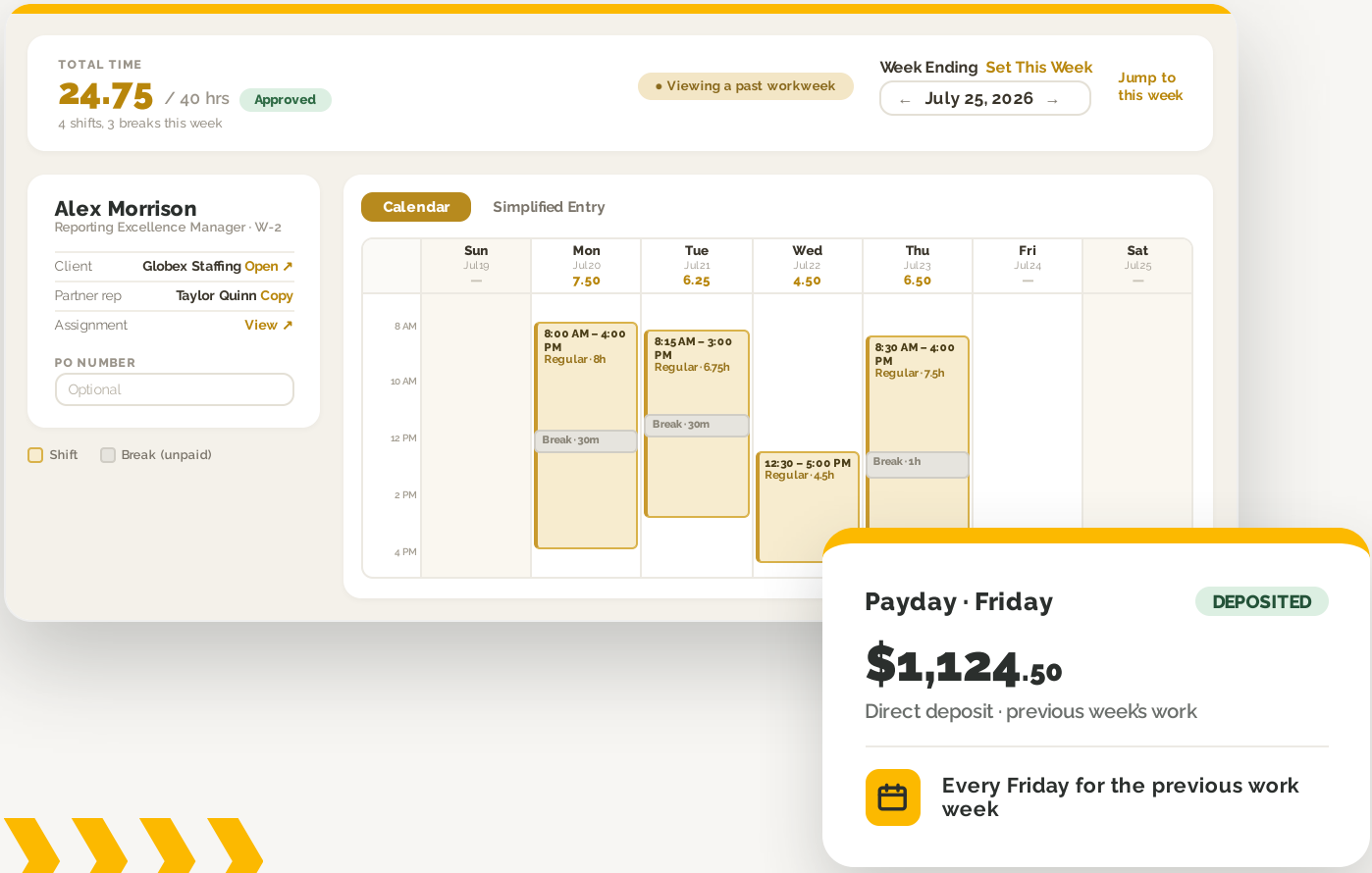
Back Office Staffing Solutions

boss.

