# DJ Policy Manual

## For DJs, Photobooth Operators, and Assistants

*Updated: 11/18//2025*

*At Josh Staley Productions and Turn Up Columbus, we care about our DJs and desire to do everything possible to set all of our team up for success as well as provide the best possible experience for the clients. This Policy & Procedure Manual is designed to improve communication by clarifying expectations for the JSP/TUC teams. The DJ industry is a rapidly changing industry so this criteria is subject to change at any time. There may also be situations and circumstances that are not included in this manual and those will be handled on a case-by-case basis. Management is free to determine that certain circumstances do not fit the defined policies and require a different decision or outcome.*


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Created: 5/23/2024

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# Company Core Values

1. Seeking excellence in performance, service, and results
    - Never settles, Creates Raving Fans, Consistent. Every. Time. Kind to everyone

2. Striving for growth in self & team
    - Disciplined, Coachable (Takes feedback. Implements it.), Always evolving, Shows up for the team

3. Passionate about our collective craft
    - Know your “why”; driven

4. Undaunted-*not intimidated or discouraged by difficulty, danger, or disappointment*
    - Transcends adversity (5th gear); Does hard things, Seeks Solutions, No excuses, Critical thinkers

5. Work hard; play hard
    - Creates Fun, Maintains health, Invests in personal growth, seeks to live a balanced life

# DJ Policies/ Procedures:

# JSP Requirements

1. Be available for at least 20 events/ year
2. Mark availability on JSP google calendar at least a year in advance. You will be added to projects when they book, mark off for any date within a year as long as you aren’t already on a project. Use “Your Name ❌” when blocking a day on your calendar.
3. Once you are booked on an event, you are locked in and can’t be replaced
4. Attendance at team trainings (pay included in wedding pay)
5. Attendance at Faction (DJ Bootcamp). Once/year*
6. Respond to client emails within 24 hours unless it’s a wedding day
7. 2 planning meetings/ couple (pay included in wedding pay)

8. No Substance Use before/during events
    - Don't smell like smoke. Be sure your gear doesn't either.
9. Be the On call DJ at least 2 times per year (requirements of On-call DJ listed below)
10. Share planning meeting notes through HB
11. Arrive at weddings 3 hours before guest arrival
12. Shadow Josh at least once per year
13. Own personal laptop and controller. Also own booth at Epic & Legendary tier.

# JSP KPIs

1. Always present oneself in a professional, appropriate manner
2. 5 Star Reviews from 30% of weddings
3. Referrals
4. Participation at trainings (beyond showing up)
5. Sell 5 add-ons (earns commission)
6. SM Presence: 1 post or reel/ wedding
7. Attend at least 2 bridal shows or open houses per year. (Additional pay)

# TUC Requirements:

1. Be available for at least 2 weddings per month in May, June, September, October
2. Mark availability on TUC google calendar at least 6 months out so admin can assign weddings. Use "Your Name ❌" when blocking a day on your calendar.
3. Once you are booked on an event, you are locked in and can't be replaced
4. Attendance at Faction (DJ Bootcamp). Once/year
5. Respond to client emails within 24 hours unless it's a wedding day
6. 2 planning meetings/ couple (pay included in wedding pay)
7. No Substance use during events
    - Don't smell like smoke. Be sure your gear doesn't either.
8. Be the On call DJ at least 2 times per year (requirements of On-call DJ listed below)
9. Share planning meeting notes through HB
10. Arrive at weddings 3 hours before guest arrival (calculated in wedding pay)
11. Shadow an Epic/ Legendary JSP DJ at least once per year (for continued growth; paid)
12. Own personal laptop and controller

## TUC KPIs

1. Always present oneself in a professional, appropriate manner
2. Attend at least 2 bridal shows per year (paid)

3. Attending team trainings for personal and team growth
4. 5 Star Reviews from 25% of weddings; for your first year no bad reviews
5. Sell 3 add-ons (earns commission)
6. SM Presence: 1 post or reel/ wedding

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## Actions For Missed Requirements

**if someone misses Faction, the action is different from the other requirements and is listed below in What is Faction?.*

Level 1 = phone call check in
Level 2 = Intervention meeting & PIP
Level 3 = Pause booking

*Personal Improvement Plan (PIP): list of actions that DJ needs to improve within a designated period of time. If PIP is not met, then company will cease booking DJ.

