

*Snag.Work*

*Employee  
Handbook*

2023

## **WELCOME!**

Snag.Work (also referred to in this handbook as the “Company”) believes the interests of its Employees (referred in this handbook as “Employees”) can best be served through the application of the policies and programs outlined in this Handbook. Policies contained in this handbook generally apply to all Employees unless otherwise stated. Therefore, it is the responsibility of each Employee to read this Handbook and become thoroughly familiar with its contents, including their own personal responsibilities, in addition to the expectations of the Company. Rather, its purpose is to describe and summarize Snag.Work’s policies and procedures and is intended to serve as a guide.

This Handbook cannot possibly cover every situation that may arise; therefore, it is not a complete listing of all Company policies, nor is it intended to be. Any promises, representations or statements concerning “fair” treatment or the like, whether in this manual or otherwise, are in the nature of a goal only, and are not enforceable as a contract or promise. Further, your employment with Snag.Work is “at-will” which means that either Snag.Work or you can terminate the employment relationship, with or without cause and with or without notice, at any time.

Please note that this Handbook is not a contract of employment, or any other contract, express or implied, guaranteeing employment for any specific duration or guaranteeing any benefits. Other than the employment “at-will” relationship, these policies and procedures, which supersede all prior policies and procedures, may be changed at any time at the sole discretion of Snag.Work Management. Snag.Work also has the right to make exceptions to any of its policies and procedures, including these guidelines, at any time without notice in accordance with Snag.Work’s needs.

No representative of Snag.Work has the authority to enter into any agreement for a specified period of time or to make any agreement contrary to these policies outside of Snag.Work Management. Snag.Work performs thorough due diligence to the best of our ability for each client participating in posting shift opportunities within Snag.Work to ensure they will provide a safe and respectful work environment. Snag.Work does not assume any additional liability of our client actions.

This Handbook is effective July 26, 2023 and supersedes all previous versions which were issued prior to this date. All representations, oral or written, regarding an Employee's status are superseded by this Handbook. In the event of a conflict between this Handbook and the representations of a Manager, the terms of this Handbook shall govern. Violations of policies and guidelines described throughout the Handbook may result in disciplinary action, up to and including termination, in the sole discretion of Company management.

If at any time there are questions about any information contained in this Handbook, or further information is needed about any subject, Employees should contact Snag.Work support.

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## General Policies

The following policies have been implemented to demonstrate Snag.Work's commitment to creating and maintaining an inclusive environment for all Employees. These policies affirm Snag.Work's commitment to comply with applicable laws and to encourage efficient resolution of any issues that may arise.

### Employment At-Will

Employment with Snag.Work is at-will, unless state law provides otherwise. This means that employment may be terminated for any or no reason, with or without cause or notice at any time by the Employee or by Snag.Work. Nothing in this Handbook or any oral statement shall limit the right to terminate at-will. This at-will employment policy is the sole and entire agreement between the Employee and Snag.Work regarding the fact that employment with Snag.Work is at-will. No manager or supervisor has any authority to enter into a contract of employment express or implied that changes the fact that employment with Snag.Work is at-will.

### Equal Opportunity

Snag.Work is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. Snag.Work strictly prohibits and does not tolerate unlawful discrimination of any kind against Employees, applicants for employment, guests, customers, or business partners because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), sexual orientation, gender (including gender nonconformity and status as a transgender individual), gender identity or expression, marital status, presence of children, age, physical or mental disability, veteran status, citizenship, past, current or prospective service in the uniformed services, genetic information, reproductive health decisions, or any other characteristic protected under applicable federal, state or local law. All Employees, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment.

All business activities and the design and administration of the Company's benefit plans comply with all applicable laws, including but not limited to those dealing with equal opportunity.

### Anti-Harassment

Snag.Work strictly prohibits unlawful harassment against employees or any other covered persons, because of race, color, religion, creed, national origin or ancestry, ethnicity, sex,

pregnancy, (including lactation, childbirth or related medical conditions), sexual orientation, gender (including gender nonconformity and status as a transgender individual), gender identity, marital status, presence of children, age, physical or mental disability, citizenship, past, current or prospective service in the uniformed services, veteran status, genetic information (including testing characteristics), reproductive health decisions, or any other characteristic protected under applicable federal, state or local law. This policy applies equally to all characteristics protected under applicable federal, state or local law.

Snag.Work's anti-harassment policy applies to all persons involved in its operations, regardless of their position, and prohibits harassing conduct by any employee of Snag.Work, including supervisors, managers and nonsupervisory employees. This policy also protects employees from prohibited harassment by third parties, such as customers, vendors, clients, visitors, or temporary or seasonal workers. If such harassment occurs in the workplace by someone not employed by Snag.Work, the procedures in this policy should be followed. The workplace includes: actual worksites, any setting in which work-related business is being conducted (whether during or after normal business hours), company-sponsored events, or company owned/controlled property.

Harassment includes behavior that is:

- Verbal (for example, epithets, derogatory statements, slurs, derogatory comments or jokes).
- Physical (for example, assault or inappropriate physical contact).
- Visual (for example, displaying derogatory posters, cartoons, drawings or making derogatory gestures).
- Online (for example, derogatory statements or postings in any communication channel or any social media platform.)

This list is illustrative only, and not exhaustive. No form of harassment will be tolerated.

## **Sexual Harassment**

All Employees, other workers and representatives (including applicants for employment, guests, customers, or business partners) are prohibited from harassing persons based on that individual's sex or gender (including pregnancy and status as a transgender or transsexual individual) and regardless of the harasser's sex, gender or sexual orientation.

Sexual harassment includes unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition of employment; or
- Submission to, or rejection of, such conduct is used as a basis for employment decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment includes various forms of offensive behavior based on sex. The following is a non-exhaustive list of the types of conduct prohibited by this policy:

- Unwanted sexual advances or propositions (including repeated and unwelcome requests for dates);
- Offers of employment benefits in exchange for sexual favors;
- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, posters, websites, emails or text messages;
- Verbal conduct: making or using sexually derogatory comments, innuendos, epithets, slurs, sexually explicit jokes, or comments about an individual's body or dress, whistling or making suggestive or insulting sounds;
- Verbal and/or written abuse of a sexual nature, graphic verbal and/or written sexually degrading commentary about an individual's body or dress, sexually suggestive or obscene letters, notes, invitations, emails, text messages, tweets or other social media postings
- Physical conduct: touching, assault or impeding or blocking normal movements; Retaliation for making reports or threatening to report sexual harassment.

This list is illustrative only, and not exhaustive. No form of sexual harassment will be tolerated.

Management personnel are prohibited from social interaction with subordinates that is or might be perceived as inappropriate (for example, unwanted flirting, touching, or other behavior that may be regarded as sexual harassment).

