

GigWorx Employee Handbook

Welcome to GigWorx

Congratulations and welcome to GigWorx! GigWorx is much more than your typical staffing company.



We are committed to providing a flexible work life while fulfilling the needs of our clients. Along the way, we hope to present you with challenging and rewarding opportunities at top companies, help you earn a competitive income and provide you with the latest skill-enhancement services.

About this Handbook

- This is a *guide to help you succeed with GigWorx*—not a contract of employment, or any other kind of agreement
- We'll ask you to sign that you've read, understood, and will comply with this handbook—once you do, *you will need to follow all the guidance and policies included...so, read carefully.*

Handbook Chapters



Getting Started

Working your Gig



- Your First Gig: What to Bring?
- While at Work



Important Policies

- Summaries of important policies
 - Attendance, Safety, Discrimination, Harassment, and Dress
 - Drug and substance abuse



Getting Paid



Key Contacts

Getting Started

Our Onboarding Process

INITIAL INTERVIEW



Now that you've reached out, your next step is to *schedule an initial interview* through Calendly

ONBOARDING PAPERWORK



If you qualify, you'll need to *complete the onboarding paperwork*: Background Check Authorization, Employment Packet, and have your I-9 verified

PICK UP A SHIFT!



Once we have all of these documents, *start cruising the app* to find gigs that work for you



Please remember: you must have all of your onboarding done before you can pick up a shift, but once you're done, you're good to go!

Onboarding: a few notes

1. GigWorx *will never sell your information* or use it for anything other than helping you find and complete gigs
2. We must *verify your I-9 ID in-person* (sorry...gotta be the real thing)
3. Once you've been onboarded, *we ask that you complete 3 gigs within the next 6 months* to keep your account active

Working your Gig

Your Commitment

GigWorx provides you an opportunity to for flexible work until you make a commitment to a shift...and then it becomes just that:
a commitment.

Your First Gig: What to Bring?

You must have and/or bring the following to your first gig:

- A valid photo ID
- The client company's name
- The name of your on-site point of contact
- The location, hours and anticipated length of shift
- The specific tasks you will be doing
- The hourly rate or salary, as applicable
- Any equipment, tools, or uniform requirements



This list is also
in your app!

While at Work



ARRIVE ON TIME

- Have directions
- Know where to park
- Have the name and phone number for your on site contact
- Have your GigWorx support # on hand in case something comes up



BE PROFESSIONAL

- Follow the GigWorx Dress & Grooming Policy
- Don't be on your phone or making personal calls
- In conversations with your colleagues and on-site supervisors



SUBMIT YOUR TIME

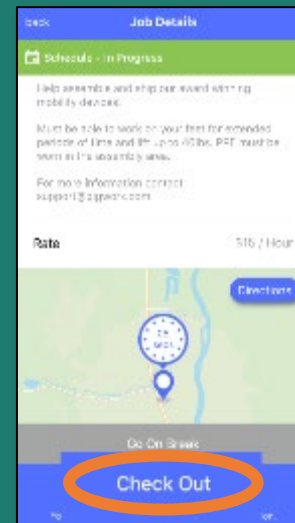
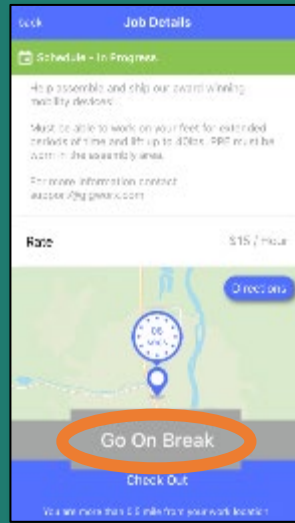
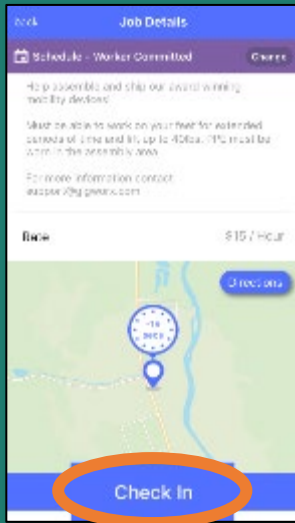
- Make sure it's accurate
- Submit your time at the end of your shift
- Double check that we have the correct direct deposit information



QUESTIONS?

