting a genuine concern is prohibited.

63. Health and safety at PGS premises and client sites

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All staff, workers, contractors and visitors affected by PGS work; client-site responsibilities apply on assignment.	March 2026 in-house and client-site H&S schedules, Smoking and DSE; August 2026 sections 23-24.	Workplace Health & Safety; Business Continuity; Safeguarding.



63.1 Shared responsibility and control

PGS takes reasonably practicable steps within its control. At a client site, the hirer normally controls premises, local risks, equipment, emergency procedures, first aid, task systems and daily supervision. The agency may hold assignment and suitability duties. Report to the site controller and PGS/agency where relevant.

63.2 Induction, risk and competence

- Complete site induction and task briefing before unfamiliar or safety-critical work.
- Follow risk assessments, safe systems, infection control, COSHH, manual handling, height, electrical, machinery, driving and PPE requirements.
- Do not operate equipment or perform regulated tasks without training, competence and authorisation.
- Stop work and escalate serious and imminent danger, a missing control, unsafe staffing or an instruction outside competence.

63.3 Accidents, near misses and ill health

Report all work accidents, injuries, near misses and work-related ill health promptly to the client/site process and PGS. Record the event in the appropriate accident system. PGS and the site controller cooperate on investigation, RIDDOR assessment and prevention.

63.4 Fire and first aid

Know the alarm, exits, assembly point, evacuation and first-aid contacts at each location. Client instructions take priority during an emergency. Do not obstruct or misuse fire doors, alarms, routes or safety equipment.

63.5 DSE, remote and lone work

Significant display-screen users receive an appropriate workstation assessment and eyesight testing under DSE rules. Remote and lone workers maintain a safe workspace, check in as required, protect confidential conversations and report welfare/security concerns.

63.6 Driving, fatigue, alcohol, drugs and smoking

Driving for work requires a valid licence, insurance, safe vehicle and compliance with road and driver-hours rules. No person may work or drive while impaired by alcohol, illegal drugs, misuse of medication, fatigue or another condition creating material risk. Prescribed medication affecting safety should be raised confidentially. Smoking and vaping are limited to lawful designated areas and client rules.

63.7 Pregnancy and disability

PGS and the hirer review relevant risks for pregnancy, breastfeeding, disability or health conditions and consider adjustments, alternative work or suspension where statutory conditions require.

64. IT, communications, social media, artificial intelligence, monitoring and BYOD

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All authorised users of PGS, agency or client systems and information.	March 2026 IT/Communications and Social Media schedules; August 2026 section 25.	Information Security; Cyber Security; Internet/Email/Social Media; Acceptable Use of AI; BYOD.

64.1 Security and credentials

Use only authorised accounts, devices, software, networks and access. Passwords and authentication factors are personal. Lock unattended devices, report loss or compromise and follow multi-factor, encryption, VPN and mobile-device requirements.



64.2 Email, messaging and internet

Business communications must be professional and accurate. Verify recipients and attachments before sending sensitive data. Do not access or distribute unlawful, pornographic, discriminatory, offensive, malicious, defamatory, copyright-infringing or confidential material without authority. Limited personal use may be permitted if lawful, brief, secure and non-disruptive.

64.3 Monitoring

PGS, the agency or client may monitor systems, communications, access, security and usage where lawful, necessary, proportionate and transparently notified. Monitoring is not unlimited private surveillance. Personal data obtained is restricted and used for legitimate purposes.

64.4 Social media and external statements

No individual may speak to media, publish a PGS statement, use a PGS brand or bind PGS without authority. Personal use must not disclose confidential information, harass, misrepresent PGS or create an avoidable conflict. A disclaimer does not excuse misconduct.

64.5 AI and automation

Only approved AI or automation tools may be used for an approved purpose. Do not enter personal, payroll, client, credential, legal, source-code, safeguarding or other confidential data into an unapproved service. A human remains responsible for accuracy, bias, professional judgment, privacy and IP.

64.6 BYOD

BYOD access requires approval and may require encryption, supported software, separation of work data, mobile-device management and remote wipe of company data. The user must return or securely delete company information when authority ends.

65. Privacy, confidentiality, intellectual property, company property and records

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All staff and anyone with access to PGS, agency, hirer, employee, worker or client information.	March 2026 Privacy Standard and Privacy Notice; August 2026 sections 26-27.	Data Protection and Privacy; Privacy; GDPR Statement; Retention; Breach and Incident Response.

65.1 Personal data and notices

PGS processes personal data on a lawful basis for employment, payroll, legal, security, welfare and business purposes and provides relevant privacy information. Special-category, criminal-offence, bank, identity and safeguarding data receive additional controls. Statutory data rights apply subject to lawful exemptions.

65.2 Worker responsibilities

Access only information needed for the role; keep records accurate; use approved storage/sharing; follow retention; and report misdirected email, lost device, unauthorised access, rights request or suspected breach immediately. Do not use personal email or unapproved cloud storage.

