

temper

# Mission Report 2023

Life Works



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# Foreward

In 2021, during the COVID-19 pandemic, we published our first state-of-the-market research report. This coincided with the rise of digital labour platforms in Europe and the UK. Currently, more than 28 million people are employed through these platforms, which is expected to reach 43 million by 2025. This evolving work environment is reshaping the job market and redefining our understanding of employment, introducing a new type of worker who values flexibility, personal growth, and purpose-driven work. In response, businesses are leveraging freelance shift workers to meet their operational needs.

Policymakers face the ongoing challenge of balancing the interests of platforms, businesses and workers. In response to these changes, the EU plans to introduce new rules on platform work, looking at the employment terms and classification of self-employed individuals to ensure working conditions and social rights are respected.

Over the past few years, our advocacy efforts have aimed to amplify the voices of freelancers and businesses, ensuring their recognition in this transformative landscape. We strive for a shift economy that benefits workers and businesses, contributing to societal well-being by creating opportunities, stimulating economic growth, and promoting social equality. This expanding shift economy is pivotal in aligning labour supply with demand, catalysing innovation and job growth.

**At Temper, our mission and values guide everything we do. Through technology, we aim to bring about positive change by harnessing the full potential of the digital world to create a more inclusive and equitable job market.**

We've backed up this commitment by introducing the world's first collective social insurance, partnering with pensions to help freelancers save for the future, and prioritising income security by ensuring a living tariff and the ability to negotiate a fair rate. The purpose of this report is to represent and uplift the voices of the countless freelancers and businesses driving this growing and evolving economy. While recognising the challenges ahead, we remain dedicated to advocating for freelancers, ensuring their voices are heard, and meeting their needs in today's ever-changing work environment.



**Niels Arntz**  
Co-Founder

# About Temper

Temper was founded in the Netherlands in 2015 to meet the growing demand for more flexibility in the labour market.

We aim to connect self-employed professionals and companies, creating a labour market that is accessible to everyone. Currently, Temper's digital noticeboard has over 100,000 registered job seekers and 10,000 companies.

**The platform has experienced significant growth, with the total number of hours worked increasing by an average of 300% per year.**

Headquartered in Amsterdam, the Netherlands. Temper launched in the UK in 2022 and France in 2023.



**170+**

Temper employees in  
10 countries



**3000+**

new shifts  
added daily



**800 +**

active cities  
across Europe



**100,000 +**

registered professional



**10,000+**

registered companies



**30,500,000+**

applications across  
3 countries



# Creating a World Where 'Life Works'

The shift economy has undergone significant growth and transformation in recent years, with revenue increasing from €3 billion in 2016 to €14 billion in 2020, according to the EU Council. In 2023, we refined our purpose to represent our commitment to making a meaningful impact in this expanding sector.

Our purpose revolves around "Life Works" and reflects our vision to create a world where people have equal opportunities to succeed and reach their full potential. Our digital noticeboard is a crucial tool in making this goal a reality. We want to provide flexibility, security, and growth opportunities so people can take control of their work schedules and achieve better work-life harmony. This empowers freelancers, businesses and our employees to pursue their passions, overcome obstacles or embrace entrepreneurship.

Combining technology, purpose, and a commitment to the well-being of freelancers, businesses and our employees, we hope to lead the way towards a future where "Life Works" for everyone.



## 2015

- Temper founded

## 2016

- The platform goes live in the hospitality sector
- Temper receives groundbreaking 'Model of Agreement' from the Dutch Tax Authorities

## 2018

- Temper and FNV-Horeca sign 'cooperation pact'
- First 'volunteer' shift worked for Ronald McDonald Kinderfonds

## 2019

- Expansion into the retail and logistic sectors
- 

## 2020

- Expansion into the delivery sector

## 2021

- 10,000 + hours logged in Covid support roles

## 2022

- Co-creation and launch of the world's first collective social insurance for freelancers with Alicia
- Temper UK is launched

## 2023

- Temper France is launched
- 15,000+ FreeFlexers submit their signature to support freelance work
- Temper Employee Advisory Board & Works Council is formed
- Incentivised pension savings for freelancers & employees is launched with Brand New Day

# Where Mission Meets Innovation

At Temper, we strive to make work more flexible and accessible for everyone. Our platform is designed to adapt to the ever-changing demands of the flexible workforce, focusing on security, flexibility, and growth. We connect self-employed professionals seeking flexible work in hospitality, retail, logistics, construction and facility services with short-term work assignments. Register on the Temper platform in the afternoon, and you can have a well-paid shift to work in the evening!

