

indeed flex



Flexer Guidebook

WELCOME TO INDEED FLEX

Your app for temporary work! Simply put, we provide jobseekers with the fastest way to find temporary work that fits their lifestyles.

We're committed to empowering jobseekers with ownership, control and choice over where, when and how they work, joining our fast-growing community of high-quality Flexers realising a genuine work-life balance that meets their needs.

Through the convenience of our easy-to-use mobile app, we connect jobseekers with some of the brightest, market-leading brands in the UK, offering a broad choice of immediately available short and longer term temporary jobs across multiple sectors and locations within the UK.

This Flexer Guidebook will provide you with some important information about working with Indeed Flex and the policies and procedures which will apply to you. It's important that you read this information carefully, and, should you require any clarification or additional information, please contact the support team.

You may also receive client-specific policies and procedures, which will provide you with further information relating to a particular assignment.

Please note that we provide equal opportunities and are committed to the principle of equality in accordance with legislative provisions. We expect your support in implementing these policies. We will not condone any unlawful discriminatory act or attitude in the course of your engagement or in your dealings with our internal employees, clients, suppliers, members of the public or with fellow agency workers. Acts of unlawful discrimination, harassment or victimisation may result in your assignment being ended and your access to future assignments through Indeed Flex being removed.

Indeed Flex is committed to providing jobseekers with a professional service. We are committed to working to the highest standards of service and compliance and pride ourselves on treating job seekers with respect and honesty.



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About This Guidebook



Who is this Guidebook for?

This guidebook is intended for active Flexers – those who have signed up to use the Indeed Flex app, passed an interview and been verified to work through Indeed Flex.

When you work with Indeed Flex, you are engaged under a Contract for Services on an assignment-by-assignment basis, and are a worker for the purposes of employment rights legislation in respect of each assignment you undertake.

A job with one of our clients is called an assignment. Indeed Flex will try to find suitable assignments for you, as the agency worker. You don't have to accept any assignment offered by Indeed Flex – it's always up to you whether you want to take the work or not. Once you have accepted the assignment, we expect you to turn up on time, and work to the best of your ability.

We'll always try to find you the kind of work you want, but the more flexible you are with the travel distance and the types of work you are willing to accept, the more work we will be able to offer you.

Upon accepting an assignment, Flexers are engaged by Indeed Flex as 'workers', within the meaning of section 230(3) of the Employment Rights Act 1996, with Indeed Flex acting as an Employment Business.

No contract exists when you are **not** working on an assignment and Indeed Flex is not obliged to offer you work. Find out more about your employment rights [here](#).

Indeed Flex is not an Employment Agency and no Flexer is or shall be deemed to be an Employee of Indeed Flex.

Please Note: This guidebook does not form part of your contract and should be read in conjunction with your individual contract for services. More information can be found in the Flexer Terms [here](#).

Responsibility For This Guidebook

The UK Risk & Compliance team has overall responsibility for this guidebook which is reviewed, from a legal and operational perspective, at least once a year.

An Introduction to Working for Indeed Flex as an Agency Worker

Communication

Indeed Flex is an app-based staffing platform. We will communicate with you mainly via in-app notifications, with all information being available to you on your app at all times. Additionally, you may receive email, SMS and push notifications depending on what communication preferences you have opted into.

Through our easy-to-use app we can offer you work, send job details, and confirm if you are on site via the clock in/out function.

An **important point** – don't forget to switch on push notification permission for the Indeed Flex app on your phone, to receive instant job offer alerts. You'll also need to switch on your location services for the app to book jobs and clock in/clock out successfully.

You can also get in touch a number of ways – all through the app.

Firstly, for quick help you can watch our [video tutorials](#), covering topics like 'How to book a shift' and 'The importance of your profile'.

You can also search our [FAQs](#) for answers to the questions we're most frequently asked.

And if you can't find the answer(s) you're looking for by going either of those routes, you can ask us questions via the Live Chat function in the app **Profile > Support > Chat with Support**.

Assignments

Indeed Flex places workers into roles with clients across the UK. We offer a wide range of short and long-term temporary roles, alongside temp-to-perm job opportunities, across a number of different industries.

These roles range from waiting staff, to chefs, to warehouse operatives, to retail assistants, to cleaners, to sales support, and beyond. There's something to suit everyone.



We will ensure that the role you are offered suits your knowledge, skills and experience, and our easy-to-use app will work to identify the best opportunities for you.

If we have an assignment to offer you, we will inform you of the client, the nature of their business, the date the work is to commence and the likely duration of the work; the type of work, location and hours; the pay rate and any relevant health and safety risks and controls known to the client.

When you start an assignment, you should introduce yourself to your supervisor. You will be shown various areas of the site, including the changing rooms, drink dispensers, location of first aid facilities, toilets and any relevant working locations.

When working you are required to:

- Co-operate with the client's reasonable instructions and accept their direction, supervision and control;
- Observe any relevant rules and regulations (i.e. their policies and procedures) of the client's establishment;
- Take all reasonable steps to safeguard your own and other person's health and safety, complying with the client's procedures;
- Not engage in any conduct detrimental to the interests of the client;
- Not at any time divulge to any person, nor use for their own or any other person's benefit, any confidential information relating to the client's or Indeed Flex's business.

Either you, the client or Indeed Flex may terminate a specific assignment at any time, without prior notice or liability.

Hours of work

The length of an assignment and the number of hours you work each week may vary. There may also be occasions where no work is available and, therefore, you are not entitled to receive payment from Indeed Flex or the client for time not spent working on the assignment, whether in respect of holidays, illness or absence for any other reasons, unless otherwise required by law or as agreed.

Punctuality

When you begin an assignment, you will be advised of the start and finish times. You must make every effort to arrive in sufficient time to start work at your agreed start time. As we wish to provide the best possible service to our clients, we take a serious view of lateness unless it is caused by circumstances beyond your control. Persistent lateness may result in a review of your platform access or the termination of assignments.

Location of work

You have no permanent place of work and your place of work will vary according to each assignment.

Payment of Wages



Rates of Pay

You'll never be paid less than the [Minimum Wage or National Living Wage](#) (NMW/NLW) for any job that you do for us. Both the NMW and NLW rates usually increase each year in April.

Each client's pay rate may vary depending on what work you are doing, how long the assignment is for and where the assignment is located, but we will always inform you of the specific pay rate before you decide whether you want to take the assignment.

Your Key Information Document and full Terms and Conditions can be found [here](#).

Payment of Wages

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 on 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 your account details are kept up to date.

Remember to make sure we have your correct bank details, next of kin, and contact details: [Profile > My Settings > Account Settings](#).

You can view your Payslips online, via Paycircle; we'll send you an email to create a PayCircle account, on your first pay day. From here you'll be able to log in and view your payslips.

We will require your National Insurance Number as we are obliged, by law, to deduct National Insurance from your earnings and will tax you under the 'Pay As You Earn' (PAYE) scheme.

At the beginning and end of your shift, you will be required to clock in and out using the Indeed Flex app. Please ensure that your location settings are turned on for this. Some clients may also require you to sign a paper timesheet.

Optional Instant Pay

One of the benefits of working through Indeed Flex is that we give you freedom of choice - and this extends to how you get paid.

While you can choose to get paid via the method mentioned above (via Payroll, every Friday), you also have the option to receive your wages much sooner than that - in fact, on the very same day on which you've worked - with Instant Pay.

Instant pay allows you to access up to 70% of your wages immediately after a shift.

You'll then receive the remainder of your wages, minus the amount you withdrew and the Instant Pay fee, and minus taxes and other deductions, on the Friday, as usual.

To use the Instant Pay service, you need to download the FlexEarn app (our third-party provider) and make sure you clock in and out of shifts correctly, with location services turned on.

Instant Pay is completely discretionary. Indeed Flex reserves the right to revoke access to Instant Pay if the service is misused or used inappropriately.

More information on Instant Pay may be found [here](#).

Fraudulent working and/or fraudulent completion of timesheets will result in the termination of your account with Indeed Flex.

Timekeeping – Clocking In and Out

For each assignment, you are required to record your time and attendance via the Indeed Flex App. This ensures that accurate records of hours worked are maintained and that pay can be correctly calculated.

At the **beginning** of each assignment, you must “clock in” through the Flex App to register your start time. At the **end** of each assignment, you must “clock out” through the Flex App to register your finish time.

If for any reason you are unable to clock in or clock out using the Flex App, you must submit your time and attendance records no later than four hours after the scheduled end of the assignment. Failure to provide this information within the required timeframe may result in delays in your payment and a review of your platform access.

Agency Workers Regulations 2010 (AWR)

After completing the 12-week AWR qualifying period with a client, you will be entitled to receive the same basic employment and working conditions as if you had been recruited directly by them. This includes: basic pay, overtime rates, rest breaks, holiday pay and more, depending on the client.

Indeed Flex will advise you of any applicable increases. Please note that the 12-week qualifying period can potentially be affected by getting a job with a different client, taking a break for more than 6 weeks or changing to a ‘substantially’ different role.

Full information on what constitutes ‘substantially different’ can be found [here](#).

Parental Rights

Workers who are becoming or already are parents have the right to:

- Not be treated unfairly because of pregnancy or maternity;
- Paid time off for pregnancy (antenatal) appointments when pregnant, (after reaching the 12-week qualifying period);
- Unpaid time off to attend antenatal appointments with a partner who's pregnant.

Workers are not entitled to Maternity, Paternity or Adoption Leave or Shared Parental Leave, because you can simply turn down assignments during the time that you need off. Just tell Indeed Flex the dates you cannot work.



Maternity Pay

Subject to the following criteria, you may be eligible to receive up to 39 weeks of Statutory Maternity Pay (SMP). This is broken down into two payment periods:

- For the first 6 weeks, this is paid at 90% of your average weekly earnings (with no upper limit);
- For the following 33 weeks, this is paid at the lower of either the current standard SMP rate of £194.32 or 90% of your average weekly earnings.

In order to qualify to be paid SMP, you must meet the following criteria:

- Your average weekly earnings must be at least equal to the lower earnings limit (LEL) of £129;
- You must provide Indeed Flex with at least 28 days' notice of the date you want your SMP to start;
- You must provide proof you're pregnant (via a [MATB1](#) Form), confirming your expected date of birth;
- You must have been working for Indeed Flex continuously for at least 26 weeks up to the 'qualifying week' (the 15th week before the expected week of childbirth);

- You must/will be working in the 'qualifying week';
- You must be employed by Indeed Flex at the time of the birth.

For any maternity pay queries, please submit a ticket via the Live Chat feature [Profile > Support > Chat with Support](#).

Paternity Pay

Subject to the eligibility criteria, you may be eligible to receive up to 2 weeks Statutory Paternity Pay (SPP). Statutory paternity pay is either £194.32 per week or 90% of your average weekly earnings, whichever is lowest.

To be eligible for Statutory Paternity Pay, you must be one or both of the following:

- the father of the expected baby; or
- married to, the civil partner or partner of the mother or birth parent – this includes same-sex partners.

You must also:

- have been continuously working for Indeed Flex for at least 26 weeks up to any day in the 'qualifying week' (the 15th week before the expected week of childbirth);
- You must give the correct notice (no later than 15 weeks before the baby is expected to be born);
- be employed by Indeed Flex at the time of the birth;
- earn on average at least £129 a week over the 8-week period ending with any day in the qualifying week;
- You will need to submit to us a copy of your [SC3](#) form.

For any paternity pay queries, please submit a ticket via the live chat feature: [Profile > Support > Chat with Support](#).

Adoption Pay

Subject to the eligibility criteria, workers might also be able to get Statutory Adoption Pay. Please contact Indeed Flex for more information and we will assess your eligibility against the government guidelines. You will need to submit to us a copy of your [SC4](#) form.

For any adoption pay queries, please submit a ticket via the live chat feature: [Profile > Support > Chat with Support](#).

Neonatal Pay

Subject to eligibility criteria, workers may be entitled to statutory pay under the Neonatal Care Act. For any queries relating to this matter, please submit a ticket via the live chat feature: [Profile > Support > Chat with Support](#).



Pension

Indeed Flex uses NEST (National Employment Savings Trust) as its workplace pension provider. Flexers who are aged 22 or over and under State Pension age will be automatically enrolled into the pension scheme where their earnings meet the applicable automatic enrolment threshold. For weekly-paid Flexers, the current threshold is £192 in a weekly pay period. Eligibility is assessed in accordance with the statutory automatic enrolment requirements and applicable earnings thresholds.

By your second contribution, you will receive a NEST pack, 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.

