

# LASSO Marketplace Employee Policies and Procedures

**June 2024**

Who is LASSO Marketplace?

LASSO Marketplace is the live event and entertainment industry's first and most powerful workforce management software and crew marketplace.

Here at LASSO Marketplace, we value our technicians who work with us to serve our customers. Paramount to our business is quality customer service. As representatives of LASSO Marketplace, we ask that you uphold our high standards by following our LASSO Marketplace company policy below:

## **Safety**

- Safety is our number one concern for our LASSO Marketplace technicians. Always be aware of your surroundings, by practicing Safety Awareness at each of your events. Immediately notify your Crew Lead with any safety concerns you may have.
- Ear buds are not allowed onsite as this could lead to a safety issue.
- Tools and other devices that can be construed as weapons are forbidden from show site. Pocket knives needed for work must have no greater than a 3" blade.
- Guns of any kind, real or toy, are not allowed on show site.
- LASSO Marketplace has a zero-tolerance substance abuse policy. No drugs or alcohol should be consumed during your scheduled workday. Impairment may impede your ability to perform your job safely and may also put others around you in harm's way. Onsite use of drugs and alcohol will result in immediate termination.
- All safety incidents must be reported immediately to the Crew Lead or Crew Chief.
- Please Refer to the LASSO Crew Resources Page for common safety hazards and position specific hazards. (<https://mpcrew.lasso.io/mp-crew-resources-page>)
- For **Emergency** situations, please refer to LASSO's Emergency Action Plan on the LASSO Crew Resources Page (link provided above).

## **Attendance & Timeliness**

- Punctuality is extremely important, and employees must be on time and ready to work at the call time. Be prepared to be flexible for show site scheduling changes each day. If a schedule change poses a conflict, please notify the Crew Lead as soon as possible.
- Please check in with the Crew Lead upon your arrival for each event.
- The Crew Lead will serve as the primary liaison between the customer and the crew.
- All communication between the client and the technician should be routed through the Crew Lead, however, be respectful to the customer's requests when approached.
- LASSO Marketplace's attendance expectation is that you arrive on time for every shift you are scheduled to work.
- It is your responsibility to notify your MPS at least 24 hours in advance of your call time if you are no longer able to work that job. Failure to notify or show for a job, unless there are circumstances beyond your control will result in being removed from the LASSO Marketplace. A phone call to the Marketplace Specialist displayed in the mobile app will be required if you are unable to show for a job due to circumstances beyond your control. Other types of bad behavior will be handled on a case-by-case basis.

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- LASSO complies with state specific requirements for accruing paid sick, safe and other mandated leaves. Employees who accrue paid leave may request sick leave to cover unexpected absences during scheduled assignments. Paid sick leave may be used for personal illness and reasons covered by their state's paid sick and family leave act(s). The rate that the employee will be paid for sick leave hours will be the same pay rate they were approved for on the event roster for the assignment affected. Sick paid leave time can only be used for scheduled shifts and not unscheduled work time except for certain COVID-related events in some states. Sick paid leave may not be requested for more than 40 hours in any pay period and cannot exceed the number of hours scheduled for any pay period. Unless specifically mandated by law, paid leave will NOT be paid out at time of termination of employment.

## Conduct

- LASSO Marketplace has a no tolerance policy for fraternizing with the customers or developing non-business-related relationships including marketing or selling any product or service that is not part of your LASSO Marketplace agreement. This type of behavior will result in immediate termination.
- LASSO Marketplace employees should be respectful to everyone they come in contact with. Inappropriate or insulting behavior will not be tolerated.
- Should a technician be asked to leave a show (including but not limited to insubordination, refusal to follow instruction from a supervisor, unacceptable behavior, client request for removal, and/or inadequate skill set for a position) the technician will only be paid for the hours worked, minimums do not apply. Any scheduled subsequent days removed for similar reasons will also not be paid.
- Activities which result in client complaints or adverse client relations regarding an employee may result in that employee being dismissed from show site.
- **Confidentiality - All show information is proprietary and confidential.** Any information provided to you as part of your employment engagement including documents, materials, data, images, tangible and intangible event and client details are considered Confidential Information. No show information, including images of the setup or event should be shared on social media sites or shared with other companies without LASSO Marketplace's consent. Any and all information you are provided or exposed to is considered Confidential Information and you understand and acknowledge that you will not disclose such Confidential Information. Failure to comply with this requirement may result in disciplinary, and or legal action, up to and including termination and liability for damages.
- LASSO Marketplace employees should dress appropriately and professionally for each event. Please make sure to wear clean clothing without rips, tears or holes, and practice good personal hygiene. If a dress code is not specified for your event, please wear show blacks. No excessive jewelry including visible facial and body piercing is allowed on job sites. Hats are not permitted.
- Cell phones should not be used while you are working on a show and only used when you are on a break or communicating about the show, or in an emergency situation.
- Professional behavior is expected at all times while on the show site.
- LASSO has a zero-tolerance policy for any form of harassment or discrimination, of any kind. If allegations are founded, LASSO will take immediate action up to and including termination.
- LASSO Marketplace employees should not contact LASSO Customers for direct hire opportunities as clients have a non-solicit clause in their agreement and have a financial penalty if they direct hire. This would reflect negatively on potential opportunities offered.