**If a training is missed:**

First time: Phone Call Check in
2nd time: Intervention Meeting & PIP

**If DJ isn't responding within the 24 hr time limit:**

1st time: text reminder
2nd time: Level 1
3rd time: Level 2
4th Time: Level 3

**If DJ calls off from a wedding: automatic Level 2**

**Anyone who misses a training or Faction will also be required to complete make-up work*

**If a DJ misses Faction, they will be required to attend a DJ conference at their own expense to make up for the training time.*

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# On Call DJ System:

*An on call DJ will be scheduled for every date that 4 or more weddings are booked between the 2 companies.*

On call DJs are expected to:

- Be available from 2PM - 6PM.
- On Call DJ will need to be at the company office unless they are out on a call
- To get into the office, pick up the Fob from the storage unit. Return it if there are other on call shifts that weekend. If you're the last one, leave the FOB in the office.
- Text the On-Call DJ Discord Chat to notify the other DJs you are on call.
- If you get called out to an event, please notify the On-Call DJ chat so the other DJs know your availability
- If you need to have the day off that you've been scheduled for, it is your responsibility to find a replacement for your shift.
- Fill out On Call Form to report any trips required. Must be done in order to receive pay.
- Pay is $25/hour. If a run extends time, just clock those additional hours for pay.
- If multiple trips are run or a long distance is traveled, travel pay can be considered. Notify payroll about this.

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# For help during a wedding:

1. Check your outlets & cables & Restart your programs
2. Ask Google or AI.
3. Call the On Call DJ (If before 6PM)
4. Text team group chat (TUC or JSP)
    - example text "Hey Team! I'm having trouble with XYZ. Can someone call me?"
    - wait 15 mins
5. Call another DJ

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# Call Off Procedure

*Reliability is one of the most important characteristics we're looking for in DJs, operators, and assistants in order to make a couple's wedding day a success. Your couples are expecting to see you on their wedding day because they know you and have met with you.*

## Call off Procedure Pertaining to An Assistant or PB Operator

It is assumed and understood that when an assistant accepts a shift that they are committed to that shift and will fulfill their responsibility accordingly. The DJ is relying upon that person to show up.

If an assistant has an emergency and can't make a scheduled shift, they need to call the DJ (no texting) they're scheduled to work with and Operations Manager as soon as possible. They must give a reason for the absence and may be required to provide documentation such as a doctor's note. More than one last minute cancellation will result in the assistant being dismissed from DJ training and future assisting.

Photo booth operators who need to call off must contact by phone or text the Photobooth Manager immediately. Depending on the circumstances, the operator may be responsible for finding their own replacement and if they can't may be required to cover the shift. This is especially important as the client has paid for the photobooth and we need to have it available for them, so having an operator is crucial.

Josh Staley Productions operates on a three strike system. If an operator or assistant doesn't show, they will receive a strike. A call-off the week of an event, will also result in a strike. This will also be the case if an assistant or operator calls off sick unless they can provide a doctor's note. Three strikes equals automatic termination. The company can decide to terminate for less than 3 strikes if behavior warrants it.

<u>Call off Procedure Pertaining to DJs</u>

The On Call DJ is intended to be a backup for emergencies only. If you have an emergency situation on a wedding day, **contact the Operations Manager as soon as possible**. *No other person is acceptable unless they are on vacation.* If a DJ calls off of a wedding and it isn't an emergency as defined below, it is grounds for termination.

The following is a list of possible situations that are considered emergencies:

1. DJ is in the hospital
2. DJ is violently sick
    a. *A doctor's note must be submitted within a week of calling off*
3. DJ has an immediate family member in the hospital
4. Passing of an immediate family member.

