

2023 | Q1 Edition

We're pleased to bring you another installment of our Quarterly Newsletter! This edition is packed with important information, including: a preview of changes coming soon to two of our most important online tools, the Online Roster and the Contract Services Portal; details about our expanded hours and a new reservation system; additional safety courses now available in Spanish; and more. We're also taking our first opportunity to recognize the 20th anniversary of the Safety Pass training program, which we'll be celebrating throughout the year.

Big Changes Ahead As Our Digital Transformation Continues!

Over the past few years, we've been hard at work on a massive overhaul of our systems and technology infrastructure. The goal of this initiative, which we're calling our **Digital Transformation**, is to make Contract Services more user-friendly and efficient in order to better serve the motion picture industry.



Some aspects of this transformation have been visible already, including better communications, a personalized "Compliance Report" for Industry Professionals, accepting electronic applications via DocuSign, our brand-new mobile app, and more. Other changes have taken place behind the scenes – for example, upgrading our phones to a state-of-the-art automated call distribution system powered by Cisco.

But the biggest changes are yet to come! Later this year, we'll debut an entirely new way of interacting with Contract Services through an online resource called the **Industry Hub**. The Hub will replace the current Online Roster and serve as a gateway to a **brand-new Portal experience for Industry Professionals and local union business agents**. These new tools will allow unprecedented transparency and user-friendliness. Applying to the roster, understanding your requirements, keeping track of

important notices, submitting documents...all of this will be significantly easier in the new system. These new tools will also help our dedicated staff process applications more quickly and provide our services to the high standard of excellence we aspire to.

None of these changes would be possible without a major upgrade of our roster database and technology infrastructure. To power these new systems, we are building a custom implementation of Salesforce, the world's leading customer relations management (CRM) platform. "Though we've made major developments in our Digital Transformation over the last several years, I expect our Salesforce implementation this summer will be the most visible improvement from the industry's perspective," said Contract Services Chief Information Officer, Steve Kao.

After several years of planning and hard work, we're very excited to take this leap into the future!

Here is a teaser of what's ahead:

Goodbye Online Roster, Hello Industry Hub

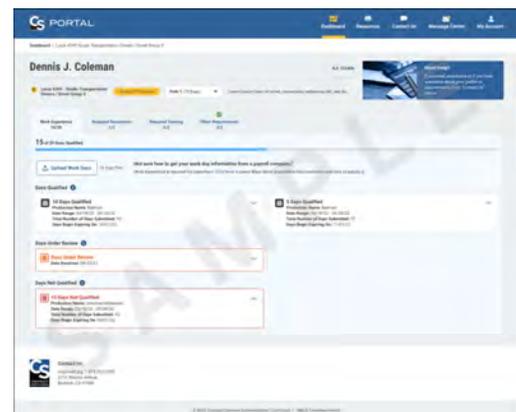
The new **Industry Hub** will display the roster and training status of more than 55,000 Industry Professionals working under the IATSE Basic Agreement, West Coast Studio Local Agreements and the Basic Crafts Agreements. Building on the user-friendliness of our CS ACCESS mobile app, the Hub will replace the Online Roster, which has been in use since 2004, with a modern, clean and easy-to-understand interface.

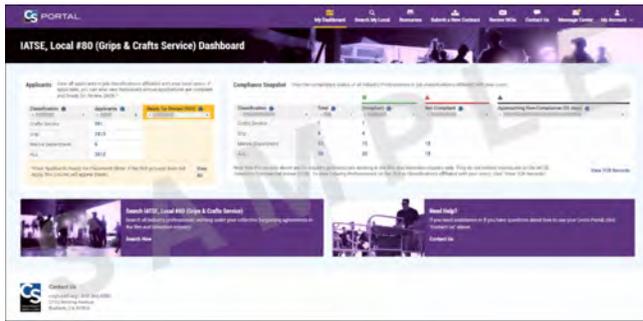
The Hub will also serve as the gateway to a new Contract Services Portal for Industry Professionals and their union representatives.

New Portal for Industry Professionals

The new Portal has been designed as a self-service tool that gives Industry Professionals complete visibility into their status with Contract Services. The Portal will allow Industry Professionals to:

- Upload work experience and track their progress toward completing their roster or training access applications
- View the status of their roster and training requirements, as well as any other requirements unique to their classification
- Upload required documents and view the status of their documents
- Keep track of important notifications in a Message Center
- And much more





New Portal for Union Representatives

IATSE West Coast and Basic Crafts Local Unions will also have access to a brand-new Union Portal, which will allow them to:

- Search the roster and training records of Industry Professionals affiliated with their local union
- Monitor the training compliance of their local union at-a-glance with an easy dashboard
- View the progress of Industry Professionals with pending applications
- Participate in the "NOI" process, when applicable
- Upload contracts direct through their Portal account
- View notifications in a Message Center

Stay tuned for more about these new systems in the coming months!

