FREQUENTLY ASKED QUESTIONS (FAQ)

Updated: 26 Sep 2022

GENERAL INFORMATION

1. **ABOUT NOMAD NOW**

BACKGROUND

WHAT IS NOMAD NOW?

NOMAD NOW IS A RECRUITMENT PLATFORM CREATED TO ENABLE A FASTER, MORE ACCURATE AND COST-EFFECTIVE METHOD OF HIRING BOTH FLEXI AND PERM STAFF.

*Jobseekers (including Freelancers, Independent Contractors, Consultants and Permanent workers) and **Hirers (**Employers / Recruitment Agencies) **transact directly online on Nomad Now.***

On the Nomad Now platform, **Hirers search or advertise for Flexi or Permanent Jobseekers** and **transact online directly with Jobseekers** for contract roles, tasks or projects, or permanently hires.

For convenience, we shall use the term 'Flexi worker' to include all forms of flexi work (e.g.: Freelancer, Independent Contractor or Consultant) and refer to 'Hirers' to include all forms of employers.

Does Nomad Now enable recruitment Agencies to make use of the platform?
Yes, we have launched and are now trialing an 'Agency' product specifically for recruitment Agencies which enables Agencies to search and advertise for Jobseekers on the platform and make use of our advanced search-match features. Agencies do not make use of the platform's Inquiry and Order processes but rather pay per CV downloaded on a pay-as-you-go basis.

Flexi and Permanent Jobseekers on Nomad Now set their own prices for their Professional Services. Hirers search using Nomad Now's powerful search tools or make use of our Job Ads feature which effectively matches the most relevant Jobseekers to Job Ads and notifies Hirers of matches and applications.

Flexi and Permanent Jobseekers and Hirers agree online to contractual terms between themselves relating to when, where and how Jobseeker specialist services will be made available to the Hirer.

Nomad Now is designed for Hirers to source Permanent & Flexi workers who are **'Professionals' – performing work that requires deep specialist skills and training.**

Examples: Software Developers / Legal Advisors / Advertising or Media Creatives / Quants / Non-exec Directors / Risk Consultants / Engineers / Architects / Photographers / Accountants / Management Consultants / Economic Analysts / Coaches & Trainers / Compliance Professionals / Comms Advisers / Lab Analysts / Medical Practitioners / Labour Advisors / Tax Advisers / Wealth, Wellness and many more!

OUR KEY TERMS FOR HIRERS

Hirers are able to search and place Job Ads for Jobseekers as soon as Hirers' registration on the platform has been approved by Nomad Now.

Nomad Now fees charged to Hirers are 7% for Permanent or Flexi worker Orders.

Nomad Now provides limited 3-month fee guarantees to Hirers on permanent placements.

Hirers accept that Nomad Now does not carry out Jobseeker credibility and background checks but rather expose Jobseekers to a rigorous Profile creation process. We also provide an integrated online solution with MIE that enables Hirers to perform Jobseeker quality checks online.

Hirers engage with Jobseekers by placing Inquiries, corresponding on the platform and setting up Interviews with Jobseekers. Both Hirer and Jobseekers agree that they may only communicate off-platform once an Interview request has been accepted by the Jobseeker. We strongly suggest that for optimal use of the platform, users complete the entire hiring process online.

On acceptance of a Flexi or Perm work offer, **Hirers agree to convey all material details of such offer** including commencement date, duration and remuneration and also to provide the final signed contract to Nomad Now. Failing this, the Hirer agrees that Nomad Now may invoice based on a fair estimate.

Hirers agree to recognize introductions of Jobseekers by Nomad Now for a period of 9 months following any engagement between the Hirer and Jobseeker through the platform. If the Jobseeker is hired by the Hirer within this period, the fee will then be payable to Nomad Now by the Hirer.

OUR KEY TERMS FOR JOBSEEKERS

Jobseekers must respond to Inquiries and Interview requests from Hirers within 2 business days. There is no obligation for you to accept such requests. You agree that you will not frustrate an Order on the platform by communicating with a Hirer who has placed an Inquiry or Interview request, off-platform.

Nomad Now charges Jobseekers 7% on Flexi worker Orders. This fee is deducted from Jobseeker Order revenues when we collect these revenues from Hirers.

Nomad Now does not charge fees to Jobseekers for permanent placements.

Jobseekers who receive flexi or perm work offers from Hirers, triggered by use of the Nomad Now platform, must notify Nomad Now within 1 week of acceptance of such offer. This applies to flexi and permanent work. Jobseekers are required to provide us with the signed offer / contract, and all material terms including remuneration.

OTHER KEY TERMS

Nomad Now is not a contractual party to transactions (Orders) on the platform between Jobseekers and Hirers except insofar as to protect our rights to our introductions and fees.

Following an engagement between a Hirer and Jobseeker on Nomad Now and in the event that a Hirer pays such Flexi worker for Services 'off-platform' or hires a Perm worker, but **circumvents the platform fees**, the normal fee(s) payable by the Hirer and Flexi worker each to Nomad Now will increase to 12.5%, due and payable on the same terms and within the same timelines as our normal fees.

The platform is not designed or intended to suit all Jobseekers or hirers.

Does Nomad Now enable recruitment Agencies to make use of the platform?
Yes, we are now trialing an 'Agency' product specifically for recruitment Agencies which enables Agencies to search and advertise for Jobseekers on the platform and make use of our advanced search-match features. Agencies do not make use of the platform's Inquiry and Order processes but make use of Nomad Now to identify and approach Jobseekers on a pay-per-CV subscription basis.

WHAT ARE 'PROFESSIONAL SERVICES'?

Professional Services comprise work that requires *deep specialist skills and training.*

These Professional Jobseeker Services (usually a specialised or technical service) can be for any defined period and purpose or can be for indefinite duration.

Examples include:

Accounting	Data Warehousing	Logistics	Psych Testing
Artificial Intelligence	Distribution	Marketing	Quant Analysis
Audit	Economics	Mechatronics	Research
Banking Advisory	Engineering	Medical	Restructuring
BPR	Equity Research	Network Engineering	Risk
Budgeting	Fiduciary Services	New Bus Dev	Robotics
Business Analysis	Finance	Non-Exec Directors	Security
Business Architecture	Financial Modelling	Nursing	Software Development
Capital Raising	Forecasting	Outsourcing	Statistics
Change Management	Forensics	Pharma	Strategy
Channel Dev	Health Advisory	PR & Communications	Systems Analysis
Coaching	HR	Private Equity	Tax Advisory
Collections	I.T	Pro bono Advice	Test Analysis
Communications	Industrial Relations	Process Engineering	Trading
Company Sec	Internships	Product Compliance	Training
Compliance	Investor Relations	Product Management	Treasury
Counselling	Lab Analysis	Production	Wealth Management
Coverage	Labour	Program Management	Web Dev
Credit	Legal	Project Administration	Project Management
Data Analysis	Lobbying	Project Finance	*...... and many more!*

BENEFITS FOR HIRERS / EMPLOYERS ('HIRERS'):

  ➢ Huge recruitment cost and time savings.
  ➢ Self-help platform.
  ➢ 7% for flexi or permanent hires. Over 50% cost savings.
  ➢ Seamless online recruiting of technical Professionals. Both Flexi & Perm.
  ➢ Hirers can control search 'matches' themselves.
  ➢ All searches and 'matches' are relevance-based, saving time.
  ➢ Save favourite searches.
  ➢ Automatic favourite search updates.
  ➢ Set up interviews online – integrated with Outlook, Gmail.
  ➢ Hirers can place free Job Ads.
  ➢ Speed-to-transact. Hire within a few clicks.
  ➢ Hirers approach only Jobseekers whom they choose to approach. No piles of CV's to deal with.
  ➢ Meaningful reports and trends analysis.
  ➢ No back-and-forth. No time-wasting discussions, especially through 3rd party agencies.
  ➢ Hirers avoid unwanted approaches from applicants.

➤ Hirers create Account Managers and Secondary User resourcing Teams. Delegate resourcing tasks and budget. Control and track recruitment processes online.

BENEFITS FOR FLEXI & PERM WORKERS:

➤ 'Visibility'! Nomad Now enables Hirers to 'see' Flexi and Permanent workers and their skills. *We bring Hirers to you!*
➤ Flexi and Permanent workers are approached by Hirers with Orders for their flexi or permanent Professional Services.
➤ You have the freedom to accept, reject or communicate to negotiate Orders for your Services.
➤ Choose which Hirers you would like to provide your Services to, and on what terms.
➤ *'It's your business!'™.* Flexi workers can be self-employed and work for a variety of Hirers or, if they prefer, they can commit their time to one Hirer.
➤ Flexi workers can supply their Services on terms that are flexible (working regime, hours, office location, time off). A better way of life!
➤ Simplicity of transacting online.
➤ Outsourced administration – Nomad Now invoices Hirers on behalf of Flexi workers and assists Flexi workers with revenue collections.
➤ Reduced stress of non-payment or late payment from Hirers.
➤ Nomad Now is a strong supporter of 'small businesses. Flexi workers can set up and lead Teams of other Flexi workers.
➤ Use our Nomad Rewards program to earn from introduced new Jobseekers' Orders.

What is the difference between a Freelancer and an Independent Contractor?

Note that throughout our platform we use the words **'Flexi worker', 'Freelancer', 'Independent Contractor'** and **'Consultant'** interchangeably. As a user, please be aware that the words are at times used by this Platform and by users 'loosely' but a Hirer or Flexi worker may intend to use the terms very specifically and the words may have differing legal meanings and implications. See a widely used definition below:

➤ A **Freelancer is self-employed,** possibly with a contract whereas a **Contractor** (or Consultant as we at times refer to them) may or may not be self-employed, with employment that is usually defined by the terms of their contract.
➤ **Independent contractors** (or Consultants) can work like **Freelancers**, with multiple Hirers on a per-project basis, but more generally they work with one company at a time (exclusively) for a longer and specified period and are often paid by the hour. They may be contracting themselves out, and thus reporting their own taxes or they may be on the Hirer's payroll, with the Hirer deducting pay–as–you–earn taxes and levies where required.

Nomad Now is suitable for all flexi-workers including **Freelancers, Independent Contractors and Consultants.**

2. MEANING OF KEY NOMAD NOW TERMS

Within Nomad Now's Platform, you will come across terms which are specific to Nomad Now. See the common terminology used on the Platform and respective definitions. More detailed explanations and usages of our terminology are provided throughout this FAQ document.

Acceptance of an Order occurs when a Flexi worker or Permanent worker accepts an Order placed by a Hirer.

Ads are Job Ads used by Hirers to attract (only) applicants that meet the Hirer's required Job or Role Spec 'match' by Jobseeker Profiles. Hirers set their required percentage 'match'.

Changed Order details means Order terms changed and agreed upon between Hirer and Flexi worker or Permanent worker **before Acceptance of an Order**, either by corresponding through Inbox Messages or by attaching a contract agreed to between Hirer and Flexi worker or Permanent worker.

An Amended Order is used when Hirer and Flexi worker or Permanent worker wish to alter terms of an Order once the Order has been Accepted (i.e.: An Open Order).

Cancellation

A Cancellation is a request to cancel an Order and can be initiated by either Hirer or Flexi worker. Either Flexi worker or Hirer may cancel an Order for any reason:

➢ Within 48 hours of Acceptance of Order in the case of an Order up to 30 days in duration;
➢ Within 7 days of Acceptance of Order in the case of Orders over 30 days in duration.

Permanent worker

A Permanent worker registered on Nomad Now can be a Flexi worker seeking Permanent placement or a Permanent worker in the pure sense that he/she seeks only Permanent Employment.

Hirer is a registered Nomad Now Hirer user who can Order and make use of Flexi worker and Permanent worker Services on Nomad Now. Hirers are users who search or advertise for and purchase Flexi worker Services or hire a Permanent worker (transact) through their access to and use of the Nomad Now platform.

Collection Fees, Payment fees or Payment Agent fees are the fees charged by Nomad Now to Hirers and Flexi workers for assistance in Flexi worker revenue payment and collection and related admin services. Nomad Now does not act as Payment agent for Permanent workers and neither does it charge fees to Permanent workers for permanent placements.

Commenced Orders are Orders that have reached their Start Date.

Commissions are recruitment placement fees charged by Nomad Now to Hirers for the temporary or permanent placement of a Flexi worker. Recruitment Commissions only apply to permanent placements. Permanent workers placed in permanent positions do not pay any Nomad Now fees.

A Confirmed Order is the Transaction or agreement concluded on Nomad Now between a Hirer and Flexi worker or Permanent worker for the provision of Flexi worker Services to the Hirer or for the permanent placement of a Permanent worker at a Hirer.

Dashboards: the Jobseeker Dashboard is on the Jobseeker Home page and the Hirer Dashboard is on the Hirer Home Page. The Dashboard is the landing page and includes pages such as Profile, Search, Inbox, Calendar, Orders Completed, Star Rating, Response Time and Total Earnings/ Total Spend.

Favourites refers to Jobseekers that you have saved in your choice of Favourites folder for easy retrieval and useful reminders of top Jobseekers from previous searches.

Feedback refers to Reviews and Ratings of and by Flexi workers and Hirers. Permanent workers do not review and rate Hirers.

Flexi workers, Independent Contractors and Consultants are Flexi worker, Independent Contractor, Consultant or similar users, registered on the Nomad Now Platform or App and who offer Professional Flexi worker Services to Hirers. The terms Flexi worker, Independent Contractor and Consultant are used loosely and interchangeably in the Platform. For simplicity, we shall use the term Flexi workers in this FAQ.

Professionals are defined on Nomad Now as those who perform work that requires deep specialist skills and training.

Profile Page is where the Jobseekers can describe their Professional Services, prices, working preferences and related requirements and where the Hirer may Order their Professional Services.

Services are Professional Services offered by Flexi or Perm workers, Independent Contractors, Consultants or similar users on Nomad Now.

HR / Resourcing Tools are Nomad Now features designed to enable Hirers to conduct the A-Z of hiring processes on-platform. Hirers Search or place Job Ads and engage with Jobseekers, interview, share Jobseekers Profiles and even obtain Hiring Permissions online.

Inbox Order Correspondence enables Hirers and Flexi workers / Permanent workers to clarify items and issues related to the Order before or during an Order.

Instant Orders are Orders placed by Hirers where the Jobseeker has enabled the Hirer to place an Order for Jobseeker Services without any negotiation or discussion, i.e.: on an 'as is' basis.

Order Reference number is a unique reference number assigned to each Order that appears in the column next to the status bar on the Inbox page.

User Protection Policy describes Nomad Now's efforts to keep user information private and secure.

Orders are 'Open' once an **Inquiry** is **'Accepted'** by Jobseeker and Hirer. Orders '**Commence**' on the Start Date i.e. when the Jobseeker starts to deliver Services. Orders are '**Complete**' once signed off as such by the Flexi worker (i.e. they click **Request Completion and Verification of Order**) and '**Verified as Completed**' once signed off by the Hirer or automatically signed off by Nomad Now.

An Order in Nomad Now terminology means a Transaction related to or for Flexi worker or Permanent worker Services agreed to between Flexi worker or Permanent worker and Hirer. In the case of Flexi workers, it represents an agreement between a Hirer and a Flexi worker(s) to purchase Flexi worker Services. Terms include:

> ➢ Starting and Ending Date
> ➢ Description of Services required
> ➢ Payout timing options
> ➢ Rate of pay (per hour or per month)
> ➢ Applicability of overtime
> ➢ Location (or working remotely)
> ➢ Any additional Contractual terms between Hirer and Flexi worker related to the Order and uploaded.

An Inquiry is an expression of interest expressed by a Hirer in a Flexi worker or Permanent worker by clicking on Inquiry on a Flexi worker or Permanent worker's Profile. It is the 1st step in Hirers commencing Order proceedings. Such Inquiries are not binding between Hirer and Flexi worker or Permanent worker. Note that Inquiries do create rights for Nomad Now related to protection of introductions of Flexi workers and Permanent workers, to Hirers.

Privacy Policy refers how we treat your personal information and is fully set out in this document.

Professional Flexi worker Services: Services offered on Nomad Now's Platform by Flexi workers to Hirers. For example, the offering of legal advisory, accounting, forensic investigating, business analysis or c++ development Services to a Hirer. The array of Flexi worker Services available is very broad, but all Services are specialist and professional services.

Ratings: Flexi workers are awarded ratings (1 – 5 Nomad Now Stars) by Hirers, on Completion of their Order, based on inputs from their Hirers. Hirers also earn ratings, based on Flexi worker feedback on Orders.

Reviews: Hirers and Flexi workers provide Reviews by commenting on their overall Order experience.

Response Time: Average response time based on the last 30 days of your activity.

Revenues: This is the money Flexi workers earn, paid by Hirers for completed Orders and will be nett of Nomad Now Collection charges when received by the Flexi worker.

Search Filters: Nomad Now has multiple search filters which will ensure a more specific and accurate search. These filters can be found on the Search page of the Hirer Dashboard.

Settlement feature: This feature enables changes / adjustments to Order hours worked and enables parties to agree on and alter the Order value according to actual (additional or lesser) time worked or outcomes produced.

Transactions: Flexi workers and Permanent workers sell their professional Services to Hirers in transactions or Orders.

3. ADDITIONAL ADVICE

We have a wide range of accessible advice for you to get a better understanding of Nomad Now and to provide you with tips for transacting on Nomad Now.

➢ **Nomad Now FAQ:** This should be your first 'go-to' guide for advice.
➢ **Nomad Now Expert Tips**: See your Dashboard for tips on how to improve your user experience.
➢ **Nomad Now Community:** Connect with other members of the Nomad Now Facebook community to chat, share experiences and tips and give or get advice.
➢ **Nomad Now Blog:** Visit our blog to get news, stories, and other tips.

4. OUR NOMAD NOW COMMUNITY & VALUES

We want all Hirers that visit Nomad Now, as well as all Flexi and Permanent workers that make use of Nomad Now, to have a refreshing experience on our Platform. To help ensure that, we ask that you comply with the following guidelines:

➢ Our community is built on trust and respect. Try to align yourself to the community guidelines.
➢ We do not tolerate abusive behavior where members bully or harass other users.
➢ We encourage you to resolve disputes ('issues') mutually within an Order and avoid cancellations.
➢ Respect other users' privacy. Do not share private information with other users.
➢ Nomad Now tools or features may not be used to intentionally hurt another user or user's business.
➢ Be respectful towards other Jobseekers, Hirers and Nomad Now's Customer Services representatives.
➢ We do not allow the use Nomad Now Platforms to harass other users, or and post content to promote, support, or glorify hatred.
➢ We do not allow users to publish or post threats of violence against others or promote or encourage others to engage in violence or illegal activity.