You can opt out of pension contributions at any time. To do so, you'll need to follow the instructions on your Welcome Pack and contact NEST directly. If you do not opt out by the deadline stated on your pension pack, you can only cease your pension, and will not be able to reclaim any previous contributions. If you think you are paying too much tax, we advise you to contact HMRC directly.

Leaving us

In accordance with the Flexer Terms, an assignment can be ended at any time by yourself, the client or Indeed Flex. If you no longer wish to be considered for other assignments, please request your P45 from Indeed Flex by going to [Profile > Settings > Account Settings > Leave Indeed Flex](#).

This will send a request to the Payroll to process your P45. If you have any outstanding holiday, this will be automatically paid to you.

Indeed Flex Recruitment Processes

Ethical Recruitment

Indeed Flex is a GLAA licence holder, Stronger Together member, Association of Labour Providers (ALP) member and we are members of the Recruitment and Employment Confederation (REC). We ensure that we comply, at all times, with the Ethical Trading Initiative (ETI) Base Code.

This means that:

- You will never have to pay to register to use the Indeed Flex app or to receive work (this includes giving money, gifts, vouchers, food etc. in exchange for work). This is illegal in the UK.
- We look out for signs of labour exploitation and human trafficking, and we take action if we have any suspicions.
- We ensure that you are placed into a safe working environment with clients, you are paid no less than the National Minimum Wage (NMW) and that you understand your contract for services and working conditions.
- We are always here to help you. The quickest way to contact support is via our Live Chat feature in our app **Profile > Support > Chat with Support**.

Right to Work

During your registration process you will be asked to produce identification and other relevant paperwork or access codes to prove that you are eligible to work in the UK and undertake the work on offer. Any changes to your circumstances must be reported to Indeed Flex immediately via the Live Chat function in the app **Profile > Support > Chat with Support**.

If you no longer have permission to work in the UK, you will not be permitted to undertake assignments through Indeed Flex. Where we are unable to verify your continuing right to work, we will give you a reasonable opportunity to provide evidence of your current permission to work, and will carry out any further checks required by law, before making a final decision.



Recruitment and Selection

Our recruitment and selection processes are designed to attract a diverse pool of agency workers, ensuring equal opportunities for all. We seek to eliminate bias and discrimination by considering candidates solely based on their suitability for assignments.

We are required by law to verify that all workers have the right to work in the UK. Assumptions about immigration status will not be made based on appearance or perceived nationality. All prospective Flexers, regardless of nationality, must provide evidence of their right to work in the UK before employment starts. Evidence may include a valid passport, an online right to work share code, or other documents accepted under current Home Office requirements.

Right to work checks will be carried out consistently and in accordance with current legislation and Government guidance. Where documentary evidence is required, acceptable documents will be those included within the Government's published list of acceptable documents for right to work checks in force at the time of recruitment.

Child Labour

Indeed Flex prohibits the use of child labour. We do not allow anyone under the **age of 18** to complete their application to gain access to the Indeed Flex platform. Furthermore, our experienced Recruitment team will also verify the age of all workers at the time of interview, by reviewing their Right to Work documentation.

Equal Opportunities

We are dedicated to providing equal opportunities for all workers without discrimination on the grounds of age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity status, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

Fair Treatment at Work

Indeed Flex is committed to ensuring that workers are treated with dignity and respect whilst at work. We will make every effort to provide a working environment free of any bullying, harassment or intimidation.

Additionally, we must comply with the requirements of the [Equality Act 2010](#) which makes it unlawful to discriminate on the grounds of:

- Age;
- Gender reassignment;
- Being married or in a civil partnership;
- Being pregnant or on maternity leave;
- Disability;
- Race, including colour, nationality, ethnic or national origin;
- Religion or belief;
- Sex;
- Sexual orientation.

These are known as 'protected characteristics'.

Judgements about people for the purposes of recruitment, development or promotion will be made solely on the basis of a person's ability and potential in relation to the needs of the job. Factors not relevant to the effective performance of that job will not be taken into consideration.

Reasonable Adjustments

Reasonable adjustments are available at every stage of the recruitment process, including during your initial application and any subsequent interviews or site inductions. If you require reasonable

adjustments due to a disability or otherwise, we encourage you to tell us about your condition so that we can support you as appropriate.

The quickest way to contact support is via our Live Chat feature in our app **Profile > Support > Chat with Support.**

Trade Union Membership

Indeed Flex currently has no collective bargaining arrangements with any Trade Unions. However, we accept that workers are free to join a Trade Union of their choice and will comply with any legal obligations to work with Trade Union representatives in relation to statutory rights concerning their members' interests.

Unseen

Indeed Flex is proud to be partnered with Unseen: a UK anti-slavery charity who provide safehouses and support in the community for survivors of trafficking and modern slavery. Unseen also runs the UK's Modern Slavery & Exploitation Helpline, in addition to working with individuals, communities, businesses, governments and other charities, with the aim of stamping out slavery for good.

If you have any concerns relating to labour exploitation or human trafficking, you can contact the [Unseen](#) helpline on 08000 121 700 or make a report online [here](#). It's completely free, confidential, open from 8am-9pm every day and available in over 200 languages. Additionally, you can contact our support team through the in-app live chat function, or at flexer-modernslavery@indeedflex.com (remove spaces) to report any concerns.

Any concerns raised will be kept private and confidential.



Working Time Regulations And Holiday Entitlement

Working Time Regulations

The maximum number of working hours, under the Working Time Regulations, is 48 hours per week over a 17 week reference period. If you would like to work more than 48 hours per week, you can opt out of this restriction via the app. If you do choose to opt out, our systems will automatically restrict you to no more than 60 hours per week, for health and safety reasons.

There is no obligation to opt out and you can end this agreement by providing Indeed Flex with three months' written notice of this decision.

Student Visas

Individuals on a Student Visa will be restricted to working a maximum of 10 or 20 hours in any one week (Monday-Sunday) as per their visa conditions. This includes paid or unpaid work and is applicable for one or more businesses.

Students who have the right to work are permitted to work full-time hours during holidays or during the period they hold permission for, after they have completed their course. Term times must be evidenced with an official letter from your education provider, on letter headed paper.

It is the responsibility of the visa holder to ensure that they comply with their visa conditions at all times. Indeed Flex will not be held liable for an individual who has breached their visa conditions.

Rest Periods

You are entitled to the following rest breaks:

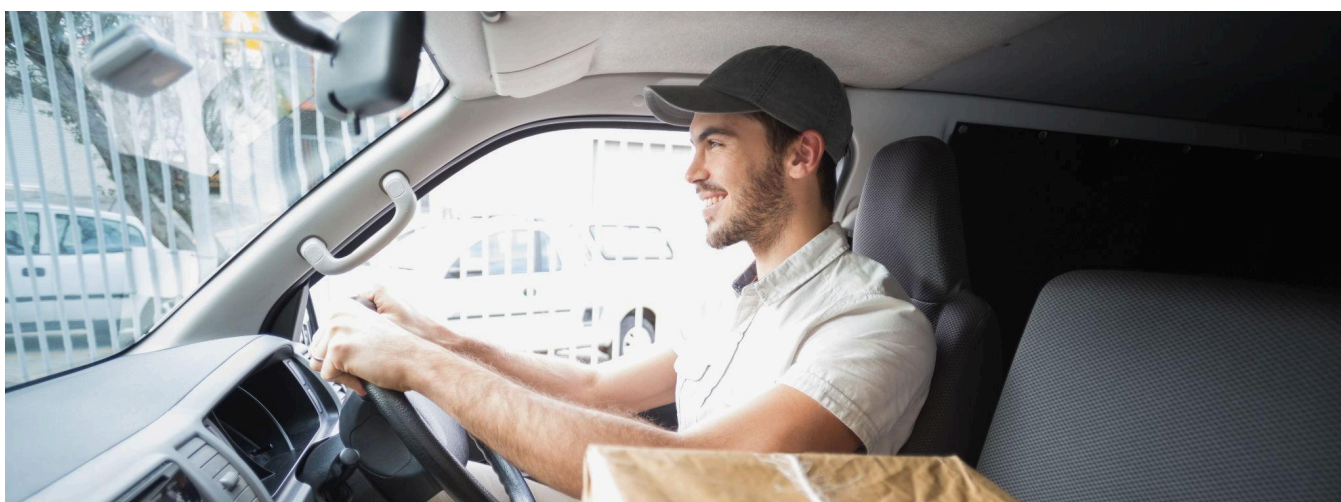
- 11 hours' rest from work in each 24-hour period, and you cannot work more than 13 hours (over a single or multiple shift) within a 24-hour period.
- A 20 minute break if the assignment lasts more than 6 hours per day. Sometimes clients may choose to give longer and more frequent breaks, however this is not mandatory. You must make arrangements with the client about rest/lunch breaks during the shift. Rest breaks are



normally unpaid.

- A minimum of one day's rest from work each week or two days per fortnight.

You must ensure that you have sufficient rest in order to protect your health, safety and wellbeing, and that of your colleagues.



Holiday Pay

At Indeed Flex, we value the hard work and dedication of our Flexers and are committed to providing a fair and transparent approach to holiday pay in line with UK legislation.

Holiday pay is paid to you on a rolled-up basis, meaning that it is paid alongside your earnings for each pay period rather than being paid separately when you take holiday. Your holiday pay will be shown separately on your payslip under the label **Holiday Pay**. Rolled-up holiday pay is currently calculated at 12.07% of your total pay in each pay period, in accordance with the statutory rules applicable to irregular-hours workers.

For parity purposes, displayed hourly or daily rates includes an element of holiday pay. This approach ensures consistency while maintaining the accuracy of your total pay. Please note, this change does not affect your overall earnings – your total pay remains correct.

Your holiday entitlement remains at 5.6 weeks per year (pro-rata for part-year service), and this entitlement may increase if you qualify under the Agency Workers Regulations (AWR).

Full information on how holiday pay is calculated can be found [here](#).

UK Driver Policy

For assignments that involve driving or operating vehicles, ensuring your safety and the safety of the public is our primary concern. To help you remain safe, alert, and fully compliant with the GB Working Time Directive, Indeed Flex has specific rules in place that strictly govern your maximum driving hours and mandatory rest breaks.

Shift Limits and Driving Time

Under current rules, the maximum duration for any single driving shift is strictly 11 hours. Within that 11-hour window, your actual time spent driving must never exceed 10 hours. To ensure you stay refreshed and alert, you must take at least a 1-hour break if you are driving for the maximum permitted time.

Daily and Weekly Working Limits

Your overall working hours are also carefully monitored to prevent fatigue. If you are solely working driving shifts, your total working time cannot exceed 11 hours within any rolling 24-hour period. However, if you are working a combination of driving and non-driving assignments, your maximum working limit extends slightly to 13 hours within a 24-hour period.

Weekly limits also apply to keep your workload balanced - and your maximum working week is normally capped at the standard 48 hours per week. If you have officially chosen to opt out of the standard Working Time Regulations, this limit is extended to a maximum of 60 hours per week.

Rest Requirements

Getting proper downtime between shifts is absolutely essential when operating vehicles or heavy machinery. You must receive a minimum of 11 hours of uninterrupted rest between your driving shifts.

In addition to your daily downtime, you must also ensure that you have proper weekly rest. This means you must have either at least 24 uninterrupted hours off every 7 days, or at least 48 uninterrupted hours off every 14 days. Both of these are equally valid ways to ensure you get your required time off to recover.

Managing Your Time Off

While the Indeed Flex app carries out automated validations at the time of booking to help keep you within these legal driving limits, you need to ensure that you proactively manage your schedule, log your breaks accurately, and ensure you are well-rested.

You must remain vigilant about your own wellbeing while on assignment. It is crucial that you ensure clients do not pressure you to drive beyond your scheduled hours or skip your mandatory rest breaks, as these hard limits are applied strictly for your safety and the safety of the public.

If a client ever pushes you to go beyond your legal working and driving limits, or if you need any further assistance regarding your driving assignments, please reach out to our Support Team immediately via the Live Chat feature in the app [Profile > Support > Chat with Support](#).

Night Working Policy

At Indeed Flex, we know that some of the most rewarding assignments take place outside of standard daytime hours. Whether you are helping to run a busy logistics warehouse, keeping retail operations moving, or supporting a late-night hospitality event, your health, safety, and wellbeing are always our top priority. To make sure you stay safe and well-rested, this policy outlines our expectations and the important rules surrounding night work.

Under UK law, you are officially considered a “night worker” if you regularly undertake at least three hours of your actual working time during the legally defined night period. For the purposes of your assignments, the night period is generally regarded as any time between 10:00 pm and 6:00 am.

