

WorkMarket Community Guidelines

Workers

WorkMarket is a freelance management system 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.

As an independent contractor, you are a business owner and provide a service to your clients. WorkMarket'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.

- No Worker Fees. You will not pay fees on any assignment you apply to or accept to work on ever.
- Create your brand. Ensure your profile is updated with all skills, certifications, licenses, tools, photos and insurance that will accurately represent you.
- Your ratings are a part of your brand. Be mindful that assignment cancellations and abandonments will affect your scorecard. Ratings are shown on your profile and will be transparent to other employers. Be sure to accept work based on your availability.¹
- Communicate with your Employer utilizing the platform tools. Messages are a great way to ask questions and/or add a notable event related to your assignment. Be sure to answer questions and contact attempts in a timely manner.
- Be accountable and transparent. Understand what you are committing to by reading the scope of work completely and applying for work you are fully qualified to complete. Negotiate additional expenses and/or rates upfront using the platform tools.
- Do not subcontract without consent of the employer.
- Utilize WorkMarket tools such as company scorecards, and other data, to choose the employers that will best fit the needs of your business.
- Escalate to WorkMarket when necessary. If an employer is late approving/paying an invoice, becomes unresponsive, or in the event of an impasse, reach out to WorkMarket Support.²

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

¹ Workers can dispute a rating on a particular assignment by contacting the Employer directly for a written explanation of the rating. In the event of an impasse, Workers can escalate the rating dispute to WorkMarket by emailing support@workmarket.com and providing the written explanation from the Worker as well as the Employer. The rating will be reviewed and a resolution provided to both the Worker and Employer.

² Escalate approval/payment disputes by emailing WorkMarket Support at support@workmarket.com. Please be sure to include assignment ID, communication timeline with employer and any other necessary information to help facilitate communication for a resolution. WorkMarket cannot guarantee payment, but will facilitate a fair process for resolution.