



# **EMPLOYEE HANDBOOK**

## **Policy and Employment Guidelines**

REVISED JUL.2019

**Subject to Change**

## **QSR Productions Employee Handbook**

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This handbook is designed to acquaint you with QSR Productions and provide you with information about the rules and guidelines affecting your employment. You should read, understand, and comply with ALL provisions of the handbook. It describes your responsibilities as an employee and outlines the programs developed by QSR Productions to benefit employees.

No employee handbook can anticipate every circumstance or question about policy. As QSR Productions continues to grow, the need may arise and QSR Productions reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the handbook as they occur.

## Contents

MISSION STATEMENT	4
FACILITIES AND LOCATION	4
MANAGEMENT PHILOSOPHY	4
CUSTOMER RELATIONS	4
EMPLOYEE RELATIONS	5
EQUAL EMPLOYMENT OPPORTUNITY	5
BUSINESS ETHICS AND CONDUCT	5
WORKPLACE HARASSMENT	5
PERSONAL RELATIONSHIPS IN THE WORKPLACE	6
DISABILITY ACCOMMODATION	6
EMPLOYMENT STATUS	7
ACCESS TO PERSONNEL FILES	7
PERSONNEL DATA CHANGES	7
CHAIN OF COMMAND	7
PROBATION PERIOD	8
PERFORMANCE EVALUATION	8
HOLIDAYS	8
TIMEKEEPING	8
ATTENDANCE AND PUNCTUALITY	8
PAYDAYS	8
PAY CORRECTIONS	8
WORK CONDITIONS AND HOURS	9
WORK SCHEDULES	9
OVERTIME	9
USE OF EQUIPMENT	9
BUSINESS TRAVEL EXPENSES	9
WORKPLACE VIOLENCE PREVENTION	9
EMPLOYEE CONDUCT AND WORK RULES	10
PERSONAL APPEARANCE	10
SECURITY INSPECTIONS	10
COURSE CORRECTION	11
WORKPLACE ETIQUETTE	11
EMPLOYMENT AT WILL POLICY	
12	
MINIMUM PHYSICAL REQUIREMENTS	12

## QSR Productions Employee Handbook

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PHOTO AND VIDEO POLICY	12
CONFIDENTIALITY POLICY AND PLEDGE	13
UNIFORM POLICY	15
TEAM LEADER RESPONSIBILITIES	16
PROJECT MANAGER RESPONSIBILITIES	17

### INTRODUCTION

QSR Productions provides professional stagehand and rigging resources for corporate events, concerts and production. Our mission is to set up these events with the highest quality possible for our clients while providing a safe work environment for our team members. We strive to help our team be the best in the industry. Our emphasis on professional attitude and image make us the leader for events in Oklahoma City and Tulsa.

### MISSION STATEMENT

QSR sets up all types of events including concerts, parties, and corporate events. QSR's mission is to set up these events with the best quality possible. We accomplish this in three parts. First, we want to be a part of the overall experience the customers of the venues have. We want to be a part of making that individual's experience positive! Secondly, our part of the industry includes making the lives of our clients easier by assisting Production Companies. We are a specific part of this experience. In assisting the production companies, we are helping them offer the best possible service.

At QSR we believe that this third point is by far the most important and that the other points stem from this one. We believe in people, we are a people based company. We strive to help our team be the best they can be, by providing training and course correction, when needed. We believe this extra investment in our team is what makes us stand out against our competitors.

### FACILITIES AND LOCATION

QSR PRODUCTIONS, LLC:  
2110 N Eastern Ste. 1  
Oklahoma City, OK 73160

### MANAGEMENT PHILOSOPHY

QSR Productions management philosophy is based on responsibility and mutual respect. People who come to QSR Productions want to work here because we have created an environment that encourages creativity and achievement. We strive to help our team be the best in the industry. We encourage professional attitude and image as well as providing training and course correction as needed. Because of this, QSR Productions is the leader for corporate events in Oklahoma. We believe in people, we are a people based company. To help achieve this objective, QSR Productions seeks to attract highly motivated individuals that want to work as a team and share in the commitment, responsibility, risk taking and discipline required to achieve our vision. Part of attracting these special individuals will be to build a culture that promotes both uniqueness and a bias for action.

