



event shift policies and procedures

For this shift

Please make sure you review “**Worker Instructions**” on the Event Shift Page on Nowsta, as well as any “Attachments”. Contact information for the on-site contact and One events Staffing Manager will also be listed here.

Attachments any include additional documents provided by the client such as:

- Run of show/Kitchen Sheet/BEO
- Event or Venue Map
- Parking Pass

Always make sure to have your essentials: wine key, mints (no gum), a pen with no logo, and a lighter with no logo.

Time Keeping



We are now utilizing the “**Timeclock**” feature on Nowsta! It can be accessed through the Nowsta app under your event details or is available as its’ own app in the App Store.



“**Clock In**” at the beginning of your shift/at call-time, and use “**Start**” and “**Stop**” to log your Breaks. When your shift if over, you may ” **Clock Out**”.

[Help with Nowsta Timeclock](#)
[Sync Nowsta to Device Calendar](#)

If you forget to “**Clock In**”, please do so as soon as you realize you’ve forgotten and proceed with your shift as usual. This can be done on **Nowsta** or the **Timeclock** app.

When you have finished your shift and “**Clock Out**”, e-mail time@oneevents.biz to alert us to the issue and we will manually adjust your entry. Make sure you include the **EVENT NAME**, **CLIENT NAME**, and **DATE** in this e-mail.

Quick Review

Late/Tardiness

If you are expecting that you may be late for your call-time for any reason, you must contact the Staffing Manager by text or phone call. This includes if you are on-site but are lost/missed shuttle/etc... If you cannot get in touch with the Staffing Manager, contact the ‘ON-SITE CONTACT’ outlined in the ‘Worker Instructions’ section on Nowsta.

Shift Cancellations/Emergencies

When you commit to a job with One events inc, you are committing to being a member of a team. Ensure you are able to commit 100%, including updating your schedule accordingly and making the necessary arrangements to honor this commitment.

If you accept a shift on Nowsta by accident, please contact team@oneevents.com as soon as possible, and not exceeding the 24 period after. We understand that it can be easy to make a mistake and appreciate your due diligence. Shift’s reported over 24 hours after the shift was accepted will be considered a call-out.

We will address shift cancellations on a case-by-case basis, however shift cancellations with less than 14 days notice will be considered an unexcused absence and kept on record. Please ensure your commitment to any jobs before accepting.

Professionalism

While working a shift, you are representing One events inc, but you are also representing yourself and creating opportunities to build relationships with clients. Please do not over-socialize with other staff members or guests, and be pro-active and attentive to stand out to the client so they request you to work their events in the future!

Phones & Social Media

Use of cell phones while on the clock is prohibited and negatively impacts your reputation with the client. Always wear a watch to keep track of time, and only use your phone during specified break times.

You may not use your phone, recording devices, or cameras of any kind to capture the event, event location, or images of guests without explicit permission. Any content posted to the internet is strictly prohibited and may violate the Non-Disclosure Agreement you signed upon joining the One events team. Breach of policy and/or NDA may result in disciplinary actions, including termination.



Parking

If you are required to pay for parking on-site at the event, please take a picture of your receipt and email it to parking@oneevents.biz for reimbursement.

COVID-19 policies and protocol

As COVID-19 continues to change our industry, the safety, health, and well-being of our employees remains our top priority. If you are experiencing any of the below symptoms, have tested positive for COVID-19, or been directly exposed to COVID-19, do NOT come to work and contact your One team immediately. If any employee is found to be developing or experiencing these symptoms on the job, refrain from close interactions with others and communicate your symptoms to your on-site manager and with your One team.

The cold and flu like symptoms that are commonly associated with COVID-19 may include:

- Sore or scratchy throat
- Headache and/or body aches
- Loss of taste and/or smell
- Coughing
- Congestion
- Fever
- Weakness, light headedness and/or dizziness
- Nausea and/or vomiting

If you have tested positive for COVID-19, e-mail a copy of your positive test to team@oneevents.biz as soon as possible and [review current testing and isolation guidelines in California HERE](#).