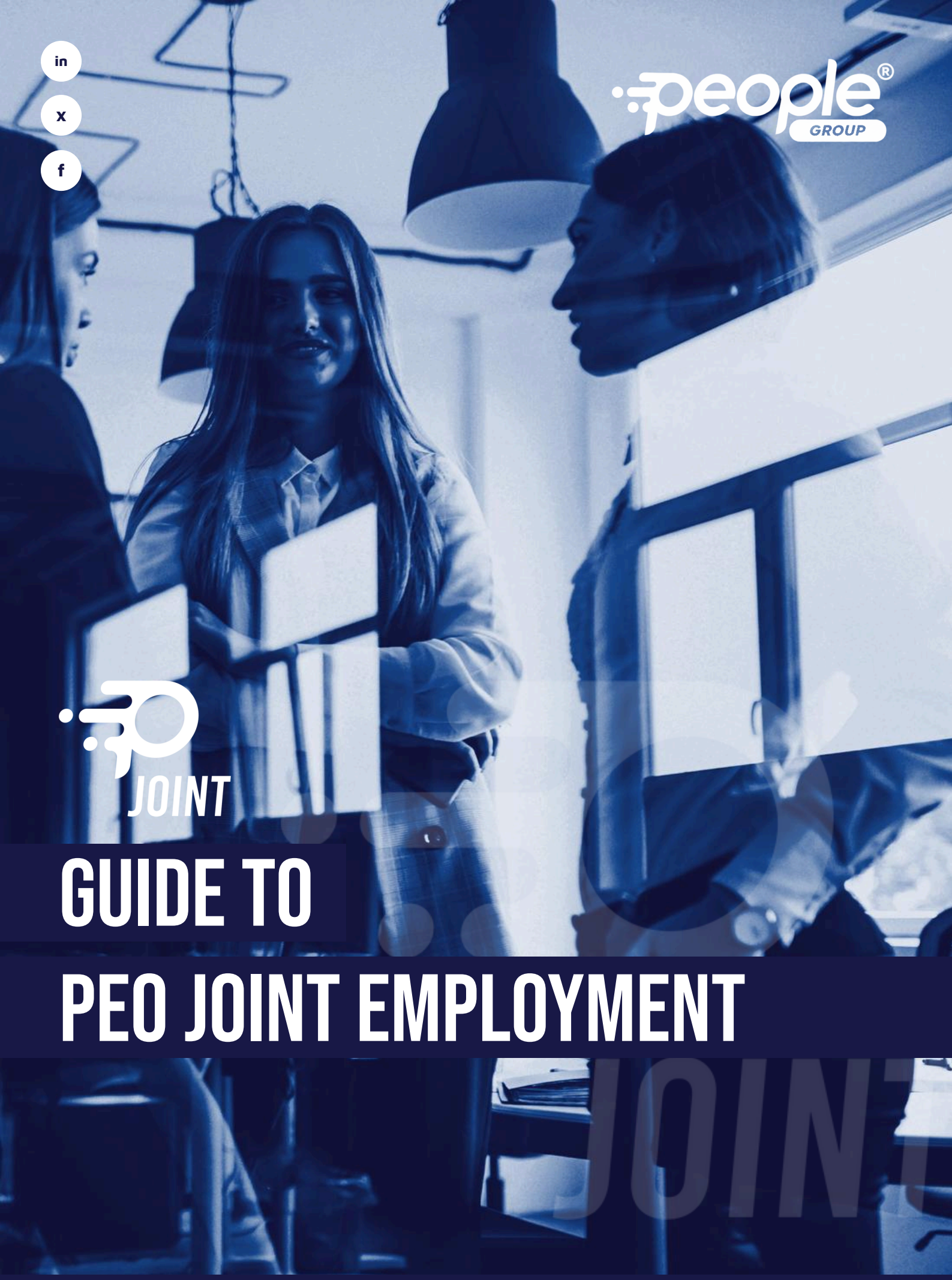


GUIDE TO PEO JOINT EMPLOYMENT

Version 4.0 2026

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PEO Joint Employment

Everything your agency needs to know about People PEO Joint Employment – how it works, how it compares with umbrella, what HMRC confirmed and how we switch your contractors.

ABOUT US

People Group Services is a family-owned business with a long history of providing compliant payroll services to recruitment agencies and their contractors.

Founded by CEO Terry Hillier in 2007 as RACS Group, to give supply teachers a compliant way to be paid, the business grew and became a shining light of compliant payroll within the industry, picking up numerous business awards along the way.

In 2017 the business rebranded with a fresh new look. People Group Services was born, offering a range of enhanced payroll solutions – and nearly 20 years on we remain family-owned, built around people.

2007

RACS Group begins

A payroll business built around recruitment agencies and contractors.

2017

People Group evolves

New branding and broader payroll, compliance and PEO routes.

TODAY

More than payroll

Technology, compliance visibility, rewards and people support.

NEXT

Keep making it simpler

Clearer journeys and better tools for agencies and contractors.

OUR SOLUTIONS

People Group Services was created to fit the needs of an ever-changing contingent workforce. Typical payroll solutions have become outdated and no longer provide the experience that a tech savvy market expects. This is where PGS is different.

Broken down between Pay and Compliance, PGS provides a suite of services which create a seamless candidate experience, ensuring complete transparency and a full audit trail visible to recruiters, end-hirers and contractors.

Wrapped up in a simple and coherent package, PGS is the choice of like-minded forward thinkers.

We offer a solution that can fit agency requirements. Our partnership approach means that we will work with you to ensure our products will optimise your business efficiencies and maximise value.

Every route is accredited and compliant, with full supply-chain transparency. Not sure which fits? We'll compare them for you, free and with no obligation.

> *"Communication has been exceptional, and we are very thankful for everything you have done to get things in place smoothly for our contractors and all your help & advice."*
>
> ***Company Director,***
> ***Vida Education***

PEO JOINT EMPLOYMENT

People PAYE and your agency jointly employ the worker and share the day-to-day responsibilities, while we discharge every statutory obligation. Workers feel a stronger sense of belonging with your agency, and only 1% – 4% of our invoice attracts VAT.

