

RAK Studios Ltd

User Conduct Guidance

The policies in this document are;

- 1) General Conduct
- 2) Security
- 3) Health and Safety
- 4) Illness
- 5) Social media
- 6) Pets
- 7) Dress Code

By coming to site you agree to follow this guidance

1) General Conduct

We aspire for professionalism in our work and interactions with a key focus on high-quality delivery and respectful communication.

- **Professional conduct.** Maintain professionalism in all aspects of our work, which includes proactive communication.
- Diversity and Inclusion. Our goal is to create a welcoming environment where everyone is valued. Discrimination, harassment, or bullying is not tolerated.
- **Policy adherence.** Uphold our policies with every interaction. Violations will not be acceptable.
- Smoking and vaping. These activities should be conducted in the designated area behind the building.

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2) Security Policy

RAK Studios Ltd are committed to maintaining a working environment free of abuse and/or threatening behaviour by clients and associated persons for all employees and contractors it uses.

If the session requires it, we may instruct a mobile patrol of SIA approved security personnel to come by to both check on the building and the people working within it.

We will endeavour to provide at least 2 personnel (usually an assistant and a runner) where sessions are operating during unsociable hours and/or with large entourages who may spread out through the building.

Please raise any concerns directly with a manager either verbally or by email at the earliest opportunity. The manager should then circulate the concern to all management who will make a decision.

Be aware that we will not tolerate harassment, abuse or threatening behaviour, either physical or verbal, of our contractors and employees, and we do not condone any illegal activity of any client or associated persons at RAK. Where a client has breached this policy we reserve the right to inform the person(s) who made the booking of the breach, and the right to withdraw any future service, as per the Termination clause in our Terms and Conditions.

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3) Health and Safety Policy

If you are working outside of the regular scope for our recording studio or if your activities include potentially dangerous materials or working practices (such as working at Height) we require clients to provide and share their own Risk Assessment in advance.

The Health and Safety at Work etc., Act 1974 and all other subordinate legislation, imposes a statutory duty on employers to ensure so far as is reasonably practicable, the health and safety of their employees whilst at work. This duty also extends to others who may be affected by that work.

Employees also have a statutory duty to take care of themselves and others who may be affected by their acts or omissions.

To enable these duties to be carried out, it is RAK Studios Ltd's will to ensure so far as is reasonably practicable, that responsibilities for health and safety matters are effectively assigned, accepted and fulfilled at all levels within RAK Studios Ltd's organisational structure.

A. RAK Studios Ltd will, so far as is reasonably practicable, ensure that:

Adequate resources are provided to ensure that proper provision can be made for health and safety.

Systems of work are provided and maintained that are safe and without risks to health.

The place of work is safe and that there is safe access to and egress from the workplace.

Arrangements for use, handling, storage and transport of articles and substances at work are safe and without risks to health.

All employees are provided with such information, instruction, training and supervision as is necessary to secure their safety and health at work and the safety of others who may be affected by their actions.

The provision and maintenance of all plant, machinery and equipment is safe and without risk to health.

Risk assessments are carried out and reviewed periodically.

Health surveillance is provided where appropriate.

The working environment of all employees is safe and without risks to health and that adequate provision is made with regard to the facilities and arrangements for their welfare at work.

Monitoring of work activities is undertaken to help maintain agreed performance standards.

B. It is the duty of all employees at work:

To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions and to co-operate with RAK Studios Ltd

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with regard to any duty placed on RAK Studios Ltd to enable the discharge of its duties under the Act and any Regulations and Codes of Practice.

Not to interfere with or misuse anything provided in the interest of health and safety.

To understand that non-compliance with either of the points above may lead to disciplinary action.

C. General:

The Health and Safety Policy will be reviewed periodically, amended and updated as and when necessary. The Policy, and any subsequent changes, will be promulgated to all employees.

RAK Studios Ltd will provide and maintain effective procedures for consultation and communication with employees and, where appropriate, trade union safety representatives on all matters relating to health, safety and welfare in order to ensure the effectiveness of the Health and Safety Policy.

The RAK Studios Ltd management will keep the Health and Safety Policy under continual review.

It is the overall policy of RAK Studios Ltd to plan, regularly review, develop and progressively improve organisation and arrangements to provide, so far as is reasonably practicable, a workplace and working conditions which are safe for all staff and others who may be affected by RAK Studios Ltd's activities.

High standards of Health and Safety will be achieved by putting this policy into practice. The fostering of a positive health and safety culture will secure involvement and participation at all levels, and will be sustained by effective communications plus the promotion of competence to enable all employees to make a responsible and informed contribution to the health and safety effort.

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4) Illness

RAK Studios Ltd is committed to providing a healthy working environment for all users. We recognise that users of the building may have differing priorities about attending sessions whilst ill.

We recommend that anyone with a short term contagious illness other than a minor cough or cold do not to come to site, and in cases of vomiting and diarrhoea, should not come to site for at least 48 hours after the last episode.

RAK Studios reserves the right to withdraw any staff supplied by us from a session and may restrict the use of communal areas, in order to respect the health of other users.

5) Social Media Policy

No information about live sessions should be shared, unless with the specific permission of the session.

Historic sessions should only be discussed upon release, unless RAK Studios, RAK Publishing, or Staff have been tagged or similarly asked to post by the client.

RAK will not collate material collected during sessions (such as photographs or video footage) unless by express permission of the rights holder.

Any breach of this policy by Staff may result in Disciplinary Proceedings at the appropriate stage, or withdrawal of services for clients or other building users.

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6) Pet Policy

Owner responsibility

Pets must be supervised at all times in the workplace.

Owners are solely accountable and responsible for their pet's behaviour.

Owners should clean up after their pet, with mess cleaned up and removed from site. Mess **MUST NOT** be placed in the inside Bins.

Owners must make sure their pet does not wander into areas other than those of their immediate workplace (i.e. other Studios).

Make sure their pet does not endanger themselves or others.

Make sure their pet does not damage company or employee property.

Make sure their pet does not distract those at work surrounding them (e.g. barking constantly, climbing on furniture, dog play)

If any of these occur, it falls to the Studio's Management's discretion to determine the seriousness of the pet's actions. As a general rule, if the pet misbehaves three times or becomes overly aggressive, their Owner may be prohibited from bringing the pet to the building.

Owners will also be responsible for any expenses and cleaning resulting from their pet's behaviour.

RAK's Responsibility

To provide a happy and healthy pet friendly environment, with measures such as food/water bowls available.

To make sure all staff and visitors feel safe in the workplace.

Take complaints seriously, and reach a conclusion in a satisfactory time frame.

To make the policy clear and available to clients and visitors.

Inclusivity

This policy does not apply to service/assistance animals. They are allowed to move freely with their owners. If any problem arises because of service animals, we will make appropriate accommodations to resolve it.

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7) Dress code

All personnel can wear informal attire suitable for the tasks they are expected to perform. All personnel should avoid wearing clothing with swear words, crude statements and references to illegal substances. All personnel should avoid ripped or torn clothing which could cause a health and safety issue by snagging.

All personnel are expected to maintain a reasonable level of hygiene and cleanliness.

If you wish to change on arrival - for instance because you jog or cycle to work, we can usually provide a space. Please enquire with your booking co-ordinator to find out if there are facilities available to shower.