Chauffeur Policies Procedures & FAQ

01 Starting my shift - things to know and do.

Â Updated 23 August 07:05 by @greg.paffÂ

1. New Auto Chauffeur Job Allocation upgrade.

    1. After logging on to the Job APP have you checked you are connected to the server and you are on Auto Job Allocation - Job App needs to display the **Auto-accept is On** message.Â If not refer to FAQ How the Auto Chauffeur Job Allocation of Chauffeur Jobs to Chauffeur Job APP works**.**

Â Updated 28 July 2020 22:58 by @Reception Staff at Iconic Productions Sydney - FaithÂ

1. Change point 14.Â At the start of a shift if the cars are at the new address of

    - Iconic Productions Warehouse & Studios
      Unit 13 / 94 Bryant Street
      Padstow NSW 2211
      Australia
    - Drivers are to wash the car at the warehouse or at Car Spa location upon approval or at any approved car locations.
    - Access to the warehouse still requires permissions, unless you are authorised with Key Asset Authority.Â Speak to your Supervisor for approval.

When starting your shift, follow these procedures.

1. Arrive at the vehicle location pick-up point approximately 10-15 minutes before your shift starts. For example if your shift is 6:00 in the morning you should arrive to pick up the car by 5:45. At 6:00 you should be online and available.

2. Enter the property and collect the correct key for the vehicle you are allocated. Keys may be located in Key Security safety box. To open the box, do as follows ...
    1. Open the front cover.
    2. Dial the PIN you have been provided.
    3. Press the button on the left and right (together) to open the box.
    4. Collect the key for your car.
    5. Close the box.
    6. Spin the number dials, so that it does not show your PIN that was entered.
    7. Close the cover.

3. Enter your work shift codes as per the company policy.

4. Proceed to the vehicle and check the vehicle before your start shift for damages, scratches, supplies and if it requires a wash. Report any issues to Steve or the events team immediately.

5. Check the inside of the vehicle that it is clean.Â If it is not before you commence your day's shift, use the dustpan and brush or vacuum cleaner to clean the vehicle.

6. Check the outside of the vehicle that it is clean.Â If it is not clean it with a chamois or sponge

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or pick any leaves/debris.Â If the vehicle is dirty then follow company policy on how to clean a vehicle.Â Cleaning a vehicle must be done before a shift start and the warehouse or approved carwash locations.Â The vehicle must not have a detailed clean at a car wash at start of shift.Â Detailed vehicle washes are only permitted by the vehicle transport manager. The exception is if a CCRP has dirtied the vehicle during the journey.Â If this occurs contact the vehicle transport manager for approval.

7. All vehicles are Keyless Entry and Keyless Start. To start the vehicle, keep the key in your pocket. Do not leave the key in the car at any time.
    1. Place your foot on the brake and keep it there.
    2. Press the Start Engine Button until the engine starts.
    3. Remove your foot from the brake.

8. Enter the passcode to the mobile device.

    The passcode for each phone in each vehicle relates to the number part of the registration of the vehicle.

9. Set your Iconic Bluetooth iTrip unit and earpiece and turn on and ensure it is connected to the Iconic Chauffeur iPhone.Â For instructions on how to turn on your Bluetooth iTrip device refer to this link.
    1. To ensure it is connected go into the iPhone Settings.
    2. Press on Bluetooth and find the iTrip device and check if connected.Â If not connected, turn your iTrip Bluetooth on and then press once on the correct device until it says **connected**.

10. Set the climate control of the vehicle to the required company policy as per the chauffeur vehicle etiquette. The required company policy for climate control in the cabin of the vehicle is to

    1. Always maintain climate control in the vehicle.
        1. The temperature must not be less 1/4 of the Cold Element or 1/4 of the Heat Element of the temperature knob.Â Normally this is about 18-21 degrees at the cold end and 22-24 of the hot end.Â Or where the vehicle has a knob about 9 and 3 on the dial.
        2. The air-conditioning must always be on (windows never down - unless the customer requests it) and the vehicle climate controlled.Â If unsure of how to maintain climate control speak with your supervisor.

11. Set the Radio Station to the company policy as mentioned in the chauffeur vehicle etiquette. The company is endorsed by radio station 95.3 (**SmoothFM**). At all times the radio in an Iconic Chauffeured vehicle must always be set to radio station 95.3 (**SmoothFM**).
    1. The exception to this is when a CCRP requests to have the radio station changed. This is **allowed**, however after dropping off the CCRP, you **must return/change** the radio station back to 95.3 (**SmoothFM**)

12. At the bottom of the screen you will see four programs.Â You will need to open each one individually (one at a time).Â Do not try to open them all at the same time.

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The Tracker APP.Â To open and start the tracker app do the following ...

1. Press on the APP to open up the tracker APP.Â When you see the following loading screen press the **Start Button** on the bottom right corner.

   Please note: you will no longer need to login or monitor or check if the tracker is on.Â Simply open the app, Press START and then press the Home Button and return to the APP Home Screen to open the other programs.
2. This will let the office staff know you are available and ready for work.
3. **Do not** Close the Tracker Program.
4. At **no times** should you
    1. press the **STOP** button, until your shift has ended.
    2. press **STOP**, when offline or on a break.

1.

2. Return to the home screen by pressing the **HOME** button
   Press the UBER App to complete your login process to commence your shift for work. Login in with your details as instructed below.
    1. Type in your **USERNAME** as provided to you and your **PASSWORD** as provided to you.

       Press **SIGN IN** after entering your username and password.
       Remember your username name is often the first 5 letters of your first name - followed by - . - followed by - the first 5 letters of your last name.

4. Return to the home screen by pressing the **HOME** button
   Google Maps.Â Press this APP to have it ready and loaded.Â Nothing else for you to do.

6. Return to the home screen by pressing the **HOME** button

13. **Slack must be opened on your Phone and not the Tracking Phone.** This is important to avoid issues with tracking.

(inbetween Tracker and the UBER App).

5.

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2. Sign into Slack as would normally do.

14. If required select the vehicle you have been rostered on to use by clicking on **SELECT A DIFFERENT VEHICLE**.If the correct vehicle is chosen, click on **GO ONLINE.**

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16. You are logged in. The system will show you a map and your vehicle location. Please note that the image of the map may be different to the one you are seeing. This depends on your permission settings, updates and type of vehicle you are driving.

    You are shown as a vehicle.

17. You are now ready to proceed and receive jobs.

18. Proceed to your first core area as stated in your roster or if provided by phone.

Attached files:

Unique solution ID: #1102
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