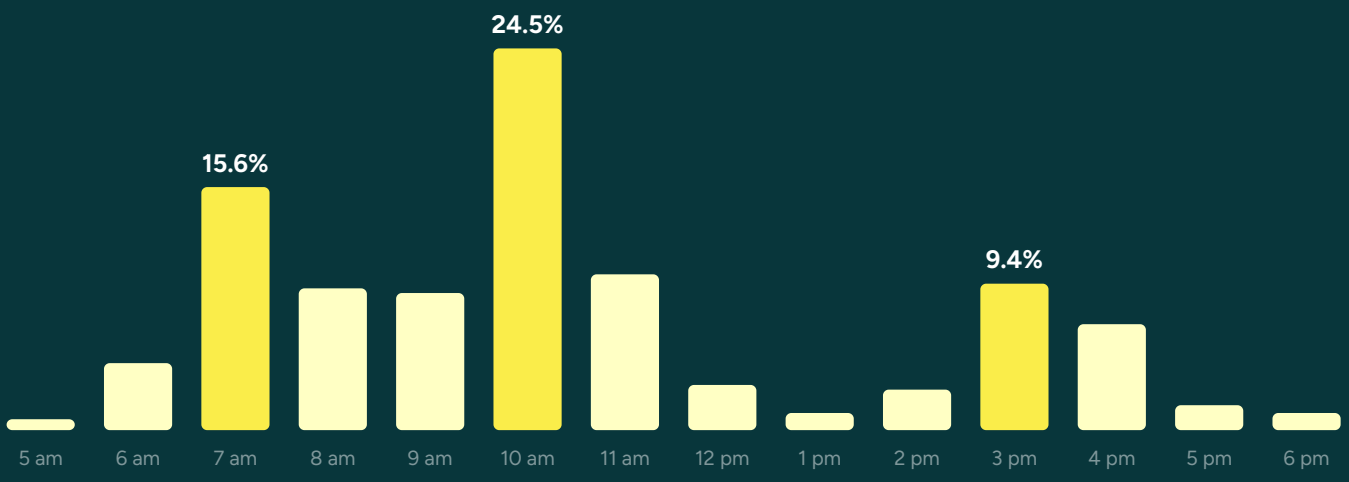
GOODJOB

GOODJOB 5-YEAR SCORECARD · FIRST EDITION · FIVE YEARS OF DATA, 2021-2026

Tomorrow morning, 10 a.m.

What 100,000 billed shifts reveal about on-demand staffing in Quebec: who is short of hands, when, at what price, and who answers.

Shift start time, 2021-2026. One shift in four starts at 10 a.m.



1 shift in 4

is decided less than 24 hours before it starts

$23.21

per hour in food service in 2026, up 14% since 2021; $20.73 in salaried warehousing

95.5%

of food-service shifts posted in 2025 were filled; 81% in 2021

Corporation Goodjob inc. · Quebec and Ontario · November 2026

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HOW TO READ THIS DOCUMENT

A portrait, not a survey. Every figure comes from Goodjob's production database: 100,007 shifts billed between January 1, 2021 and August 22, 2026, for 311 client companies, 818 establishments and 3,159 workers. Nothing was self-reported; everything was worked and paid.

Shifts posted by clients. The analyses cover the shifts that establishments post themselves on the platform: institutional food service, hospitality, events, cleaning, health care. Warehouse and logistics mandates, where workers are Goodjob employees, follow a different model; they are presented separately (section 02) and excluded from the other indicators.

2026 is a partial year. Year-over-year comparisons use the same window, January to August.

Nothing below 30 shifts. No statistic is published below that threshold, and no company or worker can be identified.

In a hurry? Each section opens with the essential in one sentence and closes with a *What we learn* box. The rest is for those who want to understand.

Goodjob 5-Year Scorecard of On-Demand Staffing in Quebec, 2026 edition. Data from January 1, 2021 to October 26, 2026. Direction: Patrice Létourneau. Reproduction permitted with the credit "Source: Goodjob 5-Year Scorecard". goodjobapp.ca

FOREWORD

Five years of shifts, and what they tell us

Goodjob billed its first shift in the fall of 2020, in a kitchen in the Québec City area. A single one. For a manager who needed someone the next morning.

Since then, the platform has passed 100,000 billed shifts for more than 300 companies, and we felt it was time to look at this data for something other than our day-to-day operations.

This scorecard is not a market study. It is a portrait of what actually happens when an establishment needs someone tomorrow morning: at what time, at what price, how far in advance it knows, and who answers. The numbers come from our production database, not from a survey.

We chose to share both what makes us proud and what makes us pause. For instance, since 2021 the minimum wage has risen faster than the hourly rates paid in food service. One worker in four works a single shift; our first shifts in Ontario are not growing at the pace we expected. All of it is in this document, which aims to inform and to make people think.

Patrice Létourneau

President, Corporation Goodjob inc.

> ***A scorecard that only shows good news is not a scorecard.***

Sept. 24, 2020
first billed shift

Aug. 22, 2026
last shift in the analysis

1,017
workplaces (branches and addresses) for 818 client establishments

43
active job types

FIVE YEARS IN DATES

From 1 to 100,000 shifts

2020

September 24: first billed shift.
In a kitchen in the Québec City area, for a manager who needed someone the next morning.

2021

9,444 shifts, 75 establishments.
First full year. 81% of food-service shifts posted find a taker; the worker pool takes shape.

2022

Volume doubles: 21,811 shifts, 130 establishments.
The fill rate jumps to 94% in a single year and never falls below 90% again.

2023

20,754 shifts, 148 establishments.
Large food-service management companies build the platform into their daily scheduling.

2024

A year of retreat: 11,941 shifts.
Volume drops 42%; reliability holds (96% fill rate). Acquisition of Service DB: first shifts with salaried warehouse workers, a second model.

2025

Recovery: 15,926 shifts, 187 active establishments.
In the fall, salaried warehouse and logistics mandates reach full volume.

2026

The 100,000th billed shift.
First shifts billed in Ontario. Geolocation, web application, two-way ratings, quizzes reviewed by the ITHQ. Agreement with La Tablée des Chefs. On November 17, five years celebrated at the ITHQ and launch of this scorecard.

Shifts billed per calendar year, all sectors (2026: January to August). Source: Goodjob database.

AT A GLANCE

Anatomy of a food-service shift

Put end to end, the scorecard's numbers sketch the typical shift as establishments post it and as workers experience it.

POSTING

D-1

One shift in four is posted less than 24 hours before it starts; one in ten, less than two hours before. The client sets the rate and displays it.

FIRST APPLICATION

5 min

median time between posting and the first application. The client then confirms within 46 minutes (median); 89.6% of confirmations come within 24 hours.

