ERM User Manual

Personal Chauffeur by the Hour being offered to all Tier 1, 2 and 3 CCRPs (aka AS DIRECTED)

While our advice is to stay at home if we can, we understand that some travel is still essential. That is why we are offering all our Tier 1, 2 and 3 CCRPs the opportunity to travel safely and we would like to provide options for our all our CCRPs to make moving as easy and safe as possible.

The Hourly Chauffeur service is a temporary service we are piloting during COVID-19 that lets our Tier 1, 2 and 3 CCRPs secure an Iconic Chauffeur by the hour to help the CCRP complete all their essential travel done in one go. It provides the CCRP the peace of mind of fewer interactions with people, with one Chauffeur, one vehicle waiting for them while the CCRP completes their essential errands.

To provide this service to our CCRP and to charge the CCRP the correct rate for the booking an additional Chauffeur Code has been added to the Chauffeur Codes Policy, that all chauffeurs are required to use when an Hourly Job is allocated to you on the company i-Phone Job App. The code to use for this Chauffeur Event booking to confirm you have received the job is **JH** which is listed in the Chauffeur Codes Policy, as ***Iconic Hourly T1-3 Chauffeur Job***. All other codes relating to arrival, pickup CCRP and drop off is the same. All other chauffeur policies remain the same with this booking.

What do you do as an Iconic Chauffeur when you are allocated the Iconic Hourly T1-3 Chauffeur Job:

1. Contact the CCRP immediately and confirm with the CCRP their destination and any additional stops (if they have).
2. Ask the CCRP how long they will be using the service with. The booking duration.
3. Ask the CCRP where is the best location you can park/wait for them at each stop.

All existing and new CCRP's will be informed of this new service by an email campaign.

In case a CCRP ask you, as and Iconic Chauffeur how to book this Hourly Chauffeur Service here are the instructions to help explain it to them. As an Iconic Chauffeur you are required to be aware of the services we provide and to know how it works to assist any CCRP if they ask.

- **Explanation and Instructions of How a CCRP can request the Hourly Chauffeur service with Iconic Productions:**
    1. The CCRP uses their booking app and enters their first stop (address/location) in the app as they normally would. They'll be able to update each stop as the trip goes on, including their final stop.

    2. The CCRP chooses ‘Hourly Driver’ as their booking request – and the booking app they are using will display the base fare for the first hour, excluding government imposed levies in NSW, or any tolls. They can tap through for more information on their booking app.

    3. The CCRP taps ‘Confirm Hourly Driver’ to complete their booking request for the job. There is a one hour minimum booking for this service, and the cost to the CCCRP will be charged on a prorated basis per minute thereafter. If they book for 1 hour and use less than the hour we will start charge the CCRP for the entire hour. This could mean that the CCRP has you waiting for the remainder of the hour at the drop-off location until the full hour is used. If this is the case that is acceptable as they are being charged for a minimum of 1 hour. If the CCRP does not wish for you wait around and has not used the whole 1 hour, you can complete the job as normal, check you are

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https://staff.iconic.productions/KB/content/0cat=34/548/en/personal-chauffeur-by-the-hour-being-offered-to-all-tier-1-2-and-3-ccrps-aka-as-directed.

only and continue with other jobs and priority of movement for vehicles.

4. Once the job is allocated to you, as an Iconic Chauffeur, the CCRP can chat with you before you pick them up. The CCRP can use the in-app messaging system to let you, the Iconic Chauffeur, know how long the CCRP thinks they may need you for the booking. This helps the event managers to know how long a vehicle is booked out for and for allocating work to other vehicles. While we hope the CCRP does this, the chances are unlikely. If they do this and advise you of the estimated number of hours they will be requiring you, directly under the job code you last entered (DO NOT USE OR CREATE A THREAD) for the particular job tag @steve.baltzois - followed by the name of the CCRP - followed by the number of hours the CCRP said. For example **@steve.baltzois Wilma requested 3 hours**. A CCRP can request an Iconic Chauffeur for a maximum of 8 hours.

Questions Asked and Answered:

1. David Phillip | 31-May-2020 08:46 |
   Questions.
   Under "What do you do as an Iconic Chauffeur when you are allocated the Iconic Hourly T1-3 Chauffeur Job"

   1) When it says "Contact the CCRP immediately and confirm with the CCRP their destination and any additional stops (if they have).

   Does this mean to call CCRP using company i-phone?

   2) Where it says "Ask the CCRP where is the best location you can park/wait for them at each stop"

   What happens if they give ambiguous reply e.g. "I won't know until we get there" or "we'll work it out later?"

   a. answered by @steve.baltzois 31-May-2020 17:46
      a. An Iconic Chauffeur does exactly as any other job. As this is a service for our Tier1-3 CCRPs there is no different to what is done. Codes entered as required and the follow the same procedure and protocol as a Tier 1-3 CCRP.

      b. Contacting a CCRP is the same thing as you would normally contact a CCRP. you can call them through the Job App or use the internal message system on the JOB APP. I do recommend to call them. We always use the company iPhones for all calls to all chauffeur CCRPs.

      c. The ambiguous reply is very much going to happen as they are Tier 1-3 CCRPs and this is new to them. If the reply is ambiguous accept it for what it is, make a note on Slack as normal. As they are on an hourly charge / AS DIRECTED service they do not have to say where upfront. They are paying by the hour and that means that can ask us to go wherever they wish, as long as it is safe and complies with all the community guidelines and safety procedures.

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Attached files:

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