Back Office Staffing Solutions
boss.

THE ASSOCIATE HANDBOOK

You build your career. We support the journey.

Your guide to employment with Back Office Staffing Solutions — how it works, who to call, and everything in between.



INSIDE THIS HANDBOOK

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NEED HELP?

You never have to guess. Call **855-508-BOSS (2677)** or email **support@backofficenow.com** — if we're not the right people, we'll connect you with whoever is.

BEFORE YOU BEGIN

How to Use This Handbook

You'll probably never read this cover to cover — and you don't need to. It's built for looking things up.

Starting out?

Chapters 1–4 walk you through your first week, your first timesheet, and your first payday.

On assignment?

Chapter 5 covers the professional expectations that make assignments succeed.

Something happened?

Chapter 6 explains safety, injury reporting, and how we keep workplaces respectful.

Not sure who to ask?

Start with BOSS. Chapter 8 has every way to reach us. One call is all it takes.

WATCH FOR THESE THROUGHOUT THE BOOK

Good to Know
Helpful context and tips

Important
Things you must not miss

Need Help
Exactly who to contact

Example
How it works in real life

WHAT YOU CAN COUNT ON

Our Promise to You

Being your Employer of Record is a responsibility we take personally. Six commitments — on every assignment, every week, every paycheck.

- We will pay you accurately.
- We will answer your questions.
- We will support you.
- We will treat you with respect.
- We will communicate honestly.
- We will help you succeed.

You build your career. We support the journey.

CHAPTER 01

Welcome

You've joined a team built around one idea: employment should feel simple, professional, and human.

- We're Glad You're Here
- A Welcome from Our CEO



We're Glad You're Here.

Welcome to Back Office Staffing Solutions, LLC (BOSS). We're excited you've joined our team.

Whether you're beginning your first assignment or bringing years of experience to a new opportunity, we're committed to making your employment experience as smooth, professional, and rewarding as possible.

This handbook was created to help you understand your employment with BOSS, answer common questions, and explain what you can expect throughout your assignment. Rather than filling these pages with legal jargon, we've written it as a practical guide you can turn to whenever you need information.

Because BOSS serves as your Employer of Record (EOR), your employment relationship may be different from one you've experienced in the past.

While you'll perform your day-to-day work for one of our clients, BOSS is your employer. Throughout this handbook, we'll explain how that relationship works, who to contact when you need assistance, and how the three organizations supporting your assignment work together.

> **Most importantly, remember that you're never on your own.**

Whether you have a question about payroll, benefits, your assignment, or simply aren't sure who to contact, our team is here to help.

Welcome to BOSS. We're glad you're here.

GOOD TO KNOW

New to the Employer of Record model? Chapter 3 explains the whole thing in one diagram.

A Welcome from Our CEO

Welcome to BOSS. On behalf of everyone at Back Office Staffing Solutions, I'd like to personally thank you for joining our team.

Every day, thousands of professionals across the country go to work through Employer of Record relationships like ours. While the employment model may be different, one thing never changes: people deserve to be treated with professionalism, respect, and honesty.

> **At BOSS, we believe our Associates are the foundation of everything we do.**

Our responsibility is to support you by processing payroll accurately, providing access to benefits, maintaining compliance with employment laws, and delivering responsive service whenever you need assistance. While your assigned client directs your daily work, our team is committed to making your employment experience as simple and stress-free as possible.

You'll probably never memorize this handbook, and we certainly don't expect you to. Think of it as a guide. Whenever you have a question, we hope you'll find the answer here. If you don't, one phone call or email to BOSS Support is all it takes.

Thank you for the important role you play in representing yourself, your recruiting Partner, your client, and BOSS. We appreciate the confidence you've placed in us and look forward to supporting your success.

Welcome to the BOSS family.

