TRUE

POLICY 7 Â· WORKER SAFETY POLICY

Lone Working and Travel

How TRUE keeps workers safe when they work alone or travel: check in and check out, travel limits, travelling after dark, and emergency contacts.

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

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

Every in-person assignment starts and ends with a check in the TRUE app, mystery shops need no more than 20 minutes' travel, and TRUE's emergency line is open from 09:00 to 19:00 every day.

1. Purpose and scope

1.1 This policy sets out how TRUE keeps workers safe when they work alone or travel for TRUE. It applies to every TRUE worker aged 16 and over, with extra rules for those under 18.

1.2 It supports the Young Worker Health and Safety Policy and its risk assessments, and follows the Health and Safety Executive's guidance on lone working. It works alongside the Safeguarding and Child Protection Policy and the Staff and Client Code of Conduct.

2. When workers are alone

Activity	Working alone?	Travel?
Mystery shop in store	Yes, in a public store	Yes, to and from the store
Unboxing at home	Yes, at home	No
Pulse survey on mobile	Yes, at home or on the go	No travel for the survey itself
Insight focus group	No. Two TRUE adults are present throughout	Yes, to and from the client's office

2.1 This policy mainly covers mystery shops and travel to focus groups. Unboxing and pulse surveys follow the safety rules in their risk assessments.

3. Before every in-person assignment

3.1 When booking, the assignment coordinator checks:

- the journey is within the limits in section 4;
- the venue is an open, staffed, public place, or a client office with TRUE reps present; and
- the worker has an emergency contact in Staffwise (section 8).

3.2 Before setting off, the worker:

- tells their parent or guardian, or another trusted adult, where they are going and when they expect to be back;
- makes sure their phone is charged to at least 50% and has data; and
- knows the way there and back.

4. Maximum travel

Assignment	Maximum each way	Notes
Mystery shop	20 minutes in total, there and back	From the worker's home.
Insight focus group	2 hours	Only with the agreement of the worker and, if under 18, their parent or guardian. TRUE books the travel in advance.

4.1 Travel time is not paid, but it counts towards the worker's daily and weekly hours limits.

5. Travelling after dark

5.1 Workers, including those under 18, may travel after dark, with extra care:

- use well-lit, busy routes, and public transport where possible;
- tell their parent or guardian, or another trusted adult, their route and when they expect to be home;
- wait for transport in staffed or well-lit areas; and
- keep their phone charged and to hand, and stay aware of what is around them.

5.2 All assignments still finish by 19:00.

6. How workers travel

6.1 Workers travel by walking, bus, train or coach, or drive as set out in 6.2.

6.2 Workers aged 17 and over with a full UK driving licence may drive themselves to assignments, as long as their insurance covers driving for work. They never use their phone while driving.

6.3 No lifts. Workers do not give or accept lifts on TRUE work, including from TRUE staff, client staff or anyone they meet through TRUE work. Taxis are used only when TRUE books them through a licensed operator.

6.4 TRUE plans, books and pays for all focus group travel in advance. There are no expenses to claim.

7. Check in and check out

Step	When	What the worker does in the TRUE app
Check in	On arrival at the venue	Taps "Check in".
Check out	When the assignment ends	Taps "Check out".

7.1 If a worker has not checked out, the app sends them one reminder on the day, at 18:00, 60 minutes before the end of the working day.

7.2 Missed check-outs are logged in Staffwise. If TRUE has reason to think a worker is in danger, TRUE calls 999 straight away.

8. Emergency contacts

8.1 Every worker gives TRUE an emergency contact at onboarding, recorded in Staffwise. For workers under 18, this is their parent or guardian.

8.2 Workers are responsible for keeping their details, including their emergency contact, up to date. They update them in the app straight away if anything changes, and confirm them every year.

8.3 TRUE's emergency line is open from 09:00 to 19:00 every day on 07534 991915. Workers save it on their phone, with their emergency contact. In an emergency, workers always call 999 first.

9. If something goes wrong

9.1 Workers follow stop, leave, tell from the Young Worker Health and Safety Policy: stop the task, leave for a busy public place, then tell their parent or guardian and TRUE.

9.2 If their phone is lost, stolen or out of battery, the worker goes to a staffed counter, such as a shop, station or ticket office, and asks to use a phone to call their emergency contact.

9.3 If a worker misses the last train or bus, or is stranded, TRUE arranges and pays for a safe way home.

9.4 Every incident is reported on the TRUE incident report form, as set out in the Young Worker Health and Safety Policy.

10. Location and privacy

10.1 The app records the worker's location only at the moment they check in and check out. TRUE does not track workers continuously, and location sharing is off at all other times.

10.2 Check-in records and emergency contacts are used only to keep workers safe. They are kept as the Worker Privacy Notice sets out.

11. Signing and review

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

11.2 This policy is reviewed every year, after any incident involving lone working or travel, 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**