### CUSTOMER RELATIONS

Customers are among our organization's most valuable assets. Every employee represents QSR Productions to our customers and the public. The way we do our jobs presents an image of our entire

## **QSR Productions Employee Handbook**

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organization. Customers judge all of us by how they are treated with each employee contact. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers. Customers who wish to lodge specific comments or complaints should be directed to your Manager. Our personal contact with the public, our manners on the telephone & in person, and the communications we have with our clients, or prospective clients, are a reflection not only of ourselves, but of QSR Productions. Positive customer relations not only enhance the public's perception or image of QSR Productions, but also pay off in greater customer loyalty and increased sales and profit.

### **EMPLOYEE RELATIONS**

QSR Productions believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their QSR Management Team. Our experience has shown that when employees deal openly and directly with the QSR Management Team, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that QSR Productions amply demonstrates its commitment to employees by responding effectively to employee concerns. In an effort to protect and maintain direct employer/employee communications, we will do anything we can to protect the right of employees to speak for themselves.

### **EQUAL EMPLOYMENT OPPORTUNITY**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at QSR Productions will be based on merit, qualifications, and abilities. QSR Productions does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law. Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the QSR Management Team. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

### **BUSINESS ETHICS AND CONDUCT**

The successful business operation and reputation of QSR Productions is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of QSR Productions is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to QSR Productions, and its clients, to act in a way that will merit the continued trust and confidence of the public.

QSR Productions will comply with all applicable laws and regulations and expects its Managers, Coordinators, and employees to conduct business in accordance with the intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. If a situation arises where it is difficult to determine the proper course of action, you are encouraged to discuss the matter openly with your Manager.

Compliance with this policy of business ethics and conduct is the responsibility of every QSR Productions employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including termination of employment.

### WORKPLACE HARASSMENT

QSR Productions is committed to providing a safe work environment for its employees that is free of any form of harassment, from gossip, sexual harassment, bullying, hazing, and any other form of discriminatory harassment. Employees are expected to conduct themselves in a professional manner and show respect to their co-workers.

Harassment of any kind is unlawful. QSR Productions has a policy created to recognize what harassment is, and employees can report any kind of harassment they feel is being done to them. This policy applies to all work related settings, inside or outside the workplace, and also covers other individuals who have a relationship with the employees (ie. Contractors, clients, 3<sup>rd</sup> parties, vendors etc.)

**SEXUAL HARASSMENT-** QSR Productions prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature. While it is not possible to list all circumstances which would constitute sexual harassment, the following are some examples: (1)-sexual advances, verbal or physical. (2)-request for sexual favors in exchange for benefits. (3)- sexual jokes, written or oral. (4)-sexual comments about an individual's body, sexual activity, or orientation. (5)- unwelcome leering, pictures, gesturing, whistling, or gestures in a suggestive manner.

While some such behavior may not be taken as harassment, it can make an individual feel uncomfortable. Any behavior reported may result in disciplinary actions, regardless of whether it's unlawful.

**OTHER FORMS OF HARASSMENT-** It is against QSR Production's policy to engage in verbal or physical conduct that shows hostility or aversion toward an individual because of his or her race, color, gender, religion, age, nationality, disability, or other protected categories.

**GOSSIP IN THE WORKPLACE-**QSR Productions is against any form of gossip in the workplace, whether toward an employee or client. Gossip can create just as much hostility towards an employee as any other form of harassment, and will not be tolerated.

**It is against QSR Production's policy to retaliate against an employee who comes forward with a harassment complaint or issue, or who cooperates with an investigation or a complaint of harassment.**

If you believe that you have experienced or witnessed harassment of any form by an employee of QSR Productions, you should report the incident immediately to your Manager. Possible harassment by others with whom QSR Productions has a business relationship, including clients and vendors, should also be reported immediately so that appropriate action can be taken.

QSR Productions will handle all investigations swiftly and discreetly. If QSR Productions determines that a violation of this policy has taken place, it will take appropriate action against the offending party, up to and including termination.

### PERSONAL RELATIONSHIPS IN THE WORKPLACE

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships. Although QSR Productions has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, QSR Productions will take prompt action, and this can include reassignment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

## QSR Productions Employee Handbook

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### DISABILITY ACCOMMODATION

QSR Productions is ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. However, due to the nature of our business, not all levels of disability may be accommodated, in regards to providing a safe working environment for all employees. Hiring procedures have been reviewed and may provide persons with some disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

### CONFLICTS OF INTEREST

A conflict of interest is a situation where an employee is involved with another employee, vendor, or client for personal or financial gain, that would have negative effects on the company or its endeavors. Employees must refrain from engaging in conduct that could adversely affect the Company's business or reputation. Confidential information relating to QSR Productions should never be disclosed. Outside employment and client interaction should never be used for gain if it is against the best interests of QSR Productions. The company will take appropriate steps to protect against any actual or potential conflict of interest. Any employee who violates this policy is subject to disciplinary action, up to and including termination.