START

10 a.m.

The most frequent start time, for lunch service. Two other peaks: 7 a.m. for morning production, 3 p.m. for dinner prep.

LENGTH

7 h 15

on average, breaks deducted. Two shifts in three last 8 hours or more.

PAY

$23

per hour on average in food service (January-August 2026), paid by the hour, at a rate displayed and known before accepting.

AFTER THE SHIFT

4.7 / 5

average rating received by workers over 7,523 reviews; workers rate companies 4.8 out of 5 over 2,218 reviews. More than one pairing in two repeats.

Sources: Goodjob database, 2021-2026; first-application and confirmation times (last 12 months, excluding warehousing) and ratings: Goodjob dashboard, October 2026.

DID YOU KNOW? THE PHOTO MATTERS

For a manager, the profile photo is first and foremost how they recognize the person showing up at the kitchen or warehouse door. Blurry, too dark, taken from far away or behind sunglasses, it does not do that job.

An AI now checks every photo at upload (sharpness, framing, face clearly visible) and guides the worker to retake it if needed: a quality profile for everyone.

01 A shortage that is changing in nature

Long seen as a stopgap solution, on-demand staffing has, in just five years, become a structural component of workforce management across parts of Quebec's food-service sector.

Two forces overlap: the aging of kitchen and service teams, and, since 2024, a marked tightening of temporary immigration, on which food service depended heavily.

The pool had swelled: 565,000 non-permanent residents in Quebec on January 1, 2025, including 232,000 work-permit holders; a year later, 514,000 and 195,000. In November 2025, Quebec set maximum targets for the first time: 65,000 temporary foreign workers by 2029, down from 72,400 at the end of 2024, and 110,000 international students, down from 128,000. It is also asking Ottawa to cap federally issued permits at 200,000 a year. In Montréal and Laval, the processing of Labour Market Impact Assessments (LMIAs), the prerequisite for hiring a temporary foreign worker, is suspended for low-wage jobs until December 31, 2026. For a manager, the consequence is simple: the pool available on any given morning will not grow on its own.

The organizations relying on Goodjob are not marginal: international food-service managers such as Sodexo and Compass Group (including Chartwells), seniors' residence operators such as Cogir and Groupe Maurice, event operators such as Groupe CH. When clients of that size build a shift platform into their scheduling, on-demand staffing is no longer a plan B.

THE CONTEXT, IN TWO NUMBERS

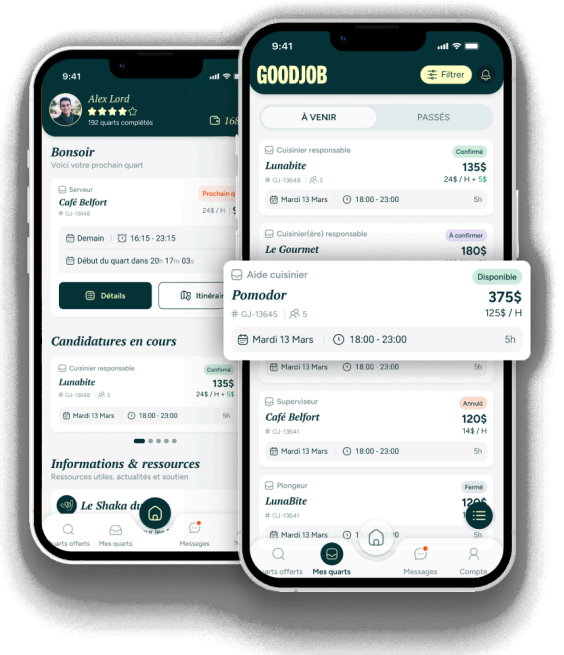
- 37,000

work-permit holders in Quebec between January 2025 and January 2026

65,000

temporary foreign workers at most by 2029, down from 72,400 at the end of 2024

Sources: ISQ, provisional data, March 2026; MIFI, Immigration Plan 2026-2029, November 2025.



The Goodjob app: available shifts, pending applications, next shift.

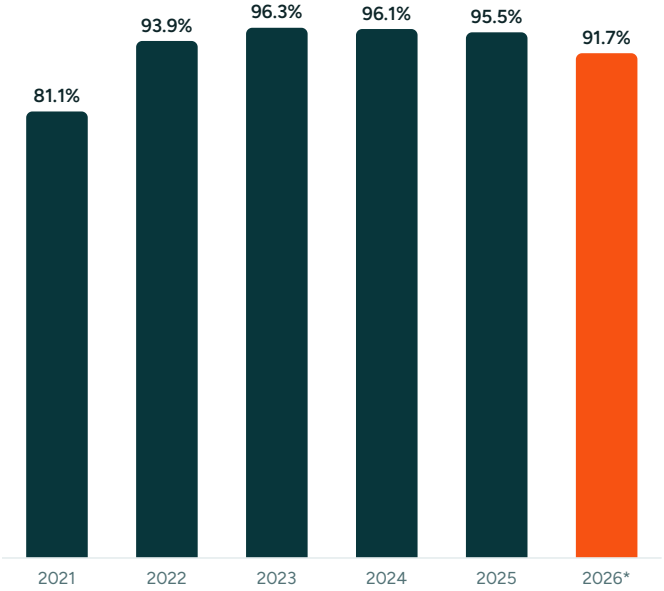
FIGURE 1

The fill rate climbs from 81% to 96%, and holds

In 2021, 81% of food-service shifts posted found a taker. From 2022 to 2025, between 94% and 96% every year; 92% in 2026 as of October 26. Between 2021 and 2025, the number of active establishments grew 2.5 times.

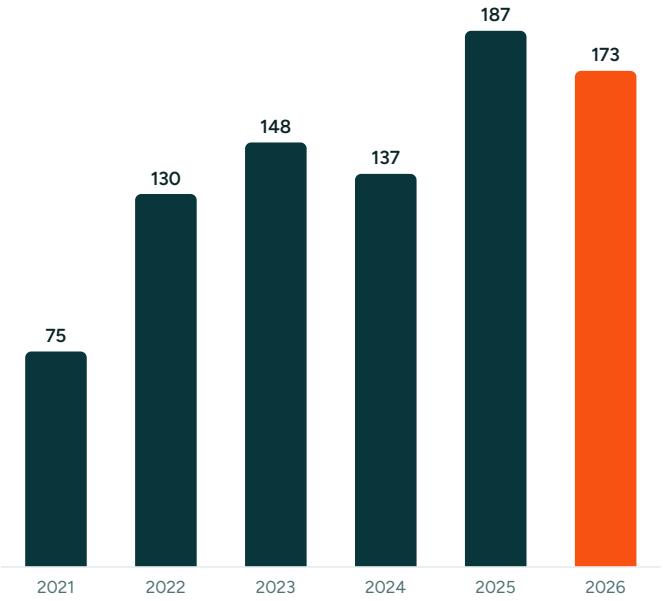
The food-service fill rate has stayed above 90% since 2022

Share of posted shifts that found a taker, by calendar year (%)



2.5 times more active establishments in four years

Establishments that billed at least one shift in the year



* 2026: January 1 to October 26 (fill rate) and to August 22 (establishments). Fill rate: non-cancelled posted shifts with at least one confirmed worker, excluding client cancellations. Source: Goodjob database, read directly on October 26, 2026.