Hirers specifically must please be aware of the following:

➢ When contacting Flexi workers or Permanent workers, be clear about your needs and expectations. This will save you time and help you get the Services and Delivery that you are looking for.
➢ Read and understand the description of the Services that a Jobseeker offers and contextualize those against the Jobseekers qualifications and previous experience before you place an Order or Inquiry.
➢ Remember that Inquiries (unlike Orders) are not binding between Jobseeker and Hirer. They are Inquiries to see whether there is a match between Hirer needs and Flexi worker or Permanent worker offering. *Note that Inquiries do create rights for Nomad Now in terms of protection of introductions and fees.*
➢ Keep in mind that Jobseekers may receive a high volume of Inquiries and messages from Hirers. They will respond most promptly to clear, polite requests in their preferred language.

5. CREATING AN ACCOUNT / REGISTERING

Signing up to Nomad Now is free. Only registered users may transact, i.e.: Buy (Order) or Sell Flexi worker or Permanent Services on Nomad Now. After signing up, check your registration email for the activation link provided in a welcome email. If you do not use your activation link within 30 days, the link may not work. You can request a new link by signing in again. Jobseekers will receive an OTP to verify their account.

To Create an Account:

1. From the Nomad Now home page, click **Register Now**
2. Choose if you want to register as a **Flexi worker (includes Permanent worker registration)** or a **Hirer**
3. Enter your name and surname
4. Enter your email address
5. Enter your password

6. Confirm your password
7. Within the email you receive from Nomad Now, click **Activate your Account**
8. After your account is active, you can transact on Nomad Now
9. You are now a registered user on Nomad Now
10. This activation link in the email will be valid for 30 days. After 30 days, when logged in to Nomad Now, you can click **Resend** and you will receive another email also active for 30 days.

Note: You can also join with Facebook.

To join Nomad Now with Facebook:

1. From the Nomad Now home page, click **Register Now.**
2. Click **Sign Up** with **Facebook.**
3. To continue with the registration, **Sign in**to your account. You will see the information that Nomad Now uses with this connect feature.

6. RESETTING YOUR PASSWORD

It is recommended that you change your password every three months.

To reset your password:

1. Once logged in, click **Profile > Settings**.
2. In the **Password** section, enter your new password, and confirm it.
3. Click S**ave Changes**.

Note: The stronger your password is, the better protected your Nomad Now account will be.

A strong password:

➢ Is at least six characters long
➢ Contains a mixture of letters, numerals and symbols
➢ Does not contain your username, real name, or company name
➢ Does not contain a complete word
➢ Is significantly different from previous passwords.

FLEXI & PERMANENT JOBSEEKERS

1. YOUR PROFILE

We want you to maximise your Orders from Hirers. Spend the time required to optimally set up your Flexi worker / Permanent worker Profile to best describe your Services. This process is worth the effort and is once-off.

REMEMBER THAT NOMAD NOW IS A HIRER-DRIVEN PLATFORM (THINK AIRBNB-TYPE MODEL).

Note: there is a ''Profile Completion'' box under your Profile Picture which indicates how complete your profile is. The more complete and precise your Profile is, the more you will appear in Hirer searches, the higher the impact of your Profile on the Hirer and the greater your chances of securing Orders for your Services.

A – Tips

A more detailed explanation of how to fill in your Profile best, step-by-step is provided in 'B' below but take note of these general rules:

Your Profile is a 'showcase' of your skills. Displaying your Flexi or Permanent worker Services is a unique opportunity to make yourself visible to Hirers. Here are some tips to help you build a great Jobseeker Profile:

- ➢ Use an accurate Jobseeker Profile Picture.
- ➢ Where text is requested, accurately describe your Services in a clear way that best represents the actual scope and depth of the Services you will deliver. Describe your deepest and most specialized skills.
- ➢ **Try to predict the technical terms and words that Hirers will use to search for your specialist or niche skills**.
  - ✓ *Note: Hirers don't search for vague or general terms like 'mentor,' 'problem solver' or 'visionary' but they may search for industry-recognized terms such as 'FMCG Brand Manager Sub-Saharan Africa' or 'C# Developer' or 'Attorney Senior Associate – M&A' or 'Medical Locum'.*
- ➢ List degrees, other qualifications and certifications that you have been awarded, as they may help Hirers to assess your abilities.
  Note: in Qualifications, do not write sentences or paste text including explanations – simply list the qualifications.
- ➢ Only list Services, Roles and Skills that you are properly qualified and competent to deliver.
- ➢ One of Nomad Now's big themes is simplicity. Hirers must be able to hire your Services within a few clicks.
- ➢ Your Service Offering (read together with your Qualifications, relevant Experience and Price) should be convincing enough for a Hirer to be able to decide whether it wants to transact with you.
- ➢ We want you to maximize the number and quality of your Orders from Hirers, so spend the time required to best set up your Flexi worker Profile.
- ➢ You only want to attract accurate Orders from Hirers, so make sure that you save yourself and Hirer's time, effectively 'filtering' Hirer approaches, by accurately selecting your Recent Roles, Skills Categories, Suggested Role Matches and Skill Levels.
- ➢ Don't forget to make full use of our Skills References feature, Work Experience page and Personal Gallery feature. These bring-to-life your skills and abilities and you can request References on several skills at once in 1 Skills Reference.
- ➢ Remember, 'It's your business!' ™ Earn Hirer credibility from the start.

When completing your Profile, you should:

- ➢ Avoid any untruths and exaggeration of skill levels as it may result in negative Nomad Now Ratings, a Ratings downgrade and negative Reviews of you from Hirers. Your Nomad Now reputation is critical to achieving success through receiving more requests from Hirers and can directly affect your achievable Price for future transactions.
- ➢ Avoid 'fluffy' or 'wishy-washy' descriptions!
- ➢ Avoid 'arrogance' - Hirers will avoid you even if your skills are sought-after.
- ➢ In the Personal Gallery page, only include documents, spreadsheets, images, videos and other items (where useful to the Hirer) that you created or of which you have full ownership / copyright to. Take care not to breach Intellectual Property rights or you could face legal action from owners of such intellectual property.
- ➢ Compose your 'My Executive Summary' section with care.
  - ✓ Why? In most instances Hirers will at least partially evaluate you on your writing ability.
  - ✓ Concisely, tell your Hirers about yourself. *Note: This is the section where it is permissible to paste text (e.g.: from your CV etc.)*
  - ✓ Avoid too much detail by 'wordy' descriptions (and this applies to your CV too).
  - ✓ Avoid claims that you 'are capable of anything' - be realistic as to your core skills.
- ➢ Providing false, inaccurate, or misleading information in your Profile or Order may lead to the suspension of your account.

B – Creating your Flexi worker profile

- ➢ Click **''Sign In''** on the top right-hand corner of the Home Page. Fill in your **Username** (Email address) and **Password**.
- ➢ You will be directed to the **Terms and Conditions**. Indicate if you **agree**.

The **My Profile section** allows you to customize how you would like to be viewed by **Hirers.**

Note: you may choose to fill in sections at a time and go back to these sections at a later stage. Click the 'Save' button before exiting.

➢ The **Profile Photo** area allows you to upload a file from your computer to select a Profile photo.
➢ You should complete or edit the following Pages by clicking on them:

✓ Basic Information
✓ My Services
✓ Permanent vs Flexi Roles
✓ Pricing
✓ CV & Work Experience
✓ Working Preferences
✓ Skills References
✓ Personal Gallery
✓ Connections
✓ Billing Details
✓ Settings.

➢ Be accurate and thorough when completing the **Services** page. This is the page that will translate into Orders from Hirers. Take the time to optimize this page!
➢ *NOTE:*
   ✓ *DO NOT CREATE SENTENCES OR PASTE LONG TEXT INTO ANY 'TICK' SECTION.*
   ✓ *RATHER SELECT OR CREATE DESCRIPTIONS THAT ARE INDUSTRY RECOGNIZED, SHORT AND UNDERSTOOD.*
   ✓ *E.g.: 'I am an excellent user of Excel and effective at creating vb strings. Rather simply tick Excel and vb as Business Skills and rate your ability in these using the ' star' ratings.*
   ✓ *HOWEVER, IN 'MY EXEC SUMMARY' YOU CAN BE AS CREATIVE AS YOU LIKE! HIRERS LIKE TO READ THE WAY YOU PORTRAY YOURSELF, YOUR ABILITIES AND INTENTIONS.*

➢ Critically, this page enables you to list your Services, Previous Roles & Skills:

✓ Summary of your Flexi or Permanent worker Services Offered
✓ Your Most Recent Roles
✓ My Exec Summary (*this is where you can be 'wordier' and paste or compose text to describe you and your offering*)
✓ Your Skills: i.e.: your Business Skills & Personal Skills
   Tip: don't confuse your Business Skills with Personal (i.e.: Personality-related skills)
✓ Your Qualifications
✓ Your Majors.

   Note: Your specialty and depth of skills is crucial for Hirers. These may be skills gained through previous jobs, projects or hobbies. Select the various skills categories that best cover your skills type that you will be offering Hirers.
   Note: Avoid vague skill descriptions such as 'Problem-solver' or 'lateral thinker' or 'out-the-box thinker'. Clearly there is no better indication or evidence of ability than practice and experience.

➢ Use the **Basic Info** page to fill in your basic information including Name, Date of Birth, Gender, Language, Nationality, Physical Address (confidential) and Phone Number (confidential).
➢ The **CV & Work Experience** page will be extensively relied on by Hirers, so be accurate and make sure you include key roles and crucial experience gathered. Be concise and don't be vague.
   Note: Our next version will enable autofill of Work Experience from your CV.
➢ **Skills References** can be very persuasive and give comfort to Hirers if the references are credible. Nomad Now does not allow testimonials or letters of endorsement from friends etc. Why? Did you ever see a bad one? Hirers need hard-hitting assessments of your skills and skill levels from either your managers or working community colleagues who can properly assess your skills relative to industry benchmarks and colleagues.

- You can request a **Skills Reference** by filling out the Skill(s) that you wish to be referenced / endorsed and the email address of the referee you want to request the Reference from. Nomad Now will send an email to that address and request a Reference on your behalf. This Reference will then appear in your profile automatically. It's simple, fast and highly effective.
- Use the **Working Preferences** page to select how, when and where you want to work! 'It's your business! ™:

    - ✓ Hours per day
    - ✓ Preferred Work Structure (part, full, flexi-time or Other)
    - ✓ Describe your Preferred Work Times
    - ✓ Preferred Hirer Relationship (Independent Contractor, Flexi worker, Internship, Permanent Role, Non-Exec Director or Pro Bono (free) services)
    - ✓ Preferred Location (Remote Work, at Hirer Premises, Any, at your Discretion etc.)
    - ✓ Days of the Week
    - ✓ Are you willing to work overtime?
    - ✓ Overtime Explanation
    - ✓ Current Notice Period (how soon can you commence your Services?).

- Use the **Pricing Page** to set the price for your professional Services, at realistic levels. Price to sell. Appropriate pricing depends on a variety of aspects and differs from Order to Order and from Jobseeker to Jobseeker. See suggestions below, which will guide you in determining the Price of your potential Orders. Mispricing (e.g.: over-pricing) your Services can reduce your chances of transacting, earning revenues and growing your Jobseeker Profile. *Note: you need to create your Services in My Services BEFORE you are able to add a Price to each Service.*

    Factors to consider when setting your Pricing:

    - ✓ What Service is it that you're offering and how much is it worth?
    - ✓ Are you offering something unique or rare? Is it customized or exclusive? Is it complex or highly technical?
    - ✓ Are you offering something that has a higher perceived value than others offer on Nomad Now?
    - ✓ Does delivering your Service require extra (say) care, complexity, focus or risk?
    - ✓ Are you offering something that is substantially cheaper than its market price?
    - ✓ Make sure that what you're offering is clearly indicated in your Profile and Skills description. Help Hirers understand the reason for your pricing.
    - ✓ Google Industry reports on remuneration bands across skills.

- **How popular is your Order?**
  If your Services are popular and have high demand, it's a clear indicator that your value proposition is appealing for Hirers. Increasing the Price of your Orders will help you in better balancing your demand while maximizing your Service quality and income.
- **How strong is your Nomad Now reputation?**
  It's no surprise that Hirers are more comfortable transacting with trusted Jobseekers. With more money at stake, your reputation indicators (Ratings, Reviews, Profile, and Portfolio) will become a crucial element in the Hirer's decision-making process.
- **Determining the right price**
  Hirers come to Nomad Now to receive professional services, on-demand and at fair prices. Many will spend significant amounts per Order. Determining the right Price for your Order may not be easy. However, thinking about these few things can help you decide what your Price should be:
    - ✓ How much will your Service cost elsewhere, and how appealing would you like to be compared to your competition?
    - ✓ How much are your Hirers willing to pay? You can check your Average Order Price for similar Services offered on Nomad Now (note: give us time to gather data for this functionality) as a reference.
    - ✓ 'It's your business!' ™ You may need to adjust your pricing at times. Keep in mind that this is a great opportunity to explore the market and its pricing options. Pricing is dynamic and we want you to feel free to set Prices that you feel comfortable with.

- ➢ Use the **Personal Gallery page** to upload your CV or examples or photos of your work or even CV videos. This allows Hirers to understand and assess work that you've done or have been involved with. Hirers love seeing examples, so we strongly recommend having an active Personal Gallery page. Uploaded items must describe or relate to your Services eg: samples of your work. Each image should be in JPG, JPEG, or PNG format, a minimum of 550 x 370 pixels, and up to 5 MB. Videos should be no longer than one minute. The uploaded items should be owned by you. Do not use items belonging to someone else / items copyrighted by others. There is a 'cap' of a total of 30 MB on your Personal Gallery Section.
- ➢ Use the **Connections** page to connect your social platforms. We'll use your public profile so that Hirers can find you more easily. You can connect your Nomad Now account through Facebook, Google and LinkedIn by clicking the relevant buttons.
- ➢ In the **Billing Details page,** you can enter your banking details, so you can receive your revenues for Completed Orders from your Hirer. Your banking details will not be visible to the public. Include your VAT number if applicable.
- ➢ Under **Settings**, you can change your Name and Surname, your password and set your notification preferences.

Click **''Save Changes.''** Congratulations! You have now completed your Nomad Now Jobseeker Profile.

2. CALENDAR

In the **Calendar** section of your Dashboard, make sure that your periods of availability are correct and block out days / periods for which you are not available. There is no need to block weekends as they are excluded anyway but you may block them if you wish.

3. INSTANT ORDERS *(Note: this feature is on hold for reconfiguration)*

Instant Orders are a big boost for your business and most convenient for Hirers!

Flexi workers enable Instant Orders so that Hirers do not need approval from the Flexi worker before they can place an Order for Flexi worker Services. Hirers can just select their Jobseeker, select available dates from the Jobseeker's Calendar and Place an Order.

The parties can discuss detailed logistical and other arrangements of the Order at any time through Inbox Order correspondence after the Order is placed.

If a Jobseeker enables Instant Order, it will apply to all available dates on the Jobseeker's calendar. Hirers who meet a Jobseeker's requirements will automatically be able to Order your Services. This is very convenient for Hirers and will increase a Jobseeker's chances of receiving Orders.

For Jobseekers, the benefits of **Instant Orders** include:

- ➢ **Convenience**: enable Orders without having to reply to each Hirer Order Request.
- ➢ **More interest from Hirers:** Hirers can search for listings that can be ordered instantly!
- ➢ Instant Order Jobseekers are **more popular with Hirers** because they can access immediate on-demand skills and save the Hirer time and resources.

4. VIEWING YOUR JOBSEEKER DASHBOARD

A Jobseeker Dashboard contains the following information:

- ➢ **Response Rate and Response Time:** Maintain a good response rate here to preserve your overall (Star) Rating.
- ➢ **Profile Views:** Watch this number grow with your ongoing profile improvements and rise in our Hirer numbers.
- ➢ **Profile Completion:** Shows how complete each section of your profile is.
- ➢ **Orders Pending:** This shows your number of Orders pending.
- ➢ **Orders Completed:** This shows the total number of Orders completed.
- ➢ **Star Rating:** This shows your average Flexi worker rating received to date.

- ➢ **Total Earnings:** Shows the sum of your total earnings.
- ➢ **Order Progress:** a graphic Summary of progress in your Order processes.

5. MANAGING YOUR ORDERS THROUGH INBOX

Note: Each **Order** is assigned a unique reference number that appears in the column next to the **Order Status** in the **Inbox** section.
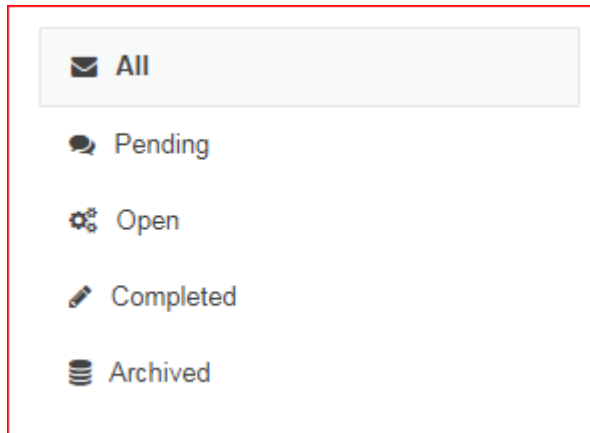
- ➢ **All:** here you can view all your Orders and conveniently see the Status of each Order. Move your slider to the right to view more detail.
- ➢ **Pending** includes:
  - ✓ **Inactive.**
  - ✓ **New:** When a Hirer Orders Jobseekers Services, you have the option to Accept, Correspond or Reject the Order.
  - ✓ **Corresponding:** Once you click **Correspond**, your Order goes into Corresponding where you can discuss, clarify or negotiate the terms of your Order via your Inbox.
  - ✓ **Accepted:** Shows all your Accepted Orders that you need to Complete by sending a 'Order Completion Verification Request'
- ➢ **Open:** Commenced Orders that have reached their Start Date.
- ➢ **Completed includes:**
  - ✓ **Completed Orders** that have been sent to the Hirer to mark as Verified as Completed.
  - ✓ **Verified as Completed:** Orders that have been Verified as Completed by the Hirers.
  - ✓ **Paid out:** Orders that have been approved for payment by Nomad Now.
  - ✓ **Rejected:** Orders that the Jobseeker has rejected.
  - ✓ **Cancelled:** Orders which have been Accepted and then Cancelled.
- ➢ **Archived:** Orders can be archived after completion or if rejected, at your convenience.

