Policy, process and procedure

TRADE UNION ACCESS, AWARENESS AND INFORMATION SHARING

Employment Rights Act 2025 and Chapter 5ZA of the Trade Union and Labour Relations (Consolidation) Act 1992

Applies to

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Effective from	**20 October 2026**
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Owner	**Terry Hillier, Director**

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Who must follow it	All PGS directors and staff, and every agency using People PEO Sole, People PEO Joint or People Umbrella. It is shared with every worker and candidate.
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Part A

POLICY

One policy for every worker, every sector and every independent trade union.

1 PURPOSE AND SCOPE

1.1 On **30 October 2026** a new statutory right came into force allowing independent trade unions to request access to workplaces, both in person and digitally. Section 59 of the Employment Rights Act 2025 inserted it into the Trade Union and Labour Relations (Consolidation) Act 1992 (TULRCA) as Chapter 5ZA. It is supported by two sets of regulations and a statutory Code of Practice.

1.2 This policy sets out how People Group Services ("PGS", "we") will:

- respond to a union's request for physical or digital access to workers paid through PGS;
- make every worker and candidate aware of their right to join a trade union, and of the unions that cover their sector;
- share a worker's details with a union **only** when the worker has asked us to, in line with UK GDPR;
- work with the agencies we serve and the end clients where our workers are placed.

1.3 The policy is **generic**. It applies in the same way to every worker, every sector and every independent trade union. Part C lists sectors and the unions that cover them so workers can find the right union. It does not change how the policy applies.

1.4 The right of access applies in England, Wales and Scotland. Northern Ireland has its own employment law. We apply the awareness and consent parts of this policy to Northern Ireland workers as good practice.

2 POLICY STATEMENT

PGS is neutral on trade union membership. It is each worker's free choice.

- We respect every worker's right to join, or not to join, a trade union. We neither encourage nor discourage membership.
- We engage constructively and in good faith with any independent trade union that asks for access, and we meet every statutory deadline.
- We start from the Code of Practice's model terms and aim to agree access by negotiation, not through the Central Arbitration Committee (CAC).
- We tell every worker and candidate, in plain language, about their right to join a union and how to contact one directly.
- We never share a worker's personal data with a union unless the worker has given explicit, specific consent, which they can withdraw at any time.
- We never refuse work, offer an inducement or cause any detriment because of union membership or activity. We expect the same of every agency and end client.
- We keep union communications private. We do not monitor who attends union meetings or who reads union messages.

3 WHO THIS POLICY COVERS

Product	PGS company	The worker's contract
People PEO Sole	People PAYE Limited (11098037)	Engaged under a contract for services. The individual is a **worker**, not an employee.
People PEO Joint	People PAYE Limited (11098037), jointly with the agency	Joint employment. PGS and the agency are joint employers.
People Umbrella	People Umbrella Limited (10831716)	Engaged under a contract for services. The individual is a **worker**, not an employee.

> **Why every PGS company is in scope.** The right of access applies to an employer that, together with its associated employers, has 21 or more workers. All PGS companies are wholly owned by People Group Operations Limited, so they are associated employers. Together they engage far more than 21 workers, so a union may make a statutory access request to any of them.

WORDS USED IN THIS POLICY

Worker	Anyone paid through People PEO Sole, People PEO Joint or People Umbrella. This matches the broad meaning of "worker" used in trade union law.
Candidate	Anyone registering or onboarding with PGS who has not yet been paid.
Agency	The recruitment business that uses PGS to pay its workers.
End client	The organisation where the work is done: a school, hospital, care home, depot, site, office or shop.
Independent trade union	A union holding a certificate of independence from the Certification Officer. Only these unions can make a statutory access request.
Access request / agreement	A union's formal request for access, and the terms agreed (or set by the CAC) for that access.
Access Lead	The PGS director responsible for this policy and for every access request. At present this is Terry Hillier.
Working day	Any day other than a Saturday, Sunday or a bank or public holiday.

4 THE LAW, CROSS-REFERENCED

Each legal requirement below is matched to what PGS does about it.

Law or guidance	What it requires	What PGS does
Employment Rights Act 2025, s.59, which inserts Chapter 5ZA into TULRCA. In force 30 Oct 2026.	Independent unions may request physical and/or digital access to meet, support, represent, recruit or organise workers, and to facilitate collective bargaining. Access is not for organising industrial action. Applies where the employer and its associated employers have 21 or more workers.	We are in scope. Every request is handled under Part B (P1–P6).
Trade Unions (Right to Access Workplaces) Regulations 2026. In force 30 Oct 2026.	Set out the "model terms" that the CAC must treat as reasonable, and the circumstances in which refusing access may be reasonable.	We use the model terms as our starting point (section 5).
Trade Unions (Right to Access Workplaces) (Required Information) Regulations 2026 (SI 2026/756). In force 30 Oct 2026.	Prescribe what an access request and an employer's response notice must contain. The response goes to the contact details of the union official who made the request.	We use the checklist in Appendix B for every response notice.
Code of Practice: Right of trade unions to access workplaces (July 2026).	Practical guidance on requests, responses, negotiation, model terms, third-party premises, digital access and enforcement. The CAC, tribunals and courts take it into account.	Part B follows the Code. Paragraph references are noted where useful.
CAC templates for access requests, responses and notifications (published 28 Oct 2026).	Standard forms. Using them is encouraged but not compulsory.	We use the CAC response template wherever practical.
Employment Rights Act 2025, s.58: duty to inform workers of their right to join a trade union. Starts 1 Jan 2027.	The government's standard statement goes to new workers with their written statement of particulars. Existing workers must receive it, or be told where to find it, by 5 April 2027, then every year. If union arrangements change, it must be reissued within one month. Enforced in the same way as the written statement of particulars.	We start now with an interim statement (Appendix A). From 1 Jan 2027 we switch to the government wording (section 6).
TULRCA ss.137 and 138	It is unlawful to refuse a person work, or for an employment agency to refuse its services, because they are or are not a union member.	We never ask about union membership at registration. Agencies must do the same (section 9).
TULRCA ss.145A, 145B, 146 and 152	Protection against inducements, detriment and dismissal related to union membership, activities or collective bargaining.	Covered by section 8. Any breach is treated as gross misconduct for PGS staff.