65.3 Confidentiality

Confidential commercial, payroll, pricing, client, supplier, worker, employee, strategic, legal, technical, safeguarding and security information may be used only for authorised work or another lawful purpose. The duty continues after employment and does not prevent lawful whistleblowing, reporting crime, regulator cooperation or professional advice.

65.4 Intellectual property

IP created in the course of employment, duties or company resources belongs to the employer to the extent provided by law and contract. The employee must maintain records and sign reasonable documents to protect it.



65.5 Property, searches and return

Devices, keys, cards, documents, software, files and credentials remain the owner's property and must be secured and returned on request, role change, suspension or termination. Proportionate searches of company property or work areas may occur for legitimate concerns. A personal search requires consent or another lawful basis, dignity and safeguards.

66. Ethics, anti-bribery, tax evasion, fraud and conflicts of interest

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All staff, associated persons, agents, contractors, consultants, suppliers and partners where relevant.	March 2026 Tax Evasion and Ethics/Anti-Corruption schedules; August 2026 section 19.	Anti-Bribery; Conflict of Interest; Payroll Fraud Prevention; Zero Tolerance Non-Compliance.

66.1 Ethical standard

PGS conducts business honestly, fairly and with integrity. Bribes, kickbacks, facilitation payments, secret commissions, false records and dishonest manipulation are prohibited. No commercial pressure, client request or management instruction excuses unlawful conduct.

66.2 Conflicts, gifts and hospitality

Actual, potential or perceived conflicts must be declared, including family, financial, outside-work, supplier, agency or client relationships. Gifts or hospitality beyond a modest transparent level require prior approval and recording. Cash or equivalents are not accepted.

66.3 Tax-evasion facilitation

No person working for or associated with PGS may deliberately and dishonestly facilitate UK or foreign tax evasion. A suspected request must be refused and reported. PGS maintains prevention procedures, due diligence, training and escalation proportionate to risk.

66.4 Red flags

- Cash, unexplained offshore or unrelated account, no invoice/receipt, backdated agreement or misleading invoice description.
- Treating an employee as self-employed without genuine change, paying gross where tax should be withheld, or concealing VAT, income, gains or assets.
- Unusual intermediary, side letter, excessive fee, duplicated expense, false timesheet, altered payroll record or redirected wages.
- An agency or supplier refusing ordinary KID, assignment, VAT, PAYE, bank or identity due diligence.

66.5 Fraud prevention and reporting

Employees cooperate with bank-change verification, payroll reconciliations, access controls and audit. A concern raised in good faith is protected even if mistaken. Deliberately false records or concealment may be gross misconduct and criminal conduct.

67. Modern slavery, safeguarding, sustainability and responsible business

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All staff and supply-chain participants; safeguarding is role and sector specific.	March 2026 Anti-Slavery schedule; August 2026 sections 17-18; PGS public repository.	Anti-Slavery; Modern Slavery Statement; Safeguarding; Supply Chain Due Diligence; ESG.



67.1 Modern slavery and exploitation

PGS has zero tolerance for slavery, servitude, forced labour, trafficking and exploitation. It conducts proportionate agency/supplier due diligence, verifies identity and right to work, monitors unusual payment arrangements and expects equivalent standards in the supply chain.

67.2 Warning signs

- A worker lacks control of identity or bank documents, appears coached, fearful or unable to speak privately.
- Multiple workers are paid to one account, wages are redirected, unexplained deductions appear, or transport/accommodation creates dependency.
- Threats, debt, withheld pay, excessive hours, unsafe housing, recruitment fees or identity/timesheet mismatch.
- An agency or labour supplier resists inspection, VAT/PAYE evidence, worker contact or safeguarding checks.

67.3 Safeguarding

A concern about a child or adult at risk must be reported promptly through the client's designated route and to PGS/agency where relevant. Immediate danger requires emergency services or the statutory authority. Do not investigate personally, promise complete confidentiality or delay because a manager is unavailable.

67.4 Regulated sectors

Education workers follow the school/trust safeguarding and safer-working code. Healthcare and care workers follow clinical, professional, information-governance, infection-control, medication and safeguarding requirements. A professional referral or regulator notification is considered where required.

67.5 Sustainability

Individuals use resources responsibly, follow environmental/procurement controls and report serious people, community, environmental or governance harm. Sustainability does not override patient, pupil, worker or public safety.

68. Whistleblowing, Fair Work Agency and external reporting

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Employees and workers raising protected or regulatory concerns; contractors may use the internal route.	March 2026 Whistleblowing schedule; August 2026 sections 20 and 43; April 2026 Fair Work Agency change.	Whistleblowing; Complaints Handling; Zero Tolerance Non-Compliance.

68.1 Protected disclosures

Workers are encouraged to report suspected crime, breach of legal obligation, miscarriage of justice, danger to health and safety, environmental damage, concealment or other qualifying public-interest wrongdoing. From 6 April 2026, the framework expressly strengthens protection for whistleblowing about sexual harassment.