Managing Your Night Working Hours

We want to ensure that working nights does not lead to excessive fatigue. Because of this, night workers are subject to specific protections regarding their overall working hours. As a general rule, once you qualify as a night worker, your average working time must not exceed eight hours for each 24-hour period, calculated over a rolling 17-week reference period.

A crucial detail to remember is that once you are classified as a night worker, all of your working time counts towards this calculation. This means any day shifts worked, as well as night shifts, are counted in this rolling 17-week average. This legal safeguard is intentionally designed to manage your overall fatigue levels when you regularly undertake night shifts.

Hazardous and High-Strain Assignments

We recognise that not all night shifts are the same, and some assignments may involve special hazards. This may include work which requires heavy physical exertion, or heavy mental strain. This might include lone working, operating heavy machinery, working in safety-critical environments, or dealing with high noise and heat exposure.

While the law does not provide a fixed list of exactly which roles are classed as “hazardous”, this looks to the specific nature of your shift, the working conditions, and the overall environment. This

can mean that two assignments with the exact same job title could have different risk levels depending on what is happening on site that day. To help determine if your specific night assignment is classified as hazardous or high-strain, we look out for certain risk indicators, which might include:

- **Lone working** - carrying out duties by yourself, such as lone security roles;
- **Heavy machinery and equipment** - operating heavy machinery or working in other safety-critical environments.
- **Intense environments** - shifts that involve extreme heat exposure, high noise levels, or managing large crowds.
- **High physical or mental strain** - roles demanding heavy physical intensity or high mental focus, or high-stress activity.

Indeed Flex and our clients carefully assess the specific conditions and environment of every assignment to determine its risk level. If your night assignment is classified as hazardous or high-strain, stricter safety limits apply to protect you. In these specific circumstances, you are strictly limited to working a maximum of eight hours in any 24-hour period. This is a hard safety limit and, unlike standard night work, it absolutely cannot be averaged out over time.

Managing Your Time and On-Site Safety

While the Indeed Flex platform helps to facilitate your bookings and will prevent you from booking assignments which may take you beyond your permitted working hours, it is a mutual responsibility to ensure that the work you undertake is within safe and legal limits, and that you plan for adequate rest periods. By using the app to correctly clock in and out of your assignments, you help us ensure that your actual working time is actually recorded.

When undertaking night work, it is also crucial that you ensure clients do not pressure you to work beyond the limits of your permitted hours. This is especially important if your night shift may fall into a hazardous or high-strain category, as the strict eight hour working limits apply for your personal safety and must never be exceeded.

If a client ever pushes you to go beyond your legal working limits, or if you have any questions, concerns, or need further assistance regarding your night working hours, please reach out to our Support Team immediately via the Live Chat feature in the app **Profile > Support > Chat with Support**.

Indeed Flex Levels Policy

Policy Purpose

The Indeed Flex Levels programme (“Levels” or “the Programme”) is a system designed to measure Flexer performance on an ongoing basis. This policy outlines the Indeed Flex Levels programme and discusses how performance actions can impact a Flexer’s standing and platform status with Indeed Flex.

This policy - to be read in conjunction with **Expected Conduct When Representing Indeed Flex** on page 22 - applies to all Flexers. Nothing in this policy is intended to or shall be interpreted to be in conflict with or to eliminate or modify in any way, a Flexer’s employment status as an Agency Worker.

Understanding Indeed Flex Levels Performance Actions

The Indeed Flex Levels programme reflects a Flexer’s compliance with performance-related actions for each shift they sign up to work. Positive actions allow a Flexer to increase their status and level. Negative actions result in a Flexer dropping in status. This allows Flexers insight at any given time into their performance-related actions. As Flexers work more shifts and engage in positive performance actions, they rise in status level, each of which brings additional perks and rewards.

The programme measures Flexers on positive and negative performance actions, which may include, but are not limited to:

- Successfully completing a shift;
- Receiving a 5-star review;
- Good individual feedback from clients;
- Not showing up to an assignment;
- Late cancellations;
- Lateness / Punctuality;
- Failure to adhere to the dress code for the shift.

Each of these actions will be scored a red, amber or green to clearly indicate areas a Flexer is succeeding in and areas a Flexer can improve upon. Green means a Flexer is excelling, while yellow and red highlight areas for improvement. Performance actions may be added, removed, or changed from time to time, and will be visible on the Levels dashboard. Flex will notify all Flexers in the event of such changes.

Appeals of Negative Performance Actions

Flexers may appeal negative performance actions if they believe they have been recorded incorrectly. Flexers should appeal **within 72 hours** of receiving notice of the negative performance action. Appeals can be initiated within the Indeed Flex app and will be directed to Indeed Flex personnel to review the submission. The appeal submission will be reviewed and responded to within a reasonable time. If an appeal is successful, status will be restored and the negative behaviour will be removed from the Flexer's Levels dashboard. If an appeal is unsuccessful, the negative action and the resulting status will remain.

Levels and Rewards

Levels and Rewards are clearly shown within the Indeed Flex app on the Indeed Flex Levels dashboard. Levels and Rewards may be added, removed, or changed from time to time, and will be visible on the Levels dashboard. Flex will notify all Flexers in the event of such changes.

Disciplinary Consequences: Ban Warning and Ban Review

The Indeed Flex Levels Dashboard will indicate when a Flexer's negative actions demonstrate a pattern of negative actions that may result in the Flexer being banned from the platform. These indications put the Flexer on notice with a documented warning that their access will be at risk of being terminated if they engage in additional negative performance actions.

Ban Warning is a level that indicates a Flexer is at risk of being removed from the platform and that their engagement may be terminated if negative actions continue. Ban Warning provides an opportunity for the Flexer to modify their behavior before termination. The Indeed Flex Levels dashboard will provide suggestions of positive actions a Flexer can take to improve their level and remove them from ban warning. Flexers who do not successfully complete shifts to improve their level and continue to engage in negative performance actions will be dropped into Ban Review status.

The Indeed Flex Levels Dashboard will indicate when a Flexer's negative actions place them in Ban Review status. This status indicates a Flexer has consistently engaged in negative performance actions and that their status is such that they will be removed from future shifts and will not be permitted to continue to book shifts through the Indeed Flex platform while their performance is reviewed. Ban Review acts as a suspension while a review of the status is conducted.

A ban from the platform means that the Flexer will no longer be permitted to access or accept assignments through Indeed Flex, in accordance with the UK Flexer Terms.

Inactivity Deduction

After 180 days without booking a shift, Indeed Flex will adjust a Flexer's level based on the inactivity. Levels Platinum, Gold, Silver and Bronze will drop to the level below the level indicated at the time of the drop. Core, Ban Review and Ban Warning will remain the same. Flexers will be notified of the change in their status as well as the reason for it via push notifications and the dashboard located in their app. Flexers may pick up new shifts to continue to increase their level at any time.

Questions, Concerns and Requests for Reasonable Adjustments

Indeed Flex is committed to complying fully with all UK laws concerning the employment of disabled people and other protected characteristics, including the Equality Act 2010. We are committed to ensuring equal opportunity in employment for all individuals. Flexers who have questions or concerns, or who may require reasonable adjustments, should contact support.

Expected Conduct When Representing Indeed Flex

When you are working on assignment, please remember that you are representing Indeed Flex, and we expect you to behave in a polite and reasonable fashion at all times:

- Use appropriate language and respect the client, your Indeed Flex colleagues and management team;
- Take reasonable steps to safeguard your own and others' health and safety;
- Undertake all tasks to the best of your ability – if you don't understand something, please just ask;
- Comply with client instructions – they are responsible for how you do your job;
- Always arrive on time, both at the start of your shift and when returning from breaks;
- Dress appropriately for the work environment, bearing in mind whether you are inside or outdoors;
- Do not use your mobile phone during working time - they should be switched off;
- Smoking is never permitted during working time – during breaks, only smoke in a designated smoking area;
- Personally attend all shifts you book. Indeed Flex operates a strict, zero-tolerance policy regarding 'imposter switching' or any fraudulent misrepresentation of your identity. You must never send another individual to a client site in your place.
- You may be subjected to security searches when arriving or leaving client premises – these checks are random and not personal.

Misconduct and/or Gross Misconduct

The following is a non-exhaustive list of behaviour that may be regarded as misconduct:

- Theft and/or fraud;
- Discrimination, bullying and harassment;
- The use of company facilities and equipment for personal reasons in work time;
- Damage to property belonging to or in the possession of the client or of other service providers;
- Being under the influence of alcohol, illegal drugs, or any substance that impairs your ability to work;
- Abusive behaviour (verbal or non-verbal), physical violence, or assault;
- Swearing or abusive language;
- Fighting at work;
- The wilful failure to follow management instructions or guidelines;
- Possession of an offensive weapon;
- Smoking in the workplace, or consumption of alcohol or drugs;
- Conduct likely to endanger persons or property;
- Failing to switch off your mobile phone during your working hours;
- Any use of mobile phones outside of your designated rest breaks or for the purposes of clocking in and out of an assignment and other assignment related issues;
- Failure to speak English if requested by the client, where it is necessary for health and safety (e.g. understanding safety instructions or communicating in an emergency);
- Engaging in 'imposter switching' or fraudulent misrepresentation of identity, which includes allowing another person to use your Indeed Flex account or credentials to access a client site, or attempting to "clock in" for a shift when you are not physically present.

If you are asked to leave a shift because of any of the behaviours identified above, your assignment may be ended early. Depending on the circumstances, further action may also be taken in accordance with the UK Flexer Terms, including restricting or removing your access to future assignments through Indeed Flex.

Alcohol and Drugs

The consumption of alcohol or intoxicating substances on Indeed Flex's premises, or those of our clients is strictly forbidden.

- Any worker found consuming alcohol or found to be intoxicated by alcohol or found to be using or in possession of drugs for non-medicinal purposes at any place of work will be escorted from the premises immediately.
- If your doctor prescribes you any drugs which may affect your ability to perform your work, you should discuss this with your immediate supervisor and with Indeed Flex.

If your performance or conduct falls below the standards we expect from you, we may decide not to offer you any further assignments.

Dress Code and Appearance

You should present yourself for work in clothes that are smart, clean and tidy, as expected for business standards and appropriate to the type of work you are undertaking. Some clients may require specific dress standards or dress codes to be worn for an assignment. You will also be expected to follow any client-specific rules and guidelines relating to personal appearance, for example concerning visible body piercings.

Clients may send you home if you don't follow their dress code or don't meet the required grooming standards. If this is the case, it may affect your Flex Levels status.

It is your responsibility to read the job description and check dress code requirements on the app when accepting an assignment.



Indeed Flex and its clients respect your right to wear clothing or items associated with your religion or belief. If a client's specific dress code (e.g. PPE requirements) conflicts with your religious dress, please contact Indeed Flex support so we can facilitate a discussion regarding reasonable adjustments and safety.

What can get you banned from the app?

While we like to be fair to our Flexers, there are some things, in terms of behaviour, that we simply can't accept and may lead to a ban from the Indeed Flex platform. These include, but are not limited to:

- A no-show – simply not turning up to your shift, with no warning;
- Cancelling your shift within 30 minutes of it starting;
- Any of the misconduct points above.

For any claims of misconduct or gross misconduct reported to Indeed Flex, we are committed to investigating thoroughly. This involves gathering statements from all relevant parties and collecting any available supporting evidence to establish the facts. Both parties will be given a fair opportunity to provide their perspective on the matter. Should an investigation identify that a Flexer has committed misconduct or gross misconduct, their account may be permanently banned from the platform, in line with our expected conduct, policies and commitment to maintaining a safe and professional environment.

Personal Possessions

Indeed Flex accepts no responsibility or liability for the loss, damage or theft of personal belongings while you are on shift or traveling to and from a client site. As a Flexer, you are solely responsible for the security of your own property at all times.

To ensure your items remain secure, we strongly recommend the following:

- **Travel Light:** Avoid bringing unnecessary valuables, large sums of cash or expensive electronics to your shift.
- **Stay Vigilant:** If a client site provides lockers or a designated "staff area," please use them, but remain aware that these are used at your own risk.
- **Reporting Incidents:** In the unfortunate event that a theft occurs, you must report the incident directly to the local police to obtain a crime reference number. We also ask that you notify the on-site supervisor and Indeed Flex support as soon as possible so we are aware of the situation.

Absence Procedures

Sickness and Statutory Sick Pay (SSP)

If you are unable to work due to sickness or injury, you should notify us as soon as possible and no later than the start time of your scheduled shift using the Indeed Flex App.

