TRUE

POLICY 1 · CASUAL WORKER TERMS

Worker Agreement

The terms on which TRUE engages casual workers for focus groups, unboxing, mystery shopping and pulse surveys.

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

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

This Agreement is between **True Intel Ltd**, trading as TRUE, registered in England and Wales under company number 17255261 ("TRUE", "we", "us"), and the person named in their TRUE app account ("you").

TRUE gives brands and retailers honest feedback from young people across the UK. The amount of work depends on what clients commission, so we cannot predict when, where or how often work will be available. We therefore engage people as casual workers, assignment by assignment. This Agreement sets out the terms on which you do that work.

You sign this Agreement digitally in the TRUE app. If you are under 18, it only takes effect once your parent or guardian has confirmed their consent (clause 25 and Schedule 2).

1. Your status

1.1 You are engaged as a casual worker. This is not a contract of employment. You have the rights the law gives to workers, including the National Minimum Wage, paid holiday, rest breaks and working time limits, protection from discrimination, and whistleblowing protection.

1.2 TRUE does not have to offer you work and you do not have to accept it. There is no obligation on either of us between assignments.

2. Who can work with TRUE

2.1 To work with TRUE you must:

- be aged 16 or over and have finished Year 11 in England or Wales, S4 in Scotland, or Year 12 in Northern Ireland;
- live in the UK and have the right to work in the UK;
- have a National Insurance number;
- have a smartphone that can run the TRUE app; and
- if you are under 18, have consent from your parent or guardian (clause 25).

2.2 School leavers can be activated from 1 July after they finish Year 11 (or the equivalent), and not before.

2.3 Before your first assignment we will check your identity and your right to work in the UK. You must tell us straight away if your right to work changes.

2.4 If you live in England and are under 18, the law requires you to stay in education or training until you are 18. Please tell us what you are doing alongside TRUE when you sign up and if it changes.

3. Offers of work

3.1 We offer work through the TRUE app, one assignment at a time. Each assignment you accept is a separate engagement. When it ends, there is no ongoing relationship until you accept another one.

3.2 Being offered work, even often, does not give you a right to regular work or continuity of employment.

3.3 We decide which assignments to offer and to whom, based on things like location, availability, age and client requirements. We will do this fairly and in line with our Equality, Inclusion and Reasonable Adjustments Policy.

4. The work

4.1 Assignments may include focus groups, unboxing, mystery shopping and pulse surveys. Schedule 1 describes each one.

4.2 Each assignment brief tells you:

- what the assignment involves;
- where and when it must be done;
- how long it is expected to take, including travel between locations;
- what you will be paid; and
- the deadline for your report.

5. Accepting and cancelling assignments

5.1 You accept an assignment in the TRUE app. You are free to decline any assignment without giving a reason.

5.2 If you cannot do an assignment you have accepted, tell us in the app as soon as possible so we can offer it to someone else. You will not be penalised for cancelling, but if you often cancel late or do not turn up, we may offer you fewer assignments.

5.3 Sometimes a client cancels or changes an assignment. If we cancel an assignment after you have started it or set off for it, we will pay you for the time you have already spent.

6. Doing the work

6.1 You must do each assignment yourself. You cannot send someone else in your place.

6.2 When you do an assignment you must:

- follow the brief;
- give honest, accurate and objective feedback;
- never guess answers or make anything up;
- submit your report in the TRUE app by the deadline, with any photos the brief asks for. Mystery shop photos show store displays only, never people, and video is never recorded in a store;

and

- treat staff and members of the public with respect.

6.3 For mystery shopping, you must not tell store staff that you are doing an assignment.

6.4 We may check the quality of your work, for example by reviewing your reports.

7. Your safety

Your safety comes first. No assignment is worth putting yourself at risk.

7.1 If you are under 18, we will only offer you assignments that:

- take place in ordinary public places, such as shops, during normal opening hours;
- do not involve buying, handling or seeking out age-restricted products, such as alcohol, tobacco, vapes, gambling, knives, fireworks or adult products;
- do not require you to be alone with an adult in a private area; and
- keep travel within the limits in our Lone Working and Travel Policy.

