



indeed *flex*




Flexer Handbook

Everything you need to know
about being a Flexer



Your life. Your work. Your choice.

Your app for temporary work.

-  Instantly access short and long term roles
-  Choose who you work for and where
-  Determine a shift schedule that suits you



UK Nationwide



100,000+ UK Flexers



4,000 businesses



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Welcome to Indeed Flex

It's great to have you with us on this exciting journey. We started Indeed Flex back in 2015 because we believed that technology could dramatically improve the temporary worker's experience by giving them control and choice over where, when and how they work.

Since then, we've welcomed many thousands of Flexers in the UK and US, and we're more dedicated than ever to ensuring you get work that suits your lifestyle.

We have put this 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,
Novo Constare, CEO*



Novo Constare
CEO

How to access support

Here are some of our favourite Flex resources to support you in finding temporary work that fits your lifestyle.



App tutorials

For all your video walk throughs
(Profile> What's New : Video Tutorials).



Flexer Support

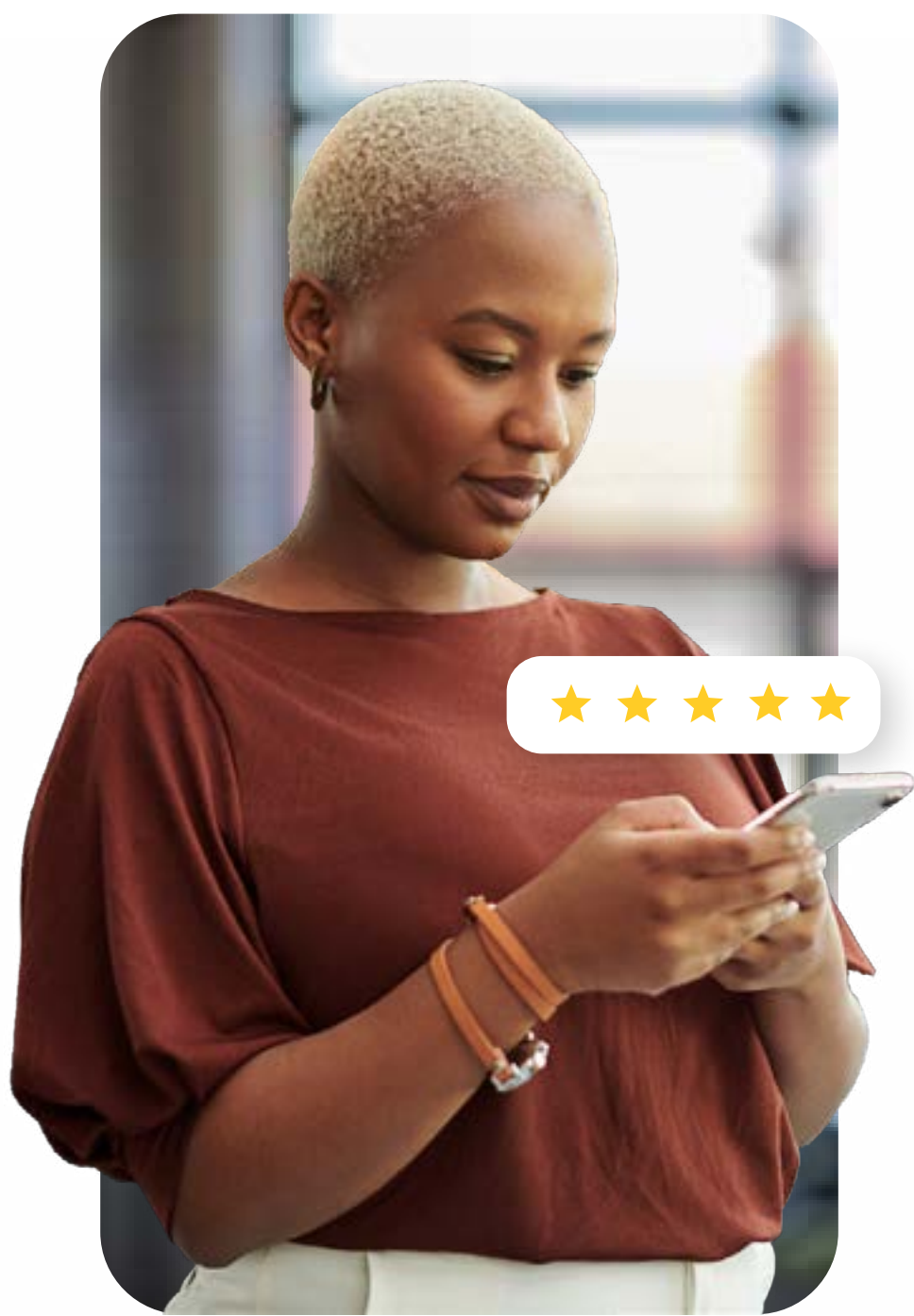
The quickest way to contact support is via
our live chat feature in our app
(Profile> Support> Chat with support).