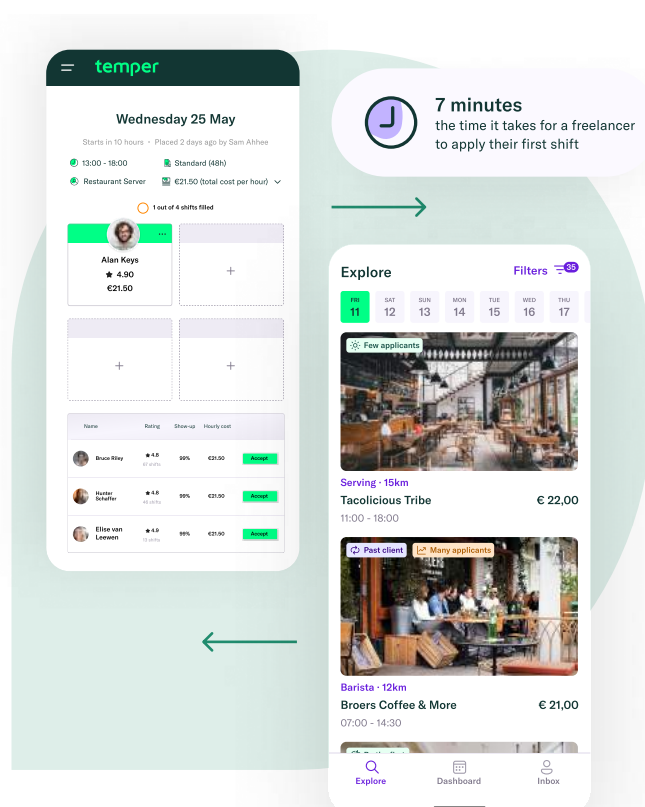
Our digital notice board's advanced technology and user-friendly features offer a comprehensive solution for businesses and self-employed professionals in today's shift economy, making it a preferred platform for flexible work opportunities.

In 2023, our focus was on maximising user flexibility and convenience. We accomplished some noteworthy milestones that showed our dedication to excellence and the continuous improvement of platform performance and user satisfaction. We achieved a 50-fold increase in the speed of publishing a shift by redesigning the shift and job creation screens, which now prioritise simplicity and intuitive functionality. Additionally, our consumer apps enhance the user experience by combining an easy-to-use interface with essential features.

Temper ensures the authenticity and credibility of our users by partnering with trusted security provider Onfido to offer a multi-level ID verification system.

With Finkle, clients can enjoy secure and seamless invoicing, while freelancers can expect timely payments.

We support organisational growth and efficiency by incorporating an innovative API integration layer, which streamlines workflow processes and enables seamless integration of Temper solutions into existing workforce management systems. Our data-driven price recommendation feature gives users insights so they can make informed decisions around competitive pricing.



# Values That Drive Our Mission

## Freedom is at the core of everything we do.

We aim to give people the flexibility, security, and tools they need to grow. These principles help us take ownership and be part of a movement that shows the empowering and impactful nature of flexible working.

At Temper, we always keep our guiding principles top of mind.

### Flexibility

We offer the freedom and autonomy to choose when, where, and how people work. We believe a harmonious work-life blend is vital to achieving personal and professional growth.

### Growth

It's not just about the numbers, it's about the whole human experience. We believe in everyone's potential to create positive change by providing personal and professional growth avenues.

### Security

Every member of our community deserves to feel safe and secure. We prioritise competitive earnings, reliable payments, and support systems to build a safe and inclusive environment.

### Fostering an inclusive workplace

We're committed to creating an inclusive workplace where people from diverse backgrounds feel respected and have equal opportunities to grow. We believe embracing diversity and fostering inclusion will help us reach our goals and create a better workplace. Our success stories speak to the transformative power of these opportunities.



# Our Success Stories

## Business

### Flexibility

#### Start quickly and easily

3 minutes to onboard and start posting shifts

#### Fill shifts fast

On average 90 minutes for the first shift application

#### Benefit from consistent quality

88% of all clients enable Flexpools

### Growth

#### Go for efficiency

More than 33% of all shifts are filled via auto-accept

#### Find talent at scale

Over 40% of clients post recurring shifts

#### Choose from skilled professionals

A minimum of 8 applications per shift

### Security

#### Top rated & verified professionals

4.92/5 average rating of FreeFlexers

#### Free Security

100% coverage under social insurance, reducing admin and extra expenses

#### Work with people you can rely on

98% attendance rate of FreeFlexers

**“Having a partner that finds reliable, enthusiastic and engaged workers means we can actively bid for event contacts throughout the year.**

We currently span 15 high-volume permanent sites, a large proportion of which is situated in the Royal Parks. This means our need for quality team members is consistently high, particularly in summer. Temper provides cafe all-rounders for some of our busiest sites, and we're consistently impressed by their freelancers' ability to integrate seamlessly with our permanent teams.”