WHAT WE LEARN

The jump happened in a single year. From 81% to 94% between 2021 and 2022, when volume doubled and the pool of regular workers formed. Since then the rate has held, even in the year volume fell (2024), and despite coverage extending beyond Montréal and Québec City, then into Ontario, where the pool is thinner. Our hypothesis: the density of the pool matters more than any one year's volume; a single cycle is not enough to prove it.

Managers post what they need filled. The share of shifts cancelled by clients themselves has been falling since 2023; cancellations are excluded from the calculation above, so they do not inflate the rate. Absences and withdrawals are covered together in section 03.

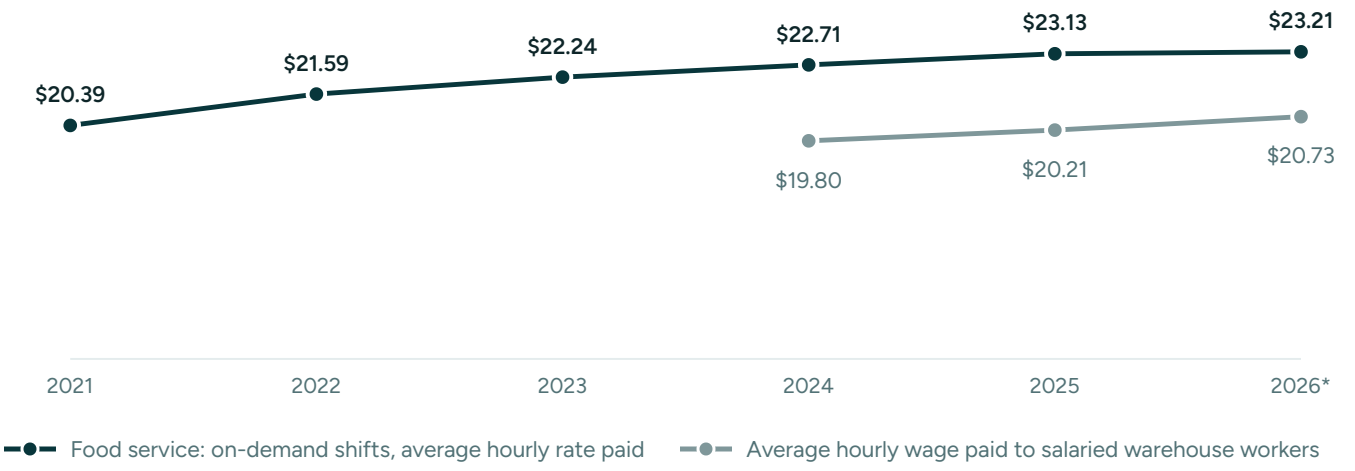
02 Hourly rates: two models, two curves

Clients set the rates paid to salaried warehouse workers. For on-demand shifts, the displayed rate long followed a grid by job type and region; with flexible pricing, clients now also set the posted rate of each shift, and the self-employed worker can propose their own. Two models, then: at the top, on-demand shifts; in grey, medium- and long-term salaried mandates, with benefits.

FIGURE 2

Average hourly rate paid, January-August of each year

In food service, from $20.39 in 2021 to $23.21 in 2026: up 13.8% in five years, almost flat since 2025. In warehousing, the rates chosen by employers for their salaried workers rise from $19.80 in 2024 to $20.73 in 2026: up 4.7% in two years.



Sources: Goodjob database.

WHAT WE LEARN

Benchmark: the minimum wage has risen faster than on-demand rates. From $13.50 in 2021 to $16.60 in 2026 (up 23%), against 14% for the average rate paid in food service.

The gap between the two models is narrowing. From $2.91 an hour in 2024 to $2.48 in 2026: salaried mandate rates (up 4.7%) rose faster than on-demand rates (up 2.2%), before counting benefits.

The mandate trades part of the hourly rate for stability. With the arrival of mandates, 77% of 2026 shifts belong to planned series, compared with 28% in 2024.

TWO MODELS

The grey line in Figure 2: the salaried mandate

FOOD SERVICE, HOSPITALITY, EVENTS

The on-demand shift

$23.21

/ hour on average, $23 to $28 for cooks and chefs

- The worker picks shifts one at a time, at the rate displayed in the app, sometimes on a few hours' notice.
- The rate also pays for availability and the absence of guaranteed hours.
- Two shifts in three last 8 hours or more; 7 h 15 on average, breaks deducted.
- Shifts are posted by clients on the platform.

WAREHOUSING AND LOGISTICS

The mandate

$20.73

/ hour on average, plus vacation, statutory holidays and benefits

- Since 2024 and the acquisition of Service DB, Goodjob places salaried workers with clients for six months or more.
- Full, predictable weeks; the worker knows where they will be working next month.
- Part of the compensation takes the form of stability and the benefits of employee status.
- Shifts are not posted: they are recorded internally for payroll tracking.

Comparing the two raw rates means comparing the pay of a self-employed worker with that of an employee with benefits (vacation, statutory holidays, and so on). That is why the two models are never mixed in this scorecard. All amounts paid, however, are declared to the CNESST: every Goodjob worker is therefore covered by workplace insurance.

+ 5%

is what a night shift pays over a morning shift

+ 2%

for a weekend shift compared with a weekday shift

4%

of volume: evening and night shifts remain marginal

03 Urgency: one shift in four is decided in under 24 hours

"How far in advance should I post?" Measured over five years, the planning horizon is much shorter than people think; the pool's response, for its part, is counted in minutes.

FIGURE 3

Time between a shift's posting and its start

Share of billed shifts 2021-2026, all sectors. In orange: posted less than 24 h before the start.