Associate Welcome Kit

Everything you need to get started with BOSS as your Employer of Record.



Welcome to our Team!

BOSS will be your new Employer of Record.

Back Office Staffing Solutions (BOSS) has partnered with your recruiting firm to become your new legal **Employer of Record (EOR)**. BOSS is a national back office firm dedicated exclusively to the staffing and recruiting industry. BOSS will employ you for the temporary positions presented to you by your recruiting firm.

In order to focus on finding you exciting work opportunities, your recruiting firm has made the strategic decision to outsource this function, giving you more resources and a better overall working experience.

What is an Employer of Record?

An Employer of Record ("EOR") is the legal entity that employs you. The EOR is responsible for onboarding you, paying you, providing your employee benefits, carrying your Workers' Compensation insurance, and taking on all of the traditional employer responsibilities.

What BOSS handles for you

- Weekly payroll & online timesheets
- Optional employee benefits
- Workers' Compensation insurance
- Taxes, W-2s & required filings
- Onboarding & HR support

Your recruiter stays your recruiter.

Your recruiting firm still finds your assignments and manages your career. BOSS simply handles the paperwork, payroll, and employer responsibilities behind the scenes.

Questions or concerns? You can reach BOSS at 855-508-BOSS or support@backofficenow.com

How Your Employment Works

Three organizations, one goal: your success.

Your recruiting firm introduced you to the opportunity. Once you accepted, **BOSS became your legal employer**. From there, three organizations work together so you can focus on doing great work.

The client
Directs your day-to-day work: your schedule, tasks, and workplace expectations.

Your recruiting Partner
Stays your career partner, coordinating this assignment and finding your next one.

BOSS
Your legal employer: payroll, benefits, workers' comp, taxes, compliance, and answers.

This is a quick-start summary. The full detail lives in your **Associate Handbook**, the one you signed during onboarding. **Get a copy here.**

Who do I contact?

Pay, benefits, taxes, W-2s, employment letters
Contact BOSS

Schedule, daily tasks, workplace rules
The client supervisor

This assignment, your next one, or any assignment issues
Your recruiting Partner

When in doubt, start with BOSS.

If someone else is better suited to help, we'll connect you with the right person. One call is all it takes. Call 855-508-BOSS.

Getting Started

App Setup

Your recruiter will submit your basic information to our app. Once completed, you will receive an email link to enroll and create your app account. Keep a lookout for that email from **support@backofficenow.com**. If the email does not arrive, please check your spam folder. Once your account is set up, you can log in anytime at **app.backofficenow.com**.

Online Onboarding

You will be onboarded during the enrollment process. This will include reviewing and agreeing to the employee handbook and providing us with set-up documents. Additionally, BOSS will provide you with optional employee benefits & more. The app is mobile-friendly.

Time Submission

Enter your time each week in the app. We suggest doing it daily. Our work week is Sunday to Saturday. Time must be submitted no later than **Sunday at 11:59 PM ET** for the previous week's time. The client will approve by Tuesday at Noon. You can also view all of your previous timesheets, payroll, and work history.

Payday

Your pay is sent to you by **direct deposit** each **Friday** for the previous work week, so be sure your bank details are entered in the app.

Associate Payroll Schedule

Work week
Sunday through Saturday

S — Sunday
Timesheets are due by 11:59 PM ET

T — Tuesday
Client timesheet approvals are due by Noon

W — Wednesday
Payroll is processed and the bank file prepared

F — Friday
Payday for the previous week's work, with deposit received by close of business

IMPORTANT:
Time must be submitted no later than **Sunday at 11:59 PM Eastern Time**. Missing this deadline may delay your pay until the next pay period.

Power Tip:
Submit your time daily. It takes less than a minute, keeps your hours accurate, and means no Sunday-night scramble before the deadline.

