



Thank you for your partnership in revolutionizing the retail staffing experience. Please refer to the guidelines below to ensure your store is compliant with our top level standards, expectations, policies and procedures.

### BOOKING AND SCHEDULING

**Book in Advance:** Confirm your talent at least 48 hours before the start time.

**Message Talent:** Chat directly with talent in the POURED app! Use this opportunity to discuss their availability, confirm details about an already booked shift, request an interview prior to booking, advise on parking, and who will be their point of contact at their first shift.

**Build Your Roster:** Identify the best talent for your store by hearting their profile, and adding them to your Roster.

**Post to the Community:** The best way to trial new talent available for your shifts.

### MEAL BREAKS & REST PERIODS

*It is the responsibility of each store to oversee proper meal breaks and rest periods in accordance with state law.*

Each employee must be provided an unpaid, uninterrupted 30-minute meal period no later than the end of your fifth hour of work.

10min rest periods -Rest periods should not be combined/added to meal periods or used to start work later or end work early.

- Three and a half to six hours- employees are entitled to one 10-minute rest period.
- Six to 10 hours- employees are entitled to two 10-minute rest periods.
- Ten to 14 hours, employees are entitled to three 10-minute rest periods.
- Meal and rest periods are specifically defined by state law, and failure to provide them as required may lead to the store owing an hour of premium pay for each day for a missed meal period and an additional hour of premium pay for each day for a missed rest break.
- Each store must provide a location for any nursing mothers to privately express or pump.

### APPROVING TIMECARDS IN APP

*After every shift worked the Manager has the following steps of action:*

#### **Edit the shift**

If the talent experiences any issues clocking in or out, or if there was a change in schedule start times- the Manager can easily edit both start and end times after the talent submits a complete time card (before approving).

#### **Approve the shift**

Please rate the talent's overall performance on a scale of 1-5 stars. Shifts 3 stars and below will require a comment so we may promptly address any issues. Please note, individual ratings and feedback are not visible to the talent, but we love sharing good feedback and appreciate all honest feedback in the comment box. All shifts must be approved within 48 hours of the shift being completed.

#### **Decline the shift**

If the shift was not worked due to a call out or change of schedule this will balance the hours to 0 ensuring the brand is not billed and the employee is not paid.

**The Value of Star Ratings:** We encourage rating talent at 5 stars if there was no negative experience. Accumulated 5 star ratings allow us to promote, incentivize, and highlight our top rated talent on the app. Any talent profile that falls under 4 star ratings may result in the profile being terminated.

#### INJURIES DURING WORK

In the event of an injury please contact hello@poured.app and provide all pertinent details of the incident. We must know about any injury within 2hrs of the incident so we can best support all parties involved.

#### AMBASSADOR PROGRAM

We currently offer Ambassador talent on the POURED app. These employees have worked over 50 five-star shifts and are capable of highly efficient work. They are a great resource for training new POURED Talent and will be marked with a gold banner during bookings.

#### CONVERSION POLICY

Our goal is to open the opportunity for a perfect match for your store within the POURED platform. If you have enjoyed working with a specific employee and would like them to exclusively work for you- You may offer them a Full-time position. This policy is explained in depth in our service agreement with your HR team.

#### CANCELLATION POLICY

Any **confirmed shifts** canceled by the manager with less than 1 day of advanced notice, will result in a charge to cover 4 hours of work for the scheduled freelancers to compensate missing out on other work opportunities for that day. Please be mindful of cancellations to protect the wellbeing of the freelancer.

If a **pending booking request** is no longer needed the coverage, kindly delete the request for no charge under the pending bookings screen in order to keep offers accurate for talent.

We prohibit and limit our **talent from canceling** a shift under 24 hours unless there is an excused emergency. If you experience a cancellation, you will be able to see other originally interested talent. It's always a good practice to message them to ensure they are still available before confirming.