Statutory Sick Pay (SSP)

Statutory Sick Pay (SSP) is paid in accordance with applicable legislation. If you meet the statutory eligibility criteria, you may be entitled to SSP for periods during which you are unable to work due to sickness.

For the purposes of SSP:

- **Qualifying days are defined as shifts that you have accepted and were scheduled to work but were unable to attend due to sickness.**

SSP is only payable in respect of such qualifying days.

Shifts and Sickness

- If you report sickness, any shifts you were booked to work at the time of notification will be treated as qualifying days for SSP purposes, where applicable.
- Operationally, shifts may be reassigned to other workers; however, this does **not affect your SSP entitlement.**
- If you do not have any booked shifts, SSP will not be payable for those days.

You must not work or undertake shifts during any period you have declared yourself unfit for work. If you work a shift during a period of sickness:

- SSP will not be payable for that period; and
- You may be required to restart the SSP process.

Notification Requirements

Please remember to let Indeed Flex know as soon as possible if you are unwell. To make sure your SSP is processed quickly and to help us manage shift cover for our clients, we encourage you to notify us:

- As soon as you are able to on your first day of sickness;
- Before your scheduled shift begins, wherever possible.

Promptly updating us helps avoid any unnecessary delays in assessing your SSP entitlement, ensuring you get the support you need while you recover.

Evidence Requirements

Sickness lasting 1–7 calendar days:

- You must complete **a self-certification form (SC2);**
- This must be submitted to the Payroll team upon your return to work.

Sickness lasting 8 calendar days or more

- You must obtain a **fit note (Statement of Fitness for Work)** or appropriate medical evidence;
- This must be submitted to the Payroll team within **7 days of issue**.

If your sickness continues:

- You must provide **continuous medical certification** covering the full period.

Ongoing Sickness

You must keep us informed if your sickness continues and confirm whether you remain unable to attend any booked shifts. SSP is only payable in respect of qualifying days (i.e. booked shifts). If you do not have any booked shifts during an ongoing period of sickness, SSP will not be payable for those days.

Eligibility

SSP is subject to statutory rules and eligibility criteria set by law.

Further details can be found here: <https://www.gov.uk/statutory-sick-pay/eligibility>.

Return To Work Policy

Illness Absence

To protect the health and wellbeing of our workers and clients, the following guidelines apply to returning to work after illness:

Diarrhoea and Vomiting - If you have experienced diarrhoea or vomiting, you must be symptom-free for a full **48 hours** before returning to work. This is to prevent the spread of infection to colleagues and clients.

Certain clients will require you to complete a Return to Work form or interview after a period of absence. If it is determined that a worker is not able to complete a shift due to the risk of spreading infection then the shift may be cancelled and the worker will be asked not to return to the site until they have fully recovered.

Unauthorised Absence

Once you have confirmed that you are working on a particular day, it is expected that you will attend. Unauthorised absence, or failure to follow the correct shift cancellation procedures may result in the termination of your account with Indeed Flex.

We understand that circumstances may change and you may wish to cancel your shift. Therefore, we ask that you give us at least 24 hours' notice if this is the case. You can cancel your shift via the app, by navigating to: **My Jobs > Choose the Shift > Cancel Job > Yes Cancel the Job.**

Please Note:

- Should you wish to cancel a shift within 24 hours of a shift start time, you will be able to do this through the app. However, please understand that this may negatively affect your Flex Levels status.
- If you wish to cancel a shift more than 24 hours ahead of the shift start time, you can do this via the app.

Bereavement Leave

There is no statutory entitlement for time off to deal with bereavement. We will, however, work with you and try to support you through such times. Any requests for time off will be dealt with on an individual basis and any time off may be taken as either unpaid leave and/or holiday, depending on your holiday accrual at the time of the request.



General Rules and Regulations

Client Rules and Regulations

You are required to comply with any rules, regulations, policies, procedures and practices that are specified by any client you're working for, during an assignment. Failure to do so may result in your assignment with the client being terminated.

IT Systems

During your assignment, you may be given access to the client's IT system and you must, at all times, adhere to the client's IT Policy.

Social Media

Access to social networking sites during working hours is strictly forbidden unless authorisation is obtained from the client site manager. Your use of social networking sites may impact Indeed Flex and its business relationships.

Such impact includes potentially causing damage to our reputation, loss of confidential information, or exposure to other liabilities, such as claims of discrimination, harassment or workplace bullying.

The content of any communications or comments posted on a social networking site must not damage or bring into disrepute Indeed Flex, its staff, clients, or other Flexers. Therefore, if you use social networking sites, even where this is not in the workplace or is outside of working hours, you are prohibited from:

- Engaging in any conduct or posting any comments which are detrimental to Indeed Flex or its clients;
- Engaging in any conduct or posting any comments which could be derogatory to another person or third party or which could constitute unlawful discrimination or harassment;
- Recording any confidential information regarding Indeed Flex (or any of Indeed Flex's client companies) on any social networking site, or posting comments about any trade secrets or commercially sensitive data, such as company performance.

You may be required to remove postings that breach the above guidelines.

Data Protection

Our full Privacy Policy is available to view [here](#).

You must ensure that any data that you come into contact with during an assignment is also processed in accordance with data protection legislation. You might be required to read, sign and understand a client's data protection procedures so that you are fully aware of their company specific requirements. Failure to comply with Indeed Flex's and/or the client's data protection requirements may result in action being taken against your account, including the restriction or removal of your access to future assignments through Indeed Flex.

Disclosure And Barring Service (DBS)

Due to the nature of certain assignments, such as those involving regular contact with vulnerable adults or potentially young people, a Disclosure and Barring Service (DBS) check may be required by clients.

Indeed Flex will comply with all codes of practice together with the Data Protection Act 2018 / UK GDPR to ensure the correct processing, use, storage, retention and disposal of this information. Disclosures from previous employers are not acceptable.

Please Note: If you have entered the UK within the last 6 months, you must also provide us with a clear Police Check from your country of origin dated within the last 3 months. If you have not obtained this prior to entering the UK, you will need to obtain this before applying.

Disclosing Convictions and the Rehabilitation of Offenders Act (1974)

Indeed Flex will review unspent convictions on a case-by-case basis, in accordance with the Rehabilitation of Offenders Act. While a criminal record will not necessarily prevent a Flexer from using the Indeed Flex platform, any denial or non-disclosure of an unspent conviction that is later discovered may lead to immediate removal. Flexers with unspent convictions will be asked to provide a confidential statement of events, and these disclosures will be reviewed by the UK Risk & Compliance Team, with primary consideration given to the care, safety, and protection of clients.

Please Note: Our clients may insist we inform them in writing of any criminal convictions you may have before accepting you for an assignment. We will only provide this information with your consent.

Indeed Flex cannot be held responsible should clients decline your services following refusal to comply with this request or disclosure of a criminal conviction. Our own response to criminal record

information will depend upon its nature and seriousness. If during an assignment, you are cautioned, bound over, or convicted of any criminal or civil offence, you must contact Indeed Flex immediately **via the Live Chat function in the app** detailing the nature of the offence and/or the findings of the court.



Driving Offences (PCN's and Notification of Intended Prosecution)

Flexers are responsible for ensuring compliance with all road and parking restrictions while on assignment. Any parking fines or contraventions incurred during the assignment will be liable to be paid by the driver of the vehicle. If Indeed Flex is notified of a penalty charge notice or speeding notice, the necessary details will be provided to the relevant authority for the purpose of transferring liability.

What falls under Penalty Charge Notice (PCN)?

- Parking Charge Notice issued from a landowner or parking company – issued on private land.
- Fixed Penalty Notice issued on red routes, loading bays or any public road where parking restrictions apply.
- A Notice of Intended Prosecution for speeding and any points related.

- **Important:** a Notice of Intended Prosecution (NIP) for speeding is a criminal matter. Failure to respond to an NIP or providing false information is a serious offence that can lead to a court summons and significant penalty points. Indeed Flex will cooperate fully with any police investigation regarding driver identification.

PCN's will be issued to the registered owner of the vehicle in the first instance, therefore this will be addressed to the client address.

Transfer of Liability

This means transferring the financial responsibility for a PCN from the vehicle's registered keeper (the company) to the driver who was actually driving the vehicle at the time of the contravention. The following steps will be taken:

1. Upon receipt of the penalty charge notice the client will contact Indeed Flex confirming your assignment date and time, and will request your details to be sent over for the transfer of liability.
2. Under UK GDPR, Indeed Flex has a legitimate interest and, in such instances, a legal obligation to share your contact details with the client or relevant authorities to facilitate the transfer of liability. The following information will automatically be passed on to the client, in relation for the purpose of redirecting the PCN charge:
 - Your name
 - Your address
 - Any other relevant information, required by the PCN charge.
3. The client will then make a representation for the PCN passing on your details as the individual driving the vehicle at the time of the contravention.
3. The issuing authority will then redirect the PCN to you by name and address. You will then be liable to pay the PCN charge within the time constraints below.

Please Note: Once you receive the PCN correspondence it is your responsibility to make arrangements to pay the PCN, or contest the PCN if you feel it is not valid

A PCN must be paid within 28 DAYS of the notice being received.

In most cases if the PCN is paid within **14 days** it will be reduced by 50%.

If you receive a notice of intended prosecution for speeding, you will need to take the steps advised by the relevant issuing Police Authority on the notice if you wish to contest the speeding fine and any related penalty points.

Failure to pay the PCN will deem you liable for a charge notice, which will be charged at the original amount + 50% of the amount. Once you receive the PCN correspondence it is your responsibility to make arrangements to pay the PCN, or contest the PCN if you feel it is not valid. Indeed Flex cannot assist with any representations.

Any further action taken against you for failure to do so, will not be Indeed Flex's or the clients' responsibility.

Data Notice

Please note, we process personal data in accordance with applicable laws and regulations under the Data Protection Act 2018 / UK GDPR. In the event of a crime, legal obligation, or regulatory requirement, personal data may be disclosed to the relevant authorities or parties as necessary.

Please feel free to access our Privacy Policy available via the app. Please go to your **Account > My Settings > Privacy Policy**.

Health & Safety Guidance

Indeed Flex and its clients take your health and safety very seriously, and we expect you to do so too. This guidebook outlines some general rules, which we expect you to adhere to at all times during your work. When you are working a shift, you will be under the supervision, direction and control of the client. You must make sure that you comply with the rules and procedures at each individual client's premises.

These will be explained to you by the client when your assignment begins on their site. This may take the form of a client specific induction.

Failure to follow applicable health and safety procedures, rules or regulations may result in your assignment being ended and/or your access to future assignments through Indeed Flex being restricted or removed.

General rules

At the beginning of each shift, you must familiarise yourself with and conform to the following points:

- The client's Health and Safety Procedure; undergoing training where necessary;
- At all times, you must comply with all instructions given by the client's safety officer and others with a responsibility for Health and Safety on the site;
- You must obey the client's safety rules at all times and take reasonable care for your own safety, and that of your colleagues;
- You must not take any action during your work which might endanger the Health and Safety of yourself or any other person;

- Where required by legislation, or by the client, you will be supplied with, and must wear / use, appropriate safety clothing or equipment (PPE). You will not be charged for the provision of mandatory PPE;
- All accidents, damage, unsafe practices and unsafe workplaces must be reported, without delay, to both the appropriate client representative and to Indeed Flex, whether people are injured or not;
- You must bring to the company's attention any health condition that you believe may have been caused or aggravated by a work activity;
- You must report any health condition that you have, or that you develop, (whether or not it is work-related) that may put you at particular risk from a work activity;
- You should be aware of the dangers which may arise from excessive working hours, and the importance of adequate rest breaks. You must inform Indeed Flex of any requests from the client to work excessive hours or if inadequate rest breaks are provided;
- You must always ensure you are aware of who your first aiders and fire wardens are, during your shift.

If you reasonably believe that a work activity or the workplace environment you are assigned to poses a serious or imminent danger to your health and safety, you have the right to stop work and leave the area. You must report this immediately to Indeed Flex. You will not be subject to any detriment, such as being removed from the platform or denied future shifts, for exercising this right in good faith. Please note however that, in line with our standard payment terms, if you do leave a shift early, you will only be paid for the hours you actually worked and will not receive payment for the remainder of the scheduled shift.

Communication and Training

In addition to this brief you should receive site-specific induction training before starting any assignment, (unless you have recently worked there previously) and all the relevant training you need during an assignment to make sure you can do your job safely.