**Documentation may be requested. Ie: doctor's note*
**Consideration for other situations can be considered on a case-by-case basis, but management is able to decline coverage in which case the DJ is responsible to cover the event.*
**There will be no payment for an event not worked, even by salaried DJs*

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## What to do in case of Car Accident or Car Trouble on a Wedding Day

*If any car incident happens prior to your wedding day, please contact the Operations Manager as soon as possible to make the company aware of the situation and to see if a company vehicle is available for you.*

If you get in an accident on the way to your wedding or have car trouble:

1. Contact Operations Manager
2. Contact the on call DJ right away with arrival time and details of your situation.
3. Determine what assistance you need and if you can make your wedding.
4. Follow up with On Call DJ regarding your plan

**DJ can contact Operations Manager for advice on what to do if necessary*

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# Dress Code for Events

*Always be professional. This is someone's wedding day and you represent a company*

- Basic Grooming (Hair & Beard Care, Basic Hygiene). Hair, makeup, and jewelry should be styled appropriately and show that care has been taken. (A messy bun must look like a style rather than like hair hasn't been done.) Use good judgment and avoid choices that appear unprofessional. (Black lipstick, neon eyeshadow, candy necklace, etc.)
- NO Polos EVER!!!
- All attire should be well fitting, clean, stain free, wrinkle free, odor free
- All jewelry should be tasteful and appropriate. No more than 2 facial piercings outside the ears
- Avoid loud colors and bold patterns or prints that would be distracting. (Black is a great go to)
- Go for modern/edgy looks that are still professional and won't draw too much attention. Avoid super low cut necklines and visible midriffs. Undergarments should not be visible.
- Although the company values and personal choice of each individual to determine their own identity and path, a biological male may not wear skirts or make-up regardless of gender identification

## Men's Standards:

1. **Semi-formal:** Dress Shirt & Blazer or vest with dress pants. Jacket or vest are required.
    - Dress shoes (Cole Haan etc.) or really baller kicks for the right couple.
    - A nice dark t-shirt under a blazer is acceptable
2. **Formal/ Black tie:** Well tailored suit

## Women's Standards

1. **Semi formal**: dark/black dress pants with dress shirt and blazer or formal dress/skirt (Must be appropriate length). No white dresses.
2. **Formal / Black tie**: women's suit or dress (Must pass finger tip test).
    - Comfortable dress shoes.

## Wedding Day Set-up Attire:

- **Load In:** Wear separate casual clothing for loading in, TUC/JSP t-shirt and tennis shoes are recommended.
- Plan to change into event clothing 30 minutes **before guest arrival**

## Open House/tasting Dress Options

*Style determined & communicated by Event Lead. Appearance should always be well-groomed, neat, and clean. Options may include:*

1. JSP/TUC logo shirt/sweatshirt & jeans
2. Wedding Attire
3. Business casual attire ie: Sweater & khakis

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# When a DJ gets an assistant:

All Legendary weddings get an assistant
Epic & Headliner weddings can have an assistant if they have 2 add-ons that the DJ must set up
Any wedding with Dancing on the Cloud or LED bracelets gets an assistant

Venues with a difficult load-in can qualify for an assistant depending on availability. Reach out to T&T Coordinator who schedules Assistants to ask about this.

Trainees may be sent out as assistants to gain experience even when the event does not meet the above criteria. If the DJ is unsure how to help direct a trainee, please contact the Training Manager for instruction.

The DJ will be notified more than 2 weeks before a wedding so they can request an additional vendor meal. If that doesn't happen, the assistant will be told they may not be fed and to plan accordingly.

TUC DJs will not typically get an assistant. If you feel that one is necessary, please discuss with the TUC Manager.

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# Gear Request form

If a DJ needs additional gear than normal because of venue size, client request, or a special need, they need to fill out the request form on our website.
It is located at this link: https://jspcolumbus.com/gear/

Once the form is submitted, the Dj will receive an email that it was received and an expectation of when it will be confirmed or denied.

The Gear Manager will check that we have the inventory requested and respond via text to let the DJ know within one week of the request.

The Dj will be able to pick it up during the normal "pick up hours" as listed below. Their name will be on the item so they know it's for them.

# JSP Storage Unit Guidelines

*This document is subject to change with any future improvements or updates as our processes/gear/ or location change. You will be notified when there are any future updates to this document.*

## Information

- Storage unit address: 10816 Fancher Rd. Westerville OH 43082

- Main gate code: *5662#
- Unit 901 door code: 5662
- 24/7 Access to Unit
- Lighting in the unit can be plugged in on the left hand side by cameras and uplight station to furman power strip.
- Please remember to close the cover on the keypad to protect it.

