



# Code of Conduct

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## **Introduction**

This Code of Conduct is part of your signed agreement and has been developed as a guide and reference for your assignments of National Set Medics including our Event, Moto-Rescue™, Site and Reality Medic® divisions (herein: NSM), in effect at the time of Publication. All previously issued handbooks and any inconsistent policies, statements or memoranda are superseded by this manual.

NSM reserves the right to revise, modify, add to or delete any and all parts of this Code of Conduct, However, any such changes must be in writing and be approved by the CEO of the NSM.

It shall be the responsibility of ALL contractors on assignment with NSM to familiarize themselves with the established Code of Conduct and abide by them.

From time to time there may be occasions when no specific conduct is codified in this manual. In such cases, Management reserves the right to develop and interpret behavior that best serve's the interest of the company.

A current copy of this manual will be made available for review at the Medic Resources page or upon request to our corporate office.

The policies described in this manual are not intended to create any contractual obligations which in any way conflict with NSM policy that the assignment relationship between the company and its contractor's is "at-will" and can be discharged with or without cause and with or without notice at any time at the option of either the company or the contractor. No agreements contrary to this Code of Conduct may be made unless in writing and signed by the contractor and company management. Please refer to your signed agreement with NSM for additional contractor responsibilities not listed herein.

## **Sub-Contractor**

NSM does not offer tenure or any other form of guaranteed assignments. Either the Company or the contractor can terminate the assignments relationship at any time, with or without cause, with or without notice. This is called Assignments "at-will".

Your assignments are "at-will" regardless of any other written statements or policies contained in this handbook or any other company documents or any verbal statement to the contrary. Please refer to your signed agreement for additional terms and conditions.



## **Leadership Principles**

Provide unity with **teamwork**. Keep a watchful eye for any potential hazards and inform the appropriate person on set. Provide personal development, training, and maintain a high level of preparedness. Be ready to respond in the event of an emergency. Maintain personal wellbeing and fitness. Prevent injury and illness through cast and crew education. Introduce yourself to the cast and/or crew when appropriate and be prepared to provide a safety briefing if asked. Maintain a low-profile on set and roam the set frequently to assure the cast and crew are well-hydrated and/or need anything to minimize illness i.e. creature comforts. Assist the crew with passing out water, sunblock and other items to help reduce illness or injury. Be physically present with your med-bag for any high-risk action or stunt.

### **Fundamental rules:**

- Do not ask for Autographs
- No unsolicited photographs of cast
- No posting of your assignment on social media including the location, date, details or pictures of cast or crew.
- Do not bring any visitors or assistants with you
- No fraternizing with the cast
- Do not give or receive unapproved gifts to cast or crew
  - Any gifts must be approved by NSM

## **Job Description**

### **Purpose:**

A set, event, site, motorcycle or reality medic is responsible for all activities that ensure the quality delivery of patient care by providing competent, compassionate care and service to the needs of our producers and event managers, as well as striving to exceed our customer expectations by listening, anticipating and responding to those needs.

### **Essential Functions:**

- Regardless of your certification, you are providing **First Responder (Basic First Aid)** services. Unless otherwise assigned and agreed to in writing by NSM.
- Your reports are complete, accurate and provide the necessary information regarding patient treatment and the necessary information needed for billing.
- Adheres to the requirements of the service you are tasked to provide in good faith, these codes of conduct and your signed agreement with NSM



**Essential Characteristics:**

**A. Knowledge:** Possesses or strives to obtain and effectively use various types of knowledge.

- Uses leadership principles to foster a climate that promotes confidence in your abilities and NSM.
- Is aware of the need for proper documentation when reporting in time card submissions, incident reports and the accuracy of patient information.

**B. Communication:** Initiates and facilitates constructive communications on all levels.

- Delivers EMS functions in cooperation with other local ambulance providers, fire departments, first responder units, aero medical services and law enforcement agencies to assure continuity during interagency operations.
- Listens to and address concerns that producers, event managers, cast and crew bring forward.

