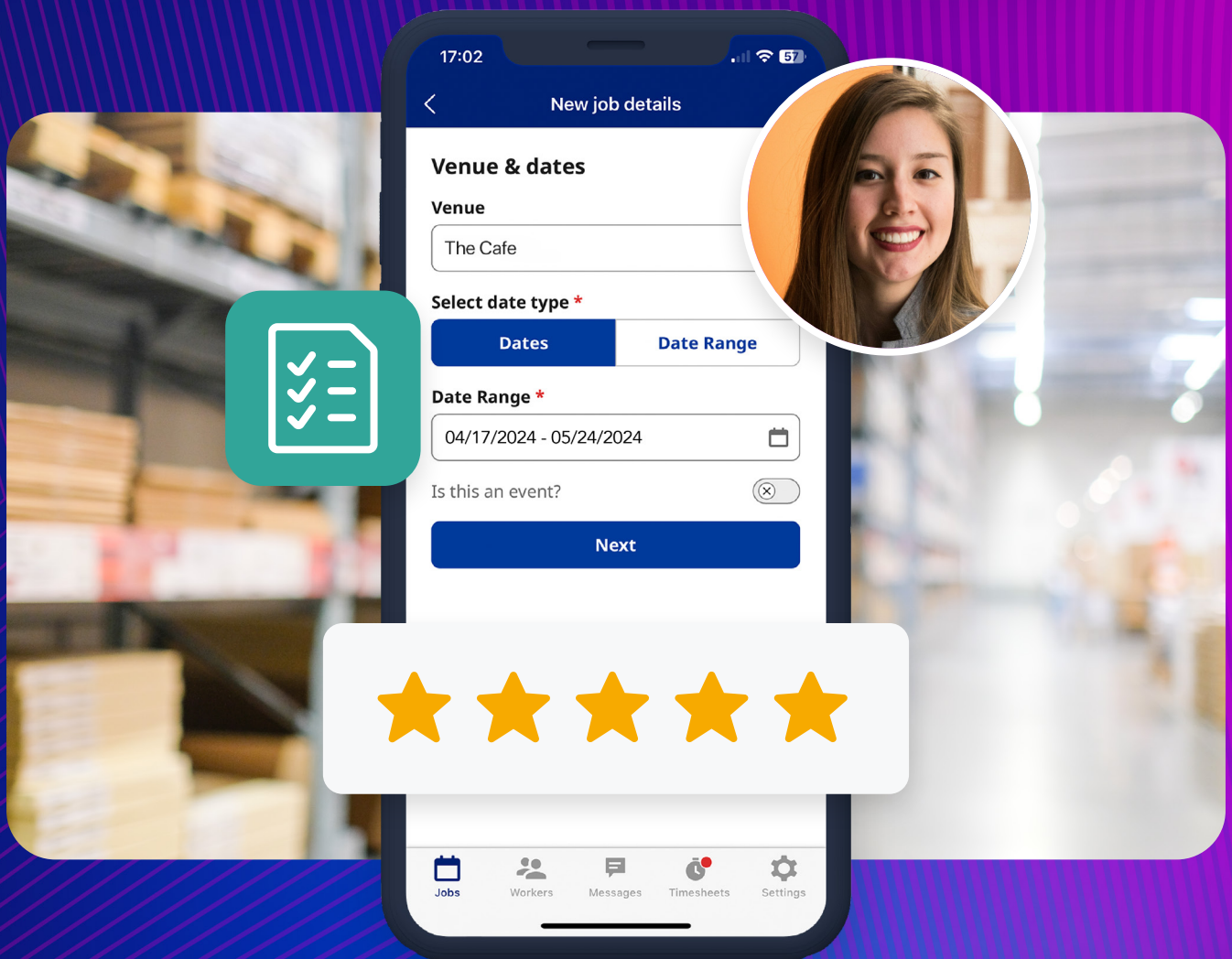




How to maximize fulfillment with the Indeed Flex platform



By making a few small changes to how you're using the Indeed Flex platform, you can **significantly improve your fulfillment rate**.

In this guide, we explore platform best practices and how you can implement them to ensure you're getting the most out of Indeed Flex.