UMBRELLA	JOINT	SOLE	CIS
Umbrella	**PEO Joint Employment**	**PEO Sole Employment**	**CIS**

Four clear payroll routes – Umbrella, PEO Joint Employment, PEO Sole Employment and CIS.

GUIDE TO PEO

What is a PEO?

A PEO stands for Professional Employment Organisation.

Our PEO payroll model is just one of the products that offers you an innovative, yet compliant solution that will drive productivity and enhance your business.

The model originated in the USA to offer affordable private healthcare cover for smaller employers. Small companies found it hard to source affordable life and medical cover for their employees, so a PEO combined all the small companies together to form a large group organisation and then access life and medical cover at corporate rates.

People Group Services has led the way in the sector, bringing the model over to the UK and innovating and modifying it to create a solution that is perfect for the UK market.

We have operated the model since 2017 and it has become our fastest growing pay solution, offering unique benefits to agencies and unrivalled advantages to thousands of contractors.

How does it work?

Simply put, using PEO, employees are paid on a full PAYE basis and given a range of additional benefits which can be tailored to requirements.

STEP 1

PEO starts with the True Gross pay (inclusive of holiday pay) of the contractor, which is set at a level that supports NMW and AWR before any employee deductions. This is the figure that appears on the payslip.

STEP 2

People PAYE separately charges an uplift to the agency, which covers our margin (typically less than a compliant umbrella product), employer's National Insurance, employer's pension, the Growth and Skills Levy[1] and a small provision for any statutory pay. Unlike an umbrella product, the employer deductions and margins do not have to be shown to the contractor as the uplift is a business-to-business arrangement.

Therefore, from a contractor's perspective, the payslip is much easier to understand. All that is displayed are the employee deductions that the contractor is familiar with, which results in far fewer questions to either the agency or the payroll provider, greater transparency and enhanced trust.

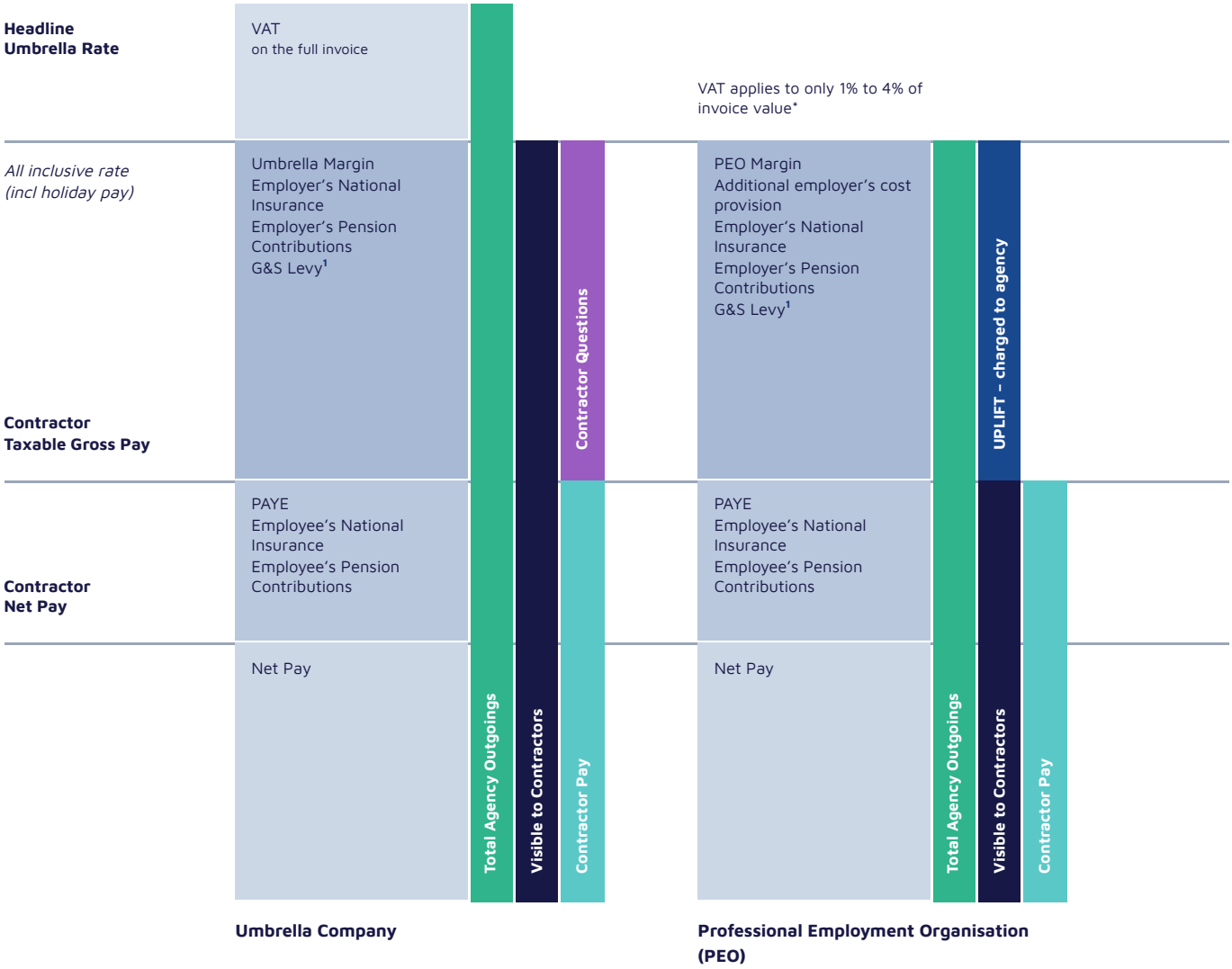
Plus, even better, the contractor will receive the same (or possibly more) net pay versus an umbrella solution.

[1] Growth and Skills Levy (G&S Levy) – from August 2026 the government's new name for the Apprenticeship Levy. Payslips, Key Information Documents and contracts issued before the change may still call it the Apprenticeship Levy or App Levy.

SIMPLICITY
TRANSPARENCY
EFFICIENCY

> *"By reviewing our payroll, we've significantly improved our cash flow, increased contractor loyalty and reduced our payroll enquiry levels by 90%."*
>
> ***Marie, Managing Director, Educated Recruitment***

Why is PEO different from other solutions?