What is an "Industry Professional?"

You may have noticed us using this new term, **Industry Professional**, throughout our communications. But what does it mean? "Industry Professional" is our term for the exceptionally talented individuals who work "behind the camera" in the motion picture production industry. These tens of thousands of artists, technicians and craftspeople form the backbone of a freelance workforce that comes together on a specific production to create the film and television content enjoyed by millions around the world.

Most Industry Professionals who interact with Contract Services have mandatory training requirements, such as safety training and harassment prevention training. Depending on their job classification, some also need to apply for and maintain their status on the Industry Experience Roster (IER) or enroll in the Local #399 Substance Testing Program. Many are also eligible to enroll in our Skills Training program or participate in other services.

Industry Professionals eligible for our services generally work under collective bargaining agreements negotiated between the major studios and either the IATSE or a group of unions collectively known as the Basic Crafts (including IBEW, Local #40; Plumbers, Local #78; Teamsters, Local #399; Laborers, Local #724; and Plasterers, Local #755).

Looking Back on Three Years of Progress

Our Digital Transformation really began in early 2020. Here's a look back on some major milestones over the past three years:

January 2020 – Compliance Report and Transcript Replace Physical Passcards

In January 2020, we introduced two new electronic reports so that Industry Professionals can better understand their roster and training requirements. The **Compliance Report** shows all requirements and upcoming deadlines, which are unique to each job classification. The **Official Course Transcript** is a complete chronological record of all training completed at Contract Services.

We created these two reports to replace the old Safety Pass “Passcard,” which was a wallet-sized plastic card that Industry Professionals could carry with them and show to their employer. Unlike the Passcard, the Compliance Report and Transcript are constantly updated in real time and can be emailed directly to any email address, which is a handy way of proving roster status or training compliance to an employer.

Industry Professionals can access their Compliance Report and Transcript 24/7 by logging into their [Contract Services Portal](#) or the [CS ACCESS mobile app](#).

February 2021 – Going Paperless During COVID-19

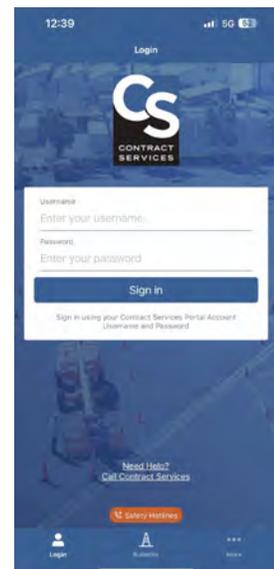
During the pandemic, we took a giant step into our paperless future by accepting documents via email. We also converted many applications and forms to allow e-signature using DocuSign. These changes streamlined a paper-heavy process, avoided the need for Industry Professionals to drive to our campus in Burbank, and paved the way for even more improvements to come.

Industry Professionals working in *roster* classifications can find the Industry Experience Roster application [here](#). Industry Professionals working in *non-roster* classifications, but who still have mandatory training requirements, can find the Training Access Application [here](#). (Not sure which application applies to you? [Reach out to us](#) – we’re happy to help!)

June 2022 – CS ACCESS Mobile App

We took our next leap forward in June 2022 with the launch of our first-ever mobile app, **CS ACCESS**. Using the app, Industry Professionals can check their roster and training status, keep up with their requirements, download or email their Compliance Report and Transcript, and much more.

The app also allowed us to make another breakthrough: for the first time ever, Industry Professionals can log into the app to see their progress toward completing a roster or training access application. Before the app, we were unable to make this information visible to applicants. This transparency into the application process is a great example of the user-friendliness we’re aspiring to. Stay tuned for much more when we launch the new Portal for Industry Professionals later this year.



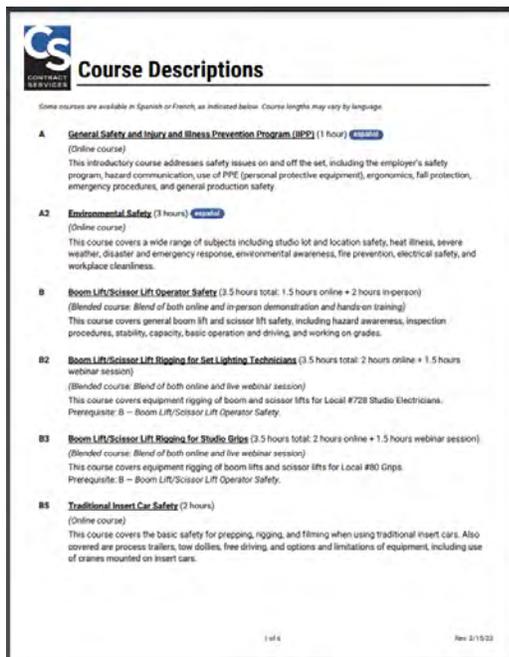
Industry Professionals with a [CS Portal Account](#) can log into the app using their Portal Account credentials. But even if you don't have an account with us, anyone can download the app to conveniently access Safety Bulletins, safety hotlines and additional resources on the go. Click [here](#) for more information.

