
STATUTORY INSTRUMENTS

2010 No. 93

The Agency Workers Regulations 2010

PART 1

General and Interpretation

Citation, commencement and extent

1.—(1) These Regulations may be cited as the Agency Workers Regulations 2010 and shall come into force on 1st October 2011.

(2) These Regulations extend to England and Wales and Scotland only, save as provided for in Schedule 1 (provisions extending to England and Wales, Scotland and Northern Ireland).

Interpretation

2. In these Regulations—

“the 1996 Act” means the Employment Rights Act 1996^{M1};

“assignment” means a period of time during which an agency worker is supplied by one or more temporary work agencies to a hirer to work temporarily for and under the supervision and direction of the hirer;

“contract of employment” means a contract of service or of apprenticeship, whether express or implied, and (if it is express) whether oral or in writing;

“employee” means an individual who has entered into or works under or, where the employment has ceased, worked under a contract of employment;

“employer”, in relation to an employee or worker, means the person by whom the employee or worker is (or where the employment has ceased, was) employed;

“employment”—

(a) in relation to an employee, means employment under a contract of employment, and

(b) in relation to a worker, means employment under that worker's contract,

and “employed” shall be construed accordingly;

“hirer” means a person engaged in economic activity, public or private, whether or not operating for profit, to whom individuals are supplied, to work temporarily for and under the supervision and direction of that person; and

“worker” means an individual who is not an agency worker but who has entered into or works under (or where the employment has ceased, worked under)—

(a) a contract of employment, or

(b) any other contract, whether express or implied and (if it is express) whether oral or in writing, whereby the individual undertakes to do or perform personally any work or services for another party to the contract whose status is not by virtue of the contract

that of a client or customer of any profession or business undertaking carried on by the individual,
and any reference to a worker's contract shall be construed accordingly.

Marginal Citations

M1 1996 c.18.

The meaning of agency worker

- 3.—(1) In these Regulations “agency worker” means an individual who—
- (a) is supplied by a temporary work agency to work temporarily for and under the supervision and direction of a hirer; and
 - (b) has a contract with the temporary work agency which is—
 - (i) a contract of employment with the agency, or
 - [^{F1}(ii) any other contract with the agency to perform work or services personally.]
- (2) But an individual is not an agency worker if—
- (a) the contract the individual has with the temporary work agency has the effect that the status of the agency is that of a client or customer of a profession or business undertaking carried on by the individual; or
 - (b) there is a contract, by virtue of which the individual is available to work for the hirer, having the effect that the status of the hirer is that of a client or customer of a profession or business undertaking carried on by the individual.
- (3) For the purposes of paragraph (1)(a) an individual shall be treated as having been supplied by a temporary work agency to work temporarily for and under the supervision and direction of a hirer if—
- (a) the temporary work agency initiates or is involved as an intermediary in the making of the arrangements that lead to the individual being supplied to work temporarily for and under the supervision and direction of the hirer, and
 - (b) the individual is supplied by an intermediary, or one of a number of intermediaries, to work temporarily for and under the supervision and direction of the hirer.
- (4) An individual treated by virtue of paragraph (3) as having been supplied by a temporary work agency, shall be treated, for the purposes of paragraph (1)(b), as having a contract with the temporary work agency.
- (5) An individual is not prevented from being an agency worker—
- (a) because the temporary work agency supplies the individual through one or more intermediaries;
 - (b) because one or more intermediaries supply that individual;
 - (c) because the individual is supplied pursuant to any contract or other arrangement between the temporary work agency, one or more intermediaries and the hirer;
 - (d) because the temporary work agency pays for the services of the individual through one or more intermediaries; or
 - (e) because the individual is employed by or otherwise has a contract with one or more intermediaries.
- (6) Paragraph (5) does not prejudice the generality of paragraphs (1) to (4).

F1 Reg. 3(1)(b)(ii) substituted (1.9.2011) by [The Agency Workers \(Amendment\) Regulations 2011 \(S.I. 2011/1941\)](#), [regs. 1, 2\(2\)](#)

The meaning of temporary work agency

4.—(1) In these Regulations “temporary work agency” means a person engaged in the economic activity, public or private, whether or not operating for profit, and whether or not carrying on such activity in conjunction with others, of—

- (a) supplying individuals to work temporarily for and under the supervision and direction of hirers; or
- (b) paying for, or receiving or forwarding payment for, the services of individuals who are supplied to work temporarily for and under the supervision and direction of hirers.

(2) Notwithstanding paragraph (1)(b) a person is not a temporary work agency if the person is engaged in the economic activity of paying for, or receiving or forwarding payments for, the services of individuals regardless of whether the individuals are supplied to work for hirers.

PART 2

Rights

Rights of agency workers in relation to the basic working and employment conditions

5.—(1) Subject to regulation 7, an agency worker (A) shall be entitled to the same basic working and employment conditions as A would be entitled to for doing the same job had A been recruited by the hirer—

- (a) other than by using the services of a temporary work agency; and
- (b) at the time the qualifying period commenced.

(2) For the purposes of paragraph (1), the basic working and employment conditions are —

- (a) where A would have been recruited as an employee, the relevant terms and conditions that are ordinarily included in the contracts of employees of the hirer;
- (b) where A would have been recruited as a worker, the relevant terms and conditions that are ordinarily included in the contracts of workers of the hirer,

whether by collective agreement or otherwise, including any variations in those relevant terms and conditions made at any time after the qualifying period commenced.