### EMPLOYMENT STATUS

All QSR Employees are set at Regular Part-Time Employees. Regular Part-Time Employees are those who are not assigned to a temporary or probation status after the first 90 days worked and who are regularly scheduled to work less than 28 hours per week. While they do receive all legally mandated benefits (such as Social Security and unemployment insurance), they are ineligible for all of QSR Productions other benefit programs.

### ACCESS TO PERSONNEL FILES

QSR Productions maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records. Personnel files are the property of QSR Productions, and access to the information they contain is restricted. Only QSR Management Team and management personnel of QSR Productions who have a legitimate reason to review information in a file are allowed to do so.

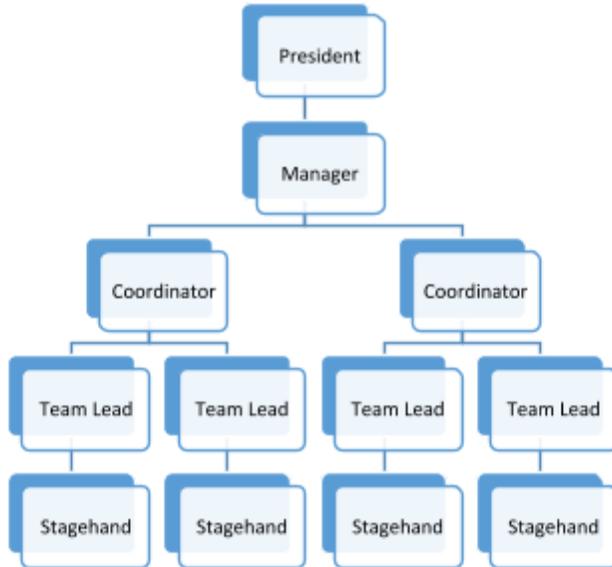
### PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify QSR Productions of any changes in personnel data. Personal mailing addresses, telephone numbers, and other such status reports should be accurate and current at all times. **If any personal data has changed, please use the Contact Update Form on [www.QSRProductionsLLC.com](http://www.QSRProductionsLLC.com)**

### CHAIN OF COMMAND

At QSR Productions, we have an open door policy with our Managing Staff. With reporting an issue or concern, it is important to follow our chain of command. This policy is to prevent our managers spending unnecessary time on things that can be resolved lower in the chain.

Our chain of command is as follows:



When following the chain of command, the employee will bring the issue or concern up with a Team Lead. If they cannot resolve the issue, it will go to a Coordinator, and so on.

If the issue is with the Team Lead, you may bring it up to a Coordinator. At no time should an employee go directly to a manager. If the issue is deemed fit to go up as high as manager, it will be the coordinators responsibility to bring the issue to the Manager. Failure to abide by this policy, and go past the necessary chain of command, will result in a write up.

### **PROBATION PERIOD**

The probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. QSR Productions uses this period to evaluate employee capabilities, work habits, and overall performance. All new and rehired employees work on a probationary basis for the first 90 actual work days after their date of hire.

### **PERFORMANCE EVALUATION**

QSR Management Team and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both QSR Management Team and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance is evaluated by Team Leaders following each job. These evaluations are used by Managers to identify strengths and weaknesses of individual employees. It is important to encourage your Team Leaders to submit evaluations on you.

### **HOLIDAYS**

QSR Productions will grant holiday time off to all employees on the holidays listed below:

## **QSR Productions Employee Handbook**

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Easter Sunday Thanksgiving Day Christmas Eve/Day

If eligible Team Members work on a recognized holiday, they will receive holiday pay of wages at one and one-half times their straight-time rate for the hours worked on the holiday. These rates can change, depending on the client and actual time worked. Holidays begin at 12:00 a.m. of the Holiday and extend to 12:00 a.m. the following day.

Depending on QSR Productions' agreement with clients you may or may not receive holiday pay for events on holidays not listed above.