### **Complaint Procedure**

Any applicant or employee who believes they have been subjected to prohibited harassment, discrimination or retaliation by a coworker, supervisor, manager, client, visitor, vendor, customer or contractor of Snag.Work, or who believes another individual has been subject to such conduct, should report it immediately. Applicants and employees are encouraged to report concerns, even if they relate to incidents in the past, involve individuals who are no longer affiliated with Snag.Work or concern conduct occurring outside of work if it impacts the individual at work.

Complaints can be made verbally, or in writing, to any Snag.Work Support or management member. Employees are not required to report any prohibited conduct to a supervisor or manager who may be hostile, who has engaged in such conduct, who is a close associate of the person who has engaged in such conduct, or with whom the employee is uncomfortable discussing such matters.

Employees are encouraged, but not required, to communicate to the offending person that the person's conduct is offensive and unwelcome. Any Snag.Work support desk member who receives a complaint of harassment or retaliation must immediately report the allegation to

Snag.Work management.

After a report is received, a thorough and objective investigation will be undertaken. Confidentiality will be maintained to the extent practical and permitted by law. Investigations will be conducted as confidentially as possible and related information will only be shared with others on a need-to-know basis. The investigation will be completed and a determination made and communicated to the employee as soon as practical. The Company expects all employees to fully cooperate with any investigation conducted by the Company into a complaint of proscribed harassment, discrimination or retaliation, or regarding the alleged violation of any other Company policies, and during the investigation, to keep matters related to the investigation confidential.

If a complaint of prohibited harassment or discrimination is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken. If a complaint cannot be substantiated, the Company may take appropriate action to reinforce its commitment to providing a work environment free from harassment.

The Equal Employment Opportunity Commission ("EEOC") and equivalent state agencies will accept and investigate charges of unlawful discrimination and harassment at no charge to the complaining party. The nearest office of the EEOC and equivalent state agencies can be found in your local telephone directory or online at [www.eeoc.gov](http://www.eeoc.gov).

## Anti-Retaliation

Snag.Work strictly prohibits unlawful retaliation against any Employee. All forms of unlawful retaliation are prohibited, including a form of discipline, reprisal, intimidation, or other form of retaliation for participating in any activity protected by law.

Examples of protected activities include:

- Lodging a good faith internal complaint (written or oral) with Employee Services or management specifically opposing unlawful discrimination or harassment or complaining about violations of wage and hour law (for example, if a Employee believes they have been sexually harassed or if a Employee believes they have not been paid overtime they are owed).
- Filing a good faith complaint of unlawful discrimination or harassment with the Equal Employment Opportunity Commission (EEOC) or in court.
- Participating in Snag.Work's internal investigation into allegations of harassment or discrimination.
- Supporting another Employee's internal or administrative complaint of unlawful discrimination (by, for example, testifying or providing an affidavit in support of a co-worker who has filed a discrimination complaint with the EEOC).
- Reporting a potential conflict of interest or violation of a policy or cooperating in related investigations.
- Reporting a violation of Snag.Work's safety rules, a hazardous condition, or other safety



concern.

- Reporting an injury or illness.
- Reporting an incident, accident, or near miss.
- Participating or cooperating in any investigation related to a safety issue, injury, illness, accident, or near miss.
- Filing a good faith complaint with the US Department of Labor (DOL) or in court about wage and hour violations or unfair pay practices, or participating in a wage and hour investigation or audit conducted by the DOL or state or local administrative agency.
- Requesting an accommodation under the Americans with Disabilities Act.
- Requesting or taking leave under the Family and Medical Leave Act.
- Filing a worker's compensation claim.

The examples above are illustrative only, and not exhaustive. No form of retaliation for any protected activity will be tolerated.

## Disability Accommodations

Snag.Work promotes the employment of qualified individuals with disabilities in its workforce and complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act (ADAAA), and all applicable state or local law. Consistent with those requirements, Snag.Work will reasonably accommodate qualified individuals with a disability, including disability resulting from pregnancy where applicable, if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship.

### Requesting a Reasonable Accommodation

If you believe you need an accommodation because of your disability, request a reasonable accommodation from Snag.Work Management. You may make the request verbally or in writing. Snag.Work encourages Employees to make their request in writing to Snag.Work support, who will provide the necessary forms to complete. You will be asked to provide relevant information, such as:

- A description of the accommodation you are requesting.
- The reason you need an accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your verbal or written request, Snag.Work will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Snag.Work encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, Snag.Work is not required to make the specific accommodation requested by you and may provide an alternative, effective accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on Snag.Work. In some cases, this interactive process may be triggered without a request from the employee, such as

when Snag.Work receives notice from its own observation or another source that a medical impairment may be impacting the employee's ability to perform essential job functions.

### **Medical Information**

If your disability or need for accommodation is not obvious, Snag.Work may ask you to provide supporting documents showing that you have a disability within the meaning of the ADA and applicable state or local laws, and that your disability necessitates a reasonable accommodation. If the information provided in response to this request is insufficient, Snag.Work may require that you see a healthcare professional of Snag.Work's choosing at Snag.Work's expense. In those cases, if you fail to provide the requested information or see the designated health care professional, your request for a reasonable accommodation may be denied.

Snag.Work will keep confidential any medical information that it obtains in connection with your request for a reasonable accommodation.

### **Determinations**

Snag.Work makes determinations about reasonable accommodations on a case-by-case basis considering various factors and based on an individualized assessment in each situation.

Snag.Work strives to make determinations on reasonable accommodation requests expeditiously, and will inform the individual once a determination has been made. If you have any questions about a reasonable accommodation request you made, please contact Snag.Work Management.

## **Religious Accommodations**

Snag.Work complies with Title VII of the Civil Rights Act of 1964, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to all individuals, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, Snag.Work will provide a reasonable accommodation of an applicant's or Employee's sincerely held religious belief if the accommodation would resolve a conflict between the individual's religious beliefs or practices and a work requirement, unless doing so would create an undue hardship for Snag.Work.

### **Requesting a Religious Accommodation**

If you believe you need an accommodation because of your religious beliefs or practices or lack thereof, you should request an accommodation from Snag.Work Management. You may make the request orally or in writing. Snag.Work encourages Employees to make their request in writing to Snag.Work Support, who will provide the necessary forms. You will be asked to provide relevant information, such as:

- A description of the accommodation you are requesting.
- The reason you need an accommodation.

- How the accommodation will help resolve the conflict between your religious beliefs or practices or lack thereof and one or more of your work requirements.