(3) Paragraph (1) shall be deemed to have been complied with where—

- (a) an agency worker is working under the same relevant terms and conditions as an employee who is a comparable employee, and
- (b) the relevant terms and conditions of that comparable employee are terms and conditions ordinarily included in the contracts of employees, who are comparable employees of the hirer, whether by collective agreement or otherwise.

(4) For the purposes of paragraph (3) an employee is a comparable employee in relation to an agency worker if at the time when the breach of paragraph (1) is alleged to take place—

- (a) both that employee and the agency worker are—
 - (i) working for and under the supervision and direction of the hirer, and
 - (ii) engaged in the same or broadly similar work having regard, where relevant, to whether they have a similar level of qualification and skills; and

Changes to legislation: There are currently no known outstanding effects for the *The Agency Workers Regulations 2010*. (See end of Document for details)

- (b) the employee works or is based at the same establishment as the agency worker or, where there is no comparable employee working or based at that establishment who satisfies the requirements of sub-paragraph (a), works or is based at a different establishment and satisfies those requirements.
- (5) An employee is not a comparable employee if that employee's employment has ceased.
- ^{F2}(6)

F2 Reg. 5(6) omitted (6.4.2020) by virtue of [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **3(2)** (with reg. 7)

Relevant terms and conditions

6.—(1) In regulation 5(2) and (3) “relevant terms and conditions” means terms and conditions relating to—

- (a) pay;
- (b) the duration of working time;
- (c) night work;
- (d) rest periods;
- (e) rest breaks; and
- (f) annual leave.

(2) For the purposes of paragraph (1)(a), “pay” means any sums payable to a worker of the hirer in connection with the worker's employment, including any fee, bonus, commission, holiday pay or other emolument referable to the employment, whether payable under contract or otherwise, but excluding any payments or rewards within paragraph (3).

(3) Those payments or rewards are—

- (a) any payment by way of occupational sick pay;
- (b) any payment by way of a pension, allowance or gratuity in connection with the worker's retirement or as compensation for loss of office;
- (c) any payment in respect of maternity, paternity^{F3}, parental bereavement^{F3} or adoption leave;
- (d) any payment referable to the worker's redundancy;
- (e) any payment or reward made pursuant to a financial participation scheme;
- (f) any bonus, incentive payment or reward which is not directly attributable to the amount or quality of the work done by a worker, and which is given to a worker for a reason other than the amount or quality of work done such as to encourage the worker's loyalty or to reward the worker's long-term service;
- (g) any payment for time off under Part 6 of the 1996 Act or section 169 of the Trade Union and Labour Relations (Consolidation) Act 1992^{M2} (payment for time off for carrying out trade union duties etc);
- (h) a guarantee payment under section 28 of the 1996 Act;
- (i) any payment by way of an advance under an agreement for a loan or by way of an advance of pay (but without prejudice to the application of section 13 of the 1996 Act to any deduction made from the worker's wages in respect of any such advance);
- (j) any payment in respect of expenses incurred by the worker in carrying out the employment; and
- (k) any payment to the worker otherwise than in that person's capacity as a worker.

(4) For the purposes of paragraphs (2) and (3) any monetary value attaching to any payment or benefit in kind furnished to a worker by the hirer shall not be treated as pay of the worker except any voucher or stamp which is—

- (a) of fixed value expressed in monetary terms, and
- (b) capable of being exchanged (whether on its own or together with other vouchers, stamps or documents, and whether immediately or only after a time) for money, goods or services (or for any combination of two or more of those things).

(5) In this regulation—

“financial participation scheme” means any scheme that offers workers of the hirer—

- (a) a distribution of shares or options, or
- (b) a share of profits in cash or in shares;

“night time”, in relation to an individual, means—

- (a) a period—
 - (i) the duration of which is not less than seven hours, and
 - (ii) which includes the period between midnight and 5 a.m.,which is determined for the purposes of these Regulations by a working time agreement, or
- (b) in default of such a determination, the period between 11 p.m. and 6 a.m.;

“night work” means work during night time;

“relevant training” means work experience provided pursuant to a training course or programme, training for employment, or both, other than work experience or training—

- (a) the immediate provider of which is an educational institution or a person whose main business is the provision of training, and
- (b) which is provided on a course run by that institution or person;

“rest period”, in relation to an individual, means a period which is not working time, other than a rest break or leave to which that individual is entitled either under the Working Time Regulations 1998^{M3} or under the contract between that individual and the employer of that individual;

“working time”, in relation to an individual means—

- (a) any period during which that individual is working, at the disposal of the employer of that individual and carrying out the activity or duties of that individual,
- (b) any period during which that individual is receiving relevant training, and
- (c) any additional period which is to be treated as working time for the purposes of the Working Time Regulations 1998 under a working time agreement; and

“working time agreement”, in relation to an individual, means a workforce agreement within the meaning of regulation 2(1) of the Working Time Regulations 1998, which applies to the individual any provision of—

- (a) a collective agreement which forms part of a contract between that individual and the employer of that individual, or
- (b) any other agreement in writing which is legally enforceable as between the individual and the employer of that individual.

F3 Words in reg. 6(3)(c) inserted (6.4.2020) by [The Parental Bereavement Leave and Pay \(Consequential Amendments to Subordinate Legislation\) Regulations 2020 \(S.I. 2020/354\)](#), regs. 1, **21(2)**

Marginal Citations

- M2** 1992 c.52; section 169 was amended by the [Employment Act 2002 \(c.31\)](#), [sections 43](#) (1) and (3).
- M3** [S.I. 1998/1833](#), amended by [S.I. 2001/3256](#), [S.I. 2002/3128](#) and [S.I. 2007/2079](#). There are other amending instruments but none is relevant.