NL

Neil Lebovits

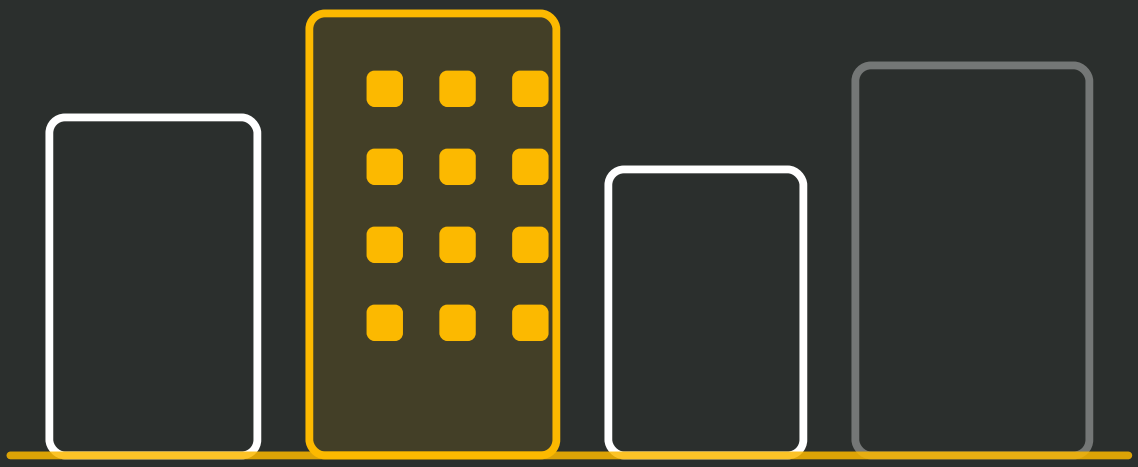
CHIEF EXECUTIVE OFFICER · BACK OFFICE STAFFING SOLUTIONS, LLC

CHAPTER 02

About BOSS

A national Employer of Record built exclusively for the staffing and recruiting industry — and for the people who power it.

- Who We Are
- Our Mission
- Our Core Values
- What Makes BOSS Different?



Who We Are

Back Office Staffing Solutions, LLC (BOSS) is a national Employer of Record specializing exclusively in supporting the staffing and recruiting industry.

Unlike traditional staffing companies, BOSS does not recruit Associates directly. Instead, we partner with recruiting firms and staffing agencies throughout the United States that have already matched talented professionals with outstanding employment opportunities.

Once you're hired for an assignment, BOSS becomes your legal employer and manages the employment responsibilities that happen behind the scenes — payroll administration, benefits, workers' compensation coverage, employment compliance, tax reporting, and many of the administrative functions that allow your recruiting Partner and assigned client to focus on what they do best.

This unique partnership creates a seamless employment experience while allowing each organization to specialize in its area of expertise.

OUR MISSION

To simplify employment by delivering exceptional Employer of Record services that allow our recruiting Partners, clients, and Associates to succeed together.

Our Core Values

Six commitments shape how we work — with you, with our Partners, and with each other.

We Do the Right Thing

Integrity is the foundation of every decision we make. Trust is earned through honesty, transparency, and doing what's right — even when it's difficult.

We Put People First

Every Associate deserves professionalism, courtesy, and respect. We're committed to responsive service and positive relationships.

We Own Our Commitments

We accept responsibility for our work, keep our promises, and strive to exceed expectations through accountability and reliability.

We Believe Compliance Creates Confidence

Following employment laws and ethical business practices protects our Associates, Partners, clients, and company.

We Succeed Together

Strong partnerships are built on communication, collaboration, and mutual respect. Success is always a team effort.

We Never Stop Improving

We continually look for better ways to serve our Associates and improve the employment experience.

What Makes BOSS Different?

Many companies simply process payroll. BOSS does much more. As your Employer of Record, we become your employer while you perform your work for one of our clients — so your recruiting Partner can keep doing what they do best: finding exceptional talent.

WHO DOES WHAT

Your client
Manages your daily work — schedule, responsibilities, and workplace expectations.

Your recruiting Partner
Helps build your career — coordinating this assignment and future opportunities.

BOSS
Manages your employment — payroll, benefits, compliance, and answers.