Sign up for our Flexer Community Group and
follow us on our socials



The importance of your profile

Your profile says a lot about you – it's your chance to stand out from the crowd and get the shifts you want. Employers will look at your profile to decide if they want to offer you a shift or not. Here are some top tips to make yours truly great.



Top tips

- ✓ Keep your profile up to date
- ✓ Make sure we have your correct bank, next of kin and contact details
- ✓ Add hobbies to your experience to help your profile shine

Biography: Employers love to hear more about the workers they hire. Tell us a bit about yourself: hobbies, goals or aspirations – whatever makes you, you.

Experience: Make sure to include any relevant skills and experience you have. Just a few lines is perfect. Think about including who your previous employers were, the tasks that you carried out there, and any successes you had.

Payrate: We recommend setting your minimum pay rate to £10.42/hr. This will ensure you can see all the jobs available in your area. You can set your pay rate higher, but this may limit the number of shifts you see on the app.

Availability: Keep on top of updating your availability, so that you can always see the jobs available when you are.

Remember to make sure we have your correct bank details, next of kin and contact details. Profile > My Settings > Account Settings

Shifts

Everything you need to know to keep on top of your shifts

Top tips

1. Always read the job description carefully
2. Make sure you have all the required uniform
3. Check the location of the shift and plan your journey well in advance

Indeed Flex Training

Booking a shift

Watch the video [here](#) to see our quick guide on how to book a shift.

Watch the video [here](#) to see our quick guide on how to cancel a shift.

Indeed Flex Training

How to cancel a shift

Shifts cancellations

We get it – life happens and you may have to cancel a shift you previously booked. All we ask is that you give us at least 24 hours notice if this is the case. Otherwise you'll receive a Strike.

Watch [this](#) step-by-step guide for how to cancel a shift.

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

More than 24 hours
before shift start
No Penalty

Less than 24 hours to 30
min before shift start
1 STRIKE

Less than 30 min before
shift start
BAN

No show to shift without
warning
BAN

My shift was cancelled, why?

Like us, client 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.

