

All Independent Contractors, which Howl Services, LLC holds no liability to, must adhere to the following protocol and rules while on a job or while participating at Howl Services, LLC or you are subject to the consequences listed below.

The Golden Rule

- **DO NOT GO BEHIND HOWL'S BACK.** Going behind our back means that you book yourself with a client that you found through Howl without telling us. This will result in your immediate dismissal at Howl Services. If you have a regular client that wants to book you while you are there, your manager needs to be copied in the text to oversee. It must be a groupchat with you and any other team members who are working with you, the client(s), and your branch manager. It's better to tell the client(s) to reach back to their local manager.

Titles and Descriptions

- Team Member: An Independent Contractor at Howl Services, LLC who works “odd jobs” for an agreed upon pay.
- Team Leader: An Independent Contractor at Howl Services, LLC who works “odd jobs” for an agreed upon pay and has the following extra responsibilities team members do not:
 - Greeting clients and getting instructions
 - Giving team members their roles in the job, if necessary
 - Letting their local manager know if/when everyone has arrived and left
 - Keep track of and reporting all hours
 - Guiding team members while working, if necessary, and reporting inappropriate job behavior to their local manager.
 - Transporting payments, if necessary, to the appropriate location

- Making sure all jobs are done to Howl's standards and stepping in when not.
 - (Get paid more)
- Branch Manager: An Independent Contractor at Howl Services, LLC that takes jobs but is mainly responsible for the following:
 - Booking all jobs
 - Putting together a team that will do the job to the standards of Howl Services, LLC
 - Hiring new team members
 - Promoting team members to team leaders
 - Payment
 - Handling all consequences of team members and leaders
 - AND MORE!

Pay

- All Independent contractors at Howl Services will be paid as follows:
(Note that most jobs at Howl Services, LLC are by the hour but some will be priced at a flat rate. The following pay is based on our typical hourly rate)
 - All jobs without a team leader and are on our typical hourly wage, you will be paid \$13/hr
 - All jobs with a team leader on our typical hourly wage, the team leader will get \$15/hr and all team members will be paid \$13/hr
 - We will be contacting those who would make a good team leader. Team leaders will be those who have been working with Howl a long time and have proven to be a hard worker and a leader. **While we will have a handful of team leaders, only the team leader that calls that position first gets the role and the pay of \$15/hr. For ex. If there are two people who we have given the opportunity to be a team leader, only one of them will take on the role at the job and that will be the first one to call it in the GroupMe app.**

- You are paid per hour and if necessary, gas used by the tools you bring or long travel to get to a job.
- All tips are yours to keep. Your hourly wage (and tip if not in the form of cash) will be paid to you by your local branch manager or Ash.
- Do not pocket any cash (unless it is your tip) or checks as they must be dropped off at the place directed by your manager as they will be responsible for paying you.
- Team members typically get \$13/hour while team leaders get \$15/hr
- **These changes are in effect immediately. Howl Services can no longer afford to pay \$15/hr as we have recently had to legalize the business and endure some big charges.**

GroupMe App Protocol

- Most jobs are posted in the GroupMe app and anyone is allowed to take it. However, those who are regulars at a client's home, know that we will schedule you individually. Also, if you specifically want a certain type of job that we think you would be good at, we might also book you without posting it in the GroupMe.
 - If a job requires a team leader, the first person who has been promoted to be a team leader to respond gets the role as team leader for that particular job.
- GroupMe needs to remain professional at all times. If anyone says anything that is either inappropriate or unprofessional, you might be removed. Also, any inactiveness in the group for a long period of time might result in your removal (but you would be notified first). This also means that you can not use our platform to find help for someone else. You may only take jobs; no posting jobs, polls, or sending pic/videos.

- If a job is posted for multiple team members, the team members who have a like by their response (usually the firsts to respond) get the job. However, we have the right to give it to someone else even if you are the first person to say you want it. Once your response has been liked, we will contact you on iMessage and send the details.

Work Protocol

Jobs that require 1-2 team members:

- All team members are required to wear the shirt they bought through Howl Services, LLC to each and every job. You may not take a job if you don't know for sure you will be able to wear our approved shirt to the job. (Shirts coming soon)
- All team members must arrive at each job at least 5 minutes before the official start time and let their local manager know they made it. Then, they must introduce themselves and get instructions from the client(s).
- Please do not take excessive breaks. For jobs that require you to be there during a meal, please try and eat at the same time if you are working alongside another team member. Try and only take a 10-15 minute meal break, if lunch/dinner are during the hours of work. All other breaks should be a quick water/snack break that are around 1-2 minutes long. You are still paid during any meal breaks so please be mindful and only take around 10-15 minutes or less. Note that with special permission of the client and in rare circumstances, you can leave and take a lunch break and return, but do not expect payment during your absence as that will end up being an excessive amount of time. It is highly recommended that you remain on site for the duration of the job. Also, meal breaks are only expected for long jobs that require you to be there during and past a "normal" lunch period.
For most jobs, you should eat before or after the job, not during.