After receiving your oral or written request, Snag.Work will engage in a dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs and practices and one or more of your work requirements. Snag.Work encourages you to suggest specific reasonable accommodations that you believe would resolve any such conflict. However, Snag.Work is not required to make the specific accommodation requested by you and may provide an alternative, effective accommodation, to the extent any accommodation can be made without imposing an undue hardship on Snag.Work.

### **Supporting Information**

Snag.Work may ask you to provide additional information about your religious practices or beliefs and the accommodations requested. If you fail to provide the requested information, your request for an accommodation may be denied.

### **Determinations**

Snag.Work makes determinations about religious accommodations on a case-by-case basis considering various factors and based on individualized assessment in each situation.

Snag.Work strives to make determinations on religious accommodation requests expeditiously, and will inform the individual once a determination has been made. If you have any questions about an accommodation request you made, please contact Snag.Work Management.

### **Confidentiality**

All employees need to be aware of their responsibility to protect confidential information and inventions developed by Snag.Work. Your responsibility encompasses accessing, handling, disclosing, safeguarding, storing, and disposing of sensitive, privileged, and confidential information, documents, and records. All employees are required to safeguard and not disclose Snag.Work confidential and proprietary information during employment and after employment has ended. You are also required to take reasonable security measures to prevent accidental disclosure of Confidential Information. The term "Confidential Information" includes: research and development, electronic mail addresses and lists of vendors or patrons, formulas, software programs, systems of operations, recipes, identification of suppliers and resources of goods and services, names of patrons, phone and credit card numbers of patrons, finances or financial data, tax information, investor information, products, services, recipes, accounts, purchasers of Snag.Work's products, marketing materials and plans, packaging, merchandising, manufacturing, technology, patents, strategies, business structures, ventures, proposals, plans, and/or proposed corporate transactions.

Any breach of confidentiality is subject to disciplinary action, up to and including termination. If you have any questions about whether information is considered confidential or the proper procedure for handling certain information, please contact Snag.Work Management.

## **Conflict of Interest**

Employees should act in the best interest of the Company and not permit outside interests to interfere with their job duties. Snag.Work prohibits all Employees from using their position with Snag.Work or Snag.Work's relationship with its clients, customers, vendors, suppliers or contractors for a private gain or to obtain benefits for themselves or members of their family.

Employees are prohibited from working a Shift with an employer of which they are already a W2 employee. Employees also are prohibited from having a financial interest in an outside company that does business with, or is in competition with, Snag.Work, unless such ownership consists of securities of a publicly-owned corporation which is regularly traded on a public stock exchange. Further, employees are prohibited from rendering directive, executive management or consulting services to any outside company that does business with, or is in competition with, Snag.Work, unless written consent has been given by Snag.Work Management. Any potential conflicts that you may have must be reported to Snag.Work Management prior to working a Shift. Failure to disclose the fact of a conflict or potential conflict may constitute grounds for disciplinary action. This policy in no way prohibits employee affiliations or activities that are protected under applicable state and federal laws, including but not limited to any activity that is protected under Section 7 of the National Labor Relations Act, which includes the right of employees to organize collectively and to speak with others about their terms and conditions of employment.

## **Criminal Background Checks**

Snag.Work requires applicants to satisfactorily complete a background check once a conditional offer of employment has been made to the extent allowed under applicable state law. Snagajob will consider the applicant's potential job duties, among other factors, in determining what constitutes satisfactory completion of the background check. All information obtained as a result of a background check will be used solely for employment purposes and will be kept confidential.

## **Authorization**

When a background check is required, an applicant must complete Snag.Work's authorization form. Failure to timely complete an authorization may result in Snag.Work's consideration of an applicant's application. Falsification or omission of information may result in denial of employment.

## **Confidentiality**

All background check information will be kept confidential. Snag.Work complies with all applicable federal, state, and local laws regarding background checks.

## Employment Eligibility Verification Compliance

Snag.Work is committed to employing only individuals who are authorized to work in the United States and who comply with applicable immigration and employment law. As a condition of employment, every individual must provide satisfactory evidence of their identity and legal authority to work in the United States within three business days of commencing employment. If the employee cannot verify their right to work in the United States within three business days of employment, the Company will be required to terminate their employment immediately.

## Family and Medical Leave (FMLA)

Snag.Work provides leave according to the Family and Medical Leave Act of 1993 (FMLA), which provides for unpaid, job-protected leave to covered employees in certain circumstances. Snag.Work will grant family and medical leave in accordance with the requirements of applicable federal and state law in effect at the time the leave is granted. Employees will be eligible for the most generous benefits available under applicable law.

### Eligibility

To qualify for FMLA leave, an employee must: (1) have worked for Snag.Work for at least 12 months, although it need not be consecutive; (2) have worked at least 1,250 hours in the last 12 months as of the start of leave; and (3) be employed at a worksite that has 50 or more workers employed within 75 miles as of the date the leave is requested. Eligibility requirements may differ for employees who have been on a protected military leave of absence. If employees are unsure whether they qualify, they should contact SnagWork support.

### Snagger Rights Under the FMLA

If eligible, employees may take up to 12 or 26 weeks of family or medical leave, whichever is applicable, within a relevant 12-month period (as defined in this policy). Upon return from approved FMLA leave, employees have the right to be restored to the same job or equivalent position, subject to the terms, limitations and exceptions provided by law.

### Reasons For Leave

Federal and state laws allow FMLA Leave for various reasons. Because employees' legal rights and obligations may vary depending upon the reason for the FMLA Leave, it is important to identify the purpose or reason for the leave. FMLA Leave may be used for one of the following reasons, in addition to any reason covered by an applicable state family/medical leave law:

- the birth of a child and in order to care for that child (leave to be completed within one year of the child's birth) (Bonding Leave);
- the placement of a child with the employee for adoption or foster care and in order to care for the newly placed child (leave to be completed within one year of the child's

- placement) (Bonding Leave);
- to care for a spouse, child or parent with a serious health condition (Family Care Leave);
- to care for the employee's own serious health condition, which renders them unable to perform any of the essential functions of their position (Serious Health Condition Leave);
- A "qualifying exigency" as defined under the FMLA, arising from a spouse's, child's, or parent's "covered active duty" (as defined below) as a member of the military reserves, National Guard, or Armed Forces (Military Emergency Leave); or
- To care for a spouse, child, parent, or next of kin (nearest blood relative) who is a "Covered Servicemember" as defined below (Military Caregiver Leave).