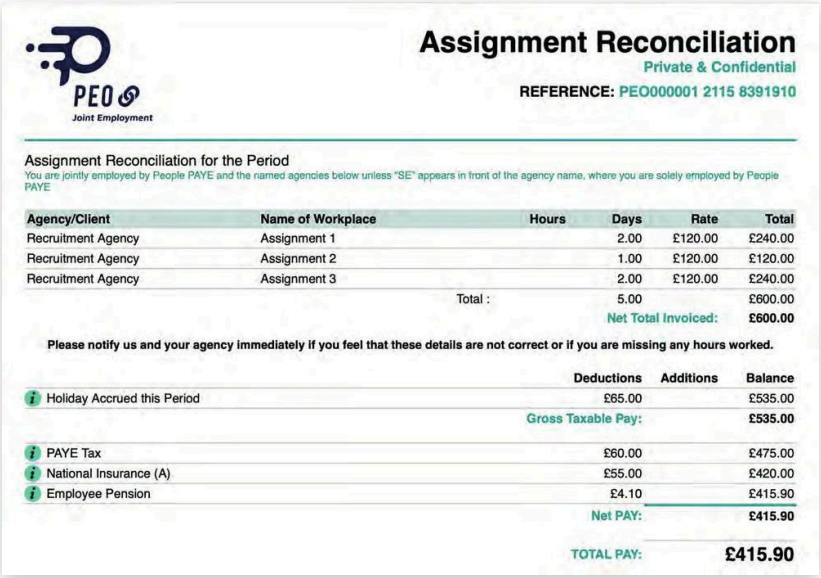


*Annually we assess the actual cost of disbursements and non-disbursements under this model. This process sets the % VAT applicable for the forthcoming year, e.g. 1% to 4%.

[1] Growth and Skills Levy (G&S Levy) – from August 2026 the government's new name for the Apprenticeship Levy. Payslips, Key Information Documents and contracts issued before the change may still call it the Apprenticeship Levy or App Levy.

JOINT EMPLOYMENT VS UMBRELLA

Pay Advice Comparison



PEO
Joint Employment

Assignment Reconciliation

Private & Confidential

REFERENCE: PEO000001 2115 8391910

Assignment Reconciliation for the Period

You are jointly employed by People PAYE and the named agencies below unless "SE" appears in front of the agency name, where you are solely employed by People PAYE

Agency/Client	Name of Workplace	Hours	Days	Rate	Total
Recruitment Agency	Assignment 1		2.00	£120.00	£240.00
Recruitment Agency	Assignment 2		1.00	£120.00	£120.00
Recruitment Agency	Assignment 3		2.00	£120.00	£240.00
		Total :	5.00		£600.00
				Net Total Invoiced:	£600.00

Please notify us and your agency immediately if you feel that these details are not correct or if you are missing any hours worked.

	Deductions	Additions	Balance
Holiday Accrued this Period	£65.00		£535.00
	Gross Taxable Pay:		£535.00
PAYE Tax	£60.00		£475.00
National Insurance (A)	£55.00		£420.00
Employee Pension	£4.10		£415.90
	Net PAY:		£415.90
	TOTAL PAY:		£415.90

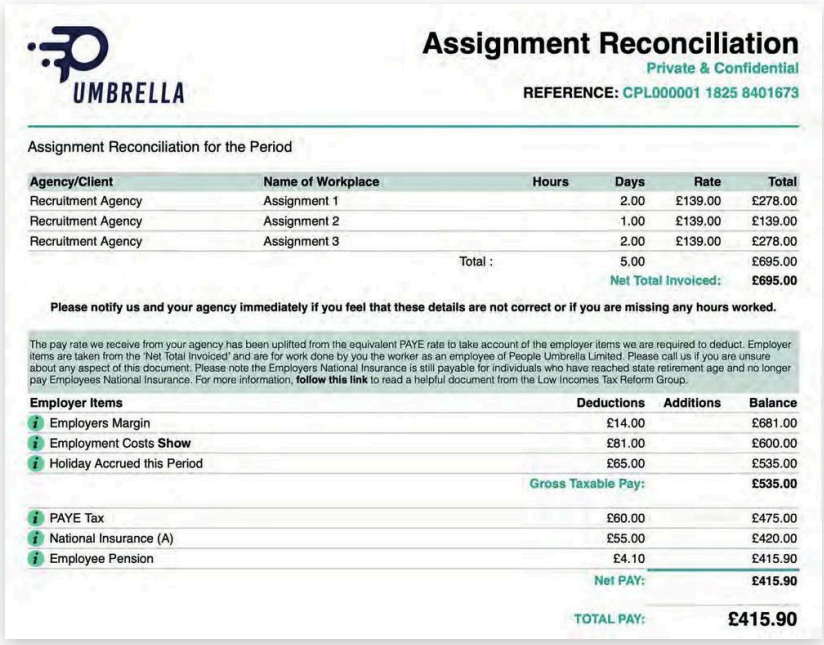
Assignment rate

PEO: £120.00 a day

Both assignment reconciliations show the total pay (the worker's gross earnings) to be the same. However, the PEO joint employment assignment rate is lower as the joint employers are invoiced separately for all employment costs in addition to this rate. The umbrella assignment rate is inflated to account for the employment costs that must be deducted.

Assignment rate

Umbrella: £139.00 a day



UMBRELLA

Assignment Reconciliation

Private & Confidential

REFERENCE: CPL000001 1825 8401673

Assignment Reconciliation for the Period

Agency/Client	Name of Workplace	Hours	Days	Rate	Total
Recruitment Agency	Assignment 1		2.00	£139.00	£278.00
Recruitment Agency	Assignment 2		1.00	£139.00	£139.00
Recruitment Agency	Assignment 3		2.00	£139.00	£278.00
	Total :		5.00		£695.00
				Net Total Invoiced:	£695.00

Please notify us and your agency immediately if you feel that these details are not correct or if you are missing any hours worked.

The pay rate we receive from your agency has been uplifted from the equivalent PAYE rate to take account of the employer items we are required to deduct. Employer items are taken from the 'Net Total Invoiced' and are for work done by you the worker as an employee of People Umbrella Limited. Please call us if you are unsure about any aspect of this document. Please note the Employers National Insurance is still payable for individuals who have reached state retirement age and no longer pay Employees National Insurance. For more information, **follow this link** to read a helpful document from the Low Incomes Tax Reform Group.