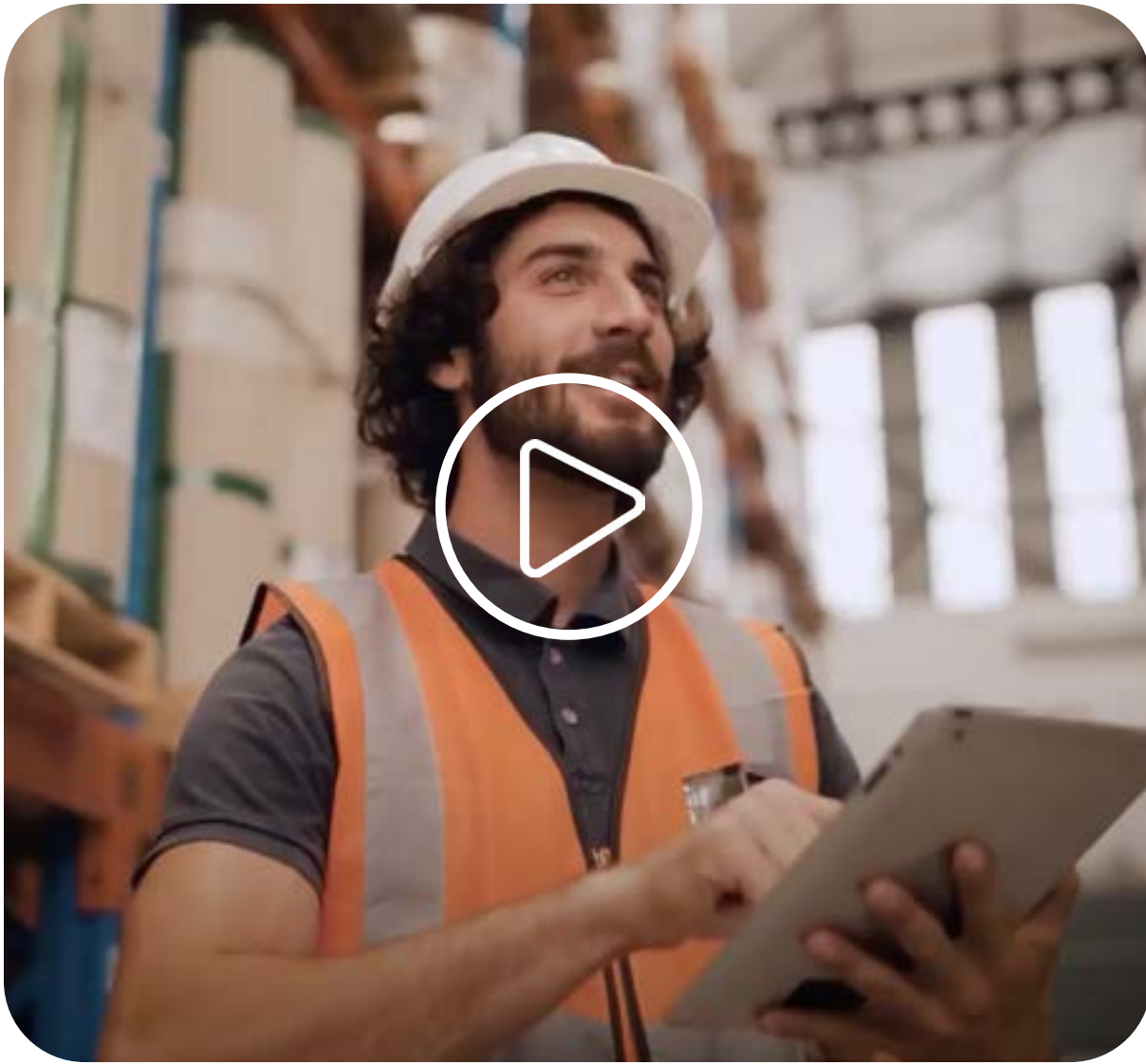
Did you remember to confirm your shift? If you fail to confirm your attendance to a booked shift, this may lead to you being automatically removed.

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 compensated for up to six hours, depending on the type of work.

Shifts

Clocking in and out

Clocking in and out correctly is vital to ensuring you get paid on time, every time.



Watch the video [here](#) to see our quick guide on 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 you 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 ins 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!



Strikes and bans

What is a strike?