- Once you have worked the agreed upon time, find the client(s) and get them to approve of the work you have finished. If the agreed upon time was not long enough to complete the job, stay longer and finish it if you can or tell them to contact their branch manager to book another time the job can be completed. If the work does not meet their standards, apologize and be appropriate even if you did your best and do the following in order and report your clients dissatisfaction to your local branch manager:
 - Stay and keep working if you have time
 - Tell them to contact the local branch manager
 - However, never tell them they don't need to pay for your time worked if they are dissatisfied. It is only the job of the branch manager to handle that.**
- After the job, collect payment, if necessary. Your branch manager should already know how they are going to pay and will notify you before the job if you need to collect a check and if so, where to bring it. Then proceed to immediately drop off the check/cash if that is how you were paid. Note: Clients may only give you a tip directly, no other payments. Your local manager will be the one to pay you your hourly wage.
- Text your local manager when you have left the job.

Jobs that require 2+ team members and a team leader:

- All team members are required to wear the shirt they bought through Howl Services, LLC to each and every job. You may not take a job if you don't know for sure you will be able to wear our approved shirt to the job. (Shirts coming soon)
- All team members must arrive at each job at least 5 minutes before the official start time. Once the team leader accounts for everyone present, and lets the branch manager know everyone has made it, they will then introduce themselves to the client(s) and get the instructions. Once they have fully understood the job, they will then

give each team member a task if it was not already decided by the manager when the group was being put together.

- If a team member is not there on time, the team leader should try and get in contact with the late team member. If the team member is not answering or going to be super late, contact your branch manager.
- It is the responsibility of the team leader to keep track of all hours to correctly give the client(s) the total amount.
- Please do not take excessive breaks. For jobs that require you to be there during a meal, the team leader will decide the lunch break. Try and only take a 10-15 minute meal break, if lunch/dinner are during the hours of work. All other breaks should be a quick water/snack break that are 1-2 minutes long. You are still paid during any meal breaks so please be mindful and only take around 10-15 minutes or less. Note that with special permission of the client and in rare circumstances, you can leave and take a lunch break and return, but do not expect payment during your absence as that will end up being an excessive amount of time. It is highly recommended that you remain on site for the duration of the job. Also, meal breaks are only expected for long jobs that require you to be there during and past a "normal" lunch period. **For most jobs, you should eat before or after the job, not during.**
- Once you have worked the agreed upon time, the team leader will find the client(s) and get them to approve of the work you have finished. If the agreed upon time was not long enough to complete the job, stay longer and finish it if you can or tell them to contact their branch manager to book another time the job can be completed. If the work does not meet their standards, apologize and be appropriate even if you did your best and do the following in order and report your clients dissatisfaction to the local branch manager:
 - Stay and keep working if you have time
 - Tell them to contact the local branch manager

- **However, never tell them they don't need to pay for your time worked if they are dissatisfied. It is only the job of the branch manager to handle that.**
- After the job, the team leader should collect payment if necessary. Your branch manager should already know how they are going to pay and will notify you before the job if you need to collect a check and if so, where to bring it. Then proceed to immediately drop off the check if that is how you were paid. Note: Clients may only give you a tip directly, no other payments. Your local manager will be the one to pay you your hourly wage.
- The team leader should text the local manager when you have left the job.

Tools

- At Howl Services, LLC, we hold no responsibility for broken tools that you or our client(s) provide.
- However, if a tool breaks, let us know, and we will see what we can do.

Taxes

- All team members will need to fill out the appropriate paperwork for taxes as Howl Services, LLC will mail you how much you made each year. However, we are not responsible for holding you accountable to pay and file your taxes.
- All team members need to fill out a W-9 form and send it back filled out.

Consequences/Inactiveness

- At Howl Services, LLC your local branch manager will adhere to the following protocol concerning discipline. Please note that disciplinary action will be taken on a case by case basis. The following is only general protocol:
 - GroupMe
 - We will remove any inactive team members from the GroupMe app if you are not taking any jobs or very few.
 - You will first be questioned as to why you are not taking any jobs, and you will be given more time to take jobs, if wanted.
 - If you still are not taking any jobs, whether because you do not have the time or we are not getting job requests for the types of jobs you want, we will ask that you leave the group and reach back in the future to see if we are getting the jobs you want.
 - If you fail to leave when asked, you will be removed.
 - Inappropriate Behavior/Non-work related messaging
 - Must be stopped immediately and will get a warning.
 - If you do not stop or continue acting in an unprofessional manner, you will no longer be able to take a job for an extended period of time.
 - If your behavior does not change, you will be removed.
 - Work
 - If inappropriate behavior is reported, either by a team member, team leader or client action will be taken generally in this manner:
 - Verbal warning
 - If working, asked to take time off from working and cool down and then resume work
 - If working, manager will get involved and speak with you

- If needed, apologize to client(s) and/or team
- If needed, fix sloppy work for free
- Time off (probation period)
- Removal