## Pickup Hours & Expectations For Gear While in Employees' Possession:

● Pick Up: Starting after 3PM Thursday (unless otherwise specified)
● Gear must be inspected by the employee picking up gear. Company is not responsible if something is missing or broken when you arrive at your event, although measures are in place to make sure that doesn't happen.
● Unless otherwise notified from gear manager, gear is only ready for pickup when in pickup stations 1-5 with name tag on top and photobooth area in proper position indicating it has been cataloged and restocked.
● During the week, if a DJ keeps gear, it must be stored in a garage, trailer, van with no back windows, or inside a house. **No gear can be left in a car overnight** to avoid theft.

## Drop Off Hours & Expectations For Gear:

● Gear Return: Before 6PM Monday to Unit

**Please direct any drop-off questions to Gear Manager*

## Photo Booth Operators

Picking up gear:
● Verify that everything is inside of PB and printer cases
● If you have printer, verify you have a photo album
● Base components needed
    - Pb backdrop, frame, props, light/tripod bag, photobooth
○ When taking printer (printer and photo album)

## Returning Gear to Unit

- Return to same spots as were picked up if possible in a manner that protects gear

**Please direct any questions to Gear Manager*

# Uplight Protocol

● JSP DJ's set their up light channels to 483, 493,503 the name of the lights in sound switch are Rockwedge LED 54W RGBWA+UV (10 ch mode)
● All DMX color codes should be the same. (Red is usually the default)
● At JSP we use sound switch
● At TUC Ape Labs & Gen 1 uplights are used in sound mode

**Please direct any questions to Gear Manager*

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# Using Company Van

A DJ may request a company van if they have add-ons or a larger set up than normal to accommodate a special venue or guest count. Requests will be honored based on availability.

If DJ uses a van, the gas tank will be full upon receipt and DJ must return it with a full tank. If the van is not returned with a full tank, the company will deduct $50 from paycheck to cover gas.

If the DJ is going to a venue that offers a travel fee, the DJ can either not pay for gas or get the travel fee. If they choose to not pay for gas, then the van does not need returned with a full tank.

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# Conference Policy

In line with our values, the company encourages DJs to attend conferences to increase knowledge and skill set. If a DJ wants to attend a DJ Conference, the company will provide the conference ticket and hotel if the conference is approved. The DJ is responsible for travel expenses, meals not included in the ticket price, and any other entertainment.

While at any Conference paid for by the company, the DJ must attend most educational sessions, participate in networking activities, watch any DJ performances, and seek to gain resources through DJ connections

Each DJ is limited to one per year that the company will pay for unless exceptions are approved.

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# Pay Details

## JSP Tier Pay

**Headliner Tier Pay** (*DJ must own laptop, controller; company provides booth & gear*)
$500 for R only
$550 for C+R
*DJ receives a $50 increase each season at headliner
$550/$600 2nd season; $600/$650 3rd Season; $650/$700 is cap after that.

**Epic Tier pay** (*DJ must own booth; Company provides rest of gear)*
$800 R only
$850 C+R
*DJ receives a $50 increase each season at Epic
$850/$900 2nd season; $950/$1000 3rd season; $1050/$1100 cap

**Legendary Tier Pay** (*DJ must own at least 48" TV booth; Company will provide rest of gear*)
$1100 R only
$1200 C+R
*DJ pay increases each season
$1200/ $1300 2nd Season; $1300/$1400 3rd season; $1400/$1500 cap

## TUC DJ Pay Info

$350 C+R
$300 R Only
*DJ receives a $50 increase each season at TUC

Set up Uplighting Pay $100 (goes to DJ); Applies to all tiers.

Assisting as Trainee for TUC begins at $16/hr
A fully trained DJ receives $18/hour to assist

## Wedding Cancellation DJ Pay

If a client cancels their wedding after the final payment has been made and less than 60 days from the wedding date, in which the company is not refunding the final payment, then the DJ will receive base pay for the tier that was booked based on tier pay listed above. The client can use the payment as a future credit for DJ services.

If the same DJ works the next event, then they will be paid separately and in full for the new event regardless of prior pay.

