

KEY INFORMATION DOCUMENT

Employment Business: FlexStaff Ltd

This document sets out key information about your relationship with FlexStaff Ltd and any work we find for you. You are entitled to this document under The Conduct of Employment Agencies and Employment Businesses Regulations 2003.

The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 7215 5000 or through the ACAS helpline on 0300 123 1100, Monday to Friday, 8am to 5pm.

GENERAL INFORMATION	
Name of employment business:	FlexStaff Ltd
Type of contract you will be engaged under:	Contract for Services
Who will be responsible for paying you:	FlexStaff Ltd
How often you will be paid:	Weekly, two weeks in arrears(Payment every Friday for work completed two weeks prior)
Expected or minimum rate of pay:	£12.21 per hour (National Minimum Wage / National Living Wage). The actual rate will be confirmed per assignment in your Assignment Details Form
Deductions from your pay required by law:	Income Tax (PAYE) and National Insurance Contributions (Class 1) Pension contributions (auto-enrolment, if eligible) Student Loan repayments (if applicable)
Any other deductions or costs from your pay:	None
Any fees for goods or services:	None
Holiday entitlement and pay:	28 days per year, pro-rata. Holiday pay is included in your hourly rate at 12.07% of base pay. Example: at £12.21/hr → £1.47 holiday pay per hour = £13.68 total hourly rate
Additional benefits:	Statutory Sick Pay (SSP) if you meet the eligibility criteria, Pension (auto-enrolment if eligible), Statutory Parental Leave rights

EXAMPLE PAY (based on minimum rate)	
Based on a worker aged 21+ working 25 hours at £12.21/hr in a single week (standard 1257L tax code, NI Category A)	
Hours worked:	25 hours
Base pay (25hrs × £12.21):	£305.25
Holiday pay (12.07% of base pay):	£36.84
Example gross rate of pay:	£342.09
National Insurance (employee, 8% above £242):	-£5.06 (Assuming standard NI contributions). Actual NI depends on total weekly earnings and NI category.
Income Tax (20% above £241.73/week):	-£20.07 (Assuming 1257L tax code, 20% basic rate band). Actual tax depends on your personal tax code allocated by HMRC.

Pension contribution (employee, 5% of qualifying earnings):	–£6.25 (Only applicable if enrolled in auto-enrollment). Qualifying earnings band: £120–£967/week.
Any other deductions or costs from your pay:	£0
Any fees for goods or services:	£0
Example net take-home pay:	£310.71 per week
<p>Note: Actual NI and tax deductions depend on your personal circumstances, your HMRC-allocated tax code, and total earnings across all employment. Please note that FlexStaff pays you two weeks in arrears. Work completed in week 1 is paid on the Friday of week 3.</p>	

PAYMENT CYCLE	
Work completed (Mon–Sun):	Week 1
Invoices collected from business:	Week 2
Payslip issued to you (Tuesday/Wednesday):	Week 3: You will receive your payslip by email, and it will be visible in your FlexStaff account before you are paid
Payment arrives in your bank account:	Friday of Week 3, before 9:00 am via BACS bank transfer
Tips (if applicable):	Tips reported by businesses are paid separately on the last Friday of the following month. You receive 100% of reported tips minus Income Tax and Pension only (no NI on tips) under the Employment (Allocation of Tips) Act 2024.

YOUR RIGHTS AS A WORKER	
Minimum wage:	You will always be paid at least the applicable National Minimum Wage or National Living Wage rate for your age group.
Agency Workers Regulations (AWR):	After 12 continuous calendar weeks in the same role with the same hirer, you are entitled to equal pay and basic working conditions as if you had been recruited directly by that hirer.
Obligation to accept work:	You are not obliged to accept any assignment offered by FlexStaff. FlexStaff is not obliged to offer you work.
Right to work checks:	FlexStaff is required to verify your right to work in the UK before your first assignment. You must provide valid documentation.
Payslip:	You will receive a detailed payslip for every payment, showing gross pay, all deductions, net pay, and year-to-date figures.
Raising a concern:	If you have a concern about your pay or working conditions, contact us at support@flexstaff.co.uk . You may also contact ACAS on 0300 123 1100 or the EAS Inspectorate on 020 7215 5000.

CONTACT INFORMATION	
Employment business name:	FlexStaff Ltd

Website:	www.flexstaff.co.uk
Support email:	support@flexstaff.co.uk
Payroll email:	payroll@flexstaff.co.uk
EAS Inspectorate (worker concerns):	020 7215 5000
ACAS helpline:	0300 123 1100 - Monday to Friday, 8am to 5pm

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This document is provided in accordance with Regulation 13 of The Conduct of Employment Agencies and Employment Businesses Regulations 2003. Version 1.0, March 2026.