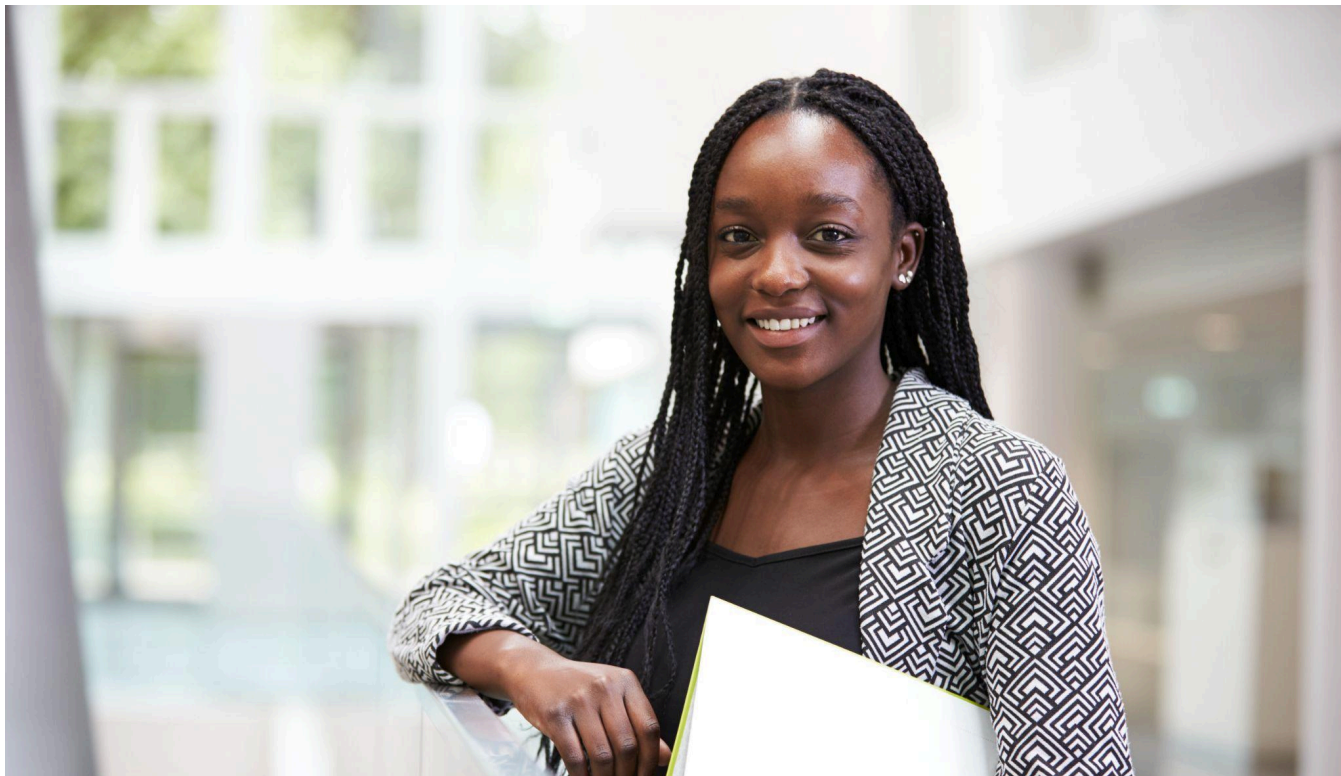
You should not operate any plant/equipment/vehicles without the appropriate training, authorisation and qualification to do so.

If you require assistance or have any health and safety issues or concerns you should raise it with the on-site supervisor, workforce safety representative or Indeed Flex directly.

Pregnant Workers

If you are pregnant, you must inform Indeed Flex and the client, in writing, as soon as reasonably practicable. You can do this by contacting our Support Team via the Live Chat feature: **Profile > Support > Chat with Support**. We will arrange for a risk assessment to be completed by the client to ensure you or your unborn baby's health is not put at risk. Indeed Flex and the client will work to ensure that any relevant reasonable adjustments are in place to support your assignment - this may include for example, adequate places or breaks to rest, or adjusting physical tasks.

There may be some areas of a workplace or tasks that are deemed unsafe for you. If this is the case, Indeed Flex will do our best to work with our client to place you in a safer and more suitable area, while pregnant.



Our Obligations

In order to help you remain healthy and safe during an assignment, Indeed Flex will ensure that:

- The client has an appropriate written Health and Safety Policy;
- The client has appropriate employment insurance to cover agency workers;
- The client has carried out appropriate risk assessments in relation to the work you are required to carry out;
- You are notified of any risks associated with the work to be carried out;
- You are advised of any Personal Protective Equipment (PPE) requirements.

Personal Protective Equipment (PPE)

You are required to wear PPE in certain roles and when doing certain tasks. PPE includes items such as; safety boots, helmets, safety glasses, hi-vis jackets, and ear defenders. PPE is required to keep you safe, and failure to wear the correct PPE means that you leave yourself exposed to risk of serious injury. Where you are required to wear PPE, you must do so in all of the designated areas and at all

times. Failure to wear the correct PPE could result in the termination of your assignment with the client.

Indeed Flex and clients can provide Flexers with PPE equipment. However, we understand that it may not be possible for you to collect these before your shift begins. Therefore, we can reimburse our Flexers up to the value of **£30** if you need to purchase PPE equipment such as a **hi-vis jacket** and **safety boots** before a shift.

Simply contact us by visiting the support section in the app to enquire about PPE requirements **Profile > Support > Chat with Support.**

Please note, in order to be reimbursed, you must be able to provide a VAT receipt for your purchase.

Accident Reporting

If you experience an accident at work, you must see the client's first aider, irrespective of how minor the injury is, and ensure that details are entered into the client's accident book.

All injuries should be reported immediately, especially any injury requiring hospital treatment.

You must also report the accident to Indeed Flex, by contacting our Support Team via the Live Chat feature **Profile > Support > Chat with Support.**

You should also report any 'near miss' situations, where an injury could have occurred, and any incidents in which damage is caused to property.

Please note that Indeed Flex does not operate an occupational sick pay scheme. If an accident results in you being unable to work, you may be eligible for Statutory Sick Pay (SSP), provided you meet the government's minimum earnings and eligibility criteria. To support any claim for SSP or to discuss how your injury may affect your future assignments, please contact our Support team and refer to the **Sickness and Statutory Sick Pay** section of this handbook for full details on notification requirements and qualifying periods.



Manual handling

Manual handling (lifting and carrying) is the most common cause of accidents at work. A variety of injuries may be caused by poor manual handling techniques. Injuries are most common to the back, but hands, arms, and feet may also be damaged.

When undertaking any lift, you should follow the **TILE** assessment:

- **T (Task)** - Does it involve twisting, stooping, or long distances?
- **I (Individual)** - Are you physically capable? Do you have a pre-existing injury?
- **L (Load)** - Is it heavy, bulky, or unstable?
- **E (Environment)** - Is the floor slippery? Is there enough light? Is the path clear?

What you are able to lift depends on a number of factors:

- Your personal physique;
- Your age, fitness, and experience;
- The nature of the load and the techniques to be employed.

When preparing to lift, consider:

- What has to be moved?
- How far does it need to be moved?
- Where it is to be moved to and where from?
- Can it be safely handled by one person?
- Will assistance be required?
- Can the load be broken down?

Please Note: Before lifting anything manually, always check if mechanical aids (such as trolleys, pallet jacks, or lifts) are available to assist and whether you have been trained to use them.

If during an assignment you are required to undertake any physical lifting, it is important that you maintain the correct technique:

- Ensure you keep your head up, do not look down at the load, keep your back straight, keep your elbows in, ensure your knees are bent, and your feet should be slightly apart;
- When preparing to lift, ensure; your feet are apart with one foot slightly forward, your knees are bent, the load is kept close to your body and your back is straight;
- When grasping the load, ensure; you have a secure grip, tilt the load slightly towards you and keep the load close to your body, with your arms in.

Fire

The following is general advice only - you must make sure you know the specific procedure wherever you work.

- Help to avoid fires:
 - Keep fire doors shut;
 - Do not obstruct escape routes;
 - Do not allow rubbish to accumulate;
 - Observe no smoking rules;
 - If smoking is allowed, extinguish cigarettes properly in ashtrays, not rubbish bins.
- On entering a new area workers must make themselves aware of the emergency evacuation routes, fire call points and fire exits and fire evacuation points;
- If you discover a fire, raise the alarm, by activating the nearest call point or by raising an alert as set out by the client's site fire evacuation procedure;
- If the fire alarm sounds, leave the building via the nearest fire exit;
- Go to your designated fire assembly point;
- Do not run, do not panic and do not stop to collect personal belongings;
- At the assembly point listen for your name to be called on a roll call - if it is not called, inform the roll caller and/or identify yourself to the Fire Marshal or person in charge immediately;
- Remain at the assembly point until the Fire Marshal or person in charge instructs otherwise.

If you have a disability or mobility issue that might affect your ability to evacuate quickly, you must inform Indeed Flex and the client before your shift so any requirements (for example, a Personal Emergency Evacuation Plan (PEEP)) can be discussed.

Machinery Safety

The following is general advice only - you must make sure you know the specific procedure wherever you work.

- You must not operate any machine, plant or equipment unless you have been trained and authorised to do so;
- Before starting any machine, perform a visual check for any obvious signs of damage, leaks, or loose parts;
- Before operating any equipment, you must identify the location of any emergency stop / lock-out feature and ensure you know how to use it;
- When working near machinery, ensure that loose clothing is tucked in, jewelry is removed, and long hair is tied back to prevent entanglement.
- You must make full and proper use of all machine guarding;
- You must report to management immediately any fault, damage, defect or malfunction in any machinery, plant, equipment, tools or guards;
- You must not make any repairs or carry out maintenance work of any description unless authorised to do so;
- You must not clean any machinery, plant or equipment whilst it is in motion;
- You must not leave any plant, machinery or equipment in motion and unattended unless authorised to do so.

Chemical Safety

The following is general advice only - you must make sure you know the specific procedure wherever you work.

Many assignments involve the use of hazardous substances, including cleaning agents, lubricants, or industrial chemicals. You must use all substances, chemicals, liquids etc, in accordance with written assessments and instructions. You must return all substances, chemicals, liquids etc, in accordance with written assessments and instructions.

- Before using any substance, check the container for Hazard Pictograms (the red-bordered diamond symbols). These tell you if a substance is, for example, toxic, corrosive, flammable, or an irritant.
- The client must be able to provide you with a Control of Substances Hazardous to Health (COSHH) assessment or a Safety Data Sheet (SDS) for any hazardous substance being used. Such information must be followed, particularly instructions regarding dilution, application, and storage.

- You must wear any specific Personal Protective Equipment (PPE) (such as gloves, eye protection, or respiratory masks) as required by the client's safety assessment. Never handle chemicals with bare skin unless it is safe to do so.
- Never pour chemicals into unlabelled containers, especially bottles that could be mistaken for food or drink containers. All containers must be clearly labelled with their contents and hazards.
- Ensure you work in well-ventilated areas when using volatile chemicals. In the event of a leak or spillage, evacuate the area if necessary and follow the client's hazardous spill procedure immediately.
- Dispose of chemical waste and empty containers only at designated disposal points. Do not pour chemicals down standard drains, as this is illegal and may cause environmental damage.
- Know the location of the nearest first aid facilities, or eye-wash stations, before handling corrosive or irritating chemicals.

Health

You must report to the client site manager and Indeed Flex any medical condition (including physical or mental health) that could potentially affect your safety and the safety of others while on assignment.

If prior to work, or at any stage during work, you are suffering from, or you have been in contact with anyone who is or may be suffering from infectious or contagious illness, you must seek medical advice and not report for work whilst in danger of infecting other persons. If you are working in a food-handling role, you must be symptom-free for at least 48 hours before returning to work.

If a doctor advises you have work-related reportable disease, such as a condition that may have been caused or aggravated by your work activities (such as occupational dermatitis or repetitive strain injuries) you must inform the client site manager and Indeed Flex Risk & Compliance team.

Complaints Procedures

General Complaints & Informal Resolution

General complaints relate to day-to-day, informal concerns that do not require a structured formal grievance process. We actively encourage workers to resolve these types of concerns informally wherever possible.

To undertake a general complaint, workers should follow these steps:

On-Site:

- If an issue arises during a scheduled shift, the worker should initially raise their concern directly with their shift supervisor or line manager on-site .
- The supervisor or manager should then make efforts to address and resolve the issue promptly at a local level.

In-App Support:

- For general complaints, personnel-related matters, or issues concerning company guidelines that cannot be resolved on-site, workers should raise the issue directly through the Live Chat feature in the Indeed Flex app, by navigating to **Profile > Support > Chat with Support**.
- These general concerns can often be resolved quickly through standard processes managed by our Support team.

