CONTROLLED POLICY

D05 – TIMESHEETS, PAY, HOLIDAY PAY AND PAYROLL POLICY

Policy Reference	D05	**Version**	1.0
Policy Owner	PHSSL Staffing Limited	**Approved By**	Lade Awosika, Director
Approval Method	Approved electronically	**Approval Date**	September 2026
Review Date	September 2027	**Status**	Controlled Document
Applies To	PHSSL temporary/agency workers and staff involved in timesheets, pay and payroll	**Supersedes**	New policy

1. Purpose

This policy sets out PHSSL Staffing Limited's arrangements for recording hours worked, authorising timesheets, calculating and processing pay, administering holiday entitlement and holiday pay, issuing payslips, making lawful deductions and resolving payroll queries.

2. Scope

This policy applies to temporary and agency workers paid through PHSSL's payroll and to PHSSL staff responsible for bookings, timesheets, compliance and payroll. Individual terms, assignment information and applicable law determine the precise pay arrangements for each worker.

3. Core Principles

- Workers will be paid accurately and in accordance with applicable terms and law.
- Timesheets and payroll records must be truthful and auditable.
- Deductions will only be made where lawful.
- Holiday entitlement and holiday pay will be administered using the legally applicable method.
- Payroll information will be kept confidential and protected.
- Errors and queries will be investigated and corrected promptly.

4. Pay Information

Workers will be given clear information about applicable pay arrangements through their Key Information Document, terms of engagement, assignment information and other required documentation. PHSSL will not knowingly misrepresent a rate of pay or deduction.

5. Pay Rate for an Assignment

The applicable rate should be confirmed or made available before the worker undertakes the assignment. Different clients, roles, shifts or enhanced periods may have different rates. Workers should raise uncertainty before working where reasonably possible.

6. Minimum Wage Compliance

PHSSL will ensure that pay administered by it complies with applicable National Minimum Wage or National Living Wage requirements. Deductions or arrangements that affect minimum-wage calculations will be considered carefully.

7. Timesheet Requirement

Workers must submit accurate timesheets or approved electronic records for hours actually worked. The required format, submission deadline and authorisation route will be communicated by PHSSL or the client.

8. Accuracy of Timesheets

Timesheets must show genuine hours worked and any other information required for payroll. Workers must not claim hours not worked, alter authorised records improperly, or ask another person to approve false information.

9. Client Authorisation

Where client authorisation is required, workers should obtain it through the agreed process. Client authorisation supports verification but does not prevent PHSSL from investigating an obvious error, duplicate claim or other discrepancy.

10. Missing Authorisation

If a worker cannot obtain expected authorisation, the timesheet should still be submitted or the issue reported promptly. PHSSL will seek reasonable verification rather than treating missing authorisation automatically as proof that no work was performed.

11. Submission Deadlines

Workers should meet published payroll cut-off times. Late submission may delay processing where PHSSL cannot reasonably verify and include the hours in the relevant payroll run. PHSSL will explain the next practical payment route where a deadline is missed.

12. Timesheet Discrepancies

Where booked hours, client records and worker timesheets differ, PHSSL will investigate. The worker and client may be asked for clarification. Corrections should be documented and payroll records amended appropriately.

13. Falsification and Fraud

Deliberate falsification of timesheets, expenses or payroll information may constitute serious misconduct or fraud and may lead to investigation, restriction from assignments, disciplinary or contractual action, recovery of overpayment and referral where appropriate.

14. Payroll Frequency

Workers will be paid according to the payroll frequency stated in their applicable documentation and subject to receipt and verification of required information. PHSSL will maintain a published or communicated payroll timetable.

15. Payslips

PHSSL will provide an itemised payslip in accordance with applicable law. The payslip will show relevant gross pay, deductions and net pay and, where required, hours information.

16. PAYE and National Insurance

Where PHSSL operates PAYE for a worker, tax and National Insurance will be administered through payroll in accordance with HMRC requirements. Tax-code matters based on HMRC instructions will be applied as notified.

17. Bank Details

Workers are responsible for providing accurate bank details through PHSSL's approved secure process and for notifying changes promptly. PHSSL may carry out proportionate verification before changing payment details to reduce fraud risk.

18. Payment to the Worker

Pay will normally be made to an account appropriately associated with the worker. Requests to divert wages to another person's account may be refused or investigated where they create identity, exploitation, fraud or modern-slavery concerns.

19. Lawful Deductions

PHSSL will only make deductions that are required or permitted by law, authorised by the worker where legally necessary, or otherwise allowed under applicable contractual terms. Deductions will be recorded transparently.

20. Overpayments

If an overpayment occurs, PHSSL will notify the worker and seek recovery in a reasonable and lawful manner. Where appropriate, repayment arrangements may be agreed. Recovery will take account of applicable restrictions and minimum-wage rules.

21. Underpayments

Suspected underpayments should be reported promptly. PHSSL will investigate payroll and timesheet information and correct confirmed errors as soon as reasonably practicable.