Our role includes

Payroll
Processed accurately and on time

Benefits
Administering employee benefits

Compliance
Maintaining employment compliance

Coverage
Workers' compensation protection

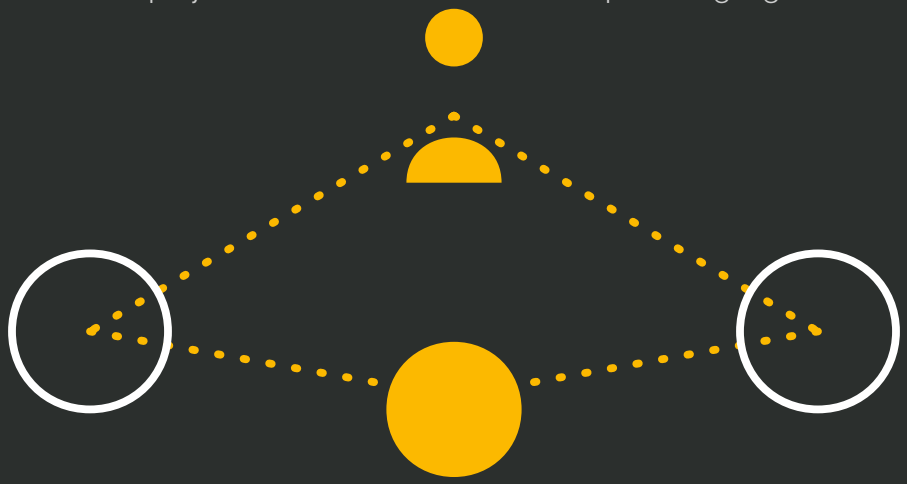
Support
Throughout your employment

Answers
Quick, professional responses

CHAPTER 03

Understanding Your Employment

Three organizations, one goal: your success. Here's how the Employer of Record model works — in plain language.



What Is an Employer of Record?

An Employer of Record (EOR) is an organization that serves as the legal employer for payroll, tax, insurance, and employment purposes while another company directs the day-to-day work being performed.

Your recruiting Partner introduced you to an employment opportunity with one of its clients. After you accepted that opportunity, BOSS became your legal employer. That means BOSS handles employment administration while your assigned client supervises your daily work.

Three organizations work together to support your success. BOSS manages your employment — payroll, benefits, employment compliance, workers' compensation, employment verification, tax reporting, and general employment support. Your assigned client manages your schedule, daily responsibilities, workplace expectations, and performance. Your recruiting Partner remains your career partner, helping coordinate assignments and future opportunities.

IMPORTANT

Whenever you're unsure who to contact, start with BOSS. If another organization is better suited to assist you, we'll connect you with the right person.

EXAMPLE

Your paycheck looks off? That's BOSS. Your client changed your schedule? That's your client supervisor. Wondering what happens after this assignment? Call your recruiting Partner.

The Relationship, Visualized.



GOOD TO KNOW

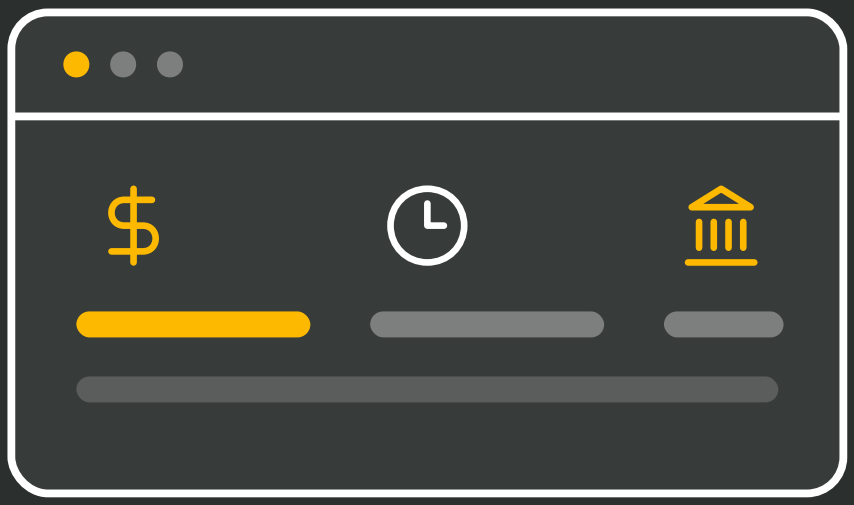
You work **at** your client, you were placed **by** your recruiting Partner, and you're employed **by** BOSS. All three are on your side.