If the issue remains unresolved after these informal steps, or if the worker prefers not to use the informal route, they are fully supported in escalating the matter by proceeding to raise a formal grievance.

Grievance Policy

The terms of this policy are not contractual and do not form part of any workers Contract for Services. Indeed Flex reserves the right to amend this policy from time to time.

Raising a Grievance

Indeed Flex hopes that you do not experience any concerns, but if you do have a grievance relating to your engagement, you should follow the steps below and we will aim to resolve these as soon as possible.

You must raise a grievance within three months of the event or series of events that have caused you difficulty, unless there are exceptional reasons why you weren't able to do so.

Resolving Grievances Informally

Indeed Flex encourages Flexers to resolve any concerns informally, whenever possible. If an issue has arisen during a work shift, Flexers should initially raise their concerns with their direct shift supervisor or line manager. The supervisor or manager should make efforts to address and resolve the issue promptly. If the issue remains unresolved or if the Flexer does not wish to raise the concern informally, they should proceed with the formal process below.

Raising A Formal Grievance

If you decide to raise a formal grievance, you should contact our Support Team via the Live Chat feature ([Profile > Support > Chat with Support](#)) to inform us of your complaint.

Your written grievance should set out the nature of the complaint, including any relevant facts, dates and names of individuals involved, so that it can be thoroughly investigated. Flexers should also indicate their preferred outcome or resolution.

Additionally, you should keep to the facts and avoid language that is insulting or abusive.

Investigation

Indeed Flex will evaluate all grievances it receives and determine whether it may be necessary to carry out an investigation into your grievance. If it is necessary, we will appoint an investigating officer from the UK Risk & Compliance team to carry out the investigation.

The level of any investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing you and taking statements from you and any witnesses, and/or reviewing relevant documents. If an investigatory interview is held, you will be informed of the purpose at the outset of the meeting. Indeed Flex reserves the right to dispense with an investigatory interview and to proceed directly to a formal grievance meeting.

You must cooperate fully and promptly with any investigation, including maintaining confidentiality as requested by Indeed Flex. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending interviews, as part of our investigation.

Grievance Outcome

The outcome of the grievance will be confirmed in writing, usually within one week of the final grievance meeting, although with more complex grievance cases it may be that the outcome of your grievance may take longer. We may also notify you of any further action that we intend to take to resolve the grievance, where appropriate.

Appeal Procedure

You have the right to lodge an appeal against the outcome of your grievance. If an individual is not satisfied with the response received and any subsequent action taken, they should put their concerns in writing to the Head of Compliance, via email (HOC@indeedflex.com) (remove spaces), who will arrange any further investigation that they think is appropriate. A final written response will be sent to the individual concerned.

Confidentiality and Records

All grievances will be treated confidentially to the furthest extent possible. However, Indeed Flex may need to disclose certain information to individuals involved in the investigation and resolution process. All records related to grievances, including documents, meeting notes, and decisions, will be kept confidentially and maintained in accordance with applicable data protection laws.

Whistleblowing and Remediation Policy

We are committed to creating a safe, open and transparent workplace culture, where agency workers (Flexers) are encouraged to raise concerns at the earliest opportunity. If at any time this commitment is not respected or appears to be in question, Indeed Flex will endeavour to identify and remedy such situations.

Indeed Flex encourages our Flexers to report any suspected illegal or unethical conduct without fear of retaliation. We are committed to investigating all concerns in a timely and thorough manner.

Indeed Flex recognises that whistleblowing is the passing on of information about wrongdoing at work. The whistleblower must reasonably believe that they are acting in the public interest. Indeed Flex guarantees that making a protected disclosure will not affect your standing on the Flex platform - we strictly prohibit the use of 'blacklisting' or the deliberate withholding of shift offers as a response to a worker raising a concern under this policy.

The statutory categories for wrongdoing are:

- a criminal offence (such as insurance fraud or illegal tax evasion)
- a breach of any legal obligation
- a miscarriage of justice
- endangering an individual's health and safety
- damage to the environment
- Modern Slavery or exploitative labour practices identified at a client site
- systemic failure by a client to provide legally required rest breaks
- failure by a client to provide legally required PPE
- deliberate concealment of information about any of the above.

Examples of wrongdoing might include (but are not restricted to) :

- unsafe working conditions
- lack of, or poor, response to a reported safety incident
- inadequate induction or training for staff
- suspicions of fraud
- a bullying culture (across a team or organisation, rather than individual instances of bullying).

No other types of reports may be made through this Whistleblowing process. You may not use this to report general issues concerning company guidelines, complaints, or other personnel-related issues. Those types of issues should be raised via the Live Chat feature **Profile > Support > Chat with Support**.

Reporting a Concern

In many circumstances, the easiest way to raise a concern will be to raise it by contacting us through our anonymous [Flexer Whistleblowing Report Form](#), or emailing [flexer-whistleblowing @indeedflex.com](mailto:flexer-whistleblowing@indeedflex.com) (remove spaces) which will notify the Risk & Compliance team.

Concerns should set out the background and history of the concerns; giving names, dates, and places, where possible, and the reason why you are making the disclosure. The allegations do not have to be proven but they should provide sufficient grounds for concern. If, for any reason, you do not feel able to make the disclosure in writing, a video-call interview can be arranged with a member of the Risk & Compliance team. Please email [flexer-whistleblowing @indeedflex.com](mailto:flexer-whistleblowing@indeedflex.com) (remove spaces) to request a video-call interview.

If the individual wants to raise the matter in confidence, they should please state this at the outset so that appropriate arrangements can be made.

It is best to raise a concern openly, because that makes it easier for Indeed Flex to follow it up. Indeed Flex will not disclose the whistleblower's identity without their consent, unless there are legal reasons that require them to do so.

How Indeed Flex Will Respond

Any concern raised will be investigated thoroughly, promptly and confidentially, by our Risk & Compliance team.

When an individual makes a disclosure, Indeed Flex will process any personal data collected as part of the investigation, in line with our data protection policy, ensuring the data is stored securely and only accessed by those individuals who are dealing with the disclosure.

The matters raised may be investigated internally. Where it has not been possible to resolve the matter quickly (usually within seven days) the investigating officer will carry out an investigation.

The investigation will be objective and evidence-based, and will produce a report that focuses on identifying and rectifying any issues, and learning lessons to prevent problems recurring. The investigator may decide that the concern would be better looked at under another process, such as the grievance procedure. If so, this will be discussed with the Flexer at the time.

Where a disclosure concerns the conduct of a client, Indeed Flex will conduct a joint investigation where possible. We will advocate for the Flexer's safety and legal rights without compromising their ability to work on other assignments during the investigation.

At the conclusion of any investigation, the individual will be told the outcome and what Indeed Flex has done, or proposes to do, about it. Wherever possible, Indeed Flex will share the full investigation report with the individual who raised the concern (while respecting the confidentiality of others). If no action is to be taken, the reason for this will be explained.

If an individual is not satisfied with the response received, and any subsequent action taken, they should put their concerns in writing to the Head of Compliance via email ([HOC @ indeedflex.com](mailto:HOC@indeedflex.com)) (remove spaces) and they will arrange any further investigation as they think appropriate. A final written response will be sent to the individual concerned.

More serious disclosures may be referred to an external prescribed person or body and may form the subject of an independent inquiry. If there is evidence of criminal activity then the investigating officer will inform the police. Indeed Flex will ensure that any internal investigation does not hinder a formal police investigation.

We will aim to keep you informed on the progress of the investigation and its likely timescale. However, sometimes the need for confidentiality may prevent us from giving you specific details of the investigation or any disciplinary action taken as a result. You should treat any information about the investigation as confidential.

Anti-Bullying, Harassment & Discrimination Policy

Introduction

Indeed Flex is committed to creating and maintaining a safe, healthy, and inclusive culture for all agency workers. We want all workers to work in an environment where they feel valued, respected, and heard and are safe to raise any issues or concerns.

Indeed Flex recognises the right of all workers to be treated with dignity and respect and is committed to ensuring that all workers are provided with a safe working environment free from all forms of bullying, discrimination and harassment.

Indeed Flex will not tolerate bullying, discrimination, and harassment of any kind. All allegations of bullying, discrimination and harassment will be investigated and, if appropriate, disciplinary action will be taken, up to and including termination from the Flex platform. Indeed Flex will also not tolerate victimisation or retaliation of a person for making allegations of bullying, discrimination or harassment in good faith or supporting someone to make such a complaint. Retaliation and victimisation are disciplinary offences.

In accordance with our statutory duties, Indeed Flex takes a proactive, preventative approach to workplace safety. We do not wait for complaints to occur, and actively conduct risk assessments of our platform and client environment to identify and mitigate potential risks before assignments begin.

Scope

This policy applies specifically to agency workers who are working via Indeed Flex at client sites

This policy may also apply to content shared on social media (e.g. WhatsApp, Facebook, X, Instagram etc) or on the Indeed Flex app (e.g. messages to clients, profile bios etc) and events with fellow Flexers outside of Indeed Flex.

The policy applies to bullying/inappropriate behaviour, discrimination and harassment not only to or by fellow workers but also to or by a client, customer, supplier, internal Indeed Flex employees or associated individuals with whom you might reasonably expect to come into contact with, in the course of your engagement with Indeed Flex. Additionally, where a client fails to provide a safe environment or fails to address third-party harassment, Indeed Flex will take appropriate action. This policy sits in conjunction with the Sexual Harassment Policy, Whistleblowing Policy and Grievance Policy.

The terms of this policy are not contractual and do not form part of any workers Contract for Services. Indeed Flex reserves the right to amend this policy from time to time.

Responsibilities

All workers are responsible for ensuring they understand and comply with this policy and they must:

- Treat colleagues, clients, Indeed Flex employees and third parties with respect;
- Refrain from any behaviour that could be interpreted as bullying, discrimination and/or harassment;
- Report any incidents they witness or experience.

Definitions

Bullying

Bullying is unwanted, negative behaviour, verbal, psychological or physical, conducted by an individual or group against another person (or persons) and which is repeated over time. Bullying may include, but is not limited to, aggressive or intimidating conduct, threatening, belittling, or humiliating comments, spreading malicious rumours, teasing, practical jokes or “initiation ceremonies”, displaying offensive material, pressure to behave in an inappropriate manner, repeated requests for unreasonable or unachievable tasks. This behaviour must be repeated and unreasonable, or create a risk to health and safety in order for it to amount to bullying.

Reasonable management action carried out in a reasonable manner does not constitute bullying. Reasonable management action may include performance management processes, disciplinary action for misconduct, informing a person about unsatisfactory work performance or inappropriate work behaviour, directing a person to perform duties in keeping with their job, and maintaining reasonable workplace goals and standards

Harassment

Workplace harassment means engaging in a course of conduct against a person in a workplace that is known or ought to reasonably be known to be unwelcome, on the basis of any protected characteristic as defined below, and which has the purpose or effect of violating a person's dignity, or of creating an intimidating, hostile, degrading, humiliating or offensive working environment.

Depending on the circumstances, the following conduct may constitute discriminatory harassment:

- epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to a protected characteristic; or
- written or graphic material that denigrates or shows hostility toward an individual or group because of their inclusion in a protected group and that is circulated in a client's workplace or placed anywhere on Indeed Flex's premises.

Workplace harassment typically involves a pattern of behaviour or comment or conduct that occurs over time. However, a single incident of a serious nature may be sufficient to constitute harassment.

Workers may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:

- insensitive jokes and pranks;
- lewd or abusive comments about appearance;
- deliberate exclusion from conversations;
- displaying abusive or offensive writing or material;
- unwelcome touching; and
- abusive, threatening or insulting words or behaviour.

Discrimination

Workplace discrimination includes, but is not limited to, an act, system, or behaviour in the workplace which differentiates between individuals or groups and imposes a disadvantage or withholds an advantage on the basis of any protected characteristic, as defined below.

Protected characteristics include:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Prohibited Conduct

The following behaviors are strictly prohibited:

- **Bullying:** This includes bullying based on a protected characteristic or otherwise.
- **Harassment:** This includes sexual harassment, harassment related to a protected characteristic, and general harassment.
- **Discrimination:** This includes direct discrimination, indirect discrimination, harassment, and victimisation.

Indeed Flex will not condone any unlawful discriminatory act or attitude in the course of your engagement or in your dealings with our internal employees, clients, suppliers, members of the public or with fellow agency workers. Acts of unlawful discrimination, harassment or victimisation

may result in your access to future assignments through Indeed Flex being restricted or removed, and your removal from the Indeed Flex platform.

