



Looper Handbook

2021 - 2022



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Our Story & Mission

Welcome to Bonaloop! We are very excited to have you join our Looper team! Our Loopers are valued members of their college community who respond to and complete posted job assignments of their choice, while working around their own schedule. We began our business in April 2014 at Endicott College and have been serving Patrons within and around the North Shore ever since. In August 2021, we transitioned to new management and are now looking to expand our services to serve more college communities!



At Bonaloop, our mission is to connect you with a wide range of flexible, task-based work opportunities within your college community. Jobs are posted by Patrons (residents and other local businesses) who are in need of help on short-term assignments. Once fully oriented onto the team, you will be able to pick-up jobs from the job feed at your leisure. We fully understand the stresses that come with being college students and that is what we are here for. We value and welcome your input and want Bonaloop to be both a fulfilling and rewarding experience for you!

What does 'Bonaloop' mean?



'Bona'

Bona is the latin root for good, moral, pleasant, and useful.

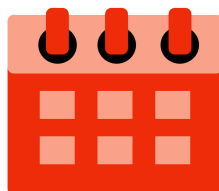
'loop'

We serve as a platform to loop the good.

There are local residents who have spare money and little time, and college students who have spare time and little money. At Bonaloop, we provide the fast, reliable, and easy connection between our Patrons and our Loopers. We stand to serve as a platform for college students to work around their own schedule while completing meaningful work within their community.

Our Values

- **Commitment to each other** - At Bonaloop, we are committed to providing our students with work opportunities for the betterment of community members who are in need. While we do not expect you to possess professional level landscaping, moving, cleaning, etc. skills, we do expect you to carry yourself professionally by showing up to every job on time and ready to work for the Patron.
- **Always do the right thing** - As we provide you with work opportunities year round, we expect that when you pick up jobs you are representing Bonaloop by being the best that you can be. Practice integrity by always being reliable and honest with yourself and those around you.
- **Lead by example** - If you want to gain the trust and respect of Patrons and other Loopers, you must set an example for them. Providing quality work includes taking all people's needs into consideration and working together to get the job done. If anything is unclear while on the job, don't hesitate to ask the Patron or other Loopers on the job for clarification. Open communication is a great way to ensure that all parties are on the same page.



Unique Perks

Working for Bonaloop allows you to serve your college community all while enjoying the following benefits:



Work when you want.

No set schedule or minimum hours.



Choose what you do.

Rotating online feed of nearby jobs.



Get paid fast.

Direct deposit within 72 hours of job completion, in addition to awesome cash bonus incentives.



Networking.

Along your Bonaloop journey, you will have the opportunity to meet and work with new Patrons and Loopers each time that you pick up a job.



Active work.

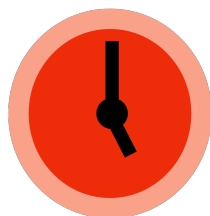
At Bonaloop you will very rarely, if ever, find yourself sitting down while on the job. Get paid while getting exercise!

Looper Code of Conduct

We hold a high regard for our Loopers and recognize that your conduct has a specific impact on the reputation and success of Bonaloop's brand. To maintain high ratings from Patrons (see Ratings Policy), we recommend that you follow these tips:

- **Be dependable!** A Looper is never late, and always aims to arrive at a job about 5-10 minutes before the scheduled start time. Respect the Patron and other Looper's time as you would expect them to respect yours.
- **Be respectful!** Always be friendly and respectful to Patrons and fellow Loopers on the job. This includes showing up on time, staying focused on the task at hand (do **NOT** use your cell phone on the job, unless the Patron gives you permission), and remaining ethical and honest in all dealings.
- **Be professional!** Please be realistic about your skills and capabilities, do not pick-up jobs that you are neither comfortable nor confident in doing. Never accept jobs outside of our system from Patrons, and always bring any problems to our attention directly.

When in doubt, ask!



How am I insured?

Bonaloop provides Loopers with Workers' Compensation, General Liability and Hired Not Owned Vehicle Insurance. Workers' Compensation covers Loopers in case of injury while on the job, General Liability covers Patron property damage claims, and Hired Not Owned Vehicle Insurance covers if Bonaloop is held liable for an accident or injury caused by a vehicle we hired or a vehicle someone used while performing work for our business.

Some past examples of where our insurance policy has covered our Loopers include:

Stain spill: A Looper was staining an outside fence for what was at the time the Patron's first experience with Bonaloop, and in the process spilled the entire bucket of oil based stain all over the Patron's brand new stone patio. It was an absorptive stone and there was no recovery other than complete replacement of the patio. This was resolved quickly and pain free for all involved. The Patron has been using Bonaloop ever since.

Wrist Injury: A Looper was moving a couch and in the process injured his wrist when the couch fell on top of it while placing it in the back of a pick-up truck. The doctor's office, understanding that this was a work related injury, pursued payment through our workers's compensation coverage.



Compensation and Bonuses

Loopers are paid based on the number of hours worked (currently \$15/hour for all jobs, except winter snow-shoveling is \$18/hour). The minimum payment for a job is 1 hour, meaning if your job was very quick and only took you 30 minutes to complete, you are still guaranteed 1 hour of pay.

You must download the Cash App  and link your phone number to your account as that is how we provide payments to you.

After that 1 hour threshold, you will get paid for every 15 minutes you work. So if your job takes you 2 hour and 15 minutes, then you will get paid for 2 full hours and then one quarter of an hour's worth of work. This will be done once you close out the job within your Looper dashboard, always remember to round any job that takes longer than 1 hour to the nearest 15th minute when reporting the number of hours worked. (+0.25 hours for 15 minutes, +0.50 hours for 30 minutes, and +0.75 hours for 45 minutes).

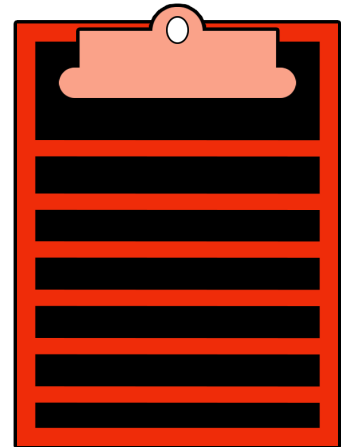
Along with the hourly rate of pay, we offer three bonus programs that offer cash rewards. Our **referral bonus program** offers a bonus for every new Looper that you refer once they work their first job with us, **hot jobs** allow you to make additional cash bonuses on jobs that are marked as 'hot' on the job feed, and our **take-it-make-it program** offers a bonus if you send us in pictures of you on the job or your completed work and we use that picture on our social media. Bonus programs are subject to change.



Notable Info

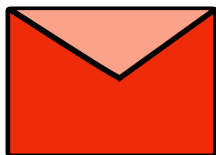
Other notable policies & information for Loopers to follow can always be referenced under the materials section within your Looper dashboard. These include the following:

- Background check authorization/disclosure
- W-9 form
- Independent contractor status
- Conduct & ethics policy
- Ratings policy
- Cancellation policy
- Truck use policy
- Service area policy
- Covered services policy
- Anti-Harassment policy
- No cell-phone policy
- COVID-19 policy



Contact Us

Want to get in touch with us?
We would love to hear from you!
Reach us here:



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