**C. Accountability:** Understands and accepts accountability for actions.

- Accepts responsibility for own actions.
- Demonstrates a strong understanding and is accountable for all delegated tasks.

**D. Additional Tasks:** Able to accept and complete extra tasks and assignments.

Accepts and completes extra tasks which may or may not be listed in this job description as assigned by your coordinator and/or his/her designee.

- Capable of public relations assignments on short notice and represent NSM in a positive, capable manner.
- Will not assist other departments in their tasks or otherwise limit your ability to respond to an on-set/on-site emergency.

**E. Other Requirements:**

- Strong written and verbal communication skills.
- Exhibit an acceptable level of mental and physical conditioning to meet the demands of potentially stressful, hazardous and dangerous situations.
- No apparent social/psychological inconvenience.
- Hazards and risks due to exposure to infectious disease or hazardous materials are possible and you will take appropriate measures to protect yourself.



#### **F. Behavior and Attitude:**

The mission and philosophy of your assignment requires that you represent yourself and NSM in both a professional and personable manner. The manner in which the contractor relates to fellow contractors, producers, cast, crew and patients is considered parallel in importance to technical knowledge and ability.

Respect and consideration given to the dignity of each production, event, patient and fellow contractor is a requisite of a successful assignment.

#### **Expectations:**

**NSM expects all of our personnel to arrive to work on time and for every assignment, we expect you to be in appropriate dress and ready to work at all times while on duty. At no time, shall the company require you to perform outside of your scope of practice.**

## **Chain of Command**

Your coordinator is a vital part of our management team. If you are not assigned a coordinator, your coordinator will be our corporate office via the toll-free phone number or [ops@nationalsetmedics.com](mailto:ops@nationalsetmedics.com)

Your coordinator will be your main “go to” person when you have questions or concerns. Your coordinator is directly responsible for overseeing daily operations, planning the work schedule, monitoring the quality of your work, and providing you with whatever assistance you may need.

Our entire management team prides itself on an “open door policy,” and you are encouraged to approach us with thoughts, problems, or other ideas for improving our organization.

When problems or concerns arise, contractors will follow the chain of command when seeking to resolve the concern. Most problems can be resolved with open communication between the parties involved. When an issue remains unresolved, the concern should be presented to your coordinator. If the problems or concerns are unable to be resolved by your coordinator, they may bring the issue to our corporate office for resolution, the following chain of command should be followed at all times except in an emergency situation.

1. Coordinator
2. Corporate office via the **844-738-6334** or [ops@nationalsetmedics.com](mailto:ops@nationalsetmedics.com)
3. Director of Operations **844-738-6334 x812** or [doo@nationalsetmedics.com](mailto:doo@nationalsetmedics.com)
4. CEO [ceo@nationalsetmedics.com](mailto:ceo@nationalsetmedics.com)



## **Appropriate Dress and Grooming Standards**

Contractors of NSM are expected to maintain the highest standard of personal cleanliness and a neat professional appearance at all times. The properly attired contractor creates a favorable image for NSM, themselves and most importantly the clients and patients we serve. Your appropriate dress is to be complete and clean.

### ***Your attire must:***

- Not represents another company or department.
- Not portray a political, religious or controversial ideology.
- Shorts are acceptable provided the entire look is professional
- No open-toe shoes. Unless you are providing a water rescue service.
- These attire requirements may change depending on your assignment but you must look professional in all cases.
- Suggest you have a chair in your car. No reclining chairs, no sleeping

## **Absenteeism/Tardiness**

NSM assignments requires regular, timely attendance so the production or event is covered at all times, in order to provide for the best possible service. Contractors must honor the call time set by production.

No call, no shows will require an incident report to explain the reason. No call, No Shows without an acceptable excuse are grounds of being removed from further considerations on future opportunities.

We understand that sometimes, absence will be a sudden event, and adequate notification is impossible. In these instances, as soon as you know that you will be absent, you should notify your coordinator immediately.