Qualifying period

7.—(1) Regulation 5 does not apply unless an agency worker has completed the qualifying period.

(2) To complete the qualifying period the agency worker must work in the same role with the same hirer for 12 continuous calendar weeks, during one or more assignments.

(3) For the purposes of this regulation and regulations 8 and 9, the agency worker works in “the same role” unless—

- (a) the agency worker has started a new role with the same hirer, whether supplied by the same or by a different temporary work agency;
- (b) the work or duties that make up the whole or the main part of that new role are substantively different from the work or duties that made up the whole or the main part of the previous role; and
- (c) the temporary work agency has informed the agency worker in writing of the type of work the agency worker will be required to do in the new role.

(4) For the purposes of this regulation ^{F4} ..., any week during the whole or part of which an agency worker works during an assignment is counted as a calendar week.

(5) For the purposes of this regulation and regulations 8 and 9, when calculating whether any weeks completed with a particular hirer are continuous, where—

- (a) the agency worker has started working during an assignment, and there is a break, either between assignments or during an assignment, when the agency worker is not working,
- (b) paragraph (8) applies to that break, and
- (c) the agency worker returns to work in the same role with the same hirer,

any continuous weeks during which the agency worker worked for that hirer before the break shall be carried forward and treated as continuous with any weeks during which the agency worker works for that hirer after the break.

(6) For the purposes of this regulation and regulation 8, when calculating the number of weeks during which the agency worker has worked, where the agency worker has—

- (a) started working in a role during an assignment, and
- (b) is unable to continue working for a reason described in paragraph (8)(c) or (8)(d)(i), (ii) or (iii),

for the period that is covered by one or more such reasons, that agency worker shall be deemed to be working in that role with the hirer, for the original intended duration, or likely duration of the assignment, whichever is the longer.

(7) Where—

- (a) an assignment ends on grounds which are maternity grounds within the meaning of section 68A of the 1996 Act, and
- (b) the agency worker is deemed to be working in that role in accordance with paragraph (6),

the fact that an agency worker is actually working in another role, whether for the same or a different hirer during the period mentioned in paragraph (6) or any part of that period, does not affect the operation of that paragraph.

(8) This paragraph applies where there is a break between assignments, or during an assignment, when the agency worker is not working, and the break is—

- (a) for any reason and the break is not more than six calendar weeks;
- (b) wholly due to the fact that the agency worker is incapable of working in consequence of sickness or injury, and the requirements of paragraph (9) are satisfied;
- (c) related to pregnancy, childbirth or maternity and is at a time in a protected period;
- (d) wholly for the purpose of taking time off or leave, whether statutory or contractual, to which the agency worker is otherwise entitled which is—
 - (i) ordinary, compulsory or additional maternity leave;
 - (ii) ordinary or additional adoption leave;
 - (iii) paternity leave;
 - (iv) time off or other leave not listed in sub-paragraph (d)(i), (ii) or (iii); or
 - (v) for more than one of the reasons listed in sub-paragraph (d)(i) to (iv);
- (e) wholly due to the fact that the agency worker is required to attend at any place in pursuance of being summoned for service as a juror under the Juries Act 1974 ^{M4}, the Coroners Act 1988 ^{M5}, the Court of Session Act 1988 ^{M6} or the Criminal Procedure (Scotland) Act 1995 ^{M7}, and the break is 28 calendar weeks or less;
- (f) wholly due to a temporary cessation in the hirer's requirement for any worker to be present at the establishment and work in a particular role, for a pre-determined period of time according to the established custom and practices of the hirer; or
- (g) wholly due to a strike, lock-out or other industrial action at the hirer's establishment; or
- (h) wholly due to more than one of the reasons listed in sub-paragraphs (b), (c), (d), (e), (f) or (g).

(9) Paragraph (8)(b) only applies where—

- (a) the break is 28 calendar weeks or less;
- (b) paragraph (8)(c) does not apply; and
- (c) if required to do so by the temporary work agency, the agency worker has provided such written medical evidence as may reasonably be required.

(10) For the purposes of paragraph (8)(c), a protected period begins at the start of the pregnancy, and the protected period associated with any particular pregnancy ends at the end of the 26 weeks beginning with childbirth or, if earlier, when the agency worker returns to work.

(11) For the purposes of paragraph (10) “childbirth” means the birth of a living child or the birth of a child whether living or dead after 24 weeks of pregnancy.

(12) Time spent by an agency worker working during an assignment before 1st October 2011 does not count for the purposes of this regulation.

F4 Words in [reg. 7\(4\)](#) omitted (6.4.2020) by virtue of [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), [regs. 1\(1\), 3\(3\)](#) (with [reg. 7](#))

Marginal Citations

- M4** [1974 c.23.](#)
- M5** [1988 c.13.](#)
- M6** [1988 c.36.](#)
- M7** [1995 c.46.](#)

Completion of the qualifying period and continuation of the regulation 5 rights

8. Where an agency worker has completed the qualifying period with a particular hirer, the rights conferred by regulation 5 shall apply and shall continue to apply to that agency worker in relation to that particular hirer unless—

- (a) that agency worker is no longer working in the same role, within the meaning of regulation 7(3), with that hirer; or
- (b) there is a break between assignments, or during an assignment, when the agency worker is not working, to which regulation 7(8) does not apply.

Structure of assignments

9.—(1) Notwithstanding paragraphs (1) and (2) of regulation 7, and regulation 8, if paragraphs (3) and (4) apply an agency worker shall be treated as having completed the qualifying period from the time at which the agency worker would have completed the qualifying period but for the structure of the assignment or assignments mentioned in paragraph (3).