## Photo Booth pay

**Pay includes picking up gear and returning it to the storage unit. Pay structure is tiered based on Operator experience and discretion of Manager.*

| | Operator 1 | Operator 2 | Operator 3 | Glambot |
|---|---|---|---|---|
| PB- | 175 | 200 | 225 | $150 Operator** |
| PB w/ printer- | 225 | 250 | 275 | $250 Director** |
| 360 booth | 200 | 225 | 250 | |

**If DJ needs to transport SS/PB because the Operator is unable, then $50 would be paid to the DJ, and the operator would lose $50.*

**The Glambot requires 2 people to operate. The Director is responsible for picking up the van with the equipment. They're directing guests throughout the evening and telling them what to do. The Operator will meet the Director at the venue and handle the equipment side.

Transportation Bonus applicable for qualifying vehicle
$75/wedding
Vehicle must be a work vehicle or trailer. Needs to be able to haul a large set up, UL, and 360 booth all at once. Gear must not be damaged because it's being shoved into the vehicle.

**Get approval BEFORE making vehicle purchases to make sure it's approved for the bonus. If not, approved the company reserves the right to deny the vehicle bonus.*

## Pay for On-Call DJ

$100 for 4 hours in office. (2-6pm) or $25/hour
DJs who must cover a wedding get their regular tier pay + a bonus if they are performing a wedding above their normal tier. Ie: a HL DJ covers and Epic wedding, they can have 800 as long as we know the couple is not requesting a refund based on DJs tier, experience, or performance.

## Travel Fees

$50 for venues 61-90 miles from New Albany office
$75 for venues 91-125 miles from New Albany office
$100 for venues 126 or more miles away from New Albany office + hotel if wanted
$200 for venues **out of state** (*not including KY in the greater Cincinnati area*) + 2 nights hotel

*Company will provide a hotel room in addition to travel fees for DJs & PB operators traveling to Cincy or Cleveland areas. *The hotel money will never be paid out in cash. It is a safety courtesy.*

*DJ must request the hotel room. Notify the JSP Admin at least 5 days in advance and the company will book one for you.

## Parking Reimbursement

The companies will reimburse parking fees for Assistants and Operators up to $20. Receipt needs sent to payroll@joshstaleyproductions.com.

DJs who are W-2 employees can receive parking reimbursement for venues that don't provide parking validation.

DJs who are independent contractors will not be reimbursed for parking as they can deduct the expense.

## Non-wedding Event Pay for JSP

**Event Lead** (producer, know what's happening, been working with client)
Minimum: (includes set-up & tear down up to 6 hours): $450. +$50/hour after 6 hours (+$50 for a Saturday)

**Sound Operator:** $250 for 6 hours. $25/hour beyond 6 hours (+$50 for Saturday)

If there's an **additional DJ**: pay is the same as Sound Operator if they're there for set up and tear down.

**Assistants**-hourly assistant rate

## Non-wedding Event Pay for TUC

$200 minimum for up to 2 hours of performance time. $50 for each additional hour of performance.

## Assistant Pay

JSP DJs are required to shadow Josh once a year and will be paid $25/hr
TUC DJs are required to shadow a JSP Legendary DJ and will be paid $20/hr

Assistant Travel Pay: Assistant gets travel pay if they drive to a venue beyond 60 miles away as defined in Travel Pay above. If the Assistant rides with the DJ to a location that qualifies for travel pay, they will receive hourly pay for the drive.

Assistant Pay Tiers:

Tier 1 - $16 an hour (New trainees)

1. load in and load out ability to lift and carry at least 50 pounds of gear, helping the DJ with what they request during event
2. Able to stand/ be on your feet 10-12 hours
3. Problem solving / trouble-shooting skills

Tier 2 - $18-20 an hour (Move to $18/hr upon completion of wedding test)

1. Everything in tier 1
2. Can set up without DJ present including add ons
3. Help Generate social media content
4. Be able to operate the basics of the DJ software provided
5. Ios knowledge/compatibility required
6. Basic mixing

Tier 3- $20-25 an hour

1. Everything in previous tier
2. In an emergency, assistant has resources and capability could cover the wedding
3. Ability to operate DSLR with Gimble
4. Trains new assistants
5. Be pleasant to work with. Requested by DJs

## Bridal Show Pay

JSP DJ–$25/hour
TUC DJ–$20/hour; $25/hour for Lead
Trainee–regular hourly pay

## JSP Training Pay

Each year JSP offers 4 trainings (2 hrs. each) and Faction (12 hours) for a total of 20 hours of REQUIRED training. Training pay is considered part of DJs wedding pay.

