Staff Training and Training Videos

Grooming, Body Odour, Hygiene and Company Etiquette for all Iconic Workers and Contractors

Â Updated 14 Sept 2020 12:53 by @Reception Staff at Iconic Productions Sydney-Holly on behalf of Executive Team Â

1. From the Executive Meeting last Friday to go with the times of the language used currently the term "master" for CCRPs under the age of 16 are now
    1. to be referred to as "young man" if the CCRP is male
    2. to be referred to as "young lady" if the CCRP is female.Â
    3. The term "master" is obsolete.
2. Ladies and gentlemen could now be replaced with "Folks".Â The term "Ladies" or "Gentlemen" can still be used.
3. If there is a mix of woman and man in the group the term "Folks" is adequate.

Whether you are a worker, contractor or employee of Iconic (the company) you are required, as an Iconic worker to always remain professional, respectful courtesy and honorable in all your dealings with the company customers, property accommodation owners or hosts, suppliers, other Iconic workers, volunteers, associates or affiliates (herein known as ***Iconic Associates*****.** The high standard of Iconic and the companyâ€™s brand image is a precedence not seen in many companies. Therefore as an Iconic worker you must always maintain the high standard of the Iconic Brand and maintain the goodwill of the company brand and image.

In addition to the high standard the company prides itself on to be a professional Iconic worker there is a set etiquette that is required from you to be and continue to be an Iconic Worker. At Iconic Productions our ***Grooming, Body Odour, Hygiene and Company Etiquette dress code*** typically requests that all workers exercise good judgment regarding their appearance and hygiene. Failure to maintain and behave per the etiquette of an Iconic worker may result in termination of your work, agreement or contract with the company. It is imperative that you understand, acknowledge and behave with the etiquette that makes Iconic, so Iconic and to always stand proud of the work you do, the experience the people who connect or engage with you receives and the goodwill of the company brand.

Grooming, Hygiene and Appearance Etiquette:

1. Always wear black pants (no shorts), black shirt, and the company Iconic Black Production Crew Vest where provided.
2. Always wear formal shoes or safety boots. No sneakers, flip-flops, crocs or other types of shoes.
3. Your uniform and clothing must always be ironed and washed/clean on a daily or weekly basis (where required).
4. Your uniform and clothing should not be faded, have tears or showing signs of age (for instance: fraying).
5. Try to be clean shaven (no 5 day growths), unless it is part of your role/duty.
    1. If you have a moustache or beard it has to be groomed and tidy.
    2. Growing a beard or moustache must occur outside of the period of being an allocated work.
6. Hair must be gelled, or washed and combed. Appearance is a must and hair that appears like bed-hair is unacceptable.
7. Shower, bathe or wash on a regular basis, before or after a work.Â It is recommended that after long travels on tour or after a day staging or performing, a shower to rid the body of sweat and dirt prevents unpleasant odours.
8. Have a pleasant odor. Body odor is to be used to avoid body or foot/shoe odor at all times with anti-persiperants, disinfectants or colognes.
    1. Flatulence in the company vehicle, accommodation rooms, at venues, or near customers, suppliers, hosts can be deemed offensive by others and can be found to

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be disrestful and leaves horrible odors. All workers are to resist flatulating in a company vehicle, accommodation rooms, at venues, or near customers, suppliers, hosts. If you are in need of releasing gas from your digestive system ensure you are at a respectful distance and proceed to evacuate your colon.

9. Do not pick your nose, clean your ears or teeth when close to an ***Iconic Associates***.
10. Halitosis (bad breath) is very common and therefore if you are prone to this, or eat garlic or smoke, you must have breath mints to avoid this at all times.
11. Clean hands and skin. If you have excess dermatitis or acne, makeup is required
12. No visible tattoos or piercing. All tattoos must be covered and all visible piercing must be removed, with the exception of earrings.
    1. Earrings must be small and no bigger than a 5 cent piece.
13. Do not touch or shift your private parts where you are near or in visible proximity of ***Iconic Associates***.

Communcation Etiquette:

Iconic Productions has a very strict policy on the way we handle ourselves and communicate with ***Iconic Associates*** using or seeing or watching an Iconic Event. There is no exception to this and must always be maintained at the highest standard. In addition to normal policy of communication as an Iconic worker there is even a stronger etiquette that must be adhered to at all times.