(2) Notwithstanding paragraphs (1) and (2) of regulation 7, and regulation 8, if paragraphs (3) and (4) apply an agency worker who has completed the qualifying period and—

- (a) is no longer entitled to the rights conferred by regulation 5, but
- (b) would be so entitled but for the structure of the assignment or assignments mentioned in paragraph (3),

shall be treated as continuing to be entitled to those rights from the time at which the agency worker completed that period.

(3) This paragraph applies when an agency worker has—

- (a) completed two or more assignments with a hirer (H),
- (b) completed at least one assignment with H and one or more earlier assignments with hirers connected to H, or
- (c) worked in more than two roles during an assignment with H, and on at least two occasions has worked in a role that was not the “same role” as the previous role within the meaning of regulation 7(3).

(4) This paragraph applies where—

- (a) the most likely explanation for the structure of the assignment, or assignments, mentioned in paragraph (3) is that H, or the temporary work agency supplying the agency worker to H, or, where applicable, H and one or more hirers connected to H, intended to prevent the agency worker from being entitled to, or from continuing to be entitled to, the rights conferred by regulation 5; and
- (b) the agency worker would be entitled to, or would continue to be entitled to, the rights conferred by regulation 5 in relation to H, but for that structure.

(5) The following matters in particular shall be taken into account in determining whether the structure of the assignment or assignments mentioned in paragraph (3) shows that the most likely explanation for it is that mentioned in paragraph (4)(a)—

- (a) the length of the assignments;
- (b) the number of assignments with H and, where applicable, hirers connected to H;
- (c) the number of times the agency worker has worked in a new role with H and, where applicable, hirers connected to H, and that new role is not the “same role” within the meaning of regulation 7(3);

- (d) the number of times the agency worker has returned to work in the same role within the meaning of regulation 7(3) with H and, where applicable, hirers connected to H;
 - (e) the period of any break between assignments with H and, where applicable, hirers connected to H.
- (6) For the purposes of this regulation hirers are connected to a hirer if one hirer (directly or indirectly) has control of the other hirer or a third person (directly or indirectly) has control of both hirers.

Permanent contracts providing for pay between assignments

^{F5}10.

F5 [Reg. 10](#) omitted (6.4.2020) by virtue of [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **3(4)** (with [reg. 7](#))

Calculating the minimum amount of pay

^{F6}11.

F6 [Reg. 11](#) omitted (6.4.2020) by virtue of [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **3(4)** (with [reg. 7](#))

Rights of agency workers in relation to access to collective facilities and amenities

- 12.**—(1) An agency worker has during an assignment the right to be treated no less favourably than a comparable worker in relation to the collective facilities and amenities provided by the hirer.
- (2) The rights conferred by paragraph (1) apply only if the less favourable treatment is not justified on objective grounds.
- (3) “Collective facilities and amenities” includes, in particular—
- (a) canteen or other similar facilities;
 - (b) child care facilities; and
 - (c) transport services.
- (4) For the purposes of paragraph (1) an individual is a comparable worker in relation to an agency worker if at the time when the breach of paragraph (1) is alleged to take place—
- (a) both that individual and the agency worker are—
 - (i) working for and under the supervision and direction of the hirer, and
 - (ii) engaged in the same or broadly similar work having regard, where relevant, to whether they have a similar level of qualification and skills;
 - (b) that individual works or is based at the same establishment as the agency worker or, where there is no comparable worker working or based at that establishment who satisfies the requirements of sub-paragraph (a), works or is based at a different establishment and satisfies those requirements; and
 - (c) that individual is an employee of the hirer or, where there is no employee satisfying the requirements of sub-paragraphs (a) and (b), is a worker of the hirer and satisfies those requirements.

Rights of agency workers in relation to access to employment

13.—(1) An agency worker has during an assignment the right to be informed by the hirer of any relevant vacant posts with the hirer, to give that agency worker the same opportunity as a comparable worker to find permanent employment with the hirer.

(2) For the purposes of paragraph (1) an individual is a comparable worker in relation to an agency worker if at the time when the breach of paragraph (1) is alleged to take place—

- (a) both that individual and the agency worker are—
 - (i) working for and under the supervision and direction of the hirer, and
 - (ii) engaged in the same or broadly similar work having regard, where relevant, to whether they have a similar level of qualification and skills;
- (b) that individual works or is based at the same establishment as the agency worker; and
- (c) that individual is an employee of the hirer or, where there is no employee satisfying the requirements of sub-paragraphs (a) and (b), is a worker of the hirer and satisfies those requirements.

(3) For the purposes of paragraph (1), an individual is not a comparable worker if that individual's employment with the hirer has ceased.

(4) For the purposes of paragraph (1) the hirer may inform the agency worker by a general announcement in a suitable place in the hirer's establishment.

PART 3

Liability, Protections and Remedies

Liability of temporary work agency and hirer

14.—(1) [^{F7}Subject to paragraph (3),] a temporary work agency shall be liable for any breach of regulation 5, to the extent that it is responsible for that breach.

(2) ^{F8}...the hirer shall be liable for any breach of regulation 5, to the extent that it is responsible for that breach.