Law or guidance	What it requires	What PGS does
Employment Rights Act 2025: protection from detriment for taking part in protected industrial action (from 30 Oct 2026).	Workers must not be subjected to detriment for taking part in lawful industrial action.	Covered by section 8.
Employment Relations Act 1999 (Blacklists) Regulations 2010	Prohibit compiling, supplying, selling or using lists of union members or activists for discrimination.	Our opt-in register exists only to carry out workers' own instructions. It is never used for any other purpose (section 7).
UK GDPR (Arts 6, 7 and 9) and Data Protection Act 2018	Trade union membership is special category data. Sharing it needs a lawful basis and a separate condition. Under the Code (paras 99–100), a union contacting workers directly needs their consent, judged against the UK GDPR definition.	We share only with explicit, specific, freely given consent, recorded in the portal (sections 7 and P7–P8).
Agency Workers Regulations 2010, reg. 12	From day one, agency workers may use the hirer's collective facilities, such as staff rooms and canteens.	Where access meetings take place in such facilities, our workers are not excluded from them.
Conduct of Employment Agencies and Employment Businesses Regulations 2003, reg. 7 (reinstated 10 Aug 2023)	An employment business must not supply temporary workers to do the work of people taking part in official industrial action.	Agencies must comply (section 9). We raise any concern with the agency straight away.

5 HOW THE RIGHT OF ACCESS WORKS

Who can ask	Any trade union holding a certificate of independence. No minimum membership is needed.
Employers covered	Those with 21 or more workers, counted across the employer and its associated employers. PGS is covered.
Response	Within 15 working days of the day the request is received, not the day it reaches the right person.
Negotiation	25 working days after the response, if the request was not accepted in full.
CAC referral	By the 55th working day after the request. The CAC can extend this to the 70th.
Model terms	Access up to once a week, physical or digital. At least 5 working days' notice before the first access and 2 before each later one. Agreements last up to 2 years.
Penalties	Up to £75,000 for a first penalty order, £150,000 for a second, and £500,000 for a third or later.

WHO CAN ASK, AND WHY

Any trade union with a certificate of independence can make a request. It does not need any members among our workers. Access may be used to meet, support, represent, recruit or organise workers, whether or not they

are members, and to facilitate collective bargaining. It may not be used to organise industrial action.

WHAT THE REQUEST COVERS

The request should set out the union and its certificate of independence, the official's contact details, the purpose, the workers concerned, whether access is physical, digital or both, the locations, frequency and duration, and the notice periods proposed. Unions are encouraged, but not required, to use the CAC template. Minor clerical errors should be corrected together, not used to reject the request (Code para 27).

WHEN ACCESS MUST OR MAY BE REFUSED

The CAC must refuse access where…	It may be reasonable to refuse access where…
• the employer group has fewer than 21 workers; • less than 5 working days' notice is given before first access; • the agreement would last more than 2 years without an agreed extension; • access would prejudice national security or the investigation or detection of offences.	• an independent union is already recognised for the same workers, or statutory recognition is in progress; • some of the workers are already covered by a statutory access agreement; • live requests overlap and remain unresolved; • access would seriously jeopardise health and safety (very rare); • access would need significant structural or IT changes.

The law presumes in favour of access. Refusing entirely is reasonable only in narrow circumstances, so for PGS the usual question is **how** access works, not **whether** it happens.

THIRD-PARTY PREMISES (END CLIENTS)

Our workers almost always work at premises PGS does not control. The Code says the employer must take reasonable steps to arrange access with whoever controls the premises. If that fails, the CAC can impose access to those premises and enforce it against the third party (Code paras 90–92 and 111). In practice we arrange this through the agency and the end client (P6).

DIGITAL ACCESS

Digital access can include PGS sending union material to workers by email or through the portal (unedited, as a standalone message, with the union copied in), and setting up online meetings on existing platforms. Digital access does not replace physical access where an agreement provides for both. Employers must not record online union meetings, monitor attendance, or track whether workers open union emails or click links (Code paras 88 and 95–104).

ENFORCEMENT

Complaints about a breach go to the CAC within three months. A repeat breach within 12 months, or breach of a CAC order, can lead to penalties of up to £75,000 (first), £150,000 (second) and £500,000 (third or later), applied across workplaces under the same agreement. Deliberate obstruction is treated as very serious (Code paras 114–127).

6 MAKING WORKERS AND CANDIDATES AWARE

Every worker and every candidate is told, in the same neutral words, that they can join a trade union of their choice, and how to reach one.

6.1 **The message.** Every worker has the legal right to join a trade union, or not to join one. Most unions organise by sector or occupation, and each union sets its own membership rules. Joining, or not joining,

makes no difference to a worker's work, pay or placements through PGS. The wording is in Appendix A.

6.2 **Candidates.** The statement and a link to the portal's Trade Unions page are included in every welcome pack and onboarding journey, before the first assignment.

6.3 **Workers.** The contractor portal and PGS campaign emails link to the **PGS Union Awareness** page at **pgsapps.com/union_awareness**. It shows the statement, the sector and union directory (Part C) with links to each union's own website and joining page, and the optional request form (section 7). Workers can contact or join any union directly. They never need to go through PGS.

6.4 **From 1 January 2027.** We will issue the government's standard statement, word for word, with every new contract and written statement of particulars for People PEO Sole, People PEO Joint and People Umbrella. We will add only PGS-specific information, such as the portal link. For People PEO Joint, PGS issues the statement for both joint employers, and the agency confirms it is content with this.

6.5 **Existing workers** will receive the statement directly by email and in the portal before **5 April 2027**, and again before 5 April every year. If a union becomes recognised, or a statutory access agreement covering our workers is made or ends, we reissue the statement within one month.

7 SHARING A WORKER'S DETAILS WITH A UNION

THE RULE

PGS passes a worker's details to a union **only** when the worker personally asks us to, through the PGS Union Awareness web page, naming the union or unions. Nothing is shared by default. Saying no, or changing your mind, never affects work, pay or placements.

7.1 **How a worker asks.** The PGS Union Awareness page is linked from the portal, the welcome pack and PGS campaign emails. The worker enters their first name, surname and email address, reads and signs a declaration, then chooses a sector and the unions they want to hear from: one, several, or all of those listed. Each chosen union is named on screen before submitting, and again in the confirmation email.

7.2 **What happens straight away.** When the request is submitted, PGS sends two kinds of email from its Microsoft 365 account:

- **to the worker**: confirming the request, its date and time, the IP address it came from, the unions emailed on their behalf, and a link to withdraw;
- **to each chosen union, separately**: giving the worker's name, email address and chosen sector, the date and time of the request and the web address it was made from, and confirming that the worker made it personally and freely, with explicit consent.

7.3 **Monthly collated list.** A union that has signed the PGS Union Data Sharing Agreement (Appendix F) also receives an encrypted monthly list. It shows the workers who chose that union in the previous calendar month, and any withdrawals. Without a signed agreement, a union receives the individual emails only.

7.4 **Only these details.** First name, surname, email address, chosen sector or sectors, and the date, time and web address of the request. We never share a worker's IP address, National Insurance number, date of birth, home address, bank details, pay, tax, right-to-work, health or assignment information.