**Colicci Cafe, London**

★ 4.91 rating    📍 15 locations    📁 5 functions

**"The rating system ensures the high quality and motivation of FreeFlexers. As FreeFlexers work independently via Temper and are reviewed after a shift, you notice that the quality is high.**

In 2018, we started using Temper in our banqueting department as an example for other departments to follow. The flexibility and scalability of Temper help us meet event requirements. 60% of all filled shifts come from the Flexpool. The larger your Flexpool, the greater your spread, making it easier to fill your shifts throughout the year."



**Hotel Okura, Netherlands**

★ 4.92 rating    📍 1 location    📁 10 functions



# Our Success Stories

## FreeFlexers

### Flexibility

#### Find shifts instantly

FreeFlexers can apply for their first shift within 7 minutes

#### Select when and where you want to work

On average, FreeFlexers work at 6 different locations

#### Adjust plans when needed

More than 70% of FreeFlexers successfully find substitutions

### Security

#### Freelancing made easy

5,000+ FreeFlexers in the NL use our BTW tool to submit their taxes

#### Free security

€300,000+ of insurance claims have been paid out to over 250 Freelancers

#### Work with trusted clients

4.55/5 is the average rating of clients

### Growth

#### Learn new skills

Over 50% of FreeFlexers have varied job experience

#### Be part of a strong professional community

Over 42% of FreeFlexers have successfully found substitutions for shifts

#### Set yourself apart

More than 14,500 FreeFlexers have successfully negotiated for a higher rate

**“My life is dynamic, and working with various people in music requires organisation and flexibility; Temper is perfect for that.”**

Flexibility is a necessity, not just a convenience. Temper is the cornerstone of my ability to orchestrate my work and life so the two complement each other, not compete. I have already worked over 180 shifts, allowing me to harmonise my passion for music with the demands of a busy schedule.

Working as a FreeFlexer through Temper supports my passion for music as I build a successful career.”



**Cero Ismael**, singer-songwriter

 185 shifts  14 locations  5 functions

**“During my time as a student, freelancing was my favourite way to supplement my income. It offered me the control and fair pay I deserved.”**

As a freelancer, I could choose when and for whom I worked, which helped me maintain a better work-life balance. Freelancing gave me the power to set my terms for fair compensation. As freelancing evolves, policymakers and unions should understand the experiences of freelancers and prioritise autonomy and fair pay.”



**Tea**, MSc in HR Management

 62 shifts  11 locations  4 functions

# Life at Temper

## Employees



### Do your best work anytime, anywhere

**“I appreciate having autonomy and flexibility at work, and working for Temper gives me exactly that.”**

I work a 4-day week and feel I'm trusted and supported to do my work around a schedule that suits me. I'm fully remote, but always feel connected to my team and have the tools I need to get stuff done.”

**Jill Emeny**  
Senior Content Designer, UK

### Thrive in a safe and inclusive environment

**“As an expat, it is good to have the peace of mind to always go to Romania in case it's needed.”**

Temper's remote-first culture not only provides me with the flexibility to spend quality time with my family and friends but also allows my parents to spend valuable time with their grandchild.”

**Radu Voinea**, Engineer, Romania/NL



### Keep learning and growing

**“Joining Temper transformed my career. I started as a support agent and quickly transitioned to Junior QA within 9 months.”**

In just one year, I advanced to QA Engineer. The opportunity to acquire new skills with the support of Temper has been incredible. I am proud of my personal growth, fully committed to this path, and excited about my future contributions.”

**Vira Murachova**  
QA Engineer, Ukraine/NL



# Looking to the Future

As we conclude this year's mission report, we reflect on the changing dynamics of work and the future of the shift economy. We're entering a new era in the modern workforce, with a new generation of workers showing a greater interest in remote and flexible work arrangements.

As business leaders, we have important decisions to make. The rise of the shift economy, with its focus on freelance work, requires more than just recognising its existence – it demands us to adapt. Establishing strong systems that support freelance workers while maintaining a united and thriving job market is pivotal. Adopting this new way of working is not only a choice but an essential step to remain competitive and attract top talent in the future. Success relies on creating environments where freelancers can flourish and work with trust, independence, and the necessary support, regardless of location.

Policymakers must update regulations to protect freelancers and ensure they are paid fairly, with access to benefits and social support systems. It's important to strike a balance that doesn't limit the flexibility and innovation that freelancers bring to the industry.

The work industry must collectively shape a narrative of adaptability, prosperity and progress. This new way of working begins an ongoing journey in the evolving landscape of the shift economy and freelance-driven work. Let us collectively embrace the transformative power of freelance work in the modern workforce.



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