If you are not able to talk to them in person you MUST CALL our 24-hour toll-free number.  
844-738-8334

**Do not text or email. These are considered a no-call / no-show.**

**Report to the “Production Manager” immediately when you arrive on set. Call the “Production Manager” or your assigned contact if you are running late.**

**DO NOT** leave the set until and unless you are released by the “Production Manager”



## **Personal Conduct**

All contractors shall conduct themselves professionally at all times, with respect for all patient's, cast, crew, producers and event coordinators. Inappropriate conduct, while representing NSM in grounds for immediate termination of your assignment. Such inappropriate conduct seriously undermines our ability to function and to maintain a cordial and professional atmosphere.

NSM Clients consist of many different walks of life, political and religious beliefs. If your personal conduct or relationships between personnel causes others to feel uncomfortable or make it difficult for them to function it could cause the producer or event coordinator to request another contractor. Inappropriate behavior cannot and will not be tolerated.

**The following unprofessional conduct shall not be tolerated. This list is not all inclusive and simply provides examples of prohibited conduct, each of which may be grounds for discipline:**

1. Calling someone a derogatory name.
2. Use of profanity.
3. Display or viewing while on assignment sexually explicit literature, photographs, movies, videotapes or computer images.
4. Use of pornographic material (such as magazines) or use of pornographic devices or paraphernalia.
5. Viewing of sexually explicit websites.
6. Sending sexually explicit or offensive e-mail messages, notes or letters.
7. Watching sexually explicit or offensive television programs or videotapes or other electronics.
8. Unwelcome physical contact with another person, stalking or purposely detaining or restricting another person's movement.
9. Exhibiting inappropriate outward personal affection of a sexual nature toward another contractor, cast, crew or outside person.
10. Telling jokes or stories that are based on race, color, national origin, ancestry, religion, sex, age, disability, political belief, military service, or any other protected class.
11. Posting sexually explicit or otherwise offensive material on NSM bulletin boards, NSM social media accounts or group texts.
12. Violation of any producer's non-discrimination documents and/or their "Sexual and Other Harassment" Policy.



13. Wearing inappropriate clothing that is sexually provocative or distracting to others so as to interfere with their ability to function.
14. Tampering with another person's time record or personal belongings and/or in any way falsifying personnel records (including time cards or other reports or records).
15. Falsifying patient records or NSM forms.
16. Removing or discarding records, material, or other property from the site without permission.
17. Any other type of theft or inappropriate removal or possession of property.
18. Having intimate personal relations with cast or crew, any outside person while on NSM assignments.
19. Fighting with or threatening others.
20. Defacing another person's personal effects.
21. Gambling on NSM's assignments.
22. Social Media posting of detailed assignment information including but not limited to pictures, contact information, name of the production/event or locations.
23. Abuse, unprofessional behavior, insubordination, or disrespect to patients, producers, cast or crew.
24. Accepting tips or gratuities (gifts or money) from producers, cast, crew or event managers.
25. Solicitation or distribution in violation of the no solicitation clause of your signed agreement. **(i.e. offering your services outside of NSM)**
26. Unauthorized or careless use or, malicious destruction or damage of property.
27. Unlawful or unauthorized release of confidential patient, production details or proprietary information.
28. Unlawful or unauthorized manufacture, distribution, dispensation, possession, sale, transfer or use, of any controlled substance or alcohol on NSM assignments.
29. Reporting to your assignment or working under the influence of alcohol, illegal drugs or a legal drug that adversely affects safety or job performance.
30. Poor or unsatisfactory performance or conduct.
31. Disorderly conduct or boisterous or disruptive activity such as but not limited to horseplay.





32. Violation of established safety rules set by the production (including smoking rules).
33. Violation of non-disclosure agreements with the production/event or NSM agreement.
34. Gossip about fellow contractors, producers, cast, crew or NSM management.
35. Failure to report a workplace accident or damage to NSM's property.
36. No-call / no-show's
37. Creating unsafe or unsanitary conditions.
38. Extending breaks or lunch periods beyond time limits set by the production.

