TRUE

POLICY 10 · WORKER POLICY

Rewards, Pay and Holiday

The reward and expected time for every TRUE task, minimum wage, 12.07% holiday pay and monthly payroll.

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

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

Every TRUE task has a set reward and an expected time, shown before the worker accepts it. Every worker is paid at least the National Minimum Wage for their age for all the time they work, with 12.07% holiday pay included in every advertised reward, through a monthly payroll.

1. Purpose and scope

1.1 This policy sets out how TRUE workers are rewarded and paid: the reward for each task, the time each task is expected to take, travel, holiday pay and payroll. It applies to every TRUE worker.

1.2 It follows the National Minimum Wage Act 1998, the Working Time Regulations 1998 and the Employment Rights Act 1996, and supports clauses 9 to 12 of the Worker Agreement.

2. Rewards and expected time

Task	Expected time	Advertised reward, including holiday pay	Pay per hour, before holiday pay
Pulse survey	30 seconds per question	50p per question	£53.54
Mystery shop	Up to 30 minutes in store, plus up to 10 minutes for the report	£10.00 per visit	£13.38
Unboxing	60 minutes for creation, recording and submission	£35	£31.23
Insight focus group	2 to 4 hours	£35 for 2 hours, £52.50 for 3 hours, £70 for 4 hours	£15.62

2.1 For example, a 10 question pulse survey takes 5 minutes and earns £5. Every brief shows the advertised reward and the expected time before the worker accepts it.

2.2 The expected time includes everything the task needs: reading the brief, the task itself, and writing and submitting the report.

2.3 A focus group longer than 4 hours is never booked. Focus groups of 3 hours or more include a 30 minute break, and the day's working time, including travel, stays within the limits in the Working Time and Hours Policy.

3. At or above the National Minimum Wage

3.1 Workers are always paid at least the National Minimum Wage for their age band for every hour they work.

Age band	From 1 April 2026	From 1 April 2027
Under 18	£8.00 an hour	£8.31 an hour
18 to 20	£10.85 an hour	£11.27 an hour
21 and over	£12.71 an hour	£13.21 an hour

3.2 The pay for the work in every reward, before holiday pay, is above the highest of these rates for the expected time.

3.3 If a task takes longer than expected for reasons outside the worker's control, the worker tells TRUE in the app when they submit. TRUE checks it and tops up their pay so it is at least the minimum wage for the time actually worked.

3.4 At each payroll, the platform checks every worker's total pay for the month against their total hours at the right rate for their age band. If anyone is below the minimum wage, the platform adds a top-up before payroll runs.

3.5 A worker moves to the rate for their new age band from the start of the first pay period after their birthday. TRUE checks all rewards against the new rates every April.

4. Travel

4.1 Travel between home and an assignment is not paid, and no extra time is added for it. Under the National Minimum Wage Regulations 2015, this travel does not count towards minimum wage time.

4.2 Mystery shops are a fixed £10 per visit. They are designed to fit into the worker's day, such as a local shop on the way home from school or college, or while in town shopping at the weekend, with no more than 20 minutes' travel in total.

4.3 TRUE plans, books and pays for all travel to and from focus groups. Travel still counts towards the hours limits in the Working Time and Hours Policy.

5. Holiday pay

5.1 Workers are entitled to 5.6 weeks' paid holiday a year, in proportion to the hours they work. Because their hours are irregular, holiday builds up at 12.07% of the hours they work.

5.2 Every reward is advertised with rolled-up holiday pay of 12.07% already included. TRUE pays it at the same time as pay for the work. The advertised reward is split into pay for the work (the reward divided by 1.1207) and holiday pay (the rest):

Advertised reward	Pay for the work	Holiday pay
Pulse survey, 50p per question	44.6p	5.4p
Mystery shop, £10.00	£8.92	£1.08
Unboxing, £35	£31.23	£3.77
Focus group, £35 for 2 hours	£31.23	£3.77
Focus group, £52.50 for 3 hours	£46.85	£5.65
Focus group, £70 for 4 hours	£62.46	£7.54

5.3 The split is worked out on each month's total. Any minimum wage top-up has 12.07% holiday pay added on top.

5.4 Holiday pay is shown as a separate line on every payslip. Workers take time off whenever they like by not accepting assignments, and are not paid again when they do.

6. Monthly payroll

6.1 TRUE runs one payroll a month and pays by bank transfer on the last working day of the month. Work approved by the 20th of the month is paid that month. Work approved after the 20th is paid on the last working day of the following month.

6.2 Pay goes into a bank account in the worker's own name. Workers give TRUE their National Insurance number and complete the HMRC starter checklist in the app at onboarding.

6.3 Tax and National Insurance are deducted where the law requires. Every worker gets an itemised payslip in the app showing their rewards, any top-up, holiday pay, deductions and the hours worked.

6.4 Workers who are eligible are enrolled in a workplace pension as the law requires. Any worker can ask to join.

6.5 Workers who meet the legal conditions receive Statutory Sick Pay, as clause 13 of the Worker Agreement sets out.

7. No expenses

7.1 There are no expenses at TRUE. No assignment requires a worker to spend their own money, and workers do not claim expenses.

7.2 TRUE plans, books and pays for all travel to and from insight focus groups directly.

8. Quality review

8.1 TRUE reviews every submission before it is approved for payment. If something is missing, the worker is told what to fix and given at least 2 working days to fix it.

8.2 Pay can only be reduced or held back as clause 10 of the Worker Agreement allows. Workers are always paid at least the minimum wage for the time they actually worked. Any disagreement is handled under the Quality Review and Disputes Policy.

9. Questions about pay

9.1 Workers raise any question about their pay through the app. TRUE aims to reply within 5 working days, and corrects any underpayment in the next payroll, or sooner if the worker would otherwise be below the minimum wage.

10. Records and review

10.1 TRUE keeps pay and hours records for at least 6 years.

10.2 Workers confirm digitally in the TRUE app that they have read this policy before their first assignment. No paper signatures are used.

10.3 This policy and the rewards in section 2 are reviewed every April when the minimum wage changes, 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**	**April 2027**