New Hire Onboarding

Please make sure you complete all of these important tasks, including...

Confirm receipt of your offer letter

Complete the I-9 Form
Employment eligibility verification. See the next page.

Complete the W-4 Form
Sets your federal tax withholding.

Complete the employee information form

Choose or opt out of benefits
Details on the Benefits page of this kit.

Agree to background checks

Complete drug testing
If applicable to your assignment.

Complete Safety Skills training
If applicable to your assignment.

NOTE: claiming EXEMPT?

If you are claiming EXEMPT status, you must put the word **"EXEMPT"** in **Box 4C** of the W-4.

Your onboarding journey

1. **Accept your offer** — Confirm and get started.
2. **Complete your forms** — I-9, W-4, and your info.
3. **Screening** — Background and drug, if applicable.
4. **Ready to work!** — You are all set.

Questions or concerns? You can reach BOSS at 855-508-BOSS or support@backofficenow.com

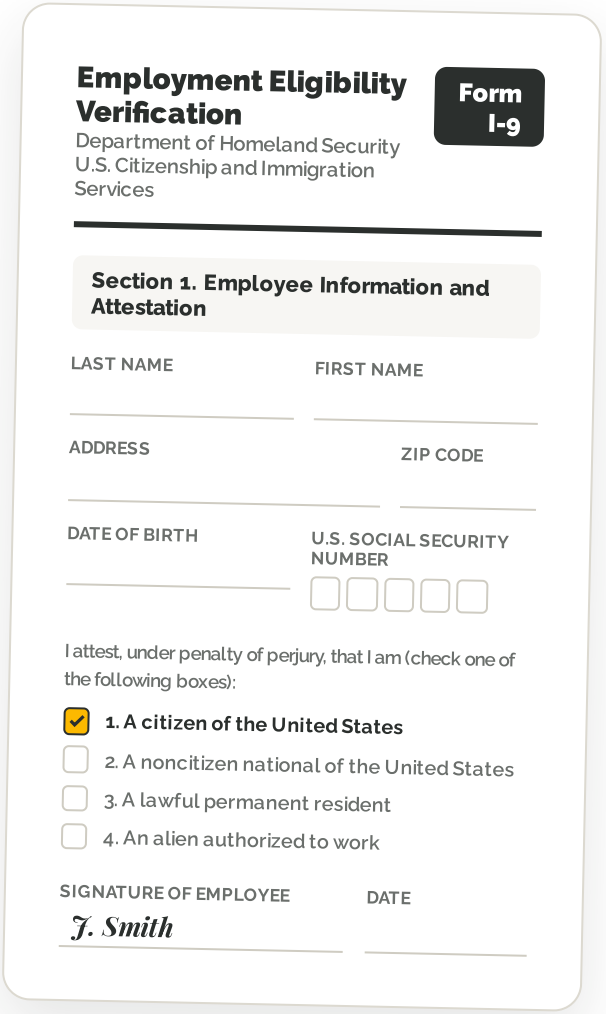
Employee Eligibility

U.S. Form I-9

It is imperative that we receive a signed and completed I-9 Form **before you begin your assignment**. In the case that an exception is made, the law requires that we receive it no later than 3 days after your assignment start date, or you will need to be terminated from your assignment.

The I-9 Form is legally required by the U.S. Department of Homeland Security for all employment, in order to verify that you are legally eligible to work in the United States.

You will submit this electronically and will need to have an **authorized representative present** in order to complete Part 2 for you.



Employment Eligibility Verification
Department of Homeland Security
U.S. Citizenship and Immigration Services

Form I-9

Section 1. Employee Information and Attestation

LAST NAME | FIRST NAME

ADDRESS | ZIP CODE

DATE OF BIRTH | U.S. SOCIAL SECURITY NUMBER

I attest, under penalty of perjury, that I am (check one of the following boxes):

- [x] 1. A citizen of the United States
- [ ] 2. A noncitizen national of the United States
- [ ] 3. A lawful permanent resident
- [ ] 4. An alien authorized to work

SIGNATURE OF EMPLOYEE: *J. Smith* | DATE

Deadline that matters

No completed I-9 within 3 days of your start date = removal from the assignment. Get it done before day one.

