

## Information for temporary workers – BEING SUPPLIED BY AGENCIES

- You are a temporary agency worker if you have a contract with the agency but you work temporarily for a hirer.
- You are entitled to written terms and conditions of employment/engagement before you start.
- You should **not** have to pay to be found work.
- You could be asked to pay fees for additional services - such as CV writing, transport, accommodation, DBS checks and uniforms. This is allowable.
- In such cases, you should receive in writing details of the fees to be charged, to whom they are payable and details of your right to cancel without penalty or detriment.
- You do not have to use these services for the agency to find you work. You can supply your own CV, for example.
- You have the right to be paid for **all** the work you have carried out regardless of whether the agency is paid by the hirer or not.
- You cannot be restricted from working elsewhere.

<https://www.gov.uk/agency-workers-your-rights>

eas@beis.gov.uk – 0207 215 5000

## Information for Agencies – SUPPLYING TEMPORARY WORKERS

- This guide applies to you if you are an employment business, that is, in the business of supplying persons in your employment to act for, and under the control of, other persons in any capacity.
- Agencies are prohibited from charging fees to work-seekers providing work finding services.
- You must issue terms and conditions in writing to work-seekers before undertaking **any** work finding services.
- You cannot withhold payments or wages from work-seekers for work they have carried out.
- It is your responsibility to ensure the suitability of the worker to take up work with the hirer e.g. checking qualifications and any relevant security checks.
- You should not disclose information about a work-seeker unless you have their permission to do so.
- Work-seekers should be notified of their assignments in writing including the actual rate of pay for each assignment.

<https://www.gov.uk/employment-agencies-and-businesses>

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## Information

The Employment Agency Standards (EAS) Inspectorate in the Department for Business, Energy and Industrial Strategy, is responsible for enforcing the provisions of the Employment Agencies Act 1973 and associated regulations. This legislation requires employment agencies and employment businesses to abide by specified minimum standards of conduct. Further details about the obligations for agencies can be obtained from the Gov.UK website <https://www.gov.uk/employment-agencies-and-businesses>

More information for workers' rights working through an agency can be found on the Gov.UK website <https://www.gov.uk/agency-workers-your-rights>

Anyone who wants to make a complaint can in the first instance email [eas@beis.gov.uk](mailto:eas@beis.gov.uk), telephone to 0207 215 5000 or write to EAS – Department for Business, Energy and Industrial Strategy, 1 Victoria Street, London, SW1H 0ET, by email to [eas@beis.gov.uk](mailto:eas@beis.gov.uk) or by telephone to 0207 215 5000

Alternatively, you can contact Acas. Acas is a public body promoting good work place relations providing confidential and free advice on employment rights and contractual matters. You can contact Acas on 0300 123 1100. You can also submit an on-line complaint through the Gov.UK website <https://www.gov.uk/pay-and-work-rights>

***Disclaimer: This leaflet is a brief guide and should not be relied upon as an authoritative statement of the law.***



Department for  
Business, Energy  
& Industrial Strategy

## Employment Agency Standards

### A brief guide for agency workers and agencies