Wedding pay breakdown is as follows for each tier:
10 hr/wedding + 2 hour planning meetings + 1 hr training for 20 weddings
$2000 = $153.85/hr
$1500 = $115.38/hr
$800 = $61.54/hr
$550 = $42.31/hr

When one works more than 20 weddings then DJ is getting full amount without additional training hours. If Djs miss any trainings, make up work will be required and repercussions could be taken.

TUC Trainings are not required but are strongly encouraged. DJ participation in them shows initiative and motivation, and those who participate the most will be given scheduling priority.

## DJ/Assistant/Operator Referral Bonus

$200-Referral bonus for Assistants. Anyone who refers an assistant gets will receive the bonus after the assistant has assisted 10 events.

$200–Referral bonus for Photobooth operators
To be paid after the person has completed 10 events.

$500–Referral bonus for DJs. Will be paid after DJ performs their first wedding.

*The person receiving the bonus must still work for JSP/TUC in order to receive the referral bonus.*

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# Purchasing Gear Through the Company

If DJ is able to pay in full immediately, payment can be made through Quickbooks, Honeybook (as ACH transaction), check, or Venmo.

If DJ needs to make payments over time, then:

- A DJ can only finance one item at a time

- The DJ must pay off the item within *one year* from the date of purchase.
- A 25% deposit is required
- A minimum monthly payment is required. No interest will be charged.
- Payments can be made monthly via QB or Honeybook, or be withheld from DJ's paycheck
- With the exception of the DJ booth, any bonus pay for that item will not be received until after equipment is paid off. (If applicable)
- If damage occurs to equipment while being paid off, the DJ is responsible for the repair/replacement of the equipment. Josh Staley Productions will help with resources for repair if possible. We will supply temporary equipment if we have spare equipment to lend. If not, the DJ may be responsible for renting any equipment needed for upcoming events until broken gear is repaired or replaced.

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# Personal Gear Policy

These are the details for a DJ who purchases equipment and uses it for a JSP/ TUC wedding:

- There is no additional gear bonus or pay
- Gear must be approved by Josh to be used at a JSP/ TUC wedding
- DJ is responsible for any needed repairs
- If a wedding is compromised because of faulty gear and the company is required to give a refund to the couple, then the DJ will only be paid hourly minimum wage
- If a DJ is performing weddings for other companies in Columbus, then JSP/ TUC reserves the right to stop booking them.

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# Notice to Stop Booking

When DJs are booked for a wedding, they understand that they are expected to fulfill that obligation. When a DJ is ready to stop DJing, he can submit via email a NOTICE TO STOP BOOKING. This will notify the sales and admin team that they can't book any more weddings for that DJ. Once the company receives this notice, they will no longer book weddings or events for that DJ. DJ agrees that they will continue to fulfill the weddings that have been booked on their behalf.

# Sexual Harassment Policy

This is to protect JSP/ TUC DJs, Assistants, and Photobooth Operators if they experience any form of harassment at a wedding.

This is copied from the JSP/TUC Wedding Contract:

“Appropriate Conduct/Safe Working Environment: The Client(s) expressly agree(s) to ensure the appropriate behavior of all attendees at the wedding/event, and additionally agree(s) to undertake best efforts to ensure that all parties involved in the event, including but not limited to the Client(s), vendors, the bridal party, all guests, and any and all attendees, behave in a manner that provides all Turn Up Columbus staff with a safe and comfortable work environment in accordance with a reasonably workmanlike standard. Any threatening, hostile, inappropriate, or offensive behavior of any kind, and any other behavior that compromises the safety or well-being of Turn Up Columbus staff or equipment, or constitutes a hostile work environment (including, but not limited to, unwelcome sexual advances and verbal or physical conduct of a sexual nature) will not be tolerated. What constitutes such behavior is up to the sole discretion of our staff in accordance with the standard of a reasonable prudent person, and will be dealt with accordingly: (a) upon the first offense, we will notify the offending person and either the Client(s) or a family member of the Client(s) with a verbal warning; (b) after the second offense, we will notify the Client(s), and the Client(s) will agree to remove the offending person for the remainder of the event; (c) upon a third offense, we will end the wedding/event coverage immediately and leave the event. Turn Up Columbus shall be entitled to retain all monies paid hereunder. The Client(s) will not be entitled to any refund, and Client(s) will agree to relieve and hold Turn Up Columbus harmless as a result of incomplete wedding or event coverage, or for a lapse in the quality of the work.”