68.2 Internal routes

Raise concerns with a manager, HR, Compliance, director, either joint employer or confidential portal route. If the concern involves that person/entity, use an alternative. Provide facts and evidence but do not conduct a covert investigation or take personal risk.

68.3 Confidentiality and non-retaliation

PGS protects identity as far as possible but cannot promise secrecy where investigation, safeguarding, legal disclosure or fairness requires sharing. Anonymous reports are considered but may be harder to investigate. Retaliation is prohibited. An unsubstantiated concern is not misconduct unless deliberately fabricated in bad faith.



68.4 Fair Work Agency

The Fair Work Agency began operating on 7 April 2026 as the state regulator for employment agencies and businesses in Great Britain. It can investigate missing contracts, KIDs or written assignment details, unlawful fees, withheld agency pay and other Conduct breaches. Internal reporting does not prevent a lawful report to the FWA, HMRC, HSE, professional regulator, police or prescribed body.

68.5 Time limits and advice

Internal processes do not normally stop statutory limitation periods. Employment Tribunal time limits increase for most claims from 1 October 2026 under commencement legislation. Obtain Acas or legal advice promptly where a claim may arise.

69. Learning, CPD, professional registration and competence

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All employees; assignment and professional requirements apply according to role and sector.	March 2026 training provisions; August 2026 sections 35-37.	My Wallet Benefits; Flick Learning; Safeguarding; Information Security; professional-body rules.

69.1 My Wallet and optional learning

Eligible employees have access through My Wallet to available benefits and learning. The general library, including optional CPD and flipped/self-directed learning, is not mandatory merely because a course is available. Availability changes.

69.2 Required training

PGS, agency, hirer, law, professional body or assignment may require training or competence before duties. Examples include safeguarding children, safeguarding adults, clinical/infection control, driver or machinery authorisation, data protection, cyber security, equality and H&S.

Mandatory training required by PGS or the assignment is treated as working time and paid or otherwise handled according to law, assignment and responsibility allocation. Approved necessary expenses follow section 49.

69.3 Records and expiry

The portal may record course, provider, due date, completion, CPD hours, certificate, verification and expiry. Individuals keep registrations, licences, DBS and certificates current and notify restrictions or investigations affecting the role.

69.4 External development and repayment

Optional external qualifications, study or exam support require approval. A repayment obligation must be separately agreed in writing before cost, proportionate and permit only lawful deductions. Statutory or assignment-mandatory training is not disguised as personal optional cost.

69.5 Competence and stop-work

No individual should undertake a task outside competence or professional scope. Missing certificates, inadequate induction or unsafe requests must be raised before work continues. PGS may remove duties while competence or registration is checked without treating the check as disciplinary guilt.

70. Public duties, trade union rights and special leave

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
Employees and workers according to the relevant statutory or contractual right.	March 2026 Public Duties and related leave policies; August 2026 sections 32 and 39.	Leave catalogue; Code of Conduct; trade union information issued when required.



70.1 Jury service, court and public duties

Notify PGS promptly and provide summons or official evidence. Time off for jury service and qualifying public duties is administered under statutory rules. Pay is not automatic unless contract or decision provides it; available court allowances should be claimed and disclosed where required.

70.2 Trade union membership and representation

PGS respects lawful trade union membership, representation and collective rights. No unlawful detriment applies to protected activity. Recognised representatives receive reasonable paid time off for qualifying duties/training under law and the Acas Code.

From 30 October 2026, PGS will implement the duty to inform workers of the right to join a union and new access, facilities and representative protections from commencement, subject to final regulations/codes.

70.3 Reservists and civic roles

Requests relating to Armed Forces reserve mobilisation, cadet-force training, magistrate duties, special constable or emergency-service volunteering are considered under current law, contract and leave catalogue. Paid support is discretionary unless a right or written term provides it.

70.4 Other special leave

PGS may approve study, exam, CPD, volunteering, religious observance, moving house, domestic-abuse support, fertility, surrogacy, gender-transition, critical incident, adverse weather or other special leave. A portal "paid" selection does not guarantee payment until confirmed.

70.5 Evidence and fairness

Only proportionate evidence is requested. Decisions are consistent, non-discriminatory and recorded. A discretionary decision in one case does not create a universal entitlement.

71. Assignment endings, notice, redundancy and termination

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All employees; assignment-end provisions apply to contingent workers.	March 2026 termination implications; August 2026 section 34.	Contract; assignment schedule; Information Security; Data Retention; Code of Conduct.

71.1 Assignment end and continuing employment

The hirer or agency ending an assignment does not automatically terminate employment with PGS. The legal employer considers contract, alternative assignments, availability, pay, notice, conduct, capability and redundancy. The worker remains in reasonable contact and cooperates with reassignment where required.

71.2 Notice and resignation

Notice requirements are in the contract. Notice should be written through the approved route and receipt confirmed. PGS may require normal work, alternative duties, handover, leave, garden leave or payment in lieu only where contract and law permit.

