



ALLWORK COMPLIANCE OVERVIEW

At AllWork, we simplify employment compliance across the United States and Canada. As an Employer of Record, we onboard, manage, and pay your flexible workforce (without all the pain). **We manage 27 critical actions throughout the employee lifecycle - handling the legal and administrative complexities** so our customers can stay focused on growing their business, all the while, knowing their workforce is supported and protected.

Pre-Hire Actions

1. Arbitration agreement (US only): All AllWork employees sign an arbitration agreement prior to becoming approved to work. This legal contract requires both parties to resolve any future employment-related disputes through arbitration instead of going to court.
2. Background checks (US only): In California, AllWork employees undergo a background check before being approved to work. Any flagged results are managed promptly through the adverse action process and reviewed with customers when appropriate. Background checks do not delay the onboarding timeline and are available in all states upon customer request.
3. Classification reviews: When customers want to engage new types of employees or roles, AllWork conducts an internal—and, if necessary, external—review of the job details to determine the appropriate classification as either an employee (W2) or independent contractor (1099). The AllWork platform supports both worker types.

Onboarding Actions

4. Remote I-9 verification (US only): AllWork partners with Workbright for its [remote I-9 verification process](#) allowing employees to securely complete their I-9 forms online with E-Verify for, with document verification performed ensuring full compliance with federal regulations while enabling a 100% remote onboarding experience.
5. Employee Agreement: The one-page Employee Agreement is reviewed, initialed, and signed during onboarding. It serves as a key document that outlines the terms of employment, helping ensure employees are aligned on their responsibilities, expectations, and compliance with local labor laws from day one. It provides a concise summary of the most important policies from the Employee Handbook.
6. Employee Handbook: Signed during onboarding, the Employee Handbook is a key resource that outlines AllWork policies, procedures, and expectation and includes state and province-specific sections to ensure all employees receives guidance that aligns with the laws and regulations in their location—making it essential for compliance, clarity, and consistency since employee's may work for multiple companies and/or brands under AllWork.
7. Harassment training (US only): Sexual harassment training is required in several U.S. states—including California, New York, Illinois, and Connecticut. AllWork provides [interactive training through the](#)



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[Paychex platform](#) to all employees during onboarding. Employees have 30 days to complete the training before reminders are sent, and employees may be de-platformed if training remains incomplete.

Leading Actions

8. In-product timekeeping and alerts: AllWork has embedded several in-platform compliance features including automatic overtime calculation and potential overtime alerts, technology reimbursements, required states breaks, clock in and out of location alerts, scheduled time change alerts, and no ability to double book with other AllWork brands.
9. Support: Support@allworknow.com and our New Jersey-based call center is actively monitored by our Support team 7 days a week from 8am EST to 8pm EST.
10. Language support: AllWork provides employees and managers live Spanish-speaking support via phone and email and through our partnership with [Language Line](#) we provide live translation services for 240+ languages.
11. Manager HR Best Practice Training: AllWork collaborates with Company Leadership to deliver a customized, interactive 1-hour HR training session for Account Executives. Key topics include the division of responsibilities between AllWork and the manager, when and how to engage HR through the SHIELD model, and effective performance management.
12. Signed Manager AllWork Best Practice document: Managers will receive a two-page overview outlining key best practices when working with employees. Anyone who manages, schedules, approves, or interacts with AllWork timesheets will be required to sign this document to maintain access to the AllWork platform.
13. Performance management one-pager: This one-page guide offers a flexible framework for managers to use during performance or conduct conversations with employees. It is designed to work seamlessly with AI tools, enabling managers to generate customized scripts tailored to each specific situation.
14. 1:1 performance management support: For complex or sensitive employee situations, AllWork HR provides one-on-one performance management support for managers. This resource is especially valuable for new managers or those navigating an unfamiliar scenario. Support includes a thorough review of the situation and tailored recommendations, with options based on the employee's location and the overall risk level.
15. Sick accruals and vacation pay: AllWork tracks how employee's accrue and use paid sick time and vacation pay (Canada only) to ensure compliance with state, provincial and/or local labor laws—supporting employee well-being while minimizing legal and financial risk for customers.
16. Workers' compensation, accommodations and leave management: AllWork handles the full scale of services for workers' compensation from managing renewals, providing required coverage, ensuring



