Flexer Handbook

Our handy online guide to being the best flexer you can be
Collectively, we’re creating a future of new opportunities.

50,000+ flexers
Nationwide UK

4,000 businesses
Now in the USA
# Contents

www.indeedflex.co.uk

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First things First...
Show us what you’re made of!

Come Flex with us
Welcome to Indeed Flex

It’s great to have you with us on this exciting journey. The ethos of Indeed Flex is that ‘We Help People Get Jobs’ and hopefully that is exactly what we will do for you.

We work in a range of industries such as Industrial, retail, facilities management and of course front and back of house hospitality.

As a business we are continually striving to do better, create more job opportunities and revitalise the temporary jobs market.

We have put this handy guide together for you, as a one stop shop for all things flex. If you don’t find what you are looking for, simply visit the support section on the app where our team are on hand to help.

All the best,
Jack & Novo!

2015 Syft is born and supplies staff to its first main event at the Star Wars Premiere.

2016 Syft received its first investment from seed round investors such as David Haye and Lord Young.

2017 Syft completes Series A and raises over £8.75 million funding from top-tier venture capital firms.

2018 Syft wins Recruitment Technology Innovation of the Year at the Recruiter Awards.

2019 Syft is acquired by indeed.com, the world’s #1 job site, marking the next stage in its exciting journey.

2020 Syft brings the Future of Work to the US with Indeed Flex!

2021 Syft rebrands to Indeed Flex moving even closer to our vision of creating a world where access to jobs and flexible working is plentiful and frictionless!
A guide for what to do once you have been verified:

CLICK HERE: This handy guide will walk you through the app and how to navigate your way around! You can also sign up to our fantastic webinars, where you can ask any questions you might have!

App tutorials:
How to book/cancel/apply for shifts: CLICK HERE

Flexer FAQ’s:
For all your unanswered questions: CLICK HERE

Flexer Support:
The quickest way to contact support is via our LIVE CHAT feature in our app. You can also email us directly at: support@indeedflex.com

Follow our socials!
Why not sign up to our Flexer Community group?

@indeed FlexUK
@indeed_Flex_UK
@indeedFlex_UK
Profile Perfection
Let’s make your profile stand out from the crowd

Experience
Make sure to include any relevant skills and experience you have, relating to the role you are applying for! A few short lines will be perfect.

Biography
Tell us a bit about you; Hobbies, goals, aspirations. Many employers will read this and it might just help you stand out from the crowd!

TOP TIPS
✓ Keep your profile as up to date as you can.
✓ Make sure we have all your up to date details!

Pay Rate
To help you view as many jobs as possible, make sure your min pay rate is set to £9.50, this will ensure you see all jobs in your area!

Availability
To help you see as many jobs as possible, ensure that your availability is set to full!

Are your bank details up to date?
Are your next of kin details updated?
Are your contact details up to date?
High vs Low Season

High Season:
Typically ‘High Season’ is from **October to December**!

**Top Tips to navigate High Season!**

- **Plan your schedule and book in advance!** Even though there are more shifts, we do have a lot of Flexer’s so if you can book in advance!
- **Check the app and make sure your notifications are switched on**, this way you’ll get instant access to new shifts!
- **Enjoy Peak season is where all the excitement is!** Get involved and watch how quickly you develop new skills in the fast paced environment!

Low Season:

We know it may be unsettling to see a reduction in available shifts, but try to use this time to do some **upskill, training and working on your profile!**

- Why not complete some training? **Check out Page 22!**
- Don’t forget to **browse and apply for as many shifts as possible** to increase your chances of getting jobs.
International Students
Additional hours during the holidays

If you are working in the UK on a restricted work hours visa, we can only allow you to work within the restrictions of your visa.

However, we know that many visas will allow you to work additional hours outside of term times. To work more hours outside the restrictions stated on your visa, you will need to provide us with an official document from your University.

IMPORTANT: This document needs to be in the form of a confirmation letter (letter headed paper and with their stamp) from your University and must state the following:

- Certificate of Student Status
- Student’s full name
- Date of birth
- Programme dates
- Upcoming Holiday Period (start and end dates required)

Please send a copy of your letter to: support@indeedflex.com

My course is finished, can I work more hours? Congratulations!

As long as you have provided us with the above letter from your university, there is nothing to do. If you haven’t provided us with your letter, simply follow the process above and we will update your account. However, if graduating, results in a change to your right to work documents, simply re-upload HERE
Shift Guide:
Let’s get you working!
Shifts
How to Book/Accept a shift

Now you are verified, the next step is to **book your first shift!** This is an exciting time, there are so many opportunities out there, but it’s important you find what works best for you.

**TOP TIPS**
Make sure you fully read the job description!
Check the uniform requirements, do you have everything?
Location, make sure you are able to get to the shift!

**TOP TIPS**
Make sure you have the notifications on your app on!
Be quick, some clients will only give you a short window to confirm.
Shifts
Offered, Applied or Booked?
In App Guide

Applied:
Once you apply for a shift, the shift will sit under this section In-App. Please do not attend a shift just yet, wait until it is offered to you and you have it booked.