## Definitions

- **Child** for purposes of Bonding Leave and Family Care Leave, means a biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and incapable of self-care because of a mental or physical disability at the time that Family and Medical Leave is to commence. "Child," for purposes of Military Emergency Leave and Military Caregiver Leave, means a biological, adopted or foster child, stepchild, legal ward, or a child for whom the person stood in loco parentis, and who is of any age.
- **"Parent"** for purposes of this policy, means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the person. This term does not include parents-in-law. For Military Emergency leave taken to provide care to a parent of a deployed military member, the parent must be incapable of self-care as defined by the FMLA.
- **"Covered Active Duty"** means (1) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and (2) in the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty (or notification of an impending call or order to active duty) in support of a contingency operation as defined by applicable law.
- **"Covered Servicemember"** means (1) a member of the Armed Forces, including a member of a reserve component of the Armed Forces, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness incurred or aggravated in the line of duty while on active duty that may render the individual medically unfit to perform their military duties, or (2) a person who, during the five (5) years prior to the treatment necessitating the leave, served in the active military, Naval, or Air Service, and who was discharged or released therefrom under conditions other than dishonorable (a "veteran" as defined by the Department of Veteran Affairs), and who

has a qualifying injury or illness incurred or aggravated in the line of duty while on active duty that manifested itself before or after the member became a veteran.

- **“Spouse”** means the other person with whom an individual entered into marriage as defined or recognized under state law for purposes of marriage in the state in which the marriage was entered into, or, in the case of a marriage entered into outside of any state, if the marriage is valid in the place where entered into and could have been entered into in at least one State. This includes common law marriage and same sex marriage in places where these marriages are recognized.
- **“Key employee”** means a salaried FMLA-eligible employee who is among the highest paid 10 percent of all the employees employed by the employer within 75 miles of the employee's worksite.

### **Length of Leave**

The maximum amount of FMLA Leave will be 12 workweeks in any 12-month period when the leave is taken for: (1) Bonding Leave; (2) Family Care Leave; (3) Serious Health Condition Leave; and/or (4) Military Emergency Leave. However, if both spouses work for the Company and are eligible for leave under this policy, the spouses will be limited to a total of 12 workweeks off between the two of them when the leave is for Bonding Leave or to care for a parent using Family Care Leave. The applicable "12-month period" utilized by the Company is the rolling method. Under this method the 12-month period is measured backward from the day the employee uses any FMLA leave.

The maximum amount of FMLA Leave for an employee wishing to take Military Caregiver Leave will be a combined leave total of 26 workweeks in a single 12-month period. A "single 12-month period" begins on the date of the employee's first use of such leave and ends 12 months after that date.

To the extent required by law, some extensions to leave beyond an employee's FMLA entitlement may be granted when the leave is necessitated by an employee's work-related injury or illness or by a “disability” as defined under the Americans with Disabilities Act and/or applicable state or local law. Certain restrictions on these benefits may apply.

## **Social Media**

### **Social Media Policy**

Snag.Work recognizes the vibrant conversations occurring through online engagement and social online space. This Social Media Policy (the “Policy”) provides guidance on responsible social media activity by employees and applies to social media activity that relates in any way to the Company's business. This Policy does not and cannot cover every possible social media activity. If you are unsure how this Policy may apply to your social media activity, please contact Snag.Work Management



For purposes of this Policy, “social media activity” includes all types of public or private posts, comments, and other communications on the Internet, including but not limited to posts, images, audio, or videos on all social media sites (such as Clubhouse, Facebook, Instagram, LinkedIn, TikTok, Twitter, and YouTube); discussion platforms and forums (such as Discord and Reddit); posts or streaming of images, audio, or video on blogs, platforms, podcasts, or other sites such as Twitch and YouTube; and “liking”, “favoriting” or otherwise endorsing any third-party social media or other online posts, comments, images, audio, or videos. “Social media activity” also includes social media “listening” activities, as well as permitting, or failing to remove posts by others where the Personnel can control the content of posts, such as on a personal blog, forum, podcast, or website. “Social media listening” activities are discussed further in Section 3 below.

This Policy applies to social media activity that relates in any way to, or reflects on or may impact, the Company’s business, employees, customers, vendors, or competitors or that identifies an employee’s affiliation with the Company.

### **Rules Applicable to All Social Media Activity**

The Company values its established brand reputation, business relationships and position in the industry. Our products, services, brand imagery and ideas are important corporate assets. When you engage in social media activity that identifies you as an Employee, or in any way relates to the Company, its products, services, brand imagery or ideas, you should bear that in mind and follow the rules listed below:

**All Company Policies Apply:** Your social media activity is subject to all other Company policies.

**Don’t Speak on Behalf of the Company Without Permission:** We have dedicated teams tasked with engaging with customers and workers on social media channels. Unless you have received prior authorization from Snag.Work Management, you should not respond to customer inquiries or comments directed to the Company, or otherwise speak on behalf of the Company.

**Express Only Your Personal Opinions:** If you choose to engage in social media activity relating to the Company, you should always make clear in the post that the comments are your own unless it is otherwise obvious from the content or context of your activity. For example: “#notanofficialspokesperson” or: “The views expressed in this post are my own. They have not been reviewed or approved by Company.”

**Identify Your Affiliation in Endorsements:** We appreciate that Employees are often enthusiastic about working for Snag.Work. If your social media activity endorses Company’s products or services or otherwise reflects on a Company brand, i.e., expresses positive opinions, beliefs, findings or experiences concerning Company’s products or services, the Federal Trade Commission requires that you must disclose your affiliation with the Company.



Here are some examples:

"I am truly impressed by the [insert service/item/brand]. #proud[insert company name]employee."

While Employees may reference Snag.Work as their Company and include business contact information on social and professional networking sites only, such as LinkedIn and Facebook, note that it is not sufficient to disclose your material connection by only including it in your profile or bio.

**Comply with the Law:** The Federal Trade Commission also requires that endorsements and testimonials be truthful and not deceptive. Accordingly, Snag.Work is very intentional with the words it uses and claims it makes for important business and legal reasons. For example, do not present information about the Company's products and services as a fact when that information has not been verified or vetted by the Company. But, again, be sure to disclose your employment at the Company in any such endorsement and avoid making any unsupported claims about the Company's products or services.

**Assume You are Representing the Company At All Times:** Even if you are speaking in your personal capacity and not on behalf of the Company, others may not understand this. Do not post or endorse any content that is discriminatory, threatening, obscene, knowingly or recklessly false, misleading or harassing; or language that is racially, ethnically, culturally, or sexually objectionable. Do not engage in social media activities that violate the Company's policies against discrimination or harassment. You should not post or endorse images or videos of yourself that depict you engaging in illegal or irresponsible conduct, or in conduct that violates any Company policy regarding such conduct. Even if well-intentioned, you must not make or endorse potentially false, misleading, or unsupported content about the Company's business processes, products or services, or the products or services of its vendors or competitors. You may not post or endorse any content that is derogatory about a competitor's products or service.

