

2026 | Fall Edition

Welcome to the Fall 2026 Contract Services' Newsletter!

From helping Industry Professionals stay on top of training, qualification, and roster requirements to connecting them with valuable resources and support, Contract Services plays an important role in keeping the industry moving. In this issue, we're spotlighting our Customer Service Operations (CSO) team and the complete transformation they've accomplished over the past few years.

In this newsletter, you'll also find seasonal safety resources, newly published Safety Bulletins, training updates, and guidance for those navigating the Industry Experience Roster.

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Delivering a Better Service Experience: Spotlight on Customer Service Operations



CUSTOMER SERVICE TRANSFORMATION

2019

ONLY **2** OUT OF EVERY **10**
INCOMING CALLS WERE BEING ANSWERED



TODAY

95%

CALL ANSWER RATE

94%

REDUCTION IN ABANDONED CALLS

90%+

REDUCTION IN REPEAT CONTACTS

92%

QUALITY ASSURANCE SCORE

4.5/5

CUSTOMER SATISFACTION

READ THE FULL CASE STUDY ➔

Several years ago, Contract Services put the spotlight on customer service. As demand for our programs and services grew, we recognized the need for a more responsive, consistent, and efficient support experience for the Industry Professionals we serve. To meet that need, we established a dedicated **Customer Service Operations (CSO) department** and launched a multi-year effort to transform how support is delivered.

THE RESULTS:

The results of this multi-year transformation are clear. In 2019, call answer rates across the organization were a disappointing 20% (that's right: just 2 out of 10 calls were being answered). Today, thanks to the efforts described above, call answer rates are consistently in the best-practices range of **95-98%**. Abandoned calls (meaning, callers who hung up before their call was answered) have also been reduced by 94%, and repeat contacts have decreased by more than 90%.

To learn more about the people, strategies, and investments behind these results, read our Customer Service Operations Case Study [here](#).

While performance metrics tell part of the story, the true measure of success is the experience of the Industry Professionals who rely on our services every day:

"Kindness and patience are rare in customer service today, but that's exactly what I experienced. The people I spoke with at Contract Services guided me through the

process, helped me organize the necessary documentation, and made sure I understood each step along the way."

- Nathaniel Smith, Rostered in an IATSE Local 700 Classification

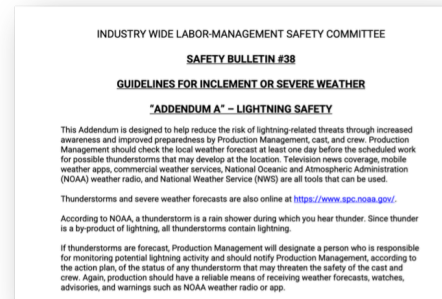
Nathaniel's experience reflects the dedication of the CSO team and Contract Services' ongoing commitment to delivering responsive, reliable customer service.

Safety Bulletins: Seasonal Reminders and What's New

Lightning Safety:

Thunderstorms can develop quickly, and lightning can pose a serious hazard even when a storm seems distant. These resources provide guidance on working safely during thunderstorms and severe weather conditions:

- [Safety Bulletin #38 – Guidelines For Inclement Or Severe Weather](#)
- [Safety Bulletin #38 "Addendum A" – Lightning Safety](#)



Wildfire Smoke Safety:

Wildfire smoke can affect air quality with little warning. When wildfire smoke is present in your area, be sure to follow established safety procedures and protective measures outlined in the following awareness sheet:

- [Safety & Health Awareness Sheet – Protection from Wildfire Smoke](#)

New Safety Bulletins

The Industry-Wide Labor-Management Safety Committee recently published two new Safety Bulletins addressing special effects commonly used in production:

- [Safety Bulletin #46 – Photographic Dust Effects](#)
- [Safety Bulletin #47 – Artificial Snow](#)

These bulletins provide guidance on potential hazards, safety procedures, and control measures when photographic dust effects and artificial snow are used during production activities.

Did You Know? Lightning Safety On Set!

 Lightning can strike up to 10 miles away from a storm. If you can hear thunder, you're within striking distance. Stay aware of storm conditions by using weather apps, real-time weather reports, lightning detection equipment, and Safety Bulletin #38A guidance.



 **Seek Shelter When Lightning is Nearby.** If 30 seconds or less pass between seeing lightning and hearing thunder, the storm is within approximately 6 miles. Productions should already be sheltered when lightning is within 6 to 10 miles. If you haven't taken shelter, do so immediately.

 Trees are not safe shelters. Neither are pop-up tents, camera carts, canopies, or open-sided structures.

 Weather apps are great tools, but your eyes and ears matter too. Don't ignore visible lightning, even if your app hasn't sent an alert.

 A hard-topped vehicle can be a safe refuge. The metal frame helps direct lightning around occupants.

 **Battery Usage During Storms.** A Battery Energy Storage System (BESS) is not a substitute for lightning protection during a lightning storm. An outdoor BESS must be protected the same way as a generator, and simply replacing a diesel or gasoline generator with a BESS does not reduce lightning-related hazards.

✓ **Outdoor BESS:** Requires the same lightning safety precautions as a generator.

✓ **Indoor BESS:** May be used during thunderstorms without additional lightning protection if it is approved for indoor use (typically 5 kWh or less).