Employer Items	Deductions	Additions	Balance
Employers Margin	£14.00		£681.00
Employment Costs **Show**	£81.00		£600.00
Holiday Accrued this Period	£65.00		£535.00
	Gross Taxable Pay:		£535.00
PAYE Tax	£60.00		£475.00
National Insurance (A)	£55.00		£420.00
Employee Pension	£4.10		£415.90
	Net PAY:		£415.90
	TOTAL PAY:		£415.90

The umbrella assignment rate is usually the rate that is advertised and hence creates confusion with workers, because they believe that this is their actual pay rate – even though they should have received a KID that explains all the deductions.

THE BENEFITS OF JOINT EMPLOYMENT

- Overall reduction in admin, leaving you free to concentrate on core business
- Single tax code and maximum portability
- Outsourcing payroll where contracts state that the agency must be the employer (not previously allowed)
- Compliance savings – portability of workers and speed to get them to work
- Cost of insurance savings – we can reduce your insurance costs
- Full usage of our G&S Levy[1]
- Cash flow savings and actual savings if using ID facilities
- VAT mitigation between joint employers of 96% to 99%

People PAYE offers genuine joint employment

People PAYE Joint Employment documentation has been fully reviewed by HMRC, BEIS, EASI and other regulating bodies and gained the full seal of approval from Professional Passport industry compliance experts.

BEIS response received 2022

"We have carefully considered this process and your documentation. In principle, our view is that a "joint employment" arrangement is not contrary to the provisions of section 13(2) of the Employment Agencies Act 1973 (which defines employment agency activity); or section 13(3) of the 1973 Act (which defines employment business activity".

"It would seem from your documentation that a joint employment arrangement can be used in general employment relationships and also where an employment business is involved in providing work-finding services. I also take on board your view that joint employment works and that your contracts and relationships demonstrate that both "employers" are equally (jointly and severally) liable in relation to providing employment rights and compliance (including the 1973 Act and the Conduct of Employment Agencies and Employment Businesses Regulations 2003)".

" the joint employment model, based on the evidence we have seen, is not contrary to the 1973 Act"

"regulations 13A and 14 do not prevent joint employment or the supply of a KID to a work-seeker with joint employment as an option".

HMRC response received 2018 - Excerpts from HMRC response to full disclosure letter:

In my opinion, the guidance is stating that there can be no taxable supply (of staff) between joint employers because the workers in question are each the employer's own employees. So even when monies (This potential monetary consideration) pass between them for paying the workers - including salaries and resulting taxes - there is still no supply between the joint employers, because the monies are related to paying their own workers. Put another way, if the worker wasn't paid by one of the joint employers, the other joint employer(s) would be jointly and severally liable to pay the worker, so the monies in question are the wages/related taxes and pensions.

To summerise, I consider that there is a joint employment given the conditions and contracts provided.

Remittances between the agency and PPL (People PAYE Limited) would be subject to guidance at 700/34 however only costs that can be associated with wages, realted taxes, pensions and statutory payments would be classified as outside the scope of VAT.

[1] Growth and Skills Levy (G&S Levy) – from August 2026 the government's new name for the Apprenticeship Levy. Payslips, Key Information Documents and contracts issued before the change may still call it the Apprenticeship Levy or App Levy.

RESPONSIBILITIES OF JOINT EMPLOYERS

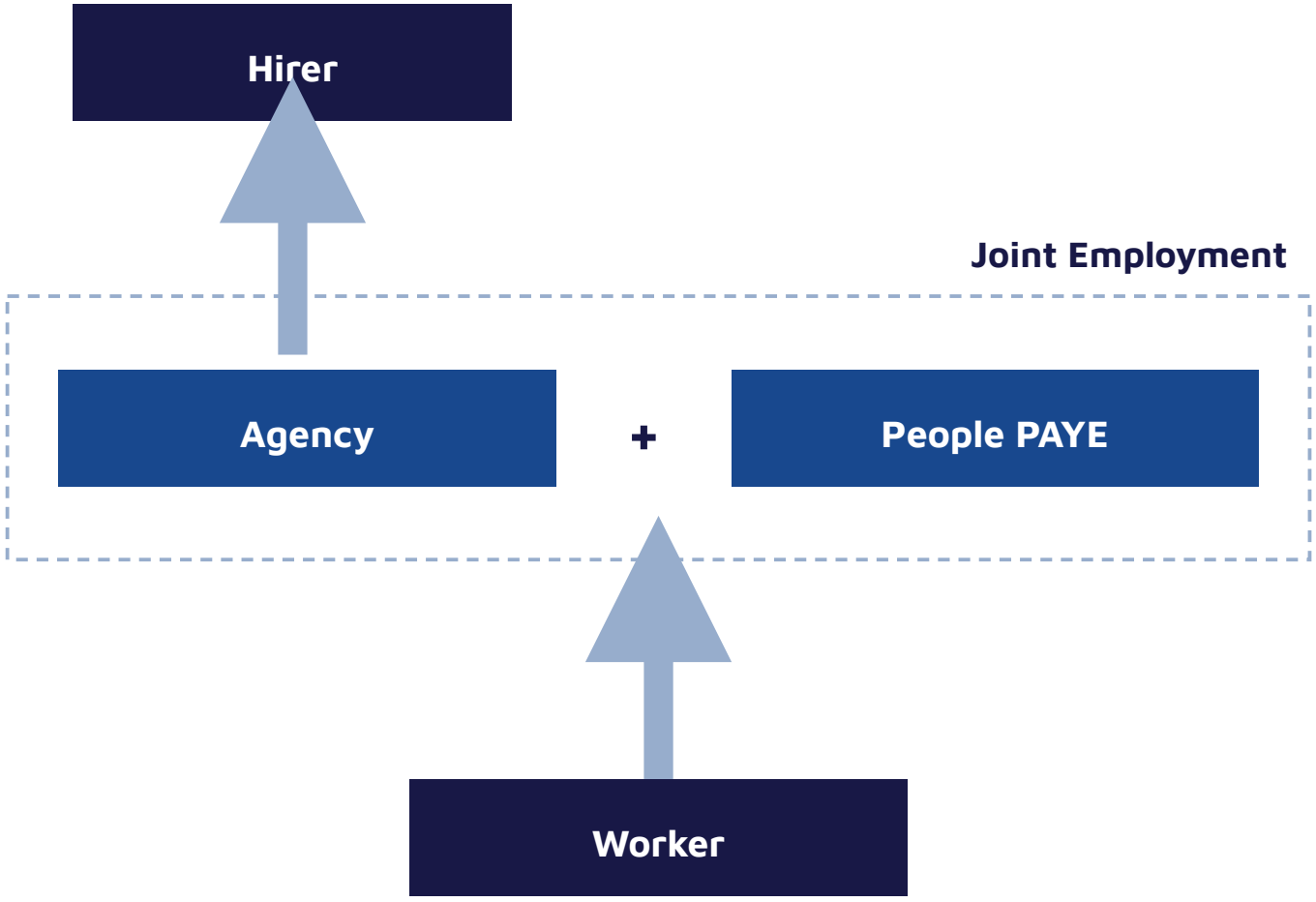
ACTION	AGENCY	PEOPLE PAYE
Right to work checks	✓	
Identity checks	✓	
Qualification and DBS checks	✓	
Experience requirements	✓	
Reference requirements	✓	
Find assignments	✓	
Check AWR requirements	✓	
Specific insurance requirements	✓	
Issue and receive timesheets	✓	
Invoice hirer for charge rate	✓	
Receive payment from hirer	✓	
Pay PPL invoice (which includes gross wages + employment costs)	✓	
Obtain other personal info		✓
Issue personal illustration		✓
Issue employment contract		✓
Issue data processing info and obtain consent		✓
Obtain insurances for employees		✓
Calculate and retain ENI, pension, G&S Levy[1]		✓
Calculate and retain holiday pay		✓
Calculate, deduct and retain employee's PAYE, NICs and pension		✓
Submit RTI		✓
Make payment to HMRC for deductions and G&S Levy[1]		✓
Administer employer's pension scheme		✓
Make pension payments		✓
Source and administer employee benefits package		✓
Administer holiday pay		✓
Administer and pay SSP / SMP / etc		✓
Deal with employer HR and pay queries		✓
Manage employment disputes		✓

