

# Work Market Community Guidelines

## Employers

Work Market is an on-demand marketplace that brings talented workers and employers together to make the process of getting work done easy, efficient, cost effective and scalable to your business needs.

Work Market's Community Guidelines address the responsibility and accountability of our community to each other. We want to maintain a professional, transparent, and enjoyable marketplace for both workers and employers. Thank you for joining us in this effort.

- Utilize Work Market tools such as groups, tests, requirement sets, and other data, to choose the workers that will best fit the needs of your business.
- Be transparent. Provide clear and complete assignment descriptions to ensure you are engaging the right talent to complete assignments to your standard.
- Communicate with your Workers utilizing the platform tools. Messages are a great way to address questions and/or add notable events related to your assignments. Be sure to answer your Workers' questions and contact attempts in a timely manner.
- Manage your Scorecard. Your Company Scorecard is a summary of the ratings you receive from your workers. Average approval/payment timeliness and satisfaction rating are available on your profile and will be transparent to Workers.
- Approve and pay assignments in a timely manner (unless pending an escalation or dispute).<sup>1</sup>
- Escalate to Work Market when necessary. We encourage employers and workers to communicate directly regarding assignment disputes, but in the event communication cannot be made or disputes are not resolved, Work Market provides an escalation process to both Employers<sup>2</sup> and Workers.

We ask that you review and understand our policies, including the [Work Market Terms of Service](#) and [Work Market Community Violation Guideline](#) before you apply, accept or work on any assignment.

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<sup>1</sup> If employers need to cancel an assignment with <24 hours notice, they may choose to compensate the worker a cancellation fee.

<sup>2</sup> Work Market has an Escalations Team dedicated to support Employers in the event of an issue during the assignment process. To escalate a case, please email [escalations@workmarket.com](mailto:escalations@workmarket.com) with the details of your escalation including assignment number and anticipated outcome. The Escalations Team will open a case, track communication and progress and provide you with timely updates from start to finish. Escalations can include (but are not limited to) an abandoned site, no call/no show, failure to return equipment, payment dispute, circumvention of the platform, failure to upload deliverables, unprofessional conduct, unable to contact worker, forged documents and damaged or stolen materials.