Victimisation and Retaliation

Victimisation is when someone is treated less favourably as a result of being involved with a discrimination or harassment complaint.

No one should be victimised for making a complaint of bullying, discrimination, harassment or for helping another person to make such a complaint. This means that anyone who makes such a complaint or who helps someone to make such a complaint, for example by giving evidence or information, will not be treated badly because of their actions. No one will be subject to disciplinary action or to any other detriment simply because their complaint is not upheld.

Reporting Procedures

Any worker who feels that they have observed or otherwise been subjected to discrimination, bullying, harassment or victimisation/retaliation can raise a grievance by following the documented Grievance Procedure.

Preventing Sexual Harassment Policy & Procedure

Introduction

Indeed Flex is committed to ensuring a safe and respectful working environment for all. We uphold a zero-tolerance policy towards sexual harassment in any form, whether it is committed by our workers or by third-party individuals. This policy adheres to the Equality Act 2010 (as amended) and provides a detailed procedure for preventing, reporting, and addressing sexual harassment within the workplace, including on-site placements with clients.

Harassment of a sexual nature by individuals who are not directly employed by Indeed Flex, such as clients, customers, suppliers, or contractors, will be treated with the same seriousness as internal cases. We are committed to taking all reasonable steps to prevent such behaviour and ensure our workers are protected in every work setting.

Scope

This policy sits in conjunction with the Anti-Bullying, Harassment and Discrimination Policy and applies to all workers, including temporary, contract, agency, and permanent staff, as well as job applicants and anyone associated with Indeed Flex. It covers all work-related activities, including work on client sites and social events.

We condemn all forms of sexual harassment and seek to ensure that the working environment is safe and supportive to all those who work for us.

Responsibilities

All workers are responsible for ensuring they understand and comply with this policy and they must:

- Treat colleagues, clients, and third parties with respect;
- Refrain from any behaviour that could be interpreted as sexual harassment;
- Report any incidents they witness or experience.

Definitions

Sexual harassment is unwanted conduct of a sexual nature, which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. It also covers treating someone less favourably because they have submitted to or refused to submit to unwanted conduct of a sexual nature, or that is related to gender reassignment or sex.

Sexual harassment may be committed by a fellow worker, an agent of an organisation, or a third party. It does not need to occur in person. It can occur via digital means, including social media sites or channels. Someone may be sexually harassed even if they were not the target of the behaviour.

Examples of sexual harassment include, but are not limited to:

- sexual comments or jokes, which may be referred to as 'banter';
- displaying sexually graphic pictures, posters or photos;
- suggestive looks, staring or leering;
- propositions and sexual advances;
- making promises in return for sexual favours;
- sexual gestures;
- intrusive questions about a person's private or sex life or a person discussing their own sex life;
- sexual posts or contact in online communications including on social media;
- spreading sexual rumours about a person;
- sending sexually explicit emails, text messages or messages via other social media;
- unwelcome touching, hugging, massaging or kissing.

Anyone can be a victim of sexual harassment, regardless of their sex and of the sex of the harasser. Indeed Flex recognises that sexual harassment may also occur between people of the same sex. What matters is that the sexual conduct is unwanted and unwelcome by the person against whom the conduct is directed.

Preventative measures

Raising Awareness

All workers will receive information on identifying, preventing, and addressing sexual harassment. This will cover:

- Recognising what constitutes sexual harassment;
- How to report an incident confidentially; and
- Understanding the consequences of harassment.

Policy Communication

This policy will be included in the UK Flexer Guidebook which is available at all times, accessible through the Indeed Flex App.

Client Collaboration

We will work with clients to ensure they understand and support our Preventing Sexual Harassment policy. Agreements with clients will include a commitment to maintaining a harassment-free work environment for our workers. Indeed Flex performs periodic reviews of client environments, specifically focusing on factors that may increase the risk of sexual harassment (e.g. night shifts, or isolated working environments). We actively expect all clients to maintain and enforce their own robust prevention policies, which Indeed Flex may request to review to ensure the ongoing safety of our workers.

Reporting Sexual Harassment

Indeed Flex recognises that complaints of harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. Therefore we recommend the following process:

Police Contact

Individuals should report concerns about sexual harassment to the police when they consider it appropriate to do so. Personal safety is paramount. In emergency situations, such as imminent danger or a crime in progress, individuals should contact the police immediately by dialing **999**.

Informal Complaint

If you experience harassment or sexual harassment and you feel comfortable to do so, you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop.

Formal Complaint

Where the informal approach fails, or if the harassment or sexual harassment is more serious, you should bring the matter to the attention of either; Indeed Flex or the client site manager, or a more senior manager. Your concerns can be raised to Indeed Flex in writing either by contacting Flex's support team through Live Chat, via email to [flexer-whistleblowing @ indeedflex.com](mailto:flexer-whistleblowing@indeedflex.com) (remove spaces) or via our [Sexual Harassment Report Form](#).

If possible, you should keep notes of what happened so that the written complaint can include:

- the name of the alleged harasser;
- the nature of the alleged harassment;
- where the alleged harassment took place
- the dates and times when the alleged harassment occurred;
- the names of any witnesses; and
- any action already taken by you to stop the alleged harassment.

Investigation

The matter will then be investigated in the following way:

- You may be invited to a virtual or in-person meeting to discuss the allegation;
- The alleged harasser will be interviewed, along with any witnesses;
- Any documentation or evidence will be reviewed e.g. emails, messages, photographs, CCTV etc;
- Those involved in the investigation will be expected to act in confidence.

Please note that any investigation is likely to involve the client company where you might be working and they may have their own procedures that they are required to follow.

Outcome

At the conclusion of the investigation (which will normally be within ten working days of the meeting with you) the decision of the investigator, detailing the findings, will be sent in writing to you.

You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the Grievance Procedure.

Regardless of the outcome of the procedure, we are committed to providing the support you may need. You will not be victimised for having brought a complaint.

Anonymous reports

Indeed Flex's Sexual Harassment Report Form allows you to report allegations of sexual harassment anonymously. You will receive an auto-generated message confirming receipt of the report. If you decide to provide any contact details, Indeed Flex will also contact you via these channels to confirm receipt.

Please note that anonymous reports can sometimes make it difficult to thoroughly investigate incidents, as the company might lack important context or details that would come from direct communication with the individual making the report. Indeed Flex will do its best to carry out a thorough and fair investigation with any information provided and in accordance with the same principles as set out in the previous section.

What to do if you witness sexual harassment or victimisation

If you witness sexual harassment or victimisation, you are encouraged to take appropriate action to address it. You should not take any action that may put you at risk of sexual harassment or other harm. If you feel able, you should intervene to prevent the matter continuing. If you are not able to do this, your action may include offering support to the person who has been sexually harassed and encouraging them to report the incident or reporting the incident yourself.

Third-Party Sexual Harassment

Third-party sexual harassment occurs when someone is subjected to sexual harassment by someone who is not part of Indeed Flex's or the client's workforce but who is encountered in connection with work. Sexual harassment by third parties, including customers or service users, is also unlawful and will not be tolerated.

If you have been subjected to third-party sexual harassment, you are encouraged to report this as soon as possible via the reporting channels detailed above.

We will take measures to prevent third-party harassment, which may include warnings, banning a customer, or reporting criminal acts to the police.

Indeed Flex will not tolerate sexual harassment by Flexers against any third party. Where such conduct is established, your assignment may be ended immediately and your access to future assignments through Indeed Flex may be removed. Additionally, we will proactively monitor client feedback and shift ratings for any indicators of third-party harassment.

Action

If the decision is that the allegation of harassment or sexual harassment is well founded and has taken place at a client site with any member of their staff or their customers, any action taken against the harasser will be taken by the client company where you are working.

If an investigation concludes that your complaint was both untrue and made maliciously, appropriate action may be taken, including restricting or removing your access to future assignments.

If an investigation establishes that you have engaged in sexual harassment, your assignment may be ended immediately and your access to future assignments may be removed.

Help and Support

We recognise that bullying, harassment, sexual harassment, discrimination and victimisation can cause stress, anxiety or other mental health as well as physical health problems. Individuals will be encouraged to seek help and support.

You can get help and information from:

- [Galop](#) – LGBT+ sexual violence support
- [Rape Crisis England and Wales](#)
- [Rape Crisis Scotland](#)
- [The Survivors Trust](#)
- [SurvivorsUK](#) – for men and non-binary people affected by rape and sexual abuse
- [Victim Support](#) – in England and Wales
- [Victim Support Scotland](#)

Confidentiality and Data Protection

All information related to a sexual harassment complaint will be handled in strict confidence. Records of the investigation will be kept secure and only accessible to those directly involved in the investigation. Personal data will be managed in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

What is Indeed Flex doing?

We will actively raise awareness of our zero tolerance towards sexual harassment to all staff (employees and workers) to ensure there is a clear understanding of, amongst other things, what sexual harassment is and how it may occur; that it will not be tolerated; expected levels of behaviour; how individuals can report any incidents of having been sexually harassed or having witnessed it; and that acts of harassment will be dealt with under the disciplinary procedure potentially resulting in dismissal.

Modern Slavery Policy

Indeed Flex has a zero-tolerance approach to modern slavery and we are committed to ensuring that our employees and any workers that we supply (directly or indirectly) are not subjected to behaviour or threats that may amount to modern slavery, human trafficking, forced labour and similar human rights abuses.

We expect all who have, or seek to have, a relationship with Indeed Flex, to familiarise themselves with our Modern Slavery policy and to act at all times in a way which is consistent with this. We are committed to acting transparently, ethically and with integrity in all our business transactions and relationships.

Definitions

Modern slavery is a broad term used to encompass offences that involve one person depriving another person of their liberty, in order to exploit them for personal or commercial gain.

Forced labour is all work or service that is exacted from any person under the menace of any penalty and for which that person has not offered themselves voluntarily.

Debt-bonded labour is where a person's labour is demanded as a means of repayment for a loan or service.

Human trafficking is the recruitment and transportation of persons, by threat, force, coercion, or other abuse of power or vulnerability – having control over those persons for the purpose of exploitation.

Hidden labour exploitation is action up to and including modern slavery, which involves the exploitation of workers and job applicants by internal or external individuals without the sanction or explicit knowledge of the employer or labour provider.

The prevention, detection and reporting of modern slavery, in any part of our business or supply chain, is the responsibility of all those working for us or under our control. You are required to avoid any activity that might lead to, or suggest, a breach of this policy.

You must notify the UK Risk & Compliance team at flexer-modernslavery@indeedflex.com (remove spaces) as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future. You are encouraged to raise concerns about any issue of suspicion of modern slavery in any parts of our business, or the supply chains of any supplier tier, at the earliest possible stage.

To help us detect modern slavery, please be vigilant for the following signs at client sites or among fellow workers:

- Workers who are dropped off and picked up by the same person or vehicle every day, or who appear to be escorted to or from site,
- Workers who appear to have their identification documents held by someone else,
- Workers who appear withdrawn, or show signs of physical abuse,
- Workers who appear to be speaking on behalf of another individual,
- Workers who appear unable to explain where they are working or who they are working for,
- Workers who allege they have had to pay a fee to an 'agent' or 'middleman' to secure their shifts.

Indeed Flex encourages a culture of openness, and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken. We are committed to ensuring no one suffers any detrimental treatment as a result of reporting, in good faith, their suspicion that modern slavery, in whatever form, is or may be taking place in any part of our own business or in any part of our supply chain.

Our Approach

Indeed Flex will not tolerate slavery in any aspect of our organisation. We hold our supply chains and ourselves accountable and we will ensure compliance with the provisions of the Modern Slavery Act 2015 in relevant aspects of our work

Further information about our approach, governance, and due diligence arrangements can be found in our [Modern Slavery Statement](#).

How to Report Modern Slavery Concerns

We encourage our internal employees, Flexers, clients and other stakeholders to report any concerns they may have regarding modern slavery, human trafficking, or other forms of exploitation.

If you believe you are a victim, or you have any concerns or suspicions that somebody you are working with is a victim of modern slavery or labour exploitation, you should report it immediately. If there is an immediate risk to life or someone is in danger, **you must call 999**.

You can also contact the [Unseen](#) helpline on **08000 121 700**. It's completely free, confidential, open between 8am-9pm every day, and available in over 200 languages. Additionally, you can contact our support team through the in-app Live Chat function, '**report a concern**' via the pay tab on your app or email us at flexer-modernslavery@indeedflex.com (remove spaces).