November 2022 – A New Skills Training Portal for IATSE and Basic Crafts Local Unions

In November 2022, we launched a new Skills Training Portal to streamline yet another high-volume administrative process. The new Skills Training Portal is designed to make it easier for IATSE and Basic Crafts union representatives to submit skills training course proposals, monitor which proposals have been approved, and keep track of their skills training budgets.

Contract Services' Skills Training program is a reimbursement program that connects eligible Industry Professionals with craft-specific skills training to enhance their proficiencies in such areas as graphic arts, digital editing and electrical design. For more information about the program, click [here](#).

More Safety Pass Courses Now Available in Spanish



We are pleased to announce that four more online courses are now available in Spanish:

- A – General Safety
- A2 – Environmental Safety
- E2 – Fire Extinguisher Safety
- N – Compressed Gas and Fuel Cylinders
- HOS – Hours of Service

The C19 – COVID-19 Prevention Training course is also available in Spanish and French. You can see which courses are available in other languages on our [Course Descriptions](#) document (available on our [website](#)). More Spanish language courses will be added in the future.

Industry Professionals can access the Spanish versions of the above courses the same way they access any of our safety training, which is by logging into their [CS Portal](#). If a course is available in multiple languages, they will be asked to select the language before starting the course.

Expanded Hours and a New Appointment System to Serve You Better!

We recently expanded our hours of operation to make sure our staff is available to assist Industry Professionals when they reach out to us for help. Effective February 6, 2023, we are now available to answer calls and assist lobby visitors from:

- **7 a.m. – 5 p.m. Monday to Friday (instead of 8 a.m. – 5 p.m.) and**
- **7 a.m. – 4 p.m. on Saturdays**

“By analyzing call data to determine where there was an unmet industry need, and by using technology to more quickly handle issues as they arise, we are improving the experience of working with Contract Services,” said Mauricio Leal, Associate Director of Customer Service Operations, who joined Contract Services in July, 2022. “These changes will complement the upcoming overhaul of our technology systems later this year that will enable us to deliver better service to all our partners.”

In addition, we are now encouraging – but no longer requiring – appointments for in-person training, computer lab and lobby services. Appointments can be made by calling 818.565.0550 ext. 1200.

Finally, we are pleased to announce we’ve deployed a new reservation system (Microsoft Bookings) to connect Industry Professionals with Contract Services staff who can provide detailed assistance when needed. While we aim to resolve most questions with a simple phone call to our Customer Service operators, sometimes complex issues need to be referred to an experienced member of our Roster, Training or Substance Testing Program departments. With a reservation, Industry Professionals will be able to speak with an experienced Contract Services staff person, at a designated time, who is familiar with their file before they meet. By leveraging technology, we’re improving our capacity to help Industry Professionals navigate complex industry processes.

Help Us Improve! – Industry Professional Experience Surveys Coming Soon



As part of our mission to provide better service, we are about to launch our first-ever “customer satisfaction survey” of Industry Professionals (IPs), which we’re calling an IP Experience Survey.

Beginning in May, callers who speak with our Customer Service staff will be asked to complete a short phone survey at the end of their call. This phone survey will consist of a few questions and

is designed to be completed in one to two minutes.

Separately, we will reach out by email to Industry Professionals who have completed roster or training access applications in the last twelve months. This email survey will ask about their experience navigating one of the most complex processes we administer.

Please keep an eye out for an opportunity to complete these surveys in the coming months. And, from all of us at Contract Services, thank you for taking the time to share your valuable feedback.

Safety Pass Turns 20!



This year, we are proud to celebrate the 20th anniversary of Safety Pass, Contract Services' industry-leading safety training program! For twenty years, Safety Pass has played an indispensable role in providing safety training for the film and television production workforce and promoting a culture of safety on set.

About Safety Pass

Safety Pass training is contractually mandated in more than 20 collective bargaining agreements applicable to tens of thousands of motion picture production Industry Professionals working in the greater Los Angeles area, but it is also available to many Industry Professionals working in other areas. Since inception, the program has provided more than 2 million hours of safety training to more than 100,000 motion picture Industry Professionals across the United States.