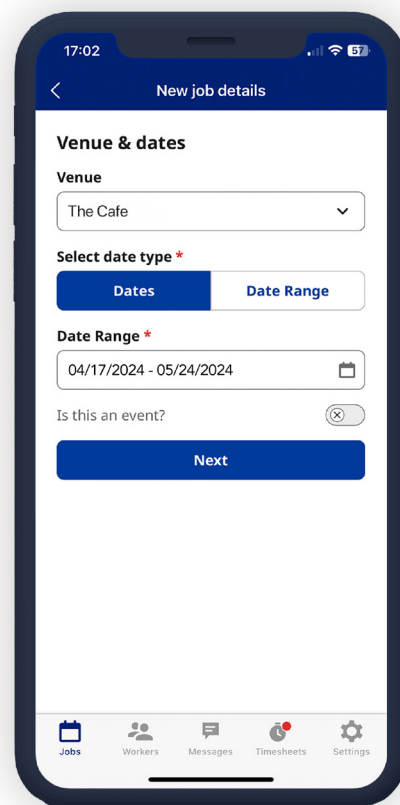
Section 1

How you post can impact fulfillment

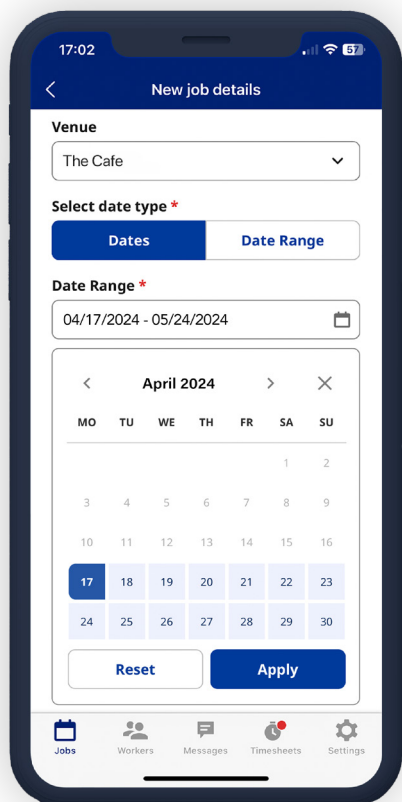
Post jobs in advance

The sooner you can get jobs posted, the more chance you have of getting your favorite top-rated workers.

Shifts posted **2+ days** in advance will increase fulfillment by up to **10%**¹



While flexibility remains a key feature, allowing job edits up to 24 hours before a shift, early posting (ideally 4+ weeks in advance) increases visibility and attracts top-rated Flexers.



Post jobs consistently

When workers see that they can be consistent members of your team, they'll be much more inclined to pick up your shifts again and again.

Experiment with posting shifts on different days to see what works best for you. You may discover that posting on a specific day enhances your fulfillment and retention rates as you're reaching new pools of workers.

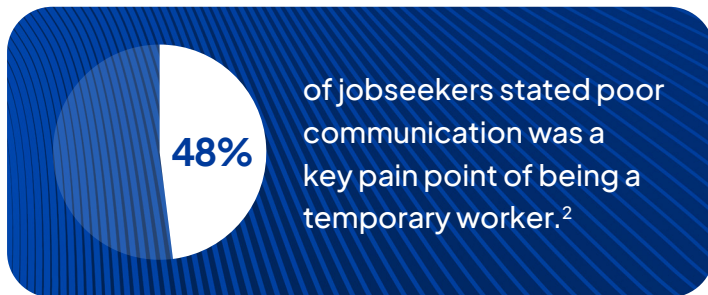
Regular posting habits:

Create consistent opportunities by posting in advance and on a regular schedule to give your Flexers the best chance to make you part of their lifestyle.

1. Indeed Flex platform data 2023

Job descriptions and templates

A detailed job description can prevent worker delays and confusion. By adding additional information, like exact location and public transport details, you increase the likelihood of Flexers applying for your role.