[1] Growth and Skills Levy (G&S Levy) – from August 2026 the government's new name for the Apprenticeship Levy. Payslips, Key Information Documents and contracts issued before the change may still call it the Apprenticeship Levy or App Levy.

JOINT EMPLOYMENT

There are numerous advantages of using our PEO model, including:

- **Guaranteed compliance**
- **Outsourcing the admin burden**
- **Happy contractors**
- **Increased contractor loyalty**
- **Positive brand experience**
- **Contractor health & wellbeing**
- **Growth and Skills Levy[1]**
- **Lead system and Key Information Documents**



[1] Growth and Skills Levy (G&S Levy) – from August 2026 the government's new name for the Apprenticeship Levy. Payslips, Key Information Documents and contracts issued before the change may still call it the Apprenticeship Levy or App Levy.

THE ADVANTAGES OF PEO...

Guaranteed compliance

One of the many benefits of the PEO is its simplicity.

It ensures complete transparency for the contractor and the assurance of total compliance for the agency. PEO doesn't have the difficult-to-estimate employer deductions. Set the True Gross Pay rate based upon the appropriate AWR and NMW values and compliance is assured.

Outsourcing the admin burden

As a joint employer we take on the administrative burden.

You save time and money by mitigating the administration and hidden expenses involved in running in-house PAYE, including payroll & admin staffing costs, software, licensing, insurances, utility costs, statutory costs and legal/tribunal costs. When comparing these true costs, in-house PAYE is approximately 2% more expensive than outsourced PEO.

Happy contractors

For your contractors, a range of benefits help drive customer satisfaction.

My Wallet

This benefits platform is a points-based system. Each time a contractor is paid, we give points, which can be spent on the benefits contractors prefer – including CPD courses, specialist contractor mortgage advice, healthcare plans, high street discounts and the very popular tastecard. The My Wallet package sits alongside all of the statutory benefits that you would expect, such as insurance cover up to £10 million, continuous statutory employment rights and transparent pension/holiday provision.

Anytime Wages

Another popular platform for your contractors is the Anytime Wages service, which gives contractors greater flexibility by providing access to their wages early. The fully automated system allows them to apply for an advance of their wages prior to pay day. It's available 24/7 by logging into their portal and selecting the amount they require.

Easily accessible service

Our dedicated Client Care team are available at the end of the phone or email to help with setting up contractors and any queries they may have. We also offer a simple online contractor portal, available 24/7, for contractors to quickly and easily check information and update their details.

Agency First Response

Try our ground-breaking first response system, designed to keep your agency in line with the latest concerns over when you first issue a Key Information Document.

This system ensures you pass the first hurdle as an employment business: it issues, stores and demonstrates that each document has been passed to the candidate in the correct order.

Increased contractor loyalty

Under People PEO the contractor is quoted their genuine gross pay rate, unlike umbrella where they are quoted the limited company rate. This means that the weekly payslip contractors receive is simpler and much easier to understand. As a result, the level of queries to agencies is dramatically reduced, building loyalty and contractor referrals.

Simple to use Annual Leave & Holiday Pay Process

Our contractor portal keeps contractors informed of their annual leave and holiday pay position in real time. Each payslip displays the balance of annual leave available. We issue numerous reminders to contractors throughout the year to book their annual leave. The process is transparent and simple, and contractors are empowered to manage their annual leave on the portal, as well as over the phone and email with our Client Care team.

Positive brand experience

The transparency and simplicity of our PEO product will enhance your candidate's journey and experience with you, which in turn will mean more protection and positive exposure for your brand.

Happier contractors = happier clients, which will grow trust and loyalty in your business.

Contractor health & wellbeing

Our partnership with Winningtemp provides the tools to measure the temperature of your workforce, boost engagement and make measurable gains in performance. Powered by AI, the Winningtemp platform provides agile performance management, churn prediction insights, job satisfaction data and much more.