Have your documents ready: a U.S. passport, or a driver's license plus Social Security card or birth certificate, are the most common combinations.

Your Benefits

Welcome, BOSS Associate!

You are eligible for benefits on the **first of the month following 30 days of employment**. Enrollment must be completed within your first 30 days. If this window is missed, you must wait until the annual open enrollment period in May.

To qualify for benefits, you must work a minimum of **30 hours per week**.

Key benefit rules

- **30** — Enroll within your first **30 days** of employment
- **1st** — Coverage begins the **first of the month** after 30 days
- **30+** — Work **30+ hours/week** to qualify
- **May** — Missed the window? Next chance is **open enrollment in May**

To view our full benefits packet, please visit **www.backofficenow.com/benefits**.

Questions? Call Go Well at **866-346-9355** or email **info@gowellbenefits.com**.

How to enroll

at **gowellenroll.com**

1. Visit **gowellenroll.com**
2. Click **"Create Account"**
3. Select **"Employee"**
4. Enter your Company Code: **BACK1**
5. Enter your email address
6. Create a password and get started
7. Enter your personal information and add dependents
8. Select your benefit offerings, where you can view plan details and costs for each option
9. Review, sign, and submit your enrollment

Questions or concerns? You can reach BOSS at 855-508-BOSS or **support@backofficenow.com**

On Assignment

Represent yourself well.

While on assignment you represent yourself, your recruiting Partner, and BOSS. Treat everyone with courtesy and respect, do your best work, follow your client's workplace policies, communicate professionally, and ask questions whenever expectations are unclear.

Client workplace expectations

Each client sets its own rules for schedules, attendance, dress, security, technology, parking, and safety. You're expected to understand and follow them. Some sites require uniforms, ID badges, or protective equipment.

Not sure if jeans are okay on day one? Ask your supervisor or recruiting Partner. It's always better to ask than to assume.

Overtime

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

Running late or absent?

TWO CALLS, IN THIS ORDER

1. **Notify your client supervisor**
   Immediately, so they can plan the day's work.
2. **Notify your recruiting Partner**
   So everyone stays informed.

Always report it accurately.

If overtime is worked, it must always be reported, even if it wasn't approved beforehand. Accurate time protects you and your paycheck.

Confidentiality & Technology

Guard what's entrusted to you

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

This one outlasts the job.

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

Client property & technology

Equipment, badges, laptops, keys, and documents remain your client's property. Use them only for authorized business purposes. Never install unauthorized software, share passwords, or bypass security controls. **Report any lost, stolen, or damaged item to your client supervisor immediately.**

Artificial Intelligence

AI tools such as ChatGPT, Claude, Copilot, and Gemini may only be used when permitted by your client. Always review AI-generated work for accuracy.

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

Everyday cybersecurity

Strong passwords
Plus MFA where available

Lock your screen
Whenever you step away

Think before you click
Avoid suspicious emails

Speak up fast
Report concerns right away

Social media, personal devices & remote work: follow your client's rules, keep personal calls and messages to breaks, never speak on behalf of BOSS or your client without authorization, and maintain the same professionalism and security if your assignment is remote.

Safety & Injury Reporting

Safety is everyone's job.

Follow all safety procedures established by your client, use required protective equipment, and report unsafe conditions immediately.

Unsure how to do it safely?

Stop, and ask your supervisor before continuing. Every time.

Injured at work? THE PATH TO COVERED

1. **Get safe** — Seek emergency medical treatment if needed.
2. **Client supervisor** — Notify them immediately.
3. **BOSS** — Contact us as soon as possible.
4. **Workers' comp** — We help with reporting and next steps.