The Safety Pass program creates a common safety framework for a highly mobile freelance workforce of creative and technical professionals who will likely work for a variety of different employers over their careers. It serves as the foundation for additional on-set training that employers may provide during a given production. It also helps employers meet industry safety standards as well as stringent regulations set by the Occupational Safety and Health Administration (OSHA), Cal/OSHA and other government agencies.

Safety Pass courses have always been specifically tailored to the motion picture industry. There were 21 courses when the program launched in 2003, but today there are more than 35 courses that cover a wide range of topics, including rigging safety, hazard communication, firearm safety, fall protection, workplace electrical safety, respiratory protection, noise exposure and many others. Most courses are available online, although some, such as forklift operation, boom lift/scissor lift operator safety, and fire extinguisher safety, are taught in person at our training facility in Burbank, California.

Solving a Problem: A Centralized Training Program for a Freelance Workforce

Before the launch of Safety Pass, each studio was responsible for providing training to its own production employees, who would often need to retake the same training when working for a different studio. In the absence of a centralized program like Safety Pass, the training each employee received could vary from employer to employer. Safety Pass was created to address this inefficiency and set a common, baseline standard for industry safety training.

In the mid-'90s, Contract Services and the major studios collaborated to present Cal/OSHA with the concept of an industry-wide training program that could be portable from employer to employer. Imagining the freelance workforce as citizens of different countries, they conceived of a "safety training passport" that could be stamped and presented to each employer to demonstrate that the employee was up to date on their safety training. Thus, the idea of the Safety Pass program was born.

Since then, Contract Services, the major studios and industry unions and guilds have engaged in a sustained partnership to grow the program and make it a success. "I applaud the leaders of the studios for recognizing the need to provide the best possible safety training to film and TV crew members, and union leadership for ensuring such training is available to their members and required as a condition of employment by collective bargaining agreements," said Jeff Egan, Senior Vice President, Feature Films Production Safety for NBC Universal, who was involved with production safety at the time of Safety Pass' creation. "This Studio-Union collaboration set a benchmark that so many other production communities worldwide have envied and smartly tried to emulate."

Safety Pass took on a new urgency during the COVID-19 pandemic. Because this training infrastructure existed, Contract Services was able to quickly deploy a brand-new COVID-19 Prevention Training course (C19), which was one of the requirements imposed by local and state governments across the country as a precondition for returning to work. (More than 100,000 Industry Professionals have completed the C19 course since it launched in October 2020.)

From Passport to Passcard to Compliance Report

When Safety Pass launched in 2003, trainees received a "Safety Passport" booklet, which was designed to resemble an actual passport. The booklet later evolved into a laminated Passcard, which was slightly more portable and convenient.



Of course, neither the Passport nor the Passcard could be updated in real time, so in January 2020, Contract Services replaced them with the digital Compliance Report, an electronic report that's always up to date and that Industry Professionals can download at any time from their [Portal](#) or the [CS ACCESS mobile app](#).



Not only is the Compliance Report easier to read and more environmentally friendly, Industry Professionals can also send their Compliance Report directly to their employer by email from within their Portal or the app.

The Compliance Report also helps Industry Professionals keep track of other requirements they may have, such as requirements relating to their status on the Industry Experience Roster.

Document	Issued	Valid	Expiration
Class A Driver's License	Valid	Valid	08/31/20
Driver Medical Card	Valid	Valid	08/31/20

Course	Issued	Valid	Expiration
A - General Safety	08/20/19	08/20/19	08/20/22
A2 - Environmental Safety	08/23/19	08/23/19	08/23/22
B - Basic Off-Highway Lift Operator Safety	08/23/19	08/23/19	08/23/22
C - Forklift Safety	08/20/19	08/20/19	C1 Required
C1 - Forklift Refresher Course	08/20/19	08/20/19	08/20/22
E2 - Fire Extinguisher Safety	08/16/19	08/16/19	08/16/22
H - Compressed Gas and Fluid Systems	10/11/19	10/11/19	10/11/22
D - Rough Terrain Forklift Safety	08/26/19	08/26/19	01 Required
O1 - Rough Terrain Forklift Safety Refresher	08/26/19	08/26/19	08/26/22
P - Manual Communication	08/24/19	08/24/19	08/24/22

Course	Issued	Valid	Expiration
OSHA 10 - Hazardous Waste	01/13/18	01/13/18	01/13/20

Course	Issued	Valid	Expiration
Water Truck Training 101	05/14/19	05/14/19	N/A

Recognizing the Anniversary

We plan to recognize the 2023 anniversary of Safety Pass throughout the year in various ways. In the meantime, to make sure *you're* up to date with your safety training requirements, remember to download the CS ACCESS mobile app and check your Compliance Report.

With much appreciation for the constant support of labor and management who have made this program a success, we proudly say, *"Safety: Pass It On."*

[About Us](#)

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