Offered:
Once you have received an offer from the client, the shift will then move to this section. From here you will be able to claim the shift.

Booked:
If successful, you will be booked on the shift, once this happens the shift will move to this section.

Top Tip:
Ensure your notifications for the app are turned on so you can accept a shift as quickly as possible!!

- Offered shifts are those that a client is happy for any verified worker to take these shifts, these are taken on a first come first serve basis.

- Applied shifts are available shifts you applied for and the client is reviewing. These shifts have not yet been offered to you by the client. If the client accepts your application, the shift will then go to your offered shifts section where you will need to confirm it.

- Booked shifts are those that you have booked (they are confirmed). Here is where you clock in and out of your shifts.
Shifts
Clocking in & Out?

When you arrive on site, open the booked shift and click ‘Clock In’. Your manager on site may request that they can scan your unique QR Code to clock you in. This QR Code will appear when your click the ‘Clock In’ button.

To Clock out: you can ask your Manager to scan your QR Code again, or you can manually clock out via the app. However, manual clock in's are not guaranteed and will need to be verified by the employer!

IMPORTANT: Please ensure your geolocation is on when you clock in or out!

Top Tip:

Make sure your phone is charged! If it is out of battery or there is no network in the workplace, you can amend your hours after the shift in the ‘Weekly Pay’ section (Via Profile > Earnings> Weekly Earnings).

Please note: This may result in delayed payment as the client needs to confirm the hours!
Strikes & Bans

What exactly is a strike?
A strike is a warning for your account, check out these examples of when you would receive a strike on your account:

- Extreme lateness
- Late cancellation of a shift
- Incorrect uniform
- Bad feedback from a client

If you receive three strikes, this will result in a ban from the Indeed Flex platform, which means you will no longer have access to work via Indeed Flex.

The good news:
A strike on your account will be deactivated once you have worked 10 consecutive shifts without issue.

Let’s check out some examples:

- Cancelling a shift more than 24 hours before the start time? No penalty.
- Cancelling a shift within 24 hours of the start time? Uh oh, that’s a strike. Clocking in after the start time? That’s a strike too.
- 3 Active Strikes on your profile at any time = Suspension
- No Show without contact = Suspension.

The most important thing to remember is ‘Communication is key!’ we know that life happens, if you are running late or unable to make a shift give us as much notice as possible. Reach out via our support section on the app and let the employers know where possible!
Shifts Cancellations
Cancellation by you

Life happens, things come up, that's okay! All we ask is that you try to give us at least 24 hours notice to avoid receiving a strike.

Check out our step by step guide, click HERE.

Alternatively via the app, go to My Jobs > Choose the shift > Cancel Job> Yes cancel the job.

<table>
<thead>
<tr>
<th>More than 24 hours before shift start</th>
<th>No Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 24 hours to 30 min before shift start</td>
<td>1 strike</td>
</tr>
<tr>
<td>Less than 30 min before shift start</td>
<td>BAN</td>
</tr>
<tr>
<td>No show to shift without warning</td>
<td>BAN</td>
</tr>
</tbody>
</table>

My shift was cancelled, Why?
Like us clients circumstances and requirements can change!

Here’s what might have happened:
The client may have reduced the number of workers required for the shift. The needs of the business may have changed.
Did you remember to confirm your shift? If you fail to confirm your attendance to a booked shift, this may lead to you being automatically removed.

If the shift is cancelled 24 hours prior to your shifts clients don’t need to explain, just like you, they have the same 24 hour rule! If however your shift is cancelled last minute (within 24 hours) you will be advised and paid for 4 hours as compensation.
Code of Conduct

In order to be successful at indeed Flex, you must abide by our code of conduct!

**LOST PROPERTY**

Any items found are 'lost property'. Always hand the article in to your supervisor.

It is essential that property is handed in immediately when you find it, as it will generally be reported as lost on the same day.

**THEFT**

Any member of staff caught stealing is liable to instant dismissal and possible prosecution by the police.

Occasionally you may be searched. This is a routine security precaution and will be carried out discreetly and only when necessary.

**DRINKING ALCOHOL**

It is against the policy of all establishments for members of staff to drink alcohol on site or immediately before going on duty.

If drink is taken you may become intoxicated and be a danger to yourself and your surroundings. This obviously means that you are not allowed to take any Class ABC drugs.

Breach of the above will lead to instant dismissal.

**SMOKING**

It is against the law to smoke in all enclosed public places, workplaces, public and work vehicles.

This applies to anything that is smoked including pipes, cigarettes, water pipes, etc.

Vapers are also banned at some venues.

Failure to comply is a criminal offence with penalties & fines of up to £2500.
Performance Ratings

Prepare
Read the job description, **make sure you have the correct uniform**. Double check the location and plan your travel.

Arrival
**Arrive early**, aim for around 15 minutes before your start time. This will give you time to get settled, clocked in and familiarise yourself with the venue.