71.3 Redundancy and consultation

A genuine redundancy situation is assessed by the legal employer. PGS consults where required, identifies an appropriate pool/criteria, considers suitable alternatives and applies family-leave priority rights. Ending one client placement is not automatically redundancy if the model provides other work.

71.4 Final pay and property

Final pay normally includes contractual pay to termination, approved expenses and holiday due, less lawful deductions. PGS issues final payslip and tax document. All property, data, keys, credentials and records must be returned or securely deleted.



71.5 References and continuing duties

Only authorised personnel issue references. Confidentiality, privacy, IP and lawful restrictions continue. Former staff must not represent that they remain authorised.

71.6 2027 dismissal changes

The unfair-dismissal qualifying period is scheduled to reduce to six months for dismissals effective from 1 January 2027, with further compensation and fire-and-rehire changes. PGS applies rules only from legal commencement and updates procedures as regulations are finalised.

72. Portal governance, policy review and no separate acknowledgement

APPLIES TO	CONSOLIDATED SOURCE	LIVE POLICY / ROUTE
All persons to whom the handbook is issued or made available.	March 2026 handbook responsibility; August 2026 section 42 and approved portal model.	Employee portal; public PGS repository; document control and retention.

NO ACKNOWLEDGEMENT APPENDIX

Acknowledgement forms and separate signature concepts in other templates are deliberately excluded. Signing the employment contract incorporates this handbook; the employee does not sign the handbook itself.

72.1 Online booklet and contractual incorporation

The current approved handbook is maintained as an online booklet in each individual portal and forms the second part of the employment contract signed by the employee. A separate receipt, acceptance, signature or acknowledgement is not required.

72.2 Access, questions and interrogation

Each login provides access to the current version to view, search, retain, question and interrogate. Questions or inconsistencies may be raised through the portal. Access/version records may be retained for audit, but access is not consent to a contractual variation where law requires agreement.

72.3 Controlled versions and updates

The portal records version, publication/effective date, owner and prior editions. Material updates are communicated by durable notice. A statutory change may apply automatically; a material contractual change follows consultation/agreement.

72.4 Policy repository

The public repository contains supporting policies. This handbook remains the consolidated worker-facing source. A portal policy does not silently remove a right or vary a signed term.

72.5 Review timetable

Legal, HR, payroll, pensions and operations review the handbook when law, guidance, systems or models change and at least annually. Scheduled reviews follow the Employment Rights Act timetable, including 25 August, 1 October and 30 October 2026 and 1 January 2027.

72.6 Alternative formats and advice

PGS provides an accessible format or reasonable adjustment where required. This is operational guidance and contractual policy, not personal legal, tax, pension or medical advice. Individuals may obtain independent advice and contact Acas, FWA, HMRC, HSE, a regulator or other lawful body.



QUICK REFERENCE

Appendices

Quick-reference tables, the assignment acceptance checklist, definitions, source references and the consolidation matrix.

- Appendix A - Quick contact and escalation map
- Appendix B - Family and caring rights summary
- Appendix C - Assignment acceptance checklist
- Appendix D - Conduct Regulations opt-out note
- Appendix E - Legal and source reference guide
- Appendix F - Definitions
- Appendix G - Additional leave, benefits and support framework
- Appendix H - March 2026 source consolidation and supersession matrix

A - H



Appendix A — Quick contact and escalation map

Situation	Immediate action	Then notify / record
Immediate danger or medical emergency	Call 999 or use the client's emergency procedure.	Client manager; agency; People Group Services; accident record.
Safeguarding concern	Report immediately to the client's safeguarding lead or equivalent; do not investigate personally.	Agency and People Group Services. Use police/social care referral route where required.
Sexual harassment, violence or serious threat	Move to safety; contact security or police where necessary.	People Group Services HR/Compliance and agency/client route.
Sickness or unexpected absence	Follow the client's and agency's before-shift procedure.	People Group Services absence/SSP route.
Timesheet or missing hours	Raise with agency/client approver and preserve submitted evidence.	People Group Services payroll before cut-off.
Payslip, tax or pension	Check payslip, KID, reconciliation and tax code.	People Group Services payroll/pension support.
AWR comparator concern	Write down actual role, duties, dates, hirer and earlier assignments.	Agency and People Group Services; request hirer comparator information.
Data breach or lost device	Disconnect or secure if safe; do not erase evidence.	Client security/DPO and People Group Services immediately.
Whistleblowing	Use the confidential People Group Services route or either joint employer.	Relevant client or prescribed regulator where appropriate.
Formal grievance	Submit facts, evidence and outcome sought in writing.	People Group Services HR; either employer in joint model.

Appendix B — Family and caring rights summary

This table is a high-level guide only. Eligibility, pay, notice, evidence, sequencing, birth/adoption dates and transitional rules must be checked for the individual case.

