



event shift policies and procedures

For this shift

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

Attachments 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 as its’ own app in the App Store.

[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.



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

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. Include the **EVENT NAME, CLIENT NAME, and DATE** in this e-mail.

Quick Review

Late/Tardiness

If you expect to be late for your call time, you must contact the Staffing Manager by text or phone. This includes if you are on-site but are lost/missed a shuttle/etc... If you cannot contact 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 commit to being a Team Member. Ensure you can 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 do not exceed the 24-hour period after. We understand that it can be easy to make a mistake, and we appreciate your due diligence. Shifts reported 24 hours after the accepted shift 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 job before accepting.

Professionalism

While working a shift, you are representing One events, inc, and you are also representing yourself and creating opportunities to build client relationships. Please do not over-socialize with other staff members or guests, and be proactive 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 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, our employees' safety, health, and well-being remain our top priority. If you are experiencing any of the below symptoms, have tested positive for COVID-19, or have 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](#).