6. COMPLETING YOUR ORDER AND PROVIDING FEEDBACK TO YOUR HIRER

A – Completing your Order

Select your Order and click **Complete Order**

- ➢ You will be directed to a Feedback page. Here you can comment on your Overall Experience and rate the Hirer and Order experience as follows from 1-5:

  - ✓ How good was the Hirer's communication?
  - ✓ Did the Hirer make you feel welcome and settle you in effectively?
  - ✓ Were there clear lines of reporting your deliverables and issues?

✓ How would you rate the Hirer culture or working environment for Flexi workers?

➢ When you click **Request Completion & Verification of Order**, the Hirer is notified and has 72 hours to provide feedback and mark the **Order Completed & Verified**. If they do not mark the Order as Completed & Verified within 72 hours, the Order is automatically marked as Complete by Nomad Now.

B – Feedback

A Hirer's feedback is a mirror of their overall experience. It should not surprise you, if you followed our guidelines. When you provide high quality Service, you can expect to receive great feedback.

➢ The feedback received from Hirers is very important for the Nomad Now Platform.
➢ Hirers are giving feedback on their experience when transacting and working with you. It's important that you pay attention to this feedback and learn from it.
➢ Keep in mind that Hirers will provide positive feedback if they have had a positive experience. We do not tolerate Flexi workers requesting or pressuring Hirers to provide undeserved positive feedback.
➢ We also encourage Flexi workers to report Hirers that threaten to give undeserved negative feedback.

Note: If you receive any message that is spam or violates our Terms & Conditions, please email admin@nomadnow.co

7. ORDER CANCELLATION POLICY *

We have set out below, the Nomad Now **standard cancellation terms**. Note that Hirers and Flexi workers are free to agree on different cancellation terms as long as they record such terms via Inbox Correspondence or upload such terms in a document / contract on the Hirer "Contracts" page.

*Note: we have attempted to provide both contracting parties (Hirer and Flexi worker) with scope for early cancellation. This is a significant departure from traditional norms but we believe it is liberating for both parties and consistent with current 'work' trends so please be aware of the default cancellation periods and method and specifically exclude or alter as required before transacting.

*Note: this cancellation mechanism does not apply to Permanent workers (i.e.: to Permanent Placements). Nomad Now does not cater for cancellations of Permanent Employment between Hirer and Permanent worker once the Permanent worker has commenced work for the Hirer and, further, does not provide refunds of platform fees applicable to Permanent Placements.

A – Cancellation prior to commencement of Order

Either Flexi worker or Hirer may cancel an Order for any reason if:

➢ Within 48 hours of Acceptance of an Order (by Hirer and Flexi worker) in the case of an Order up to 30 days in duration; or
➢ Within 7 days of Acceptance of an Order (by Hirer and Flexi worker) in the case of Orders over 30 days in duration.

B – Cancellation after commencement of Order

Either Flexi worker or Hirer may cancel an Order for any reason if:

➢ Within 48 hours of Commencement of an Order (by Hirer and Flexi worker) in the case of an Order up to 30 days in duration; or
➢ Within 7 days of Commencement of an Order (by Hirer or Flexi worker) in the case of an Orders over 30 days in duration.

In instances where the Hirer initiates cancellation, the Hirer will still incur the Nomad Now placement fee. In the event that the Flexi worker cancelled the Order, the Hirer will not incur the Nomad Now placement fee.

Such cancellations will have a negative effect on the cancelling party's rating (unless the parties make us of 'Mutual Cancellation').

C – What happens after an Order is cancelled?

If an Order is cancelled (for any reason), any revenues collected by Nomad Now from the Hirer flowing from that Order, but not yet paid to the Flexi worker due to the Cancellation, will be credited to the Hirer's account and held over for future Orders or, on request by the Hirer be refunded by Nomad Now to the Hirer.

➢ Less any applicable Nomad Now placement fee; and
➢ Less the applicable Flexi worker Notice pay payable in lieu of Notice at the option of the Hirer (i.e.: either 48 hours or 7 days depending on whether the Order was for a period of up to 30 days or longer than 30 days).

Additionally, when an Order is cancelled, Hirers no longer retain the rights to use any of the Services or the items delivered to them (if applicable). All transfer and assignment of intellectual property to the Hirer shall be subject to full payment for the Order and the Services delivered by the Flexi worker may not be used if payment is cancelled for any reason.

D – MUTUAL CANCELLATION:

➢ Nomad Now also enables Hirers and Flexi workers to Mutually Cancel an Order at any time after commencement of the Order.
Note: this mechanism does not apply to Permanent workers (i.e.: Permanent Placements) after a Permanent worker has commenced work for the Hirer.
➢ The above Mutual Cancellation option requires Hirers and Flexi workers to act in good faith. The mechanism may not be used as a method of bypassing the Nomad Now Platform and if users misuse it to achieve this end, Nomad Now may disqualify such users from using the Platform as well as seeking to recover lost income from both parties and users agree that this may be on a joint-and-several liability basis.
➢ We like to regard Mutual Cancellation as a crucial and open-minded freedom between Flexi worker and Hirer but note that prevailing Labour Legislation may override any contractual rights agreed to between the Flexi worker and Hirer and such risk is borne purely by the contracting parties to the Order, which are Hirer and Flexi worker.
➢ Both parties (Flexi workers and Hirers) use the platform knowing and accepting in advance that they may benefit from and rely on such flexibility that such terms would provide and that this mutual understanding will boost Flexi worker transacting between providers and takers of Professional Services.
➢ We encourage a way of working together where buyers and sellers of services exercise a degree of 'meeting halfway' via mutual consent in terms of allowing the other party to withdraw from an Order.
➢ Hirers may use the Order Correspondence Inbox feature during the Service Delivery period, to communicate issues to the Flexi worker, if the Flexi worker Service Delivery does not match the Flexi workers' description of their Services on the Flexi worker Profile or if the Flexi worker Service provided does not match the requirements sent by the Hirer to the Flexi worker as described in the Order.
➢ Hirers reversing or attempting to reverse a payment through their payment provider or bank are in violation of these Terms & Conditions. Doing so may result in the Hirer account being temporarily disabled to investigate possible security violations.
Note: once the Hirer has filed a dispute with its payment provider, the funds will be ineligible for a refund due to our obligations towards the Flexi worker.
➢ Nomad Now reserves the right to cancel Orders or place funds on hold for any suspected fraudulent Orders made on the platform.
➢ If an Order is cancelled (for any reason), the funds paid to Nomad Now on behalf of a Flexi worker for Flexi worker Services not yet delivered, will be refunded to the Hirer on request by the Hirer or failing that, held over and +applied to the Hirer's next Order if sufficient to pay for the entire Order.

8. TIMING OF PAYMENTS TO FLEXI WORKERS

Nomad Now assists Flexi workers in the collection of Flexi worker revenues from Hirers, acting as their Payment agent. Additionally, Nomad Now invoices Hirers on behalf of Flexi workers.

Nomad Now pays Flexi workers for their Services completed, after receipt of the funds from the Hirer by Nomad Now, and specifically, payment is made by Nomad Now to Flexi workers **on the Wednesday following such receipt of funds by Nomad Now**.

Notes:

➢ *The above payment timing assumes that the Hirer and Flexi worker are not in a dispute over delivery of the Services and payments have been suspended the Hirer.*
➢ *Nomad Now does not assume responsibility for Hirers paying for Flexi worker Services on time or at all. By making use of Nomad Now's collections assistance for Flexi workers, we anticipate that Flexi workers will be paid more reliably and, on average, faster than Flexi workers invoicing and billing Hirers directly.*
➢ *There can be timing exceptions due to SA banking system clearance periods.*

SUMMARY OF STEPS IN THE INVOICE & PAYMENT PROCESS

➢ Order is placed by Hirer;
➢ Invoices:
  ✓ Nomad Now makes invoices *available* to Hirers *on the platform* immediately after Hirers place Orders;
  ✓ Hirers can see these **invoices** in the **Invoices tab** on the left in their Hirer Profile. **Pro forma invoices and credit notes** are also accessible here. View, download or email these documents;
  ✓ Invoices are *sent* to Hirers on Commencement Date of Orders (i.e.: on the start-date of the Order);
  ✓ Invoices are *sent* to Hirers via email to the Hirer's Primary email and Backup email addresses listed on the Hirer Contact Details page of the Hirer Profile;
➢ Pro Forma invoices are sent to Hirers *on request only* and usually when the Hirer expects that their payment processes will be slower than their agreed payment Order terms of 30 days;
➢ Invoice payment terms are 30 days;
➢ Completion of an Order:
  ✓ Flexi worker clicks *Request Completion and Verification of Order*;
  ✓ Once Hirer is satisfied with delivery on the Order, Hirer clicks *Verified as Completed*.
➢ **Nomad Now collects Flexi worker revenues from Hirers on behalf of Flexi workers and pays such revenues to Flexi workers once received from the Hirer and when due to Flexi workers, specifically on the next Wednesday following the completion of the payment intervals agreed between Flexi worker and Hirer.**
➢ Flexi worker invoice for Nomad Now Freelancer-payable commission:
  ✓ Nomad Now sends an Invoice to the Flexi worker as soon as Sage Pay has made payment to the Flexi worker;
  ✓ The above processes are fully automated.

9. SETTLEMENT FEATURE

To cater for situations where Flexi workers work more or fewer hours or produce lower/fewer Order outcomes than anticipated in the Order between Hirer and Flexi worker, the Settlement feature may be used by either party.

Go to your Order in your Inbox and see the Settlements page. Click on **Order Settlement Claim**.

Fill in the Settlement Title and in the 'Description' box, put forward your rationale for the Order Settlement adjustment that you are seeking. Stay level-headed and keep it simple, rational and always show the evidence of your claim. Use the attachments feature to give your settlement claim more credibility.

Enter the Settlement claim amount and click 'Continue' to submit your Settlement claim to the Hirer for conclusion (which may include correspondence between you and the Hirer, so look out for notifications of correspondence.

10. MORE USEFUL TIPS FOR YOUR NOMAD NOW PROFILE

Your Profile is a 'showcase' of your skills. Completing your Flexi worker or Permanent worker Services page in detail is an opportunity to make yourself and your skills **visible to Hirers** with all necessary info to help and encourage them to decide to do business with you as quickly and efficiently as possible.

NOTE THAT HIRER SEARCH FILTERS COVER ALL KEY SECTIONS OF YOUR PROFILE. TO MAKE SURE THAT YOU APPEAR IN HIRER SEARCHES, YOU SHOULD COMPLETE EVERY SECTION.

- ➢ Represent yourself, your skills and your business honestly and accurately.
- ➢ Have an accurate Flexi worker / Permanent worker Profile Picture.
- ➢ Create and describe your Flexi worker or Permanent worker Services in a clear and accurate way that best represents the actual **scope and depth** of the Services you will deliver. Describe your **deepest and most specialized skills**. No 'fluff' or 'wishy-washy' descriptions!
- ➢ Remember that one of Nomad Now's big themes is to **simplify**. Hirers must be able to buy your Services with a few clicks.
- ➢ Your Services (read together with your qualifications & relevant experience) should be detailed and convincing enough for a Hirer to be able to decide whether it wants to transact with you and whether such Order will be successful in terms of Hirer satisfaction.
- ➢ Only list Services and Skills that you are qualified to deliver.
- ➢ *Note: Avoid vague and broad or general descriptions eg: 'Consultant' or 'Problem-solver.' Be specific eg: 'Senior Management Consultant – Business Process Re-engineering' or 'Quantitative Analyst – Artificial Intelligence.' Don't use terms such as 'Coach' unless very specifically linked to a specialist field. Why? Hirers don't search for generalists.*

11. USING CUSTOMER SERVICE

We recommend that Flexi workers, Permanent workers and Hirers engage on and discuss all potential issues they may have, through the Correspondence Inbox.

If you have an issue, please contact us using the **chat icon** on the bottom right hand of the screen. Alternatively, send an email to info@nomadnow.co

Additional Advice can be found in the following places:

- ➢ **Nomad Now Community Forum:** Connect with other users of the Nomad Now Facebook community to chat, share experiences, tips and give or get advice.
- ➢ **Nomad Now Blog:** Visit our blog on our Platform landing page to get news, stories, and tips.

12. SECURITY

We do everything we can to provide you with a secure platform and we expect you to do the same for your Hirers. Keeping your business inside Nomad Now means that we will try to assist you with issues that you may face. Here is how to stay safe when using Nomad Now:

- ➢ Do not make Orders outside of Nomad Now's payments system.
- ➢ Do not attempt any fraud, launder money, attempt to drive traffic to other Platforms or market unrelated products on the Platform, abuse our referrals system, or make false claims against other members of the community.
- ➢ Do not ask for any password or username from your Hirer unless it's relevant for an Order they have made. In these instances, ask them to change their passwords once the work has been completed.
- ➢ Do not violate others' privacy, copyright or trademarks.

13. NOMAD REWARDS FEATURE

What are Nomad Rewards?

Nomad Rewards have been created to encourage growth of the platform and to make more Flexi and Perm workers aware of the benefits of using Nomad Now. We incentivise existing users to introduce additional Jobseekers to the platform.

Our Nomad Rewards sharing feature is extremely simple to use. Just copy and share your unique (Flexi or Perm worker) referral code in order to start earning referral fees from your friends' Orders. Our platform records all introductions of successfully introduced Jobseekers by Nomad Now users.

How do I introduce Jobseekers to Nomad Now?

Sharing is easy. Just copy your referral code into your preferred social media platform or use our auto-email function. Just go to your Profile and see the 'Share and Rewards' page in the left column.

Your referral fees will apply to Orders, successfully completed by your introduced Jobseekers, signed off by the Hirer and paid for by the Hirer to Nomad Now. In order to preserve confidentiality of Order values, your incentive fees are calculated using a machine-generated random percentage ranging between 17% to 21% of platform fees (excl VAT) earned by Nomad Now from Hirers in the instance of Flexi Worker Orders and ranging from 11% to 15% on Nomad Now Fees (excl VAT) earned from Hirers on Perm Worker Orders. In the unlikely event that Nomad Now grants a refund to the Hirer for the affected Order performed by the introduced Jobseeker, such refund will proportionately reduce the applicable incentive reward.

Additional terms:

➢ The current version of the Nomad Rewards incentive will endure until 1 May 2024. Note that the incentive terms and conditions may be subject to change from time to time by Nomad Now.
➢ Nomad Jobseekers' rights to earn Nomad Rewards for introductions of Jobseekers fall away after 1 May 2024, i.e.: rewards may be earned on all Order periods completed by your successfully introduced Jobseekers by 1 May 2024.
➢ Nomad Rewards will be paid out to registered Nomad Now Introducers on a monthly basis, at month-end, following the month in which the Nomad Now fee(s) was received from the Hirer for that Order (i.e.: we perform 1 payment batch per month).
➢ The cost of Nomad Rewards are borne by and are for the cost of, Nomad Now, and not for Hirer cost.
➢ MAKE SURE THAT YOUR FRIENDS AND CONTACTS ONLY SIGN UP USING THE NOMAD NOW REFERRAL LINK or EMAIL MECHANISM PROVIDED IN YOUR PROFILE!
➢ Any direct signups onto Nomad Now and previously signed-up Jobseekers will not qualify as introduced Jobseekers by the Introducer for the purpose of Nomad Rewards.
➢ Remember that Nomad Now is a platform for professionals only, i.e.: Jobseekers conducting work that requires deep technical specialist skills and training. Nomad Now reserves the right to remove signed-up Jobseekers whom it deems inappropriate for the platform.
➢ Ensure that your bank account details are up to date on your Profile, as Nomad Now will auto-transfer referral fees only to the bank account listed on your Nomad Now Talent Profile. We cannot engage in correspondence regarding other payment methods or accept otherwise provided bank details.

HIRERS

1. CREATING YOUR HIRER PROFILE

➢ Click **"Sign In''** on the top right-hand corner of the Home Page. Fill in your **Username** (email address) and **Password**.
➢ You will be directed to the **Terms and Conditions**. Indicate if you **agree**.

The **My Profile section** allows you to customize how you would like to be viewed by **Jobseekers.**
Note that you may choose to fill in certain sections at a time and go back to other sections at a later stage.

➢ The **Profile Photo** area allows you to upload a file from your computer and select a Profile photo.

You should complete or edit the following pages by clicking on them:
- ✓ Contact Details
- ✓ Basic Information
- ✓ About Us
- ✓ Social Media Links
- ✓ Ideal Jobseeker
- ✓ Hirer Gallery
- ✓ Contracts
- ✓ Settings.

➢ Fill in the following information in the **Contact Details** page:
- ✓ **Account verification**: request verification of your Account before you are able to make use of the Platform Search, Advertising and Order services
- ✓ **E-mail addresses for invoicing**. *Note: this area is compulsory and critical to a successful Order and Payment process and to avoid delays in Flexi workers receiving their revenues .Make sure that you include a backup email address. We make it a big priority that Flexi workers are paid on time.*
- ✓ Website
- ✓ Main Contact Person
- ✓ Main Contact mobile number
- ✓ Secondary Contact number
- ✓ Secondary email address
- ✓ Physical Address
- ✓ Postal Address
- ✓ Enter Nomad Now Vendor Number for Invoicing. *Note: this is another critical piece of information that is required to avoid delays in Flexi worker payments.*

➢ Use the **Basic Information** page to fill in your basic information:
- ✓ **Company Trading Name**: is also known as a Business Name and is a pseudonym / alias used by companies to perform their business under a name that differs from the registered, legal name of the business.
- ✓ **Individual or Legal Entity?** Are you trading in your own name or as a legal 'entity' (e.g.: a company).
- ✓ **Reg. No.:** is an entity's Registration Number. A unique number issued by CIPC (Registrar of Companies) when a company or partnership is incorporated.
- ✓ **Company / Legal Entity Name:** (if applicable) is the official name of the entity
- ✓ **Industry / Line of Business**: this refers to industry sector or area of business specialization.
- ✓ **VAT Number**: A VAT identification number is an identifier used for value added tax purposes and issued by the relevant Revenue Authorities. *Note: if your legal entity is VAT registered, then you are obligated to charge VAT to your Hirer and therefore must enter your VAT number.*

➢ Fill in your general company information in **About us:**
- ✓ Company Type.
- ✓ Company Size.
- ✓ Website URL: Jobseekers will use this link to go to your website as their first inquiry to see the nature of the Hirer and the attractiveness of working there.
- ✓ Organization Description: Additionally, describe your Organization to prospective Jobseekers. This description can be important to give Jobseekers comfort in accepting Orders from you. In addition to this information, you can make use of the Hirer Gallery page to upload documents, photos or videos to further enhance your Hirer Profile and make it attractive to Jobseekers.