- Contact GigWorx Support with any questions or issues with your shift or for requests a client makes email [**support@gigworx.com**](mailto:support@gigworx.com)
- Do NOT approach the client about full-time work
- DO approach your client with questions about how to perform tasks you don't understand

Clocking In / Out and Breaks



* You will only be paid for time recorded in the app

* All time will be verified by the client, so please make sure your time in the app is accurate

- ❑ You **MUST CHECK IN** when you arrive onsite—on time and within .5 miles of the client’s location
- ❑ You **MUST ALSO CONNECT WITH YOUR CLIENT CONTACT** once you arrive on site

- ❑ Any **BREAKS** must be logged with the App and in accordance with the shift—see the “Go on a Break” section of the App Training Guide

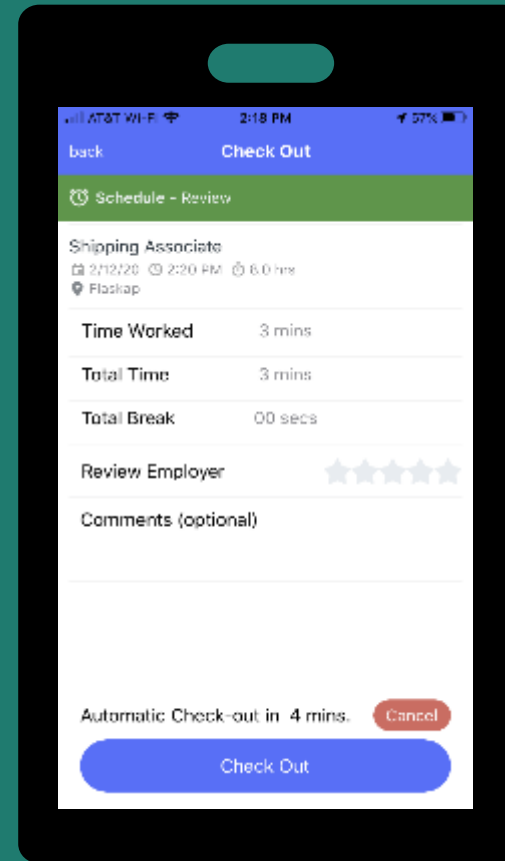
- ❑ You **MUST CHECK OUT** when you are done for the day

Wrapping Up Your Shift



After your first gig, we want to hear from you!

- Don't forget to clock out!
- When you do, please leave a review of the employer and shift
- We love passing along helpful information to future Gigsters who pick up shifts with this employer



Remember: as long as you stay Active by claiming shifts, there is no need to complete your paperwork again—you're ready to get to work!

Important Policies

3 Strikes Attendance Policy

When you claim a gig, our clients must be able to rely on you to fill the shift. You are also claiming a shift another person could have worked. Therefore, we expect that once you claim a shift you commit to it.

1 ONE STRIKE

- Late Drops (48 – 24 hours)
- Late Arrivals
- Unsatisfactory Performance

2 TWO STRIKES

- Late Drops (<24 hours before shift)
- Unsatisfactory Performance

3 IMMEDIATE 3 STRIKES

- No Call, No Show
- Shift Abandonment



For every **10 shifts claimed**, you are allowed **2 strikes**; after 3 strikes, you will be suspended from the platform pending a review by GigWorx

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Immediate Three Strikes

The following offenses can damage our reputation with our clients and automatically count as three strikes:



No Call, No Show:

Failure to report to a shift that is claimed in your app; failure to properly drop a shift before it is scheduled to start. **We consider a No-Call, No-Show as your resignation from GigWorx.**



Shift Abandonment:

Leaving a shift before you are scheduled to or are dismissed; leaving without explicit permission from the on-site supervisor.

Other Strikes



Late Drops: Dropping a shift within 48 hours of when it is scheduled to start; within 24 hours prior to a shift is two strikes



Late Arrivals: Checking-in at a shift after its scheduled start time






Unsatisfactory Performance: Failure to meet job requirements (e.g., wearing the wrong uniform, not meeting shift requirements, etc.) and/or performing the job in an unacceptable manner

Dress and Grooming

Appropriate dress and hygiene are important in promoting a positive company image; therefore, GigWorx expects you to be well-groomed and dressed appropriately for your assignment

Dress and Grooming Requirement Examples

-  Specific safety uniforms and/or footwear
-  Specific guidelines around grooming
-  Specific uniforms or a dress code

Please note: Any employee who does not meet the dress and hygiene requirements may be sent home to change. Employees will not be paid for this time. Employees who do not adhere to these rules may be subject to disciplinary action, up to and including termination.