7.5 **Lawful basis.** A request to be contacted by a union can reveal a view on union membership, which is special category data under Article 9 UK GDPR. We therefore rely on the worker's **explicit consent** (Articles 6(1)(a) and 9(2)(a)). Because consent at work can be hard to give freely, the request is optional, separate from the contract, never pre-ticked, never a condition of work, and as easy to withdraw as it is

to give. Consent is to named unions only. "Select all" still lists every union by name. We never offer consent to unnamed future unions.

7.6 **Safeguards.** Before go-live we complete a data protection impact assessment and update the PGS privacy notice and records of processing. Requests, emails sent and withdrawals are logged (Appendix D). The IP address and timestamp are kept only as evidence that the worker made the request, and are never passed to a union.

7.7 **Withdrawal.** The confirmation email contains a personal withdrawal link. Workers can also email PGS. Withdrawal takes effect immediately. Within 5 working days we tell each union that received the worker's details, ask it to stop using and delete them, and leave the worker out of all future monthly lists.

7.8 **What we never disclose.** We never tell a union, agency or end client whether a worker is a union member, or who chose not to make a request. We never pass the request register to anyone, and never use it for any purpose other than carrying out workers' own instructions.

8 PROTECTIONS: WHAT MUST NEVER HAPPEN

These apply to PGS staff, agencies and end clients alike. Any breach by PGS staff is treated as gross misconduct.

- Refusing work, registration or agency services because a person is, or is not, a union member (TULRCA ss.137–138).
- Asking candidates or workers whether they are union members, or recording it, except where the worker opts in under section 7.
- Offering an inducement to leave, not join or not take part in a union, or to opt out of collective bargaining (ss.145A–145B).
- Any detriment, such as fewer shifts, ending an assignment, or worse rates, because of membership, union activities, or taking part in protected industrial action (s.146 and the ERA 2025 protections).
- Compiling, sharing or using any list of union members or activists (Blacklists Regulations 2010).
- Attending, recording or listening to union meetings uninvited, or questioning workers about what was discussed (Code paras 84–87).
- Monitoring attendance at union meetings, or tracking who opens union emails or clicks links (Code para 88).
- Scheduling work so that workers cannot attend agreed access, or arranging access when many workers cannot attend (Code para 79).
- Supplying temporary workers to cover official industrial action (Conduct Regulations reg. 7).

9 REQUIREMENTS FOR AGENCIES

These apply to every agency using People PEO Sole, People PEO Joint or People Umbrella, in every sector.

#	Requirement	What it means in practice
1	**Name an access contact**	Give PGS the name and email of the person who handles union contact for your agency, plus a deputy.
2	**Forward requests the same day**	Send any union request or approach concerning workers paid through PGS to the PGS Access Lead on the day it arrives. The 15-working-day clock runs from receipt.
3	**One joint response**	Do not reply on PGS's behalf. For People PEO Joint, where both the agency and PGS are joint employers, PGS coordinates a single agreed response with you.

#	Requirement	What it means in practice
4	**Tell us about end-client arrangements**	Tell PGS if an end client recognises a union or has an access agreement that affects PGS workers, such as a school with an NEU or NASUWT agreement.
5	**Help with site access**	Act as the link with the end client to agree rooms, times and site rules for physical access (P6).
6	**No membership questions**	Never ask about union membership at registration, and never refuse registration or work because of it (TULRCA s.138).
7	**No detriment or inducement**	No fewer bookings, no ended assignments and no rate changes linked to union membership or activity. No blacklists.
8	**Respect privacy**	Do not attend, record or ask about union meetings, and do not track union emails.
9	**Pay for agreed meeting time**	Time spent at an access meeting held in working hours under an access agreement is recorded on the timesheet as working time and paid in full (Code para 83). Agree with your end client how this time is charged.
10	**No strike cover**	Do not supply workers to do the work of people taking part in official industrial action (Conduct Regulations reg. 7).
11	**Share the awareness statement**	Point candidates to the PGS Trade Unions page and statement (Appendix A) during registration.
12	**Personal data**	Never pass PGS workers' personal data to a union. Every request goes through PGS's opt-in process (section 7).
13	**Respond promptly**	Answer PGS questions about an access request within 2 working days, so statutory deadlines can be met.
14	**Site conditions**	Tell PGS about any safeguarding, security or safety conditions at the end client's premises (section 10).

10 SECTOR CONDITIONS FOR PHYSICAL ACCESS

The policy is the same in every sector. What changes are the reasonable site conditions a union official must follow, such as signing in, showing ID and following health and safety instructions (Code para 69). Any concern must be raised in the response notice, not when the official arrives at the gate.

Sector	Typical reasonable conditions
Education (schools, academies, colleges, nurseries)	Visitor and safeguarding procedures under Keeping Children Safe in Education: sign-in, photo ID, a visitor badge, and an escort in pupil areas. Meetings in the staff room or a meeting room, outside lessons where possible (Code para 75b). DBS checks are generally not needed where officials have no contact with children (Code para 70). Day-to-day supply staff are often best reached through digital access.
Health and social care	Patient and resident confidentiality, infection control, and no entry to clinical areas or residents' rooms. Meetings in staff rooms or education rooms, at shift handover or in breaks.

Sector	Typical reasonable conditions
Rail	Safety-critical areas: no access to the track, controlled areas or the cab. Site induction at depots, and meetings in mess rooms. Rosters must not be changed in a way that stops attendance.
Road transport, logistics and warehousing	Yard and vehicle-movement safety, hi-vis and PPE. Meetings in welfare areas during breaks. Meetings must never cause drivers to break drivers' hours or rest rules. Digital access suits dispersed drivers.
Construction and trades	Site induction, PPE and permits, and no access to live work areas. Meetings in welfare cabins.
Manufacturing and food production	Hygiene zones, clean rooms and PPE. Meetings in canteens or meeting rooms away from production lines.
Security, ports, airports and secure sites	Vetting, passes and escort rules agreed in advance. Visitor rooms are used where secure areas cannot be entered (Code paras 54 and 77).
Retail and hospitality	Back-of-house or break rooms, outside peak trading. In shopping centres the union applies to the individual shop, which liaises with the centre (Code para 92).
Offices, public sector and civil service	Building passes and sign-in. Meeting rooms booked through the end client. The national security ground applies only in very limited cases.

11 ROLES AND RESPONSIBILITIES

Who	Responsibilities
Board of People Group Services Limited	Approves this policy, sees the access register quarterly, and makes sure resources are available to meet deadlines.
Access Lead (Terry Hillier, Director)	Owns every access request: the register, deadlines, response notices, negotiation, access agreements, CAC notifications and referrals, and liaison with agencies and end clients. Decides when to take legal advice.
Deputy Access Lead (a nominated director)	Covers absence so the 15-working-day deadline is never missed.
Data protection lead	The DPIA, privacy notice, data sharing agreements, the opt-in register and disclosure log, withdrawals, and subject access requests.
Compliance and payroll team	Forward any union contact to the Access Lead the same day, send agreed digital communications, and make sure agreed meeting time is paid.
Portal and IT	The Union Awareness web service, its Microsoft 365 email connection and audit trail, links from the portal, and ensuring there is no tracking of union communications.
Agencies	The requirements in section 9.
Workers and candidates	Free to join or not join any union, to contact unions directly, and to manage their opt-in settings in the portal.