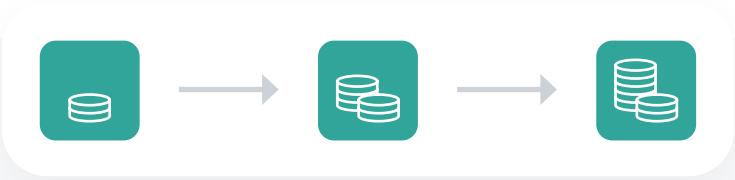


A recent survey found that **18% of Flexers**, who didn't return to work for a client, quoted lack of information as their reason.³

You can then seamlessly replicate previously posted roles with templates, saving you time. Job templates also ensure long-term role consistency across different venues.

Consider this:

Having fewer required skills opens up your worker pool and provides a broader range of choices for hiring. More requirements doesn't necessarily translate to better workers.



Pay rate

During peak periods with increased job openings, you'll be in competition with other employers for top talent. Enhance your fulfillment rate by aligning with industry standards for wages.

41% of jobseekers named low pay and no benefits as a main frustration when finding temporary work.⁴

2. 2023 Flexer Experience survey | 3,4. Indeed Flex Jobseeker Survey, April 2023 | 5. Indeed Flex platform data 2023

Your guide to our job offer options

1

Let Flex do the work

Offer to all top quality, experienced workers from our extensive talent marketplace.

Get matched with the most suitable Flexers when you're seeking to build your pool or in need of swift fulfillment during busy periods.



2

My Indeed Flex pool

Offer directly to those you have previously rated 5-stars, prioritizing loyal and engaged Flexers.



We recommend using the

Maximize Fulfillment toggle

alongside these options to drive best chances of fulfillment.

3

Individual Flexers

Offer to specific Flexers for precise shift requirements, offering enhanced control and customisation.



Using the options strategically

Choose your preferred job offer type



When not using **Let Flex do the work**, turn on the **Maximize Fulfillment toggle**



After the shift, drive worker retention by **rating any new workers five stars** - this adds them to your worker pool

The Maximize Fulfillment toggle

If it gets to five days before your shift and you haven't hit the necessary fulfillment, your offer option will automatically update to Let Flex do the work. If you've posted less than 6 days before the shift - the transition happens even faster.



Section 2

6 tips for integrating temporary workers into your workforce

1. Direct messaging

Boost communication and engage new workers with the Indeed Flex instant messenger function.

2. Welcome and onboarding

Improve productivity by kicking off your employer-employee relationship with a strong induction and training program.

Our best practices:

Tailor the induction process to each role: Customize the induction process to suit the specific requirements and scenarios of each role, providing guidance on handling various situations that may arise during a shift.

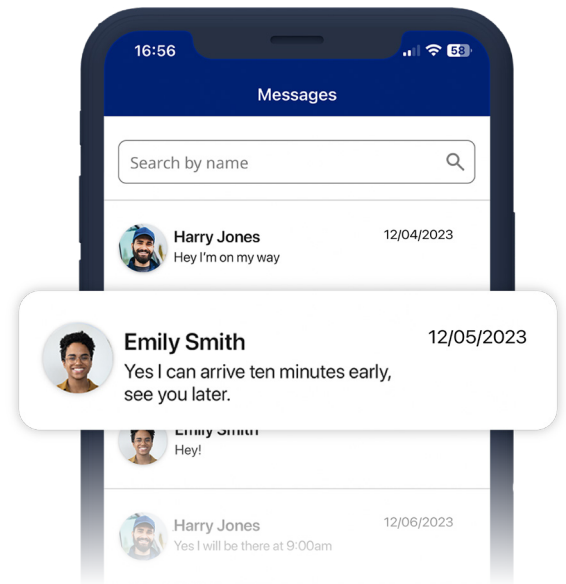
Implement a standardized orientation: Cover the site layout, facilities available and introduce them to who to report to for any assistance.

Include tool and machinery demonstrations: Demonstrate the use of all relevant tools and machinery, allowing ample time for questions and a thorough understanding.

Adopt inclusive teaching styles: Use inclusive teaching methods, structuring the induction to accommodate different learning styles and paces.

Set expectations for company culture: Clearly communicate the company's expectations for acceptable behavior, aligning with your brand values.

Complete necessary paperwork: Ensure all required paperwork is completed to confirm understanding and agreement on the role's requirements.