- New levels of engagement with contractors
- Wellness: pre-empt issues such as stress and burnout
- Proactively deal with issues before problems grow
- Reduce absenteeism
- Reduce staff/contractor turnover
- Increase contractor satisfaction

POWER BEYOND PAYROLL

Growth and Skills Levy[1]

Unlike other third-party payroll solutions, the People Group Services Joint Employment model allows all joint employers access to our G&S Levy[1] pot, without restriction.

Yes – irrespective of whether you qualify for, or pay into, the levy right now, you can take full advantage of up-skilling your internal staff or adding supplementary qualifications for your contractors (eligibility rules do apply). Joint employment allows both parties to use what has been generated to date and help those employees working in the business develop their abilities under the scheme.

Lead system and Key Information Documents

PGS has a unique referral and onboarding platform designed to give you full visibility of the candidate's registration journey. You can refer your candidates simply to PGS and also generate Key Information Documents with accurate information every time. When you refer a candidate they receive an online application immediately via SMS and email, and you have full visibility of the contractor's journey every step of the way.

Following discussion with BEIS and EASI, our referral system automates instant Key Information Documents (KIDs), incorporating accurate figures based on a worker's true situation, on or before you supply work-finding services – so you comply with the Conduct Regulations 2003 in full.

Benefits to you from using the referral platform

- Manage the candidates you refer to us any time of the day or week
- Key Information Document issuing requirements are complied with
- A personal platform to refer and manage your candidates from referral to registration
- No questioning whether a referral has been received by PGS
- Assurance that your candidate is contacted as soon as the referral is added
- Quick & easy – viewable online, even on your mobile phone

[1] Growth and Skills Levy (G&S Levy) – from August 2026 the government's new name for the Apprenticeship Levy. Payslips, Key Information Documents and contracts issued before the change may still call it the Apprenticeship Levy or App Levy.

ANOTHER ADDITIONAL BENEFIT OF PEO

What cashflow savings?

The joint employment element of VAT Notice 700/34 states that if genuine joint employment exists (on the employment contract and in practice) then any disbursements billed between those employers will not attract VAT.

Between 1% – 4% only of our invoice is non-disbursement and will attract VAT – so 96% to 99% of the invoice is VAT free, giving the agency good cash flow savings, improving liquidity and reducing the cost of finance.

Are you in a VAT sensitive industry?

If you operate in an industry with VAT sensitivity or special VAT rules then the PEO Joint Employment model by PGS, recognised by HMRC, will be particularly valuable.

End clients in sectors such as healthcare, insurance, banking and charities operate under different VAT rules, and this has a direct result on choosing appropriate contractual and billing arrangements throughout the supply chain (end-client hirer, agency, intermediary and worker). In these instances the HMRC-acknowledged VAT efficiencies of PEO can represent a significant cost saving to end-client hirers, a margin and gross profit improvement to agencies and/or a compelling net pay increase to workers (where the cost savings are passed down).

Has maintaining liquidity and positive cashflow become more of a challenge?

Whether your business is growing or shrinking, cashflow is often a growth-limiting factor. Elongated client payment terms and the movement of contractors away from limited companies due to IR35 have amplified this issue. Umbrella company invoices attract VAT on the entire transaction, which places an unwelcome additional cashflow burden on your business. The VAT efficiencies of our PEO model make your business leaner and provide 'free' cashflow and welcome liquidity.

Does your umbrella company cite the nurses concession as a reason not to apply VAT on invoices relating to nurses?

HM Revenue and Customs (HMRC) has very clearly stated that this is not appropriate:

'umbrella companies do not meet the criteria to apply the nursing concession on invoices to recruitment agencies'

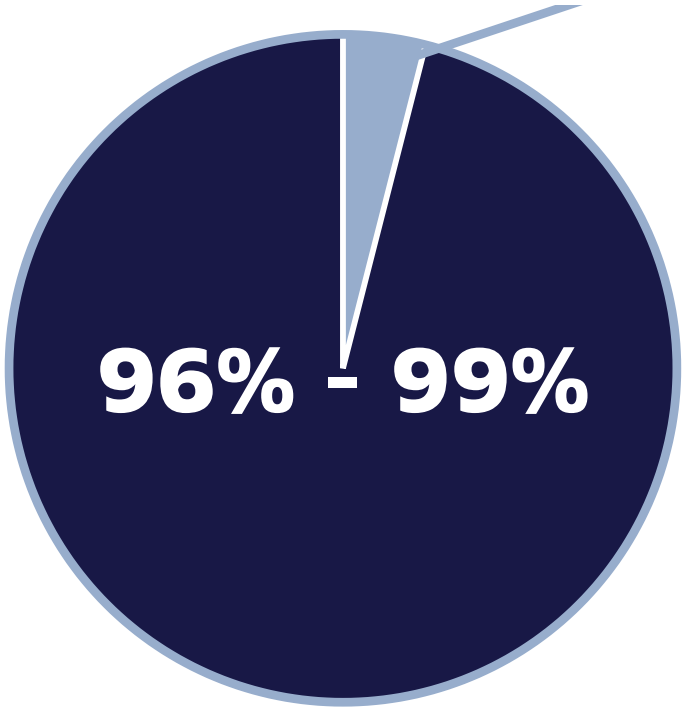
Umbrella companies relying on the nurses concession expose recruitment agencies to significant financial risk. Genuine joint employment, such as PEO, does provide genuine HMRC-recognised VAT efficiency (VAT is only applied to 1% – 4% of our invoice to recruiters).

AGENCY CASHFLOW BENEFIT

Whilst joint employment offers VAT cash flow savings alongside a number of other benefits, there are certain costs that are vatable, as confirmed by HM Revenue & Customs (HMRC). See the HMRC letter on pages 17 and 18.

Was VAT deferral used in your business? Would you like to make this a permanent feature in your business?

Many recruitment agencies used the Chancellor's VAT deferral scheme, which provided a much-needed lifeline and breathing space for operating capital. People Group Services can help you to continue the effects of VAT deferral indefinitely.



Non-disbursements

1% – 4%* VAT chargeable

- Insurance costs
- Internal staff costs
- Legal and tribunal
- Postage/stationery/print
- IT and technology
- Bank charges (BACS) – worker, HMRC, pension

Disbursements

96% – 99%* No VAT chargeable

- Wages
- Employer's National Insurance
- Employer's pension
- G&S Levy[1]
- All statutory pay

Explained example – a weekly wage bill of £30,000 from PEO attracts VAT on 3.5% of the value.

