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Policy: Right To Work
The Callver Group Ltd T/A
The Callver Cleaning Co
2026-2027

The Callver Group Ltd

Trading as The Callver Cleaning Co and The Callver Washroom Co

Policy owner: Head of Operations

Approved by: Scott Baker

Effective date: June 2026

Review date: [12 months after effective date]

Our Commitment

The Callver Group Ltd is committed to preventing illegal working and ensuring that everyone we employ or engage has permission to undertake the work assigned to them in the UK.

We carry out right-to-work checks in accordance with current Home Office guidance and apply our procedures fairly and consistently.

Scope and Responsibilities

This policy applies to recruitment and the ongoing management of employees and other working arrangements covered by the Home Office Right to Work Scheme.

The Head of Operations oversees the process, maintains records and arranges follow-up checks where required. Managers must ensure that the required checks have been completed before a new starter begins work.

Where agency staff or subcontractors are used, management will assess the arrangement and obtain the checks, contractual assurances and identity verification required by current Home Office guidance. Any replacement worker must also be appropriately verified before attending a client's site.

Checks Before Work Begins

Before an individual starts work, we will use an appropriate checking method permitted by the Home Office:

- A manual check of acceptable original documents.
- The Home Office online right-to-work service.
- An approved digital verification service, where permitted.
- The Home Office Employer Checking Service, where required.

We will confirm that the evidence belongs to the individual and establishes permission to undertake the proposed role, including any restrictions on working hours or types of work.

A National Insurance number alone is not proof of the right to work.

Manual Document Checks

For manual checks, we will obtain documents from the current Home Office lists of acceptable documents and examine the originals with the individual present.

We will check photographs, personal details, relevant expiry dates and any work restrictions. Where names differ, supporting evidence will be requested.

Clear copies of the required documents will be retained, together with the date the check was completed and the identity of the person completing it.

Online Checks

Where an individual provides a right-to-work share code, we will use the employer section of the Home Office online service, together with their date of birth.

We will check the photograph against the individual, in person or by video call, confirm that the proposed work is permitted and retain the employer's dated online check result.

A share code, screenshot or document supplied by the individual will not replace our own employer check. Physical biometric residence permits and cards will not be accepted as evidence for a manual right-to-work check.

Follow-Up Checks

Where Home Office guidance requires a follow-up check, we will record the relevant deadline and arrange the check before the existing evidence or statutory protection expires.

We will apply the specific rules relevant to the individual's immigration status. Where permission restricts working hours, including student working limits, managers will ensure that work schedules comply and retain any required supporting information.

Employer Checking Service and Uncertainty

Where the Home Office requires verification through the Employer Checking Service, we will obtain and retain the appropriate response, including a Positive Verification Notice where issued.

If an existing employee's status is unclear or permission appears to have expired, management will investigate promptly, consider any continuing permission arising from an outstanding application, and seek appropriate advice before deciding what action to take.

New starters will not begin work until their permission to undertake the role has been established through an appropriate process.

Fair Treatment

Checks will be applied consistently, regardless of nationality, race, ethnic origin, accent or perceived immigration status.

Individuals will be given a reasonable opportunity to provide acceptable evidence. We will not insist on one particular document where another permitted checking method or acceptable document is available.

Record Keeping and Confidentiality

Right-to-work evidence will be held securely, with access restricted to authorised personnel.

Records will be retained for the duration of employment or engagement and for two years afterwards, then securely destroyed unless a further lawful retention requirement applies.

Personal information will be handled in accordance with UK data protection law and our Privacy & Data Protection Policy.

Where a client requests assurance, we may provide confirmation that the relevant checks have been completed. Personal identity or immigration documents will only be disclosed where there is a lawful basis and a necessary, proportionate reason to do so.

Employee Responsibilities

Individuals must provide accurate information, cooperate with required checks and promptly notify management of changes affecting their permission to work or any relevant restrictions.

Monitoring and Review

Management will review this policy annually and sooner where Home Office guidance or company working arrangements change.

The current Home Office guidance will be used when carrying out checks, including its requirements for acceptable evidence, follow-up checks and subcontracting arrangements.

Reference: Home Office, Employer's Guide to Right to Work Checks
<https://www.gov.uk/government/publications/right-to-work-checks-employers-guide>