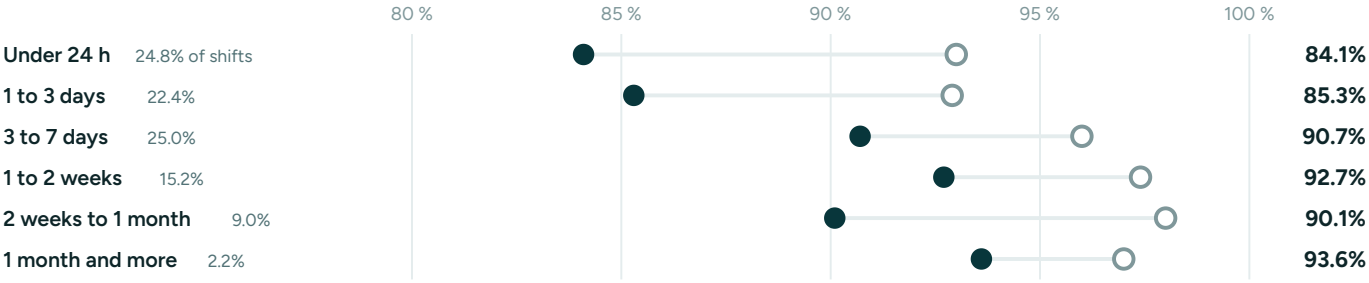


Reference: first trace of the shift's existence (see methodology). Application and confirmation times: medians over the last 12 months, excluding warehousing, shifts with at least one application. Source: Goodjob database.

FIGURE 3B

The earlier a shift is posted, the better its odds of being filled

Shifts filled by time between posting and start, excluding warehousing and cancellations. Solid dot: last 12 months; hollow dot: previous 12 months.



5 min

median time to the first application; the client then confirms within 46 min (median), and 89.6% of confirmations come within 24 h

28.4%

of shifts have their worker confirmed by the establishment less than 24 hours before the start

12.8%

are confirmed less than two hours before the start

9.3%

of confirmed commitments are later cancelled by the worker: the true measure of reliability, published as is

WHAT WE LEARN

"Last minute" is not a malfunction; it is the product. Covering an absence cannot be planned seven days ahead; but a shift posted early has better odds of being filled, and the gap widened this year.

Reliability, as is. After confirmation, 9.3% of commitments are cancelled by the worker. No-shows remain rare: 125 out of 28,558 shifts requested in 2026, or 0.4%.

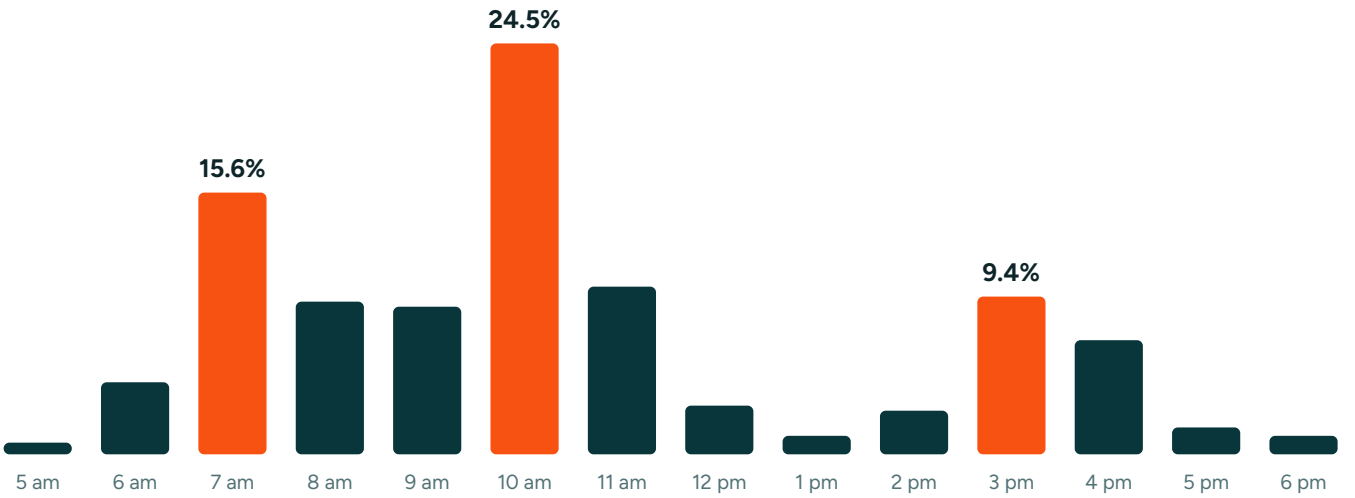
04 Rhythms: what time Quebec runs out of hands

Flexible shifts follow the rhythm of meals, not of the office.

FIGURE 4

Local start time of shifts

Share of billed shifts 2021-2026. 98% of starts fall between 5 a.m. and 6 p.m.

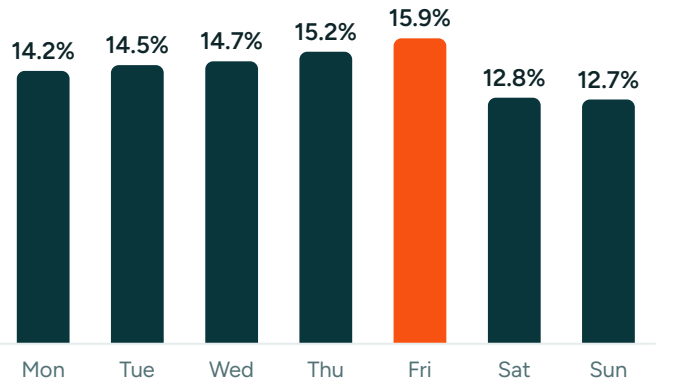


One shift in four starts at 10 a.m., when institutional kitchens launch lunch service, and 15.6% start at 7 a.m., for morning production and breakfast in residences. The second peak, at 3 p.m., corresponds to dinner prep.

Friday is the busiest day (15.9% of shifts) and the weekend, contrary to a common belief, is not the heart of flexible work: Saturday and Sunday together account for a quarter of volume.

Friday leads; the weekend is only a quarter

Share of shifts by day (%)



Source: Goodjob database, Eastern time.

98%

of shifts start between 5 a.m. and 6 p.m.