Report even minor injuries

Even small injuries should be reported promptly. Prompt reporting helps ensure your claim is handled efficiently.

You're covered

BOSS provides workers' compensation coverage as required by law, administered in accordance with applicable state law.

Questions or concerns? You can reach BOSS at 855-508-BOSS or support@backofficenow.com

A Fair & Respectful Workplace

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.

A respectful workplace

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

See something? Say something.

Report concerns promptly to BOSS so they can be reviewed appropriately. Call **855-508-BOSS** or email **support@backofficenow.com**. Raising a concern is always protected.

Drug & alcohol

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 for some assignments.

Reasonable accommodations

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

Just contact BOSS. You don't need special forms or legal language to start the conversation.

Time Away & Moving On

Time away from work

Request time off in advance from your client or recruiting Partner whenever possible. BOSS complies with all applicable federal, state, and local leave laws.

> **Leave rules vary by location.** If you have questions about eligibility where you work, contact BOSS Support and 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, so 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 your performance. Additional opportunities may become available through your recruiting Partner.

When employment ends

Resigning?
Give as much notice as possible, as it protects your future opportunities.

Final pay
Paid in accordance with applicable law. Questions? Contact BOSS Support.

Benefits after employment
Continuation, including COBRA where applicable, per the plan terms and law.

Employment verification
Direct all verification requests to BOSS Support.

Applying for an apartment or loan?

Point verifiers straight to BOSS at support@backofficenow.com and we'll take it from there.

Associate FAQ

How do I claim “EXEMPT” status on my W-4?

If you are claiming EXEMPT status, you must put the word “EXEMPT” in Box 4C of the W-4.

How do I know if my tax withholdings are correct?

If you’d like to review your W-4, log into your Associate Portal, select **“Profile”**, then select **“Documents”**.

How do I change my tax withholdings?

Contact **support@backofficenow.com** and we will provide a new state or federal W-4 for you to complete and sign.

When are timesheets due?

Our work week is Sunday to Saturday. Timesheets are due Sunday night at 11:59 PM ET for the previous week’s work.

Where can I view my pay stubs?

Your pay stubs can be viewed in your Associate Portal under the **“Pay History”** tab.

When do I receive my paycheck?

Associates receive payment each Friday for the previous week’s work. If a holiday falls on a Friday, Associates receive payment on Thursday. Payments should be deposited in the early morning hours, but due to various banking procedures and processes, it is possible that your payment won’t appear in your account until 5 PM.

Knowledge Base

See these FAQs and more with our AI-based Knowledge Base.

help.backofficenow.com

Holiday Fridays

When a bank holiday lands on payday, your deposit arrives a day early, on Thursday.

Associate FAQ

? How do I change my payroll bank account?

Log into your portal, select **"Profile"**, then select **"Direct Deposit"**, then select **"Add account"**.

? How long do background checks and drug tests take?

Background checks usually take 1–3 days. Drug tests usually take 2–5 days for results from the day the associate takes the test. Both can be done simultaneously.

? How will I know if I passed my background check or drug test?

Your recruiter will notify you if there are any problems. If for some reason you are denied a job because of these, you will be notified with a "Pre-Adverse Action Notice" as per FCRA laws.

? Will you share my detailed background checks or drug tests with anyone?

No. According to the Fair Credit Reporting Act, only BOSS will have access to your reports. Your recruiter and client will receive a pass/fail notification, based upon the standards that they set forth. In the event that the reports are requested by the recruiter and/or client, you will be asked to sign an additional release giving us permission to do so.

? How do I update my email or phone number?

Simply email **support@backofficenow.com** and we'll update it for you.

Your privacy is protected

Screening results stay with BOSS under the Fair Credit Reporting Act. Recruiters and clients only ever see pass/fail.

Good luck and enjoy the journey!

Back Office Staffing Solutions

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Questions?

Email us at Support@backofficenow.com

Phone (855) 508-BOSS