(3) A temporary work agency shall not be liable for a breach of regulation 5 where it is established that the temporary work agency—

- ^{F9}(a) obtained, or has taken reasonable steps to obtain, relevant information from the hirer—
 - (i) about the basic working and employment conditions in force in the hirer;
 - (ii) if needed to assess compliance with regulation 5, about the relevant terms and conditions under which an employee of the hirer is working where—
 - (aa) that employee is considered to be a comparable employee in relation to that agency worker for the purposes of regulation 5(4), and
 - (bb) those terms and conditions are ordinarily included in the contract of such a comparable employee;
- and
- (iii) which explains the basis on which it is considered that the employee referred to in sub-paragraph (ii)(aa) is a comparable employee;]

(b) where it has received such information, has acted reasonably in determining what the agency worker's basic working and employment conditions should be at the end of the

qualifying period and during the period after that until, in accordance with regulation 8, the agency worker ceases to be entitled to the rights conferred by regulation 5; and

- (c) ensured that where it has responsibility for applying those basic working and employment conditions to the agency worker, that agency worker has been treated in accordance with the determination described in sub-paragraph (b),

and to the extent that the temporary work agency is not liable under this provision, the hirer shall be liable.

^{F10}(4)

(5) Where more than one temporary work agency is a party to the proceedings, when deciding whether or not each temporary work agency is responsible in full or in part, the employment tribunal shall have regard to the extent to which each agency was responsible for the determination, or application, of any of the agency worker's basic working and employment conditions.

(6) The hirer shall be liable for any breach of regulation 12 or 13.

(7) In relation to the rights conferred by regulation 17—

- (a) a temporary work agency shall be liable for any act, or any deliberate failure to act, of that temporary work agency; and
- (b) the hirer shall be liable for any act, or any deliberate failure to act, of the hirer.

- F7** Words in reg. 14(1) inserted (1.9.2011) by [The Agency Workers \(Amendment\) Regulations 2011 \(S.I. 2011/941\)](#), [regs. 1, 2\(4\)\(a\)](#)
- F8** Words in reg. 14(2) omitted (1.9.2011) by virtue of [The Agency Workers \(Amendment\) Regulations 2011 \(S.I. 2011/941\)](#), [regs. 1, 2\(4\)\(b\)](#)
- F9** Reg. 14(3)(a) substituted (1.9.2011) by [The Agency Workers \(Amendment\) Regulations 2011 \(S.I. 2011/941\)](#), [regs. 1, 2\(4\)\(c\)](#)
- F10** Reg. 14(4) omitted (1.9.2011) by virtue of [The Agency Workers \(Amendment\) Regulations 2011 \(S.I. 2011/941\)](#), [regs. 1, 2\(4\)\(d\)](#)

Restrictions on contracting out

15. Section 203 ^{M8} of the 1996 Act (restrictions on contracting out) shall apply in relation to these Regulations as if they were contained in that Act.

Marginal Citations

- M8** Section 203 was amended by the [Employment Rights \(Dispute Resolution\) Act 1998 \(c.8\)](#) and by the [Employment Relations Act 1999 \(c.26\)](#), [section 44](#) and Schedule 9.

Right to receive information

16.—(1) An agency worker who considers that the hirer or a temporary work agency may have treated that agency worker in a manner which infringes a right conferred by regulation 5, may make a written request to the temporary work agency for a written statement containing information relating to the treatment in question.

(2) A temporary work agency that receives such a request from an agency worker shall, within 28 days of receiving it, provide the agency worker with a written statement setting out—

- (a) relevant information relating to the basic working and employment conditions of the workers of the hirer,

- (b) the factors the temporary work agency considered when determining the basic working and employment conditions which applied to the agency worker at the time when the breach of regulation 5 is alleged to have taken place, and
 - (c) where the temporary work agency seeks to rely on regulation 5(3), relevant information which—
 - (i) explains the basis on which it is considered that an individual is a comparable employee, and
 - (ii) describes the relevant terms and conditions, which apply to that employee.
- (3) If an agency worker has made a request under paragraph (1) and has not been provided with such a statement within 30 days of making that request, the agency worker may make a written request to the hirer for a written statement containing information relating to the relevant basic working and employment conditions of the workers of the hirer.
- (4) A hirer that receives a request made in accordance with paragraph (3) shall, within 28 days of receiving it, provide the agency worker with such a statement.
- (5) An agency worker who considers that the hirer may have treated that agency worker in a manner which infringes a right conferred by regulation 12 or 13, may make a written request to the hirer for a written statement containing information relating to the treatment in question.
- (6) A hirer that receives such a request from an agency worker shall, within 28 days of receiving it, provide the agency worker with a written statement setting out—
- (a) all relevant information relating to the rights of a comparable worker in relation to the rights mentioned in regulation 12 or, as the case may be, regulation 13, and
 - (b) the particulars of the reasons for the treatment of the agency worker in respect of the right conferred by regulation 12 or, as the case may be, regulation 13.
- (7) Paragraphs (1) and (3) apply only to an agency worker who at the time that worker makes such a request is entitled to the right conferred by regulation 5.
- (8) Information provided under this regulation, whether in the form of a written statement or otherwise, is admissible as evidence in any proceedings under these Regulations.
- (9) If it appears to the tribunal in any proceedings under these Regulations—
- (a) that a temporary work agency or the hirer (as the case may be) deliberately, and without reasonable excuse, failed to provide information, whether in the form of a written statement or otherwise, or
 - (b) that any written statement supplied is evasive or equivocal,
- it may draw any inference which it considers it just and equitable to draw, including an inference that that temporary work agency or hirer (as the case may be) has infringed the right in question.

Unfair dismissal and the right not to be subjected to detriment

17.—(1) An agency worker who is an employee and is dismissed shall be regarded as unfairly dismissed for the purposes of Part 10 of the 1996 Act if the reason (or, if more than one, the principal reason) for the dismissal is a reason specified in paragraph (3).