25%

of volume only on the weekend, Saturday and Sunday combined

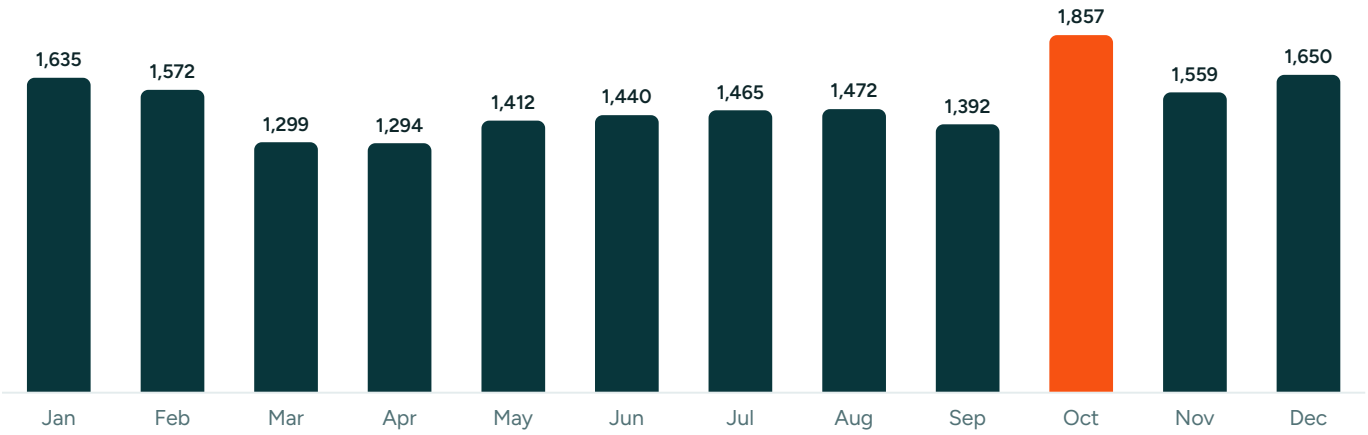
3 peaks

7 a.m., 10 a.m. and 3 p.m.: production, lunch service, dinner prep

FIGURE 5

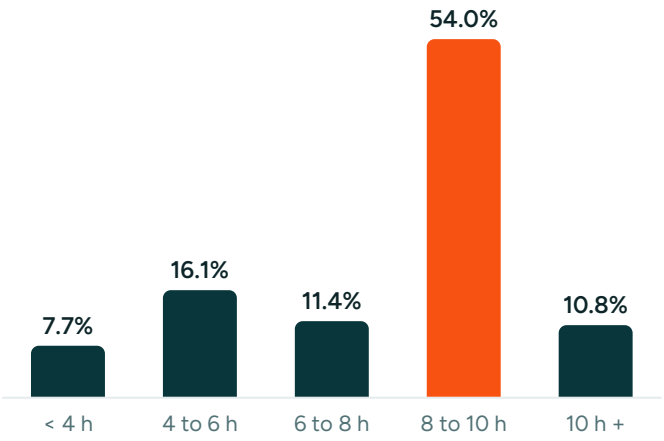
The year peaks in October and dips in March and April

Shifts per month, average of the years covered. October: 1,857 shifts; April: 1,294.



Two shifts in three last 8 hours or more

Share of shifts by length (%)



Source: Goodjob database.

WHAT WE LEARN

These are not micro-tasks. Two shifts in three last 8 hours or more (54% between 8 and 10 hours, 11% beyond); the average net length, breaks deducted, is 7 h 15. A third of shifts are shorter, which does not make them a 40-minute errand.

Seasonal planning is possible. The October and December peaks (back-to-school for institutions, events, banquets) and the March-April dip are stable from one year to the next: a manager can plan on-demand staffing by the quarter, not just by the week.

FLEXIBLE PRICING: WHAT WE EXPECT

A shift posted at the last minute, at a difficult hour or for a rare position can carry a premium rate, decided by the client.

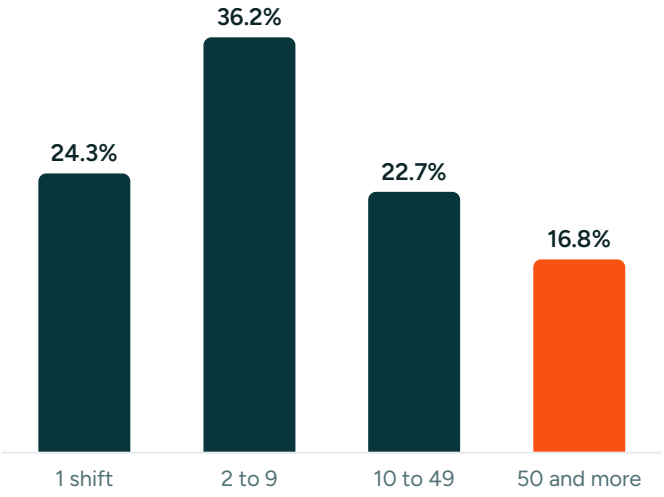
We expect this tool to pull hourly rates upward: workers with excellent profiles (punctuality, ratings, validated skills) will be the first able to ask for, and get, a better rate. Scarcity will be paid where it really exists, shift by shift, rather than through a uniform grid.

05 Who the workers are, and where the shifts are

3,159 people have worked at least one billed shift since 2021. The average number of shifts per person (32) is misleading: the median is 5, and the individual record exceeds 1,000.

One worker in six carries most of the activity

Share of the 3,159 active workers by number of shifts, 2021-2026



Fewer than one active worker in two returns the next year

Share of year N's active workers still active in N+1

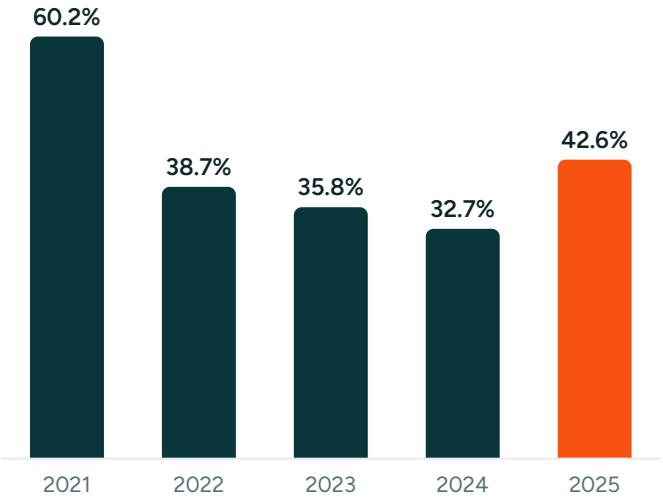


Figure 6. Source: Goodjob database, worked line only.

The pool is made of two populations that should not be confused. The majority tries the platform occasionally: one worker in four works a single shift, the median is five, and fewer than half of a year's active workers return the following year. And a core of 530 people (16.8%) has worked 50 shifts or more and carries most of the activity. The loyalty figures opposite describe that core: for those who stay, flexible work looks less like a line of anonymous gig workers than a network of regular extras whom kitchens know by first name.