1. Always speak in English. Where translation is required, use the Google Translation APP to document and record what is being said in another language. Use this only if absolutely required. (There should never be a spoken conversation between an Iconic worker and an ***Iconic Associates*** in another language for any reason).
2. Always speak clearly and softly to be understood.
3. Always be happy, smile and enjoy the conversation.
4. Keep the communication discreet.
5. Keep the communication succient to the question and do not go into a huge conversation and elaborate.
6. Always refer to an ***Iconic Associates*** as
    1. Sir (for males)
    2. Madam or ma'am (for females)
    3. Gentlemen (for groups of males)
    4. Ladies (for groups of females)
    5. ~~Master~~ (refer to updated note on 14/09/2020 at top of policy) (for children or persons under the age of 16).
7. Only use their first name when checking/confirming/verifying/identifying or speaking to ***Iconic Associates***.
8. Do not argue with an ***Iconic Associates***, regardless of whether they may be at fault or wrong, always maintain a professional approach and be respectful.
9. Do not ask personal questions and try to avoid answering personal questions (i.e. what they do for work, where they live, salary, etc).
10. Do not provide personal answers about yourself (i.e. Living Address, Salary, Marriage Life).
    1. It is acceptable to talk about your work, your position with the company and promote the Company toÂ ***Iconic Associates*** as a potential new customer or supplier for Iconic. Remember that while you are an Iconic Worker you are also the first image they see of the company and this is a good opportunity (where practical) to promote the services and products of the company to the ***Iconic Associates***).
11. Do not talk about sex, religion or politics with ***Iconic Associates***. If the ***Iconic Associates*** commences a conversation of this matter, only listen, but do not engage or express your opinion. Refer to Active Listening Skills Technique to avoid any potential confrontation.
12. Do not talk about wages, income, where you live (address, location). It is not required and should not occur.
13. Do not talk about personal issues you have withÂ ***Iconic Associates***.
14. Do not discuss, comment or react to poor behaviour of other users / customers / workers / pedestrians or vehicles. Even if the ***Iconic Associates*** makes a comment it is important that you do not engage and professionally knod your head to acknowledge their conversation.
15. Always provide Active Listening Skills to the ***Iconic Associates***.

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16. Do not engage with a group conversation or react to the conversation be spoken amongst the ***Iconic Associates***, unless you are spoken to, then follow company policy on communicating with ***Iconic Associates***.
17. Do not accept an offer for dinner, drink, outing or a request for any social media connection or any type of relationship.
18. Do not exchange phone numbers for any reason, except during an accident or injury.
19. Do not talk about who you met, chauffeured, or serviced or what you heard, overheard, or saw to any other person or video or recording device that is external to the Iconic Company Brand (this includes otherÂ ***Iconic Associates*** who have engaged with you or you have made contact with). This means telling your friends or family that you drove Mel Gibson, or Delta Goodrem, or Russell Crowe was at the venue and he was talking about a new movie, etc.
    1. Communicating or spreading information of what you are privy will be instant termination of your role/position within the company.
    2. All communicating or sharing of information of ***Iconic Associates*** or things you may have overheard with ***Iconic Associates*** can only be shared amongst a live and active Iconic Member and within the internal staff of Iconic Productions.
    3. Do not share any information to the media.
    4. Do not share any information for money or royalty.
    5. The only exception to this policy of etiquette is if you are required to do so in case of a legal matter, however you must remain from providing the information until approved by a Legal Representative of Iconic Productions.
20. Do not over complimentÂ ***Iconic Associates***. For example, "you smell nice today" or "you look beautiful", or "what cologne/perfume are you using".
21. Be truthful and honest with all communications with ***Iconic Associates***. Do not lie or make up a story if you don't know the answer to it. Respectfully inform the ***Iconic Associates*** that you are not sure or don't know about it, then proceed to obtain the correct answer from someone within the company and if required pass it to the ***Iconic Associates***.
22. Do not ask the ***Iconic Associates*** for a dinner date, to be seen again, or for anything that is of a personal nature.
23. Always end your conversation in a positive fashion, when the ***Iconic Associates*** is departing with comments such as:
    1. Have a wonderful day.
    2. Enjoy your evening.
    3. It has been a pleasure looking after you today.
    4. Thank you sir/madam.

What to do if you find another Iconic Worker who is failed to meet the standard of this policy or is in breach of a clause stated herein:

1. First and foremost, speak with the Iconic worker privately and in a professional way as they may not have been aware of not following the clause or standard.
2. If after you have done step 1 and the worker continues the same behaviour, inform their supervisor.
3. If after you have done step 1 and 2 and the matter continues inform the **channel department supervisor on SLACK** as a direct message only.
4. If the matter continues, use the notification of liability and complete the form to make an urgent case / complaint to the company executive management team and company administrators.

Questions Asked and Answered:

1. David Phillip | 15-May-2020 08:03 |
   Q: Whilst "on tour" cast and crew may occasionally get together for a dinner or meal together. Some examples of this can be whilst all physically travelling on

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tour and stopping for a meal break. Another example may be an end of tour dinner and get together at a mutually agreed venue. Under such circumstances given that the event is not "official company business" Are any directives needed for the Supervisor to ensure that it is made clear that such events as those outlined above are NOT considered as on personal time of those who choose to attend?

a. answered by @steve.baltzois on 24-May-2020 17:22
    a. If they are travelling on tour during a break, this would be considered a work break and the break would be required to be added in the Event Job Time Sheet.Â
    b. If it is at the end of the tour and not during a call sheet roster or work activity it is personal time regardless and no directive is required.
    c. Anything during the working hours of the call sheet or work activity in this case is classified as a break. Any get together outside a call sheet roster or work activity or rostered work hours is personal time and all persons cannot classify it as work related or a break.Â It is their own personal time.

Attached files:

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Author: n/a
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