Part B

PROCESS AND PROCEDURE

Step by step, with deadlines. Count working days from the day the union's request is received.

P1 RECEIVE AND LOG

#	When	Who	Action
1	**Day 0**	Anyone at PGS or the agency	Recognise the approach. It may arrive by email, letter, the website, social media or in person, and may not say "access request". Forward it to the Access Lead the same day, including the date and time it was received.
2	**Day 0–1**	Access Lead	Log it in the access register (Appendix D). Calculate and diarise day 15 (response), day 15 + 25 (end of negotiation) and day 55 (CAC referral).
3	**Within 2 days**	Access Lead	Acknowledge receipt to the union official, giving the PGS contact for this request.
4	**Within 2 days**	Access Lead	Tell the agency or agencies concerned, and for People PEO Joint agree who will lead.

P2 CHECK AND ASSESS

#	When	Who	Action
5	**By day 5**	Access Lead	Confirm the union is on the Certification Officer's list and holds a certificate of independence.
6	**By day 8**	Access Lead and agency	Identify the workers covered (categories and approximate numbers, not names), the end-client sites, and who controls each site.
7	**By day 8**	Access Lead	Check for an existing recognition agreement, a recognition application in progress, a statutory access agreement, or overlapping requests from other unions.
8	**By day 10**	Access Lead and agency	Note site conditions (section 10), the digital channels available (portal, email, SMS, online meetings), and any health, safety, safeguarding or security points. These must go in the response.

P3 SEND THE RESPONSE NOTICE

#	When	Who	Action
9	**By day 15**	Access Lead	Send a written response notice to the contact details the union official gave, using the CAC template and the checklist in Appendix B. State whether we accept in full, accept in part, or decline. Give detailed reasons for anything declined, and name the PGS contact for negotiation. Where a request matches the model terms, our default is to accept.
10	**Before day 15**	Access Lead	If more time is needed, agree an extension with the union in writing before day 15. Never let the deadline pass silently.

P4 NEGOTIATE AND AGREE

#	When	Who	Action
11	**25 working days after the response**	Access Lead, agency, end client	Negotiate in good faith: dates, frequency, rooms, digital channels, site rules, a named contact on each side, and how disputes will be resolved.
12	**On agreement**	Access Lead	Record the access agreement in writing (maximum 2 years) and notify the CAC jointly with the union. Brief the agency, end client and payroll team.

P5 REFER TO THE CAC IF THERE IS NO AGREEMENT

#	When	Who	Action
13	**By day 55**	Access Lead	If there is no agreement, either side may apply to the CAC by day 55 (the CAC can extend this to day 70). PGS takes legal advice before any CAC application or hearing.
14	**After a decision**	Access Lead	Put any CAC decision into effect in full and on time. Before first access, the union must give at least 5 working days' notice.

P6 RUNNING AN ACCESS AGREEMENT

PHYSICAL ACCESS AT AN END CLIENT'S PREMISES

1. Through the agency, ask the end client for a suitable room, such as a staff room, canteen or meeting room, at times when workers can attend, usually breaks or shift changeovers.
2. Give the union the end client's site rules in advance (sign-in, ID, inductions, escort) and confirm each visit, with at least 2 working days' notice after the first.
3. If the end client refuses, record the reasonable steps taken and tell the union. The CAC can impose access on the third party.
4. Log each visit (date, site, official). Never record which workers attended.

DIGITAL ACCESS THROUGH PGS

1. When the union supplies agreed material, PGS sends it to the workers covered within 2 working days, unedited, as a standalone email or portal message, with the union copied in.

2. Where agreed, set up online meetings on existing platforms. Do not record them or log attendance.
3. Turn off read receipts, open tracking and link tracking for union messages.
4. Workers who attend agreed meetings in working time are paid in full. The time goes on the timesheet as working time.

P7 WORKER ASKS TO BE CONTACTED (UNION AWARENESS PAGE)

#	When	Who	Action
1	**Any time**	Worker	Opens the Union Awareness page, enters first name, surname and email, signs the declaration (Appendix C), and picks a sector and one, several or all of the listed unions.
2	**Instantly**	Web service	Records the date and time, IP address, page address, declaration version and the unions chosen.
3	**Instantly**	Web service (Microsoft 365)	Emails the worker a confirmation listing the date and time, IP address and unions emailed, with a withdrawal link. Sends a separate email to each chosen union.
4	**Same day**	Data protection lead	Checks the admin panel for any union email that failed (for example, a union with no published address) and follows it up.
5	**Any time**	Worker	Withdraws using the link or by emailing PGS. Takes effect immediately.
6	**Within 5 days**	Data protection lead	The withdrawal email goes to each union that received the worker's details, asking it to stop using and delete them. Logged.

P8 MONTHLY COLLATED LISTS FOR UNIONS

#	When	Who	Action
1	**Before the first list**	Access Lead	The union signs the PGS Union Data Sharing Agreement (Appendix F) and nominates a contact and email address. This is recorded in the admin panel.
2	**By the 5th working day of each month**	Data protection lead	Exports each signed union's list for the previous calendar month: new requests and withdrawals. Only workers who chose that union are included.
3	**Same day**	Data protection lead	Sends each list as an encrypted file, with the password sent separately (for example by text message). Logs the date, union, number of records and sender.
4	**If a union asks for data outside this process**	Access Lead	Share nothing beyond workers' own requests. Offer instead to send the union's message to the relevant workers through PGS, without sharing personal data.

P9 COMPLAINTS AND BREACHES

- **Workers** can raise a concern with the Access Lead, by email or through the portal, or under the PGS complaints procedure. They can also contact their union or Acas.

- **Unions and PGS** first try to resolve disputes about an agreement through the dispute route in the agreement. Either side can complain to the CAC within three months of an alleged breach.
- **Agencies or end clients** who breach sections 8 or 9 are raised by PGS at director level. A serious or repeated breach may lead PGS to review the commercial relationship.
- **Data breaches** follow the PGS data breach procedure, including notifying the ICO within 72 hours where required.

P10 RECORDS, TRAINING AND REVIEW

- The access register, disclosure log and opt-in records are kept securely for 6 years after the event or the end of the engagement. They are seen only by the Access Lead and the data protection lead.
- PGS compliance and payroll staff, and every agency access contact, are briefed on this policy when it is issued and at each annual review.
- The policy is reviewed on 1 January 2027, then annually, and whenever the Code, the regulations or the government's standard statement changes.

Part C

SECTOR AND UNION DIRECTORY

Workers can contact or join any union directly. The same policy applies whichever union they choose.