(2) An agency worker has the right not to be subjected to any detriment by, or as a result of, any act, or any deliberate failure to act, of a temporary work agency or the hirer, done on a ground specified in paragraph (3).

(3) The reasons or, as the case may be, grounds are—

- (a) that the agency worker—
 - (i) brought proceedings under these Regulations;

- (ii) gave evidence or information in connection with such proceedings brought by any agency worker;
 - (iii) made a request under regulation 16 for a written statement;
 - (iv) otherwise did anything under these Regulations in relation to a temporary work agency, hirer, or any other person;
 - (v) alleged that a temporary work agency or hirer has breached these Regulations;
 - (vi) refused (or proposed to refuse) to forgo a right conferred by these Regulations; or
- (b) that the hirer or a temporary work agency believes or suspects that the agency worker has done or intends to do any of the things mentioned in sub-paragraph (a).

(4) Where the reason or principal reason for subsection to any act or deliberate failure to act is that mentioned in paragraph (3)(a)(v), or paragraph 3(b) so far as it relates to paragraph (3)(a)(v), neither paragraph (1) nor paragraph (2) applies if the allegation made by the agency worker is false and not made in good faith.

(5) Paragraph (2) does not apply where the detriment in question amounts to a dismissal of an employee within the meaning of Part 10 of the 1996 Act.

Complaints to employment tribunals etc

18.—(1) In this regulation “respondent” includes the hirer and any temporary work agency.

(2) Subject to regulation 17(5), an agency worker may present a complaint to an employment tribunal that a temporary work agency or the hirer has infringed a right conferred on the agency worker by regulation 5, 12, 13 or 17 (2).

^{F11}(3)

(4) Subject to paragraph (5), an employment tribunal shall not consider a complaint under this regulation unless it is presented before the end of the period of three months beginning—

- (a) in the case of an alleged infringement of a right conferred by regulation 5, 12 or 17(2) ^{F12}..., with the date of the infringement, detriment or breach to which the complaint relates or, where an act or failure to act is part of a series of similar acts or failures comprising the infringement, detriment or breach, the last of them;
- (b) in the case of an alleged infringement of the right conferred by regulation 13, with the date, or if more than one the last date, on which other individuals, whether or not employed by the hirer, were informed of the vacancy.

[^{F13}(4A) Regulation 18A (extension of time limits to facilitate conciliation before institution of proceedings) applies for the purposes of paragraph (4).]

(5) A tribunal may consider any such complaint which is out of time if, in all the circumstances of the case, it considers that it is just and equitable to do so.

(6) For the purposes of calculating the date of the infringement, detriment or breach, under paragraph (4)(a)—

- (a) where a term in a contract infringes a right conferred by regulation 5, 12 or 17(2), ^{F14}... that infringement or breach shall be treated, subject to sub-paragraph (b), as taking place on each day of the period during which the term infringes that right or breaches that duty;
- (b) a deliberate failure to act that is contrary to regulation 5, 12 or 17(2) ^{F15}... shall be treated as done when it was decided on.

(7) In the absence of evidence establishing the contrary, a person (P) shall be taken for the purposes of paragraph (6)(b) to decide not to act—

- (a) when P does an act inconsistent with doing the failed act; or

(b) if P has done no such inconsistent act, when the period expires within which P might reasonably have been expected to have done the failed act if it was to be done.

(8) Where an employment tribunal finds that a complaint presented to it under this regulation is well founded, it shall take such of the following steps as it considers just and equitable—

- (a) making a declaration as to the rights of the complainant in relation to the matters to which the complaint relates;
- (b) ordering the respondent to pay compensation to the complainant;
- (c) recommending that the respondent take, within a specified period, action appearing to the tribunal to be reasonable, in all the circumstances of the case, for the purpose of obviating or reducing the adverse effect on the complainant of any matter to which the complaint relates.

(9) Where a tribunal orders compensation under paragraph (8)(b), and there is more than one respondent, the amount of compensation payable by each or any respondent shall be such as may be found by the tribunal to be just and equitable having regard to the extent of each respondent's responsibility for the infringement to which the complaint relates.

(10) Subject to paragraphs (12) and (13), where a tribunal orders compensation under paragraph (8)(b), the amount of the compensation awarded shall be such as the tribunal considers just and equitable in all the circumstances having regard to—

- (a) the infringement or breach to which the complaint relates; and
- (b) any loss which is attributable to the infringement.

(11) The loss shall be taken to include—

- (a) any expenses reasonably incurred by the complainant in consequence of the infringement or breach; and
- (b) loss of any benefit which the complainant might reasonably be expected to have had but for the infringement or breach.

(12) Subject to paragraph (13), where a tribunal orders compensation under paragraph (8)(b), any compensation which relates to an infringement or breach of the rights—

- (a) conferred by regulation 5^{F16} ...; or
- (b) conferred by regulation 17(2) to the extent that the infringement or breach relates to regulation 5^{F17} ...,

shall not be less than two weeks' pay, calculated in accordance with regulation 19.

(13) Paragraph (12) does not apply where the tribunal considers that in all the circumstances of the case, taking into account the conduct of the claimant and respondent, two weeks' pay is not a just and equitable amount of compensation, and the amount shall be reduced as the tribunal consider appropriate.

(14) Where a tribunal finds that regulation 9(4) applies and orders compensation under paragraph (8)(b), the tribunal may make an additional award of compensation under paragraph 8(b), which shall not be more than £5,000, and where there is more than one respondent the proportion of any additional compensation awarded that is payable by each of them shall be such as the tribunal considers just and equitable having regard to the extent to which it considers each to have been responsible for the fact that regulation 9(4)(a) applies.

