TRUE

POLICY 19 · WORKER POLICY

Equality, Inclusion and Adjustments

Fair task allocation, accessibility, reasonable adjustments for disabled workers, and equality monitoring kept separate.

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

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

Every TRUE worker is treated fairly. Work is offered on objective criteria, the app and venues are accessible, any worker can ask for an adjustment, and equality monitoring is optional and kept separate from decisions about work.

1. Our commitment

1.1 TRUE does not discriminate, directly or indirectly, against any worker, applicant or parent because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, the protected characteristics under the Equality Act 2010.

1.2 This policy applies to recruitment, onboarding, offering assignments, reviews, pay and every other part of TRUE work.

2. Age rules required by law

2.1 Some rules are different for workers under 18, because the law requires it to keep young people safe. These include the working time limits, restricted activities and the minimum wage age bands. TRUE treats workers differently by age only where the law or safety requires it.

3. Fair task allocation

3.1 The platform offers work using objective criteria only: location, legal age requirements, availability, hours limits and what the brief needs. It aims to spread work fairly, not just to whoever responds fastest.

3.2 A brief can only ask for workers with a particular characteristic where the research genuinely needs it, such as a product made for a particular group. Victoria Phillips must approve it, and the reason is recorded.

3.3 Review decisions never take protected characteristics into account.

4. Accessibility

4.1 The TRUE app is designed to meet the Web Content Accessibility Guidelines (WCAG) 2.2 at level AA. It works with screen readers and larger text. Briefs are written in plain English, and other formats are available on request.

4.2 Focus group venues are accessible, with step-free access wherever possible, and access information is shared in advance.

5. Reasonable adjustments

5.1 Any worker can ask for an adjustment at any time, in the app or by email. They don't need to give a diagnosis, only what would help.

5.2 Examples of adjustments include:

- more time for a task;
- voice notes instead of written reports;
- a quieter seat or extra breaks at a focus group;
- a support person at a focus group; and
- being offered the types of task that suit them best.

5.3 TRUE replies within 10 working days. Adjustments are recorded confidentially and shared only with the people who need to know. The worker never pays for an adjustment.

6. Equality monitoring

6.1 Equality monitoring questions are optional. Answers are kept separately from the worker's record, are never seen by anyone who offers or reviews work, and are only reported anonymously.

6.2 Victoria Phillips reviews the anonymous results every year to check that work, rewards and review decisions are fair.

7. Raising a concern

7.1 Any worker or parent who thinks they have been treated unfairly can use the Complaints and Concerns Policy or the Anti-bullying and Harassment Policy. No one is treated worse for raising a concern.

7.2 This policy is reviewed every year, 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**