Right	High-level entitlement	Leave status / pay	Key point
Maternity Leave	Up to 52 weeks.	Day-one employee leave; statutory pay has separate tests.	Pregnancy risk assessment, antenatal appointments and return protections.
Adoption Leave	Up to 52 weeks for the primary adopter.	Day-one leave under current rules; statutory pay has separate tests.	Matching/placement evidence and appointment rights.
Paternity Leave	Statutory entitlement, currently up to two weeks.	Day-one leave from 6 April 2026; pay has separate tests.	Can follow Shared Parental Leave where conditions are met.
Shared Parental Leave	Share eligible untaken maternity/adoption leave and pay.	Detailed eligibility and notice rules.	Discontinuous blocks require agreement/consideration.



Right	High-level entitlement	Leave status / pay	Key point
Unpaid Parental Leave	Normally up to 18 weeks per child.	Day-one unpaid leave from 6 April 2026.	Annual and age limits apply.
Neonatal Care Leave	One week per 7 full consecutive days of neonatal care, up to 12 weeks.	Day-one leave; pay has separate tests.	Must be taken within 68 weeks; sequencing rules apply.
Parental Bereavement Leave	Up to two weeks.	Day-one leave; statutory pay has separate tests.	Death of a child under 18 or qualifying stillbirth.
Bereaved Partner's Paternity Leave	Potentially up to 52 weeks.	Day-one unpaid leave from 6 April 2026.	Where mother/primary adopter dies in the relevant period.
Carer's Leave	Up to one normal working week in 12 months.	Day-one unpaid leave.	Care for a dependant with a long-term care need.
Time off for dependants	Reasonable time for specified emergencies.	Normally unpaid.	Unexpected events, not planned ongoing care.
Compassionate Leave	Discretionary.	Paid or unpaid as confirmed.	For serious circumstances outside or beyond a statutory right.
Flexible Working	Request change to hours, times or place.	Day-one request right.	Current statutory process applies; further reform expected in 2027.

Appendix C — Assignment acceptance checklist

Before accepting or starting an assignment, confirm each item below.

- ☐ I know whether I am employed under umbrella, PEO sole-employment or PEO joint-employment terms.
- ☐ I have the correct contract and current Key Information Document.
- ☐ I know whether the quoted figure is an umbrella assignment rate or my gross hourly/daily pay rate.
- ☐ I have received the hirer name, work location, actual role, main duties, hours, breaks, duration and notice.
- ☐ I know which organisation approves timesheets and the submission deadline.
- ☐ **I understand the 1 September to 31 August leave year, my holiday accrual, whether I use the accrued/reserve or rolled-up method, and what this means when I take physical leave.**
- ☐ I have disclosed earlier work with the same hirer or connected hirer for AWR purposes.
- ☐ I hold every required qualification, registration, DBS check, licence and right-to-work permission.
- ☐ I have received known health and safety risks, control measures, PPE and site-induction arrangements.
- ☐ I know the client's safeguarding, absence, incident, whistleblowing and information-security contacts.
- ☐ Any required training is clearly identified as optional, client induction, assignment pre-condition or employer-mandated.
- ☐ I know who to contact about assignment, payroll, HR, AWR and urgent safety concerns.
- ☐ I have received an assignment schedule or equivalent written confirmation issued by the recruitment agency, not merely a payslip or payroll illustration.



- ☐ I know the hirer, establishment/site, department/ward/class, operational manager and timesheet approver.
- ☐ The schedule states the actual role, grade/band/pay point and duties I will perform, rather than relying only on my qualification or historic grade.
- ☐ Planning, preparation, marking, meetings, extracurricular activity, handover, on-call, waiting/loading, travel or other work outside the headline shift is identified and its hours/pay treatment is clear.
- ☐ The schedule states start/finish times, breaks, duration, extension/cancellation/notice arrangements, location and any remote or multi-site work.
- ☐ Overtime, shift premia, on-call/sleep-in pay, expenses, mileage, bonus or allowance is stated or clearly marked as not applicable.
- ☐ I have sent or uploaded a copy to People Group Services if the agency has not already done so.
- ☐ I know that any material change must be confirmed in writing and that I should raise a discrepancy before it becomes routine.

Appendix D — Conduct Regulations opt-out note

IMPORTANT

This note is explanatory and is not itself an opt-out notice. A lawful opt-out requires the specific written process and must be completed at the correct time.

- Regulation 32 currently concerns incorporated work-seekers. Both the company and the individual supplied through it must give the required notice.
- The notice must be given before the introduction or supply to which the opt-out is intended to apply.
- The opt-out cannot be used for work involving vulnerable persons.
- The worker should receive a plain-language explanation of rights affected and must make a free choice.
- People Group Services will not rely on a pre-ticked, hidden or unexplained default.
- A worker can ask People Group Services Compliance to confirm whether an opt-out is recorded and for which assignment.
- The 2026 consultation proposed restricting or removing opt-outs. Until legislation changes, the current law applies with the enhanced People Group Services safeguards in section 5.

Appendix E — Legal and source reference guide

This handbook was drafted using the sources below as available on 20 August 2026. Official sources should be checked again before each scheduled commencement date.