**Respect the Company's Property:** Do not use the Company's logos, trademarks, or copyrighted works (for example, music, photos, storylines and designs) (collectively, "Intellectual Property"): (a) for any commercial purpose (such as selling or advertising any product or service), unless specifically authorized to do so by Snag.Work Management; (b) in a way that suggests that you are representing the Company, unless specifically authorized to do so by Snag.Work Management; (c), while engaging in unlawful conduct; or (d) while engaging in conduct that violates Company policy. Do not disclose, post, or re-post content, images or video concerning any of Company's trade secrets, confidential business information, or proprietary data.

**Respect Privacy:** To reduce the risk of identity theft, stalking, and similar criminal conduct, you should not disclose personally identifying information (such as Social Security numbers, credit or debit card numbers or financial account numbers) of Personnel, customers, or vendors.

For the safety of Snag.Work employees, customers, and property, you may not post online pictures or videos of any non-public area of Shift locations. You also may not photograph or record video of customers, guests, or other Employees to post on social media without consent.

**Don't Solicit:** Personnel may not use Company-sponsored sites to solicit for or promote personal businesses or any organization, including but not limited to outside business ventures, charities, political campaigns, religious groups, or other membership organizations.

**Don't Use Social Media Sites to Conduct Company Business unless specifically authorized by Snag.Work Management:** Do not use social media to arrange business meetings or communicate with customers, suppliers, or vendors about Company business or specific transactions unless specifically authorized by Snag.Work Management.

**Respect the Rules:** The Company is permitted to and will, in its discretion and in accordance with applicable law, monitor Company-related activity on third-party social media sites. If you believe that anyone is misusing Company-sponsored sites or accounts or is otherwise abusing the privilege of engaging in social media activity for Company business purposes, it is your responsibility to speak up. Please contact Snag.Work Management.

### **Retaliation Prohibited**

The Company prohibits taking adverse action against any Employee for reporting a possible violation of this policy or for cooperating in an investigation. Any Employee who retaliates against another Employee for reporting a possible violation of this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination of employment or ending of assignment.

### **Enforcement**

Employees will be held accountable for engaging in social media activity that violates this Policy. Failure to comply with this Policy may lead to discipline, up to and including termination of employment, and if appropriate.

Finally, Company will not construe or apply this Policy in a manner that interferes with, restrains, or prevents Personnel communications regarding wages, hours or other terms and conditions of employment protected by Section 7 of the National Labor Relations Act, or to interfere with Personnel's ability to file an unfair labor practice charge with the National Labor Relations Board.

## Working for Shifts: On The Job Expectations

Snag.Work is committed to achieving the highest standards of professionalism and ethical conduct in its operations and activities. Snag.Work expects its Employees to conduct their business according to the highest ethical standards of conduct in accordance with all federal, state and local laws and regulations. The following policies serve to inform Employees about Snag.Work's expectations for acceptable workplace activity and provide insight into day-to-day life at Snag.Work. These policies are also intended to increase awareness of potential conflicts of interest and to establish procedures for reporting them.

## Standards of Conduct

The following is a non-exhaustive list of conduct that may violate this policy:

- Committing a fraudulent act or intentional breach of trust under any circumstances.
- Violating Snag.Work policies.
- Using abusive, violent, threatening, or vulgar language on Company or customer premises, or any time while working a Shift.
- Using Snag.Work's materials, supplies, tools, or products for personal reasons without advanced permission from management.
- Falsification of time records, personnel records or other Company records.
- Abuse or waste of Snag.Work or customer's equipment, fixtures, property, supplies or goods.
- Defacing Snag.Work or customer property.
- Attempts to gain unauthorized access to any computer or communications system.
- The unauthorized possession, removal or use of Snag.Work's, a customer's, or another Employee's property, including records and confidential information.
- Engaging in fraud.
- Stealing or attempting to steal Snag.Work's, a customer's, or another Employee's property.
- Utilization of Company-provided equipment and services to access, transmit, receive or archive illegal or sexually explicit material or material which promotes hate, violence, illegal conduct, or illegal discrimination of any kind.
- Harassment of other Employees or customers (including sexual harassment) or use of abusive, violent, threatening or vulgar language at any time during working hours or while on Snag.Work or customer premises.
- Fighting, encouraging a fight, or threatening, attempting or causing injury to another person on or off the premises when engaged in a work assignment.
- Possessing, distributing, selling, transferring or using or being under the influence of alcohol or illegal drugs (within the meaning of applicable state, federal, and local law) while in a work assignment.
- Illegal possession of firearms, explosives or other lethal weapons on Snag.Work or customer premises (including parking lots). Note: This prohibition applies only to the extent allowed by applicable state law. In those states that specifically give the

employee the right to maintain a lawfully possessed firearm in a locked vehicle in the employer's parking lot, employees will be permitted to maintain a firearm in their own locked vehicle in compliance with the law. Under those circumstances, employees are strictly prohibited from removing the firearm from their vehicle or carrying it on their person or into a building.

- Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of Company business.

Although employment may be terminated at-will by either the Employee or Snag.Work at any time, without following any formal system of discipline or warning, we may exercise discretion to utilize forms of discipline that are less severe than termination. Examples of less severe forms of discipline include verbal warnings, written warnings, demotions and suspensions. Although one or more of these forms of discipline may be taken, no formal order or procedures are necessary. Snag.Work reserves the right to determine which type of disciplinary action to issue in response to any type of performance issue or rule violation.

This statement of prohibited conduct does not alter or limit the policy of at-will employment. Either the Employee or Snag.Work may terminate the employment relationship at any time for any reason, with or without cause, and with or without notice.

## **Health and Safety**

Snag.Work is committed to maintaining a safe, healthy, and productive work environment. To further its goal, Snag.Work has issued safety rules and guidelines. The following policies encourage all Employees to be safety conscious and establish procedures for the reporting of safety concerns, workplace injuries, accidents and illnesses. These policies also establish Snag.Work's intent to maintain a drug, alcohol, and smoke-free workplace in accordance with applicable federal, state, and local law.

### **General Health and Safety Rules**

All Employees must:

- Understand and abide by all worksite safety requirements while working a Shift
- Report any workplace injury, illness, or near miss, as well as unsafe conditions, potential hazards, or other safety concerns, in accordance with this policy.
- Keep their work area clean, organized, and free from clutter or tripping hazards to the extent they are able.
- Ensure that all aisles and exits are kept clear. Employees must not let cords, boxes, furniture, or other items obstruct or interfere with aisles or exits.
- Wear all required safety equipment or personal protective equipment (PPE) applicable to their work or work area.

- Use the tools and equipment designated for the work to be performed and ensure that those tools are kept in good condition.
- Refrain from lifting any excessively heavy loads without assistance.
- Not perform work, enter Snag.Work's premises (either on or off duty), or operate any employer-provided vehicle while under the influence of alcohol or unlawful drugs as classified under local, state, or federal laws.
- Not engage in any act of workplace violence, including assaulting, fighting, making threatening remarks to, engaging in aggressive or hostile acts toward, bullying, intimidating, or harassing another Employee or person.