CHAPTER 04

Getting Started

Congratulations on your new assignment. Here's everything you need for a confident first week — and a flawless first paycheck.

- Your First Week
- Timekeeping & The BOSS App
- How Payroll Works
- Attendance & Overtime
- Your Benefits Timeline



Your First Week

Starting a new position is an opportunity to make a great first impression. Whether this is your first assignment through BOSS or you've worked through an Employer of Record before, we're committed to helping you get off to a successful start.

FIRST WEEK CHECKLIST

- [ ] Complete any remaining onboarding requirements
- [ ] Learn your client's workplace expectations
- [ ] Download and become familiar with the BOSS App
- [ ] Understand how your time will be submitted and approved
- [ ] Save BOSS Support's contact information
- [ ] Review your benefit options at BackOfficeNow.com/benefits if eligible

Starting prepared helps build confidence and establishes a positive relationship with your client.

Employment Eligibility

Federal law requires employers to verify every employee's identity and authorization to work in the United States. Associates must complete all required employment documentation and provide acceptable documentation within the required timeframes.

IMPORTANT

Failure to complete required employment eligibility documentation within the required timeframes may affect continued employment.

Your Time, On the Record

The BOSS App

The BOSS App is an important part of your employment experience. Depending on your assignment, it may be used to submit time, access payroll information, receive communications from BOSS, and complete employment-related tasks.

GOOD TO KNOW

Keep your contact information current in the BOSS App so you never miss a payroll notice, benefits deadline, or important update.

Timekeeping

Accurate time reporting is one of your most important responsibilities. Record only the hours you actually work, using the BOSS App or another approved process required for your assignment.

IMPORTANT

Never report hours for another Associate, ask someone else to submit your time, or report hours that were not worked. Time records are legal employment documents and must always be accurate.

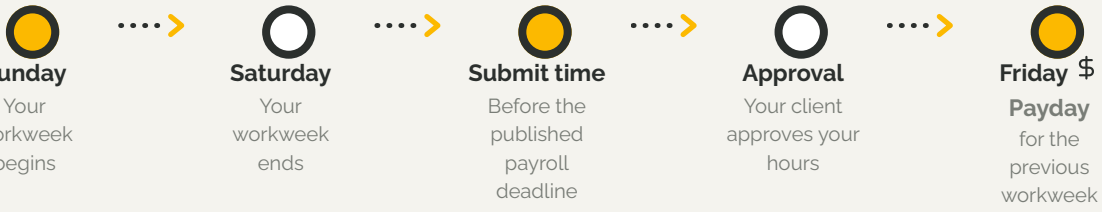
EXAMPLE

You left two hours early on Thursday for an appointment. Record your actual hours — not your scheduled hours. Accuracy protects you, your client, and your paycheck.

How Payroll Works

BOSS processes payroll weekly. Here's the rhythm of a normal week.

THE PAYROLL TIMELINE



Payroll is processed using approved hours received before the published payroll deadline.

IMPORTANT

If your time is submitted late, your paycheck may be delayed until the next payroll cycle after your hours have been verified. Submit early — every week.

Direct Deposit

Direct deposit is required for all Associates. It provides the safest and fastest way to receive your pay.

GOOD TO KNOW

Changing banks? Update your banking information promptly in the BOSS App to avoid payment delays.

Attendance & Overtime

Reliable attendance is essential to every successful assignment. Communicating early demonstrates professionalism and allows your client to plan accordingly.

RUNNING LATE OR ABSENT? TWO CALLS, IN THIS ORDER

1. **Notify your client supervisor**
   Immediately — they need to plan the day's work.
2. **Notify your recruiting Partner**
   Then let your Partner know so everyone stays informed.

Overtime

All overtime must be approved in advance by your assigned client whenever possible. BOSS pays overtime in accordance with applicable federal, state, and local law.

