Chauffeur Policies Procedures & FAQ

Chauffeur Hero Job procedures and policy.

Chauffeur Hero Jobs are chauffeur jobs for CCRPs are handicapped, disabled or have special needs and require to be driven and have a chauffeur with them during the jobs. It is similar to an As Directed (AD).

If you are allocated a **Chauffeur Hero Job**, you are required to provide the same chauffeur experience as given to all CCRP's with the knowledge that the CCRP requires additional care or attention because of their disability, handicap or special needs.

DO NOT GIVE YOUR PERSONAL CELL/MOBILE TO THE CCRP. Provide them with the Iconic Chauffeur Cell/Mobile Phone Number you are given and use for your chauffeur work and you can provide them with the office number if they cannot reach you directly.

All Iconic Chauffeurs are to be familiar with our Chauffeur and Driver safety education policy or refresh their understanding of the policy on a regular basis or at least 1-3 hours before the **Chauffeur Hero Job**, in particular

1. Assisting riders with a disability;
2. Helping people with specific disabilities;
3. Respect Personal Space.

Iconic's **Chauffeur Hero Jobs** are focussed mainly on providing transportation and chauffeur like services to the CCRP. The concept of offering this service to those with a disability is based on the mission to reduce social isolation and build more inclusive communities, through the services of Iconic Productions. Iconic's **Chauffeur Hero Jobs** are to provide support to those requiring, chauffeur transportation, seeking companionship and non-medical services. A few of the regular **Chauffeur Hero Jobs** we provide to these specific CCRP as a chauffeur are:

1. **Social Outings & Events** (where the chauffeur transports the CCRP and stays with them, supports them as a chauffeur would to their king or queen).

2. **Companionship** (this is similar to above, however it could mean that you take the CCRP out to markets and then offer the companionship of talking to them over a coffee or lunch).

3. **Domestic Assistance** (where you may carry in the groceries after taking them out to shop).

4. **Outdoor Adventures** (similar to social outings, however you actually take the adventure with the CCRP).

The **Chauffeur Hero Jobs** and the service we offer **do not include** and **must not include** the following:

1. Maintenance, building, repairs or climbing ladders (for any purpose).
2. Using machinery (i.e. Chainsaw or a Whipper Snipper)
3. Personal Care (such as showering, washing, cooking, changing their clothes, feeding).
4. Medication Dispensing or any form of medical advice or support. **Remember you are not a doctor or nurse.**

5. Any sexual or lewd favors, requests or acts of any sexual nature.

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If you feel unsafe or are not sure about a situation or request, you must immediately contact your department supervisor for advice. If the matter relates to a medical emergency, you must call 000 first, then contact your department supervisor. We do not expect you to enter any situation in which you don't feel safe. If you are at direct risk, remain in the vicinity of the CCRP and if necessary, call Emergency Services. If you are not at direct risk but feel uncomfortable in a specific situation, please communicate this with the CCRP and/or the CCRP's primary contact as well as your department supervisor.

What do you do if you receive notification of a Chauffeur Hero Job?

1. @eventmanagers will forward you the initial notification on your chauffeur channel with details.

2. read the details and confirm with @eventmanagers you have received the job notification and if you have questions forward this at the same time.

3. When the job is confirmed by @eventmanagers with the CCRP, the following may occur:
    1. **The CCRP may call the office** and wish to speak with the allocated Iconic Chauffeur doing the Hero Job. The office will transfer the call to the allocated Iconic chauffeur (ie: you) and you can speak with the CCRP. If this occurs you need to obtain the following details: **DO NOT GIVE YOUR PERSONAL CELL/MOBILE TO THE CCRP. Provide them with the Iconic Chauffeur Cell/Mobile Phone Number you are given and use for your chauffeur work and you can provide them with the office number if they cannot reach you directly.**

        1. The **Day**, **Date**, **Month** and **Year**.
            1. Example: Monday 8 August 2016

        2. The **exact pick-up time** (actual **pickup time**). This is the time the CCRP would like you to pick them up, not the time they are to depart from the pickup address.