These general safety rules are not exclusive and are intended to supplement more detailed safety rules and procedures applicable to Employee's specific job duties or work area.

### **Reporting Workplace Illnesses and Injuries**

A key element of Snag.Work's safety program is Employee involvement and your prompt reporting of any concerns about safety in the workplace, work-related injuries or illnesses, or any accidents or near misses that could have caused illness or injury. Prompt reporting of these events allows injured or ill Employees to receive medical care quickly and facilitates Snag.Work's timely identification and correction of potential safety and health hazards. All safety concerns, injuries, illnesses, and near misses should be reported in accordance with the procedures outlined in this policy.

### **Reporting Unsafe Conditions or Safety Concerns**

If Employees witness or otherwise become aware of any unsafe conditions or potential hazards such as wet floors, broken equipment, or defective appliances, or if they have any other workplace safety concerns, including suspecting a gas leak, they must report them to their direct onsite supervisor and Snag.Work Management immediately.

### **Reporting Work-Related Injuries or Illnesses**

It is important that all work-related injuries and illnesses are reported to an onsite supervisor Snag.Work Support as soon as reasonably possible after they occur. Prompt reporting allows an injured or ill Employee to receive necessary medical treatment as soon as possible and facilitates the timely identification and correction of hazards. In some circumstances, a Employee may not immediately realize that another Employee has been injured or become ill. In these circumstances, the Employee must report the injury or illness as soon as reasonably possible after becoming aware of the illness or injury.

Employees who experience, witness, or otherwise become aware of a workplace injury or illness, regardless of how severe it might be, must report the injury or illness in accordance with the following guidelines:

- If an Employee is at work when they become aware of an injury or illness, they must report it as soon as possible, but in no event later than leaving the office that same day. The report must be made to the Employee's direct supervisor, or if their direct

supervisor is unavailable, to Snag.Work Support. If medical attention is needed, the injury or illness should be reported to Facilities, or, in the event of a medical emergency, an Employee should call 911.

- If an Employee is not at work when they become aware of a work-related injury or illness, they must report it as soon as reasonably possible, but in no event later than 8 hours after becoming aware of the injury or illness. The report must be made to Snag.Work Support.
- This policy applies to Employees who suffer a work-related injury or illness, as well as Employees who witness or become aware of another Employee suffering a work-related injury or illness. However, Employees who witness or become aware of another Employee suffering a work-related injury or illness are not required to report the injury or illness if it has already been reported.

### **Reporting Near Misses**

It is also important that Employees report incidents or accidents that do not involve injury or illness but had the potential to do so. Incidents, accidents or near misses should be reported to onsite management as soon as reasonably possible so that potential hazards can be promptly identified and corrected.

### **Workers' Compensation**

When work-related accidents, injuries or illnesses occur, employees may be eligible for workers' compensation insurance benefits. Snag.Work provides a comprehensive workers' compensation insurance program at no cost to employees and in accordance with applicable state law. This program covers most injuries or illnesses, sustained in the course of employment, that require medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits or, if the Employee is hospitalized, treatment immediately.

### **Reporting Work-Related Injury or Illness**

Employees who sustain a work-related injury or illness should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage.

### **Return to Work**

Employees who are ready to return to work following a workers' compensation-related leave of absence must supply a certification from a health care provider confirming the employee's ability to return to work.

### **Fraud**

Snag.Work will notify the workers' compensation insurance company if we have reason to believe a Employee has supplied false or misleading information in connection with a claim and/or has filed a fraudulent claim. Workers' compensation fraud is a crime and may also be grounds for disciplinary action, up to and including termination of employment.

## Workplace Violence

Snag.Work prohibits any form of workplace violence by an Employee, supervisor, or third party, including by vendors, customers, clients and visitors both when working a shift and on Snag.Work property.

### Prohibited Conduct

For purposes of this policy, workplace violence includes:

- Making threatening remarks (written or verbal).
- Aggressive or hostile acts such as shouting, using profanity, throwing objects at another person, fighting, or intentionally damaging a coworker's property or work area.
- Bullying, intimidating, or harassing another person (for example, making obscene phone calls or using threatening body language or gestures, such as standing close to someone or shaking a fist).
- Behavior that causes another person emotional distress or creates reasonable fear of injury, such as stalking.
- Assault.

This list is illustrative only and not exhaustive.

### Snag.Work Prohibits Weapons at the Workplace

Snag.Work prohibits all Employees from possessing weapons of any kind at the workplace or work site, while engaged in activities for Snag.Work, and at Snag.Work-sponsored events. For purposes of this policy, the workplace is defined to include onsite Shift locations, Snag.Work's buildings, outdoor areas, and parking lots, unless this prohibition is contrary to state or local law.

This prohibition specifically includes guns, rifles and firearms of any type, including those for which the holder has a legal permit. Other examples of prohibited weapons include, but are not limited to, knives, ammunition, bombs, bows and arrows, clubs, slingshots, blackjacks, metal knuckles and similar devices that by their design or intended use are capable of inflicting serious bodily injury or lethal force.

### Complaint Procedure

If Employees witness or are subjected to any conduct that they believe violates this policy, they are encouraged to speak, write, or otherwise contact their direct supervisor, or if the conduct involves their direct supervisor, to Employee Services as soon as possible.



Snag.Work will directly and thoroughly investigate all complaints of workplace violence and will take prompt corrective action. Snag.Work reserves the right to contact law enforcement, if appropriate.

### **Substance Abuse in the Workplace**

Being under the influence of alcohol or illegal drugs (meaning all drugs whose use or possession is regulated or prohibited by federal, state or local law, including prescription medication that is used in a manner inconsistent with the prescription or for which the individual does not have a valid prescription) while at work poses serious health and safety risks to Employees and those around them.

### **Prohibited Conduct**

Snag.Work expressly prohibits the following activities at any time that Employees are either (1) on duty or working a Shift, or (2) on Snag.Work's premises (whether or not the Employee is working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transmit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the Employee or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

Snag.Work will accommodate individuals who are medically certified to use marijuana by their home state where required to do so by law, but in no case may an employee use or possess marijuana or marijuana products at work or during work time or work while impaired.

Snag.Work's general prohibition against the possession or use of marijuana at work applies regardless of whether an employee is certified to use marijuana for medical reasons under state law. Unless otherwise required by law, the Company will not accommodate the use or possession of marijuana by individuals who are medically authorized to use marijuana as a matter of state law but will offer such individuals alternative accommodations related to any underlying disability. Employees who have any questions regarding the Company's position concerning medical marijuana in a particular location should contact Snag.Work Management.

