Sales / Event Staff

What do I do if I have seen a broken, or damaged prop, equipment or item or I have broken or damaged company prop or equipment.

Updated FAQ by Beau Sherman | 05 Dec 2019 13:28

1. The company administration team has been looking at a faster and more instant way to report
    1. damages to props, equipment wardrobe.
    2. lost props, equipment or wardrobe
    3. cleaning requirements
    4. low stock order requests
2. We have now created an instant form that is to occur immediately when requested or no longer than 60 minutes from the time an incident for props, equipment, wardrobe occurred.
3. This is an instant online form that will automatically go straight to the appropriate department as the server determines it based on the selection process.
4. It stops all need to have to access ProjeQtor to add the item and reduces the work load of all supervisors by having to fill out the long details of the ProjeQtor.
5. The form can be completed by all workers of the company who have and can be verified by a slack account.
6. The form is very easy to use and takes approximately 3-5 minutes to complete as long as there is internet access.
7. The form works on all smartphones, tablets, and PCs but is designed to be quick responsive and available on the actual smartphone regardless of the size of the screen.
8. The form can be used for all
    1. event items, props, production or technical equipment
    2. wardrobe / costumes / uniforms
    3. administration/office equipment (eg: desk, chairs)
    4. computer parts / components / devices (computers screens, monitors, bluetooth devices, printers network cards, modems etc)
9. Damages to other items as listed below please refer to the links as listed below.
10. To use the new **Damage or Low Stock for Props Equipment or Wardrobe Form** click here.
    1. After completing the form, you will be required to copy the submission ID and post it on the props_wardrobe channel for reference.
11. After the form is completed and submitted, the administration staff (receptionists) are now responsible for adding the details to ProjeQtor.

The use of company equipment while at work, regardless of whether it is in the office, at an event, during transport, loading or unloading, or during a bump-in or bump-out all workers and contractors have a responsibility to report the item immediately to their supervisor or on the department channel. Failure in reporting it immediately can be seen as an attempt to mislead the company with regards to damaged equipment and the worker can be held liable for breach of company policy and repairs or replacment of the broken or damaged equipment.

If you find, see or have broken or damaged any company equipment you are to report it immediately using the following process

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Description of Item Broken or Damaged ...
Vehicle damage / trailer damage

1. **Where to report it?** use Company form.
2. **What do you need to do to report it?**
    1. Take a photo of the damaged item.
    2. Refer to the Vehicle Travel Log Safety Check Form. Click here for the FAQ policy.

Description of Item Broken or Damaged ...

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Vehicle accident

1. **Where to report it?** use Company form.
2. **What do you need to do to report it?**
    1. Complete the company vehicle accident form. Click here for the FAQ policy.

Description of Item Broken or Damaged ...
Property Damage (eg house, gate, fence, building)

1. **Where to report it?** use Company form.
2. **What do you need to do to report it?**
    1. Complete the company property accident form. Click here for the FAQ policy.

Questions Asked and Answered:

1. **David Phillip | 29-Jun-2020 12:58 |**
   Question. This Faq states under point 2: "We have now created an instant form that is to occur immediately when requested or no longer than 60 minutes from the time an incident for props, equipment, wardrobe occurred" However at end of Faq it clearly states: "If you find, see or have broken or damaged any company equipment you are to report it immediately" and that failure to do so could be seen as attempt to mislead company. Is there a 60 minute leeway once a damaged item has been discovered? Await clarification.
    1. answered by @nikolas.harrington 29-Jun-2020 14:52
        1. the form allows up to 60 minutes from the photo taken. Someone can be doing something busy and not able to complete the form and the date is within 60 minutes of the form submitted. The policy of immediately report it is what everyone has to follow.

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2. **David Phillip | 10-Dec-2019 11:33 |**
   Question: For all damaged props or items reported, does the supervisor/actors captain still need to complete activity of ProjeQtor?
    1. **ANSWERED BY @beau.sherman | 11-DEC-209 10:16**
       No. The adding of the form details is now the responsibility of the administration staff. This is to reduce the paperwork load on all supervisors and make the notification of these damages more instant. You still have to notify the @eventmanagers of the submission ID of the form for reference.

Attached files:

Unique solution ID: #1457
Author: n/a
Last update: 11-Dec-2019 12:01

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