        3. The **Full Pickup Address**. That means:
            1. Ask them if it is a residential place or a Store or company location.
                1. If it is a store or company location, obtain the name of the store or company of the pickup address (if applicable)
            2. Unit or apartment number (if applicable)
            3. Street Number
            4. Street Name
            5. (nearest cross street)
            6. Suburb
            7. Postcode
            8. State
            9. Any specific pickup instructions: (will they be providing a disability permit for parking?; are there stairs?; Do they need assistance to the car or from the property?; Will they have a collapsible wheel-chair, or walking stick or crutches?; Will there be any bags, luggage items to carry or take)

        4. The best contact **telephone** number. We always recommend a cell/mobile phone.

        5. Confirm the **name of the person** you will be picking up.

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6. The **Full Drop Address.** That means:
    1. Ask them if the drop off location is a residential place or a Store or company location.
        1. If it is a store or company location, obtain the name of the store or company of the pickup address (if applicable)
    2. Unit or apartment number (if applicable)
    3. Street Number
    4. Street Name
    5. (nearest cross street)
    6. Suburb
    7. Postcode
    8. State
    9. Any specific drop-off instructions: (are there stairs, do they need assistance from the car to the property? Do they wish for you to be with them or wait? Will they require assistance at the Drop-Off Location? If YES, what kind of Chauffeur Hero assistance is required)
7. The **exact time** they need to be at the **Drop Off Location** Address.
8. The estimated number of **Hours** they require for the **Chauffeur Hero Job**?
9. The actual disability they have and the type of Hero Assistance they require for this job?
10. After obtaining all the details above, forward these details in the same order to @eventmanagers on your chauffeur channel.
11. Wait for @eventmanagers to input the details into our chauffeur bookings job sheet and the allocation of the job to you. At times, depending on rosters or other work, the Chauffeur Hero Job may be allocated to someone else.

2. The CCRP calls and speaks or uses our chauffeur booking form and @eventmanagers calls and confirms the details as above with the CCRP. If this occurs, the @eventmanagers will forward you all the job details. At times, depending on rosters or other work, the Chauffeur Hero Job may be allocated to someone else.

4. The @eventmanagers will create a chauffeur call sheet job for you and place it on your work calendar. You will be notified by the @eventmanagers on Slack.

1. Once notified on your chauffeur job channel, you are required to check your chauffeur call sheet jobs and confirm them by pressing YES.
2. You are to inform the @eventmanagers on slack that you have confirmed your chauffeur jobs.
3. Set yourself slack reminders for the pickup time and ensure you give yourself enough

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time to travel to the pickup location before the pickup time. Take into consideration the distance you are, the time to get there, possible traffic and other factors.

4. Wait until the date of the Chauffeur Hero Job arrives and commence your chauffeur work and proceed in providing the Iconic Chauffeur Standard to the CCRP. You will be required to use the chauffeur codes for **VIP Jobs** for all Chauffeur Hero Jobs.

5. On the day of Chauffeur Hero Job remember to do the following:

1. Set yourself slack reminders for the pickup time and ensure you give yourself enough time to travel to the pickup location before the pickup time. Take into consideration the distance you are, the time to get there, possible traffic and other factors.

2. Approximately 45 to 60 minutes before the Chauffeur Hero job go offline on the chauffeur job app.

3. Ensure the vehicle is spotlessly clean, inside and out.

4. Ensure the vehicle has a pleasant and mild odor of air-refresher. If not ensure it does by gently spraying the inside of the vehicle.

5. Ensure you are well-groomed and presentable as per the company policy on chauffeur etiquette.

6. Ensure the vehicle has more than 1/4 of a tank of fuel. The Chauffeur Hero Jobs are classified as VIP jobs and thus a CCRP should not ever have to wait in the vehicle for the Iconic Chauffeur to refuel. This is unacceptable.