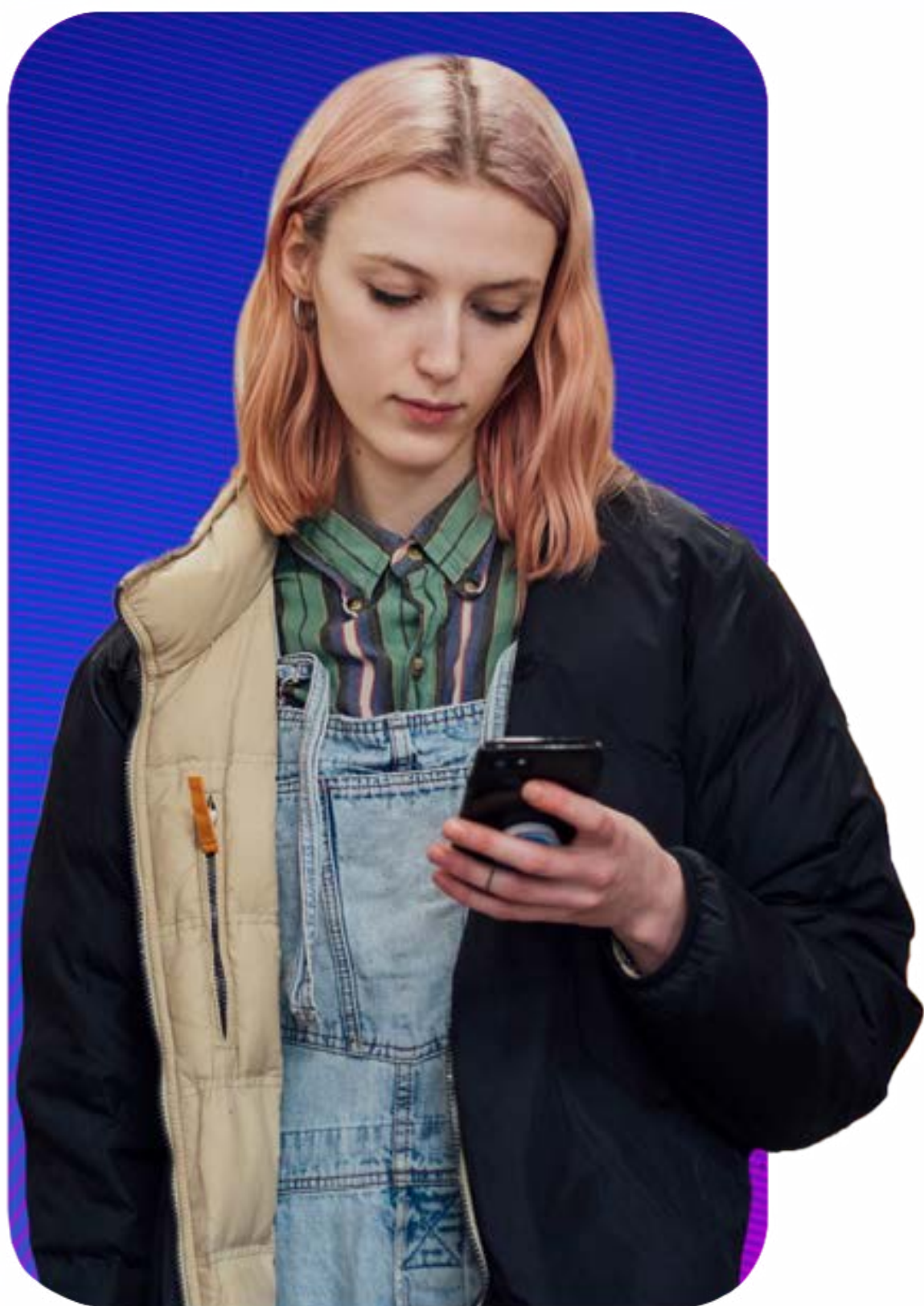
A strike is a mark on your record which indicates you have broken a term or condition. It's viewable to you and to us, but not to potential employers.

You can continue working with us if you have no more than two active strikes on your account. Get three strikes and, sadly, you'll be banned from using the app.

How do I get a strike?

There are five main things that'll get you a strike:

- ✗ Turning up late to your shift
- ✗ Turning up for your shift incorrectly dressed
- ✗ Cancelling your shift with less than 24 hours' notice
- ✗ Receiving negative feedback from employers
- ✗ Receiving a strike for a speeding violation, if you're a driver



Instant ban

There are some things we simply can't allow, which lead to an instant ban:

- ✗ Not turning up to your shift
- ✗ Cancelling your shift within 30 minutes of it starting
- ✗ Misconduct

If you're asked to leave a shift for misconduct, you won't be paid for the remainder of that shift, and will be banned from the app.

Removing strikes from your account:

You can get rid of a strike by working 10 strike-free shifts with us.

Appeals: If you feel that a strike or ban has been incorrectly issued, contact support through live chat, with your evidence to appeal, or email support@indeedflex.co.uk

Ratings

Employers can rate you at the end of each shift, and you can rate them in return. Star ratings are attached to your profile, and will add up and be visible to other employers. The higher your star rating, the more likely you are to receive job offers. **Here are some tips on how to be a 5* Flexer.**

Attendance and time keeping

The most important thing an employer will look for in a Flexer is how reliable they are to show up and be on time, every shift.

