PINEAPPLE PARTNERS

Agency Workers Regulations Policy

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1. Purpose

Temporary workers supplied by Pineapple Partners are protected by the Agency Workers Regulations 2010 (AWR). This policy explains the rights those regulations give our workers, what we do to deliver them, and what we ask of hirers. We treat AWR as a baseline of fairness, not an administrative burden.

2. Rights from day one

From the first day of every assignment, an agency worker is entitled to: use of the hirer's collective facilities, canteen, rest areas, parking, childcare facilities where provided, on the same basis as directly employed staff, unless a difference can be objectively justified; and access to information about the hirer's relevant job vacancies, so they have the same chance as anyone else to apply for permanent work.

3. Rights after 12 weeks

After 12 calendar weeks in the same role with the same hirer, a worker qualifies for equal treatment in basic working and employment conditions as if they had been recruited directly: pay, including holiday pay and overtime rates; working time and rest breaks; annual leave; and paid time off for antenatal appointments. The qualifying clock counts weeks in which any work is done, pauses for breaks of up to six weeks, sickness up to 28 weeks, and jury service, and resets only on a genuinely new role or a break of more than six weeks.

4. Pregnancy and family rights

Pregnant agency workers who have qualified are entitled to paid time off for antenatal care during assignments. If a role becomes unsuitable on health and safety grounds, we will look for

suitable alternative work, and where none exists the worker is entitled to be paid for the remainder of the expected assignment.

5. Anti-avoidance

The regulations outlaw structuring assignments to prevent workers qualifying, for example rotating people between roles or hirers purely to break the 12-week clock. We do not do it, and we will not help a hirer do it. Where a pattern of assignments looks designed to avoid AWR, workers may be entitled to additional compensation, and we will say so plainly to the hirer.

6. How we make this work

- We track qualifying weeks for every assignment and flag the 12-week point to the hirer in advance.
- We obtain from hirers the comparator information needed to set compliant pay and conditions.
- We confirm day-one facility access when an assignment is arranged.
- We answer worker questions about AWR status at any time.

7. Information requests

A worker who believes they are not receiving equal treatment can ask us, in writing, for information about the treatment they receive; if we do not reply within 28 days they may approach the hirer directly. We aim to resolve any question long before it becomes formal, but workers who pursue rights under AWR will never suffer any detriment from us for doing so.

8. If something is wrong

Raise it with us first, we can fix most issues with the hirer quickly. Formal complaints follow our Complaints Policy, and workers retain the right to bring a claim to an employment tribunal, ordinarily within three months. Responsibility for AWR compliance sits with the Compliance Manager; this policy is reviewed annually.