Nothing in this policy is meant to prohibit the appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, to the extent that it does not impair an Employee's job performance or safety or the safety of others. Employees who take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability should inform Snag.Work Management if they believe the medication will impair their job performance, safety, or the safety of others or if they believe they need a reasonable accommodation **before** reporting to



work while under the influence of that medication. For more information on how to request a reasonable accommodation, please contact Snag.Work support for the necessary forms.

## **Drug Testing in the Workplace**

In furtherance of Snag.Work's commitment to provide a safe, healthy, and productive workplace, Snag.Work maintains that job applicants and current Employees may be requested or required to submit to drug and alcohol testing in certain situations. When drug and alcohol testing is warranted, Snag.Work Management will make the determination. This policy is intended to comply with applicable laws regarding drug and alcohol testing and current and prospective employee rights.

### **Pre-Employment Testing**

Snag.Work does not currently require drug and alcohol testing as a condition of employment.

### **Testing Based on Reasonable Suspicion**

Employees may be asked to submit to a drug and alcohol test if a Employee's supervisor or other person in authority has a reasonable suspicion, based on objective factors such as the Employee's appearance, speech, behavior, or other conduct and facts, that the Employee possesses or is under the influence of unlawful drugs, or alcohol, or both.

### **Post-Incident Testing**

Employees involved in any work-related accident or incident involving the violation of any safety or security procedures may be required to submit to drug and alcohol testing. This applies even if the incident did not result in injury to any person or any property damage.

All drug and alcohol testing under this policy will be conducted by an independent testing facility licensed by the state, which will obtain the individual's written consent prior to testing. Snag.Work will pay for the full cost of the test. Employees will be compensated at their regular rate of pay for time spent submitting to a drug and alcohol test required by Snag.Work.

Employees suspected of working while under the influence of illegal drugs or alcohol will be suspended with pay until Snag.Work receives the results of a drug and alcohol test from the testing facility and any other information Snag.Work may require to make an appropriate determination.

### **Confidentiality**

All records relating to a Employee's drug and alcohol test results will be kept confidential and maintained separately from the individual's personnel file.

### **Consequences of a Positive Test**

Employees who test positive for illegal drugs or alcohol will be in violation of this policy.

### **Consequences for Refusing to Submit to Testing or Failing to Complete the Test**

Employees who refuse to submit to testing as required by Snag.Work or who fail to complete the test will be in violation of this policy.

### **Dress Code**

Snag.Work strives to maintain a professional atmosphere that is conducive to its customers' environments and projects an image of efficiency and professionalism to visitors, customers, clients and vendors. Generally, Employees should maintain a clean and neat appearance in the workplace and dress according to the requirements of their Shifts. Employees are solely responsible for reviewing dress code and grooming requirements outlined in a Shift posting before claiming the Shift, and are expected to abide by those requirements upon reporting for that Shift.

Snag.Work will reasonably accommodate exceptions to this policy if required due to an employee's religious beliefs, medical condition or disability. Employees who need such an accommodation should contact Snag.Work support.

### **Time and Attendance**

#### **Employee Classification**

All Snag.Work Employees are considered non-exempt, which means their job positions do not meet FLSA or application state exemption tests, and who are NOT exempt from minimum wage and overtime pay requirements. Nonexempt employees are eligible to receive overtime pay for hours worked in excess of 40 hours in a given week, or as otherwise required by applicable state law. To ensure that Snag.Work has complete and accurate time records and that Employees are paid for all hours worked, all non-exempt Employees are required to record all working time in the Shifts app.

#### **Timekeeping**

In order to ensure that Snag.Work has complete and accurate time records and that Employees are paid for all hours worked, Employees are required to record all working time in the Shifts by Snagjob app. Employees do not need to clock in and out for paid meal breaks.

Working without clocking in or out for a shift is prohibited. Clocking in or out for anyone other than yourself is prohibited. Falsification of hours is grounds for disciplinary action up to and including immediate termination.

## **Attendance**

Snag.Work requires punctual attendance from all Employees on Shifts they've accepted. To ensure adequate staffing at customer locations, Employees will be held accountable to adhering to the schedule as outlined in their shift.

Excessive absenteeism or tardiness may result in disciplinary action up to and including termination of employment.

## **Absences**

An "absence" is defined as the failure of a Employee to report for work when they are scheduled or expected to work unless the absence is protected by applicable law.

## **Tardiness and Early Departures**

At Snag.Work, "tardiness" occurs when a Employee is not working as scheduled. Tardiness may also apply when a Employee takes an extended meal or break period without approval. An "early departure" occurs when a Employee leaves work prior to the end of their assigned or scheduled work time without prior supervisory approval.

## **Working Hours**

For payroll purposes, the Snag.Work work week begins at 12am on Tuesday and ends at 11:59pm on Monday. These hours are the same, regardless of your time zone.

If you work a shift that bisects work weeks, Snag.Work may opt to pay all hours worked on that shift in the payroll for the first work week; any hours worked in the second work week would be taken into consideration towards overtime in that week, per federal law.

## **Pay Periods**

Unless applicable state law requires otherwise, employees of Snag.Work are paid weekly on Fridays. If a particular payday falls on a federal holiday, employees will normally be paid on the last business day before the holiday.

Employees of Snag.Work are paid through direct deposit and will have their pay deposited into their designated account(s) on payday unless state or local law requires otherwise. Employees should review their pay stubs for errors. If an error is found, employees should contact Snag.Work support immediately. If there has been an erroneous overpayment or underpayment, Snag.Work will correct it as soon as possible.

## **Payroll Deductions**

Snag.Work is required by law to make certain deductions from your pay each pay period, including deductions for:

- Federal and state income taxes.
- Social Security (FICA) taxes.
- Deductions required by wage garnishment or child support orders.

Snagajob may also make other deductions from your pay, including deductions for:

- Wages you have authorized, such as the employee portion of voluntary benefits
- Wages you have authorized for a charitable giving campaign.

All deductions from your pay will be identified on your pay stub. You should carefully review your pay stub each pay period. If you have questions about any deductions or if you believe an improper deduction has been made, you should immediately report your concerns to Snag.Work support. Snag.Work will promptly investigate all complaints concerning an employee's pay. If Snag.Work has made an improper deduction from your pay, it will reimburse you as soon as practicable.

## **Meal and Rest Breaks**

Snag.Work provides paid breaks on certain shifts. If a shift is longer than 4 hours, a paid 15 minute break is included. If a shift is longer than 8 hours, Snag.Work will pay for a 30 minute break. Snag.Work will provide any additional breaks that are required by state and local laws.

