

Unlimited Promotions & Events Code of Conduct

Please ensure you read the below very carefully. All promoters' will be expected to conduct themselves accordingly to below regulations.

This is Non-negotiable.

This document will guide you through all the necessary processes and expectations, ensuring that you are fully prepared for every activation and assignment.

1. Overview of Your Role

As a **Brand Ambassador**, you are the face of our brand. Your key responsibilities include:

- Promoting our products/services and pushing sales to the public/consumer
 - Engaging with customers in a professional and positive manner
 - Sharing knowledge and answering questions about the brand
 - Creating a memorable experience that aligns with our brand's values
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2. Activations: Expectations & Procedures

What's Expected During Activations

- **Punctuality:** Early is on time, and on time is late! Arrive at least 20 minutes before the scheduled time to set up. Introduce yourself to the manager. Set up your activation kit. Once set up is done, Unlimited Promotions require a 'Check in photo' which is before or at your starting time. All Photos sent on group must ALWAYS state the outlet name when sending. Check out photos at the end of you shift also applies and is very important to ensure we can provide feedback on the end of shift.
- **Attire:** Wear the provided uniform or branded clothing. Never wear any other branded clothing with the uniform provided. Always appear neat and presentable, Ladies - hair and make-up done (we expect some effort to be put in), Gentleman - well groomed.
- If no uniform was provided or specified, please wear ALL plain black neat attire **NO RIPPED or TORN Denim**
- **Engagement:** KNOW YOUR BRAND, ensure you have read and understood the brief/mechanics shared. Actively approach and engage with customers. Be knowledgeable about the products and able to answer any questions.
- **Check out:** When you are done – it is important to send a check out photo on the group, ensure your activation area is left neat and tidy.
- **Rule of Thumb:** If you arrived with kit/elements take it with you, If you arrived at your outlet with the kit already there – Leave it at the outlet, unless instructed otherwise.
- **Reporting:** At the end of each activation, complete your feedback report diligently, the link will be shared on dedicated groups and MUST be completed withing 24 hours of your activation, failure to do so will incur penalties. If feedback is not submitted within this time frame, you will be fined R20 for every day its late

3. Work Allocation & Scheduling

Activation Process

Assignment: All activations are posted on respective WhatsApp groups, ensure you are fully aware of the location and your availability before voting to work. Staffing is based upon client discretion. If you do not receive a message from the staffing manager that you have been confirmed for an activation, or added to the dedicated activation group, then you are **NOT** confirmed for the activation.

All details pertaining to the activation will be shared on the WhatsApp group – please KEEP ALL communication on said groups so the staffing manager on duty can attend to matters, as we have dedicated staff managing check ins.

Cancellations: If you need to cancel an activation, notify us at least 48 hours in advance. It is your responsibility to try and find an approved Unlimited Promoter in your place. You will need to inform us about your replacement and send pictures and contact of person replacing you. Repeated cancellations may affect future assignments and Unlimited promotions and Events reserves the right to remove you from our data base.

4. Code of Conduct

As a Brand Ambassador, you are expected to adhere to the following code of conduct:

- **Represent the brand** with integrity and professionalism at all times.
- **Punctuality:** Always be on time for activations. Inform the team immediately if you expect delays.
- **Attitude:** Maintain a positive, enthusiastic demeanor, even during challenging situations.
- **Respect:** Be respectful to all customers, colleagues, and clients.

Confidentiality

- Do not share any confidential information regarding the company, products, or promotions with unauthorized individuals.

Social Media Content taken during your activation for Unlimited Promotions use on Platforms:

- Be creative when taking photos or short videos – Check the quality of the photos and that the background is neat and tidy. Do not post any negative or defamatory content regarding the brand or its competitors.
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5. Kit Collection and Deliveries:

What is a kit?

Branded clothing, Tables, Tasting Glasses, Tasting Stock, Merchandise, Ice Buckets, Prizes Etc
We will confirm what kit you need for your activation.

We will confirm a drop off point, day and time for kit collections and drop offs.

Promoters who stay within 20km of our office (Durbanville) will be required to collect and return the kit.

Kit needs to be returned **IN FULL** and in the same condition as it was given to the promoter.

The office in Durbanville is open every day from 08:00 to 6:00 for drop offs.

Uniforms and elements need to be returned before we can release payment.

6. Harassment and Discrimination

- We have a zero-tolerance policy for any form of harassment or discrimination. Treat all individuals with respect and dignity.

Substance Use

- Alcohol or drug use is strictly prohibited during activations. Any violation will result in immediate termination.
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7. Payment Terms & Compensation

Your compensation is based on the advertised activation you voted to work for and the number of hours of each activations completed. The payment terms are as follows:

Rates are dependent on: Client / Brand / Venue / Hours

- **Payment Schedule:** Payments are made on the last day of each month, covering activations from the previous month. EXAMPLE: On the 31st of March, you will be paid for your work done from 1-28 February.
 - **Payment Method:** Payments are processed via EFT Please ensure your banking details are up to date on the online portal, Unlimited promotions & Events does not take responsibility for incorrect banking details provided.
 - We **DO NOT** cover petrol for promotions within a 40km radius of where you live. If you have voted for an activation, ensure you stay near the outlet in order to travel.
 - All outlined areas will be advertised / communicated with additional remuneration covering Traveling/ fuel expenses.
 - If for any unforeseen circumstances your activation is cancelled upon your arrival from the client, we will remunerate you for the first hour only.
 - If you do not arrive to your promotion that you have been booked for you will be fined R300 on outstanding payments allocated to you – we will immediately remove you from our database and not tolerate no shows.
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And follow our social media pages to stay up to date with campaigns:

Facebook: <https://www.facebook.com/unlimitedpromotionsandevents>

Instagram: <https://www.instagram.com/unlimitedpromotions/>

By applying on our promoter portal, you give consent that Unlimited may use your photo's and information.

The Unlimited Team