C1 SECTORS AND THE UNIONS THAT COVER THEM

Specialist unions focus on a sector or profession. General unions organise across many sectors. A worker may join any union whose membership rules cover their job, and some workers belong to more than one.

Sector	Specialist unions	General unions also covering it
Education: schools, academies, nurseries and early years	**NEU**, **NASUWT**, **NAHT**, **ASCL**, **Community**, **EIS** Support staff are mainly in UNISON, GMB and Unite. NEU and Community also accept support staff. Leaders: NAHT and ASCL. In Scotland: EIS.	**UNISON**, **GMB**, **Unite**
Further and higher education	**UCU**, **NEU**, **EIS**	**UNISON**, **Unite**, **GMB**
Health: NHS, private healthcare and clinical agency staff	**RCN**, **RCM**, **BMA**, **HCSA**, **CSP**, **BAOT / RCOT**, **SoR**, **RCPod**, **BDA**, **PDA Union**	**UNISON**, **Unite**, **GMB**
Social care and social work	**SWU**	**UNISON**, **GMB**, **Unite**
Rail and London Underground	**RMT**, **ASLEF**, **TSSA**	**Unite**
Road transport, driving and buses	**URTU**, **RMT**	**Unite**, **GMB**
Logistics, warehousing and delivery	**URTU**, **Usdaw**, **CWU**	**GMB**, **Unite**
Retail and wholesale	**Usdaw**	**GMB**, **Unite**
Hospitality, catering, food and drink	**BFAWU**, **UVW**	**Unite**, **GMB**
Manufacturing, engineering and food production	**Community**, **BFAWU**, **Prospect**	**Unite**, **GMB**
Construction, trades and building services	**Prospect** Site trades are organised mainly by Unite and GMB. Prospect covers engineers and other specialists.	**Unite**, **GMB**
Cleaning, security and facilities	**IWGB**, **UVW**	**GMB**, **UNISON**, **Unite**
Local government and public services	**UNISON**	**GMB**, **Unite**
Civil service and government agencies	**PCS**, **FDA**, **Prospect**	

Sector	Specialist unions	General unions also covering it
Prisons, probation and justice	**POA**, **Napo**, **PCS**	**UNISON**, **GMB**
Fire and rescue	**FBU**	**UNISON**
Aviation and airports	**BALPA**	**Unite**, **GMB**
Maritime, ports and ferries	**Nautilus**, **RMT**, **TSSA**	**Unite**
Post, telecoms, IT and technology	**CWU**, **Prospect**	**Unite**
Energy, utilities and science	**Prospect**	**UNISON**, **GMB**, **Unite**
Finance, banking and insurance	**Accord**, **CWU** Accord covers Lloyds Banking Group and TSB staff only.	**Unite**
Media, arts, entertainment and live events	**Equity**, **MU**, **NUJ**, **Bectu**	
Gig economy, couriers, private hire and self-employed	**IWGB**, **Community**	**GMB**, **Unite**
Office, administration, call centres and professional services	**Community**, **Prospect**	**Unite**, **GMB**
Any other sector	**Community** General unions organise across almost every sector.	**GMB**, **Unite**

Abbreviations are explained in the directory (C2). TUC = Trades Union Congress; STUC = Scottish Trades Union Congress.

C2 UNION CONTACT DIRECTORY (A–Z)

Head office details and joining links, checked against each union's own website or its TUC listing on 2 November 2026. Unions update these details, so please confirm before relying on them.

Union	Head office	Website, joining and email
Accord Staff of Lloyds Banking Group, TSB and their subsidiaries TUC affiliated	Simmons House, 46 Old Bath Road, Charvil, Reading, Berkshire RG10 9QR Tel 0118 934 1808	Web accord-myunion.org Join accord-myunion.org/join-us/form Email info@accordhq.org
ASCL Association of School and College Leaders School, college and trust leaders	2nd Floor, Peat House, 1 Waterloo Way, Leicester LE1 6LP Tel 0116 299 1122 (membership team)	Web www.ascl.org.uk Join www.ascl.org.uk/join-us Email membership@ascl.org.uk
ASLEF Associated Society of Locomotive Engineers and Firemen Train drivers (passenger, freight, Underground and light rail) TUC affiliated	77 St John Street, Clerkenwell, London EC1M 4NN Tel 020 7324 2400	Web aslef.org.uk Join aslef.org.uk/join Email info@aslef.org.uk
BALPA British Air Line Pilots Association UK pilots TUC affiliated	1 Heathrow Boulevard, 1st Floor East Suite, 286 Bath Road, West Drayton UB7 0DQ Tel 020 8476 4000	Web www.balpa.org Join join.balpa.org Email RepsandMemberServices@balpa.org
BAOT / RCOT British Association of Occupational Therapists Occupational therapy practitioners (RCOT is its professional body) Members also receive industrial relations support through UNISON.	Phoenix House, 106-114 Borough High Street, London SE1 1LB Tel 020 3141 4600	Web www.rcot.co.uk Join www.rcot.co.uk/join/account Email hello@rcot.co.uk
BDA British Dietetic Association Dietitians and the dietetic workforce (union and professional body) TUC affiliated	3rd Floor Interchange Place, 151-165 Edmund Street, Birmingham B3 2TA Tel 0121 200 8080	Web www.bda.uk.com Join www.bda.uk.com/join-online.html Email membership@bda.uk.com
Bectu Bectu (sector of Prospect) Behind-the-scenes workers in broadcasting, film, theatre, live events and digital TUC affiliated	100 Rochester Row, London SW1P 1JP Tel 0300 600 1878 (option 2, membership)	Web bectu.org.uk Join bectu.org.uk/join Email membership@bectu.org.uk
BFAWU Bakers, Food and Allied Workers' Union Baking, food production, pubs, bars, restaurants and fast food	Stanborough House, Great North Road, Stanborough, Welwyn Garden City, Hertfordshire AL8 7TA Tel 01707 260150	Web www.bfawu.org Join join.bfawu.org Email info@bfawu.org

