Customer

If unsure on something or anything about my job or role or there is a problem or a question asked has not been answered, what should I do?

Iconic Productions and the Company Directors stand by the **strong Brand and Level of Performance** that makes Iconic Productions **successful**, **one of a kind** and **Iconic** in every way.

NEVER ASSUME AND ACT or DO WITHOUT BEING 100% ACCURATE.

The actions, work ethics, conduct or behaviour of a person can lead to safety issues, damages, errors or liabilities.Â The company has a very strict policy that has created one of the safety work environments for all Iconic Workers, customers, contacts and associates.Â When an Iconic worker's actions, work ethics, conduct or behaviour is of the following things it can lead to safety issues, damages, injuries, errors or liabilities.Â Such things do happen however when those errors happen because of

- Lack of judgement
- Not following company procedures
- Rushing
- Not seeking advice or support from the team supervisor or experienced staff
- Lazy or tardy behavior
- Being lazy and making excuses.
- Doing things on the last minute or day of the required work or task.
- Over-estimating
- Guessing
- Making assumptions
- Unsureness or Being unsure.
- Thinking you know it all.
- Saying sorry or Asking for help after the issue has occurred because you have not followed proper procedures or the never assume policy.
- Acting and doing the job when you are not 100% accurate of what to do.
- Waiting for the last possible moment to ask for additional training.
- Having bad or poor time management.
- Living an unhealthy lifestyle.
- Not asking for help at any time or any occasion.
- Be worried someone will make fun of you if you ask a question multiple times.
- Not communicating the truth of your understanding or ability to do the work you are rostered to do.
- Taking illegal drugs or excessive alcohol while working.
- Feeling overwhelmed or just crying and telling another person you are not coping, rather than asking for support with the appropriate person.Â When you tell others of your problems rather than the right department person or you gossip of your problems rather than dealing with your problems with a supervisor.
- Accepting work that you know you are not skilled or trained to do.
- Expecting someone or everyone else to do your work.
- Doing the least amount of hours/time required to do the work.
- Not communicating your feelings of inadequacies or inability to do the work to the appropriate people.
- Trying to be brave and do work you know you cannot do just for the sake of it or for promotion or payroll bonuses.
- Trying to please the supervisor by making it look like you can do the job to keep your job.
- Trying to look smart and experienced in front of your peers (eg: gloating)
- Doing something because of peer pressure.
- Thinking you know it all and never have to re-learn or re-visit a training manual or policy or do additional training.
- Stop learning or reading or training because your work hours or shift has finished.

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- Have the expectation to only be paid to learn, train and improve your own skill set, knowledge and experience.
- Tell someone else to speak to your supervisor when you are not coping or need help.
- Give up and not care at being more experienced and knowledgeable in your job or in your work.
- Gossip and complain to others about the problems you are having with the work or expectation required of you.
- Not put the required hours either paid or unpaid to be well informed, well trained and knowledgeable in the work or job or task you are required to do.

it can and is highly probably it will affect your work, your work environment, other workers and lead to different levels of seriousness with safety and hazard issues, damages, errors, liabilities for everyone involved.Â **The company does not accept or tolerate this**.Â The company prides itself with the high standard it has created and maintained for many decades and with the **SAFETY ALWAYS first** policy **YOUR FAILURE** to comply with this policy may demonstrate your incompetence to conduct yourself in a professional and safe way or be Iconic as required to be a worker of the Iconic Brand, to ensure every person connected or associated with the COMPANY is safe and enjoys their time and experience with the COMPANY.Â Being liable or in breach of this policy is because you have failed to remain professional at all times, to develop or improve your skills using the FAQ, your supervisors or experienced colleagues.

Errors created by the list above create safety and hazardous issues for everyone involved, connected or associated with the company; cost the company money and does not look or maintain the company brand and what **Iconic Stands for**?

It cannot be said enough that if your actions, work ethics, conduct or behaviour is one of the items listed here **IT WILL** create safety issues for everyone involved from the start of that work activity to the completion of that work activity.

Because of all this, the **Iconic Productions COMPANY POLICY** with regards to when you are not 100% confident in doing a role and/or task is to

NEVER ASSUME AND ACT or DO WITHOUT BEING 100% ACCURATE.

This means that if you are **not ever 100% percent certain** of what to do you or

- If unsure on something or anything about your job or role or activity or duty or task
- or there is a problem;
- or a question asked has not been answered in a reasonable time;
- or an answer given is confusing or not clear enough

are to **ALWAYS SEEK SUPPORT** FROM 1 or more of the following locations and places as mentioned below ... Until you exhause the whole list as mentioned below do not assume, guess or try to handle a situation where you are not trained or have limited or are inexperienced in handling.Â There is always someone who is experienced in the matter or problem at hand that can assist you.

1. @eventmanagers in any channel/department you are registered to work in.
2. @name_of_iconic_worker that works in the same channel/department as you.Â To see the staff list, open the Workspace Directory on Slack.
   If unsure how to do this,
   1. Click on
      in your Slack Program.
   2. You will see the **Workspace Director** as shown below (please note it make look different on your system

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    3. Press the Workspace Directory to view all the staff Directory you have access to speak with
3. Your Team Supervisor in your department / channel.
4. Use the company Main Directory Board of Phone Numbers to call for assistance.Â The company main phone directory list board is found here click here.
5. Call Steve B **(Senior Producer)** direct on his cell phone/mobile number.Â If he is not available his EA will contact him for you.
6. The Company Directors or CEO's

Attached files:

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