E1. Official law and government guidance

- **Employment Rights Act 2025** — primary legislation.
- **Plan to Make Work Pay and Employment Rights Act timeline** — current official implementation roadmap.
- **April 2026 Employer Bulletin** — SSP and parental-leave changes.
- **Fair Work Agency** — current regulator and worker/business information.
- **Conduct Regulations 2003 guidance** — current agency-work guidance.
- **Agency Workers Regulations guidance** — day-one and 12-week rights.
- **Modernising the Agency Work Regulatory Framework consultation** — closed consultation; not final law.



- **Finance Act 2026** — umbrella PAYE joint and several liability.
- **PAYE rules for labour supply chains with umbrella companies** — HMRC operational guidance.
- **Statutory Sick Pay employer guide** — current SSP rules and rates.
- **Neonatal Care Pay and Leave employer guide** — current neonatal leave/pay rules.
- **Unpaid Carer's Leave** — current right.
- **Employee rights during maternity and other family leave** — return and redundancy protections.
- **Acas** — agency workers: rights from the start and after the 12-week qualifying period (current guidance checked August 2026).
- **Acas** — irregular-hours and part-year workers: holiday accrual, 52-week holiday pay, rolled-up holiday pay, sickness/statutory leave and carry-over (current guidance checked August 2026).
- **GOV.UK** — holiday pay and entitlement reforms from 1 January 2024 and Working Time Regulations guidance for irregular-hours and part-year workers.
- **The Pensions Regulator** — automatic-enrolment postponement guidance: postponement is limited to a maximum of three months and workers may opt in during postponement.
- **Fair Work Agency / GOV.UK** — Conduct Regulations Regulation 18 and Regulation 21 web guidance, updated 22 June 2026.
- **Acas** — working through an agency, updated 7 April 2026, including written assignment particulars and the three-working-day confirmation rule.

E2. People Group Services source documents reviewed

- People Group Services public policy repository, including the worker-facing policies listed in section 44: <https://portal.peoplegroupservices.com/content/2472/policy-documents>
- People Umbrella Limited official gender pay gap service page: <https://gender-pay-gap.service.gov.uk/employers/19233>
- May 2025 People Umbrella Policies and Staff Handbook — superseded base handbook.
- People PAYE sample Contract of Employment — PEO sole-employment contract supplied.
- People Umbrella Comparator Contract sample — umbrella employment and reconciliation wording.
- Joint Contract of Employment explainer — joint-employment relationship.
- Joint-employment responsibilities — first-line responsibility allocation.
- My Wallet Benefits — benefits and Flick Learning access.
- People Group Services Limited Employee Handbook, Version 7.0, published and effective 29 July 2026 — internal-employee comparison source. Relevant clauses were adapted conditionally for contingent workers; the non-contractual status and separate acknowledgement appendix were not adopted.
- People Group Services Policies and Staff Handbook, March 2026 edition (104 pages) — detailed source of 42 schedules. Its procedures were consolidated into Part 8; obsolete clauses, placeholders, broken cross-references, default opt-out language and separate-signature concepts were not carried forward.

Appendix F — Definitions

Term	Meaning
Agency / recruitment agency	The recruitment business that finds or manages an assignment and issues the assignment schedule or equivalent written particulars. In the joint model it is also an employer if named in the joint contract.
Agency worker	An individual supplied by a temporary work agency to work temporarily under the supervision and direction of a hirer, subject to the statutory definition.
Assignment	A separately agreed period during which the worker performs services for a client or hirer.



Term	Meaning
Assignment rate	In the umbrella model, the commercial amount paid or payable to the umbrella before employment costs and gross pay are calculated. It is not the employee's gross wage.
Assignment schedule / assignment notice	The recruitment agency-issued written particulars for a specific assignment, including the hirer, role, duties, grade, dates, location, hours, pay, expenses, qualifications and health and safety information.
Client / hirer / end client	The organisation for which the worker performs the actual assignment duties.
Conditional benefit	A benefit or allowance that applies only if the individual contract, written scheme, provider terms and eligibility rules confirm it; portal visibility alone does not create entitlement.
Conduct Regulations	The Conduct of Employment Agencies and Employment Businesses Regulations 2003.
Employee	A person employed under a contract of employment. Use of the word in a general policy does not alter a person's statutory status.
Fair Work Agency	The state enforcement body operating from 7 April 2026 that includes employment-agency standards functions.
Gross pay	Employment earnings before employee PAYE, National Insurance, pension and other lawful employee deductions.
Joint employment	The contractual model in which People PAYE and the named recruitment agency are both employers.
Key Information Document / KID	The pre-contract agency-work document explaining key pay and engagement information.
People Group Services / PGS	The group brand and administrative platform. The legal employer is the entity or entities named in the contract.
PEO sole employment	Employment by People PAYE Limited alone for separately agreed assignments.
Umbrella employment	Employment by People Umbrella Limited where assignment income is reconciled into employment costs and gross pay.
Worker	A general handbook term. It may include an employee, limb (b) worker, contractor or agency worker according to the context; it does not determine legal status.