➢ **Social Media Links**: enter your Facebook and LinkedIn URL so that prospective Jobseekers can find you on Social Media and learn more about your company culture as well as can stay up to date about exciting company developments.

➢ *NOTE THAT OUR SEARCH ALGORITHMS ARE TEXT AND RELEVANCE-BASED (THINK GOOGLE-TYPE SEARCH). THEREFORE, IT IS ESSENTIAL THAT HIRERS CAREFULLY SELECT SEARCH WORDS THAT ARE 'FITTING' AND RELEVANT TO THE SKILLS THEY SEEK IN ORDER TO OPTIMIZE MATCHES. VAGUE*

SEARCH WORDS SUCH AS 'CONSULTANT,' 'MANAGER,' 'VICE-PRESIDENT', 'MENTOR', 'LEGAL', 'MODEL' OR 'ANALYST' WILL NOT PRODUCE EFFECTIVE SEARCH RESULTS IN ANY PLATFORM.

Use our live 'chat' on-screen to ask for assistance if you are struggling to optimise a search.

➢ **Ideal Jobseeker**: Note that this is an advanced user feature. In addition to a Text search or a Job Ad or Service Request Ad, Hirers can make use of the Ideal Jobseeker search-match mechanism to create a profile of your own ideal Jobseeker by changing our applicable search criteria weightings. Note: if two Hirers choose to keep the default Admin search weightings, they will have the same results but should one of the Hirers choose to customize their search criteria weightings themselves (this is optional) Nomad Now applies the Hirer provided weightings to rank the search results.

*Example: If searching for a **Chartered Accountant Jobseeker located in Sandton**, you can set Location weighting to low if you want to emphasize 'Chartered Accountant' (Qualification) more than 'Sandton' (Location). In your search results, other Chartered Accountant Jobseekers that are higher rated will be displayed above a Jobseeker that has a 'Sandton' entry.*

➢ Use the **Hirer Gallery page** to upload articles, photos or videos which showcase and promote your company and culture to your prospective Jobseekers.

➢ The **Contracts** page enables a Hirer to upload and include a Contract(s) and other documentation that the Hirer wishes to apply to an Order. The terms of such Contract may amend or supplement the terms of the Order – it's your choice as long as you state this in the Order or in the attached documentation!

This **Contracts** section enables Hirers to adhere to their preferred and current recruitment document process! If it is the norm for you to attach NDA's or Confidentiality Contracts or a (dreaded) Restraint of Trade then upload these and ask the Flexi worker or Permanent worker to sign and upload.

Examples of the content of such Contracts may include additional terms that the Hirer requires acceptance of by the Flexi worker or Permanent worker, such as:
- ✓ Security regulations, premises access rules;
- ✓ Ethics, confidentiality requirements;
- ✓ Use of internet and social media; and
- ✓ Other Hirer-specific policies and contractual requirements applicable to Freelance Services.

Such Contracts may not be used to bypass or attempt to bypass Nomad Now or its Policies or Terms & Conditions and may not have the effect of reducing or avoiding Nomad Now's fees.

➢ Under **Settings**, as a Hirer you can:
- ✓ Fill in your Email Address and Contact Number
- ✓ Change your password
- ✓ Create Secondary Users (Teams, Team members and even Line Managers) to use the Platform:
  - o This feature enables the Hirer Account Manager (the 'Administrator') to create internal Hirer Teams and to add Team Members that are authorized with varying rights to make use of the Platform. This allows the Hirer to delegate responsibility to various teams and team members and to limit and control their usage;
  - o Levels of Secondary Users:
    - ▪ Administrator: is the owner of the Hirer account / has full visibility of all actions by all Secondary users / sets budgets per Team or Team Member / can add or remove Teams and Team members / has access to all Hirer Inboxes / has visibility of all Hirer Searches, Interviews, Inquiries, Orders, CV Downloads, CVs shared etc.
    - ▪ Unit Team Leader: same rights as above but only for his/her team
    - ▪ Team Member: only has access to own actions
    - ▪ Line Manager: able to receive CVs, share CVs, add Comments on Jobseeker Notes;

- o Contact details: this is very important. Make sure that Nomad Now can reach your authorized users to avoid delays;
- o Role: e.g.: Unit Member of Team Leader or Supervisor;
- o Team Name: under which Hirer team does the Secondary user sit? Perhaps under HR Resourcing Team or Private Bank HR Business Partners or Line Management or CEO;
- o Order Value: the Account Manager uses this to place limits of the Order value that is authorized for each secondary Hirer user;
- o Status: indicates whether the user is currently authorized as active or not
- ✓ Delete Account and account data.

Click **''Save Changes.''** Congratulations! You have now completed your Nomad Now Hirer Profile.

2. FINDING FLEXI OR PERMANENT WORKERS

Flexi workers and Permanent workers on Nomad Now offer a broad range of Professional Services which Hirers can access. Hirers use our powerful **Text Searches and/or Job Ads (includes Ads for Permanent jobs or for Flexi worker Services)** to identify the required specific Jobseekers very effectively and predictably.

A – HOW DO HIRERS USE JOB ADS?

- ➢ Go to the **'View or Post Job Ads'** tab;
- ➢ Click '**Add new Job'** (*Note: this includes Permanent Jobs and Service requests for Flexi worker Services*):

- ✓ Choose your preferred "Minimum Match." Minimum match compares your Job Ad TEXT to the Services, Recent Roles, Skills, Location, Availability etc. of Flexi worker and Permanent worker Profiles;
- ✓ 'Matched' Flexi workers and/or Permanent workers receive notification of the Job Ad match through the Platform and are invited to apply to the Job Ad. *Only matched Flexi workers and/or Permanent workers are enabled to reply to a Job Ad;*
- ✓ Assess the Profiles of each applicant;
- ✓ Once you have identified your preferred applicants, create an Inquiry for each applicant and engage directly with them for the Job Ad or other roles. *Don't forget - you can duplicate (i.e.: re-use) Inquiries to save time.*

JOB AD TIPS FOR HIRERS

- ➢ **Search results and Job Ad match results** will be the same if the % match is set at 0%;
- ➢ Note that the higher the % match that you require, the lower the number of potential applicants for your Job Ad;
- ➢ Fewer applicants may suit your purposes and reduce your administration burden;
- ➢ For rare skills, reduce your required % match so that you achieve a reasonable number of matches. Experiment!
- ➢ **Adjust the % match** until you are happy with the number of matches i.e.: potential applicants. Allow for non-responsive Flexi and Permanent workers – top talent moves fast, and some Talent doesn't respond at all! E.g.: if you only have 3 matches, re-look at your key word match or reduce your '% match' requirements so that you potentially enable more applicants.
- ➢ **Key Skillsets and Services** are crucial to creating accurate matches but be careful not to select too many. Just like Google, if you choose too many matching requirements, your results will be reduced to zero. Rather select the most crucial skills or services for your Role, assess results and then add additional match words if you need to narrow results further.
- ➢ **Save your Job Ads** in 'Category Folders' to save time when retrieving Ads later.

WHAT MINIMUM DETAIL DO YOU NEED TO ENTER TO MAKE A JOB AD MEANINGFUL?

- ➢ **Note**: Highest ranking 'search-match' criteria are:
  - o **Job Service Request**;
  - o **Location;**

- o **Key Skillsets and Services.**
- ➢ **Give your Job Ad an accurate 'Job Service Request' name.** This is a crucial matching input for accuracy of results;
- ➢ **Set the Closure Date for applications.** Applicants will be blocked from applying after the closure date, so select a closure date that is practical;
- ➢ **Location**: exercise caution here as potential applicants may have entered 'Gauteng' and not 'South Africa' as a preferred location. Don't effectively rule out potential top applicants by overly narrowing your Location requirement;
- ➢ **Job or Services Description Summary**: Paste or type a MEANINGFUL Job Spec into the Text Box. This section is important so that potential applicants can meaningfully assess their interest in and match to the requirements of the Role.
- ➢ **Key skillsets and Services**: paste core relevant and particular key words here. This is your most important Job Ad talent matching section – select Skillsets and Services precisely for most accurate matches. 2-4 choices are usually ideal. Avoid general, vague or non-essential words for best results. Vague keyword choices will lead to vague results.
- ➢ **Minimum % Match**: Results will vary according to RARITY or COMMONALITY of words (Skills etc.) selected in your Job or Services Description Summary and Key Skillset and Services choices
- ➢ **Select 'Contract' or 'Permanent'** options for Type of Work:
    - ✓ If you select 'Contract,' you will choose Start and End Date as well as Payment Option (monthly etc.)
    - ✓ If you select 'Permanent,' select the proposed Start Date required for the applicant
- ➢ **Proposed Rate: note that the rate** (i.e.: remuneration) is:
    - ✓ 'Proposed'
    - ✓ A 'maximum' that the Hirer is prepared to pay – i.e.: it's not a commitment by the Hirer to a remuneration amount. It is not binding between Hirer and Applicant
- ➢ And lastly, for convenience, select a **Reference Number and Folder name** for easy admin search purposes.

HOW DO I DUPLICATE / COPY A JOB AD TO USE AGAIN?

- ➢ Just go to a previous Job Ad and click on 'Duplicate.'

GENERAL & TIPS

- ➢ Note that Job Ads are not Job Offers! By placing a Job Ad, Hirers are not contractually committing themselves to offering a Job or Role to applicants;
- ➢ Platform terms do apply to Job Ad applicants and Hirers in respect of Nomad Now's rights to protection of introductions and fees. See our Terms & Conditions for more detail on this;
- ➢ Start with broad Job Ad wording and then look at number of Potential Applicants (see this at top of Job Ad page). Assess your result and tighten or loosen your % match requirement accordingly!
- ➢ Be realistic – don't be too narrow in matching criteria;
- ➢ Experiment with your Job Ads – see what works for you;
- ➢ Temporary Assistance from the Nomad Now team: if you find that your preferred Job Ad applicants are not responding to your Inquiry, contact our team on info@nomadnow.co and we will try to alert the applicants of your Inquiry or Correspondence *(Note: this is a temporary service as we receive huge volumes of requests).*

B – SEARCHES USING KEY WORDS I.E.: TEXT-DRIVEN SEARCHES

Click on **Search** under **My Hirer Profile** and you will see these **Search** options:

- ➢ Search using key words
- ➢ Search using search filters.

- ➢ *Note: This is the primary Search method of on the Nomad Now platform and it is extremely powerful. Search results are produced in order of match relevance.*
- ➢ *How? Just type relevant industry-relevant key words and click enter.*
- ➢ Examples:

- ✓ Enter a Jobseeker's name; or
- ✓ Enter the word 'bank' or 'Standard Bank' for any Jobseeker with the word 'bank' or 'Standard Bank' in his Profile;
- ✓ Enter 'Risk Compliance Head' (if you prefer to be very specific regarding Jobseeker Services or Role i.e. you are searching for a 'Risk Compliance Head');
- ✓ Enter CA(SA) to see all Jobseeker or Permanent worker CA's;
- ✓ Use the text search for ANY JOBSEEKER INFORMATION! Try Name, Qualification, City, Language etc.;
- ✓ If searching for a Jobseeker named Claire Millward, who has a Bachelor of Social Sciences and is located or can work in Johannesburg and speaks English - you will use the key words 'Claire Bachelor of Social Sciences Johannesburg…' etc.

C – SEARCH USING SEARCH FILTERS

➢ Within the Search tab, 'Filters' are located on the right bottom of the screen.

Filters

Refine your search results with the filters below.

Work Structure:

| All |

Current Location:

| All |

Preferred Location:

| All |

Population Group:

| All |

Special Roles:

| All |

Hours per day:

| All |

➢ *Warning: use search filters with caution as they can result in elimination of many search results if the user chooses to narrow a search by applying several filters. Filters are very 'exclusionary' - they can exclude large numbers of relevant search results unintentionally. E.g.: filtering by 'Cape Town' may exclude an excellent Jobseeker who listed Location as Newlands or Rondebosch which are both in Cape Town.*

➢ Ordering of search results:

- ✓ Select how you would like your search results to be displayed and ordered.

- ✓ See possible ranking orders in the results drop-list:

How should your results be ordered?

| ⌄ |

Saved Searches

| View saved searches |
| 🔍 How to Search |

D – NOTES & TIPS ON SEARCHES

➢ Inverted comma's and other common Boolean String instructions are **not necessary** in our searches due to the extensive indexing that we make use of. However, you may make use of our Boolean search feature as preferred.
➢ Nomad Now prompts users with set values as they type.
➢ We focus on simplifying the search and making use of Nomad Now algorithms for optimal ranking. This should present the Hirer with appropriate Jobseekers.
➢ Our search is instant. As soon as you select a tag, you will be able to see how your query is affecting the number of search results.
➢ Saved searches (updates): Notifications of updates to Hirer's saved searches are sent daily and therefore the user may only receive the email with the notification on the following morning.

E – SAVING FAVOURITE JOBSEEKERS FROM SEARCHES AND JOB ADS

Refer to Favourites tab in the left menu on your pc or laptop screen to view your saved Favourite Talent.

In your Search results, select Talent that you wish to remember or emphasize, and tick 'Favourite'
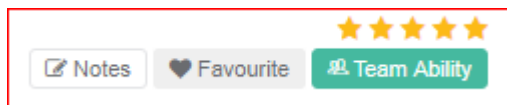
Select the folder in which you wish to store the Favourite or choose to create a new Category of Talent. This is a basic but incredibly useful tool for easily finding top Jobseekers from previous searches.

3. ASSESSING FLEXI OR PERMANENT WORKER SUITABILITY FOR YOUR ORDER

Once you find a preferred Jobseeker, your crucial analysis of suitability for your Order requirements, starts!
When you click on the Jobseeker's Details tab, you can:

➢ Check **Flexi worker Ratings and Reviews** (feedback).
➢ In **Services Offered**, see the Services & Skills Summary (bottom of section).
➢ Most importantly, to assess and to achieve comfort for your Order, assess the Skills and Roles related details provided by the Jobseeker:
  ✓ My Services
  ✓ Recent Roles
  ✓ My Exec Summary (in their own words)
  ✓ Business Skills (including self-assessment star rating and number of years' experience)
  ✓ Personal Skills
  ✓ Qualifications
  ✓ Majors.

➢ Under **Personal Info,** check to see that relevant information listed by the Jobseeker is appropriate for your requirements.
➢ The Jobseeker's **Working Preferences** will help you gauge whether there is a 'connection' with you, in terms of the 'how, when and where' the Jobseeker wishes to supply Services.
➢ The Jobseeker's 'My Exec Summary' is the Jobseeker's summary description of work experience, abilities and ambitions in their own words.
➢ Flexi and Permanent Jobseekers include **Skills References** that they have requested from credible parties to provide ratings of their abilities in *specific skills*.
➢ In **Pricing,** the Jobseeker sets out Price per Service offered. **Pricing** of Permanent workers (i.e.: for Permanent Placement) is set out on the **Permanent Roles** page.
➢ In **Personal Gallery,** Hirers can view files uploaded by the Jobseeker that relate to his/her Service offering. These could include documents, spreadsheets, images and video, and may assist in assessing Jobseeker abilities.

If you would like to engage with a Flexi or Permanent Jobseeker, click on the Inquiry button. Inquiries are not binding between Hirers and Flexi or Permanent Jobseekers.

ARE RECRUITMENT AGENCIES ABLE TO MAKE USE OF NOMAD NOW?

We have recently introduced access to streamlined use of Nomad Now for recruitment agencies. Agencies use the Platform to source talent but not for submitting talent to their clients.

➢ 'Agency Hirers' make use of Nomad Now only to search for or place Job Ads for Jobseekers.
➢ Agencies have access to features including Favourites, Alerts, MIE (Jobseeker credibility) checks online, setting up Interviews online and Teams.
➢ **Agencies do not place Inquiries or Orders for Jobseekers through Nomad Now**.
➢ Agencies subscribe to Nomad Now on a pay-per-CV basis.
➢ Agencies subscribe for 1 year access to full Jobseeker CVs and Jobseeker Profiles, and this includes access to all features on Nomad Now.
➢ Subscription price per CV credit packages:
  o 50 CVs   R 3 500.00
  o 100 CVs   R 6 700.00
  o 200 CVs   R 12 000.00
  o 250 CVs   R 13 750.00
  o 250+ CVs R 50.00 * (number of CVs)
➢ Subscription payment by Agencies is required in full 'on invoice' (in advance) and access to the platform is enabled within 3 business days of payment. Payment may be made by Electronic Funds Transfer or PayPal. Payment using Stripe payments is also under consideration.
➢ Pricing is subject to change periodically for contract renewals.
➢ Validity of CV credits is for the contract duration (1 year).
➢ Features accessible to Agencies include online setting up of interviews, access to online MIE Jobseeker credibility checks, the Skills References feature and limited Jobseeker CRM features.
➢ Nomad Now reserves the right to cancel an Agency subscription and to refund the Agency pro-rated amounts paid by the Agency to Nomad Now.

4. PLACING AN ORDER FOR SERVICES

A – Background

We want all Hirers that visit Nomad Now to have an easy and predictable experience. To help ensure that, we ask that you comply with the following guidelines:

When interacting with Flexi or Permanent Jobseekers, be clear about your needs and expectations. This will save you time and help you get the Service or Employee that you are looking for. Read and understand, in detail, the description of the Jobseeker Services offered before you place an Order. Keep in mind that Flexi and Permanent Jobseekers may receive a high volume of requests from Hirers. They will respond most promptly to clear requests in their preferred language. We encourage you to resolve any disputes amicably and mutually within an Order and to avoid cancellations.

Note: before reading the Ordering process below, remember that the Order process consists of 2 main phases, i.e.: Inquiry (this does not contractually bind or commit Jobseeker and Hirer) and a subsequent Order which is contractually binding between Hirer and Jobseeker. The exception to the above is Instant Orders, which are contractually binding and not split into an Inquiry and a subsequent Order, but rather just an Order.

B – The Hirer's Inquiry & Order Pages

➢ The **Order Page** enables a Hirer to specify Contract Terms with a Jobseeker. It comprises:
  ✓ **Type of Work**: Contract vs Permanent
  ✓ **Order Name**.
  ✓ **Location**.
  ✓ A brief **Order Description Summary**.
  ✓ **Remuneration**.
  ✓ **Pay** per hour, day, project, task.
  ✓ **Days** i.e.: Number of days requested.
  ✓ **Start and End Date**.