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## Work Requirements

You must have the ability to:

- Work long hours on your feet
- Lift up to 50 pounds; push and pull up to 100 pounds frequently
- Alternate between sitting, crouching, and standing frequently
- Safely climb stairs and ladders
- Work independently or with teams effectively
- Work in a variety of environmental conditions (indoor/outdoor, excessive heat/cold/humidity, on slippery or uneven walking surfaces, in noisy/loud environments)
- Work around moving equipment and vehicles
- Work in close proximity to others

## Miscellaneous

- LASSO Marketplace reserves the right to dismiss any technician who fails to comply with LASSO Marketplace company policies and reserves the right to dismiss an employee from future LASSO Marketplace events.
- All show bookings are done through LASSO Marketplace's website and mobile app. You will receive your job opportunities and schedules through the LASSO Marketplace platform so it is imperative you install updates to the mobile app as they are released.

## Compensation and Benefits

- Once you have accepted a part time position with LASSO Marketplace, you will receive onboarding paperwork to set up your payroll profile.
- You will be paid as a part time hourly employee based on the agreed upon hourly rate.
- All positions have either a 5 or 10 hour minimum.
  - 5 Hour Min Positions are A2, A3, V2, L2, Spotlight Operator, Breakout Tech/Float, Carpenter, Crew Lead\*, Crew Chief\*, General AV/Tech Utility, LED Technician, Lift Operator, Loader/Pusher, Stagehand, Drape Tech (Las Vegas Only), Driver (Las Vegas Only), Robocam Operator, Spotlight Operator
  - 10 Hour Min positions are A1, Breakout Operator, RF Technician, Camera Operator (hand-held), Camera Operator, Crew Lead\*, Crew Chief\*, Graphics Operator, LED Programmer, Projectionist, Projectionist-Advanced, V1, V1-Spyder, V1-E2/S3, Playback\Record Operator, RF Tech, LD, L1, Master Electrician, Producer, Project Manager, Technical Director, Robocam Engineer, Stage Manager
  - \* Minimum determined based on schedule of positions they are overseeing
- You will be paid for all hours worked. Should the hours you work be less than a guaranteed minimum for each position, you will be paid the minimum negotiated amount unless you arrived late or departed early for a confirmed shift, or you refused to do additional work requested during your scheduled shift, in which case, you will only be paid for time worked.
- Split Shifts – if there are 4 or more hours between scheduled shifts for the same company, each shift will require a position minimum.
- Short Turn Around – Applies to any hours worked in which an 8-hour break has not been given prior to the next work shift starting. If there are not 8 hours between shifts, the hours for the 2<sup>nd</sup> shift will be at the OT rate **UNTIL A FULL 8 HOURS of REST is PROVIDED.**

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- Your compensation will be based on a 40-hour work week, which begins on Sunday and continues through the following Saturday.
- When working for LASSO Marketplace, you will be paid weekly.
- You will begin to accrue your hourly rate once you arrive onsite for your first day of work.
- Overtime begins after 40 hours worked in a week. *\*This may vary from state to state.*
- Overtime will be paid for any hour worked between 12am and 6am local time, excluding events in Las Vegas, NV.
- Your hours worked will be electronically tracked by the Crew Lead for each of your events.
- It is your responsibility to check in and out with the Crew Lead each day.
- Part time employees may be required to take an unpaid 30-minute or more break during their workday. The amount of time will be based on the show schedule. Crew Lead will notify you of your scheduled break.
- Part time employees are not eligible for fulltime benefits. Once full-time status has been reached, you will be eligible to participate in LASSO Marketplace's benefit plans.
- As a part time or full-time employee, you will have access to Insperity's Employee Assistance Program (EAP) which provides confidential support for managing things like anxiety & depression, substance abuse, child and eldercare support, parenting/family issues, etc.
- As a part time or full-time employee, you will have access to Insperity's Perks at Work program which provides discounts from numerous merchants including cell service, auto/home insurance, etc.