**Should you encounter or witness any of the previously mentioned issues, you should immediately document the issue via our Incident Report form:**

[www.nationalsetmedics.com/incident](http://www.nationalsetmedics.com/incident)

Be sure to include:

- Who
- What
- When
- Where
- Time
- Witnesses and their contact information

**And report it to your coordinator or NSM office as soon as possible, don't wait till the second or third incident.**

## **Cell Phone Policies**

- Be sure your phone is on vibrate, not silent
- Answer any calls from **(844) 738-6334**, *this will be the office or producer calling*
- Do not use headphones in both ears, one ear must be open for emergency purposes
- No unauthorized pictures or posting on social media
- Keep personal phone calls to a min and be aware of your voice level while speaking.



## **Radio Policies**

Often a medic is provided a radio and assigned a channel to monitor in the event the cast, crew or an event participant requires your assistance. It is your responsibility to know the operation of your radio and remain vigilant to any calls for assistance verbal or via radio.

Proper care of this equipment is important. Any negligent use of, or malicious destruction of any radio or equipment will not be tolerated. Any radio damage or missing accessories caused by a contractor negligence or malice may be deducted from your payment.

### **BASIC RADIO RULES**

- Keep radio traffic to a minimum.
- Listen for the term “Medic” Most productions will state, “Medic non-emergency, turn to channel \_\_\_” Be sure you are familiar with the operation of the radio you are provided.
- Hold microphone 1 to 2 inches from mouth while speaking.
- Speak clearly and distinctly.
- Ensure radio is on and loud enough to hear at all times.
- Show no emotion when speaking on the radio.
- Make no unnecessary statements or use improper language.

### **Common set terms:**

- “Production Manager” or “Production Supervisor” = This is who you report to and who releases you at the end of the day. They are also the ones to ask questions or bring concerns to
- “Call sheet” – A list of the days work schedule and what time everyone is needed on set.
- “Set” The location where they are filming
- “Base Camp” = This is where the makeup, costume, and cast trailers are located, as well as crew parking and catering. It’s the largest base and first point of call when arriving for work.
- “Copy” or “Copy you” = Message received
- “10-4” = Copy, Message received
- “10-1” or “10-100” = In the restroom
- “What’s your 20?” = Where are you?



- “Go to two” = Switch to channel 2 for a longer conversation. It can also be “Go to” 3, 4, 5, etc.
- “Surveillance” = This is the term for the earpiece that connects to the radio. Know how to use it.
- “Open mic” or “Hot mic” = Someone’s microphone is transmitting unknowingly (like a butt dial), check that it is not yours.
- “Medic, emergency” or “Medic, non-emergency” = Someone needs you and they are telling you in advance if it’s an emergency or non-emergency.
- “Go for medic” = When summoned on the radio, this is the term to let them know you are ready to receive information and instructions
- “Rolling” = They are filming, silence please
- “Cut” = They stopped filming, you can move or talk.
- “Martini” = The last shot of the day
- “Company Move” = They are changing locations
- “Crafty” = Refers to Craft Services
- “Video Village” = The place where the producers and clients watch the monitors
- “Back to one” = They are resetting and re-filming the same shot ASAP
- “Wrap” = they are finished filming for the day and everyone is tearing down their equipment. You are still on duty during the tear-down and may not leave or put your stuff away until released by the production manager.
- “Apple Box” – Wooden boxes (*Grip Department*)
- “Talent” – Nickname for all actors
- “Green Room” is the area given to the talent (and usually talent alone) to rest between shot set-ups.
- “Quiet on set” said, you MUST stop making noise. No talking, no cell phones, no walking around. Silent as a mouse.
- “Take” or “Shot” is a scene that has been or is being filmed.
- “Picture’s Up” They are about to roll and shoot an actual take
- “Transpo” = Short for transportation
- “Clapper” = This is a clapper →