54.8%

of worker-establishment pairings count more than one shift

59%

of a worker's shifts take place at their main establishment

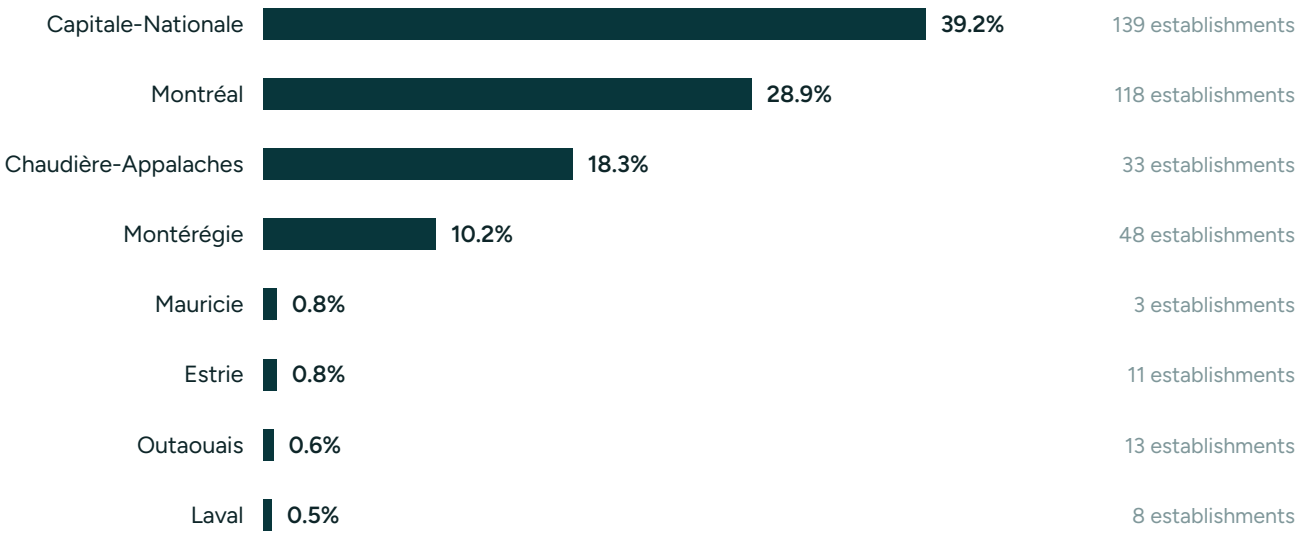
42.6%

of 2025's active workers returned in 2026, up from 32.7% a year earlier

FIGURE 7

The scorecard reflects Goodjob's history, born in Québec City

Share of billed shifts 2021-2026 by administrative region (regions with 500 shifts or more) and number of active establishments.



Source: Goodjob database. Regions under 500 shifts (Bas-Saint-Laurent, Laurentides, Gaspésie, Ontario) total less than 1% of volume.

The Capitale-Nationale accounts for 39% of shifts, Montréal 29%, Chaudière-Appalaches 18% and the Montérégie 10%. Regions outside the two main centres already weigh 3% of volume, with establishments in the Mauricie, the Eastern Townships, the Outaouais, the Laurentians and as far as the Gaspésie; the next edition will compare hourly rates region by region, job by job.

Flexible work without precarity

We are sometimes compared with delivery or ride-hailing platforms. The comparison deserves an honest answer. Outside warehousing and health care, Goodjob workers are self-employed and paid by the hour, at a rate displayed before they accept, never by the task or by the trip; two shifts in three last 8 hours or more. In warehousing and health care, they are employees, on mandates of six months or more for warehousing, with vacation, statutory holidays and benefits. What the platform does not do: guarantee hours to those who do not ask for them, or raise displayed rates on its own, some of which, for entry-level jobs, remain close to the minimum wage. That is precisely where flexible pricing and the skills passport (section 06) have to do their work.

For a significant share of workers, many of them newcomers, a first shift in an institutional kitchen is also a first job in Quebec, a first reference and, sometimes, the door to a permanent position with the client. We count that as a success, not a loss.

TRUST

Workers verified before their first shift

A platform is only worth the trust a manager can place in someone they have never met. Before being allowed to apply, every worker goes through four checks, tracked over time.

1 **Identity**

Official documents uploaded and validated on the profile.

2 **Right to work in Canada**

Work-permit expiry date monitored; profile suspended when it lapses.

3 **Criminal background**

Full check by Verif, from Trustii, built into the app: result in under ten minutes (see our partners, page 18).

4 **Diplomas and certificates**

Food safety, service, cooking techniques, forklift: validated before being shown to clients. Since October 2026, quizzes reviewed by the ITHQ add a skills badge[1].

What a manager sees on a profile has been verified, not declared.

Ontario, and Goodjob's place in it

The first shifts outside Quebec were billed in 2026, in Toronto, Ottawa and Eastern Ontario, with clients already served in Quebec. Volume is still modest and we say so plainly: the worker pool there is thinner, and it is being built the way it was built here, one shift at a time.

The ambition is the same as in Quebec: not to compete with large general staffing agencies on their turf, but to offer a tool where the price is known in advance, no exclusivity is imposed, and the establishment keeps control over who comes back.

RELIABILITY, IN TWO NUMBERS

0.4%

no-shows in 2026: 125 out of 28,558 shifts requested

20.88%

of posted shifts are cancelled by the companies themselves (need gone, covered internally); these cancellations are excluded from the fill-rate calculation

Source: Goodjob database, 2026.

1. Badges are awarded by Goodjob within its platform. They are neither a certification nor an official recognition from the ITHQ.

06 What five years of data changed in the platform

Urgency, two planning horizons, a loyal core, hourly rates under pressure: these findings drove the developments delivered in 2025-2026 and those we are preparing. They come down to three promises; the next page connects them, finding by finding.

More transparency

Geolocation of the worker on the way to the shift: the manager sees who is coming, and when.

Rebuilt worker profile: verified experience, shifts completed, establishments worked at.

Company ratings by workers: reputation flows both ways.

More flexibility

Built-in chat between the establishment and the confirmed worker.

Flexible pricing: a premium rate, decided by the client, for a hard-to-fill shift.

Web application for managers, alongside the mobile apps.

More skills

Skills quizzes reviewed by the ITHQ: food safety, service, cooking techniques. Results appear on the profile and guide matching. It is the worker's passport, and it belongs to them.

