

2023 | Q3 Edition

We're pleased to bring you another installment of our Quarterly Newsletter! This edition includes:

- A recap of the new Industry Hub and new Portal for Industry Professionals and Union Representatives, including how to claim yours!
- Heat Illness Safety Bulletin has been revised and is available by video
- Enhancements to CS campus safety
- Our new outreach program is improving training compliance
- Learn more about the Message Center in your Portal

The New Industry Hub and Portal Are Here!



In July, we launched the brand-new **Industry Hub** (thehub.org)! The Industry Hub replaced the old "Online Roster" as the way to check the roster and training status of nearly 60,000 Industry Professionals, including those on the Industry Experience Roster (IER) and (for the first time) those on the IATSE Television Commercial Roster (TCR), too.

Inspired by the user-friendly interface of the [CS ACCESS mobile app](#), the Hub has a simple interface with a modern look and feel. We designed it to be easier to use and understand than the old Online

Roster, though it retains the same basic functionality.

Your Portal to a Better CS Experience

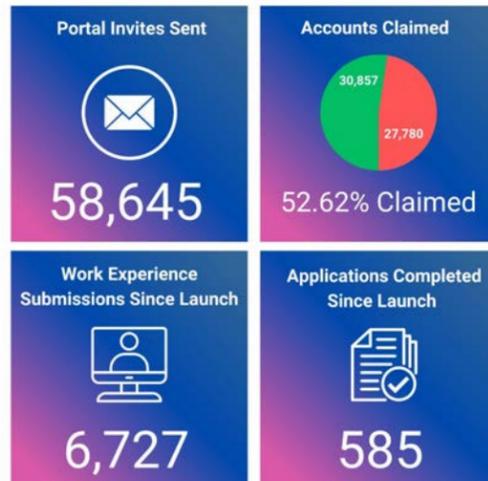
In addition, the Hub serves as a gateway to a new [Portal](#) experience for Industry Professionals and Union Representatives. Using the new Portal, Industry Professionals can now apply for a roster, track their progress toward placement, and keep up with their classification and training requirements. The new Portal puts everything Industry Professionals need to know about their classifications, requirements and deadlines right at their fingertips. You can easily:

- Enroll for training
- Upload certificates and licenses (e.g., driver's license, medical examiner's certificate, teaching credentials, etc.)
- Keep track of your deadlines
- Find out when you'll advance to Group 2 or 1 (for Local #399 classifications with grouping)
- And so much more!

Local Union Representatives also have a custom Portal allowing them to monitor the compliance status of their entire Local, including all pending roster applicants, at a glance.

For additional information about the Hub and the new Portal, including reference guides and video tutorials, see the [Learn More About the Hub](#) page on our website.

New Portal by the Numbers



Haven't Claimed Your New Portal Yet?

Claim your account now to get started!

Why it matters: Use your Portal to stay compliant with your classification requirements, including your training requirements.

What should I do? Claim your account! If you've ever started an application with us in the past, you shouldn't create a new account because you already have one!

To claim your account...

1. Visit thehub.org and select "Forgot Your Password?" or click [here](#).
2. Enter your email address (the one you've given to us already).
3. You'll then receive an email with a link to reset your password.

4. Click the link and enter a new password.
5. Congrats! You claimed your account and you can now check out your personalized Portal!

Please contact us at 818.565.0550 ext. 1100 if you need help claiming your account.

Heat Illness Bulletin Revised & New Videos Available

The Industry-Wide Labor-Management Safety Committee has revised **Safety Bulletin #35 — Safety Considerations for the Prevention of Outdoor Heat Illness**. This Bulletin addresses safety considerations when exposed to heat outdoors and recommends safeguards to prevent heat illness.



This Bulletin is also available by video! Visit the [Safety Bulletin](#) page on our website to view the videos, or scan the QR code on the Bulletin itself. The videos will also be added to our [CS ACCESS mobile app](#) in the coming weeks.