[^{F18}(14A) In relation to an infringement or breach for which a tribunal orders a respondent to pay compensation under paragraph (8)(b), the tribunal may order the respondent also to pay a penalty under section 12A of the Employment Tribunals Act 1996 only if the tribunal decides not to exercise the power under paragraph (14) to make an additional award of compensation against the respondent.]

(15) Compensation in respect of treating an agency worker in a manner which infringes the right conferred by regulation 5, 12 or 13^{F19}..., shall not include compensation for injury to feelings.

(16) In ascertaining the loss the tribunal shall apply the same rule concerning the duty of a person to mitigate loss as applies to damages recoverable under the common law of England and Wales or (as the case may be) the law of Scotland.

(17) Where the tribunal finds that the act, or failure to act, to which the complaint relates was to any extent caused or contributed to by action of the complainant, it shall reduce the amount of the compensation by such proportion as it considers just and equitable having regard to that finding.

(18) If a temporary work agency or the hirer fails, without reasonable justification, to comply with a recommendation made by an employment tribunal under paragraph (8)(c) the tribunal may, if it thinks it just and equitable to do so—

- (a) increase the amount of compensation required to be paid to the complainant in respect of the complaint, where an order was made under paragraph (8)(b); or
- (b) make an order under paragraph (8)(b).

- F11** Reg. 18(3) omitted (6.4.2020) by virtue of *The Agency Workers (Amendment) Regulations 2019* (S.I. 2019/724), regs. 1(1), **3(5)(a)** (with reg. 7)
- F12** Words in reg. 18(4)(a) omitted (6.4.2020) by virtue of *The Agency Workers (Amendment) Regulations 2019* (S.I. 2019/724), regs. 1(1), **3(5)(b)** (with reg. 7)
- F13** Reg. 18(4A) inserted (6.4.2014) by *The Enterprise and Regulatory Reform Act 2013 (Consequential Amendments) (Employment) Order 2014* (S.I. 2014/386), art. 1, **Sch. para. 62**
- F14** Words in reg. 18(6)(a) omitted (6.4.2020) by virtue of *The Agency Workers (Amendment) Regulations 2019* (S.I. 2019/724), regs. 1(1), **3(5)(c)** (with reg. 7)
- F15** Words in reg. 18(6)(b) omitted (6.4.2020) by virtue of *The Agency Workers (Amendment) Regulations 2019* (S.I. 2019/724), regs. 1(1), **3(5)(d)** (with reg. 7)
- F16** Words in reg. 18(12)(a) omitted (6.4.2020) by virtue of *The Agency Workers (Amendment) Regulations 2019* (S.I. 2019/724), regs. 1(1), **3(5)(e)** (with reg. 7)
- F17** Words in reg. 18(12)(b) omitted (6.4.2020) by virtue of *The Agency Workers (Amendment) Regulations 2019* (S.I. 2019/724), regs. 1(1), **3(5)(f)** (with reg. 7)
- F18** Reg. 18(14A) inserted (6.4.2014) by *Enterprise and Regulatory Reform Act 2013* (c. 24), s. 103(3), **Sch. 3 para. 6** (with s. 24(5)); S.I. 2014/253, art. 3(h)
- F19** Words in reg. 18(15) omitted (6.4.2020) by virtue of *The Agency Workers (Amendment) Regulations 2019* (S.I. 2019/724), regs. 1(1), **3(5)(g)** (with reg. 7)

Modifications etc. (not altering text)

- C1** Reg. 18 applied (with modifications) (6.4.2020) by *The Agency Workers (Amendment) Regulations 2019* (S.I. 2019/724), regs. 1(1), **4(4)** (with reg. 7)
- C2** Reg. 18 applied (with modifications) (6.4.2020) by *The Agency Workers (Amendment) Regulations 2019* (S.I. 2019/724), regs. 1(1), **5(7)** (with reg. 7)

[^{F20}E] Extension of time limit to facilitate conciliation before institution of proceedings

18A.—(1) In this regulation—

- (a) Day A is the day on which the worker concerned complies with the requirement in subsection (1) of section 18A of the *Employment Tribunals Act 1996* (requirement to contact ACAS before instituting proceedings) in relation to the matter in respect of which the proceedings are brought, and
- (b) Day B is the day on which the worker concerned receives or, if earlier, is treated as receiving (by virtue of regulations made under subsection (11) of that section) the certificate issued under subsection (4) of that section.

(2) In working out when the time limit set by regulation 18(4) expires the period beginning with the day after Day A and ending with Day B is not to be counted.

(3) If the time limit set by regulation 18(4) would (if not extended by this paragraph) expire during the period beginning with Day A and ending one month after Day B, the time limit expires instead at the end of that period.

(4) The power conferred on the employment tribunal by regulation 18(5) to extend the time limit set by paragraph (4) of that regulation is exercisable in relation to that time limit as extended by this regulation.]

F20 Reg. 18A inserted (6.4.2014) by [The Enterprise and Regulatory Reform Act 2013 \(Consequential Amendments\) \(Employment\) Order 2014 \(S.I. 2014/386\)](#), art. 1, **Sch. para. 63**

Modifications etc. (not altering text)

C3 Reg. 18A applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **5(7)** (with reg. 7)

C4 Reg. 18A applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **4(4)** (with reg. 7)

Calculating a week's pay

19.—(1) For the purposes of regulation 18(12)—

(a) a week's pay shall be the higher of—

(i) the average weekly pay received by the agency worker, in relation to the assignment to which the claim relates, in the relevant period; and

(ii) the average weekly pay the agency worker should have been receiving by virtue of regulation 5, in relation to the assignment to which the claim relates, in the relevant period; and

(b) for the purposes of this paragraph, only payments in respect of basic pay whether by way of annual salary, payments for actual time worked or by reference to output or otherwise shall be taken into account.