Union	Head office	Website, joining and email
BMA British Medical Association Doctors and medical students (union and professional body)	BMA House, Tavistock Square, London WC1H 9JP	Web www.bma.org.uk Join www.bma.org.uk/join-us Email membership@bma.org.uk
Community Workers in all sectors, including the self-employed; its Voice section covers education and early years staff TUC affiliated	3rd Floor, 67/68 Long Acre, Covent Garden, London WC2E 9JD Tel 0800 389 6332 (member service centre)	Web www.community-tu.org Join www.community-tu.org/join Email membership@community-tu.org
CSP Chartered Society of Physiotherapy Physiotherapists, students and support workers TUC affiliated	3rd Floor South, Chancery Exchange, 10 Furnival Street, London EC4A 1AB Tel 020 7306 6666	Web www.csp.org.uk Join www.csp.org.uk/join Email enquiries@csp.org.uk
CWU Communication Workers Union Postal, delivery, telecoms, financial services and technology TUC affiliated	150 The Broadway, Wimbledon, London SW19 1RX Tel 020 8971 7200 · 020 8971 7447 (joining)	Web www.cwu.org Join join.cwu.org Email info@cwu.org
EIS The Educational Institute of Scotland Teachers and lecturers in Scottish nurseries, schools, colleges and universities TUC affiliated	46 Moray Place, Edinburgh EH3 6BH Tel 0131 225 6244 (HQ) · 0131 220 2268 (membership)	Web www.eis.org.uk Join www.eis.org.uk/join Email membership@eis.org.uk
Equity Performers and creative workers across arts and entertainment TUC affiliated	Guild House, Upper St Martin's Lane, London WC2H 9EG Tel 020 7379 6000	Web www.equity.org.uk Join www.equity.org.uk/join Email info@equity.org.uk
FBU Fire Brigades Union Firefighters and fire control staff TUC affiliated	Ken Cameron House, 171-173 Gray's Inn Road, London WC1X 8UE Tel 020 8541 1765	Web www.fbu.org.uk Join www.fbu.org.uk/join-us Email membershipservices@fbu.org.uk
FDA Senior managers and professionals in public service TUC affiliated	Centenary House, 93-95 Borough High Street, London SE1 1NL Tel 020 7401 5555	Web www.fda.org.uk Join portal.fda.org.uk/s/join Email info@fda.org.uk
GMB Workers in every sector, including care, construction, local government, energy, security and transport TUC affiliated	Mary Turner House, 22 Stephenson Way, London NW1 2HD Tel 020 7391 6700 · 0141 849 6691 (joining enquiries)	Web www.gmb.org.uk Join www.gmb.org.uk/join-gmb Email info@gmb.org.uk

Union	Head office	Website, joining and email
HCSA HCSA – The Hospital Doctors' Union Hospital doctors TUC affiliated Now known as the Hospital Doctors Union (renamed October 2026).	Thomas House, Station Hill, Overton, Hampshire RG25 3JH Tel 01256 770999	Web hospitaldoctorsunion.org Join hospitaldoctorsunion.org/join Email membership@hospitaldoctorsunion.org
IWGB Independent Workers' Union of Great Britain Gig-economy and under-represented workers: couriers, private hire drivers, cleaners, foster carers and others	Room 1, St Margaret's House, 15 Old Ford Road, London E2 9PJ Tel 020 3538 3720	Web iwgb.org.uk Join iwgb.solidarity.tech/join Email membership@iwgb.co.uk
MU Musicians' Union Musicians across the music industry	30 Snowsfields, London SE1 3SU Tel 020 7840 5570	Web musiciansunion.org.uk Join musiciansunion.org.uk/join Email membership@themu.org
NAHT National Association of Head Teachers School leaders in England, Wales and Northern Ireland TUC affiliated	Centenary House, 93-95 Borough High Street, London SE1 1NL Tel 0300 30 30 333	Web www.naht.org.uk Join www.naht.org.uk/membership/join-naht Email membersupport@naht.org.uk
Napo Probation and family court staff TUC affiliated	Boat Race House, 65 Mortlake High Street, London SW14 8HL Tel 020 7223 4887	Web www.napo.org.uk Join www.napo.org.uk/new-member-declaration Email membership@napo.org.uk
NASUWT NASUWT The Teachers' Union Teachers and headteachers, including supply teachers, UK-wide TUC affiliated	Rose Hill, Rednal, Birmingham B45 8RS Tel 0121 453 6150 (head office) · 03330 145550 (membership, option 2)	Web www.nasuwt.org.uk Join join.nasuwt.org.uk/index.php/jol/JolPageOne Email nasuwt@mail.nasuwt.org.uk
Nautilus Nautilus International Maritime professionals at sea and ashore TUC affiliated	Nautilus House, Mariners' Park, Wallasey, Merseyside CH45 7AE Tel 0151 639 8454	Web www.nautilusint.org Join nautilusint.org/join Email enquiries@nautilusint.org
NEU National Education Union Teachers, leaders, lecturers, support staff and supply educators (England, Wales, NI) TUC affiliated Does not offer membership to people working in Scotland (see EIS).	Hamilton House, Mabledon Place, London WC1H 9BD Tel 0345 811 8111 (membership)	Web neu.org.uk Join neu.org.uk/join Email membership@neu.org.uk
NUJ National Union of Journalists Journalists, including staff, casual and freelance TUC affiliated	Headland House, 72 Acton Street, London WC1X 9NB Tel 020 7843 3700	Web www.nuj.org.uk Join www.nuj.org.uk/join/join-online-page.html Email membership@nuj.org.uk

Union	Head office	Website, joining and email
PCS Public and Commercial Services Union Civil service and government workers in the UK and devolved governments TUC affiliated General enquiries address; PCS publishes no separate membership email. Address from PCS's return to the Certification Officer.	160 Falcon Road, London SW11 2LN	Web www.pcs.org.uk Join www.pcs.org.uk/join Email responseteam@pcs.org.uk
PDA Union Pharmacists' Defence Association Union Employed and locum pharmacists, pre-registration graduates and students	The Old Fire Station, 69 Albion Street, Birmingham B1 3EA Tel 0121 694 7000	Web www.the-pda.org Join www.the-pda.org/join Email enquiries@pda-union.org
POA POA (prison officers) Prison, correctional and secure psychiatric workers Online joining was suspended in October 2026; join by phone or email.	Cronin House, 245 Church Street, London N9 9HW Tel 020 8803 0255	Web www.poauk.org.uk Join www.poauk.org.uk/join Email membership@poauk.org.uk
Prospect Scientists, engineers, technology and other specialists (Bectu is its media sector) TUC affiliated	100 Rochester Row, London SW1P 1JP Tel 0300 600 1878	Web prospect.org.uk Join prospect.org.uk/join Email membership@prospect.org.uk
RCM Royal College of Midwives Midwives, maternity support workers and students (union and professional body) TUC affiliated	10-18 Union Street, London SE1 1SZ Tel 0300 303 0444 (option 1, membership)	Web rcm.org.uk Join rcm.org.uk/join-rcm Email membership@rcm.org.uk
RCN Royal College of Nursing Nurses, nursing support workers and students (union and professional body)	20 Cavendish Square, London W1G 0RN Tel 0345 772 6100 (option 1, membership)	Web www.rcn.org.uk Join www.rcn.org.uk/join-the-rcn/Join Email membership@rcn.org.uk
RCPod Royal College of Podiatry Registered podiatrists TUC affiliated	Quartz House, 207 Providence Square, Mill Street, London SE1 2EW Tel 020 7234 8631	Web rcpod.org.uk Join rcpod.org.uk/join Email membership@rcpod.org.uk