Any concerns raised will be treated sensitively and kept as confidential as possible. Reports will be reviewed through Indeed Flex's Modern Slavery Reporting and Escalation Process to ensure appropriate assessment, investigation, and safeguarding actions are taken where required.

Anti-Bribery & Corruption Policy

Introduction

Bribery is a criminal offence. Indeed Flex prohibits any form of bribery. We require compliance, from everyone connected with our business, with the highest ethical standards and anti-bribery laws applicable. Integrity and transparency are of utmost importance to us and we have a zero tolerance attitude towards corrupt activities of any kind, whether committed by Agency Workers, employees or by third parties acting for or on behalf of the company.

Scope

This policy applies to all individuals connected to Indeed Flex engaged in duties on behalf of the company, including but not restricted to employees, agency workers, contractors, agents, or any other person associated with the company (collectively referred to as workers in this policy).

Purpose

This policy exists to set out Indeed Flex's responsibilities, and of those who work on its behalf, in observing and upholding our position on bribery and corruption; and to provide information and guidance to workers on how to recognise and deal with bribery and corruption issues.

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.

Bribery and corruption are punishable for individuals by up to ten years' imprisonment and if the company is found to have taken part in corruption it could face an unlimited fine, be excluded from tendering for public contracts and face damage to its reputation. Therefore, Indeed Flex takes its legal responsibilities very seriously.

Indeed Flex will uphold all laws relevant to countering bribery and corruption and is bound by the laws of the UK, including the Bribery Act 2010, in respect of its conduct both within the UK and abroad.

In this policy, third party means any individual or organisation a worker comes into contact with during the course of their duties for the company and includes actual and potential clients, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies, including their advisors, representatives and officials, politicians and political parties.

"Red flags" that may indicate bribery or corruption are set out in Appendix 1 below.

Indeed Flex reserves the right to end a current assignment and/or restrict or remove a Flexer's access to future assignments where they breach this policy.

Worker Responsibilities

The prevention, detection and reporting of bribery, and other forms of corruption, are the responsibility of all those working for Indeed Flex or under its control for any business purposes.

All workers are required to avoid any activity that might lead to, or even suggest, a breach of this policy.

Workers must notify Indeed Flex as soon as possible if they believe or suspect that a conflict with this policy has occurred, or may occur in the future. The quickest way to do this is by contacting our Support Team via the Live Chat feature **Profile > Support > Chat with Support** or by emailing [flexer-whistleblowing @ indeedflex.com](mailto:flexer-whistleblowing@indeedflex.com) (remove spaces) which will notify the Risk & Compliance team.

Definitions

A bribe is an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage.

Examples

Offering a bribe: A worker offers a potential client tickets to a major sporting event, but only if they agree to do business with the company.

This would be an offence as the offer is made in order to gain a commercial and contractual advantage. The company may also be found to have committed an offence because the offer has been made to obtain business on its behalf. It may also be an offence for the potential client to accept the offer.

Receiving a bribe: A supplier gives a job to a worker's relative, but makes it clear that in return they expect the worker to use their influence in the company to ensure they retain the company's business.

It is an offence for a supplier to make such an offer and an offence to accept the offer as it would be in order to gain a personal advantage.

Bribing a foreign official: A worker arranges for the company to pay an additional payment to a foreign official to speed up an administrative process.

The offence of bribing a foreign public official has been committed as soon as the offer is made. This is because it is made to gain a business advantage for the company. Indeed Flex can also be found to have committed an offence.

Gifts & Hospitality

This policy does not prohibit normal and appropriate hospitality (given and received) to or from third parties.

Where relevant, if workers receive a gift from a third party and they believe it is either inappropriate in value and/or was provided to influence them in some way, they should contact Indeed Flex. The quickest way to do this is by contacting our support team via the Live Chat feature **Profile > Support > Chat with Support** or by emailing flexer-whistleblowing@indeedflex.com (remove spaces) which will notify the Risk & Compliance team.

We recognise that in certain sectors (e.g. Hospitality), small gestures of appreciation are common. Therefore, you do not need to report:

- Modest food and drink provided by a client during a shift
- Small seasonal tokens (e.g. a box of chocolates) with a nominal value

What is not acceptable?

It is not acceptable for workers (or someone on their behalf) to:

- give, promise to give, or offer, a payment, gift or hospitality with the expectation or hope that a business advantage will be received, or to reward a business advantage already given;
- give, promise to give, or offer, a payment, gift or hospitality to a government official, agent or representative to "facilitate" or expedite a routine procedure;
- accept payment from a third party that is known or suspected to be offered with the expectation that it will obtain a business advantage for them;
- accept hospitality from a third party if it is known or suspected to be offered or provided with an expectation that a business advantage will be provided in return;
- accept payment to allow others to use your Indeed Flex account;
- threaten or retaliate against another worker who has refused to commit a bribery offence or who has raised concerns under this policy; or
- engage in any activity that might lead to a breach, or perceived breach of this policy.

Facilitation payments and kickbacks

Facilitation payments are typically small, unofficial payments made to secure or expedite a routine government action by a government official. They are not commonly paid in the UK, but are common in some other jurisdictions.

Kickbacks are typically payments made in return for a business favour or advantage. All workers must avoid any activity that might lead to, or suggest, that a facilitation payment or kickback will be made or accepted by Indeed Flex.

Indeed Flex does not make, and will not accept, facilitation payments or "kickbacks" of any kind.

Workers are prohibited from making payments on behalf of Indeed Flex of any kind. If the worker has any suspicions, concerns or queries regarding a payment request, they should raise these with the company. The quickest way to do this is by contacting our Support Team via the Live Chat feature **Profile > Support > Chat with Support** or by emailing flexer-whistleblowing@indeedflex.com (remove spaces) which will notify the Risk & Compliance team.

Donations

Indeed Flex does not make contributions to other organisations.

Record-keeping

Indeed Flex must keep financial records and have appropriate internal controls in place which will evidence the business reason for making payments to third parties. As such, workers must declare and keep a written record of all hospitality or gifts accepted or offered, which will be subject to review by the Risk & Compliance team.

Reporting Concerns and Bribes

Workers are encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. If unsure whether a particular act constitutes bribery or corruption, workers should raise concerns with Indeed Flex by following the procedure set out in our Whistleblowing Policy.

Do not hesitate to speak up, raise, and report concerns to us.

Designated officers will receive and act on the disclosures of wrongdoing. Designated officers' records and reviews all disclosures of information, including those that may be anonymous, concerning wrongdoing. The designated officer establishes if there are sufficient grounds for further action and ensures the privacy rights and confidentiality of persons involved in the disclosure process (including persons making disclosures, witnesses and persons implicated or alleged to be responsible for the wrongdoing).

Appendix 1: Potential risk scenarios: "red flags"

The following is a list of possible "red flags" that may arise through business activities and which may raise concerns under various anti-bribery and anti-corruption laws. The list is not intended to be exhaustive and is for illustrative purposes only.

If any of these red flags are encountered by workers, they must report them promptly to Indeed Flex:

- A site supervisor suggests you can 'buy' a permanent role or a regular shift rotation by making a private payment to them;
- A fellow worker offers to pay you to 'clock them in' when they are not actually on-site;
- Becoming aware that a third party engages in, or has been accused of engaging in, improper business practices;
- Learning that a third party has a reputation for paying bribes, or requiring that bribes are paid to them, or have reputation for having a 'special relationship' with foreign government officials;
- A third party insists on receiving a commission or fee payment before committing to sign up to a contract with the company, or carrying out a government function or process for the company;
- A third party requests payment in cash and/or refuses to sign a formal commission or fee agreement, or to provide an invoice or receipt for a payment made;
- A third party requests that payment is made to a country or geographic location different from where the third party resides or conducts business;
- A third party requests an unexpected additional fee or commission to "facilitate" a service;
- A third party demands lavish entertainment or gifts before commencing or continuing contractual negotiations or provision of services;
- A third party requests that a payment is made to "overlook" potential legal violations;
- A third party requests that employment or some other advantage is provided to a friend or relative;
- Receipt of an invoice from a third party that appears to be non-standard or customised;
- A third party insists on the use of side letters or refuses to put terms agreed in writing;
- Receipt of an invoice for a commission or fee payment that appears large given the service stated to have been provided;
- A third party requests or requires the use of an agent, intermediary, consultant, distributor or supplier that is not typically used by or known to the company; or
- The offer of an unusually generous gift or offered lavish hospitality by a third party.

Allocation of Tips and Gratuities Policy

Introduction

This policy outlines Indeed Flex's position regarding the allocation of tips and gratuities received by Flexers (agency workers). The policy is in line with the requirements of the Employment (Allocation of Tips) Act 2023.



Last update date: 07/07/2026

Last update by: UK Risk & Compliance Team

Policy Statement

Indeed Flex is committed to ensuring that all tips, gratuities, and service charges received by agency workers are distributed fairly and transparently. The agency will adhere to the requirements of the Employment (Allocation of Tips) Act 2023.

Indeed Flex will maintain a record of all tips received from clients for a period of three years. In accordance with the Act, Flexers have a right to request a statement of their tip history (limited to one request every three months). Such requests should be directed to Indeed Flex and the client, in the first instance.

Allocation of Tips

- **Client Responsibility:** The allocation of tips, gratuities, and service charges among workers is the sole responsibility of the client where the tips are generated. Clients are legally required to have their own internal policies in place detailing their specific tipping protocols, tip splits, and award levels, and are required to consult with affected workers when designing or reviewing these policies every three years.
- **Client Policies:** If a client's tipping structure is not fully explained to you, you are advised to request a copy of the tipping policy from the client. Indeed Flex holds no responsibility for, or oversight of, these client-specific policies.
- **Agency Role:** Indeed Flex will act as a facilitator in the distribution of tips from clients to agency workers. Indeed Flex will ensure that all tips received from clients are passed on to the relevant workers in full.
- **No Deductions:** Flex will not deduct any charges or fees from tips received by agency workers, however tips, like your wages, are subject to tax and NI deductions.

Payment of Tips

Where the client notifies Indeed Flex that a worker is entitled to a Tips Allocation, Flex will pay the Tips Allocation to the worker (net of any applicable deductions). Tips will be paid to workers in accordance with Flex's weekly payroll procedures once we have received the tips from the client. Please note that clients have up to one month from receiving tips from a customer to distribute the amount and pay it to the agency (Indeed Flex). Flex will have up to one month to pass the tip amount onto agency workers, however Flex will also aim to pay the tips in the week following receipt of the payment from the client.

Indeed Flex shall not be liable to the Agency Worker for any miscalculation or delay in determining, reporting or paying the Tips Allocation by the client. Flex is also not responsible for any failure of the client to fulfil their obligations relating to the Tipping Act.

Please Note: Where a client utilises an indirect tipping arrangement, such as a Tronc system, this may be managed by an independent Troncmaster entirely outside the scope and control of both Indeed Flex and the client's core management. Flexers must confirm these arrangements directly with the client, from whom they are entitled to obtain a copy of the specific tipping or Tronc policy. Indeed Flex accepts no responsibility or liability for the rules, calculation methods, or administration of any such external Tronc systems.

Queries & Dispute Resolution

Any queries regarding the allocation of tips should be directed to Indeed Flex and the client, in the first instance.

If you believe you have not received a fair allocation of tips as determined by the client's tipping policy, you should first raise this with the client to discuss the distribution. If the issue remains unresolved after speaking with the client, you may raise this with Indeed Flex. We will act as a facilitator to raise your concerns directly with the client's management team to seek clarification on their policy application. Please note that legal responsibility for fair allocation rests solely with the client.

We want you to have a smooth, enjoyable journey with Indeed Flex. Should you have any queries, please do not hesitate to reach out to us via our Live Chat function in the app.

Version	Date	Author	Description of Changes	Approved By	Approval Date
1.0	30/11/2024	UK Risk & Compliance Team	Creation of Initial Draft	DD	30/11/2024
1.1	29/01/26	UK Risk & Compliance Team	Revised section on Flex Levels - updates to Ban Warning & Ban Review process	SP	29/01/2026
2.0	06/04/26	UK Risk & Compliance Team	Updates to SSP section	SP	06/04/2026
2.1	01/05/26	UK Risk & Compliance Team	Worker policy reviews, minor fixes; yearly general review	LF	01/05/2026
2.2	30/06/26	UK Risk & Compliance Team	UK Driving Policy, Night Working Policy added; additions to Expected Conduct and H&S Guidance	LF	30/06/2026
2.3	07/06/26	UK Risk & Compliance Team	Modern Slavery Policy updated alongside new Statement issue	CD	07/07/26