## Travel

- LASSO Marketplace will either book all your travel, including airline tickets, hotel accommodations and rental cars, or will reimburse you for the expenses related to travel that are approved in advance.
- Any changes needed to be made to your travel should go through LASSO Marketplace. In the event your travel needs to be changed for personal reasons, you will be responsible for any change fees incurred.
- Travel days will be compensated with a stipend equivalent to a flat rate based on your hourly rate for 5 hours. There is no overtime accrual for travel time.
- Pre-approval required for per diem. When traveling, you will be given a daily per diem based on GSA for incidentals. All per diems will be processed via direct deposit so please be sure you have your direct deposit set up. Per Diem for travel days is different than per diem for work days.

## Expenses

- Pre-approved expenses will need to be submitted along with a receipt to [expenses@lasso.io](mailto:expenses@lasso.io) within **3 days from the completion of the event**. Late reporting or submission will result in non-payment of the expense. Expenses that were not pre-approved by LASSO are not reimbursable.
- LASSO Marketplace will do their best to reimburse for approved expenses within two weeks from submission.
- A list of reimbursable expenses can be found below.
- When driving long distances (over 60 miles) to your event, if pre-approved, you will be compensated for mileage based on the government mileage reimbursement rate. Hotel and per diem will be considered on a case by case basis.

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- Once at the hotel, your mileage to and from show site will be considered commuter mileage and is not reimbursable.

## Reimbursable Expenses

- Pre-approved transportation to and from your home airport
- Pre-approved transportation from airport to and from event location
- Pre-approved off -site airport parking
- Pre-approved event parking
- Gas for your show site rental car (if applicable)
- Hotel self- parking when not part of the hotel folio
- 1<sup>st</sup> bag luggage charges if not flying on your preferred airline
- Pre-approved 2<sup>nd</sup> bag luggage charges for equipment or tools
- Pre-approved 2<sup>nd</sup> bag luggage charges for trips more than 10 days
- Pre-approved out of pocket expenses for show related materials
- Mileage if applicable

## Non-reimbursable Expenses

- Hotel internet
- Movie rentals
- Valet and bellman fees
- Meals
- Alcohol
- Tips
- Entertainment
- Incidentals
- Travel change fees not pre-approved by LASSO Marketplace in advance
- Travel Upgrade fees
- Clothing, including rain gear, coats, work boots and other miscellaneous items

***For items not listed, please consult your Marketplace Specialist for exceptions.***

## Cancellation Policy

- LASSO Marketplace has a 24-hour cancellation policy. If the position is canceled within 24 hours of your scheduled call you will be issued cancellation pay equal to 5 hours of pay for positions that have a 5-hour minimum, or 10 hours of pay for positions that have a 10-hour minimum.
- Cancellation pay is only offered when the position has been canceled in its entirety and not replaced with another call option.
- Cancellation pay is not considered hours worked and will not apply to your weekly overtime.
- LASSO Marketplace will do everything to keep crew changes and cancellations to a minimum, however, due to circumstances out of our control, changes will arise.

***These policies are subject to change. You will be notified with updates to the policy when they occur.***

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## POLICY AND PROCEDURE ACKNOWLEDGMENT

I acknowledge that I have read received the LASSO Marketplace Employee Policies and Procedures.

I agree that ***all show information must be treated as proprietary and confidential and that I will not disclose such Confidential Information.*** No show information or images may be placed on social networking sites or communicated to other Companies.

I further agree and consent to all policies contained herein and understand that the information represents guidelines for the Company and that the Company reserves the right to modify or amend or terminate any policy, procedure or employee benefit program at any time.

I further understand that if I have any questions about the interpretation or application of any policies contained, I should direct these questions to the LASSO Crew Lead or Crew Chief.