IMPORTANT

If overtime is worked, it must always be reported accurately — even if it was not approved beforehand.

Background Checks & Drug Testing

Certain assignments require background screening or drug testing. These are performed only when requested by your recruiting Partner, assigned client, or required by law. Appropriate authorizations are completed during onboarding.

Your Benefits Timeline

Eligible Associates may participate in benefit programs offered by BOSS, subject to plan eligibility requirements. Here's when coverage can begin.

FROM HIRE TO COVERED

Day 1
You're hired and your assignment begins

30 days
You complete 30 days of employment

First of the following month
Your eligibility date arrives

Benefits begin
Coverage starts, subject to plan eligibility

EXAMPLE

Start on March 12? You complete 30 days on April 11 — so your benefits can begin May 1, the first of the following month.

NEED HELP

For the most current plan information, visit **BackOfficeNow.com/benefits** — or direct questions to BOSS Support at **855-508-BOSS (2677)**.

A Strong Start

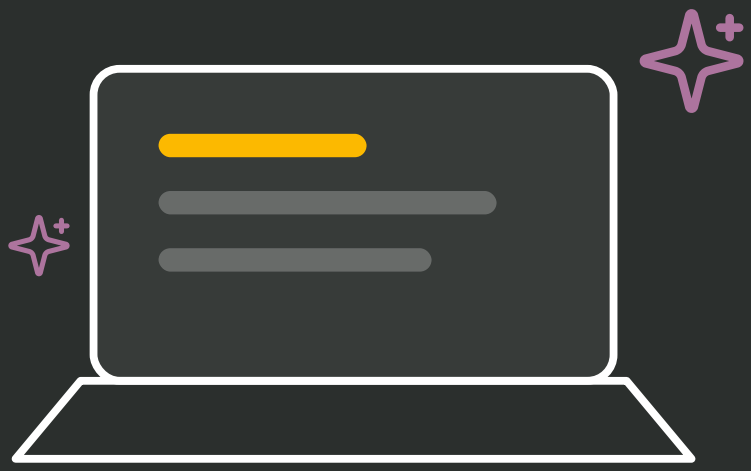
The most successful Associates consistently arrive on time, communicate professionally, report their time accurately, and follow workplace expectations. BOSS is committed to supporting you throughout your employment. Whenever you need assistance, we're here to help.

CHAPTER 05

Working Successfully

Success in any assignment depends on more than technical skills. Professionalism, communication, reliability, and integrity build trust every day.

- Professional Conduct
- Confidentiality & Technology
- AI & Cybersecurity
- Social Media, Devices & Remote Work
- Client Property & Communication



Represent Yourself Well

Professional Conduct

While on assignment, you represent yourself, your recruiting Partner, and BOSS. Treat everyone with courtesy and respect, perform your duties to the best of your ability, follow client workplace policies, communicate professionally, protect confidential information, and ask questions whenever expectations are unclear.

Client Workplace Expectations

Each client establishes its own workplace rules regarding schedules, attendance, dress, security, technology, parking, safety, and other day-to-day operations. You are expected to understand and follow those requirements while on assignment.

IMPORTANT

If you believe a client policy is unlawful or creates an unsafe workplace, contact BOSS immediately.

Professional Appearance

Maintain a neat, clean, and professional appearance appropriate for your assignment. Some clients require uniforms, identification badges, or personal protective equipment. Always follow your client's appearance and safety requirements.

EXAMPLE

Not sure whether jeans are fine at your new client site? Ask your supervisor or recruiting Partner on day one — it's always better to ask than assume.

Guard What's Entrusted to You

Confidentiality

During your employment you may have access to confidential information belonging to BOSS, your recruiting Partner, your assigned client, or others. Never disclose confidential business information, personal information, passwords, financial data, or trade secrets without authorization.

IMPORTANT

Your responsibility to protect confidential information continues after your employment ends.

Technology

Technology provided by a client is intended primarily for business purposes. Use computers, software, internet access, email, and mobile devices responsibly. Never install unauthorized software, share passwords, bypass security controls, or use company technology for unlawful or inappropriate purposes.