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proper workers' compensation code classifications are applied, and handling claims. Further, AllWork oversees accommodation requests to ensure compliance with ADA and other applicable laws, and administers leave requests—such as sick, medical, and parental leave—in accordance with federal and state or provincial regulations, ensuring both legal compliance and a smooth experience for employees.

17. Benefits enrollment (US only): AllWork provides full-service benefits management, including eligibility reviews conducted monthly for new hires and semi-annually for existing employees. All aspects of the benefits process—communication, questions, enrollment, affordability testing, renewal strategies, and ongoing management—are handled directly by AllWork. Employee eligibility is based on total hours worked across all AllWork assignments. In markets like San Francisco, AllWork also ensures compliance with local healthcare spending requirements under the Health Care Security Ordinance (HCSO), including tracking payable hours, meeting required spending thresholds, and managing contributions through compliant health benefit options.
18. State-required pension plans (US only): Certain U.S. states—such as California, Oregon, and Illinois—require regular contributions to state-run retirement programs. AllWork handles this process automatically through payroll deductions, ensuring compliance with state requirements.
19. Approval of timesheets in high-risk states: AllWork will approve any outstanding timesheets in California if the manager has not approved them by Tuesday end of day to ensure employees are paid on time Friday morning. Due to California's strict penalties for late wage payments, including potential class-action lawsuits, this procedure helps mitigate risk for both AllWork and its customers. Managers will receive full notification and visibility of the approval, with further leadership escalation implemented for repeated delays.
20. Ethics hotline: AllWork provides a 24/7 ethics hotline, available in English, Spanish, and French, where employees can confidentially, and with the option to remain anonymous, report employment-related concerns.
21. Rapid-response events: Ethics Hotline submissions, all active and potential litigation cases in high-risk states and provinces, as well as threats of harassment, retaliation, and discrimination, receive dedicated HR support within 24 hours and ongoing executive oversight until fully resolved.
22. External legal partners: AllWork partners with dedicated top employment lawyers including employment law firm [Littler Mendelson P.C.](#), [Cooley LLP](#) and [BLG](#) for external review of key cases as needed.

End of Assignment Actions

23. Embedded request process: Managers have 24/7 access to request to end of the assignment of an employee on their roster. The interactive process takes less than 5 minutes on average to complete and has received a 4.9 experience rating from managers across AllWork.



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- 24. End of assignment one-pager: This one-page guide offers a simple guide for managers to understand key roles and action when looking to remove employees from their roster.
- 25. Individual review of requests for state and province compliance actions: An AllWork Support or HR team member reviews each individual request and takes appropriate compliance actions based on the specifics of the assignment's conclusion. Factors considered include whether the employee worked for one or multiple companies under AllWork, possession of company property, applicable predictive scheduling and final pay laws, as well as any outstanding timesheets and expenses.
- 26. Roster clean-up process: While AllWork encourages managers to actively maintain their roster of active employees, we also implement a roster clean-up process to inactivate employees who have not worked through AllWork for six months or more. This process helps ensure accurate payroll processing, prevents unauthorized garnishments, and maintains compliance with labor regulations by keeping the roster current and free of inactive profiles.

Re-Hire Actions

- 27. Re-Hire risk assessment: When a manager requests to re-hire an employee who previously worked for AllWork, we complete an internal review of the personnel file **prior** to completing the re-hire process. This allows AllWork to appropriately discuss any potential concerns with customer leadership or to stop the hiring process completely if an individual is deemed ineligible for rehire.



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