



OMBUDS CHARTER

This Charter explains the role and function of the MyConnexx Ombuds. This Charter outlines the terms, principles, operation, responsibilities, and authority on which the MyConnexx Ombuds was established.

I. Introduction

The Hollywood Commission created the MyConnexx Reporting Tool to help participating organizations and their cast, crew, employees, and members address concerns with harassment, assault, discrimination, bullying, microaggressions, and all other forms of workplace misconduct.

The MyConnexx Reporting Tool is a resource for users to learn about their rights and explore options for addressing issues of workplace misconduct. The reporting tool also includes features such as:

- A reporting platform
- A two-way anonymous messaging system
- A “Hold for Match” feature
- An Ombuds (“Ombuds”) to help users navigate and use MyConnexx

MyConnexx users who utilize the Ombuds’ services are referred to in this Charter (“Charter”) as “MyConnexx community members.”

If a MyConnexx community member seeks support, the Ombuds will listen and explain how to navigate or file a report through MyConnexx. The Ombuds will respond to inquiries about resources, information, and any applicable policies.

In each case, the Ombuds provides support that is independent, confidential, impartial, and informal.

II. Scope and Availability of Services

A. To assist MyConnexx community members, the Ombuds will:

- Act as an independent and confidential resource within MyConnexx
- Help users navigate the platform, file reports, and utilize its messaging feature.
- Respond to user inquiries about resources, reporting options, and information about policies.
- Provide a safe and confidential space for users to discuss their concerns about workplace conduct and evaluate options for reporting or taking other action.
- Serve as an early warning system for participating organizations by sharing general trends and emerging issues with MyConnexx Management Committee (“Management Committee”)

In each of these cases, the Ombuds will maintain the confidentiality of the identity of users and their confidential communications.

B. The Ombuds is available to cast, crew, members, and employees of the following participating organizations:

- Amazon Studios (specified U.S.-based productions)
- Directors Guild of America (DGA)
- International Alliance of Theatrical, Stage Employees (IATSE)
- Netflix (specified U.S.-based productions)
- Writers Guild of America, West (WGA)

Additional Hollywood Commission Partner Organizations may decide to participate in the Ombuds Office feature of MyConnexx on the same terms, conditions, and principles outlined in this Charter.

III. Reporting

The Ombuds functions 100% independently with respect to user inquiries. The Ombuds is dedicated to maintaining a fair and impartial approach in addressing user concerns.

While preserving the confidentiality of user identity and their communications, The Ombuds reports to the MyConnex Management Committee for administrative purposes.

The Ombuds will provide yearly reports and occasional summaries of general information about recurring trends and problems, as needed or upon request from the MyConnex Management Committee.

IV. Standards of Practice

The Ombuds will adhere to The International Ombudsman Association ("IOA") Code of Ethics and Standards of Practice as outlined in this Charter.

This Code of Ethics requires the Ombuds to act 100% independently, without outside influence or bias, as a confidential, informal, and impartial resource.

The Ombuds will clearly explain their Standards of Practice to each user who contacts the Ombuds. Standards include:

A: Independence

The Ombuds does not work with or for the MyConnex, the Hollywood Commission, or any participating Partner Organization. The Ombuds shall be and shall appear to be, free from interference in the legitimate performance of their duties.

This independence is achieved primarily through its reporting structure, neutrality, organizational recognition, and respect for the independent role of the Ombuds. The Ombuds exercises sole discretion over whether and how to act regarding individual or systemic concerns.

B: Informality

The Ombuds is a resource to help users navigate the MyConnex on issues relating to abusive workplace misconduct. The Ombuds is not a reporting channel and does not investigate, arbitrate, adjudicate, or in any other way participate in any internal or external formal process or action.

The Ombuds does not keep business records for any organization or for the use of any party utilizing its services and shall not maintain permanent documents with information about MyConnex community members' identities or their confidential communications. Use of the Ombuds is strictly voluntary.

C: Impartiality

The Ombuds strives for impartiality and fairness in dealing with all users and the issues they raise. The Ombuds does not take sides in any matter, dispute, or issue. The Ombuds will fairly advise users about the features of MyConnex.

D: Confidentiality

Confidentiality is the defining feature of the Ombuds. User communications with the Ombuds are confidential to the maximum extent permitted by law.

The Ombuds will hold all communications in strict confidence and will not reveal--and must not be required to reveal--the identity of users who contact the Ombuds or their confidential communications with the Ombuds. The Ombuds is not authorized to receive notice of any claims against any organization. It can, however, help people identify options for reporting or addressing their concerns about abusive workplace misconduct.