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Questions Asked and Answered:

1. **David Phillip | 11-Aug-2020 02:47 |**
   Question: Under "What do you do if you receive notification of a Chauffeur Hero Job?" Point 3.9 states to confirm: "The actual disability they have and the type of Hero Assistance they require for this job?" Is there a set script or procedure for this directive when speaking with CCRP? Is it ok to use the term "disability" when speaking directly with CCRP in this regard?
   a. answered by @greg.paff 11-Aug-2020 10:53
      a. 3.9 is when they call you direct to make the booking. It does not happen alot a customer calls you direct. Most times it is a repeat VIP Hero customer who calls you and you would already know their disability from earlier VIP jobs you were assigned to with them.

      b. There is not script for how to ask them. Be considerate and understanding. Ask by "May I please know the disability you have for me to ensure I provide you with the highest service and assistance". Remember most times you

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already know the VIP Hero and don't need to ask this.

c. I use the word disability. You can use this word. I see you did your disability training. Maybe do it again.
https://staff.iconic.productions/KB/index.php?solution_id=1450

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2. **david.phillips Apr 16 2020 at 13:31**
A question then from my own reference and retraining. I know all iconic policy and for chauffeurs is that males are addressed always as "sir" in a case like this where the ccrp has formally advised that he would rather be referred to by his Christian name would I respect this in all future dealings with this ccrp? Knowing of course it would be preceded with "Mr".
    1. **Answered by steve.baltzois Apr 16 2020 at 13:32**
        1. This is correct, we always refer to them as Sir/Madam and if the CCRP requests otherwise we then acknowledge that request and maintain that request at all times with the CCRP until the CCRP advises otherwise. We always remain professional. No matter how long you know the CCRP especially if they are regular customers, they are not ever your friend or family member. They are an Iconic Customer and must be treated professionally in all business related dealings when you are working under the Iconic Brand for work related purposes. Never cross the line of professional to friend as an Iconic Worker with any Iconic Customer, associate, contact or CCRP.

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1. **david.phillips Apr 13th at 20:45**
first question in regard of "Hero" VIP job on Thursday. Am I allowed to use toll roads on drive from home to ccrp location to arrive by 7.00am sharp?
    1. **Answered by steve.baltzois Apr 13th at 20:51**

        1. This is not allowed.

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2. david.phillips **Apr 13th at 23:50**
questions: I have accepted job as per my call sheet. Job is currently over 48 hours away, at what point am I to use the code "vc?"
Nearly all details for job are on call sheet at time of writing except actual "Pick up" address. Will event team be providing this or am I to follow this up with ccrp?
    1. **Answered by steve.baltzois Apr 14th at 01:29**

        1. You normally are required to enter the VIP code of “v c” without the space as you receive the chauffeur event call sheet for the job immediately after you confirm it. The only other thing is you would provide the date and time of the job as well. VIP jobs are often pre-booked chauffeur events and placed on workers call sheets in advanced, similar to how you normally do it with a show event.
        The server will also send out reminder emails of the chauffeur event job, similar to show events. Do you receive the reminder notification emails during your Event Call Sheet Rosters?

        On the actual day of the chauffeur event job you would receive about 3 reminder emails from the server. One 3 hours before hand, one at The hours before hand and one at 1 hour before hand. On the 3 hour reminder and 2 hour reminder you would type in the code with the date and time of the job. We use this system to ensure that chauffeurs are on point and focussed on-time, are aware of their upcoming VIP jobs planning and are not at all forgetful.

        This was implemented after an incident where a chauffeur woke up late and missed a VIP job for a big contract that we irritatingly lost. Since that incident

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we have not had one VIP chauffeur job late, forgotten or a chauffeur slept in.

The answer to your second question
The missing address, this is a system security safety feature we provide and have for our VIPs for their safety.
For example you are given a VIP job for Hugh Jackman. The system will block the address from you until all security measures are done. We don’t want workers to give out address details of our VIP CCRPs to friends or magazines or journalists of where the VIP is staying. As this is your first VIP job you may find the system won’t provide the address until a few hours before your 3 hour reminder.
You do not need to call and confirm the address details or any of its details for a VIP Job unless it is written in the P/U or D/O instructions.

Attached files:

Unique solution ID: #1488
Author: n/a
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