Agency Worker Regulations (AWR) Compliance Policy

Distribution

This Agency Worker Regulations (AWR) Compliance Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

Revision History

Issue Number	Review Date	Changes	Signed
01	22/09/2023	Original version (draft)	
01	22/09/2023	Signed Off	
01	20/09/2024	Review	
01	19/09/2025	Review	
02	20/05/2026	Address Updated	
02	18/09/2026	Review	

1. Purpose

This policy sets out the procedures adopted by **ZAM FM LTD** to ensure compliance with the **Agency Workers Regulations 2010 (AWR)**. The Company is committed to treating all agency workers fairly and ensuring that statutory rights are applied consistently throughout every assignment.

The policy establishes responsibilities for monitoring qualifying periods, maintaining accurate records, and ensuring equal treatment where required by law.

2. Scope

This policy applies to:

- All temporary agency workers supplied by the Company.
- Recruitment Consultants.
- Compliance Officers.

- Payroll Personnel.
- Operations Staff.
- Managers responsible for agency worker assignments.

The policy applies to every assignment undertaken within the United Kingdom.

3. Legal Framework

This policy is designed to comply with:

- Agency Workers Regulations 2010
- Employment Rights Act 1996
- Working Time Regulations 1998
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

4. Company Commitment

The Company is committed to:

- complying fully with all applicable employment legislation;
- treating agency workers fairly and consistently;
- ensuring clients understand their responsibilities under AWR;
- maintaining accurate records of every assignment;
- monitoring qualifying periods throughout each assignment;
- applying equal treatment once the qualifying period has been met.

5. Day-One Rights

From the first day of an assignment, agency workers will receive:

- access to collective facilities and amenities provided by the hirer where comparable employees have access;
- information regarding relevant permanent employment opportunities with the hirer.

These rights apply regardless of assignment length.

6. Twelve-Week Qualifying Period

An agency worker becomes entitled to equal treatment after completing a continuous qualifying period of **12 calendar weeks** in the same role with the same hirer.

Equal treatment includes, where applicable:

- basic pay;
- overtime rates;
- shift allowances;
- annual leave entitlement;
- working hours;
- rest periods;
- night work arrangements.

The Company will work with the hirer to ensure these rights are implemented promptly once the qualifying period has been reached.

7. Monitoring and Tracking

The Compliance Team maintains an AWR tracking system for every active agency worker.

The following information is recorded:

- Worker name and unique identifier
- Client name
- Assignment location
- Job title
- Assignment start date
- Assignment end date
- Weeks completed
- Breaks in service
- Twelve-week qualification date
- Equal treatment status
- Compliance review history

Tracking records are reviewed on a regular basis to ensure qualifying periods are accurately monitored.

8. Client Responsibilities

Clients are expected to:

- provide accurate information regarding comparable employee terms;
- notify the Company of any changes to assignment duties;

- inform the Company of assignment extensions or early terminations;
- cooperate in implementing equal treatment once applicable.

9. Recruitment Consultant Responsibilities

Recruitment Consultants are responsible for:

- recording accurate assignment information;
- updating assignment changes promptly;
- notifying Compliance of assignment extensions;
- ensuring workers receive relevant information concerning their rights.

10. Payroll Responsibilities

Payroll will:

- implement equal pay adjustments where applicable;
- maintain payroll records supporting compliance;
- ensure payments reflect agreed client information.

11. Record Retention

The Company maintains documentation including:

- assignment records;
- timesheets;
- payroll records;
- client communications;
- AWR tracking reports;
- compliance reviews.

Records are retained in accordance with Company retention procedures and applicable legislation.

12. Data Protection

Personal information processed under this policy will be handled in accordance with:

- UK GDPR
- Data Protection Act 2018
- Company Data Protection Policy

Only authorised personnel may access AWR compliance records.

13. Monitoring and Review

Compliance audits are undertaken periodically to verify:

- assignment tracking accuracy;
- qualifying period calculations;
- equal treatment implementation;
- record completeness.

Findings are reviewed by management and corrective actions implemented where necessary.

14. Policy Review

This policy will be reviewed annually or sooner where legislative or operational changes require revision.

15. APPROVAL

Approved By: Managing Director

Name: Danish Iftikhar

Signature: 

Date: 22/9/2023