V. Authority and Limits of Authority of the Ombuds

A. Authority

1. The Ombuds has the authority to discuss reporting options available in the MyConnex Reporting Tool and provide a safe space for community members to explore their reporting options and ask questions about workplace misconduct.
2. The Ombuds is only authorized to discuss workplace misconduct and MyConnex reporting options that fall under:
 - Federal
 - State
 - Local labor and employment laws
 - Local labor and employment rules
 - Local labor and employment regulations.
3. Any information shared with the Ombuds is 100% confidential except in accordance with the IOA Standards of Practice or with a user's express permission.

The Ombuds may disclose otherwise confidential information if they determine a community member to be at risk of serious physical harm or to the extent necessary in defending a claim of professional misconduct.

4. The Ombuds may decline involvement in any matter if the Ombuds believes involvement is inappropriate for any reason, including matters not brought in good faith, or which appear to be a misuse of the Ombuds function.
5. If the Ombuds needs legal or other professional advice to fulfill its required functions, it will be provided legal counsel separate and independent from counsel for a participating organization

or MyConnex if there is or may be a conflict of interest between the Ombuds and the participating organization or MyConnex because of the independent status of the Ombuds.

B. Limits on the Authority of the Ombuds

1. A community member's communication with the Ombuds does not constitute a "notice of a claim" against any participating organization, MyConnex, the Hollywood Commission, or their agents.

The Ombuds has no authority to receive any such notice of claims. This includes allegations that may be perceived to be violations of laws, regulations, or policies.

The Ombuds will publicize to all potential users that it does not have the authority to receive notice of such claims and that the Ombuds is not required to report any such matters to a participating organization, the Management Committee, or MyConnex.

If a community member would like to put a participating organization on notice of claims regarding a specific situation or wishes to obtain information on how to notify an organization of a claim, the Ombuds will provide the community member with the complete information to do so.

2. The Ombuds shall not act as an advocate for anyone in a matter, represent management or MyConnex community members, or provide legal or psychological advice.

The Ombuds is not a lawyer. The Ombuds is not a substitute for a:

- Lawyer
- Representative
- Counselor

While working with the Ombuds may effectively address a problem or concern, it may not protect the rights of a visitor contacting the Office.

As such, a person may wish to consult with a lawyer or other representative with respect to the important rights that may be affected upon the institution of formal action and when an entity is informed of allegedly inappropriate or wrongful conduct.

3. The Ombuds shall not willingly participate in formal dispute processes or complaints or lawsuits, either on behalf of a MyConnex community member or on behalf of any participating organization.

The Ombuds' role is to:

- Help MyConnex community members navigate their reporting options and respond to questions about addressing workplace misconduct

Because confidentiality, neutrality, and informality are the Ombuds' Key Principles, all communications with Ombuds are confidential and off-the-record.

4. The Ombuds is not an authorized business record keeper for any participating organization, MyConnex, or any employee or member of such organizations. As such:

- The Ombuds shall not create or maintain permanent documents or records about MyConnex Community Members.
- If notes are taken while working on a case they will be maintained in a secure location and routinely destroyed at regular intervals or at the conclusion of a matter.

The Ombuds may maintain non-confidential statistical data to assist the Ombuds in reporting trends and giving feedback.

5. The Ombuds shall not have authority to adjudicate, impose remedies or sanctions, or to make, enforce, or change policies or rules.

6. The Ombuds shall avoid involvement in matters where there may be a conflict of interest. This includes:

- When the Ombuds' personal interests, whether real or perceived, become more important than their duty to be fair and independent in their role as the Ombuds.
- When a real or perceived conflict exists, the Ombuds should take all steps necessary to either disclose and/or avoid the conflict.

7. The Ombuds is not authorized to become involved in matters that implicate the application or interpretation of collective bargaining agreement or into an alleged violation of the duty of fair representation against a certified union.

8. The Ombuds is not authorized to accept service or receive formal or legal notice of claims against any participating organization or their agents.

III. Stance on Retaliation

Because the Ombuds is a confidential resource, the following parties are prohibited from inquiring about a MyConnex community member's communication with the Ombuds:

- Management
- Employees
- Any parties associated with a participating organization

Furthermore, discouraging or preventing eligible visitors from using the Ombuds is inappropriate because it is inconsistent with the role of the Ombuds to assist users of MyConnex.

A MyConnex community member's consultation with the Ombuds must always be completely voluntary.

While it is acceptable to remind individuals that the Ombuds is an available option/resource, no one may be ordered or required to consult with the Ombuds. Discouraging or preventing eligible visitors from speaking with the Ombuds is highly inappropriate.

An individual cannot be punished for speaking with the Ombuds. All members or employees of participating organizations have the right to consult the Ombuds without fear of retaliation or reprisal.

Retaliation against an individual for consulting with the Ombuds is prohibited. Retaliation against the Ombuds for actions within the scope of their duties as described in the Charter is prohibited.

Agreed and accepted this _____ day of _____, 202_ by:

For the Management Committee of MyConnex:

_____,
Chair
For the Office of the Ombuds:

_____,
Ombuds