TRUE

POLICY 9 · WORKER POLICY

Working Time and Hours

The hours, breaks and rest periods for TRUE workers, the 19 hour weekly cap for under-18s, and how the TRUE platform enforces them.

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

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

Workers under 18 work no more than 8 hours a day and 19 hours a week across all TRUE work, only between 09:00 and 19:00, with full rest breaks. The TRUE platform checks every booking against these limits and will not let a worker go over them.

1. Purpose and scope

1.1 This policy sets the working hours, breaks and rest periods for TRUE workers, and explains how the TRUE platform enforces them. It applies to every TRUE worker, with stricter limits for those under 18.

1.2 It is based on the Working Time Regulations 1998 and, for workers in England, the Education and Skills Act 2008. It works alongside the Young Worker Health and Safety Policy, the Lone Working and Travel Policy and the Restricted Activities Policy.

2. What counts as working time

2.1 Working time includes:

- time on an assignment, such as a store visit, an unboxing task, a pulse survey or a focus group;
- travel to and from an in-person assignment, which counts towards these limits but is not paid (see the Rewards, Pay and Holiday Policy);
- briefings, training and the safety induction; and
- writing up and submitting reports.

2.2 Every brief sets a time for the task and, for in-person work, an estimated travel time. The platform counts these against the worker's limits when they accept the assignment, then records the actual time from check-in and check-out.

3. Limits for workers under 18

Rule	Limit
Daily hours	No more than 8 hours in a day.
Weekly hours	No more than 19 hours in a week, Monday to Sunday. The legal maximum is 40, but TRUE sets a lower cap (section 4).
Working window	Only between 09:00 and 19:00. The law bans work between 22:00 and 06:00; TRUE's window is stricter.

Rule	Limit
Rest break	A 30 minute break if the worker works more than 4.5 hours in a day.
Daily rest	At least 12 hours in a row between one working day and the next.
Weekly rest	At least 48 hours in a row off each week, so no more than 5 working days a week, with 2 days off together.
Education	No work during the worker's timetabled college, school or training hours.

3.1 These limits are not averaged over several weeks, and workers under 18 cannot opt out of them.

3.2 The limits cover all work the worker does, including for other employers. Workers tell TRUE about any other paid work and its weekly hours, and the platform counts those hours towards their limits.

4. The 19 hour weekly cap

4.1 In England, young people must stay in education or training until they are 18. Working 20 hours or more a week can count as full-time work, which changes what education or training the young person needs.

4.2 TRUE work is designed to fit around education, not replace it. So TRUE caps all workers under 18, wherever they live in the UK, at 19 hours a week, including travel and any other work they have told TRUE about.

5. Workers aged 18 and over

5.1 Workers aged 18 and over still work only between 09:00 and 19:00. They are entitled to a 20 minute break if they work more than 6 hours in a day, 11 hours' rest between working days, and 24 hours' rest each week. Their average working week across all work must not go over 48 hours unless they choose to opt out in writing.

5.2 The platform applies the adult limits automatically from the worker's 18th birthday, using the date of birth checked at onboarding.

6. How the platform enforces the limits

Rule	How the platform enforces it
8 hours a day	Hides or blocks any assignment that would take the worker's booked time for that day over 8 hours, including travel.
19 hours a week	Keeps a running weekly total, including declared other work, and blocks any booking that would take it over 19 hours.

Rule	How the platform enforces it
09:00 to 19:00	Only offers assignments that start at or after 09:00 and finish by 19:00, including travel. Survey notifications and all other notifications are only sent between 10:00 and 19:00.
30 minute break	Will not book assignments back to back past 4.5 hours in a day without a 30 minute gap.
12 hours' daily rest	Met automatically by the 09:00 to 19:00 window, which always leaves at least 14 hours.
48 hours' weekly rest	Blocks a sixth working day in a week, and keeps 2 days off together each week.
Education hours	Blocks bookings during the timetable the worker enters in the app.
Age	Applies under-18 limits from the date of birth checked at onboarding, and switches to adult limits on the worker's 18th birthday.
Overruns	Compares check-out times with booked times. If a worker goes over a limit, it alerts the coordinator and blocks further bookings until the limits are met again.

6.1 TRUE staff cannot override these limits for workers under 18. Any change to the rules in the platform needs approval from Victoria Phillips.

7. Overruns and finishing on time

7.1 No one may ask a worker to carry on past their booked time if it would break a limit in this policy. If an assignment is running over, the worker stops in time to finish by 19:00, checks out and tells TRUE through the app.

7.2 Workers are paid for all the time they work, including any overrun and travel.

7.3 Every overrun that breaks a limit is logged and reviewed by Victoria Phillips. If a brief keeps running over, its time is changed or the brief is withdrawn.

8. Worker responsibilities

8.1 Workers keep their college, school or training timetable and any other paid work up to date in the app, check in and out on time, and tell TRUE if an assignment is taking longer than booked.

9. Records

9.1 The platform keeps a record of every worker's booked and actual hours, breaks and rest periods. TRUE keeps these records for at least 6 years, to show that it meets the working time and minimum wage rules.

9.2 Victoria Phillips reviews a monthly report of hours for all workers under 18.

10. Signing and review

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

10.2 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**