Our clients have **varying requirements for dressing and grooming**, so make sure to clarify what you should wear prior to your first gig with a new client



Safety on the Job

CALL GIGWORX IMMEDIATELY:

- ⚠️ If you believe that your working conditions are unsafe
- ⚠️ If you are injured while on assignment or if a “near miss” occurs
- ⚠️ If you are asked to perform work which was not part of your initial job description such as:
 - 🗣️ Lifting over 50 lbs. without assistance
 - 🗣️ Performing tasks at heights greater than 6 feet
 - 🗣️ Operating motorized equipment
 - 🗣️ Operating heavy machinery
 - 🗣️ Working in confined space
 - 🗣️ Assigned a duty where you are asked to wear a respirator



In the event of an injury...

Call your GigWorx rep immediately



GigWorx will then file a *First Report of Injury* to a claims investigator



All legitimate claims will be handled through GigWorx's Worker's Comp Policy



Any fraudulent claims will be investigated and prosecuted according to state law



Anti-Harassment

GigWorx promotes a workplace that is free of harassment and discrimination based on any applicable legally protected status and encourages employees to report any harassment or discrimination to a GigWorx rep promptly

Forms of Sexual Harassment

Unwelcome verbal or physical conduct of a sexual nature includes, but is not limited to:

- Unwelcomed touching
- The display of offensive sexually graphic materials
- “Quid Pro Quo” offers of employment perks or threats of adverse employment decisions conditioned upon sexual favors

IF YOU HAVE EXPERIENCED OR WITNESSED HARASSMENT, DISCRIMINATION, OR RETALIATION IN THE WORKPLACE, YOU MUST PROMPTLY REPORT SUCH BEHAVIOR TO YOUR GIGWORX REPRESENTATIVE.

Anti-Harassment and Anti-Discrimination

GigWorx promotes a workplace that is free of harassment and discrimination based on any applicable legally protected status and encourages employees to report any harassment or discrimination to a GigWorx rep promptly

Other Forms of Harassment

Harassment on any basis (race, sex, age, disability, etc.) exists whenever:

- There is a repeated making of unsolicited, inappropriate gestures or comments.
- The conduct unreasonably interferes with an employee's work or creates an intimidating, hostile, or offensive work environment
- Verbal conduct such as epithets, derogatory jokes, comments or slurs based on a protected characteristic, whether made verbally, in writing, electronically, or communicated *in any other manner*.

IF YOU HAVE EXPERIENCED OR WITNESSED HARASSMENT, DISCRIMINATION, OR RETALIATION IN THE WORKPLACE, YOU MUST PROMPTLY REPORT SUCH BEHAVIOR TO YOUR GIGWORX REPRESENTATIVE.

Substance Abuse Policy

This policy is to ensure that GigWorx employs a workforce who is free from the adverse effects of alcoholic beverages, illegal drugs, or legal drugs obtained illegally or taken for the purpose of abuse

The following are prohibited while on GigWorx or the client's premises, or while performing an assignment:

- 1) Illegal drugs, alcohol, or any substance that is deemed illegal or impairs an individual's work
- 2) Abuse of prescribed or over-the-counter medications
 - Employees are required to notify their GigWorx Representative or client supervisor when taking any medication that interferes with their ability to perform the essential functions of a particular assignment prior to or during an assignment at a client's facility
- 3) The possession of marijuana, even if authorized or prescribed as a matter of state law, is prohibited while on the premises where an employee is required to perform work

ALL EMPLOYEES ARE EXPECTED TO COMPLY FULLY WITH THIS POLICY—PLEASE REVIEW THE FULL POLICIES IN YOUR EMPLOYEE HANDBOOK AND ASK YOUR GIGWORX REPRESENTATIVE IF YOU HAVE ANY QUESTIONS

Drug Testing

GigWorx and/or our clients may require the following types of drug testing:

- Pre-Assignment (client-dependent)
- Post-accident
- Return to work
- Reasonable suspicion (for cause)
- Random



ALL EMPLOYEES ARE EXPECTED TO COOPERATE FULLY WITH ANY INVESTIGATION RELATING TO ENFORCEMENT OF THIS POLICY—PLEASE REVIEW THE FULL POLICIES AT THE END OF THIS DOCUMENT

Getting Paid

Time Reporting Procedures

Although you may be doing work for a variety of GigWorx's clients, **GigWorx is your employer while you are on assignment**; your timecard and paycheck are processed by GigWorx

- At the end of your shift, ***you must record your time for all hours worked in the app***, including any overtime. Report your hours within 24 hours after the end of your shift. If your hours are not submitted timely, your pay may be delayed.
- ***You will be paid for hours that have been submitted through the app and approved by the client.***
- ***It is your responsibility to obtain client approval of your work time.*** If a GigWorx's client approves your weekly hours electronically, please make sure your hours are entered within 24 hours after the end of your shift.
- ***There are occasions when time is not billable***, for example: travel time, interviews, etc. Be sure to clarify with your GigWorx contact what time is / is not billable.