Whether powered by fuel or batteries, outdoor power systems require proper lightning protection during storms whenever a production wants to continue using them during a lightning storm.

Reminder: Safety Hotlines Available

In addition to the Safety Bulletins, safety hotlines are available to support cast and crew while working on set.

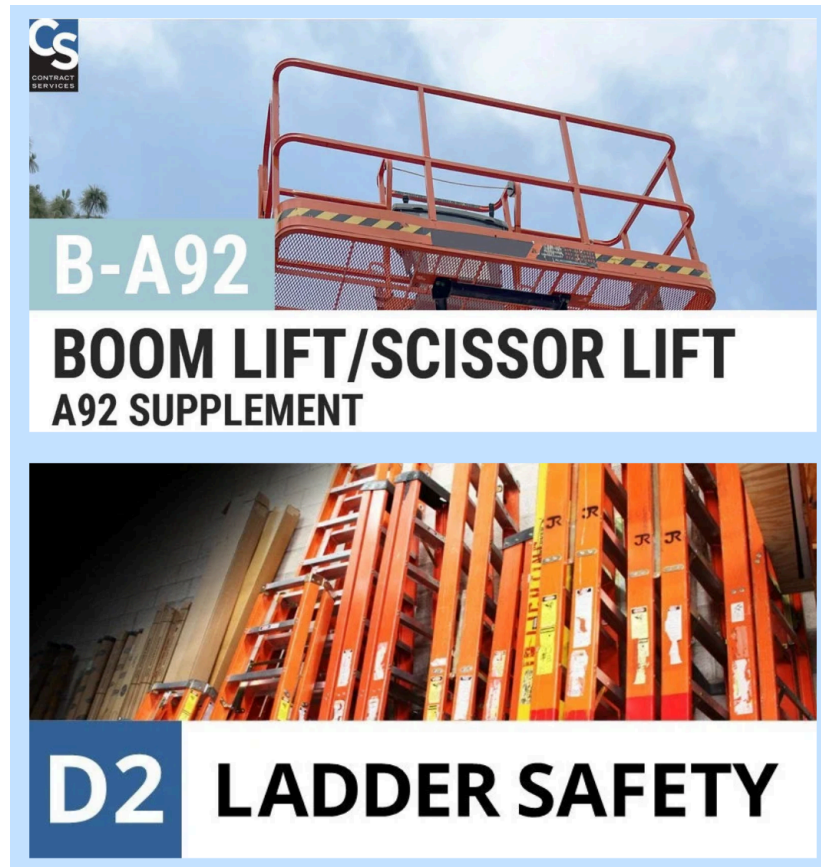
- The **Industry Safety Hotline (888.7.SAFELY / 888.772.3359)** connects callers to Studio Safety Hotlines and Contract Services' Production Affairs & Safety Department for questions related to industry Safety Bulletins and on-set safety.
- The **Studio Safety Hotlines** provide contact information for the major studios' safety departments, including names, phone numbers, and email addresses.



Both the Industry Safety Hotline and the Studio Safety Hotline can connect you with anonymous hotline numbers where safety issues can be reported without providing your personal information.

You can find all [Safety Bulletins](#) and more details on our [Safety Hotlines](#) on our [website](#) or by downloading the free [CS Access mobile app](#).

New Training Courses Coming Soon!



Contract Services is preparing to launch two new online trainings that will soon become available to Industry Professionals through the Contract Services Portal.

- **B-A92 - Boom Lift/Scissor Lift** is a 30-minute supplemental Self-Paced Online Training that will be required for individuals who complete the **B - Boom Lift/Scissor Lift Operator Safety** course. The B-A92 course provides a brief overview of the safe use and training requirements for mobile elevating work platforms (boom lifts and scissor lifts) outlined in the ANSI/SAIA A92 Standards.
- **D2 - Ladder Safety** is a new one-hour Self-Paced Online Training that will cover safe practices for ladder use. It includes ladder types, ladder selection, proper set-up and use, causes of falls, proper techniques for climbing and working on ladders, and ladder inspection and care.

Watch for additional information as these courses become available. If one of these courses is added to your training requirements, you'll receive a notification to your email address or mailing address by USPS mail depending on the communication preference you have selected. For the latest information about your training requirements, upcoming courses, notifications, and to verify we have your most current address, log in to your Portal at thehub.org 24/7.

New to the Roster? Here's What to Expect

If you've recently been placed on the Industry Experience Roster (IER), congratulations! Roster placement is an important milestone. Your Contract Services Portal account is the best source for information about training requirements, certifications, qualifications, and other updates related to your classification.



Stay Informed and Stay Compliant

To maintain your roster status:

- Complete any required training by assigned deadlines
- Monitor notifications and messages in your Portal account
- Stay informed about qualification or certification requirements that apply to some classifications.

Always Check Your Portal

Available through the Industry Hub (thehub.org), the Portal is your central resource for managing your roster classification. Log in regularly to view training requirements, register for classes, access your training history, review roster information, and receive important notifications.

We're Here to Help

If you have questions about your roster status, training requirements or other Contract Services programs and services, we are here to help! Call (818) 565-0550 for support or log in to your Industry Hub Portal for information about your account and requirements.

Let's Stay Connected!

Don't miss the latest updates, safety resources, and behind-the-scenes highlights from Contract Services!

Follow us on social media for news you can use, reminders about training, and stories from across the industry.

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