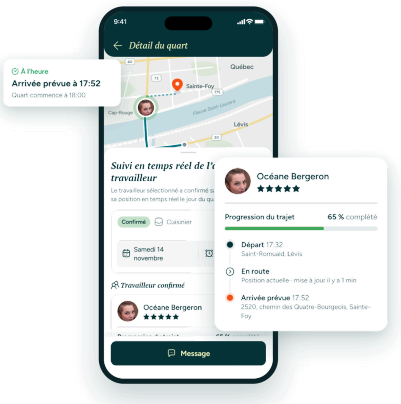
4.5 / 5
on the App Store, 392 ratings

4.4 / 5
on Google Play, 189 reviews

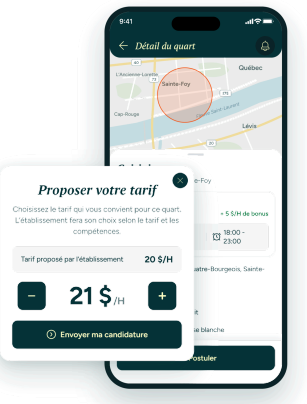
42
clients already use the web application launched this year



Chat between the establishment and the worker; the timesheet lands in the conversation



Geolocation: the manager follows the worker en route and their expected arrival time



Flexible pricing: the worker proposes their rate on a shift

FROM DATA TO PRODUCT

Every finding in the scorecard has an answer in the platform, delivered or in progress

WHAT THE DATA SAYS	WHAT WE BUILT (2025-2026)	WHAT WE ARE PREPARING
1 shift in 4 is posted less than 24 h before it starts; the first application comes within 5 minutes (section 03)	Geolocation of the worker en route; chat; web application to post in seconds	AI-assisted scheduling that suggests shifts to post before the urgency
Two horizons coexist: planned series and emergencies (sections 03 and 04)	Shift series; salaried mandates of six months or more in warehousing and logistics, since 2024	Seasonal forecasts per establishment, from the rhythms in Figure 5
54.8% of pairings between workers and establishments repeat among those who stay (section 05)	Rebuilt worker profile; choosing who comes back; two-way ratings	A skills passport portable from one employer to the next, and a favourite-workers list per establishment
On-demand rates are rising more slowly than mandate rates (section 02)	Flexible pricing decided by the client, who pays for scarcity where it exists	An annual scorecard that makes rates public and comparable
The domestic pool, often newcomers, has to inspire trust (sections 01 and 05)	Identity, work-permit and background checks (Trustii); quizzes reviewed by the ITHQ; AI photo validation	Training and integration partnerships (ITHQ, Tablée des Chefs, Resto Plateau) that widen the pool

This table is our roadmap. The right-hand column is not a dated promise: it is what the data tells us to build next.

THANK YOU

To our partners, who safeguard the safety and quality of the talent pool

Six organizations make possible what the previous pages measure: verified workers, validated skills, shifts that are never left orphaned.

TRUSTii

Trustii

BACKGROUND CHECKS · VERIF PRODUCT

Verif, Trustii's product, is integrated directly into Goodjob through an API. A worker obtains a complete background check in under ten minutes, without leaving the app. Since the integration, the average turnaround has gone from 24 hours to a few minutes, and fees have dropped by 65%.

Trustii is already the go-to solution for many Goodjob clients. We are proud to be associated with a Quebec company whose service is available across Canada and the United States.

< 10 min
for a complete check, from within the app

24 h → minutes
average turnaround before and after the Verif integration

- 65%
in verification fees

agendrix

Agendrix

SCHEDULING · API CONNECTOR

Agendrix, a complete scheduling solution developed in Quebec, is linked to Goodjob through an API connector we built together: a client posts its shifts in Goodjob directly from Agendrix.

Our shared clients manage everything in a single environment, and make sure no shift is left orphaned.

Institut de tourisme et d'hôtellerie du Québec

SKILLS QUIZZES REVIEWED BY THE ITHQ

The ITHQ's collaboration is essential to the skills quizzes for food-service workers, launched in the app in October 2026. Their content was reviewed by ITHQ instructors.

A worker who passes earns a badge that makes their profile more attractive. For the company, it is assurance that the worker will have the skills required for the tasks requested, in the kitchen, in service or even in pastry. Goodjob is also proud to contribute to the Fondation de l'ITHQ, to train local talent and secure a quality next generation.

La Tablée des Chefs

FOOD SECURITY · CULINARY EDUCATION

Our collaboration rests on shared values. It lets Goodjob commit against food insecurity and for teaching young people food autonomy.

La Tablée des Chefs uses Goodjob free of charge to find staff for its events, from Québec City to Toronto. Goodjob has committed to offering its services free of charge to other non-profits, such as Resto Plateau, a Montréal social enterprise that trains people far from the job market in kitchen work.

Gordon Food Service

BACK OF HOUSE SHOWCASE

Goodjob works with Gordon Food Service as a technology solution offered to its customers. The company innovates with its Back of House showcase, which gives its customers a basket of vetted technology solutions to improve the management of their establishment.

Several dozen companies discovered Goodjob through this collaboration.

Aliments du Québec

PROMOTION OF QUEBEC'S AGRI-FOOD INDUSTRY

Aliments du Québec is a trusted marker for identifying local foods. Its Aliments du Québec au menu program is proud to join Goodjob's 5th anniversary. The organization shares our attachment to Quebec's kitchens and to the people who work in them.

These partnerships are not logos on a page: each one directly touches what a manager sees when they open a profile, post a shift or look for a solution for their establishment.

07 Horizon 2030: eight hypotheses to debate

The numbers in this scorecard describe the recent past. The hypotheses that follow are our own: for each, we say whether it rests on our data or on our reading of the market, and where Goodjob stands.

01

OUR READING OF THE MARKET

Robotics will move work, not remove it.

Automated dishwashing, conveyors, robotic fryers: repetitive production tasks will recede first. Shifts will shift toward service, coordination and quality control, jobs that already pay more in our database.

> Our position: train upward. The skills quizzes reviewed by the ITHQ target service, cooking and food safety, the jobs toward which work is moving.

02

OBSERVED IN OUR DATA

AI will organize schedules before managers open the platform.

Seasonality, start times and lead times are stable enough to be predicted. The next step is scheduling that suggests the shifts to post, for series as for events, by crossing traffic, weather and the establishment's history.

> Where we stand: the rhythms in this scorecard (Figures 4 and 5) are the first building blocks of a planner that will suggest shifts before anyone has to ask for them.

03

OUR READING OF THE MARKET

Clients will want to know what the worker takes home.

When the rate paid is displayed, clients compare, and so do workers. The intermediaries that keep their place will be those whose value is visible: verification, training, insurance, reliability, transparency.

> Our position: with flexible pricing, the worker's rate and the client's price are displayed in the app before both accept; the next scorecard will publish average hourly rates by position and region.

04

OBSERVED IN OUR DATA

More control for clients and workers.

Visible price, choice of people, two-way ratings, pricing decided by the establishment: the platform becomes infrastructure, and decisions stay with those who work and those who host them.

> What already exists: two-way ratings, flexible pricing, the reliability score, and choosing who comes back.

05

OUR READING OF THE MARKET

The skills passport will replace the résumé.

Skills validated by recognized third parties, attached to the person and portable from one employer to the next, will weigh more than a list of jobs. For newcomers, it is the most concrete shortcut to recognition.