Appendix G — Additional leave, benefits and support framework

This appendix is a quick-reference framework only. It does not create a paid entitlement. The individual contract, current policy, assignment arrangements and statutory eligibility rules determine the outcome. There is no receipt or acknowledgement form: the handbook remains available through the worker portal as the second part of the signed employment contract.

G1. Additional leave and support guide

Type	Status	Typical pay treatment / note	Route
Annual holiday and carry-over	Statutory and contractual	Section 9 applies; accrued or rolled-up method as documented; statutory carry-over preserved.	Portal + agency/client operational approval
Pregnancy loss / compassionate support	PGS discretionary now; statutory reform expected in	Paid or unpaid only as confirmed; statutory right added when	HR / joint employer



Type	Status	Typical pay treatment / note	Route
	2027	commenced.	
Maternity, adoption, paternity, shared parental, parental and neonatal leave	Statutory if eligible	Leave and pay have separate tests; see sections 29-31.	Portal + HR/payroll
Carer's leave and dependants	Statutory if eligible	Normally unpaid unless a contract or discretion provides more.	Portal + immediate manager/agency notice
Antenatal/adoption appointments	Statutory rights vary by person and status	Paid/unpaid treatment checked under current law.	HR + assignment contact
Medical/dental appointment	Contractual/discretionary except where another legal right applies	Annual leave, unpaid time or approved paid adjustment.	Agency/client + HR
Occupational-health/adjustment appointment	Employer-arranged support	Normally treated as authorised work time where PGS requires attendance.	HR
Fertility/IVF, surrogacy, gender-transition or menopause support	Discretionary and/or reasonable-adjustment related	Paid/unpaid/annual leave according to individual circumstances.	Confidential HR route
Domestic-abuse support	PGS support / potential adjustment or discretionary leave	Case-specific; privacy and safety planning apply.	Confidential HR / safeguarding
Jury service, witness and public duties	Statutory or civic duty depending on category	Often unpaid unless PGS confirms otherwise; statutory protection checked.	Portal + HR
Trade-union or health-and-safety representative duties/training	Statutory rights where qualifying	Paid time where the law requires; evidence and notice may apply.	HR / recognised route
Reservist, cadet-force or emergency-services volunteering	Statutory/contractual/discretionary according to activity	Paid or unpaid only as confirmed.	Agency/client + HR
Study, exam, CPD or conference leave	Conditional / role-related	Paid where expressly approved as required role training; otherwise paid or unpaid under written agreement.	Training/HR + assignment schedule
Volunteering or charity day	Discretionary	Paid or unpaid only where an approved scheme exists.	HR / agency/client
Religious observance	Annual leave, unpaid time or adjustment; discrimination law applies	Considered reasonably and without discrimination.	Agency/client + HR
Moving house, wedding/civil partnership or other personal event	Discretionary	Annual leave, unpaid time or paid leave only if confirmed.	Portal + HR
Adverse weather/travel disruption	Operational decision	Remote work, changed hours, annual leave, paid or unpaid treatment as confirmed.	Agency/client then PGS



Type	Status	Typical pay treatment / note	Route
Critical incident/emergency recovery	Case-specific support	Paid/unpaid/adjustment depending on circumstances.	Client/agency + HR
Sabbatical/career break	No standard entitlement	Unpaid unless a written agreement says otherwise; continuity effects must be documented.	HR + agency/client

G2. Conditional benefits and allowances

Benefit / payment	Default contingent-worker position	What creates entitlement
Workplace pension	Automatic-enrolment assessment applies; PGS may use postponement capped at three months.	Pension law, scheme rules and individual assessment.
My Wallet / discounts / optional CPD	Access where platform eligibility and provider availability allow; optional unless separately mandated.	Benefit platform and section 35.
Employee Assistance Programme	May be available; confidential support encouraged.	Provider availability and eligible entity/group.
Life assurance / healthcare / cash plan	Not universal.	Individual contract, written scheme, insurer/provider eligibility and confirmation.
Company Sick Pay	Not universal; SSP remains separate.	Individual contract, variation or approved scheme.
Holiday purchase / extra days	Not a standard entitlement.	Approved written scheme and payroll agreement.
Commission / bonus	Not a standard entitlement.	Individual contract or current written scheme.
Car / healthcare / other allowance	Not a standard entitlement; normally taxable if paid in cash.	Individual contract or written variation.
Mileage / expenses	Reimbursement only for genuine authorised assignment/business costs.	Assignment schedule, expenses process and evidence.
Overtime / shift / on-call / sleep-in premium	Only where documented.	Agency-issued schedule, written amendment or applicable comparator/AWR term.
Training funding or paid study time	Required training dealt with under section 35.4; optional support is discretionary.	Written approval or training agreement.