### **TIMEKEEPING / PAYROLL**

#### **TIMEKEEPING**

Accurately recording time worked is the responsibility of every employee. Federal and state/provincial laws require QSR Productions to keep an accurate record of time worked. Time worked is the time actually spent on the job performing assigned duties, even though the pay may be based upon a "minimum" call time. Team Leaders will use the time works clocking in and clocking out system to accurately log hours worked. If time works is not working, submit a Timesheet on the QSR Productions website at the end of every call.

#### **ATTENDANCE AND PUNCTUALITY**

To maintain a safe and productive work environment, QSR Productions expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on QSR Productions. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, due to sickness or any other issues, should notify their Team Leader &/or Call Dispatcher as soon as possible in advance of the anticipated tardiness or absence. We may require documentation of authorized reasons for absence, and may also verify the documentation where appropriate. Poor attendance, excessive tardiness, or leaving the job before being dismissed is disruptive. Any of which may lead to disciplinary action, up to and including termination of employment.

#### **PAYDAYS**

All employees are paid weekly on Wednesday. Each paycheck will include earnings for all work performed through the end of the payroll period, Monday through Sunday, one week behind the calendar week just completed.

#### **PAY CORRECTIONS**

QSR Productions takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error for pay, the employee should promptly complete the Check Discrepancy form, and submit it so that corrections can be made as quickly as possible. Employees are first asked to go into timeworks the Tuesday before the check and verify their hours against the times listed in the calendar.

### **WORK CONDITIONS AND HOURS**

#### **INCENTIVE PAY**

All employees are eligible for incentive pay for positions other than stagehand (i.e. Team Leaders, Loaders, ForkLift Operators). This additional pay can be pulled at QSRs discretion if an employee is not performing the responsibilities of the position.

Incentive pay is earned by employees in eligible positions who meet all standards set on a jobsite. This includes but is not limited to:

## **QSR Productions Employee Handbook**

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- Signing in to the call 25 minutes before the scheduled start time.
- Bringing required tools and wearing proper attire.
- Listening to instructions from Managers, Team Leaders and Clients.
- Not leaving the call until you are cut by a Manager or Team Leader.

Failure to meet the QSR Productions Standards may result in loss of incentive pay for the call, serious or repeated violations may result in loss of incentive pay for the entire pay period at the discretion of QSR Productions Management.

Incentive pay is awarded by QSR Productions Management at their own discretion. All decisions made regarding incentive pay are final and can not be contested.

### **WORK SCHEDULES**

The normal work week for all employees is Monday to Sunday. While most of our jobs run as a four hour “mini”, it is up to the client on when the end time of a job is. QSR Productions can rarely predict what time a call will end. If you have time restraints or other obligations you should not accept a call. Once an employee is on-site for a job they are not permitted to leave the call until they are cut by a Team Leader.

### **OVERTIME**

All overtime work must receive Management’s prior authorization. Overtime pay is based on actual hours worked.

### **USE OF EQUIPMENT**

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Do not use equipment unless you are properly certified and trained by QSR productions and or have a license that is unexpired from another entity

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

### **BUSINESS TRAVEL EXPENSES**

QSR Productions will advance employees pay for reasonable business travel expenses incurred while on assignments away from the normal work location. It is the employee’s responsibility to turn in all receipts to claim reimbursement. All business travel must be approved in advance by the President of QSR. Employees are expected to limit expenses to reasonable amounts.

Employees who are involved in an accident while traveling on business must promptly report the incident to their supervisor. Vehicles rented by QSR Productions may not be used for personal use.

When travel is completed, employees should submit completed travel expense reports immediately. Reports should be accompanied by receipts for all individual expenses.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment. For further information, please contact your management team via “Chain of Command”.

### **WORKPLACE VIOLENCE PREVENTION**

QSR Productions is committed to preventing workplace violence and to maintaining a safe work environment. QSR Productions has adopted the following guidelines to deal with intimidation,

## QSR Productions Employee Handbook

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harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including QSR Management Team and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your chain of command. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

QSR Productions encourages employees to bring their disputes or differences with other employees to the attention of their QSR Management Team before the situation escalates into potential violence. QSR Productions is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

### EMPLOYEE CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, QSR Productions expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty.
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Personal cell phone use
- Smoking on jobs in non-smoking areas, and smoking in general unless otherwise stated by the client.
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

### PERSONAL APPEARANCE

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image QSR Productions presents to customers and visitors.

