

WORK TIME POLICY

Scheduled shifts are typically broken up into two types of work time; “set-up” which is prior to an event start where representatives complete tasks preparing for event, and “engagement” which is when the event has started, and consumers are onsite. During some events, there will be instances where a representative completes their set-up tasks prior with time before engagement starts. In this circumstance, a representative will be able to utilize this time for personal things such as eating. At all times during shift, once a location has been assigned, the representative must remain at their work station in case additional set-up tasks are required. Once engagement starts, it is the expectation that representatives will be at the work station and will not complete anything personal thing such as snack or eat. Reasonable accommodations will be made for representatives who request accommodation. On-Point Market Research Group will abide by any federal and state laws regarding meal and rest periods.

During “set-up” time, if an representative has completed their tasks which is deemed satisfactory, they may engage in other personal things such as use their cell phone. The representative is permitted to use their phones until 10 minutes before “engagement” work time commences. If a representative is found using their cell phone at any time during engagement this can be grounds for further disciplinary actions, up to and including termination. If any representative has a special circumstance that requires for them to check their phone during engagement time, the representative must let management onsite know prior to engagement work time; i.e. a child has a fever and representative must stay in contact with child care taker.

Example of approved eating and cell phone usage during shift:

- A representative completes their set-up work time tasks 10-minute prior to engagement work time and eats a granola bar or sandwich that they brought with them, while remaining at their assigned location.
- A representative completes their set-up work time tasks 20-minute prior to engagement work time and logs into social media for 10 minutes, ensuring their phone is put away 10 minutes before engagement work time starts.

Example of what not to do on a shift:

- Representative leaves work station during shift to purchase French fries or representative eats a sandwich that they brought with them during engagement work time.
- Representative replies to a personal text message during engagement work time.

At no time once a representative has clocked in to shift (set-up work time or engagement work time) can they leave premises or not be at assigned location unless otherwise directed by management. Representatives may bring in snacks and drinks from outside sources; items must be approved by the arena or partner security teams. If a representative needs to purchase snacks or drinks from onsite vending machines, representative must arrive early and complete this task prior to clocking in and starting shift.