**Steps to handle a situation at a wedding:**

1. First offense/incident: warn the couple/ family;
2. 2nd offense: ask the family to remove the offending person. Tell them you will shut it down and pack up early if it happens again
3. 3rd offense: we shut down the music and leave. As this is a big step, please contact Operations Manager or Josh (if he’s not at a wedding) to confirm with you that you’ve tried everything else and this is necessary.

Suggested ways to approach the couple or their parents:

“Hey guys! I wanted to bring to your attention that we’re having some problems with _____. Can you help us solve this problem? Thank you so much.”

“I know you talked to _____, but we’re still having some problems. They continue to do _____. It’s putting me/my colleague in an uncomfortable situation. It might be time to remove _____ . If this happens again, I will need to stop playing. I really don’t want to do that. How can this be resolved to protect your event (your daughter’s wedding)?

# What is Faction?

Faction is a DJ bootcamp that JSP plans and hosts for all DJs and DJs in training at JSP & TUC. It takes place one weekend in February. We rent a venue, bring in guest speakers, and hold a mix competition for our DJs. It is mandatory for all DJs. We attempt to get the date out by Aug. to help the team prepare their schedules accordingly.

If a DJ misses Faction, they will be required to complete a makeup assignment.

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# Policy for responding to negative reviews:

1. Admin will respond to client with an apology and “we are looking into it and will get back to you within a few days”
2. Admin will tell the DJ (as long as it’s not a wedding day)
3. Admin will send the DJ a Google Feedback Form to respond to the client review
4. DJ will send the playlist from the wedding and notes to Operations Manager.
5. Operations Manager will talk to DJ for follow up
   DJ needs to provide the following information:

    a. How many “must plays” were played. (Give a number out of total. Ie: 7/10)
    b. Were the first and last songs correct according to notes
    c. Address each of the clients concerns specifically
    d. Read the story of the play history. Ie: was a song played briefly showing the DJ mixed out of it? Were the types of songs played at the right times.
    e. Did the DJ play music consistent with the genres client requested based on notes? If not, talk to DJ to find out why.

6. Admin will respond to the client based on Operations Manager’s recommendations. Keep within 7 day TAT
7. Trainer or Josh will review training needs with DJ if any are determined to be necessary

# DJ Performance Management:

If a bad review or complaint is a first time offense, or the only one this year, then no action needs to be taken

If a DJ has received more than one complaint, the company will discuss it with the DJ. There will likely be additional training.

Getting 3 complaints in a year is grounds for termination.

If a DJ forgets to bring any add-ons, the first time there will be a warning with awareness that next time they might have to pay for the cost of the add-on that was refunded.

Operations Manager will track complaints with date and course of action

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# Organizational Structure & Job Descriptions

CEO/ Marketing/ Sales/ Training–Josh Staley
Operations Manager–
Talent & Training Coordinator–
Gear Manager–Luke Holt
Gear Repair - Zach Messina
Photobooth Manager–
JSP Executive Admin–Molly Mason
TUC/ CDC Admin– Madison Powers

<u>Who to report to:</u>

<u>Molly</u>
All JSP questions

<u>Madison</u>
All TUC questions

<u>Luke</u>
Gear pick-up/ drop-off related questions
Gear request details
Add-on questions
Storage unit questions
**not for problems with operating gear*

<u>Zach</u>
Problems with gear

Talent & Training Coordinator
Everything photobooth, except gear pick up/ drop off
PB Problem solving
Training questions
Assistant training & scheduling

Operations Manager
Finance, Payroll questions
Internal complaints/ concerns/ frustrations
Change/ Policy ideas
•*When in doubt, just ask her*

Josh
Production questions
Training questions
Customer service questions
Complaint about a staff member

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# Training

Recruiting Campaigns will take place 3 times per year: February, May, August.
Recruiting can be done through Indeed and through Handshake.

## DJ Orientation

This session is required for trainees to begin training.
Link to the DJ Orientation Slideshow. This is used to lead the Orientation session.
Link to the DJ Orientation doc. This is the document (made PDF) that is sent out for all trainees to sign after attending the Orientation session.