## **QSR Productions Employee Handbook**

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When representing QSR Productions, team members are expected to present a clean, neat and tasteful appearance. Without unduly restricting individual tastes, the following personal appearance guidelines must be followed:

- No tank tops, cut-off shorts or shirts, camouflage or shorts shorter than 3 inches above the knee.
- Clothing must not be frayed or have holes.
- Must have good hygiene. Offensive body odor is not professionally acceptable.
- No clothing designs that are offensive, inappropriate or cover more than 30% of the shirt.
- Footwear must be laced shoes or boots. No shoes may be open-toed or open-backed (i.e. Crocs).
- Footwear must be black/neutral colored.

### **SECURITY INSPECTIONS**

QSR Productions wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, QSR Productions prohibits the possession, transfer, sale, or use of such materials on its premises. QSR Productions requires the cooperation of all employees in administering this policy.

Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of QSR Productions at any time, either with or without prior notice.

### **COURSE CORRECTION**

The purpose of this policy is to state QSR Productions position on administering equitable and consistent correction for unsatisfactory conduct in the workplace. The best corrective measure is the one that does not have to be enforced, but comes from good leadership and fair supervision at all employment levels.

QSR Productions own best interest lies in ensuring fair treatment of all employees and in making certain that course corrections are prompt, uniform, and impartial. The major purpose of any corrective action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. QSR Productions has the right to terminate employment at will, with or without cause or advance notice, QSR Productions may use progressive discipline at its discretion.

QSR Productions recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive correction steps.

### **WORKPLACE ETIQUETTE**

- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded items.

### **EMPLOYMENT AT WILL POLICY**

We have today a rapidly changing work environment. Both companies and workers are changing directions faster than ever. In order to remain competitive there is a greater than ever need for flexibility and managerial discretion. “At will” employment, which has been “the law of the land” for over a century, provides the flexibility and discretion we deem necessary for the benefit of everyone at QSR Productions LLC.

Your employment with QSR Productions LLC is “at will.” This means that your employment may be terminated at any time, with or without notice, for any reason, with or without cause. Likewise, you may terminate your employment at any time, with or without notice, for any reason, with or without cause. As you can see, “at-will” employment is a two-way street. Nothing in the employee handbook or any other QSR Productions LLC document should be understood as creating guaranteed or continued employment, termination “for cause”, or of any other guaranteed or continued benefits. Only the President has the authority to make promises with regard to guaranteed or continued employment and any such promises are only effective if placed in writing and signed by the President.

### **MINIMUM PHYSICAL REQUIREMENTS**

1. Requires safe lifting of up to 30 pounds, with periodic lifting of 50 pounds or more.
2. Daily work may exceed 8 hours
3. Tolerate extremes in temperature and weather conditions.

## QSR Productions Employee Handbook

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4. Climb stairs, fixed and portable ladders.
5. Occasionally work off ladders
6. Crouch, crawl, and maneuver in areas with limited space.
7. Move heavy objects (on rollers or not) up and down ramps.
8. Reach overhead and perform tasks that require fine motor skills.
9. Climb onto, or off of elevated work surfaces.
10. Grip with full range of motion of the upper extremities
11. Perform team lifting.
12. Understand written and verbal instructions.

### PHOTOGRAPHY AND VIDEO POLICY

QSR Productions LLC has a strict NO PHOTOGRAPHY and NO VIDEO policy at all events and concerts that we are contracted to work by our clients. Many of the events and concerts that we work have a no picture/video clause in the contract they sign with our clients and we need to respect their wishes at all times. Any violation of this policy by any employee of QSR Productions LLC will result in disciplinary action up to and including termination if necessary. This policy is in place to not only protect QSR Productions LLC but also our employees and our clients from any negative action being taken against them.

### CONFIDENTIALITY POLICY AND PLEDGE

Any information that an employee learns or knows about QSR Productions LLC, its members, Clients, or Vendors, as a result of working for QSR Productions LLC that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by QSR Productions LLC or to other persons employed by QSR Productions LLC who do not need to know such information to assist in rendering services. The disclosure, distribution, electronic transmission or copying of information, trade secrets, employee information, client or job information is prohibited. Any employee who discloses confidential QSR Productions LLC information will be subject to disciplinary action up to and including termination, even if he or she does not actually benefit from the information disclosed.