3. Plan for breaks

We understand shifts can get busy and it's not always possible to track breaks. Implementing a well-managed breaks system ensures Flexers are productive and nurtures an engaged workforce.

4 things to consider when planning for shift breaks

- 1 Communicate a clear break schedule before or at the beginning of the shift
- 2 Plan breaks during the day rather than at the beginning or end of the shift.
- 3 Foster a culture of open communication where flexers feel comfortable requesting breaks as needed.
- 4 Regularly educate site managers on break policies to ensure consistent enforcement

Good to know:

If a Flexer has a condition requiring specific accommodations, we encourage you to contact your internal HR team and your Indeed Flex representative for assistance..

4. Manage shift times

- Shift times displayed on the app should always match in-house schedules
- Any changes to shift times, including potential overtime, should be communicated as far in advance as possible to avoid confusion and ensure Flexers receive accurate pay
- Analyze worker demand regularly to minimize last-minute shift changes. This allows you to be more prepared and can avoid worker frustration from being sent home early
- Where possible, communicate shift cancellations well in advance to avoid confusion or frustration

Reminder of our cancellation policy:

Any cancellations within 24 hours of the shift start time, will require you to approve worker compensation. This will be clearly highlighted to you on the platform when applicable, to ensure you have the option to approve the payment.

- Review and approve timesheets promptly so that the Flexer is paid correctly, keeping them motivated and encouraging retention

5. Resources and equipment

- Regularly maintain and upgrade equipment to nurture peak performance and efficiency. This translates to a smoother workflow and more enjoyable work experience.
- Access to the right tools is key. To empower the Flexer to excel in their roles, provide a comprehensive range of equipment and supplies, from appliances and safety gear to specialized tools.
- Clean and well-maintained facilities are fundamental. Ensure clear and easy access to the toilets and changing rooms, creating a comfortable and sanitary environment.
- We believe in open communication, creating a clear system for reporting equipment malfunctions and resource shortages to encourage prompt solutions.

6. Recognising their hard work

Increase worker retention by giving the Flexer feedback at the end of the shift. This additional human touchpoint will make a positive impact and encourage them to return.



Section 3

Employee ratings and worker pools

Ratings keep your favorite Flexers coming back, making them a powerful tool for boosting fulfillment.

Here's what each rating means

Our system is designed for you to use 5 stars as the starting point. This is because ratings should primarily be used as a tool to build positive relationships with Flexers.

5 stars



You're happy with the Flexer and would have them back. This automatically adds the Flexer to your pool, meaning they get first choice of your shifts.

Although we have an extremely low no-show rate (1-2%), our platform data shows that adding a worker to your pool can both reduce your chance of a Flexer not turning up and also increase the quality of your shifts.

4 stars



You're content to have them return but prefer not to offer them first choice on shifts. The worker isn't added to your worker pool and will only see your shifts if you select 'Let Flex do the work.'

Top tip: We recommend using this sparingly, as it's much quicker to fill a shift if you have more workers in your pool! If you would rather have this worker back tomorrow, instead of someone new, rate them 5 stars.

3 stars



You were not happy with the Flexer's performance and do not want them to return to your venue for any role.

Good to know: Rating a worker 3 stars or below removes them from future shifts, even if it's for a different role, and blocks their access to view any future shifts. Use the comment box to give us feedback on your experience with the Flexer so that we can offer any necessary assistance.

1 & 2 stars



There has been misconduct or gross misconduct that you need to raise with Indeed Flex.

Rate your teams

Save time ahead of approving timesheets with our **'Rate team'** button.

Please note:

When rating a team 3 stars or lower, they will all receive the chosen rating, but workers will not be blocked. If a worker is listed as a no-show, you will not be able to rate them.


Rate & review

Rate Harry Smith's performance, so they can improve their profile and be seen by other employers

★★★★★

Describe which skills they displayed during the shift.

- Well presented
- Heavy lifting
- High volume
- Works efficiently



Harry Smith
★★★★★

Reporting and analytics

Utilize in-platform data and analytics to spot trends and optimize fulfillment. Your client portal provides extensive insights and detailed performance analysis for effective management of your temporary workforce.