Wage bill	£30,000
Vatable element	£1,050
20% VAT	£210
Total agency cost	**£30,210 (vs umbrella £36,000)**

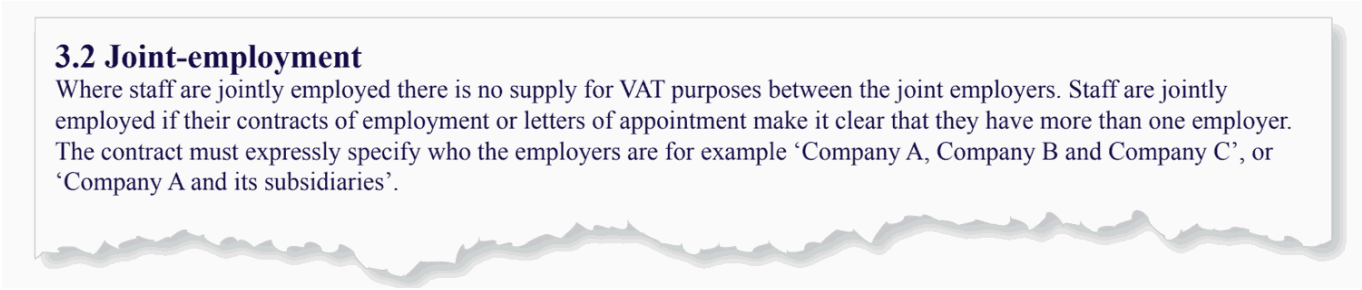
*Annually we assess the actual cost of disbursements and non-disbursements under this model. This process sets the % VAT applicable for the forthcoming year, e.g. 3.5%.

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JOINT EMPLOYMENT CONTRACTS

Contracts will exist between People PAYE and the agency, and between the contractor and both People PAYE and the agency as joint employers. The employment contracts will confirm the joint employment status naming both parties, to satisfy VAT Notice 700/34.

VAT Notice 700/34: Staff. Para 3.2: Joint Employment
https://www.gov.uk/guidance/companies-that-supply-staff-and-staff-bureaux-vat-notice-70034



3.2 Joint-employment

Where staff are jointly employed there is no supply for VAT purposes between the joint employers. Staff are jointly employed if their contracts of employment or letters of appointment make it clear that they have more than one employer. The contract must expressly specify who the employers are for example 'Company A, Company B and Company C', or 'Company A and its subsidiaries'.

THE EVIDENCE - HMRC CONFIRMATION

When we were designing our PEO model it was important to us to make sure that the solution was reliable and sustainable. After studying the employment, contractual, legal and taxation precedents for joint employment, we invited HM Revenue and Customs to review and comment.

HMRC understood that PEO operated correctly is not a tax product. They shared the key elements that would evidence genuine joint employment, which we used to fine-tune the People PEO model. The end result is the extracted HMRC letter confirming that our contracts, practices and processes evidence genuine joint employment.

NB. Not all PEOs are created equal. Some solutions marketed as PEO or joint employment models are reverse-engineered umbrellas and don't stand up to scrutiny.

HM Revenue & Customs

PEOPLE PAYE LIMITED
15A THREE HORSESHOES WALK
WARMINISTER
WILTSHIRE
BA12 9BT

Phone 03000 xxxxxxxxxxx

Email xxxxxxxx@hmrc.gsi.gov.uk

Web www.gov.uk

Date 21 November 2018
VAT number XXX XXX XX

Dear Mr XXXXX,

Thank you for your emails dated 8 March 2018 and 27 July 2018 in which you set out specific VAT queries in relation to the proposed People PAYE Ltd model (PPL). It is my understanding that you wanted clarification regarding the application of VAT notice 700/34 with specific focus on what costs would be covered under disbursements between joint employers. I have now completed my review of the relevant legislation and guidance and can comment as follows.

Firstly, I had to consider if the agreement between parties constitutes a joint employment as per VAT notice 700/34. You provided sample contracts and supporting documents detailing the division of responsibility between PPL and an 'agency'. If the working arrangement adheres to the contracts provided then I would consider a legitimate joint employment exists. I therefore agree that VAT notice 700/34 applies.

As far as employment costs are concerned guidance at VATSC06000 says "*if staff are jointly employed by two or more parties it is not possible for one of the employers to make a taxable supply of the staff to another, even where it may charge part of the wages etc. costs of the staff.*"

VAT notice 700/34 gives further advice on paymaster services. It states *"Paymaster services can involve one company paying salaries and other expenses such as National Insurance and pension contributions. They commonly occur between associated companies in 2 situations:*

- *where employees are jointly employed by 2 or more companies and one company undertakes to pay salaries and the other expenses which it then recovers from the other joint employers*
- *where each of a number of associated companies employs its own staff, but one company (the paymaster) pays salaries and other expenses on behalf of the others who then pay their share of the costs to the paymaster*

Recovery of monies paid out by the paymaster in either of these situations is not subject to VAT as it's a disbursement. For more information about this see VAT guide (Notice 700)."

Information is available in large print, audio and Braille formats.
Text Relay service prefix number – 18001

FF

In my opinion, the guidance is stating that there can be no taxable supply (of staff) between joint employers because the workers in question are each the employer's own employees. So, even when monies (thus potential monetary consideration) pass between them for paying the workers – including salaries and resulting taxes - there is still no supply between the joint employers, because the monies are related to paying their own workers. Put another way, if the worker wasn't paid by one of the joint employers, the other joint employer(s) would be jointly and severally liable to pay the worker, so the monies in question are the wages/related taxes and pensions.

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To summarise, I consider that there is a joint employment given the conditions and contracts provided. Remittances between the agency and PPL would be subject to guidance at 700/34 however only costs that can be associated with wages, related taxes, pensions and statutory payments would be classified as outside the scope of VAT.
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

If you have any further queries then do not hesitate to contact me

Yours sincerely

XXXXX XXXXXXX
Investigator

To find out what you can expect from us and what we expect from you go to **www.gov.uk/hmrc/your-charter** and have a look at 'Your Charter'.

SWITCHING CONTRACTORS TO PEO

We understand that change can be unsettling, which is why we've invested considerable time and resources into registering contractors smoothly and efficiently. Clear communications and regular updates ensure that everyone is kept up-to-date on progress and any problems can be resolved immediately.