(2) The relevant period is —

(a) where the assignment has ended on or before the date the complaint was presented to the tribunal under regulation 18(2), the four week period (or in a case where the assignment was shorter than four weeks, that period) ending with the last day of the assignment to which the claim relates; or

(b) where the assignment has not so ended the four week period (or in the case where that assignment was shorter than four weeks, that period) ending with the date of the complaint.

Modifications etc. (not altering text)

C5 Reg. 19 applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **5(7)** (with reg. 7)

C6 Reg. 19 applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **4(4)** (with reg. 7)

Liability of employers and principals

20.—(1) Anything done by a person in the course of employment shall be treated for the purposes of these Regulations as also done by their employer, whether or not it was done with that employer's knowledge or approval.

(2) Anything done by a person as agent for the employer with the authority of the employer shall be treated for the purposes of these Regulations as also done by the employer.

(3) In proceedings under these Regulations against any person in respect of an act alleged to have been done by an employee of that person, it shall be a defence for that person to prove that he or she took such steps as were reasonably practicable to prevent the employee from—

- (a) doing that act; or
- (b) doing, in the course of his or her employment, acts of that description.

Modifications etc. (not altering text)

- C7** Reg. 20 applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **4(4)** (with reg. 7)
- C8** Reg. 20 applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **5(7)** (with reg. 7)

PART 4

Special Classes of Person

Crown employment and service as a member of the armed forces

21.—(1) These Regulations have effect in relation to—

- (a) Crown employment,
- (b) service as a member of the armed forces of the Crown,
- (c) persons in Crown employment, and
- (d) persons in service as a member of the armed forces of the Crown,

as they have effect in relation to other employment and other employees.

(2) In paragraph (1) “Crown employment” means employment under or for the purposes of a government department or any officer or body exercising on behalf of the Crown functions conferred by a statutory provision but subject to paragraph (4).

(3) For the purposes of the application of the provisions of these Regulations in relation to Crown employment and service as a member of the armed forces of the Crown in accordance with paragraph (1)—

- (a) references to an employee shall be construed as references to a person in Crown employment or in service as a member of the armed forces of the Crown to whom the definition of employee is appropriate; and
- (b) references to a contract in relation to an employee shall be construed as references to the terms of employment of a person in Crown employment or in service as a member of the armed forces of the Crown to whom the definition of employee is appropriate.

(4) Crown employment—

- (a) does not include service as a member of the armed forces of the Crown, but

- (b) does include employment by an association established for the purposes of Part 11 of the Reserve Forces Act 1996 ^{M9}.

Modifications etc. (not altering text)

- C9** Reg. 21 applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **6(1)** (with reg. 7)

Marginal Citations

- M9** 1996 c.14.

House of Lords staff

22.—(1) These Regulations have effect in relation to employment as a relevant member of the House of Lords staff as they have effect in relation to other employment.

(2) In this regulation “relevant member of the House of Lords staff” means any person who is employed under a contract with the Corporate Officer of the House of Lords by virtue of which he is a worker.

Modifications etc. (not altering text)

- C10** Reg. 22 applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **6(1)** (with reg. 7)

House of Commons staff

23.—(1) These Regulations have effect in relation to employment as a relevant member of the House of Commons staff as they have effect in relation to other employment.

- (2) In this regulation “relevant member of the House of Commons staff” means any person—
- (a) who was appointed by the House of Commons Commission; or
 - (b) who is a member of the Speaker's personal staff.

Modifications etc. (not altering text)

- C11** Reg. 23 applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **6(1)** (with reg. 7)

Police service

24.—(1) For the purposes of these Regulations, the holding, otherwise than under a contract of employment, of the office of constable or an appointment as a police cadet shall be treated as employment, under a contract of employment, by the relevant officer.

(2) For the purposes of these Regulations, any constable or other person who has been seconded to SOCA to serve as a member of its staff shall be treated as employed by SOCA, in respect of actions taken by, or on behalf of, SOCA.

- (3) For the purposes of regulation 20—

- (a) the secondment of any constable or other person to SOCA to serve as a member of its staff shall be treated as employment by SOCA (and not as being employment by any other person); and
 - (b) anything done by a person so seconded in the performance, or purported performance, of his functions shall be treated as done in the course of that employment.
- (4) In this regulation “the relevant officer” means—
- (a) in relation to a member of the police force or a special constable or police cadet appointed for a police area, the chief officer of police (or, in Scotland, the chief constable); and
 - (b) in relation to any other person holding the office of constable or an appointment as a police cadet, the person who has the direction and control of the body of constables or cadets in question.
- (5) In this regulation “SOCA” means the Serious Organised Crime Agency.

Modifications etc. (not altering text)

C12 Reg. 24 applied (with modifications) (6.4.2020) by [The Agency Workers \(Amendment\) Regulations 2019 \(S.I. 2019/724\)](#), regs. 1(1), **6(1)** (with reg. 7)

PART 5

Amendments to legislation

Amendments to legislation

25. Schedule 2 which contains amendments to legislation shall have effect.

Department for Business, Innovation and Skills

Pat McFadden
Minister of State for Business, Innovation and Skills

Changes to legislation:

There are currently no known outstanding effects for the The Agency Workers Regulations 2010.