Daily roster report

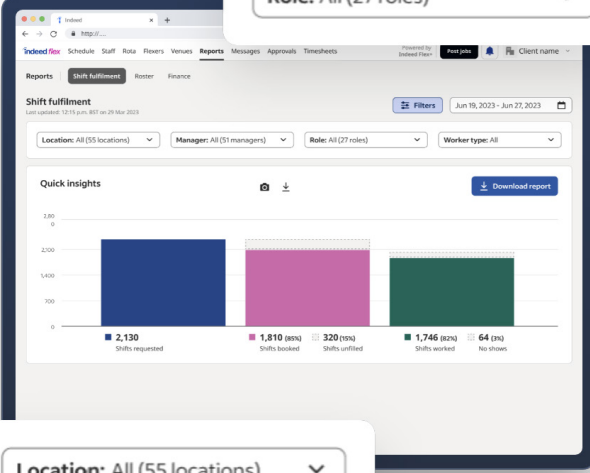


Finance report



Shift fulfillment report

Role: All (27 roles)



Location: All (55 locations)

Metric	Value	Percentage
Shifts requested	2,130	
Shifts booked	1,810	(85%)
Shifts fulfilled	320	(18%)
Shifts worked	1,746	(82%)
No shows	64	(3%)

Checklist:

10 steps to fulfillment success

Optimize the way you use Indeed Flex with this handy checklist

- 1** Post jobs as far in advance as possible
Shifts posted 2+ days in advance will **increase fulfillment by up to 10%**
- 2** Post jobs consistently and trial different shift patterns
- 3** Use job templates that only have your essential requirements ticked to expand your hiring options
- 4** Stand out to workers by offering attractive wages - **41% of jobseekers** named low pay and no benefits as a main frustration when finding temporary work.
- 5** Offer jobs to My Indeed Flex Pool if you have built a trusted network of Flexers and use Let Flex do the work to continue to connect with the best candidates
- 6** Use direct messaging to keep Flexers engaged and up-to-date
- 7** Set up a welcome and onboarding process to kick off the working relationship in an efficient way
- 8** Give Flexers feedback at the end of the shift to leave a positive, lasting impression
- 9** Rate your workers and build a trusted worker pool to ensure your favorite Flexers keep coming back - Doubletree has a **100% repeat worker rate due** to building out a pool of top-rated housekeeping staff, helping them achieve a **95% fulfillment rate** overall.
- 10** Take a look at the in-platform reports and analyze the data to track fulfillment trends

As always, if you have any questions or need some more support on fulfillment, **please reach out to your Account Manager.**

Section 2

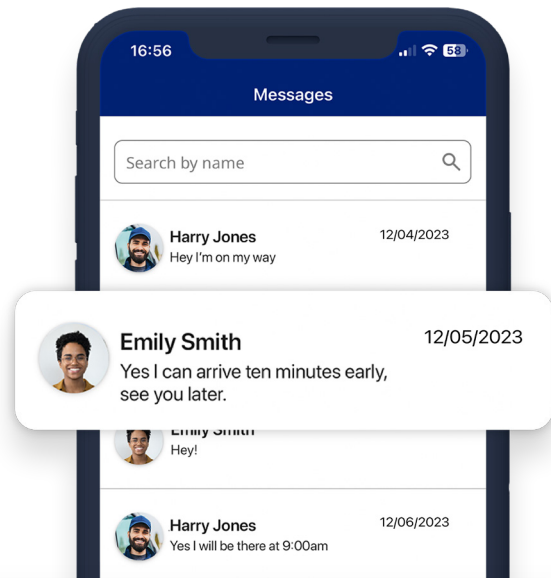
Building an engaged workforce

Invest time in promoting a sense of community and belonging to significantly increase your employee retention and boost your fulfillment rate.

3 tips for integrating temporary workers into your workforce

1. Direct messaging

Boost communication and engage new workers with the Indeed Flex instant messenger function.



Top tip:

Send booked Flexers a message to let them know any useful travel information and what to expect when they arrive.

2. Welcome and onboarding

Improve productivity by kicking off your employer-employee relationship with a strong welcome.

3. Recognising their hard work

Increase worker retention by giving the Flexer feedback at the end of the shift. This additional human touchpoint will make a positive impact and encourage them to return.