- ✓ **Days of week available**.
- ✓ **Advanced options**:
  - Period includes/excludes Public Holidays.
  - Overtime.
- ✓ **Payout Frequency**.
- ✓ **Fee Split** agreed between Hirer and Jobseekers.
- ✓ **Additional Terms**: Hirers may upload their own preferred or customized contract which will supplement or amend the Nomad Now Order (which is a binding Contract).
- ✓ **Save:** to save you time, save as a Template Inquiry or Order for re-use.

Note: The above Order terms constitute a Contract between Hirer and Jobseeker. However, the Hirer has the option to upload its own Contract in the 'Additional Terms' section. Such Proposed Contract will supplement or override the above Order Terms between Jobseeker and Hirer.

C – How to place your Order for a Jobseeker

- ➤ From your Search or Job Ad results, click on the Jobseeker whose Services you wish to **Order.**

- ➤ **If the Jobseeker has enabled Instant Order**, the Hirer is able to simply:
  - ✓ Select the Jobseeker Services that it wishes to **Order**.
  - ✓ Give the Order a practical and recognizable **Order Name** (bearing in mind that many Orders may follow a 1st Order).
  - ✓ Select **Start and End dates**.
  - ✓ Select applicable **Hours per day**.
  - ✓ Indicate **Location** (or confirm that the role is on a 'Remote' basis).
  - ✓ Set out a text **Order Description Summary**
  - ✓ Tick Payout (timing) Option as well as Rate.
  - ✓ Tick acceptance of Nomad Now's Terms & Conditions.
  - ✓ Click **Order** and an Order will immediately and automatically be created!

- ➤ **If the Jobseeker has not enabled Instant Order** or if the Hirer wishes to engage with and clarify items with the Jobseeker, the Hirer should:
  - ✓ Select the Jobseeker Services that it wishes to **Order.**
  - ✓ Give the Order a practical and recognizable **Name** (bearing in mind that many Orders may follow).
  - ✓ Select **Starting and Ending dates** for the Order as well as applicable hours per day.
  - ✓ Indicate if the Order Period includes Weekends and Holidays.
  - ✓ In the **Order Description Summary** box, choose whether to include any queries or requirements of the Jobseeker that will serve to help the Hirer assess and 'filter out' whether the Jobseeker is suitable to achieve the goals and requirements for the Order.
    - Hirers often paste extracts from their job specifications in this area, followed by questions of the Jobseeker. The greater the level of inquiry by the Hirer, the more effective will be the 'filtering' process of eliminating Jobseekers that do not meet Hirer Order requirements.
    - Hirers may include files by clicking Upload Files (examples may include a Hirer Role Specification or background reading required before Commencement of Order). The file attachment limit is up to 30 MB.
  - ✓ Select preferred **Payout option**, bearing in mind the preference that the Jobseeker has expressed.
  - ✓ **Propose a Rate** (per hour, week or month).
  - ✓ Optionally, if deemed necessary by the Hirer, **attach a Hirer contract and/or additional documentation**.

- ➤ Click **Inquiry.**
- ➤ If interested, the Jobseeker will reply with **'Accept'** or '**Correspond.'** If the Jobseeker chose **'Correspond,'** both parties will engage in **Inbox Order correspondence**.
- ➤ When satisfied with the correspondence, the Jobseeker clicks on **Accept Order** under Order Details and accepts the Terms & Conditions.

- The Hirer then receives confirmation from Nomad Now that the Order is now **Confirmed**, is '**Open**' and will commence on the **Commencement Date**.
- On Order **Commencement Date**, IN THE CASE OF FLEXI ORDERS ONLY, the Hirer will receive a Flexi worker invoice sent on behalf of the Flexi worker by Nomad Now, in the name of the Flexi worker. Such invoice will also include Nomad Now's fee for its Payment Services (plus VAT).
- On **collection of the Flexi worker Revenues** by Nomad Now, an invoice is automatically sent to the Flexi worker by Nomad Now for revenue Collection Services performed by Nomad Now for the Flexi worker. Payment terms applicable to such invoices are 'payment on invoice.' Nomad Now automatically and immediately deducts its collection fees (plus VAT) on collection.
- In the instance of **Perm Orders (placements)**, Hirers will on commencement of work by the Perm Jobseeker, receive an invoice from Nomad Now for the Platform perm placement fee.
- Providing **Feedback** on a Completed Flexi Order will complete the Order.
- Hirers cannot complete a Flexi Order without leaving **feedback**. If nothing is done, the Order will auto-complete 72 hours after the Delivery date and marked as completed.
- When the Flexi worker completes Delivery of the Flexi worker Services, the Flexi worker then clicks **Complete Order Request** for the Hirer to accept.
- A Hirer can accept the Order completion with or without feedback or require revisions to be made to **Complete the Order.**
- Once a Flexi worker completes an Order, the Hirer can leave **Feedback** on the Order by clicking **Complete Order Request**. This will take the Hirer to the Feedback page.
- Orders will automatically be marked as complete 72 hours after the Flexi worker has sent a Complete Order Request.
- An Order is indicated as Complete if the Hirer doesn't reject the Delivery by the Flexi worker and the Hirer clicks on **Completed Order** or if Nomad Now automatically indicates the Order as Completed after 3 days.
- A Hirer sees a message in their **Order Status bar/progress bar on their Dashboard** to confirm the Order status. A Flexi worker will also see the confirmation message, as well as the amount of revenue they earn and will be able to Rate and Review their experience with the Hirer.

5. PAYING FOR YOUR SERVICES

There are several ways you can pay for Services on Nomad Now. Choose the option which best suits you.
The following are payment methods that may be used on Nomad Now:

Nomad Now Hirer online payment methods:

- Pay via manual EFT (local and international);
- Pay via electronic EFT through our integrated **Sage Pay payment gateway** for all local payments.

6. MANAGING YOUR ORDERS THROUGH YOUR INBOX

Note: Each **Order** is assigned a unique reference number that appears in the column next to the **Order Status** in the **Inbox** section.

- **All:**
  - ✓ Here you can view all your Orders and conveniently see the Status of each Order.

- **Pending:**
  - ✓ **New:** When a Hirer Orders your Services, you have the option to **Accept, Correspond or Reject** the Order.
  - ✓ **Corresponding:** Once you click **Correspond**, your Order goes into Corresponding where you can negotiate the terms of your Order.
- **Open:**
  - ✓ **Accepted:** Shows all your Accepted Orders that you need to Complete by sending a ''Complete Order Request''
  - ✓ **Commenced**: Orders that have reached their Start Date.
- **Completed:**
  - ✓ Shows all your **Complete Orders** that have been sent to the Hirer to mark as Completed.

- ✓ **Verified as Completed:** Orders that have been Verified as Completed by the Hirers.
- ✓ **History:** shows a history of all your Orders
- ✓ **Paid out:** Orders that have been approved for payment by Nomad Now.
- ✓ **Rejected:** Orders that the Jobseeker has rejected.
- ✓ **Cancelled Orders:** Orders which have been Accepted and then Cancelled.
- ➢ **Archived.**

7. AMENDING ORDERS – 2 SCENARIOS

A – Pre-Acceptance of Order

- ➢ Up until the Order has been Accepted, Hirers do have the ability to modify the Order by clicking '**Change Order Details'** on the Order Details page.

B – Post-Acceptance of Order

- ➢ Alternatively, if the Order has already been **Accepted**, the Hirer may Amend an Order (which behind-the-scenes amounts to creating a completely new Order and closing the original Order). How can this be achieved?

  - ✓ Under **Order Details**, the Hirer simply needs to click **Amend Order** and the **Jobseeker Services page** will appear. The Hirer can place a new **Order** for Services with new Order Details.
  - ✓ Following the above **Amendment of an Order** (and consequent premature closing of existing Order), Nomad Now will generate notifications of Cancellation of the previous Order.

- ➢ Services provided through Amending Existing Orders may not violate Nomad Now's Terms & Conditions and particularly may not be used to bypass the Nomad Now platform.

8. ORDER CANCELLATION POLICY

If the Hirer and Jobseeker have NOT entered into and uploaded a separate contract, in addition to or replacing the Nomad Now Order terms, for the **Jobseeker's Services**, and subject to South African Labour laws, Nomad Now terms relating to cancellation will apply as follows:

A – Cancellation prior to commencement of a Flexi Order

Either Flexi worker or Hirer may cancel an Order for any reason:

- ➢ Within 48 hours of Acceptance of an Order (by Hirer and Flexi worker) in the case of an Order up to 30 days in duration.
- ➢ Within 7 days of Acceptance of an Order (by Hirer and Flexi worker) in the case of Orders over 30 days in duration.

In the case of **Permanent Placements**, either party may cancel the Order ONLY prior to commencement or work by the Permanent worker for the Hirer.

B – Cancellation after commencement of Flexi Order

Either Flexi worker or Hirer may cancel an Order for any reason:

- ➢ Within 48 hours of Commencement of an Order (by Hirer and Flexi worker) in the case of an Order up to 30 days in duration.
- ➢ Within 7 days of Commencement of an Order (by Hirer or Flexi worker) in the case of an Orders over 30 days in duration.

Hirers will still incur the Nomad Now placement fee, despite the cancellation by the Hirer, if the Hirer cancelled the Order. If the Flexi worker cancelled the Order, the Hirer will not incur the Nomad Now placement fee.

Note that such cancellations will have a negative effect on the Flexi worker or Hirer's respective rating.

C – What happens after an Order is cancelled?

If an Order is cancelled (for any reason), any revenues collected by Nomad Now from the Hirer flowing from that Order, but not yet paid to the Flexi worker due to the Cancellation, will, on request by the Hirer be refunded by Nomad Now to the Hirer:

➢ Less the applicable Nomad Now placement fee; and
➢ Less the applicable Flexi worker Notice pay cancellation (i.e.: either 48 hours or 7 days depending on whether the Order was for a period of up to 30 days or longer than 30 days).

Additionally, when an Order is cancelled, Hirers no longer retain the rights to use any of the Services or the items delivered to them (if applicable). All transfer and assignment of intellectual property to the Hirer shall be subject to full payment for the Order and the Services delivered by the Flexi worker may not be used if payment is cancelled for any reason.

9. COMPLETING YOUR ORDER AND PROVIDING A FEEDBACK ON YOUR FLEXI WORKER

Once a Flexi worker marks an **Order** as **Complete**, as a Hirer, you have 72 hours to verify the **Order** as Complete. Here you can provide feedback on your **Order**. If you do not verify the Order as Complete within 72 hours, Nomad Now will autocomplete the **Order.**

This Feedback could be a rave review or a useful summary of what you saw as the Flexi worker's skills, the impact that he/she made on the Hirer, tips for improvement or just a message to say 'thanks'.

➢ The **Order** will appear in the **Completed** section of **Inbox**
➢ **To Verify Order as Complete,** fill in and tick the **Complete Order form** which includes the following:

  ✓ **Overall Review**: comments on the overall Order experience – how would you describe your overall experience with this Flexi worker?
  ✓ **Rate:** Delivery & Hirer Satisfaction
  ✓ **Rate:** Demonstration of Required Technical Skills
  ✓ **Rate:** Demonstration of Required Soft Skills
  ✓ **Rate:** Profile Skill Description Accuracy

➢ An Order will be automatically marked as Complete even if the Flexi worker is not rated (on the Flexi worker Services provided) by the Hirer (provided that no request for modification by the Hirer was submitted) 72 hours after marked as Complete by the Flexi worker by sending a **Request for Completion and Verification of Order** to the Hirer.

10. INVITE YOUR OWN TALENT

Nomad Now brings convenience to Resourcing teams, enabling all Jobseekers to be stored online and all Recruitment processes to be conducted in one place, from Sourcing to obtaining hiring permissions to offer and acceptance.

Many Hirers requested we include an **'Invite Talent'** feature. We created an easy-to-use feature that enables Hirers to send quick invitations online but also records and recognises your introduction of Talent. Why? Hirers qualify for lower fees when Ordering Talent which they introduced. This fee reduction applies for a period of 9 months from date of activation of such Talent and fee rate is agreed with Nomad Now (admin@nomadnow.co).

The 'Invite Talent' feature is located in the left menu of the Hirer profile.

Name	
Surname	
Email Address	

Cancel Invite Talent

11. HIRER SECURITY

We try to provide you with a most secure platform. Keep your Orders within Nomad Now's payment system so that you can benefit from the security measures we have in place. Keeping your business inside Nomad Now ensures that we will be able to help with issues that you may face. It also ensures that you have a record of correspondence between Hirer and Flexi worker / Permanent worker.

➢ Do not make Orders outside of Nomad Now's payments system.
➢ Do not attempt to commit fraud, launder money, attempt to drive traffic to other Platforms or market unrelated products, abuse our referrals system, or make false claims against other users of the community.
➢ Do not ask for any password or username from your Flexi worker unless it is relevant for an Order they have made. This is done at own risk.
➢ Do not violate others' privacy, copyright or trademarks.

BASIC TROUBLESHOOTING

MISSING PAYMENT ACKNOWLEDGEMENTS BY NOMAD NOW
If you have made a payment to Nomad Now for Flexi worker Services and this does not reflect on your Payments section on your Dashboard page, the causes of this issue can be related to pre-screening from your payment processor or bank before the funds are released to Nomad Now or there may be a technical issue with the payment processor sending those funds to Nomad Now.
If this happens, please create a request to our Customer Services team with the following helpful information:

➢ Your Sage Pay/Other Order ID from your Order.
➢ Sage Pay payments commonly are alphanumeric strings following a hashtag (#123ABC456DEF).
➢ Sage Pay receipts can be helpful as well. Note: Order IDs are found in your receipt email.
➢ The Order title or Flexi worker name with whom you placed your Order.
➢ The total Order amount.

Customer Services can attempt to confirm the payment made by you.

PROBLEMS WITH FILE UPLOADS (E.G. UPLOADING WORK SAMPLES)

Uploading files can sometimes fail for various reasons. We suggest that you use the platform **Upload option**, it may work better with your browser in case some resources are not compatible with the default upload method. Uploading may take a few minutes depending on file size. Simplify your filename to avoid error messages. A simple file name may resolve the issue.

NEW USER FAQ

1. I CAN GET JOBSEEKERS/HIRERS FOR FREE ON LINKEDIN – HOW IS NOMAD NOW DIFFERENT?

Nomad Now Jobseekers are 'in the market' i.e.: they are actively seeking **Freelance roles or Permanent employment**. Our search algorithms are also more comprehensive in returning suitably matched results. Flexi workers, independent Consultants and Contractors list their Flexi worker services on Nomad Now. Permanent

workers also list their skills and experience. Hirers place Orders and transact for such Services online. The Platform is Hirer-driven, as is Airbnb in the Tourist accommodation industry. Nomad Now is not a social media platform.

Hirers are presented with meaningful self-assessment summaries by Flexi workers and Permanent workers of their skills range and depth. Jobseekers also provide details of their work experience, without the 'fluff' that contaminates many other social media and skills websites and without 'middlemen' who always assure Hirers that applicants are ideal for the role! Nomad Now enables Hirers to avoid the 'noise' and focus on optimal skills choice.

Hirers search, select and analyze Flexi worker, Permanent worker profiles, and make approaches only to those most suited to Hirer roles and requirements.

Hirers using Nomad Now have a need for critical skills that are most often not available at short notice!

Professional, independent Flexi workers using Nomad Now want the flexibility, freedom and diversity that the short-to-medium-term provision of their services provides. They value our deep knowledge of recruitment and our access to a large and high-quality Hirer base built up over in excess of 25 years. Flexi workers benefit from Nomad Now's revenue admin (invoicing) and collection assistance (payment agency service). You know that feeling when your Hirer never responds to repeated requests for payment of your Flexi worker fees?

Hirers may post Job Ads on the platform and these roles are visible to Jobseekers. Note that applicants for roles are ordered by relevance match for Hirers.

2.   **WILL I BE AN EMPLOYEE?**

Applicable local law (case law and legislation) will determine whether you are an Independent Contractor or Flexi worker that is deemed to be an employee of the Hirer or not, with the associated rights and obligations of employer and employee. Further, such relationship will determine whether the Hirer is obligated to deduct pay-as-you-earn taxes and other applicable levies.

Where Flexi workers earn more than the statutory minimum (currently R 204 000 per annum in South Africa) the applicable law is more lenient, but Flexi workers can still be deemed employees if certain criteria are met.

Note that Nomad Now does not make any representations in this regard or intend to or provide any form of legal advice in this regard and takes no responsibility for any reliance on any other information provided in relation to employment and employment law.

By using Nomad Now, you are contracting directly with the Hirer. Nomad Now is merely the facilitating portal that enables Hirers to view your Profile and transact with you. Nomad Now also assists with the collection of Flexi worker revenues from Hirers, acting as payment agent.

3.   **WILL TAX BE APPLICABLE TO ME AS A FLEXI WORKER?**

Income tax, VAT and other levies may apply to Flexi workers either as sole proprietors or through their corporate entities through which they contract. Flexi workers may be entitled to apply at their own instance or at the request of or through the Employer / Hirer of Jobseekers (i.e.: the Hirer), to the tax authorities for tax directives and supply these to Hirers. These directives instruct the Hirer as to what tax rate to apply.

Nomad Now does not express, imply or adopt any opinion on tax-related conditions that may apply to Flexi workers or Hirers or between Flexi workers and Hirers. Both Flexi workers and Hirers should seek their own advice on all tax-related issues and especially on the nature of the relationship between Flexi worker and Hirer that pertains to their specific circumstances.

The nature of the relationship between particular Flexi workers and Hirers (i.e.: Employers / Hirers of Jobseekers) will determine which taxes are applicable and which party (Employer / Hirer or Flexi worker) is liable for such taxes. Applicable local law (case law and legislation) will determine whether Flexi workers and Independent Contractors are or will be deemed to be employees of the Hirer or not, with the associated rights

and obligations of employer and employee. Further, such relationships will determine whether the Hirer is obligated to deduct pay-as-you-earn taxes and other applicable levies from Flexi worker revenues.

Note: Nomad Now is NOT in any sense the employer of Flexi or Perm workers on the Nomad Now platform.

We merely facilitate access by Employers / Hirers of Jobseekers to transact directly with Flexi workers (and permanent talent). Nomad Now is also not a labour broker. We do not ourselves employ Flexi workers on or through the Nomad Now platform. We do act as payment agent between Hirers and Flexi workers in order to facilitate collections and payments.