Appendix H — March 2026 source consolidation and supersession matrix

This matrix records how the 42 schedules in the March 2026 Policies and Staff Handbook were treated. “Rewritten” means the subject was retained but corrected, combined and aligned to the current group model. The March 2026 source remains an audit source only and is not the live handbook after approval.



Old	March 2026 subject	Consolidated section	Treatment
1	Adoption Policy	55 and 57	Rewritten; current notice, pay, surrogacy and shared-parental interfaces.
2	Agency Workers Regulations 2010	48	Expanded comparator workflow, role drift and annual review.
3	Anti-Facilitation of Tax Evasion	66	Rewritten; template placeholders removed and red flags retained.
4	Anti-Harassment and Bullying	60	Combined with equality and sexual-harassment procedure.
5	Anti-Slavery and Human Trafficking	67	Expanded warning signs, due diligence and reporting.
6	Bereaved Partner's Paternity Leave	56	Updated for April 2026 commencement and portal process.
7	Carers Leave	58	Retained as day-one unpaid statutory right.
8	Compassionate Leave	58	Retained as PGS discretionary/conditional support.
9	Disciplinary and Capability	61	Rewritten around Acas fairness, suspension and appeal.
10	Diversity, Equity and Inclusion	60	Integrated with equality, adjustment and recruitment.
11	Dress Code	46 and 60	Rewritten as role-based, inclusive and safety-led.
12	Expenses Policy	49	Integrated with travel, evidence and business-driving rules.
13	Expenses for Umbrella Staff	49	Integrated; individual expense plan and 24-month warning retained.
14	Flexible Working	59	Old 26-week/one-request/three-month rules superseded.
15	Grievance Procedure	62	Rewritten with complaints and joint-employer escalation.
16	Health and Safety Policy	63	Integrated and expanded.
17	Client-Site Health and Safety	63	Dual reporting, client control and stop-work duty retained.
18	Holiday — regular workers	51	Absolute forfeiture removed; current carry-over rules added.
19	Holiday — irregular/part-year	52	12.07%, 52-week pay, rolled-up/accrued and leave-taking aligned.
20	IT and Communications	64	Expanded cyber, AI, BYOD and proportionate monitoring.
21	Maternity	54	Updated and integrated with antenatal and safety rights.
22	Menopause	59 and 60	Retained and broadened as inclusive support/adjustment.
23	Neonatal Care Leave	58	Retained; printed claim form moved to portal.



Old	March 2026 subject	Consolidated section	Treatment
24	Conduct Regulations Opt-out	47	Default opt-out and PGS-issued schedule wording superseded.
25	Parental Bereavement	58	Retained and integrated with compassionate support.
26	Parental Leave	58	Updated for day-one right from 6 April 2026.
27	Paternity	56	Updated for day-one leave and current timing/flexibility.
28	Privacy Standard	65	Expanded into privacy, retention and breach controls.
29	Privacy Notice	65	Referenced as separate live notice; no stale duplicate.
30	Sexual Harassment	60	Integrated; October 2026 duties clearly scheduled.
31	Shared Parental Leave — Adoption	57	Combined with birth procedure; forms moved to portal.
32	Shared Parental Leave — Birth	57	Combined with adoption procedure; forms moved to portal.
33	Sickness Absence	53	Updated for April 2026 SSP and sick-pay distinction.
34	Smoking	63	Integrated with safety, vaping and client-site rules.
35	Social Media	64	Integrated with communications, confidentiality and statements.
36	Ethics / Anti-Corruption / Bribery	66	Combined with conflicts, fraud and tax-evasion prevention.
37	Adoption Appointments	55	Retained with current primary/secondary rights.
38	Antenatal Appointments	54	Retained with employee, companion and agency-worker rights.
39	Time Off for Dependants	58	Retained as reasonable emergency time off.
40	Time Off for Public Duties	70	Expanded to jury, union, reserve and civic categories.
41	Whistleblowing	68	Updated for sexual-harassment disclosures and FWA.
42	WTR 48-hour week	50	Corrected to WTR 1998; pressure-based process removed.

H1. Deliberately superseded or omitted material

- Old contact details and publication dates are replaced by Document Control.
- Broken bookmark messages, placeholder amounts, unspecified risk text, duplicated numbering and typographical errors are removed.
- Printed leave forms and acknowledgement forms are replaced by portal workflows. No receipt or handbook signature is required.
- The March 2026 blanket non-contractual status is superseded by the contractual incorporation model in sections 45 and 72.
- The default Conduct opt-out, PGS-originated assignment schedule, absolute holiday forfeiture, former flexible-working rules and pressure to sign a 48-hour opt-out are not carried forward.



END OF CONSOLIDATED HANDBOOK

Questions about this handbook?

Use the worker portal, or contact the team below. Urgent safety or safeguarding matters must use the immediate routes in sections 17 and 23.

PAYROLL, PAY AND PENSIONS

Worker portal | 0345 034 1530

ASSIGNMENTS AND TIMESHEETS

Your recruitment agency or consultant

HR, GRIEVANCE AND WHISTLEBLOWING

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