## **Compensation**

The hourly rate for each Shift will be listed in each posting, and is based on a combination of market wage data, living wage data, and skills needed for the position.

## **Personnel records**

Snag.Work maintains a personnel file for each Employee. Personnel files are confidential, and are maintained by Snag.Work and our PEO partner, if applicable. Employees will be provided access to personnel records in accordance with applicable law. However, Snag.Work will cooperate with—and provide access to an Employee's personnel file to—law enforcement officials or local, state or federal agencies in accordance with applicable law, or in response to a subpoena, in accordance with applicable law.

All current Employees may request access to their personnel file using the procedure outlined below. Former Employees whose employment with Snag.Work terminated no more than three years ago may also request access to their personnel file. Representatives of current and former Employees may also request access to an Employee's personnel file on behalf of the Employee, provided that the representative is authorized to do so in writing by the Employee.

Snag.Work may take reasonable steps to verify the identity of a current or former Employee or the Employee's representative to ensure that personnel information is only provided to authorized individuals.

### **Requesting Access**

Employees may access their personnel files to inspect their contents. All such requests must be made in writing to Snag.Work Support. We will provide personnel records in accordance with applicable state and federal law. Please contact Snag.Work Support with questions regarding personnel files in your specific jurisdiction.

### **Reviewing Personnel Records**

Within a reasonable amount of time after receiving the Employee's written request in accordance with applicable law, Snag.Work will provide the Employee with access to the Employee's personnel records in accordance with applicable law. Snag.Work will notify the Employee or an authorized representative of the time and place for inspection of the personnel records. The Employee or authorized representative may view the personnel records in the presence of a representative from Snag.Work Support. The Employee may not remove any documents from the personnel file. Employees may not be allowed to view investigation records or letters of reference that have been prepared or collected by management. If any of the above contradicts applicable state law, the applicable state law will be followed.

### **Cell Phone Use**

Snag.Work prohibits the use of cell phones for personal purposes during scheduled Shift hours. Such devices may only be used during established break and meal periods, or other non-working time. Snag.Work Employees are prohibited from photographing or recording company premises, workers employed by Snag.Work or any other party, or customers during work time.

### **Solicitation**

Snag.Work Employees are prohibited from soliciting for funds, memberships, other businesses, or individual commitments to outside organizations during working hours. Solicitation is also

prohibited within visual or hearing range of customers at a work site. This is not intended to prevent any activity protected by the Fair Labor Standards Act.

## Corrective Action

Snag.Work reserves the right to counsel, discipline, and/or terminate Employees for significant work violations and any and all violations of the Standards of Conduct contained in this handbook.

Snag.Work uses a system of strikes to manage performance. Strikes are issued in response to policy violations, or behavior or actions deemed needing improvement or unacceptable as an employee of Snag.Work.

This list is not intended to be an exhaustive list of every possible scenario, but is intended to outline the most common scenarios where strikes are issued.

<b>Late Drop:</b> Canceling a Shift within 24 hours of start time, unless Shift is dropped within 15 minutes of claim (up to 3 times)	<b>1 strike</b>
<b>Tardiness:</b> Arriving less than 30 minutes late without notifying the site manager	<b>1 strike</b>
<b>Improperly Prepared:</b> Arriving at a shift unprepared, including not adhering to dress code outlined in a Shift	<b>1 strike</b>
<b>Early Departure:</b> Making a personal choice to leave early from scheduled Shift after obtaining approval from site manager or Snag.Work representative	<b>1 strike</b>
<b>Negative Shift Feedback:</b> Performance or behavior concerns while working a Shift, reported by onsite management and verified by Snag.Work	<b>1 to 3 strikes</b>
<b>Extreme Tardiness:</b> Arriving more than 30 minutes late to a shift, regardless as to whether the site manager was notified	<b>3 strikes</b>
<b>No Show:</b> Not showing up for a shift you've claimed, without canceling the Shift beforehand; Even if you contact the site manager or Snag.Work, Shifts MUST be canceled through the app; failure to do so will result in being marked as No Show	<b>3 strikes</b>
<b>Shift Abandonment:</b> Making a personal choice to leave early from your scheduled Shift, without prior communication or approval from site	<b>3 strikes</b>

Manager or Snag.Work representative	
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If a Snag.Work employee gets three strikes, their Shifts account will immediately be suspended and directed to contact Snag.Work Support if they would like to initiate the dispute process.

### **Removing Strikes**

Most strikes can be removed by demonstrating a consistent pattern of behavior. A strike is automatically removed after 30 days if no additional strikes have been issued. If a second strike is received within that 30 day window, both strikes will be removed 30 days after the second strike was issued, provided a third strike has not occurred. Three strikes will result in automatic account suspension.

At any time, a Snag.Work employee may dispute a strike by initiating a case with Snag.Work Support. All strike disputes are reviewed by the Snag.Work Support team within 72 hours. If an employee receives three strikes and their account is suspended, it will remain suspended if a dispute is not filed and positively adjudicated.

### **Accelerated Corrective Action**

Occasionally, there are situations where progressive discipline may not be appropriate. Some misconduct or performance may be so egregious that the usual progressive discipline methods are not followed and more significant discipline may be accelerated to a final warning or immediate termination. Snag.Work may also determine that Corrective Action is unlikely to address or resolve the underlying issue.

The following are examples of work and policy violations that will not be tolerated and may lead to discipline up to and including immediate termination of employment. This list is not intended to be exhaustive:

- Failure to maintain satisfactory work performance standards
- Neglecting job duties
- Unacceptable tardiness or absence, absence without prior notification to the supervisor or without satisfactory reason, or unavailability for work
- Being habitually tardy or absent
- Being absent from work without authorization during scheduled work hours
- Violations of safety rules or acceptable safety practices as described in this handbook or as described on a worksite
- Violations of confidentiality
- Contacting or returning to a worksite after being deemed not to return
- Refusal to leave a worksite after being asked to leave
- Failure to cooperate with a supervisor or co-worker.
- Sleeping on the job.

Nothing in this section limits or alters Snag.Work's policy of at-will employment. Either the employee or Snag.Work may terminate the employment relationship at any time for any reason, without cause, and with or without notice.

## Separation from the Company

Separation from employment with Snag.Work can occur for several different reasons:

- **Voluntary Resignation.** Resigning Snag.Work employees may provide notice to Snag.Work support. Employees in good standing who voluntarily resign will be eligible for rehire.
- **Retirement.**
- **Involuntary Termination.**
  - **With Cause** (i.e., Employee misfeasance or malfeasance). Snaggers terminated for cause will generally not be eligible for rehire.
  - **Without Cause** (i.e., as a part of a RIF, position elimination or performance). Employees in good standing with the Company who are involuntarily terminated without cause may be eligible for rehire.