Client Property

Equipment, identification badges, laptops, keys, documents, software, and other materials provided by your client remain their property and must be used only for authorized business purposes.

NEED HELP

Lost a badge, laptop, or key — or noticed one missing? Report any loss, theft, or damage immediately to your client supervisor.

Smart Tools, Used Wisely

Artificial Intelligence (AI)

AI tools such as ChatGPT, Claude, Copilot, Gemini, and similar platforms may only be used when permitted by your assigned client. Always review AI-generated work for accuracy before relying on it.

IMPORTANT

Never enter confidential, proprietary, payroll, medical, financial, or personally identifiable information into public AI systems unless specifically authorized.

Cybersecurity

Every Associate plays an important role in protecting business information. Help protect workplace systems by practicing these habits:

Strong passwords
And multi-factor authentication where available

Lock your screen
Whenever your computer is unattended

Think before you click
Avoid suspicious emails and links

Speak up fast
Immediately report potential security concerns

Online, On the Phone, and At Home

Social Media

You may identify your employer or assignment on professional networking sites such as LinkedIn when the information is accurate and does not violate confidentiality obligations. Never represent yourself as speaking on behalf of BOSS or your client without authorization.

Cell Phones & Personal Devices

Follow your client's workplace rules regarding personal mobile devices. Personal calls and messages should normally be limited to breaks unless an emergency exists.

Remote Work

If your assignment permits remote work, maintain the same professionalism, confidentiality, productivity, and security expected in a traditional workplace. Protect company information and use secure internet connections whenever possible.

Communication

Successful assignments depend on clear, timely communication. If questions, concerns, or unexpected situations arise, communicate promptly with your client supervisor, recruiting Partner, or BOSS as appropriate.

> **The Associates who succeed most are dependable, adaptable, respectful, and proactive.**

Arrive prepared, communicate professionally, protect confidential information, and take pride in your work. BOSS is committed to supporting your success every step of the way.

CHAPTER 06

Safety & Respect

A safe workplace and a respectful one are the same commitment: every Associate protected, every voice heard.

- Workplace Safety
- Reporting Workplace Injuries
- Workers' Compensation
- Drug & Alcohol
- Equal Opportunity, Respect & Accommodations





Safety Is Everyone's Job

Workplace Safety

Creating a safe workplace is everyone's responsibility. Follow all safety procedures established by your assigned client, use required personal protective equipment, and immediately report unsafe conditions.

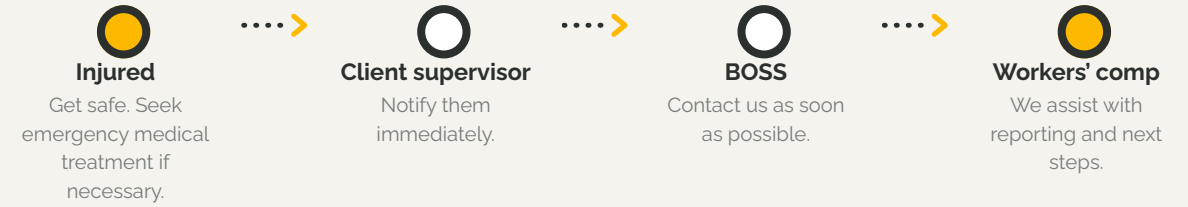
IMPORTANT

If you are unsure how to perform a task safely — stop, and ask your supervisor before continuing.

Reporting Workplace Injuries

Even minor injuries should be reported promptly. If you are injured while working:

INJURED AT WORK? THE PATH TO COVERED



Workers' Compensation

BOSS provides workers' compensation coverage as required by law. Benefits for work-related injuries or illnesses are administered in accordance with applicable state law. Prompt reporting helps ensure your claim is handled efficiently.

A Fair, Respectful Workplace

Drug & Alcohol

Associates are expected to report to work fit for duty. The unlawful use, possession, sale, or distribution of illegal drugs in the workplace is prohibited. Drug testing may be required as described in Background Checks & Drug Testing (Chapter 4).