Stay cool out there!

New CS Department Enhances Campus Safety



We're pleased to announce the establishment of a new Security Operations department to ensure the safety and security of our staff, Industry Professionals and all visitors to our Burbank campus.

The new department is headed by Raymond Rojas, who brings years of entertainment industry experience in global security, content protection, production security, special events,

executive protection and anti-piracy, most recently for Marvel Studios.

Raymond and his friendly team of security professionals are onsite every day to make sure Contract Services maintains a safe and welcoming environment for all. If you're visiting our campus, say hello!



Outreach Program is Making an Impact

Earlier this summer, Contract Services began a new Outreach Program to make courtesy calls to Industry Professionals who are not compliant with their training requirements. (This is in addition to the regular notifications we send by email and regular mail about all classification requirements.)

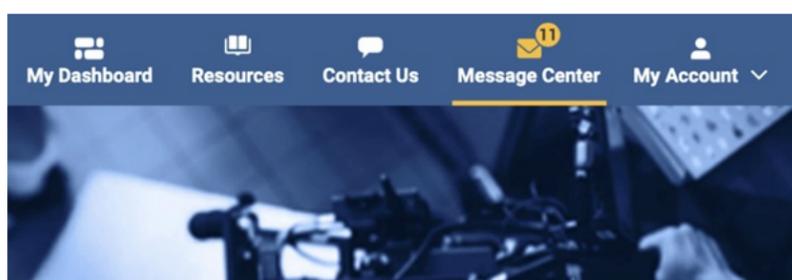


In June and July, our Customer Service representatives reached out to more than 880 Industry Professionals who had expired training to remind them of their training requirements and help them register for their classes. As a result, about half of those Industry Professionals completed at least one of their expired courses, which is a great step in the right direction.

Do you know your training compliance status? Log into your [Portal](#) or download our [CS ACCESS mobile app](#) to make sure you're up to date with your classification requirements.

Learn More About Your Message Center

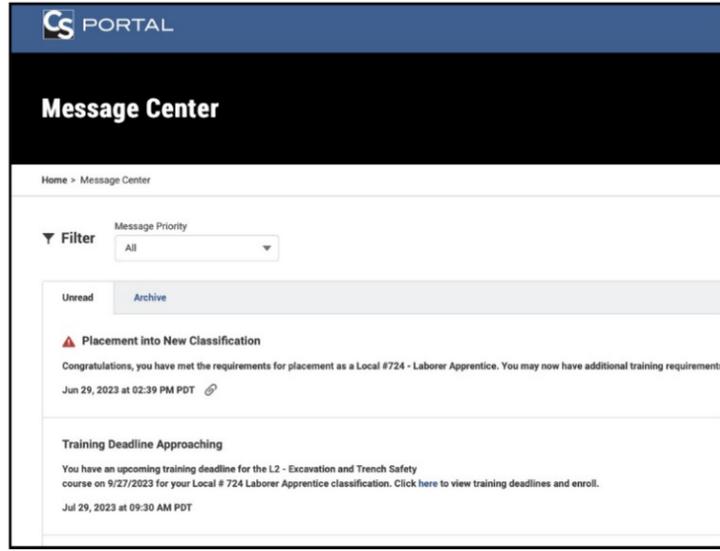
One great feature of your new Portal account is the Message Center, where you'll receive notifications about important updates to your classification, or requests from us when more information is needed. (We will also



send all messages to the email address associated with your account.)

Once you are logged into your [Portal](#), click Message Center at the top of the page. The Message Center icon will indicate whether you have unread messages.

After clicking into your Message Center, tabs allow you to view “unread” or “archived” messages, and to filter them by priority.



Certain notifications in your Message Center require immediate attention; these “high-priority” messages are highlighted with a red triangle and exclamation mark. We strongly recommend you review high-priority messages and take the required action as soon as possible.

If you have any questions, please contact us.

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