Getting Paid

- Your Direct Deposit form that you completed in Onboarding will direct all paycheck payments
- Your W4 Form will direct your tax withholdings (remember, with GigWorx you're a W2 employee, so we pay your payroll taxes and withhold federal, state, and local taxes
- At the end of the year, you will receive an electronic W2 from us

Our Payroll Cycle is Weekly:

	Monday	Tuesday	Weds	Thursday	Friday	Saturday	Sunday
Week 1		Worked Shift		Worked Shift		Worked Shift	
Week 2					Payday from Week 1		

Key Contacts

Key Contacts



Schedule Questions

Support

@gigworx.com



App Questions

Support

@gigworx.com



Shift Issues / Questions

Support

@gigworx.com



Payroll Questions

Accounting

@gigworx.com



All Other Questions

Support

@gigworx.com



Phone: (855) GIG-WORX (855-444-9679)

EEO/Diversity Statement

GigWorx is firmly committed to creating a climate where the different perspectives that diversity brings to its business are valued. Attracting and developing a diverse workforce that reflects the communities we serve is at the foundation of this goal. Viewing diversity as an asset is essential to cultivating a workforce that reflects the changing face of the United States.

GigWorx is an equal opportunity employer, and it is a continuing policy of GigWorx to afford equal employment opportunities in all aspects of employment (including but not limited to job selection, hiring, promotion, termination, compensation, training, and benefits) to all individuals without regard to sex (including pregnancy), race, color, religion, gender, national origin, sexual orientation, gender identity, marital status, age, disability, veteran status, active military status, genetic tests and information, an individual's status as a domestic violence victim, or any other characteristic protected by applicable law.

Employment decisions will be based on the principles of equal employment opportunity and with the intent to further GigWorx's commitment to diversity. All applicants for employment and employees of GigWorx may exercise their rights under this policy or Federal, State or local laws at any time.

Americans with Disabilities Act

To comply with the applicable laws ensuring equal employment opportunities to qualified individuals with disabilities, GigWorx will provide reasonable accommodation to individuals with a known physical or mental disability, if such accommodation would not impose an undue hardship and would enable the individual to apply for, or perform, the essential functions of the assignment in question. Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact their GigWorx Representative and request such an accommodation. The individual should specify what accommodation is needed, if possible. If it will not impose an undue hardship on GigWorx or the client, an accommodation will be made or an alternative accommodation will be proposed.

3 Strikes Attendance Policy

GigWorx has a 3 strike attendance policy. In every 10 shifts claimed, you are allowed a maximum of 2 strikes (late drops, late arrivals, or other attendance issues). Any combination of 3 strikes is grounds for disciplinary action up to and including termination. Once you reach your third strike, your employment will be considered under review and the appropriate level of disciplinary action will be determined. Your GigWorx representative will contact you to discuss your performance. If you don't respond, your employment will be terminated.

The following offenses disrupt GigWorx and client operations. Each counts as a *single strike*:

- **Late Drops:** Dropping a shift within 48 hours of when it is scheduled to start.
- **Late Arrivals:** Checking-in at a shift after its scheduled start time.
- **Unsatisfactory Performance:** Failure to meet job requirements (e.g., wearing the wrong uniform, failure to meet shift requirements, etc.) and/or performing the job in an unacceptable manner

Substance Abuse Policy

This policy is to ensure that GigWorx employs a workforce who is free from the adverse effects of alcoholic beverages, illegal drugs, or legal drugs obtained illegally or taken for the purpose of abuse.

The following activities are prohibited under GigWorx policies and will result in disciplinary action up to and including termination:

- The use, abuse, purchase, or concealment of illegal drugs while on GigWorx or the client's premises, or while performing an assignment;
- Any sale or distribution of illegal drugs;
- The unauthorized use of alcoholic beverages or the possession of an open container containing alcoholic beverages while on GigWorx or the client's premises;
- Work impairment due to the use of illegal drugs or legal drugs, or an impermissible level of drugs in the system while performing an assignment;
- The abuse of medications prescribed by a physician and/or over-the-counter medication, to the extent that job performance or fitness for duty is adversely affected. The legal use of over-the-counter medication and controlled substances prescribed by a licensed physician is not prohibited; however, employees are required to notify their GigWorx Representative or client supervisor when taking any medication that interferes with their ability to perform the essential functions of a particular assignment prior to or during an assignment at a client's facility;
- Involvement with illegal drugs or alcohol which has or may have an adverse impact on the client, for example, where it has or may have an effect on an employee's ability to perform his/her duties, may endanger the safety of fellow employees or the public, may damage the client's or GigWorx property, may damage the client's or GigWorx's reputation for providing safe and dependable work, or may undermine the public's or government's confidence in GigWorx or the client.; or
- The physical possession of marijuana, even if authorized or prescribed as a matter of state law, is prohibited while on the premises of the Company, the customer or any location where the employee is required to perform work. The use, possession, and sale of marijuana is illegal as a matter of federal law and therefore is prohibited while on the premises of the Company, the customer or any location where the employee is required to perform work and is a violation of Company policy, even when state law does not consider such use or possession a criminal offense.