COMMUNICATIONS

From creating email messages & scheduled telephone calls to dedicated landing pages and follow up service, we'll deliver the right communications package to support you and your contractors.

REGISTRATIONS

Swift onboarding either by phone at prearranged times or fully online. We keep the process as simple as possible with a constant focus on maintaining our service levels for hassle-free switching to People PEO.

PAY AND BENEFITS

Award-winning payroll with all tax and NI taken at source and reported via RTI to HMRC. Daily payroll runs, guaranteed in the account before 9am the following day, pension options, statutory and holiday pay, and a great set of benefits via the **My Wallet** rewards platform.

TOTAL SUPPORT

Dedicated account manager to oversee the process with ongoing efficiency reviews and HR support. Experienced customer service and registration teams backed up with online resources and tools.

REFERRING CANDIDATES

Online

The best way to refer is via our online referral system. View the progress of your candidates as they go through the registration process. No more phone calls or emails for progress updates – it's all available to view via the intuitive system.

By telephone and email

Referrals can be sent to our experienced Client Care and Registrations team by emailing **clientcare@peoplegroupservices.com**. Alternatively you can phone in the details on **0345 034 1530**.

Migrating/registering groups of contractors

If you are considering moving your payroll to People Group Services we'll work with you to agree and facilitate the most efficient way for this to happen. We appreciate that every client's circumstances are different and therefore we adopt a flexible approach to accommodate a range of needs.

We can be responsible for contractor communication and marketing, bespoke registration landing pages, dedicated support staff and telephone hotlines – all to promote and meet an agreed deadline and outcome.

Regardless of the method of registration we endeavour to call every newly registered candidate during their onboarding journey.

"By proactively taking the initiative and demonstrating that you care, I am so delighted that you reached out to us a few months ago and that we are now partnered with you."

Dee Kelly, Director,
Red Box Recruitment

"The PGS leads platform makes referring so quick and simple. Making it easier to manage my candidates while cutting down on my admin. I love the fact that it also generates all key information documents."

Rebecca, Provide Education

ADDITIONAL INFO & RESOURCES

The following documents are available on request.

PEO contracts

- Joint Employment contract (worker with People PAYE and agency)
- Master on Hire Agreement (People PAYE and agency)

Insurance documents

- Insurance policies

Additional documents

- GDPR statement
- Privacy policy
- Example payslip
- Example assignment reconciliation
- Guidance for workers – Your employment rights
- The Compliant Contractor Audit Process

OTHER PAY SOLUTIONS

UMBRELLA

The industry's go-to solution for 20 years. Agency workers are employed directly by People Umbrella under a contract of employment, with PAYE payroll, clear payslips and all applicable statutory rights handled within the arrangement.

PEO SOLE EMPLOYMENT

People PAYE employs agency workers directly under a contract of employment and supplies them to your agency. The worker's rate is the headline rate, with employment costs and the PGS margin charged separately to the agency. Simple payslips and no fee to the worker.

CIS

The Construction Industry Scheme. With our Gross Pay Status, People CIS makes CIS payroll simple and efficient for agencies and self-employed subcontractors, taking away the admin burden so they can focus on the job.

ACCREDITATIONS

Independently checked. Openly shown.

We are proud to be part of the most respected bodies in the recruitment industry. Each has a rigorous accreditation process, which gives reassurance and confidence in our compliance credentials and high standards of service. People Group Services is a Professional Passport audited member, an APSCo Trusted Partner and a TEAM Service Provider.

Professional Passport

Audited member · PEO Joint Employment

The largest independent assessor of payment intermediary compliance. Professional Passport sets specific standards for each type of service, so our PEO Joint Employment offering is checked for robust compliance across all areas of applicable legislation, as well as complete transparency.

professionalpassport.com

APSCo

Trusted Partner

APSCo – the Association of Professional Staffing Companies – is the go-to international trade body for professional recruitment companies. As a Trusted Partner we underwent APSCo's robust due diligence, giving its members the confidence that we represent the very best of breed.

apsco.org

TEAM

Service Provider

Established in 1994, TEAM is the UK's largest recruitment network for independently owned businesses – 500+ small and medium-sized recruitment businesses across 700+ locations.

theteamnetwork.co.uk

OUR COMMITMENTS

MEET THE TEAM

The people behind your payroll – sales and partnerships, client care, compliance, payroll, finance, HR and technology, all under one roof in Warminster.



Terry Hillier
Founder & CEO



Andrew Houldsworth
Sales & Partnerships



Michael Hillier
Sales & Partnerships



Mark Clarke
Legal & Compliance
Your Joint contact



Lucie Clifford
Finance & Compliance



Samantha Harvey
HR & Compliance



Jo Jukes
Client Care



Karen Illston-Baggs
Client Care



Kim Darling
Client Care



Martin Polden
Payroll



Matthew Harrison
Payroll



Stephen Billingham
Payroll



David Hughes
Finance



Russell Langan
Finance



Sarah Hillier
HR



Derren Nugent
Technology

CONTACT US

For more information, or to discuss switching to PEO Joint Employment with our team, please use the details below:
hello@peoplegroupservices.com
peoplegroupservices.com
0345 034 1530
Referrals: **clientcare@peoplegroupservices.com**



Terry Hillier – Founder & CEO
07789 938284
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Mark Clarke – Legal & Compliance
07885 801776
mark.clarke@peoplegroupservices.com



Karen Illston-Baggs – Client Care
07841 836536
karen.illston-baggs@peoplegroupservices.com

Your PEO Joint Employment contact on our website: **Mark Clarke** – Legal & Compliance



people® GROUP

peoplegroupservices.com
0345 034 1530
hello@peoplegroupservices.com

TRANSFORMING CONTINGENT WORK, FOR GOOD.

PROFESSIONAL PASSPORT APPROVED COMPLIANCE AUDITED PEO JOINT EMPLOYMENT

APSCo Trusted Partner

TEAM Service Provider Together . Everyone . Achieves . More

CYBER ESSENTIALS PLUS

We are a Living Wage Employer

disability confident EMPLOYER

Equal Opportunities EMPLOYER

Inclusive Employers Standard

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