7.2 If you feel uncomfortable or unsafe at any time, leave and tell us through the app. You will still be paid for the time you have spent on the assignment.

7.3 Use the check-in and check-out in the app when the brief asks you to.

7.4 Report any accident, injury or incident to us through the app as soon as you can.

7.5 Our Safeguarding Policy explains how we protect young people and how to raise a concern.

8. Working hours

8.1 Your hours depend on the assignments you accept. Each brief sets out when the work must be done. We only send you notifications and messages between 10:00 and 19:00, never before 10:00.

8.2 If you are under 18, the law gives you extra protection. We will not offer you work that would mean you work:

- more than 8 hours in a day or 40 hours in a week;
- without a 30-minute break if you work more than 4.5 hours;
- without 12 hours' rest between working days and 48 hours' rest each week; or
- before 09:00 or after 19:00.

8.3 If you are under 18, wherever you live, we will not offer you more than 19 hours of work a week, so it fits around education or training.

8.4 If you are 18 or over, you will get a 20-minute break if you work more than 6 hours in a day, and we will not offer you work that would take you over 48 hours a week on average unless you have opted out using Schedule 4. You can withdraw an opt-out at any time.

8.5 You must tell us how many hours you work for anyone else, so we can keep within these limits.

9. Pay

9.1 Each assignment brief shows what you will be paid before you accept it.

9.2 Pay is set using the expected time for the assignment, including travel between assignment locations, briefing and writing your report. You will never be paid less than the National Minimum Wage for your age for the time you work.

9.3 If an assignment takes longer than expected for reasons outside your control, tell us in the app when you submit your report. We will check it and top up your pay so it is at least the National Minimum Wage for the time you actually worked.

9.4 You are paid monthly by bank transfer through payroll. Tax and National Insurance are deducted where the law requires. Your payslip, including your holiday pay (clause 12), is available in the app.

9.5 We will only make deductions from your pay that the law requires or that you have agreed to in writing in advance. No deduction will take your pay below the National Minimum Wage.

9.6 Raise any question about your pay through the app. We aim to reply within 5 working days.

10. Quality review

10.1 We review every report before it is approved for payment.

10.2 If your report is incomplete or something is missing, we will tell you what to fix and give you at least 2 working days to fix it.

10.3 We may only reduce or hold back pay for an assignment if:

- part of the assignment was not done, in which case you are paid for the parts you completed; or
- we have reasonable grounds to believe the report is false or the work did not take place.

10.4 If we hold back pay under clause 10.3, we will tell you why, look into it promptly and tell you the outcome. If we find the work was done, you will be paid in the next pay run.

10.5 You can challenge any decision under this clause using our Quality Review and Disputes Policy.

11. Travel and costs

11.1 No assignment requires you to spend your own money, and there are no expenses to claim.

11.2 We plan, book and pay for all travel to and from insight focus groups.

11.3 We will not ask you to stay away from home overnight.

11.4 If you are 17 or over, hold a full UK driving licence and use your own car for an assignment, you must have a valid MOT and insurance that covers business use. You must not carry passengers.

12. Holiday

12.1 You are entitled to 5.6 weeks' paid holiday a year, worked out in proportion to the hours you work. Our holiday year runs from 1 January to 31 December.

12.2 Because your hours are irregular, your holiday builds up at 12.07% of the hours you work in each pay period.

12.3 We pay your holiday pay at the same time as your pay for the work, as rolled-up holiday pay of 12.07%. It is shown as a separate line on your payslip. This is the pay for your holiday, so you will not be paid again when you take time off.

12.4 You are free to take time off whenever you like by not accepting assignments. You do not need to book holiday with us.

12.5 There is no extra pay for bank holidays unless you work on one, in which case you are paid for the assignment as normal.

13. Sickness

13.1 If you are ill and cannot do an assignment you have accepted, tell us in the app as soon as possible.

13.2 If you meet the legal conditions, you will receive Statutory Sick Pay.

14. Pension

14.1 We will meet our duties under the Pensions Act 2008. If you are 22 or over and earn enough, we will enrol you in a workplace pension automatically.

