

# GUIDANCE FOR WORKERS



## Who is your first point of contact for typical issues and questions?

*A unique feature of your joint-employment is that your Agency & People PAYE are jointly and severally liable for all responsibilities. This gives you not one, but two layers of protection and assurance of your statutory obligations and rights. The joint employers would also be legally responsible for any issues escalated to the Employment Agency Standards Inspectorate or an employment tribunal.*

Your agency and People Group have agreed primary and secondary responsibility for the typical tasks and issues associated with work finding services and employment. The below table shows who you should contact in the first instance for typical tasks and questions.

Issue	Primarily Responsible Party	
	Agency	Employer of Record (PEO)
Registering for Temporary Work (provide personal information)	✓	
Provide work finding services to the worker (work-seeker)	✓	
Job applications	✓	
Compliance Process (pre-employment screening)	✓	
Employment Reference Checks	✓	
Key Information Doc questions	✓	
Professional Indemnity Insurance	✓	
Assignment notice questions & statements of particulars	✓	
Timesheet issues and questions	✓	
Pay rate negotiations	✓	
AWR rate queries	✓	✓
'On the job' issues (e.g. running late)	✓	
Workplace concerns	✓	
Relationship with Hirer	✓	
Contract Extension	✓	
Request leave for date unavailable within assignment period	✓	
Contract Termination	✓	
Processes the payroll		✓
Issues personal illustrations		✓
Registering for Payroll (provide personal information)		✓
Identity checks		✓
Employment contract questions		✓
Issue Employment contract		✓
Employs the worker (work-seeker)		✓
You will not be charged for any of our services		✓
Will process the work-seekers' (employee) wages under PAYE		✓
Payslip Queries (tax codes, deductions, student loan etc.)		✓
Pension Queries (opting out of auto-enrolment)		✓
Employee Benefit Queries (discounts, CPD, etc.)		✓
Requesting an advance of pay (Anytime Wage Service)		✓
Statutory claims (SSP, SMP, SPP)		✓
Book holiday & request payment		✓
Holiday queries		✓
Insurance cover for EL & PL and claims		✓
Workplace injury		✓
Other HR issues		✓
Resignation	✓	✓
Issue P60's		✓
Submit all RTI records to HMRC		✓
Payment to HMRC		✓
Payment to Pension Provider		✓
Request & Issue P45		✓
Any other questions not listed		✓