Flexi workers may work with multiple Hirers on a per-project basis, but more generally they work with one Hirer (usually a company) at a time (exclusively) for a longer and specified period (evidenced by a 'contract') and are paid by the hour. They may be contracting themselves out, and thus are liable to report and pay their own taxes or they may be on the Hirer's payroll, with the Hirer deducting pay-as-you-go taxes where required. It is the responsibility of the Flexi worker to ensure that he/she is aware of his/her potential liability for tax and to attend to all tax payments in the event that he/she is not on the Hirer payroll.

4. AM I ENTERING INTO AN EMPLOYMENT CONTRACT?

As a Flexi worker you are entering into a (usually) short-to-medium-term contract for the provision of Flexi worker services on terms agreed upon between you and the Hirer. Whether such arrangement is 'employment' will depend on the applicability of local Labour law. Nomad Now does not make any representations in this regard.

As a Permanent worker offering your permanent services and transacting with a Hirer, you may well be entering a relationship of permanent employment with the Hirer, but both the specific terms agreed between you and the Hirer, as well as prevailing local laws will determine this.

5. IS NOMAD NOW A LABOUR BROKER?

No, Nomad Now is a web-based platform or marketplace that facilitates direct contact between Hirers and Flexi workers for them to transact directly and between themselves, for the purchase of Flexi and Perm worker services. We do not create any expectations of employment or non-employment between Hirers and Flexi workers. Flexi workers and Hirers accept this upfront by using Nomad Now. In addition, we aid Flexi workers in collection of revenues from Hirers as this has always been an area of discomfort and pain to Flexi workers as in many cases, they have little influence on Hirer payment timing and as 'small businesses' this can have serious financial consequences for them. Nomad Now tries to shorten payment periods.

6. NOMAD NOW DISCUSSIONS GROUP – Nomad Now Community

Get to know other Jobseekers and share experiences and tips about Nomad Now-related topics.

You can use the forum to discuss topics that may be relevant when you are starting off as a Jobseeker and share your experiences as a new Jobseeker.

Nomad Now has highly experienced Jobseekers in this community who will be happy to help you out with any tips, feedback and useful information that may assist you. This can include advice about your Service Offering, Profile or helpful advice on what things you may expect or encounter as a Hirer or Jobseeker.

You can also use this forum to address more 'advanced' topics that you can brainstorm with other Jobseekers. As always, remember to respect the Nomad Now Community Guidelines when you interact in these Groups.

USERS FAQ

1. HOW DO I ORDER A FLEXI OR PERMANENT JOBSEEKER?
To Order a Flexi or Permanent worker's Services simply go to the Search option on your Hirer Dashboard, search for appropriate Flexi or Permanent Jobseekers and click on the **Place an Inquiry** button to commence interaction with the Jobseeker.

2. **HOW DO MAKE USE OF MIE TO CARRY OUT JOBSEEKER CREDIBILITY CHECKS?**

On a Jobseeker profile, click on the + symbol and then follow the MIE link, sign up or enter your user login details and 'Request new report' to select required checks.
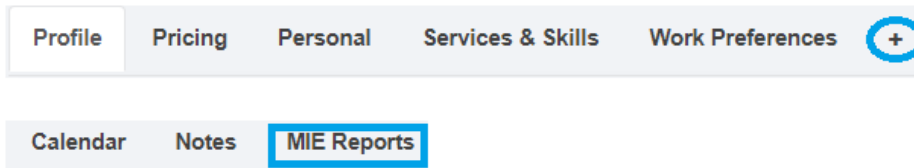
3. **HIRER FAQ - CAN I USE EXCESS FUNDS FOR FUTURE ORDERS?**

Yes. If you have excess funds with Nomad Now these will be automatically applied to your next Order, but only if your balance covers the entire Order amount.

If the Order you are placing is larger than the funds to your credit, you will be redirected to Sage Pay for a funding source (EFT etc.), and your funds credit will remain until you place an Order that is equal or smaller than your balance or until you have topped-up your account balance sufficiently to cover the intended Order.

4. **HIRER FAQ – DO I PAY MY FLEXI WORKER DIRECTLY?**

Nomad Now invoices Hirers for Flexi worker Revenues on behalf of Flexi workers (acting as payment agent for Flexi workers and Hirers) for Flexi worker Orders completed. Hirers pay according to invoice to Nomad Now and Nomad Now transfers such revenues to Flexi workers. You may not pay Flexi workers using any method other than an Order and payment through the Nomad Now Order page/payment system. In case you have been asked to use an alternative payment method, please report it immediately using this link.

5. **FLEXI WORKER FAQ – USE OF PAYPAL BY FLEXI WORKERS TO RECEIVE THEIR FLEXI WORKER FEES**

Due to South African Reserve Bank rules, Nomad Now currently may only pay revenues to Flexi workers via PayPal if such Flexi workers are tax-domiciled outside of South Africa.

6. **JOBSEEKER FAQ - HOW CAN I CONTACT A HIRER?**

Jobseekers cannot contact new Hirers. The only way to communicate with a Hirer is through Order Correspondence once an Inquiry is initiated. A conversation thread will be created, and you will then be able to communicate with the Hirer. You may also then correspond with the Hirer via your Inbox if the Hirer establishes contact with you first.

Nomad Now does not allow spam or 'hawking' of services by Jobseekers to Hirers even with a previous track record of delivery for Hirers. We do monitor this and will intervene if Jobseekers do not use this functionality appropriately.

7. **FLEXI WORKER FAQ – REVENUES – HOW LONG DOES IT TAKE FOR ME TO RECEIVE REVENUES FROM AN ORDER?**

Hirers are invoiced by Nomad Now on behalf of Flexi workers, immediately when an Order is confirmed. Payment terms applicable to Hirers are 30 days from date of commencement of Order and 30 days for ongoing monthly Orders.

Nomad Now collects Flexi worker revenues from Hirers on behalf of Flexi workers and pays such revenues to Flexi workers once received from the Hirer and when due to Flexi workers, specifically on the next Wednesday following the completion of the payment intervals agreed between Flexi worker and Hirer.

Examples:

➢ Monthly Flexi worker revenues paid by Hirers for monthly paid Flexi workers and due to Flexi workers will be transferred by Nomad Now to such Flexi workers on the Wednesday following the applicable month-end.

➢ Weekly Flexi worker revenues paid by Hirers for Flexi workers to be paid weekly and due to Flexi workers, will be transferred by Nomad Now to Flexi workers on the Wednesday following the applicable weekend.

Note that the above payment timing assumes that the Hirer and Flexi worker are not in a dispute over delivery of the Services and payments have been suspended by Nomad Now.

Note also that there can be timing exceptions due to SA banking system clearance periods.

Once the Order is Confirmed and has Commenced, Jobseekers must fulfil their Orders as described in their Order description and during the fulfilment of their Order must deliver any required files as required, using the Upload Files function on the Jobseeker Personal Gallery page.

Once an Order is Completed by the Flexi worker, the Flexi worker clicks 'Verify Oder as Complete'. The Hirer has 72 hours to respond. If the Hirer does not respond within the response time, the Order will automatically be Completed by Nomad Now and 'Verified as Completed'. Hirers have 30 days within which to provide feedback to the Flexi worker on the Order in our Review and Rating feature.

Hirer payment timing summary:

HIRERS PAY WEEKLY OR MONTHLY RESPECTIVELY FOR FLEXI WORKER SERVICES RENDERED, AS AGREED BETWEEN THEM. IN SOME CASES, PAYMENT FOLLOWS COMPLETION OF ORDER, BUT OFTEN ONGOING PAYMENTS WILL TAKE PLACE AS ORDERS ARE ONGOING.

NOMAD NOW COLLECTS FLEXI WORKER REVENUES ON BEHALF OF FLEXI WORKERS, AS THEIR COLLECTION AGENT, AND TRANSFERS PAYMENTS DUE TO FLEXI WORKERS, TO FLEXI WORKERS, WHEN PAID BY HIRERS AND WHEN DUE TO FLEXI WORKERS. SUCH TRANSFERS TAKE PLACE ON WEDNESDAYS.

NOMAD NOW POLICIES

NOMAD NOW'S PRIVACY POLICY RELATING TO YOUR PERSONAL INFORMATION

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat and use it. If you do not agree with our policies and practices, your choice is not to use Nomad Now (the 'Platform'). By accessing or using this Platform, you agree to this privacy policy. This policy may change from time to time. Your continued use of this Platform now and after we make ongoing changes is deemed to be acceptance of our current policies and practices and of those amended future policies and practices including changes, so please check the policy periodically for updates.

LESS DETAILED VERSION

➢ At Nomad Now we care about your privacy. We do not sell or rent your personal information to third parties. We do not disclose it to others except as required to provide you with the Services of the Nomad Now Platform i.e.: to allow you to Transact or share the information you want to share on the Platform, make payments for Services, post reviews etc.
➢ We collect information that you provide us or that you voluntarily share with other users, and some general technical information that is automatically gathered by our systems, such as IP address, browser information and cookies to enable you to have a better user experience and a more personalized browsing experience.
Information that you provide us in the process of the registration will remain private and secure - including your contact information.
➢ Information that you choose to publish on the Platform (photos, videos, text, reviews or other content) - is no longer private, just like any information you publish online.
➢ Technical information that is gathered by our systems, or third-party systems, automatically may be used for Platform operation, optimization, analytics, content promotion and enhancement of user

experience. We may use your information to contact you - to provide notices related to your activities or offer you promotions and general updates, but we will not let any other person, including sellers and buyers, contact you, other than through your user login and normal use of the Platform.

The above are just the highlights. We encourage you to read more about information we collect, how we use it, understand the meaning of cookie and more in the full-length version of our privacy policy below.

MORE DETAILED VERSION

Nomad Now is a recruitment platform that acts as a facilitator or conduit for DIRECT contact between Hirers and Jobseekers (both Flexi and Perm Jobseekers). The primary purpose of users (Jobseekers) entering personal information is to enable counterparties (Hirers) to find, assess, evaluate, directly engage with and hire Jobseekers. Nomad Now does not process such personal information. Personal information about you is provided by you and stored in your Profile on Nomad Now. This information is necessary for operation of the Nomad Now platform i.e.: only for the legitimate business purpose of providing our platform services to you.

The Nomad Now platform contains personal information (as defined in the Protection of Personal Information Act, 2013 ('POPI') belonging to and entered directly by users. Nomad Now does not create or publish user information and therefore does not warrant the correctness or accuracy of information entered by users on Nomad Now.

When you apply to become a user, and during the course of our dealings with you, you may choose to provide some personal information about you. This includes contact details, details of employment and work preferences and bank details to facilitate payments to you where applicable. We require certain minimum mandatory information from you to be able to activate you as a user. You are in control of what information you volunteer and include in your Profile. Note that Nomad Now is a self-help platform for users, in other words, a marketplace for buyers and sellers of Services.

What information are you able to include in your Profile and how is this information utilised?

Personal information you may enter could include your title, full name, your contact details (e.g.: email address, home and mobile telephone numbers; and/or your home address, correspondence address). Compulsory information required by us (in order to conduct business with you) includes only your name(s), mobile contact number and email address. These are required in order to safely activate your Profile.

Other information that you may enter on your Profile may include:

- information contained in your CV, which may include your date of birth and/or age; contact details; gender affiliation; services to be offered; qualifications; work history including roles and employers; awards; samples of work; descriptions of your skills and abilities, work preferences; skills references; remuneration details (previous, current and preferred);
- proof of identification in various forms.

In your interactions with our Platform, we do retain your login information, including your username and password as well as historic information about your usage of the Platform and the services that you use. We may also we collect information from you when required to comply with our legal and regulatory requirements concerning your tax residency and/or nationality and for anti-money laundering regulatory purposes.

The processes in which you may provide us with your Personal Information may include correspondence with us by telephone, e-mail, or through our live chat feature or website. The nature of our relationship with you will determine the type of personal information we may ask you for.

We do not collect additional information about you from third parties. Note again that Nomad Now is merely a platform enabling Hirers and providers of Professional Services to interact and transact DIRECTLY without the involvement of any middleman. Your personal information provided by you on the Platform enables the above direct transacting functionality and is stored on the Nomad Now platform only for that express purpose.

We need to use some personal information to provide you with our service and to fulfil our contract with you. This may include communicating with you about your Profile or to make you aware of Inquiries or Orders being made on your Profile by Hirers or to facilitate the sending of invoices or credit notes to you, or to facilitate solving of disputes, solving queries raised by you or your counter-party or other related items to enable your effective use of the Platform.

In some instances we may have to use your information to comply with our legal obligations which may include to detect, prevent and/or investigate fraud, money laundering and other financial crimes; to comply with audit requests from our auditor; to comply with requests made by you when exercising your legal rights (e.g.: those contained within this Privacy notice); recording incoming and outgoing correspondence or calls for regulatory purposes or to keep records of the transactions on the Platform.

There may be instances where we are obligated to share your personal information with law enforcement agencies and governmental and regulatory bodies such as tax authorities and/or courts and to other organisations where it is necessary for the administration of justice, to protect vital interests and to protect the security or integrity of our business operations.

We may share your payment details information with service providers who administer or process payments to you on our behalf (such as a payment agent). We may also share your personal information with professional advisors, such as lawyers, accountants, actuaries and/or a buyer or investor in our business for the purpose only of assessing the business for that purpose of investing or purchasing.

We may also make use of personal information in circumstances where we need to ensure it is user-friendly for the Platform and to prevent any potential disruptions or cyber-attacks or where we need to conduct analyses required to detect malicious data when, to achieve the above purposes, we share your personal information.

You have the right to (effectively) withdraw your consent to use of your personal information at any time – this is done by you removing your Profile from the Nomad Now platform or by requesting us to do same. This will not invalidate any transaction which applied before you withdrew your consent.

We will never sell, rent or trade your personal information.

You agree that the Nomad Now platform enables access to your information (excluding your bank details) by Hirers who search or advertise for your Services and who have a duty to keep it secure and confidential.

Your information may be held for a considerable period after our relationship ends (or indefinitely if anonymised). We will keep your personal information for as long as you are a registered user of the Platform. Thereafter, we may keep your data for up to an additional 10 years to respond to any questions or complaints; to show that we treated you fairly or to maintain records required of us. We may keep your data for longer than 10 years if we cannot delete it for legal, or regulatory reasons. Note that if we anonymise personal information, it can no longer be associated with you and it will no longer be considered personal information. We can then use it without further notice to you.

You have various rights over your personal information including a right to object to how we process your information. You are also entitled to make a complaint to the regulator. Where applicable, you may have the right to be advised of our manner of processing of your personal information; have inaccurate/incomplete personal information corrected/completed; object to the processing of your personal information; restrict the processing of your personal information; have your personal information erased; to request access to your personal information and to obtain information about how we process it.

We reserve the right to update this Privacy notice at any time. We will notify you when we substantial updates are made.

How do we collect Information?

We do not stalk you for advertising revenue! You directly provide the Platform with most of the information we store. You do this by filling out the registration details on the Platform, and by posting and sharing additional information voluntarily. This can include information about your Profile, location, Ratings and Reviews by Hirers and anything you add to your user profile. We also collect technical information indirectly and automatically through our systems. This information may include logging your Internet Protocol (IP) address, software configuration, operating system and use of cookies (cookies are small files sent from us to your computer and sometimes back). Cookies ultimately help us improve your navigation and ease of use of our Platform. Cookies do not contain any personally identifiable information.

How do we use the Information collected?

We use personal information only as appropriate to provide you with quality service and security. For example, we may use the information collected from you to verify your identity. We may also use this information to establish and set up your account, verify or re-issue a password, log your activity and contact you from time to time. The information helps us improve our services to you, customize your browsing experience and inform you about additional products, services or promotions from Nomad Now that may be of interest to you. In addition, this information helps us track any fraudulent activities and other inappropriate activities and monitor content integrity.

Should you ever deactivate your account with us, we will keep your information on file, but only use it to comply with regulatory requirements and to contact you occasionally with the option to reactivate your account. We will ask for your consent before using information for a purpose other than those set out in this privacy policy. We process personal information on our servers in different jurisdictions world-wide. We may process your personal information on a server located outside the country in which you live.

We retain information if it is necessary and relevant for our operations. In addition, we may retain personal information from closed accounts to comply with the law, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigation, enforce our Platform terms and take other actions permitted by law.

Cookies and Local Storage

When you visit the Platform, we may use industry-wide technologies such as 'cookies' (or similar technologies), which store certain information on your computer and which will allow us, among other things, to enable automatic sign-in to the Platform, make your browsing much more convenient and effortless and allow us to test user experience and offer you personalized browsing or promotions. Cookies (which may be html files, Flash files or other technology) are text files that help store user preferences and activity. The Platform uses cookies to collect statistical data about its use, to tailor the Platform's functionality to suit personal preferences and to assist with various aspects of Platform operation. These files contain a variety of information such as information about webpages visited by you, the length of time you visited certain Platforms, data about how you came to visit particular Platforms, the scope and nature of those Platforms, areas viewed by you, and additional information.

Blocking Cookies

You may set your browser to block all cookies, including cookies associated with our services, or to indicate when a cookie is being set by us. However, it's important to remember that many of our services may not function properly if your cookies are disabled. For example, cookies may, in certain cases, save you from the need to enter usernames and passwords, and allow session continuity.

Security

We take great care in maintaining the security of the Platform and your information and in preventing unauthorized access to it through industry standard technologies and internal procedures. However, we do not guarantee that unauthorized access will never occur. Users who have registered on the Platform agree to keep their password confidential and not disclose such password to any third party.

Third Party Platforms

While using the Platform you may encounter links to third party websites. Nomad Now is not responsible for these Platforms and takes no responsibility or liability whatsoever about privacy matters or any other legal matter with respect to such Platforms. We encourage you to carefully read the privacy policies and the terms of use or Service of such websites. Our Terms & Conditions and our privacy policy apply only to information collected by us in accordance with this policy.

Updating Your Information

➢ We take steps to ensure that the personal information we collect is accurate and up to date, and we provide you with the opportunity to update your information through your account profile settings. If

you believe your information is in any way incorrect or inaccurate, please let us know immediately. We will make sure we investigate the matter and correct any inaccuracies as quickly as possible where necessary or give you ways to update it quickly or to delete it - unless we must keep that information for legitimate business or legal purposes. When updating your personal information, we may ask you to verify your identity before we can act on your request. If for any reason you have a problem with deleting your personal information, please contact Nomad Now's Customer Services and we will make reasonable efforts to delete any such information pursuant to any applicable privacy laws.