Equal Employment Opportunity

BOSS provides equal employment opportunities without regard to any status protected by applicable federal, state, or local law. Employment decisions are based on qualifications, business needs, and performance.

Respectful Workplace

Every Associate deserves to work in an environment free from harassment, discrimination, intimidation, retaliation, and workplace violence.

NEED HELP

Concerns should be reported promptly to BOSS so they can be reviewed appropriately. Call **855-508-BOSS (2677)** or email **support@backofficenow.com**.

Reasonable Accommodations

BOSS provides reasonable accommodations for qualified individuals with disabilities and sincerely held religious beliefs in accordance with applicable law.

GOOD TO KNOW

Think you may need an accommodation? Just contact BOSS — you don't need special forms or legal language to start the conversation.

CHAPTER 07

Time Away & Moving On

Life happens, and assignments evolve. Here's how leave, holidays, and transitions work — and how we support you through each.





Time Away From Work

Time away from work should generally be approved in advance by your assigned client or recruiting Partner whenever possible.

BOSS complies with all applicable federal, state, and local leave laws.

GOOD TO KNOW

Leave requirements vary by location. If you have questions about leave eligibility where you work, contact BOSS Support — we'll walk you through what applies to you.

Paid Holidays & Vacation

BOSS does not provide paid holidays or paid vacation unless specifically approved for your assignment by your client or recruiting Partner. Holiday schedules vary by assignment.

EXAMPLE

Your client's office closes for a national holiday. Whether that day is paid depends on your specific assignment — check with your recruiting Partner if you're unsure.

Assignment Completion

Many assignments naturally come to an end as projects conclude or business needs change. Completion of an assignment does not necessarily reflect job performance. Additional opportunities may become available through your recruiting Partner.

When Employment Ends

Ending Employment

If you decide to resign, please provide as much notice as possible. Professional communication helps preserve positive relationships and future opportunities.

Final Pay

Final wages are paid in accordance with applicable law. Contact BOSS Support with any questions regarding your final paycheck.

Benefits After Employment

Benefit continuation, including COBRA where applicable, is administered according to the terms of the benefit plans and applicable law.

Employment Verification

Employment verification requests should be directed to BOSS Support.

GOOD TO KNOW

Applying for an apartment or a loan after your assignment? Verifiers can reach BOSS Support directly — point them to **support@backofficenow.com**.

CHAPTER 08

Help & Resources

One number, one email, one rule: when in doubt, start with BOSS.
We'll take it from there.

- Who Do I Contact?
- Contact Information
- Thank You
- Handbook Acknowledgment



Who Do I Contact?

If you are ever unsure who to contact, start with BOSS. We will either assist you directly or connect you with the appropriate client or recruiting Partner.

ONE QUESTION, ONE ANSWER

Pay, benefits, taxes, employment letters?
BOSS

Schedule, tasks, workplace rules?
Your client supervisor

This assignment or your next one?
Your recruiting Partner

Phone
855-508-BOSS (2677)

Email
support@backofficenow.com

Web
BackOfficeNow.com

Mail
9450 SW Gemini Dr PMB 42353, Beaverton, OR 97008-7105 · Fax 888-800-7081

THANK YOU FOR CHOOSING BOSS

You build your career. We support the journey.

Back Office Staffing Solutions

boss.

FOR YOUR RECORDS

Associate Handbook Acknowledgment

I acknowledge that I have received or been provided access to the BOSS Associate Handbook. I understand that this handbook is intended as a general guide to employment with BOSS and does not create a contract of employment. I understand that employment with BOSS is at will unless otherwise provided in a written agreement signed by an authorized representative of the company. I agree to comply with the policies described in this handbook.

ASSOCIATE NAME

SIGNATURE

DATE

GOOD TO KNOW

Signing electronically through the BOSS App? That counts — no paper needed.

Back Office Staffing Solutions

boss.

You build your career. We support the journey.

855-508-BOSS (2677) · support@backofficenow.com · BackOfficeNow.com

Need Help? Scan a code below.

BOSS APP
app.backofficenow.com

BENEFITS
backofficenow.com/benefits

SUPPORT
support@backofficenow.com