



Conduct & Ethics Policy - Loopers

Part of being a Looper includes being honest and realistic with yourself, showing respect to our Patrons and members of our staff, and keeping open communication when you run into any issues along the way. When representing yourself as a Looper, we ask that you remember the following:

- Do not pick up jobs that you are not confident that you are qualified to do. Some jobs require more skills than others, be mindful of this when picking up jobs.
- Only pick up jobs that you absolutely know you will be available for. If you think that anything else has the potential to come up during the time slot that you are signing up for, please do not sign-up for the job.
- Always arrive at the job on time, with an open mind and a smile. At the end of the day, you are responsible for serving as an extra set of hands for the Patron during the allotted time.
- Please be respectful to the Patron and their belongings. Whether a Patron is letting you use their lawn equipment or is asking you to move a valuable piece of furniture, always treat their possessions safely and with care.
- When reporting job details, do not try to cheat the system. For example, if a job took 2 hours, do not try to report it as a 4 hour job. All job details are cross-verified with the Patrons prior to payment.

If we receive negative feedback from Patrons regarding your dependability, mannerisms, job performance, or we find that you are reporting inaccuracies, are disrespectful to other Loopers or Bonaloop employees, or are displaying that you are not dependable for jobs, **you will be suspended from picking up new jobs until a member of our team meets with you to discuss your actions.**

Effective date: 1/15/2021

Last edited date: 1/15/2021

All conduct complaints are reviewable by an appeals board. To have your conduct complaint reviewed, please reach out to appeals@bonlaoop.com with the date of the job, the job ID number and your Looper ID number. Thank You!