14.2 If you are under 22, you can ask to join the pension scheme. The app explains how.

15. Products and property

15.1 You return products after a research unboxing, using the free return label we provide. If a client wants you to keep a product, the brief will say so and the project is non-research marketing work.

15.2 Any equipment or materials we lend you remain TRUE's property. You must look after them and return them when we ask. We will cover the cost of returning them.

15.3 We will not charge you for accidental loss of or damage to anything we lend you.

16. What you create

16.1 Your reports, answers, written feedback, photos, audio and video created for an assignment ("your content") are used by TRUE to give insight to our clients.

16.2 You give TRUE a permanent, worldwide, royalty-free licence to use, copy, edit and share your content with the client who commissioned the assignment, for insight and research. You keep the copyright.

16.3 Content that shows your face or includes your voice is only captured if you, and your parent or guardian if you are under 18, have given separate consent using Schedule 3. You can withdraw that consent for future use at any time.

16.4 Your content will never be published as a customer review, testimonial or advert without your separate written consent, and your parent or guardian's if you are under 18.

17. Staying independent

17.1 Clients value TRUE because our feedback is honest and independent. You must not:

- accept money, gifts or instructions about an assignment from a brand, retailer or store, other than what TRUE gives you;
- post about an assignment, a client or a product you trialled on social media or anywhere else; or
- write a public review of a product or service you assessed for TRUE.

17.2 Tell us if you have a connection that could affect your feedback, for example if you or a family member works for the brand or store. We will not offer you assignments where that conflict exists.

18. Confidentiality

18.1 You must not share, during or after your time with TRUE, any confidential information about TRUE, our clients or assignments. This includes briefs, client names linked to assignments, and anything you collect during an assignment.

18.2 This does not stop you:

- talking to your parent or guardian about TRUE and your assignments;
- raising a safeguarding concern with anyone, including the police or children's services;
- making a protected disclosure under the Employment Rights Act 1996; or
- sharing information when the law requires it or TRUE has agreed.

19. Your personal data

19.1 We use your personal data, and your parent or guardian's data if you are under 18, as explained in our Worker Privacy Notice. We do this to manage this Agreement, pay you and meet our legal duties. We do not rely on your consent for these purposes.

19.2 Clients receive your feedback and limited profile details, such as your age band and region. We do not give clients your contact details.

19.3 We will only collect sensitive information, such as allergies before a product trial, where an assignment needs it, and only with your explicit consent.

20. Our policies

20.1 You must follow the TRUE policies that apply to you. They are available in the app, and you confirm in the app that you have read them before your first assignment. They are:

- Safeguarding and Child Protection Policy (4)
- Staff and Client Code of Conduct (5)
- Young Worker Health and Safety Policy (6)
- Lone Working and Travel Policy (7)
- Restricted Activities Policy (8)
- Working Time and Hours Policy (9)
- Rewards, Pay and Holiday Policy (10)
- Quality Review and Disputes Policy (11)
- Worker Privacy Notice (12)
- Image, Voice and Video Consent Policy (14)
- Complaints and Concerns Policy (15)
- Research Ethics Policy (16)
- Product Trial and Allergen Safety Policy (17)
- Independence and Conflicts Policy (18)
- Equality, Inclusion and Reasonable Adjustments Policy (19)
- Anti-bullying and Harassment Policy (20)
- Whistleblowing Policy (21)
- Referral Programme Policy (22)

20.2 You also sign the Worker Confidentiality Agreement (23), which forms part of this Agreement.

20.3 Our policies are not part of this Agreement and we may update them. We will tell you in the app when we make a change that affects you.

21. Raising concerns

21.1 If you are worried about your safety or someone else's, or something has happened on an assignment, tell us through the app straight away. In an emergency, call 999 first.

21.2 You or your parent or guardian can raise any other concern or complaint using our Complaints and Concerns Policy.

22. Ending this Agreement

22.1 You can end this Agreement at any time by closing your account in the app.

22.2 We can end this Agreement by giving you at least one week's notice in the app.

22.3 We can end this Agreement straight away if you seriously break its terms. Examples include:

- making up or falsifying a report;
- dishonesty or theft;
- behaving violently, abusively or in a way that puts others at risk; or
- breaking clause 17 (staying independent).

