TRUE

POLICY 17 · WORKER SAFETY POLICY

Product Trial and Allergen Safety

Client safety warranties, the products TRUE never sends, including food, creams and anything needing an allergy test, and what to do after a reaction.

True Intel Ltd, trading as TRUE · Company no. 17255261

Version 1.0 · Approved by Victoria Phillips, Director · 3 November 2026

TRUE never sends workers food, drink, creams or anything that needs an allergy or patch test. Every product is confirmed safe and legal by the client and checked by TRUE before it is sent, and workers see what it is made of before they accept.

1. Purpose and scope

1.1 This policy covers every product a worker is sent to try for TRUE, mainly for unboxing. It also covers anything offered to workers in store during a mystery shop, and refreshments at focus groups. It supports the Young Worker Health and Safety Policy.

2. Products TRUE never sends

2.1 TRUE never sends workers:

- food or drink of any kind;
- creams, lotions, skincare, make-up, hair products, fragrances or anything else applied to the skin, hair, eyes or mouth;
- anything that needs an allergy or patch test before use;
- medicines, vitamins, supplements or CBD;
- alcohol, tobacco, vapes or any age-restricted product, as the Restricted Activities Policy sets out;
- anything involving needles, lasers or cosmetic procedures; or
- chemicals, or electrical products that need installing.

2.2 If a brief includes any of these, it is declined.

3. Client product safety warranties

3.1 Before any product goes to workers, the client confirms in writing that the product:

- is safe and legally on sale in the UK;
- meets UK product safety and labelling law;
- is suitable for people aged 16 and over;
- comes with a full list of its materials, instructions and warnings; and
- has not been recalled.

3.2 The client is responsible for the safety of its product and holds product liability insurance, as set out in the Client Terms.

4. Material screening

4.1 TRUE checks the materials of every product for common causes of skin reactions, such as latex, nickel and other metals, and dyes in fabrics. Any of these is shown clearly in the brief.

4.2 Workers see what the product is made of before they accept. For workers under 18, the parent or guardian receives the same information when they are told a parcel is coming. Workers can decline any product, at any time, with no penalty.

5. In store and at focus groups

5.1 Tasting or trying anything in store is never part of a mystery shop. If a store offers a sample, the worker can say no, and is never asked to accept it.

5.2 Any refreshments at a focus group come with full ingredient and allergen information. Dietary needs are asked for before the day, and deleted after the session. No alcohol is ever served.

6. Using products safely

6.1 Workers follow the maker's instructions, try one product at a time, and keep small parts and batteries away from young children.

6.2 After a research unboxing, the worker returns the product using the free return label TRUE provides, within 7 days of submitting. If a client wants workers to keep products, the project is run and clearly labelled as non-research marketing work.

7. What to do after a reaction or injury

Step	What to do
1. Stop	Stop using the product straight away. Wash any skin that touched it.
2. Severe reaction	If there is difficulty breathing, swelling of the lips, tongue or throat, feeling faint, or a rash spreading fast, call 999. Use an adrenaline auto-injector if the person has one.
3. Mild reaction or injury	Get advice from a pharmacist or NHS 111.
4. Keep the product	Keep the product and its packaging to show the doctor and TRUE.
5. Report it	Report it on the TRUE incident report form the same day.

7.1 TRUE then:

- contacts the worker and, if they are under 18, their parent or guardian the same day;
- stops the product being sent to anyone else;

- tells the client and asks for more product information;
- checks whether the incident must be reported under RIDDOR;
- reports any unsafe product to Trading Standards; and
- records the incident and what was done.

8. Records and review

8.1 TRUE keeps every client warranty, material check and incident record for at least 6 years.

8.2 This policy is reviewed every year, after any reaction or injury, and sooner if the law or TRUE's activities change.

Version	Approved by	Approved on	Next review
1.0	**Victoria Phillips, Director**	**3 November 2026**	**November 2027**