



CONTRACTOR EVENT STAFF HANDBOOK



WELCOME TO THIRD ARM EVENT ASSISTANTS



Matthew Lyle

"Operations Manager Third Arm Event Assistants"

Welcome Message

Welcome to Third Arm Event Assistants! We are excited to have you join our team as a valued contractor and look forward to working with you on various events. Please take the time to read through this comprehensive handbook to understand our expectations, policies, and guidelines for contractors.

Third Arm
Event Assistants



1. Contractor Expectations:

1.1 Arrive on Time: Contractors are expected to arrive on time and ready to work at the shift start time. Punctuality is essential for the successful execution of events and reflects our professionalism as a company. You must be on site ready to work when you clock in not arriving on site.

1.2 Dress Code: Dress professionally and according to the event dress code provided in the event notes. A neat and uniform appearance is crucial in creating a positive impression on event guests and clients. The uniform policy for contractors of Third Arm Event Assistants stipulates that the standard attire for all event staff shall consist of an all-black Polo shirt, black slacks, and black shoes. It is mandatory that all components of the attire are in the color black and are in good condition. The shoes must have suitable tread for catering events to ensure safety and comfort for all staff members. Specialty Dress Codes: It is important to note that some clients may choose to opt for alternative uniform options for their specific events. In such cases, these alternative uniform requirements will be clearly communicated and added to the shift notes accordingly.

1.3 Follow Instructions: It is important to follow all instructions and guidelines provided by the Event Manager to ensure smooth event operations. Clear communication and attentiveness to detail are essential for delivering outstanding service.

1.4 Exceptional Client Service: Contractors are expected to maintain a positive attitude and provide exceptional client service to all event guests. Engage with guests in a friendly and professional manner to enhance their experience and satisfaction.

1.5 Professionalism: Contractors are expected to maintain a high standard of personal conduct, refraining from engaging in behavior that may reflect negatively on the company, including the use of inappropriate language, substance abuse, or unprofessional conduct.

1.6 Respect for Property: Contractors must respect and take care of event venues, equipment, and other property associated with the events to ensure a positive experience for all stakeholders. Contractors are responsible for providing their own equipment, including gloves, rags, and bar tools, for completing their contract with Third Arm Event Assistants.



1.7 Shift Fulfillment Requirements: The contractor is required to fulfill a minimum of one shift duty within a (3) three-month period. Failure to meet this requirement will result in immediate termination of the contractor agreement. Additionally, recurrent patterns of picking up and dropping shifts without valid reasons may result in termination of the agreement with Third Arm Event Assistants.

1.8 Communication: Effective communication is essential. Contractors are required to communicate any issues, concerns, or schedule changes promptly to the management team.

1.9 Problem-Solving: Contractors should demonstrate the ability to handle challenging situations calmly and effectively, seeking assistance from the management team when needed to ensure the smooth execution of events.

1.10 Task Completion: Contractors are expected to fulfill their assigned tasks and responsibilities with diligence and efficiency to contribute to the successful execution of the event.

1.11 Compliance with Policies: Contractors must adhere to all company policies, including those related to safety, security, and any specific guidelines provided for each event.

1.12 Confidentiality: Contractors must respect the confidentiality of any sensitive information or client details shared during events and exercises discretion in discussing event-related matters.

1.13 Non-Compete Clause: Contractors of Third Arm Event Assistants are required to adhere to a non-compete agreement, which prohibits them from directly contacting or soliciting clients obtained through Third Arm Event Assistants' schedule for the purpose of providing event planning, staffing, or management services independently or through a competitor. This restriction applies during the contractor's contract term with Third Arm Event Assistants and for one year following contract termination. This agreement is in place to protect the company's client relationships, proprietary information, and business interests. Any violation of this agreement may result in legal action. By agreeing to this clause, contractors acknowledge and agree to abide by these terms. Thank you for your understanding and compliance.



2. Responsibilities:

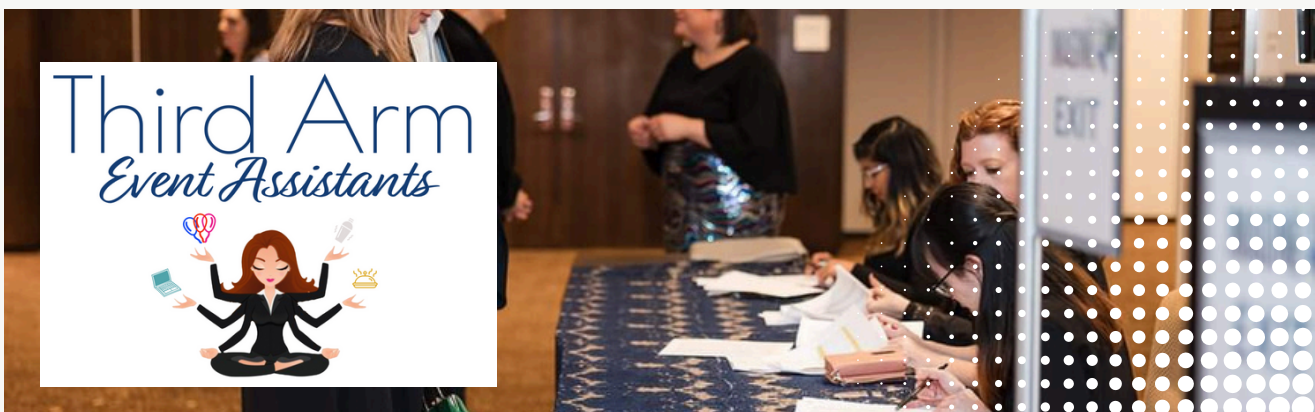
2.1 Task Performance: Perform assigned tasks and duties with precision and efficiency. Your contribution to event setup, execution, and breakdown is vital for the seamless operation of events and the satisfaction of our clients.