### UNIFORM POLICY

QSR Productions has four classifications of uniform.

1. **Blacks:** Solid black shirt and black or dark blue jeans. Small, appropriate logos such as the QSR logo are allowed. (Typically corporate events and show call)

2. **Greys:** Solid gray shirt and solid khaki or gray pants. Small appropriate logos such as the QSR logo are allowed. (Typically corporate outdoor events)
  3. **Show Blacks:** Solid black shirt, black pants and black shoes. Small appropriate logos such as the QSR logo are allowed. (Typically show calls at concerts and theatre)
  4. **Dress Blacks:** Black collared shirt, black pants or black slacks, and black shoes. (Typically during corporate events.)
- QSR Productions strongly emphasizes a professional image.
    - No tank tops, cut-off shorts/shirts, camouflage, shorts more than 3 inches above the knee, yoga pants, sweatpants or pajamas.
    - No frays or holes.
    - No clothing designs that are offensive or cover more than 30% of the shirt.
    - Tennis shoes or boots. No cowboy boots. No open-toed or open-backed (i.e. Crocs).
    - Footwear must be black/neutral colored.

### TEAM LEADER RESPONSIBILITIES

As a Team Leader for QSR Productions you directly represent QSR and communicate with the client when on the job site. With the role of Team Leader comes additional expectations and responsibilities. You also receive a two dollar an hour pay bump for the role of Team Leader. This pay increase can be pulled from a Team Leader who does not meet the expectations and responsibilities listed below. This can either be a removal of increased pay for a shift or a whole pay period depending on the seriousness of the offence.

1. Contact crew one and half to two hours before call to confirm they will be at the call on

## QSR Productions Employee Handbook

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time. (Communicate with the office if anyone does not answer or states they will not be on time.)

2. Arrive thirty minutes before the call and begin sign-in fifteen minutes before the call. (Communicate to the office if anyone is not there to sign in.)
3. Conduct a safety meeting with team members after sign-in but before the call begins.
4. Assign new team members a buddy to ensure everyone is safe and productive.
5. Use timeworks to clock team members in and out. Use a timesheet if timeworks isn't working. If using a timesheet submit the timesheet as soon as the call is finished. If using a timesheet you will also need to provide evidence that timeworks was not working correctly so that we can correct any problems with the system.
6. Running the call, enforcing QSR policies, and communicating with clients.
7. Rating members with one line reviews after job.
8. Submit all necessary reports including NCNS, Late, Safety Issue, and Client Issue.
9. Make sure the client is aware about the potential of meal penalty by at the latest the four mark.
10. Communicate with the client about their needs past the four hour mark (i.e. are they making cuts at this point, etc.).
11. Make sure to handle extras in the correct way. If you have an extra on the call and someone is late to sign in, send the late person home. If you have an extra that ends up working the call be sure to cut them at the four hour mark.
12. Arrange carpool for any calls that are out of town that you are the Team Leader on.

## **PROJECT MANAGER RESPONSIBILITIES**

As a Project Manager for QSR Productions, you will have additional responsibilities on top of your responsibilities as Team Leader. This mostly entails being able to deal with issues during the times that the office is closed. (5pm to 9am the next day and weekends). This will include monitoring the dispatch lines and handling any issues within 48 hours that arise. Always make sure the office or the next Project Manager is aware before turning off and passing over the dispatch lines.

1. Be available to deal with issues (last minute call ins or cancellations).
2. Be available to assist Team Members as needed.
3. Monitor dispatch phone until it is passed off.
4. Deal with issues that are within 48 hours.
5. Any client issues redirect to Greg or to the main office.
6. Any lasso updates or issues redirect to Operations or to the main office.
7. Fill out the end of shift on duty report.
8. Fill out any other reports as needed while on duty.
9. Verify Team Leaders have arranged car pool for their calls if there are any out of town calls.
10. Be sure to clock in and out when performing any tasks as the project manager to accurately track your hours. If timeworks doesn't work you can use a timesheet to turn in these hours. You will need to provide evidence of timeworks not working.
11. Ensure all calls within 48 hours are filled and crew has confirmed their addition to the roster. If anyone is not confirmed reach out to them and replace them if necessary.
12. Communicate with the Team Leaders in the field to ensure their calls are fully staffed and everything is going smoothly. Also verify if they have any extras on the call, if so remind them of QSRs policies for extras.