> What already exists: skills whose assessment was reviewed by the ITHQ, shown on the profile, portable from one client to the next. We propose making them interoperable across platforms and employers.

06

INTERNAL SURVEY, FEBRUARY 2026

The domestic pool is becoming central again.

With a cap on temporary immigration, establishments will turn to students, active retirees, parents with constrained schedules and multi-job workers. Already, 68% of our active workers would turn down a full-time job to keep their flexibility (internal survey of Goodjob workers, February 16, 2026).

> Our position: a domestic pool is built with rigorous checks, shifts paid by the hour and conditions that make people want to come back, not with micro-tasks.

07

OUR READING OF THE MARKET

Rate transparency will become the rule.

Between minimum-wage pressure, disclosure obligations and instant comparison across platforms, a shift's rate will be public. Scorecards like this one are a first step.

> Our commitment: this scorecard will return every year, with the same definitions, flattering or not.

08

OBSERVED IN OUR DATA

The local pool will matter as much as the size of the network.

Where labour is scarce, the ability to train and retain regulars close to establishments will make the difference. Next year we will publish fill rates and hourly rates by region, for the same job.

> Where we stand: eleven active regions, local pools to densify, and expansion outside Quebec paced by real demand.

TO ACT ON *Five takeaways to act on*

What managers can do, as early as next week, with the numbers in this scorecard.

1 ***Post your recurring needs as series.***

31.5% of shifts are planned a week or more in advance. Posted one to two weeks ahead, they are filled 92.7% of the time, against 84.1% for those posted less than 24 h ahead.

2 ***Keep a plan for the unexpected.***

One shift in four is posted less than 24 h before it starts; the first application comes within 5 minutes (median), and the client's confirmation within 46 minutes.

3 ***Pay 2026 rates, not 2021 rates.***

Try flexible pricing, more transparent and more representative of the worker's experience or the shift's schedule.

4 ***Prepare for fall in the summer.***

October is the busiest month, April the slowest.

5 ***Bet on your regulars.***

A worker does 59% of their shifts on average at the same establishment; more than one worker-establishment pairing in two repeats.

AND YOUR ESTABLISHMENT?

This scorecard describes an average. To see where you stand (posting lead times, rates by job, fill rate), we will prepare, free of charge, a portrait compared with the scorecard: from your own data if you are a client, from your sector and region if you are not.

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Digital version and sign-up for the 2027 edition: goodjobapp.ca (QR code on the back page).

Where the numbers come from

METHODOLOGY

Source and scope

Goodjob production database. Period analyzed: January 1, 2021 to the latest available data. The fill rate (Figure 1) is read directly from the database as of October 26, 2026, by calendar year. The other indicators come from an extraction dated September 17, 2026 whose last billed shift is from August 22, 2026; their year-over-year comparisons use the January 1 to August 22 window of each year. Only shifts with the "billed" status are kept (100,007 out of 138,685 shifts of all statuses), that is, shifts actually worked and paid. First shift billed on September 24, 2020; the analysis starts on January 1, 2021. 43 active job types out of 56 listed.

Two ways of counting. A "billed shift" is a shift worked, approved and paid: it is the basis of this scorecard (20,130 shifts from January to August 2026). A "requested shift" counts every posted request, including those cancelled, left unfilled, ended by a no-show or not yet billed at the time of extraction (28,558 in 2026, all sectors); it is used only for the no-show and cancellation rates. The 818 establishments are the main client accounts (belonging to 311 companies); the 1,017 workplaces are their branches and addresses where a shift took place.

Warehouse and logistics mandates are recorded internally for employee payroll and are not posted shifts; they are excluded from the fill rate (Figures 1 and 3b) and from application and confirmation times (page 10). Figures 3, 4 and 5 and the no-show rate cover all sectors; a version excluding warehousing will follow. The fill rate in Figure 1 relates, for food services, non-cancelled posted shifts with at least one confirmed worker to all non-cancelled posted shifts.

Worked line

A shift can carry dozens of history lines (offers, applications, withdrawals). Only the confirmed, non-cancelled line is used for worker-related indicators. Without that filter, the number of distinct workers would be overstated by a factor of 3.

Local times

Timestamps are stored in universal time and converted to Eastern time (America/Toronto) for all hourly, daily and monthly analyses.

Posting lead times

A shift's reference date is the first trace of its existence (shift creation, first offer or first confirmation, whichever is earliest), because series shifts are sometimes recorded after the worker's confirmation. This correction lowers the share of shifts posted under 24 h from 25.8% (raw measure) to 23.4%.

Hourly rates

The "average hourly rate paid" is the rate paid to the worker, weighted by the number of shifts. Outside warehousing and health care, workers are self-employed and paid by the hour; in warehousing and health care, they are employees. It excludes tips, employer contributions and the price billed to the client. Clients set the rates of salaried staff and, with flexible pricing, the posted rate of on-demand shifts, which the self-employed worker can complement with a proposal. Year-over-year comparisons cover January-August of each year.

The food-service curve in Figure 2 excludes warehousing: the 2026 point ($23.21) is computed directly in the database by excluding the warehousing domain (pre-2024 warehouse shifts, marginal, remain in the 2021-2023 averages). The warehousing curve is the average hourly rate paid to salaried workers on mandates, plotted from 2024, the first year of mandates; it does not include vacation, statutory holidays and benefits, which add to their total compensation. The "sports and leisure" sector (131 shifts, atypical rates) is excluded from all averages.

Confidentiality

No statistic is published below 30 shifts per cell; job × region × month crossings, too fine, are not published. No data allows a worker, an establishment or a client to be identified. Locations are limited to the administrative region and no personal data is published.

Limits

These figures describe Goodjob's activity, not the whole of Quebec's flexible labour market. The portfolio is concentrated (the top 20 establishments account for 49% of shifts) and historically rooted in the Capitale-Nationale. The trends are robust; absolute levels should be read as those of a platform, not of a province.

External sources

Government of Quebec, general minimum wage rate 2021-2026; Ministère de l'Immigration, de la Francisation et de l'Intégration, Multi-year Immigration Plan 2026-2029 (November 6, 2025).

GOODJOB

The next shift starts tomorrow morning.

Goodjob connects establishments that need someone tomorrow with people ready to go. Institutional food service, hospitality, events, cleaning, health care, logistics. Price known in advance, no exclusivity, and the choice of who comes back to you.

goodjobapp.ca

Mobile app for workers · web and mobile app for managers

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Next step: a 30-minute demo in your establishment, or the next edition of the scorecard in your inbox.

Goodjob 5-Year Scorecard of On-Demand Staffing in Quebec · First edition, launched on November 17, 2026 at the ITHQ for Goodjob's fifth anniversary. Reproduction permitted with the credit "Source: Goodjob 5-Year Scorecard".

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