

Contact us

Get in touch with us for **advice**, **assistance** or to **report** an issue.

Call the **free**, confidential **GLAA helpline** to report concerns about labour exploitation:

 **0800 432 0804**

email: contact@gla.gov.uk

or visit www.gla.gov.uk

Check your pay

Check that you are being paid correctly at:
checkyourpay.campaign.gov.uk



Report a problem with your pay

You can remain anonymous and you will be kept updated about any investigation:
www.gov.uk/government/publications/pay-and-work-rights-complaints



The National Living Wage and National Minimum Wage

Most workers are legally entitled to be paid at least the National Living Wage or National Minimum Wage per hour. The National Living Wage rate is higher - workers get it if they're aged 21 and over.

It doesn't matter who you work for, if you are on a short-term contract or working for an agency, you should be paid at least the minimum wage for your age.

Is your employer paying you correctly?

Sometimes employers can make mistakes that can cause your pay to fall below what you are entitled to, even if you are being paid the right hourly rate. These can include:

- failure to increase the rate, for example:
 - when the rates go up in April
 - when you turn 18 or 21 years of age
 - if you are aged 19 and over and have completed the first year of your apprenticeship.
- unpaid time – arriving early or staying late
- travel time – this does not mean your journey to

work it means travel while you are working, for example, travel between visiting clients

- training time – this includes training at home, college, or your place of work
- accommodation - your employer can charge you for accommodation, but this is set at a certain amount per day. If they charge above this amount it will reduce your pay
- purchasing uniform or equipment. Your employer must pay for the costs of tools, safety equipment and uniform that are required as part of a company dress code, such as white shirt and black trousers.

Think you might be underpaid?

Talk to your employer. If you feel comfortable doing so, you can try to resolve the issue directly with them.

Get advice from ACAS, who can help you understand your options and decide what to do next.

Call the free **ACAS helpline: 0300 123 1100** for impartial advice on employment law, pay and workplace relations. The helpline is open Monday to Friday 8am to 6pm and offers a free translation service.

Pay and work rights



Your rights as a worker are protected by UK law.

This leaflet outlines your basic employment rights and explains which government organisations can help if you need further information or advice.



HM Government



Introduction

Your rights as a worker in the UK are protected by law.

The three main government organisations who make sure you receive the right amount of pay and are not exploited at work are:

- The Gangmasters and Labour Abuse Authority
- His Majesty's Revenue and Customs (HMRC) National Minimum Wage (NMW) team and
- The Employment Agency Standards Inspectorate (EAS) team.

Together we make sure you receive the pay and conditions you are entitled to.

The GLAA protect workers across the UK, preventing and investigating labour exploitation and regulating labour providers in the fresh produce supply chain.

HMRC are responsible for ensuring workers are paid the legal minimum wage according to their age and job.

EAS regulate employment agencies and employment businesses in Great Britain to make sure they comply with employment laws.

Your work rights

Some rights apply as soon as you get a job, others depend on how long you work. You can check www.gov.uk and www.acas.org.uk/advice for information on any of your employment rights.

You are entitled to:

- be paid the National Minimum Wage
- rest breaks and time off work
- paid holiday
- an itemised payslip
- fair and legal deductions from your wages
- a safe working environment
- sick pay
- a copy of your terms and conditions.

You should receive a document stating the main terms and conditions of your employment when you start work. This document includes a 'principal statement' which should be given to you on your first day of work.

Health and safety

Your employer has a legal responsibility for your health, safety and wellbeing at work. You should receive information, training and protective clothing or equipment where necessary.

Recruitment agencies

A recruitment agency is a business that helps people to find a job.

Before you are offered a job

Your recruitment agency must give you a Key Information Document (KID) and a contract when finding you temporary work. The KID has information about your pay and any deductions. Your contract details the terms and conditions of your employment.

Your contract should include your:

- notice period
- pay
- holiday entitlement.

When you are offered a job

Your recruitment agency must give you a written statement that details:

- the start date and length of your contract
- the type of work you will be doing
- the location
- your work hours
- any expenses
- health and safety risks
- any experience, qualifications or training you need.

Fees

Recruitment agencies cannot usually charge a fee for finding you work. You may be charged for services such as CV writing or transport but you must have written details of any fees before being charged. The recruitment agency cannot make you pay for these services as a condition of finding you work and you have the right to cancel without any penalty.

After 12 weeks in a job you are entitled to the same rights as a permanent employee.

Spot the signs

There are a number of signs that can indicate someone is being exploited or controlled, such as receiving little or no payment for work or being unable to communicate freely.

Find out more at www.gla.gov.uk or request our 'Spot the signs' guide by calling **0345 602 5020** or emailing communications@gla.gov.uk.

If you have any concerns about worker exploitation, or you are not receiving the pay and conditions you should be, please contact us without delay.