➢ You can review and change your personal information by logging into the Platform and visiting your account profile page. You may also send us an e-mail at admin@nomadnow.co to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

➢ If you delete your User Generated Content ('UGC'), as defined in the Nomad Now Terms & Conditions, from the Platform, copies of your UGC may remain viewable in cached and archived pages or might have been copied or stored by other Platform users. Proper access and use of information provided on the Platform, including UGC, is governed by our Terms & Conditions.

Changes to the Privacy Policy

We reserve the right to change this policy at any time, so please re-visit this page frequently. Changes to this privacy policy are effective as of the stated 'Last Update' and your continued use of the Platform on or after the Last Update date will constitute acceptance of, and agreement to be bound by, those changes.

Corporate Change

In the event we go through a business transition such as a merger, acquisition, bankruptcy, or sale of all or a portion of our assets, your information may be among the assets transferred.

If you have any questions (or comments) concerning this Privacy Policy, please email us at info@nomadnow.co and we will try to reply within a reasonable timeframe.

Children under the Age of 18

Our Platform is not intended for persons under 18 years of age. No one under age 18 may provide any personal information to or on the Platform. We do not knowingly collect personal information from persons under 18. If you are under 18, do not use or provide any information on this Platform or on or through any of its features, make any Orders through the Platform, use any of the interactive or public comment features of this Platform or provide any information about yourself to us, including your name, address, telephone number, e-mail address or any screen name or username you may use. If we learn that we have collected or received personal information from a person under 18, we will delete that information. If you believe we might have any information from or about a person under 18, please contact us at info@nomadnow.co

NOMAD NOW EXTORTION POLICY

Ratings and Reviews is a way for Flexi workers and Hirers to achieve more comfort, reliability and accuracy in their choices:

➢ They assist Flexi workers with their choices of to whom to provide their services;
➢ They assist Hirers with their selections of which Flexi workers to make use of.

Both Flexi workers and Hirers are able, through Ratings and Reviews (Feedback), to share their experiences with the Nomad Now community. We do not allow misuse of the Feedback process. Any attempt to use Ratings & Reviews to force a user to do anything that they are not obligated to do will be deemed a misuse and we do not allow this.

Examples of the applicability of the policy include:

➢ Users (Flexi workers or Hirers) threatening to use reviews or ratings to influence or force a Flexi worker or Nomad Now to provide a reciprocal positive review, compensation or additional compensation.
➢ Users requesting the other party to give a positive review or rating, or to revise a review in exchange for a partial or full refund, or reciprocal review. Flexi workers may not offer free or reduced-price services in exchange for the other party revising an existing review.
➢ Asking the other party to adjust a review in exchange for a resolution of a dispute between the parties.

Nomad Now policy does not prohibit a user from contacting the other party with a problem prior to leaving Feedback.

Feedback may not be edited after it is published.

By posting a Review and Rating your Hirer/Flexi worker, you agree to follow all Nomad Now guidelines and policies, including the Extortion Policy, which Nomad Now may enforce at its sole discretion. In the event of your failure to do so, Nomad Now may restrict, suspend or terminate your Nomad Now account.

If you think you've experienced extortion, please contact us.

In addition, we prohibit:

➢ Commercial content (eg: advertising for your business).
➢ Discussions or posts unrelated to Nomad Now community building (eg: Teams devoted to recruitment or agencies, or activities involved in or connected to by-passing Nomad Now or using Nomad Now to offer services to their Hirers or associated parties).
➢ Content that endorses or promotes illegal or harmful activity or violence, or is profane, vulgar, obscene, defamatory, threatening, or discriminatory.
➢ Political, religious, or social commentary.
➢ Attempts to impersonate another person or entity.
➢ Content that refers to a Nomad Now investigation.
➢ Content that violates another person or entity's rights, including intellectual property rights and privacy rights. For example, sometimes people use Teams to create local get-togethers or meetings. Make sure that you have permission before publishing another person or company's real name or other identifying information.

NOTES ON COPYRIGHT AND INTELLECTUAL PROPERTY

Users of Nomad Now must consult their local intellectual property statutory bodies to clarify applicable local laws regarding copyright. A useful starting point in South Africa is the South African CIPC: http://www.cipc.co.za/index.php/trade-marks-patents-designs-copyright/copyright/

This commentary does not constitute legal advice and you must consult your own advisors.

Your use of Nomad Now is governed by our Terms & Conditions (T&C's), Privacy Policy, and Intellectual Property policy. Failure to follow Nomad Now's policies may result in the termination of your account(s) and/or ability to interact on the Nomad Now Platform.

What Is Copyright?
Copyright is a form of protection provided by applicable law to creators of original works. This mainly applies to the creative categories. The owner of the copyright usually has the exclusive right to use or distribute the work. Violation of these rights is called copyright infringement.

Since this is not a legal document and copyright law is complex, here are a few practical tips *(note: these tips do not constitute any form of legal advice and are by no means comprehensive):*

- ➢ Always assume that work that is not your own is protected by copyright law unless you are able to reliably prove that it is not. This includes images or articles downloaded from the web, even if they are freely available.
- ➢ Do not take or borrow anything from the Internet in your work, because it is almost always copyrighted.
- ➢ When you use work that is licensed - read the terms of the license. You may not have the ability to use licensed work, even if you paid for it. If your license covers use of the work, be careful to include information regarding the license in the use of the work.

Who Owns the Copyright?
On the Nomad Now Platform, Hirers are granted all rights for the work performed in terms of an Order, unless otherwise specified by the Flexi or Perm worker and accepted by the Hirer by transacting with the Jobseeker. Some Flexi or Perm workers charge additional payments for commercial use of their copyrighted material.

Nomad Now retains the right to use all published Completed works for Nomad Now marketing and promotion purposes.

Can Nomad Now determine copyright ownership?
No. Nomad Now does not mediate in ownership rights disputes. Per our Terms & Conditions and Intellectual Property Policy, we promptly remove any content reported to be infringing, subject to sufficient proof, and remove repeat infringers.

How do I report a claim of copyright infringement?
Notify us on info@nomadnow.co

NOMAD NOW HELP GUIDE

Use this Help section to get guidance and see useful topics. This Guide will be 'work in progress' and a reflects a fluid process as we grow and encounter new items, suggestions and solutions, so if you have useful content and would like to share, it would be great to include it here. Just email us at info@nomadnow.co

1. **ALL ABOUT FEEDBACK (RATINGS & REVIEWS)**

Reviews and Ratings (Feedback) is a very popular topic.

How do reviews work? When can a Flexi worker or Hirer Rate each other?
Immediately on completion of a Flexi worker Order, Flexi workers and Hirers will have the opportunity to review and rate each other. They have up until 30 days after completion of an Order to provide such Ratings and Reviews. Once the Hirer has reviewed the Flexi worker, the Hirer's review will be published to the Flexi worker profile and the Flexi worker rating of the Hirer will be published to the Hirer profile.

Nomad Now will send an email on completion of a Flexi worker Services Order with a Sign in button where you can Sign In and provide Feedback on your Flexi worker. Click on this button and it will take you to your Nomad Now account where you can Review and Rate your Flexi worker.

As a Flexi worker:

Select your Order and click Complete Order Request.

- ➢ You will be directed to a Feedback page. Here you can comment on your Overall Experience and rate as follows (from 1-5):

  - ✓ How good was the Hirer's communication?
  - ✓ Did the Hirer make you feel welcome and settle you in effectively?
  - ✓ Were there clear lines of reporting your deliverables and issues?
  - ✓ How would you rate the Hirer culture or working environment for Flexi workers?

➢ When you click Complete Order Request, the Hirer is notified and has 72 hours to mark the Order as Complete. If the Hirer does not mark the Order as complete within 72 hours, the Order is automatically marked as Complete by Nomad Now.

As a Hirer:

Once a Flexi worker marks an Order as Complete, the Hirer has 72 hours to verify the Order as Complete. Here the Hirer can provide feedback on the Order. If the Hirer does not verify the Order as Complete within 72 hours, Nomad Now will autocomplete the Order.

This Feedback could be a rave review or a useful summary of what you saw as the Flexi worker's skills, the impact that he/she made for the Hirer, tips for improvement or just a message to say 'thanks'.

➢ The **Order** will appear in **Completed** under **Inbox**
➢ **To Verify Order as Complete,** fill in the **Complete Order** form which includes the following:
  ✓ Overall Review (comments on the Overall Experience): how would you describe your overall experience?
  ✓ Delivery & Hirer Satisfaction
  ✓ Demonstration of Required Technical Skills
  ✓ Demonstration of Required Soft Skills
  ✓ Profile Skill Description Accuracy.

What can I not say or do in a review - Review Guidelines
Reviews of a Hirer or a Hirer's review of a Flexi worker must fall within Nomad Now Review Guidelines.
We do not allow:

➢ Reviews not based on a user's personal experience.
➢ Reviews unrelated to the actual Order (eg: commentary: religious, political or social).
➢ Content that endorses / promotes illegal or harmful activity / violence / is profane, vulgar, obscene, defamatory, threatening, or discriminatory.
➢ Content that violates another person's or entity's rights, including intellectual property rights and privacy rights (eg: publishing another person's full name, address or other identifying information without permission).
➢ Content that is proven to be used as extortion.
➢ Content that refers to a Nomad Now investigation or dispute.

How long after I provide Feedback on a Flexi worker or Hirer will it be published?
Once you have both rated your Hirer / Flexi worker, the Rating (i.e.: Star rating) & Review (description) is posted immediately.

My one Hirer did not seem pleased with my Flexi worker performance. If I do not provide feedback on the Hirer, can the Hirer's review of me appear?
Yes, if the Hirer provides a review for you, their review will show up when they post the Flexi worker Rating and Review or after the 30- day review period ends.

How can I get a Hirer to provide a Rating & Review?
Some Hirers will not provide these no matter what you do. This could be that they are too busy or just do not yet know the importance of Ratings & Reviews or have not yet bought into the effectiveness and efficiency of Ratings and Reviews or they may even struggle with technology.

Can a Hirer who cancelled Rate your Flexi worker?
A Hirer who cancels cannot Rate a Flexi worker.

Can a Flexi worker who 'never showed' Rate the Hirer?
No. If a Flexi worker never shows up and does not cancel the Order, there is no way of Nomad Now knowing if the Flexi worker arrived to carry out the Flexi worker Services or not. The Hirer can still review the Flexi worker - for example: 'Name did not arrive at his scheduled Commencement time to provide his Flexi worker Services.'

Throughout our transaction, he/she had great communication with us, and I look forward to the possibility of utilizing his/her Java skills and services in the future'.

If a Flexi worker leaves you a negative review but you never commenced the Order, you should contact Nomad Now to see if you can have the review deleted or modified to only show the Hirer's actual experience of you, such as communication, since they cannot really accurately comment on the other categories.

What can I do if someone leaves a negative Review that is untrue?
Nomad Now makes it clear that our community relies on honest, transparent reviews. We will remove or alter a Review if we find that it violates our feedback guidelines. See our Feedback Guidelines and if a Hirer violates these, contact Nomad Now and we will review the Feedback. We may remove a part of or the whole Review. It is important to keep all communication through the Message Inbox, so you can back up items through proof of correspondence with the Hirer. The more Inbox history relating to the issue, the better.

What if I made a mistake on a Review?
Contact Nomad Now and see if they can edit the Review for you. Understandably Nomad Now will be swamped with requests, so exercise care around Reviews and Ratings. Take the time to carefully proof-read the Review and Rating before submitting.

Can I as a Flexi worker, transfer my Flexi worker Reviews from another Platform to Nomad Now?
No, but if you have your previous Hirer's email or are friends with them on Facebook, you can have them provide a Skills Reference to complete for you. For more information, check out our **Skills References section of FAQ**

As a Hirer, can I edit a Review that I wrote on a Flexi worker?
Yes and no. When you write a Review, you have 48 hours to edit the Flexi worker Review UNLESS the Flexi worker has already written a Review on the Hirer. If you wish to edit a Review that is already published, you may **contact us** but we do not guarantee that we will be able to assist

What happens if the Flexi worker or Hirer misses the 30-day Feedback deadline?
After 30 days, if you haven't done a Review, you will have lost the opportunity to provide a review.

What if I do not receive an email or notification to provide Feedback on a Hirer?
If you do not receive an email or notification to Rate and Review your Hirer, **contact Nomad Now.**

2. **BLOCKING OFF UNAVAILABLE DATES IN YOUR CALENDAR**

As a Flexi worker, you will notify Hirers as to when you wish to provide your Services and when you are 'living life' and taking time to pursue other interests! Hirers will place huge reliance on your calendar when planning to hire your Flexi worker Services or requesting you as a Permanent worker for permanent employment, so be accurate and keep it up to date.

See the steps below for blocking out dates, indicating the specific days or time periods in your calendar for which you are / are not available.

➢ Select the '**Calendar**' tab on the Dashboard page and you will then be taken to your calendar.
➢ On your calendar, select one date by clicking on the date or select consecutive dates by clicking on the first date by dragging (while still clicking) the cursor to the last date you wish to block.
➢ Select the 'Not Available' tab and then review the date range. If those are the dates you wish to block off, choose 'Save Changes.' The dates that were selected will now been blocked off and it will not be possible to Order your Flexi worker Services for those blocked out dates and your Listing will not show up in searches for the selected dates.

Note regarding Cancellations and your Flexi worker Calendar:
If you cancelled a Hirer Order, one of the Nomad Now penalties (sorry!) is that the dates originally booked by the Hirer are blocked off and cannot be booked through Nomad Now.

3. **WHAT ARE NOMAD NOW'S FEES? WE EXPLAIN OUR FEES APPLICABLE TO HIRERS, FLEXI WORKERS & PERMANENT WORKERS**

NOMAD NOW FEES AND COMMISSIONS:

➢ **APPLICABLE TO FLEXI WORKER ORDERS:**

✓ **Nomad Now charges Hirers a Payment Agent fee** of 7% of the Order value (plus VAT) for the purchasing of Flexi worker Services i.e.: for an Order.
✓ **Nomad Now charges Flexi workers a 7% (plus VAT) Payment Agent fee** and deducts this from Flexi worker revenues collected from Hirers on behalf of Flexi workers, before transferring revenues to Flexi workers. Such fee also covers related services provided by Nomad Now, such as invoicing and Payments.

➢ **APPLICABLE TO PERMANENT PLACEMENTS:**

✓ Fees
  - The **placement fee payable by the Hirer** to Nomad Now for the introduction to and permanent placement of the Flexi worker at the Hirer shall be earned by Nomad Now upon the commencement of the Flexi worker's employment with the Hirer. The fee shall comprise 7% of the Permanent Placement Order Price, plus VAT.
  - We do not charge Jobseekers any fees for Perm placements.
✓ Payment Terms
  - Payment terms applicable to Hirers for such permanent placements are 30 days from date of invoice.

➢ **GUARANTEES AND CANCELLATION**
  - Nomad Now does not provide any guarantee in respect of a flexi worker contract or services with a Hirer.
  - **Nomad Now does provide a limited fee guarantee in respect of permanent placements** by the Hirer, for a period of 3 (three) months from commencement of employment, provided that the above full **fee due to Nomad Now reaches our offices within 30 (thirty) days** of such commencement and Nomad Now has received written notification of the actual termination of the Jobseeker's employment within 14 (fourteen) days of the date thereof.
  - In the above circumstances the Hirer will be entitled to a **refund of the fee paid as follows: 100%, 60%, 30% should the Jobseeker leave during the first, second or third month of employment, respectively.**
  - If the employment of a permanent employee through Nomad Now is terminated due to an act over which Nomad Now had no control & not due to the fault of the employee, e.g.: if employer's business or company is sold to a new owner who has own personnel, or if employee leaves within 3 months of employment due to material change in terms of employment, management or job description or due to any breach by the employer of current labour legislation, the guarantee shall not be applicable.
  - Nomad Now shall not be liable for any loss, damage or injury to person, business or property of the Hirer from whatsoever cause, arising directly or indirectly from any act or omission of a Flexi or Perm Jobseeker ordered through the Nomad Now platform.
  - Note that the platform does not provide a method for cancellation of a Permanent Placement. Employment of Permanent workers by Hirers is a transaction directly between Hirer and Permanent worker, done at own risk and using the Platform as a marketplace to facilitate contact between Hirer and Permanent worker. Termination of permanent employment can only be done through processes of retrenchment, dismissal or agreed termination directly between Hirer and employee.

4. **CONTACT NOMAD NOW**

This is the most frequent question. Below is a guide on 'How To' contact Nomad Now.

➢ Contact Nomad Now on info@nomadnow.co
➢ Use our Message / Chat function on your screen. It's very user-friendly!

- ➢ Nomad Now Customer Service. Get in touch with us using
  - ○ info@nomadnow.co
  - ○ admin@nomadnow.co
  - ○ accounts@nomadnow.co
- ➢ Via Twitter Direct Message on Twitter @nomad_now
- ➢ Via our Facebook page

Nomad Now's Community experts

The easiest and quickest way to get answers to queries is by contacting Nomad Now's Community Experts. If they cannot answer your question, they are able to direct you to Nomad Now Customer Service.

- ➢ **Step 1**: Visit www.nomadnow.co
- ➢ **Step 2**: Click on the chat icon on the bottom right hand of the screen.
- ➢ **Step 3**: Follow the prompts to figure out what best describes your query. Some things you choose will take you to specific information whereas others you can fill in the text box and submit your question.
- ➢ When you submit a question, expect an answer back from a Community Expert (*bear with us as we build up the range of Nomad Now Community Experts*). If the Community Expert cannot help you, they can re-route your query to Nomad Now who will then contact you. Nomad Now Community Experts do not have access to your account information so if it is a question that can only be answered with account information, they will re-route you automatically.

Contacting Nomad Now via Twitter

Contacting Nomad Now by Twitter is also very useful.
 Step 1: Log into Twitter
Step 2: Search for @nomad_now and choose 'Follow'
Step 3: Send a **Direct Message (DM)** explaining your issue and wait for their response and we will try to reply within a reasonable timeframe.

5. **WHAT SHOULD I DO IF I THINK MY NOMAD NOW ACCOUNT HAS BEEN COMPROMISED?**

If you think your Nomad Now account has been accessed illegally or been compromised in some way (eg: someone logged into it without your permission), you should immediately:

- ➢ Change your Nomad Now password.
- ➢ Check your pay-out preferences and account settings to make sure they are correct or have been tampered with.
- ➢ Check your Listings and Listing descriptions.
- ➢ If you did not make the changes that you see, reset your password and let us know.

