

SET ETIQUETTE

Guidelines for Set Responders



As a Set Responder, you help create a safe, respectful, and professional environment on set. You're a point of contact for concerns, a model of good conduct, and a link between crew and production. These guidelines outline how to lead with empathy, act promptly, and handle issues with care and discretion.

What is your role?

You have been selected for your leadership and interpersonal skills. In this capacity, you must lead by example. Adhere to the Code of Conduct and support others in doing so.

- **Provide your best contact information and be responsive.** People on set are counting on you to help communicate issues. Respond to all complaints within 24 hours.
- **Be empathetic and unbiased.** Your role is not to commiserate, gossip, take sides, or place blame. Your role is to report incidents to the appropriate supervisor or producer.
- **Ask for help.** If you are not sure how to handle a situation, ask for help. In all cases, you will report what you have learned "up the chain of command" to ensure that all appropriate parties are aware of what has occurred.
- **Be discreet.** Limit information sharing to those who need to know to investigate or resolve a concern. Do not create additional gossip about a situation.

What should you do?

Someone has come to you with an issue. Now what? If the moment is not workable for you given your assignment on set, schedule a time and location to speak to the individual. Immediate action is best whenever feasible.

- **Advise the individual(s)** that you will maintain confidentiality to the extent feasible while still taking appropriate investigative action.
- **Start an Incident Log document.** No matter how small the incident, record the complaint, your response, and any follow-up action(s) in an Incident Log.

- **Take record of the incident as it is told to you.** If the complainant is comfortable, you may consider recording on your cell phone or other device. You must obtain consent to record conversations.
 - Names of involved parties and how they were involved (e.g., complainant, accused)
 - Names of any witnesses (e.g., who else was present?)
 - Dates and times of incident(s)
 - Location of incident
 - Account of the incident
 - Any materials related to the incident (e.g., relevant text messages)
 - What actions have been taken already?
- **Report the allegations and any relevant information** you have collected to the appropriate producer and/or supervisor. If the incident includes what you believe to be criminal activity (e.g., sexual or other physical assault, use of a weapon, threats, allegations or concerns of child abuse or child sexual abuse), consider contacting law enforcement or other emergency services in your area.
- **Be on the look-out for retaliation from both complainant and accused.** Retaliation may look like gossip, additional unwelcomed joking or harassment, "calling out" individuals, "blocking" from work or opportunities, etc. This must be reported immediately.
- **Follow-up.** Ask the individual if the actions you or others took have resolved their situation.

For more information:
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