Clock In
Report to the supervisor/reception and get scanned in or use the manual check in!

Great Shift
Enjoy your shift, **work hard**, complete the tasks you are given and have a can do attitude. **Remember your shift will be rated!**

Clock Out
Remember to clock out whilst you are at the venue! You’ll then be asked to rate the shift and the employer!

Remember!
**You will be rated after every shift**. So make it a 5* performance!

**Great performance = More shifts** and ultimately more money.
Pay Guide: Queries, processes and everything in between!
**Pay: Overview & Guide**

**Happy FriPAY!**
You will be paid weekly on Friday by 6pm!

**How it works:**

**Week 1:**
Attend your shifts.

**Week 2:**
You will receive your pay slip and wages by midnight Friday.

We pay our Flexers a week in arrears to ensure you receive the correct wages, on time! You’ll receive your wages directly into your bank account, so **make sure this is up to date** on your profile!

You can update these via:
Profile > My Settings > Account Settings > Bank Details

Please direct all pay queries to:
support@indeedflex.com or via Live Chat in app!

You can keep an eye on your earnings via the app. Simply click: **Profile > Earnings**

Here, you will see your weekly earnings (shifts you’ve completed within the last week) and your Total Earnings!

Please note: **All earnings on these pages are subject to change due to tax deductions and client approval.**
If you’re earning at least £192 per week, you will be enrolled into a pension scheme.

By your second contribution, you should receive a NEST pack which is sent to the home address on your profile (so make sure it’s up to date!). The pack will have all your pension information, log in details and terms.

Please note: If you wish to opt out of your pension you will need to follow the instructions on the pack. Payroll is unable to opt out of a pension on your behalf.

If you think you are paying too much tax, we advise you to contact the HMRC.

CLICK HERE for contact details.

Payslips

You’ll be able to view your payslip via PayCircle!

We’ll send you an email to create an account, you can then login and view your payslips online, it’s that simple!

Please note: If you have an issue with your payslip, please remember our team are here to help. There’s no need to get in touch with the employer, reach out to our support team!
Pay: Holiday Pay

For every hour you work with Indeed Flex you are entitled to 12.07% holiday pay.

Here’s how it works:

**PAY RATES**
The hourly rate you are paid, **does not include any holiday pay**, this is known as your ‘base rate’.

**HOLIDAY PAY**
Holiday pay is worked out at **12.07%** of your ‘base rate’. **You can claim these funds on a weekly basis** or allow them to accrue and claim back as annual leave.

The Short Guide:

Your Holiday Pay will accrue in a side pot in the form of money as you complete shifts on Indeed Flex. Once you’ve accrued Holiday Pay, you are entitled to do one of the following:

- Request to have all of your Holiday Pay paid out to you.
- Take paid leave at a time of your choosing.

How do i request my holiday pay?

Whenever you accrue Holiday pay by working shifts in a given week, we will send you a text message the following Monday asking if you’d like to request to have it paid out to you.

Requests that come in before the end of the day on Tuesday of each week will be unfilled earliest on Friday of the same week.

If you need any further support, reach out to our fantastic support team via our **LIVE CHAT** function in app!
Flexer Benefits:
Training, bonuses and incentives!
SPRINGBOARD

An online platform that offers various hospitality and leisure training. Whether you are looking to start a new career in hospitality, gain new skills or develop your existing ones, this could be the platform for you. To join, simply click below and create a profile. One of the team will then be in touch.

CLICK HERE

Unlock new roles with Indeed Flex training:

- Cleaning Roles
- Warehouse Roles
- Festival Staff

Referrals & Incentives!

Get a £40 bonus for inviting a friend to Indeed Flex!

Find you Promo Code:
Profile > My Settings > Promo Code.

Throughout the year we will also run extra incredible incentives and bonuses! For the most up to date info and full terms and conditions, CLICK HERE.
We are thrilled to provide our top Flexers with a range of monthly perks and benefits ranging from insurances and critical injury cover, to mental health support and everyday savings on food and more!

**FLEXER PERKS PROGRAMME**

**PROTECTIONS**
Get the insurance protections you need, from accident pay to family leave.

**HEALTH**
Stay healthy with physio, mental health support and more.

**SAVING**
Take home more each day with big savings on food, fuel and teach

CLICK HERE for full details and T&C’s!

Every month you are able to unlock new perks and benefits!!
As part of the Indeed Flex app set up, you would have completed full compliance training, however we have included a link to the full training and a break down of relevant policies below, Simply click the relevant area:

- **Manual Handling**
- **Code of Conduct**
- **Fire Emergency Procedures**
- **Personal Protective Equipment**
What’s next?

Let’s get flexing!! It’s time to book your first shift.

We know the first time can be scary, but rest assured our clients, other flexers and support team will be there to help you every step of the way.

So be brave, **book that first shift and discover the joys of flexible working with Indeed Flex!**

We hope you found this handbook helpful!

If you have any further questions, **check out our continually updated FAQ pages** via our website.