- Always confirm your attendance for each shift, and clock in when you arrive
- If you need to cancel, ensure you do it in good time, up to 24 hours before your start time
- We recommend you arrive to each shift 15 minutes before your scheduled start time, to ensure you are ready to work

Attitude and personality

The second thing our employers tell us they love about Flexers is when they have a great attitude & personality. Remember you only get one chance to make a good first impression so:

- Smile and greet or acknowledge every customer and team member you come into contact with
- If you complete the tasks assigned to you, ask your manager what else you do to help
- Ask questions if you're unsure, it's better to be clear than to get things wrong

Grooming standards

Another really important part of working for us is grooming. High groom standards are important, not just to put our best foot forward, but to ensure the venue we're working in is complying with legal health and safety requirements.

- Always check the uniform requirements in the job description before you book a shift. If you have any challenges with the required uniform, contact support
- Always maintain high personal grooming standards
- If you arrive at a shift without the correct uniform or grooming standard, you will be turned away



Pay: Overview & Guide

We make it easy for you to access income, quickly – without having to wait until month end. You will be paid each week on Friday by 6pm.

Week 1:
Attend your shifts.

Next:
Check your approved hours in app on the following Wednesday.

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

You will be paid for your shifts the week after they take place, on Friday. This means if you work between Monday to Sunday, you will be paid the Friday of the following week, not the current week.

You'll receive your wages directly into your bank account. So it's important to make sure they're kept up to date.



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.

Pension, tax and payslips



All Flexers earning a minimum of £192 per week will automatically be enrolled into a pension scheme.

By your second contribution, you will 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, login details and terms.

Can I opt out from the pension scheme?

Yes, you can opt out at any time. To do so, you'll need to follow the instructions on your Welcome Pack and contact NEST directly. If you think you are paying too much tax, we advise you to contact the HMRC. [Click here](#) for contact details.

To give you easy visibility over your payslips, you can view each payslip through our online portal, PayCircle.

We'll email you with all the details you need in order to create your account. Once set up, you'll be able to view all your payslips online, whenever you want.

Please note, If you have any issues regarding your payslips, please reach out to our support team and not the venue directly as they will not be able to help.



Pay: Holiday Pay

For every hour you work with Indeed Flex you are entitled to 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

You are entitled to holiday pay. Holiday pay is worked out at a percentage of your base rate. You can claim these funds on a weekly basis or allow them to accrue over time until you determine when you wish to receive payment.

Indeed Flex Training

Holiday pay

Watch the video [here](#) to see our quick guide on Holiday Pay.

The short guide:

Your Holiday Pay will accrue in a side pot as you complete shifts with 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?

Accessing your holiday pay is easy - simply tap the earnings button on your app profile page and select "Manage your holiday pay". You can then view your available balance before tax, manage your requests, and make withdrawals.

If you need any further support, reach out to our support team via our live chat function in app. 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 support team via our **live chat** function in app.

Flexer benefits

Did you know, Flexers have access to a range of benefits and rewards?

You will qualify for Flexer Benefits after working 20 total shifts, including 10 in the last calendar month, plus 10 shifts per calendar month from then on to keep them.



Family Leave

Benefits if you welcome a new family member



Compassionate Leave

Compensation if you lose a loved one



Sickness Cover Compensation

If you are sick or permanently disabled



Accidental Death

Compensation in the case of accidental death



Every month you are able to unlock new perks and benefits. [Click here](#) for full details and T&Cs.

Flexer Benefits

- ✓ **Insurances**
Get the insurance protections you need, from accident pay to family leave.
- ✓ **Wellbeing**
Stay healthy with physio, mental health support and more.
- ✓ **Saving**
Take home more each day with big savings on food, fuel and teach

Misconduct

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

We've detailed some key points below to ensure you are familiar with our strikes and bans policy, and have read our full Flexer terms before you confirm any shifts.



Lost property

Any item left behind by guests or members of staff is considered 'lost property'.

If you find something, always hand the article in to your supervisor.



Theft

Any member of staff caught stealing from an employer, guests or other members of staff 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 discretely and only when necessary.



Alcohol and substances

Drinking or using drugs on-site is strictly forbidden.

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.

A 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.

Vapes are also banned at most venues.

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

For the full code of conduct, please refer to the Flexer Terms and Conditions [here](#).