2.2 Event Support: Assist with event setup, execution, and breakdown as needed. Your willingness to lend a helping hand and work collaboratively with the event team contributes to the overall success of the event.

2.3 Safety Compliance: Adhere to all safety guidelines and protocols to maintain a safe working environment for yourself and others. Prioritize safety and report any safety concerns to the Event Manager immediately.

2.4 Professional Representation: Represent Third Arm Event Assistants in a professional manner at all times. Your conduct and demeanor reflect the values and reputation of our company, so we expect you to uphold our standards of professionalism.

2.5 Equipment: Contractors are responsible for providing their own equipment, including gloves, rags, and bar tools, for completing their contract with Third Arm Event Assistants. The contractor understands that failure to possess required equipment may result in contract termination.



3. Compensation:

3.1 Compensation Rates: Compensation rates will be communicated to you upon employment. Please review and confirm your acceptance of the compensation terms before requesting a shift.

3.2 Payment Processing: Payment for services rendered will be processed on the Friday following the event via direct deposit through Homebase. Direct deposit is the preferred method of payment for contractors. Please ensure that you provide accurate banking information on Homebase to receive timely compensation.

3.3 Additional Compensation: Additional compensation may be provided for work beyond regular duties or for exceptional performance. We recognize and appreciate the hard work and dedication of our contractors.

4. Clock In and Out:

4.1 Clocking In and Out: Contractors are required to clock in and out on-site using the Homebase timekeeping system. Proper clocking-in and clocking-out procedures are essential for accurate record-keeping and compensation calculation. You must be on site ready to work when you clock in not arriving to site.

4.2 Failure to Clock In/Out: Failure to properly clock in and out or accurately record your working hours may result in disciplinary action, including termination from future event assignments. It is important to adhere to timekeeping policies to ensure fair compensation.



5. Shift Acceptance and Fulfillment:

5.1 Notification of Availability; In the event that a contractor accepts a shift and subsequently becomes unable to fulfill that shift for any reason, it is imperative that they promptly notify the staffing coordinator. The efficient and effective communication of shift availability issues is crucial for maintaining event staffing consistency and ensuring high-quality service delivery. Contractors are encouraged to proactively communicate any shift availability concerns and work collaboratively with the staffing coordinator to address and resolve any staffing challenges

5.2 Shift Fulfillment Responsibility: If coverage for the shift is not secured by the staffing coordinator, the contractor is expected to fulfill the shift they initially selected. It is the contractor's responsibility to honor their commitment to the scheduled shift unless circumstances arise that deem their inability to fulfill the shift as reasonable. In such cases, the contractor must provide a valid and justifiable reason for not completing the selected shift.

6. Accepting Backup Shifts:

6.1 Backup Shift Policy: In the event that a backup shift is posted, contractors must first check if the regular post has been filled before opting to take on the backup shift. Prioritizing the fulfillment of regular posts is crucial to event staffing consistency and ensures that all event roles are adequately covered.

7. Trainings:

7.1 Required Trainings: All contractors working for Third Arm Event Assistants are required to complete, pass, and submit proof of completion of the Georgia Bartender License Training and Food Handlers Training within 10 days from the date of hire. These can be found on the contractor portal located on our website at www.thirdarmeventassist.com

7.2 Certificate Submission: Contractors must submit copies of their certification for review by the staffing coordinator. This training is essential for ensuring the safety and well-being of all guests at the events we service. Failure to complete and submit the required training within the specified timeframe may result in the contractor being ineligible to work future events until the training requirements have been met.



8. Alcohol/Drug Policy:

It is strictly prohibited for contractors to consume alcohol or use illegal drugs prior to any scheduled event or while on site representing Third Arm Event Assistants. Violation of this policy will result in termination of the contractor agreement and may include withholding of any pending payment. This policy is in place to uphold the professionalism and reputation of Third Arm Event Assistants and ensure the safety and well-being of all involved parties.

9. Non-Discrimination Policy:

Third Arm Event Assistants is committed to providing a work environment free from discrimination based on race, color, religion, gender, sexual orientation, national origin, disability, or any other protected status. We do not tolerate harassment or discrimination in any form. Any violations of this policy will result in appropriate disciplinary action.

We promote a culture of respect and inclusion where all individuals are treated fairly and have equal opportunities for success. If you experience discrimination or harassment, please report it to management so that we can address the issue promptly. If you have any questions, or require further clarification on the policies outlined in this handbook, please do not hesitate to reach out to us.





Onboarding Checklist

Congratulations on becoming a contractor with Third Arm Event Assistants! We are thrilled to have you join our team. Please complete the onboarding steps below to get started on your exciting journey with us. These resources and more can be found at: <https://thirdarmeventassist.com/contractor-portal>



Homebase Login

Download and login to the Homebase App. Creating your login from the email provided when you applied.



Onboarding Paperwork

You should receive emails to the email provided with the following documents :

W-9

Contract

Pay Rate Agreement



Complete Required Training

All contractors working for Third Arm Event Assistants are required to complete, pass, and submit proof of completion of the Georgia Bartender License Training and Food Handlers Training within 10 days from the date of hire and submit copies of their certification for review by management.



Select your First Shift

Start working with Third Arm Event Assistants. Select the shift on the Homebase app that best fits your schedule and abilities.