Union	Head office	Website, joining and email
RMT National Union of Rail, Maritime and Transport Workers Rail, London Underground, shipping and offshore, buses and road freight TUC affiliated	39 Chalton Street, London NW1 1JD Tel 0800 376 3706 (joining, free) · 020 7387 4771	Web www.rmt.org.uk Join www.rmt.org.uk/about/join-rmt Email info@rmt.org.uk
SoR Society of Radiographers Radiographers and the imaging and radiotherapy workforce TUC affiliated	207 Providence Square, Mill Street, London SE1 2EW Tel 020 7740 7200	Web www.sor.org Join www.sor.org/join-us Email membership@sor.org
SWU Social Workers Union Social workers Can also be joined as an add-on to BASW membership (BASW itself is not a trade union).	Wellesley House, 37 Waterloo Street, Birmingham B2 5PP Tel 0121 389 9248	Web swu-union.org.uk Join swu-union.org.uk/what-swu-do/#join-swu Email swu-admin@swu-union.org.uk
TSSA Transport Salaried Staffs' Association Administrative, managerial, professional and technical staff in rail, the Underground, travel, ports and ferries TUC affiliated	2nd Floor, 17 Devonshire Square, London EC2M 4SQ Tel 0800 328 2673 (helpdesk) · 020 7387 2101	Web www.tssa.org.uk Join www.tssa.org.uk/join-tssa Email enquiries@tssa.org.uk
UCU University and College Union Staff in universities, colleges, prison education, adult education and training TUC affiliated Publishes no email address; join online or by phone. Requests are passed on by hand.	Carlow Street, London NW1 7LH Tel 020 7756 2500	Web www.ucu.org.uk Join www.ucu.org.uk/join
UNISON Public service workers in the public and private sectors, including health, local government, schools and care TUC affiliated Publishes no email address. Contact by web form (unison.org.uk/contact-unison-online) or UNISONdirect. Requests are passed on by hand.	UNISON Centre, 130 Euston Road, London NW1 2AY Tel 0800 0 857 857 (UNISONdirect)	Web www.unison.org.uk Join my.unison.org.uk/join

Union	Head office	Website, joining and email
Unite Unite the Union Workers across all industrial sectors TUC affiliated Publishes no national email address; asks people to contact their regional office (unitetheunion.org/contact-us). Requests are passed on by hand.	Unite House, 128 Theobalds Road, Holborn, London WC1X 8TN Tel 020 7611 2500	Web www.unitetheunion.org Join join.unitetheunion.org
URTU United Road Transport Union Road haulage, distribution and logistics: drivers and warehouse staff TUC affiliated	Almond House, Oak Green, Stanley Green Business Park, Cheadle Hulme, Cheshire SK8 6QL Tel 0800 52 66 39	Web www.urtu.com Join www.urtu.com/Join Email admin@urtu.com
Usdaw Union of Shop, Distributive and Allied Workers Retail, distribution, warehousing, manufacturing and services TUC affiliated	Voyager Building, 2 Furness Quay, Salford Quays, Manchester M50 3XZ Tel 0800 030 8030 (helpline)	Web www.usdaw.org.uk Join www.usdaw.org.uk/join-usdaw Email enquiries@usdaw.org.uk
UVW United Voices of the World Low-paid, precarious and migrant workers: cleaning, security, hospitality and NHS support	144 Cambridge Heath Road, London E1 5QJ Tel 07884 553443	Web www.uvwunion.org.uk Join www.uvwunion.org.uk/en/join Email info@uvwunion.org.uk

C3 OTHER USEFUL CONTACTS

TUC (Trades Union Congress)	Explains how to choose a union and lists its affiliated unions. Congress House, Great Russell Street, London WC1B 3LS Tel 020 7636 4030 www.tuc.org.uk/about-tuc/joining-union www.tuc.org.uk/unions
STUC (Scottish Trades Union Congress)	The trade union centre for Scotland. 8 Landressy Street, Glasgow G40 1BP Tel 0141 337 8100 www.stuc.org.uk
Certification Officer	Official list of trade unions. An asterisk shows a union holds a certificate of independence. Check this before responding to an access request. www.gov.uk/government/publications/official-list-of-trade-unions/current-trade-unions
Central Arbitration Committee (CAC)	Templates and applications for the right of access. www.gov.uk/government/collections/right-of-trade-unions-to-access-workplaces-application-and-response-forms

Acas	Free, impartial advice on workplace rights for workers and employers. Tel 0300 123 1100 www.acas.org.uk
Information Commissioner's Office (ICO)	The UK data protection regulator. Tel 0303 123 1113 ico.org.uk

Appendices

TEMPLATES AND RECORDS

A INTERIM STATEMENT: YOUR RIGHT TO JOIN A TRADE UNION

This is used now, in the welcome pack, on the portal and by email. From 1 January 2027 it is replaced by the government's standard statement, word for word, with only PGS-specific information added.

YOUR RIGHT TO JOIN A TRADE UNION

What is a trade union? A trade union is an organisation of workers. Unions give members advice and support at work, can represent them in disciplinary and grievance meetings, and, where they are recognised, negotiate pay and conditions with employers.

Your choice. You have the legal right to join a trade union of your choice, subject to that union's own membership rules, or not to join any union. It is entirely up to you.

Your protection. Joining or not joining a union will not affect your work, pay or placements through People Group Services or your agency. It is unlawful for anyone to refuse you work or agency services, offer you an inducement, or treat you less favourably because you are, or are not, a union member or because you take part in union activities.

Finding a union. Most unions organise by sector or occupation. Our portal's Trade Unions page lists sectors and the unions that cover them, with links to join directly. The TUC also has a "find a union" service.

Contacting a union. You can contact or join any union yourself at any time. You do not need to tell us. If you would like a union to contact you, you can ask us to pass your details to it using our Union Awareness page. This is optional, and you can withdraw at any time.

B RESPONSE NOTICE CHECKLIST

Send to	The contact details of the union official given in the access request.
Deadline	Within 15 working days of the day the request was received (or later, if extended by written agreement).
Decision	Accept in full / accept in part / decline. Identify each element declined.
If accepting	Categories and approximate numbers of workers; workplace addresses; suitable times; support available (rooms, digital channels); the PGS contact for arranging access.
If declining	Detailed reasons for each element declined; any other union request or agreement covering the same workers; any claimed unreasonable interference with the business or unreasonable steps, with an explanation.
Site conditions	Health, safety, safeguarding and security points (section 10). Raise them now.
Negotiation	The PGS negotiator's name, email and phone; proposed dates for the first meeting.

C UNION AWARENESS PAGE: DECLARATION WORDING

ASK A TRADE UNION TO CONTACT YOU (OPTIONAL)

You can join any union directly. You do not need to use this page. If you would like one or more unions to contact you, enter your details, choose your sector and the unions, and sign the declaration below. We will email each union you choose on your behalf, and email you a confirmation.

