

HR Compliance checklist for zero-hour contracts

Zero-hour contracts are changing - with the Employment Rights Bill 2024, new rules on guaranteed hours, notice periods and cancellation pay will apply from 2027.

Use this checklist to audit your current processes and prepare early.

Employer Legal Duties

- ☐ Written contract terms provided to all zero-hour staff.
- ☐ PAYE set up correctly for tax & NI deductions.
- ☐ Holiday pay calculated and tracked.
- ☐ Notice clauses included in contracts.
- ☐ P45 issued at end of engagement.
- ☐ Health & safety obligations met (HSE compliance).
- ☐ Process in place to avoid unfair dismissal claims.

Upcoming 2027 Changes

- ☐ Review zero-hour workforce numbers (who will be affected).
- ☐ Prepare systems to manage guaranteed hours allocation.
- ☐ Implement processes for reasonable shift notice.
- ☐ Automate cancellation pay tracking.
- ☐ Update policies & training for line managers.



Best practices for fair termination

- ☐ Transparent policies on shift allocation & cancellations.
- ☐ Documented communication trail with employees.
- ☐ Clear procedure for ending zero-hour engagements.
- ☐ Regular legal/HR review of contracts and practices.

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In hospitality, compliance and people go hand in hand. Our solutions give you the structure to meet your legal obligations while also creating a fair, engaging workplace for your staff.

01

Rotaready Evo

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02

CPL Learning Evo

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Next steps for your business

- ☐ Audit your zero-hour contracts using this checklist.
- ☐ Share findings with your HR team.
- ☐ Plan changes ahead of the 2027 reforms.

The Employment Rights Bill is coming

Prepare early to avoid last-minute compliance risks.

Need tailored advice?
Get in touch today →

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