Drug Testing

GigWorx may require the following types of drug testing:

- Pre-Assignment
- Return to work
- Post-accident
- Random
- Reasonable suspicion (for cause)
- All employees are expected to cooperate fully with any investigation relating to enforcement of this policy. Failure to cooperate in a drug test, providing false information, failing to provide a specimen, omitting information, attempting to adulterate a specimen or otherwise manipulate a test, or appropriately execute appropriate acknowledgement and agreement forms will subject an employee to discipline, up to and including termination.
- Failure to pass a drug test prohibits an employee from assignment with GigWorx for a period of 1 year. Eligibility for re-assignment may only be allowed provided the employee has a negative result on a drug test at the end of the 1 year waiting period. The test is to be completed at the employee's expense and at a facility designated by GigWorx (or as otherwise required by state law).

Workplace Search Policy

- To the extent allowed by applicable law, GigWorx and its clients reserve the right to conduct searches of employees at any time while on GigWorx's or its clients' property or in the performance of work assignments. These searches may include, but are not limited to, an inspection of your person, computer equipment (including hard drive and other removable storage devices), electronic communications (including email, text messages, communications on social networking sites, personal email accounts accessed through GigWorx or a client's systems, and voicemail), computer systems (including databases, internet and intranet systems), locker, desk, bag, coat, purse, briefcase, tool box, or other such containers, as well as vehicles parked on GigWorx or its clients' property. Such items are intended for business use only, not personal use. Therefore, you should have no expectation of privacy with respect to such items.
- Furthermore, clients may, in accordance with applicable law and in the furtherance of its business interests, monitor, record, use, or disclose, in the client's sole discretion, your electronic communications conducted over the client's phone or computer network. You may also be required to display items for visual inspection upon GigWorx or its clients' request. Failure to consent to such search or display for visual inspection may be grounds for termination. In addition, should you improperly remove any items from GigWorx or its client or engage in unlawful activity while at the assignment, you may be subject to disciplinary action, up to and including termination.

Payroll and Taxes

Wages

- Unless you are notified otherwise, you will be paid an hourly wage for each shift, determined by the assignment requirements, your skills, and the wage rates in your local area. For this reason, your wage rate may vary from job to job. Your GigWorx Representative will tell you how much each shift will pay before you accept an assignment.

Taxes

- GigWorx will deduct those taxes required by law from your pay – i.e. Federal, State, and City withholding taxes as well as Social Security and Medicare taxes. GigWorx pays certain employer taxes such as Unemployment Insurance Tax and Social Security Tax, and you will be covered by Workers' Compensation Insurance. We provide you a W-2 Wage and Tax Statement to you by January 31st of the following year. Please inform your GigWorx Representative of any address changes immediately to ensure accurate W4 information and timely delivery of your W-2 form.

Employee Acknowledgement

EMPLOYEE ACKNOWLEDGEMENT FORM

This employee handbook has been prepared for your information and understanding of GigWorx’s policies, philosophies, and practices. We want you to become familiar with this handbook. It is important that you read it carefully and completely. Upon your receipt and review of this handbook, please sign the statement below and return it to your GigWorx representative.

I, _____, have received and read a copy of the GigWorx Employee Handbook which outlines the policies, philosophies, and practices of the Company, as well as my responsibilities as an employee. I have been provided with the opportunity to ask questions about the policies listed in the Employee Handbook. I understand that revisions to this handbook may occur and that any revised information may supersede, modify, or eliminate existing policies.

I further understand that the Employee Handbook *is not a contract of employment* and does not constitute a contract of employment for any specified period between GigWorx and its employees.

Employee Signature _____ Date: _____



Probationary Period – Montana



All new and rehired Gigsters in Montana work on a probationary period for the first 6 months after their paperwork is completed



If you don't have a chance to pick up shifts within the six months, we'll extend the probationary period



We use this period to evaluate employee capabilities, work habits, and overall performance



If we see that you're not a good fit with GigWorx during the probationary period, we reserve the right to terminate our relationship for any reason that is not illegal or against policy—so, it is imperative that you take your gigs seriously