First name _____ Surname _____ Email _____

Sector: [choose] Unions: ☐ [Union] ☐ [Union] ☐ [Union] (or "select all"; every union is listed by name)

Declaration. ☐ I am the person named above and I am making this request myself. I give my explicit consent for People Group Services Limited, on behalf of itself and its group companies, to send my first name, surname, email address and chosen sector to each trade union I have selected, so that the union can contact me about membership and its services. I understand that this may show that I am interested in trade union membership. I am giving this consent freely. It is not a condition of my work, and I can withdraw it at any time using the link in my confirmation email.

Signature (type your full name) _____

Nothing is pre-ticked. The service records the date and time, IP address, page address, declaration version and unions chosen.

D REGISTER AND LOG FIELDS

Access request register	Union Awareness request and disclosure log
• Reference; date and time received; who received it • Union; official and contact details • Certificate of independence checked (date) • Workers (categories and approximate numbers) and sites covered • Physical, digital or both • Day 15, end-of-negotiation and day 55 dates • Response sent (date) and outcome • Agreement date; CAC notifications and referrals • Visit log (date, site, official), with no attendee names • Complaints and how they were resolved	• Request reference; name; email; sector(s); unions chosen • Date and time; IP address; page address; declaration version • Confirmation email sent (date and time, status) • Each union email sent (date and time, address, status) • Withdrawal date; withdrawal notices sent to unions • Monthly lists: union, period, records, date sent, sent by • Data sharing agreement signed (union, date, contact) • Deletion confirmations received

E KEY REFERENCES

1. Code of Practice: Right of trade unions to access workplaces (July 2026) — assets.publishing.service.gov.uk/media/6a4b9abad200ca05e289e5e5/code-of-practice-right-of-trade-unions-to-access-workplaces.pdf
2. The Trade Unions (Right to Access Workplaces) Regulations 2026 — www.legislation.gov.uk/ukdsi/2026/9780348285321
3. The Trade Unions (Right to Access Workplaces) (Required Information) Regulations 2026 (SI 2026/756) — www.legislation.gov.uk/uksi/2026/756
4. CAC: Right of trade unions to access workplaces — application and response forms (28 October 2026) — www.gov.uk/government/collections/right-of-trade-unions-to-access-workplaces-application-and-response-forms

5. Government response: Make Work Pay — trade union right of access (8 April 2026) — assets.publishing.service.gov.uk/media/69d661c669de22b2bf86f651/making-work-pay-trade-union-right-of-access-government-response.pdf
6. Government response: duty to inform workers of their right to join a trade union (25 September 2026) — www.gov.uk/government/consultations/make-work-pay-duty-to-inform-workers-of-right-to-join-a-union
7. Business.gov.uk: Trade union reform (employment rights changes) — www.business.gov.uk/campaign/employment-changes/employers/trade-union-reform
8. Trade Union and Labour Relations (Consolidation) Act 1992, Part III (rights relating to union membership) — www.legislation.gov.uk/ukpga/1992/52/part/III
9. GOV.UK: Employment agencies and trade unions — www.gov.uk/employment-agencies-and-businesses/employment-agencies-and-trade-unions-
10. Certification Officer: official list of trade unions — www.gov.uk/government/publications/official-list-of-trade-unions/current-trade-unions

BOARD DECLARATION

This policy was approved by the Board of People Group Services Limited (company number 11570329) on 20 October 2026, with effect from that date. It applies to People PAYE Limited (People PEO Sole and People PEO Joint) and People Umbrella Limited.

Signed



Terry Hillier, Director
People Group Services Limited

Date signed

20 October 2026

F UNION DATA SHARING AGREEMENT

Reference PGS-DSA-TU-01 · Version 1.0 · 20 October 2026 · Issued under the PGS Trade Union Access, Awareness and Information Sharing Policy (PGS-POL-TU-01)

PGS	**People Group Services Limited** (company no. 11570329), Three Horseshoes Walk, Warminster, Wiltshire BA12 9BT, for itself and its group companies People PAYE Limited (11098037) and People Umbrella Limited (10831716)
The Union	Name: _____ Head office: _____ Certificate of independence reference: _____
Start date	____ / ____ / _____

1 **Purpose.** This agreement covers how PGS passes to the Union the contact details of workers who have personally asked PGS, through the PGS Union Awareness web service, to be contacted by the Union about membership and its services. It covers nothing else.

2 **Roles.** PGS and the Union are each independent controllers. PGS discloses the data on the worker's instruction and with their explicit consent (UK GDPR Articles 6(1)(a) and 9(2)(a)). The Union is responsible for its own lawful basis for any processing after receipt.

3 **Data shared.** Only: first name, surname, email address, the sector or sectors chosen, and the date, time and web address of the worker's request. PGS will not share any other personal data, any worker's IP address, or any information about any worker's union membership.

4 **How it is shared.**

- **Individual emails.** For each request, an email from PGS's Microsoft 365 account to the Union's nominated address below.
- **Monthly list.** By the 5th working day of each month, an encrypted file listing the previous calendar month's requests for the Union and any withdrawals. The password is sent separately.

5 **The Union will:**

- use the data only to contact the worker about membership of the Union and its services;
- not sell, share or disclose the data to anyone else, and not tell any agency, end client or other employer that the worker asked to be contacted;
- keep the data secure, with appropriate technical and organisational measures;
- delete a worker's data within 30 days of a withdrawal notice from PGS or the worker, unless the worker has by then become a member;
- delete the data of any worker who has not become a member within 12 months of their request, unless the worker agrees otherwise;
- handle data protection rights requests from workers directly, and tell PGS within 72 hours of becoming aware of any personal data breach affecting data received from PGS.

6 **PGS will:** share only data the worker has asked it to share; send withdrawal notices within 5 working days; keep a record of every request, email and monthly list; and keep its declaration, privacy notice and data protection impact assessment up to date.

7 **No recognition or access agreement.** This agreement does not create recognition of the Union by PGS or any group company. It is not an access agreement under Chapter 5ZA of the Trade Union and Labour

Relations (Consolidation) Act 1992, and does not affect either party's rights under that Chapter. No payment is made by either party. PGS remains neutral on union membership.

8 **Term and ending.** The agreement runs for 12 months from the start date and renews automatically each year. Either party may end it on 30 days' written notice. When it ends, monthly lists stop, and clause 5 continues to apply to data already received.

9 **Law.** This agreement is governed by the law of England and Wales.

Union nominated email for requests	_____
Union data protection contact	_____
PGS contact	Terry Hillier, Director · hello@peoplegroupservices.com · 0345 034 1530

For People Group Services Limited
Signed



Name: Terry Hillier, Director
Date: 20 October 2026

For the Union

Signed _____
Name and role: _____
Date: ____ / ____ / _____