22. Holiday Entitlement

Statutory holiday entitlement will be provided in accordance with the Working Time Regulations and the worker's applicable terms. PHSSL will use the legally applicable method for the worker's work pattern and status.

23. Holiday Year

PHSSL will communicate the applicable holiday year and the process for requesting or recording leave. Workers are encouraged to take their statutory leave for rest and wellbeing.

24. Holiday Requests

Holiday should be requested through the agreed PHSSL process and with appropriate notice. Approval may take account of applicable law, contractual terms and operational commitments already accepted.

25. Holiday Pay Calculation

Holiday pay will be calculated using the method required by current law for the worker's circumstances. Where reference periods or average remuneration rules apply, PHSSL will use the legally required approach and maintain appropriate records.

26. Irregular-Hours and Part-Year Workers

Where a worker falls within statutory rules for irregular-hours or part-year workers, PHSSL will apply the holiday-entitlement and holiday-pay provisions legally applicable to that category. Classification will be based on the actual contractual working pattern, not simply the fact that the person is an agency worker.

27. Rolled-Up Holiday Pay

Where rolled-up holiday pay is legally permitted and PHSSL chooses to use it for an eligible worker, it will be calculated and shown separately as required. It will not be used for workers or circumstances where the law does not permit it.

28. Accrued Holiday Pay

Where PHSSL operates an accrued holiday-pay arrangement, workers will be informed how entitlement accrues and how payment is requested. Accrued sums will be administered in accordance with applicable law and the worker's terms.

29. Termination and Outstanding Holiday

When an engagement ends, any statutory payment due for accrued but untaken holiday will be calculated in accordance with applicable law and the worker's terms. Any lawful adjustment for excess holiday taken will only be made where permitted.

30. Agency Workers Regulations and Pay

Where the Agency Workers Regulations apply and the qualifying conditions are met, PHSSL will cooperate with the hirer to identify and provide applicable equal-treatment rights relating to basic working and employment conditions, including relevant pay elements.

31. Expenses

Only expenses that are authorised and supported as required by PHSSL or the client will be processed. Expense payments and reimbursements will be treated in accordance with applicable tax and payroll rules.

32. Payroll Queries

Workers should raise payroll queries promptly and provide relevant details such as assignment date, client, hours and the nature of the discrepancy. PHSSL will investigate professionally and keep an appropriate record of material corrections.

33. Payroll Confidentiality

Payroll, bank, tax and earnings information is confidential personal data. Access will be restricted to persons with a legitimate need and information will be handled under PHSSL's data-protection and records-management arrangements.

34. Payroll Fraud and Identity Protection

Requests to change bank details, unusual payment instructions or suspected identity fraud may be subject to additional verification. PHSSL will not disclose sensitive payroll information merely because a caller or email claims to represent the worker.

35. Record Keeping

PHSSL will retain appropriate timesheet, payroll, holiday, tax and payment records for the periods required by law and legitimate business needs. Records will support audit, worker queries, client invoicing and statutory reporting.

36. Worker Responsibilities

- Submit complete and accurate timesheets by the required deadline.
- Check payslips and raise discrepancies promptly.
- Provide accurate bank, tax and personal information.
- Follow PHSSL's holiday-request process.
- Do not falsify hours, expenses or payroll information.
- Keep payment information secure and report suspected fraud.

37. Payroll and Booking Staff Responsibilities

- Maintain accurate booking and timesheet records.
- Apply authorised pay rates and payroll instructions.
- Investigate discrepancies before making unsupported assumptions.
- Process lawful deductions and holiday arrangements correctly.
- Protect payroll information and verify sensitive changes.
- Escalate suspected fraud, exploitation or repeated payroll failures.

38. Management Responsibilities

- Maintain suitable payroll controls and segregation of duties where practicable.
- Keep payroll procedures aligned with current employment, tax and holiday-pay requirements.
- Ensure staff are appropriately trained.
- Review significant payroll errors and recurring themes.
- Maintain audit trails and respond to statutory or HMRC requirements.
- Ensure workers have accessible routes for payroll and holiday queries.

39. Related PHSSL Staffing Policies

- A01 Governance and Quality Assurance Policy.
- A03 Records Management, Confidentiality and Data Protection Policy.
- B05 Modern Slavery, Human Trafficking and Exploitation Policy.
- C04 Staff Conduct, Capability and Disciplinary Arrangements Policy.
- D01 Temporary Worker / Agency Worker Management Policy.
- D03 Placement, Booking, Allocation and Cancellation Policy.
- D04 Working Time, Rest Breaks and Fatigue Management Policy.

40. Monitoring and Review

PHSSL will monitor payroll through reconciliation, worker queries, timesheet discrepancies, overpayments, underpayments, holiday records, audit findings and governance review. This policy will be reviewed at least annually, or sooner following significant legal, tax or regulatory change, payroll-system changes, audit findings or identified learning.

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Approved by	Lade Awosika
Position	Director
Approval method	Approved electronically
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