22.4 Before ending this Agreement under clause 22.3, we will tell you what the concern is and give you a chance to respond. If you are under 18, you can involve your parent or guardian. While we look into it, we may pause offering you new assignments.

22.5 If a client complains about you, we will review it fairly and hear your side before deciding whether to stop offering you that client's assignments.

22.6 When this Agreement ends, we will pay you for all approved work and holiday pay owed in the next pay run.

23. Changes to this Agreement

23.1 We may update this Agreement. We will give you at least 14 days' notice in the app before a change takes effect. If you do not agree, you can end this Agreement under clause 22.1.

24. Turning 18

24.1 When you turn 18, the young worker protections in this Agreement stop applying, and we will ask you to confirm in the app that you want to continue.

25. Parent or guardian consent

25.1 If you are under 18, this Agreement only takes effect once your parent or guardian has confirmed their consent directly with TRUE, using the link we send them (Schedule 2). We will not offer you any assignment before then.

25.2 Your parent or guardian can withdraw their consent at any time. If they do, we will close your account and pay you everything you are owed.

26. General

26.1 This Agreement, with its schedules and each assignment brief, is the whole agreement between you and TRUE about your work. Any change must be made under clause 23.

26.2 No collective agreement applies to this Agreement.

26.3 This Agreement is governed by the law of England and Wales. Nothing in it limits your rights under employment law or your right to bring a claim to an employment tribunal.

Schedule 1: Assignment types

Assignment	What it involves	Where
Focus group	Taking part in a group discussion led by a TRUE moderator about brands, products or shopping. May be recorded with consent	In person at a venue chosen by TRUE, or online
Unboxing	Opening a product and recording your first impressions in the app, in writing, photos or video	At home
Mystery shopping	Visiting a store or using a service as a normal customer, then reporting on the experience, staff, displays and service	Public stores, during normal opening hours
Pulse survey	Answering short questions about brands and products in the app	Anywhere, on your phone

If you are under 18, no assignment will involve age-restricted products, private areas, being alone with an adult, travel outside our limits, or work before 09:00 or after 19:00.

Schedule 2: Parent or guardian confirmation

We send this to the parent or guardian directly. They sign it digitally through the link.

I confirm that:

- I am the parent or guardian of the young person named, and I have parental responsibility for them.
- I have read the TRUE Worker Agreement, the Parental Consent information and the Worker Privacy Notice.
- I understand they will work as a casual worker, paid at least the National Minimum Wage for their age, with paid holiday and the legal protections for young workers.
- I consent to them taking part in TRUE assignments as described in Schedule 1.
- I understand that they or I can withdraw at any time.

Recorded by TRUE: parent or guardian name, relationship, contact details, date and time of confirmation, and the version of the documents they confirmed.

Schedule 3: Image, voice and video consent (optional)

This is separate from the Agreement. Saying no does not affect the other assignments you are offered.

- [ ] I agree that TRUE can capture my face, voice or video during assignments that need it, such as unboxing and recorded focus groups.

- [ ] I understand TRUE will share this only with the client who commissioned the assignment, for insight and research, and never publish it without my separate consent.
- [ ] I understand TRUE will delete it when it is no longer needed for that purpose, and that I can withdraw this consent for future use at any time.

If you are under 18, your parent or guardian must also agree.

Schedule 4: Working time opt-out (18 and over only)

Workers under 18 cannot opt out of the young worker limits.

I am 18 or over and I agree that the 48-hour limit on my average weekly working time will not apply to me. I can withdraw this opt-out at any time by giving TRUE 7 days' notice in the app.

Signed digitally in the TRUE app. TRUE records your name, the date and time you signed, and the version you signed.

DIGITAL SIGNATURE

You sign this Agreement digitally in the TRUE app. TRUE keeps a record of the date and time you signed, the version you signed and, if you are under 18, your parent or guardian's digital signature of Schedule 2.

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