If you think there is a risk that the 'intruder' may also have access to your email account, it may be advisable to change your email account's password.

6. **MOBILE DEVICE: ACCESSING FULL NOMAD NOW FEATURES**

You should be able to perform most functions on your Mobile. There are some functions that will require you to use your pc or laptop, but this is how you get full access to Nomad Now Platform on mobile devices.

1. Open browser and navigate to https://www.nomadnow.co
2. Request Desktop View. You can find this option by one of the following methods.
   - In Chrome – hit the menu button (three dots in top left corner of screen see above screenshot).
   - In Safari – press and hold the refresh arrow on top right
   - Login if required.
3. Navigate directly to the 'Manage your Listing Page':
   https://www.nomadnow.co/manage-Listing
4. By going to URL in the browser window and adding /manage-Listing to the end of the URL.

If you want to use the menus on the mobile to navigate versus typing in the URL, these are the steps to follow:

1. Go to nomadnow.co in your browser and 'Request Desktop Platform' as described above
2. From Nomad Now Menu four red lines next to 'Where To?' input box
3. Select 'Inbox' from menu
4. Select 'Dashboard' from menu (four red lines) From your 'Inbox' view
5. Select 'Your Listing' from the Dashboard menu by clicking on the word 'Dashboard' in the grey box.

7. TIMING OF PAYMENTS FROM HIRERS AND OF NOMAD NOW TRANSFERS TO FLEXI WORKERS: HOW DOES IT WORK?

Once an Order is concluded between the Flexi worker and Hirer, the Hirer will receive an invoice from Nomad Now on behalf of the Flexi worker, for the use of the Flexi worker Services. Such invoice will include Nomad Now's Placement fee (plus VAT) and will include VAT payable to the Flexi worker if applicable.

Payment terms applicable to Hirer invoices are a maximum of 30 days. If, for example, an Order is 2 weeks in duration, the invoice will be due by the Hirer within 30 days from Commencement of Order. If an Order is longer than 30 days in duration, invoices will be issued to the Hirer on a monthly basis, for the next month's Flexi worker Services.

On collection of the Flexi worker Revenues from the Hirer by Nomad Now, an invoice is automatically generated by Nomad Now and issued to the Flexi worker, for Nomad Now revenue Collection Services and related services performed by Nomad Now on behalf of the Flexi worker.

Payment terms applicable to Flexi workers on such invoices are 'payment on invoice'. Nomad Now automatically and immediately deducts its collection fees (plus VAT) on collection of Flexi worker Revenues from Hirers.

Nomad Now pays such revenues (less Nomad Now collection fees) to Flexi workers, once received from the Hirer and when due to Flexi workers, specifically on the next Wednesday following the collection and the completion of the payment intervals agreed between Flexi worker and Hirer.

Note:
Nomad Now does not assume responsibility for Hirers paying for Flexi worker Services on time or at all. By making use of Nomad Now's collections assistance for Flexi workers, we anticipate that Flexi workers may be paid more reliably and, on average, faster than Flexi workers invoicing and billing Hirers directly but we make no guarantees in this regard and Flexi workers and Hirers acknowledge that they may not hold Nomad Now liable for any loss or damages of any nature related to collections and payments or non-payments.

Examples:

➢ Monthly Flexi worker revenues paid by Hirers for monthly paid Flexi workers, received by Nomad Now and due to Flexi workers will be transferred by Nomad Now to such Flexi workers on the Wednesday following the applicable month-end.

➢ Weekly Flexi worker revenues paid by Hirers for Flexi workers, received by Nomad Now, to be paid weekly and due to Flexi workers, will be transferred by Nomad Now to Flexi workers on the Wednesday following the applicable weekend.

Note that the above payment timing assumes that the Hirer and Flexi worker are not in a dispute over delivery of the Services and assumes that payments to Flexi workers have not been suspended by Nomad Now.

Note that there can be timing exceptions due to SA banking system clearance periods.

In summary:

HIRERS AGREE TO PAY WEEKLY OR MONTHLY FOR FLEXI WORKER SERVICES RENDERED, AS AGREED BETWEEN FLEXI WORKER AND HIRER. IN SOME CASES, PAYMENT FOLLOWS COMPLETION OF ORDER, BUT OFTEN ONGOING WEEKLY OR MONTHLY PAYMENTS WILL TAKE PLACE AS ORDERS ARE ONGOING.

NOMAD NOW COLLECTS FLEXI WORKER REVENUES ON BEHALF OF FLEXI WORKERS, AS THEIR COLLECTION AGENT AND TRANSFERS PAYMENTS TO FLEXI WORKERS WHEN PAID BY HIRERS AND DUE TO FLEXI WORKERS. SUCH TRANSFERS TAKE PLACE ON WEDNESDAYS.

Payments are made directly into the Flexi worker's selected accounts, which can be one of these types of accounts:

➢ Bank Account (Current, Savings etc.): applicable to all South African tax-domiciled Flexi workers.
➢ PayPal account: applicable only to Flexi workers who are not South African tax-domiciled (not in beta version).

Hirer Refunds:

Nomad Now does not automatically refund payments made for cancelled Orders. Funds from Order Cancellations are held over by Nomad Now as an account credit for the Hirer and are available for future Orders by the Hirer on Nomad Now. Hirers may request a refund by emailing us on accounts@nomadnow.co

Order Cancellation Refund Timing:

A cancellation is a request to cancel an Order and can in terms of timing can be initiated by either Hirer or Flexi worker if:

➢ Within 48 hours of the Acceptance or Commencement of the Services by the Flexi worker in the case of an Order up to 30 days; or
➢ Within 7 days of Acceptance or Commencement in the case of an Order longer than 30 days.

If an Order is cancelled (for any reason), any revenues collected by Nomad Now from the Hirer flowing from that Order, but not yet paid to the Flexi worker due to the Cancellation, will, on request by the Hirer be refunded by Nomad Now to the Hirer:

➢ **Less the applicable Nomad Now placement fee; and**
➢ **Less the applicable Flexi worker Notice pay cancellation (i.e.: either 48 hours or 7 days depending on whether the Order was for a period of up to 30 days or longer than 30 days).**

Additionally, when an Order is cancelled, Hirers no longer retain the rights to use any of the Services or the items delivered to them (if applicable). All transfer and assignment of intellectual property to the Hirer shall be subject to full payment for the Order and the Services delivered by the Jobseeker may not be used if payment is cancelled for any reason.

Note that refunds do not apply to Permanent Placements in the event that the Permanent worker has commenced work at the Hirer.

8. **PAYMENTS RECEIVED BY FLEXI WORKER – AMOUNT WAS DIFFERENT TO THAT EXPECTED**

Why would it seem that there could be pricing differences in Orders? The main factors that drive this are Additional Services fees, discounts and bank charges.

If your noticed that you didn't earn what you thought, you should have or were charged differently, be sure to check your Price settings first.

Remember that where a Hirer and Flexi worker have agreed to Amend an Order (click Amend Order on Order Details page) whilst the Order is open, this is done by the Hirer Placing a new Order and the original Order will be treated as having been Completed and replaced by the new Order. Such original Order revenues will therefore be adjusted lower to reflect the shortened Order duration.

9. **PREPARATION TIME BEFORE ORDER COMMENCEMENT**

If you as a Flexi worker need some time to 'prep' yourself before you commence delivering your Flexi worker Services at the Hirer, you should block those dates off in your calendar. Choose a period on either or both sides of your Order dates.

10.   JOBSEEKER REFERENCES (NOMAD NOW UNIQUE 'SKILLS REFERENCE' FEATURE)

Hirers seek certainty and are often time scarce. They want to hire the Services of top Jobseekers and insist on accurate Profiles that will enable them to achieve this most effectively. *Hirers will avoid Jobseeker Profiles that could potentially waste their time or resources.*

➢ To go to your 'References' section of your profile, go to 'Profile' and then choose 'Skills References;'
➢ Hirers like to see concrete assessments of Jobseeker abilities and Services;
➢ Apart from displaying your skills and work experience in a clear and effective way in your Profile, add to this by displaying Skills References from previous employers (who can attest to / validate / confirm / assess the level of your skills and previous performance);
➢ For this purpose, you may only make use of Nomad Now's standard Skills Reference template;
➢ To send a request for a Skills Reference, simply click on Skills References under My Profile and click on Request Reference;
➢ Enter the Skills that you wish to be endorsed or evaluated, Referee name and Referee e-mail address;
➢ Skills References must be from your 'seniors' (i.e.: a person to whom you reported) and/or from people who undoubtedly had the opportunity and responsibility to see you perform and to assess your delivery;
➢ Do not use references from colleagues, partners, friends etc. Hirers place little reliance on these endorsements and further, Nomad Now, does not accept such References. Why? Have you ever seen a bad one!?
➢ You can adjust your skills descriptions as you develop new skill sets;
➢ We make your Skills Reference request easy for you! All you need is the referee's email address;
➢ When a referee provides a Skills Reference, Nomad Now will automatically post the reference in the References section of your Profile.

11.   WHAT FLEXI & PERMANENT WORKER INFORMATION DO HIRERS REALLY WANT?

We advise that you complete your 'My Services' fields comprehensively. Take your time and make it count! You only have to do this once. These are the most important inputs:

➢ Summary of your **Services Offered**
➢ **Recent Roles**
➢ Your **Exec Summary**, in your own words. Hirers want to see how you portray yourself in words. Don't under-estimate this
➢ Your Skills: i.e.: your **Business Skills** & **Personal Skills.** Don't confuse (hard) Business Skills with (soft) Personal Skills i.e.: related to personality
➢ Your **Qualifications**
➢ Your **Majors**
➢ If you wish to further clarify your 'value-add,' use the **Exec Summary** box. Be concise and don't include vague or obviously self-promoting lines such as 'my incredible abilities make me suitable for my next startling career-move right to the top' or 'I am ready to take on any role that challenges my extensive ambitions using my visionary inputs.'

Note: Your specialty and depth of skills is crucial for Hirers. These may be skills gained through previous jobs, projects or hobbies. Select the various skills categories that best cover your skills type(s) that you will be offering Hirers. There is no better indication or evidence of ability than practice and experience in carrying out these skills.

➢ Focus on delivery - build up a solid track record of high ratings from Hirers on your Orders.
➢ You can choose to include your own **Skills References** on your Personal Gallery page of your Profile. Skills References should be concise, hard-hitting ratings of specific skills of yours, **given by individuals who have been able to properly see and analyze whether you display or possess such skills**.
➢ Spend the necessary time to ensure that your Profile and its accuracy, credibility and depth differentiates you from other Flexi workers and this will increase your chances of getting Orders.
➢ Upload a concise, well-constructed CV that clearly sets out:
    ✓ Qualifications (including start dates and dates of completion);
    ✓ Exact start and end-dates of projects or employment periods per employer;
    ✓ Notable achievements.

- ➢ Make sure your CV is to-the-point and accurate. Maximum CV length should be 3 pages but preferably 1-2 pages.
- ➢ CVs should reflect projects / roles in chronological order (most recent first).
- ➢ Don't leave periods unexplained in your CV.
- ➢ What is persuasive in a CV?
  - ✓ Strong Employer brands.
  - ✓ Participation in impactful, meaningful projects / roles.
  - ✓ Relevant qualifications, with good results / grades.
  - ✓ Consistent growth in career and skills development path
  - ✓ Hirers look for deep and narrow specialists in most cases. Hirers seek 'generalists' much less often, so decide on your core offering and emphasize that offering. Example: if you were out of the market for 8 years but used to be a skilled Commercial Legal adviser, your best chance of hiring out your Services will be in instances where the Hirer seeks Commercial Legal Services.
  - ✓ You reduce the probabilities of selling your Services if you 're-invent' yourself (but it is possible where you have re-skilled yourself and re-learned and acquired deep skills in this area)
  - ✓ Clarity of layout of CV and good formatting / layout / alignment.
- ➢ Hirers pay little attention to experience that is in the distant past – summarize it in a few words.
- ➢ Evidence of self-improvement.
- ➢ Balance between self and community aspirations.
- ➢ Avoid repetition in CV's.
- ➢ Avoid wishy-washy, vague or long-winded descriptions of your roles, skills and services. Hirers will judge you on your ability to BEST describe your Services and Skills etc. Spend time getting this right as it creates an impression that will be relied on by Hirers.
- ➢ No spelling mistakes. None.

12. CONFLICTS & RESOLUTION BETWEEN HIRERS AND FLEXI WORKERS - TIPS

From time to time, issues can arise between Flexi workers and Hirers. As part of our Customer Service, Flexi workers and Hirers may refer to Nomad Now Tips for handling issues.

Based on anticipated usage and issues that may arise, Nomad Now has set out below some Tips that users may refer to assist in the resolution of conflict or in differences that may arise on the platform between users.

The nature of resolutions could include expectations of refunds, extra charges, Amended Orders or even requests for different Services once the Flexi worker is on-site or has already commenced delivering the agreed services, claims for damages or misrepresentation and many other possible items.

Try to pinpoint / identify the source of the conflict. As a Hirer/ Flexi worker, why are you not 100% satisfied?

Examples of issues that may arise include:

As a Hirer:

- ➢ Are you dissatisfied with the quality of work produced?
- ➢ Do you feel that the Flexi worker is not working their specified number of hours?
- ➢ Are you battling to contact a Flexi worker?
- ➢ Are you concerned about the Flexi worker's punctuality?
- ➢ Are you unhappy with your Reviews?

As a Flexi worker:

- ➢ Is there a mismatch between the description of services and what the Hirer wants?
- ➢ Is the Hirer putting undue pressure on your task/ project timelines?
- ➢ Are you unhappy with the Reviews that a Hirer has given you?

Note: Just as Nomad Now facilitates the payment to Flexi workers by Hirers, so too does Nomad Now facilitate Settlement payments between Flexi workers and Hirers following their (i.e.: Flexi worker and Hirer) request to reimburse or compensate the other party. Simply email accounts@nomadnow.co or use the messaging function on the bottom right hand of the screen to contact us. Example: If a Hirer is owed money by the Flexi

worker, Nomad Now will issue a credit note on behalf of the Flexi worker and that amount will be deducted from the next Order Invoice for Flexi worker revenues.

13.   HOW DOES NOMAD NOW ARRIVE AT SEARCH RESULTS WHEN SEARCHING FOR JOBSEEKERS?

Jobseekers should make sure that they enter the inputs below to optimize their Profile / Listing and appearance in Search Results. Further, the more complete a Jobseeker Profile is, the more credibility it will have with Hirers.

- ➢ Personal Info
    - ✓ First Name
    - ✓ Last Name
    - ✓ Date of Birth
    - ✓ Gender
    - ✓ Population Group (South Africa requirement only)
    - ✓ Disabilities (not compulsory)
    - ✓ Language (in order of ability)
    - ✓ Nationality
    - ✓ Rights to work in SA (Hirers need total clarity on this)
    - ✓ Physical Address (this is private)
    - ✓ Phone number (this is private).

- ➢ Services Offered
    - ✓ My Services (enter your core, deepest and most specialized Services)
    - ✓ Most Recent Roles
    - ✓ My Exec Summary
    - ✓ Qualifications (tertiary only) & Majors if applicable
    - ✓ Business Skills (including skill depth rating and years of experience)
    - ✓ Personal Skills.

- ➢ Pricing (set realistic prices per Service).

- ➢ Working Preferences (you choose – *'It's your business!')* ™
    - ✓ Hours per day
    - ✓ Preferred Work Structure
    - ✓ Preferred Hirer Relationship
    - ✓ Preferred Location
    - ✓ Days of the Week
    - ✓ Are you willing to work overtime?
    - ✓ Current Notice Period.
- ➢ Connections
    - ✓ This is just for your convenience, use your social media to connect, instead of logging in with username and password.

- ➢ Work Experience
    - ✓ This is an important area. We suggest you complete this manually. Enter a few recent Roles and Employers and Dates.
    - ✓ *Note: the Platform search functionality is TEXT-driven, therefore more relevant text matches will occur if your Work Experience appears here (at least include a key few Roles, Employers or Hirers and Dates). Nomad Now Searches will soon be enabled to include text in attachments.*
- ➢ Skills References (conveniently ask Referees to endorse your skills online). It is fast and effective for Referees.
- ➢ Personal Gallery (upload persuasive documents, samples of work, photos or videos).
- ➢ Billing Details (these are confidential and protected).
- ➢ Permanent Roles (would you consider an offer of permanent placement from a Hirer?).
    - ✓ This section is vital for all Permanent and Flexi Jobseekers open to Permanent Employment,
- ➢ Settings (password & communication preferences).

14. WHY MIGHT A HIRER NOT BE ABLE TO FIND A PARTICULAR JOBSEEKER IN SEARCH RESULTS?

➢ **Our search is text driven**. Think of Google-like search. Jobseekers and Permanent workers should 'predict' what words or terminology the Hirer will use to find skills. Don't use vague or general words to describe your Services, Roles or Skills. Example: Hirers will not search on Lawyer – they will search on Attorney Commercial or Senior Legal Adviser Commercial.

➢ If a Hirer makes use of our multiple search filters that Nomad Now has to offer (eg: Recent Roles, Skills Category, Rating, Price Range, Language etc.), this will deliver a more specific and narrowed down search which might reduce the search results. Your listing will show up if it matches the filter criteria. These filters can be found on the Search page of the Hirer Dashboard.

➢ Our advanced search algorithms ensure that search results can be personalized and unique for every Hirer, for example, Hirers can emphasize location or remuneration or Recent Role etc.

➢ Hirers can create a profile of their own ideal Jobseeker by changing our applicable search criteria weightings.

➢ If 2 Hirers choose to keep the default Admin-provided weightings, they will have the same results but should 1 of the Hirers choose to customize their search criteria weightings themselves (this is optional) we will apply the Hirer provided weightings to rank the search results.

➢ Hirers should remember to reset their customized search criteria weightings for different searches!

CONCLUSION

We hope that you enjoy our platform. Our Hirers, Flexi and Permanent Jobseekers are loving the convenience of Nomad Now and we have great new features in 'dev' all the time!

Shout if you need help. We are young but want to improve our offering quickly and continuously, so ideas for improvements are welcome. We have an excellent and dedicated 'dev' team.

To get our attention, use:

➢ Our live chat function on the website (it's visible on every page on the lower right side of all your screens!);
➢ info@nomadnow.co; or
➢ The 'Give Feedback' button on your Dashboard page.

Thanks!
Ross Paton and the Nomad Now team.