

Safety Policy

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Empirical (OPC) Private Limited · cloxy.co

Most Cloxy shifts are uneventful in the best way: a worker shows up, does good work, and goes home. But when something goes wrong - an unsafe workplace, harassment, a threat, a fake identity - what happens next matters most. This policy explains how to get help, how **Empirical (OPC) Private Limited** ("Cloxy", "we") responds to reports, and what workers and businesses owe each other on every shift.

It works together with the [Community Guidelines](#), the [Worker Terms](#), and the [Business Terms](#). Safety reports and appeals follow the same grievance timelines as everything else on Cloxy: acknowledged within 24 hours, resolved within 15 days.

The short version

In any emergency, call **112** first - then tell us. Report incidents through the app or by email; we acknowledge within 24 hours. Harassment and violence carry zero tolerance. We investigate every report, we can suspend accounts while we investigate, and no one is ever penalised for reporting in good faith.

1. In an emergency, call 112 first

If you or anyone around you is in immediate danger - violence, a serious injury, a fire - call **112**, India's national emergency number, before you do anything else. Cloxy is not an emergency service, and reporting to us is never a substitute for calling one.

Once everyone is safe, report the incident to us (Section 2) so we can act on the platform side: preserve records, suspend accounts if needed, and support any police process.

2. How to report an incident or unsafe workplace

Report safety incidents and unsafe workplaces through the support section of the app, or by email. You can report something that happened to you or something you witnessed.

SAFETY AND INCIDENT REPORTING**Empirical (OPC) Private Limited**

cloxysupport@gmail.com

Monday to Saturday, 10:00 AM to 7:00 PM IST

We acknowledge reports within **24 hours** and resolve them within **15 days**. Reports go to trained Cloxy staff, not an automated system.

Include what helps us act quickly:

- The shift, and the business or worker involved.
- What happened, when, and where.
- Any evidence: photos, screenshots of chat, names of witnesses.

3. Harassment and sexual misconduct: zero tolerance

Sexual misconduct - unwanted advances, remarks, messages, images, or physical contact - carries zero tolerance on Cloxy. So does harassment of any other kind, on any shift, in chat, or anywhere a Cloxy working relationship exists.

The conduct standards are in the [Community Guidelines](#); this section covers what we do about it.

Under the **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013** (the POSH Act), the statutory workplace duties - prevention, an internal complaints mechanism, and redressal - sit with the business whose premises host the shift. Cloxy is a marketplace, not the employer and not the workplace, so those duties cannot sit with us. The [Business Terms](#) require every business to meet them.

What Cloxy does at platform level when you report harassment:

- Investigate the report (Section 8), including attendance records and chat logs where lawful.

- Suspend the reported account while we investigate, where the report warrants it.
- Remove offenders from the marketplace permanently.
- Cooperate with the police and with any POSH proceedings as the law requires.

Nothing in this policy limits your right to complain directly to the business's internal committee, the Local Committee in your district, or the police.

4. Physical threats and violence

Threats of violence, intimidation, stalking, and actual violence lead to immediate platform action: interim suspension as soon as a report is credible, and permanent removal where the investigation confirms it. If a crime may have been committed, we encourage you to file a police complaint - we will cooperate (Section 9). If you are in immediate danger, call **112**.

5. Reporting identity fraud

Cloxy is a verified marketplace: every account is reviewed by Cloxy staff before it can participate, and workers submit government-issued identity documents - see the [Verification Policy](#). Report it immediately if:

- The person who arrives at a shift is not the person on the profile.
- Someone asks to work under your account, or offers to let you work under theirs.
- A business does not appear to be the business described on its profile.
- You believe an account is impersonating you or someone else.

Identity fraud undermines everyone's safety and is treated as one of the most serious violations on the platform - see the [Acceptable Use Policy](#) and the [Community Guidelines](#).

6. What workers can expect from businesses

When you accept a Cloxy shift, the business owes you a lawful workplace. Under the [Business Terms](#) that includes:

- **Safe premises** - a workplace that meets applicable safety laws, with the equipment the work requires.
- **Lawful hours** - working hours within legal limits, matching the shift as posted.
- **Breaks** - the rest breaks that law and the shift description provide.
- **Work as described** - the duties in the shift post, not different or riskier tasks added on the spot.

If a workplace falls short, you may decline instructions that put you at risk, raise it with the business, and report it to us (Section 2).

7. What businesses can expect from workers

The platform is built so businesses can trust who walks through the door:

- **Verified workers** - every worker account is manually reviewed, and identity documents are checked, before they can work ([Verification Policy](#)). Verification reduces risk; it is not a guarantee of conduct.
- **Attendance verification** - clock-in and clock-out are verified by a GPS reading at the venue or by scanning the business's rotating QR code, and every attempt is recorded.
- **One account per person** - working under someone else's account is banned and treated as identity fraud.

Businesses report worker conduct through the same channels in Section 2, with the same timelines.

8. How we investigate

1. **We acknowledge your report within 24 hours** and may ask follow-up questions.
2. **We review the evidence** - your report, attendance and clock records, chat logs where lawful, ratings and violation history, and the other side's account of events.
3. **We may suspend an account while we investigate**, when that is needed to keep people safe or to protect the integrity of the process.
4. **Trained Cloxy staff decide the outcome** - never automation - within 15 days of the report.
- 5.

We tell you the outcome. We share what we can; some details may be withheld to protect the other people involved or an ongoing legal process.

Outcomes range from no action, to warnings and violation records, to suspension, termination, and referral to law enforcement - the enforcement ladder in the [Community Guidelines](#). If you disagree with an outcome, appeal to the Grievance Officer via the [Contact & Grievance Officer](#) page.

9. Working with law enforcement

Where a report involves possible criminal conduct, we encourage the affected person to file a police complaint, and we cooperate with law enforcement: we preserve relevant records - attendance, chat, account data - and disclose them on valid legal process, as described in the [Privacy Policy](#). We may also refer serious threats to safety to the police ourselves.

10. No retaliation

- **We never penalise reporters.** Reporting a safety concern in good faith will not harm your ratings, your standing, or your access to Cloxy - even if the investigation finds no violation.
- **Retaliation by others is banned.** A business or worker who punishes someone for reporting - through ratings, cancellations, threats, or withholding lawful pay - commits a separate serious violation, on top of whatever was originally reported.

A report made in bad faith - knowingly false, intended to harm someone - is itself a violation of the [Community Guidelines](#).