

3 Talent Standards and Operating Handbook

Booking and readiness

RATIFIED / APPROVED - operating standards. Talent accepts a confirmed assignment stating role, date, airtime, T-60 Call Time, location, expected scope/end, compensation version, and Producer contact. Show timezone and talent local time must both be clear. Casting gathers availability and locks next week's hosts before promotion whenever practical. Specific submission days remain a scheduling implementation choice.

Talent may propose a swap; Production approves every substitution. Certification, product custody, chemistry, and promotional promises all matter. After host-specific promotion begins, changes are exceptions. Update the roster and audience-facing promotion promptly when a change is approved. The share follows the actual approved performance.

T minus 24 Ready Check

This is a short checklist, not a meeting. Confirm the assignment, broadcast location, primary/backup connectivity, camera/audio/power, wardrobe, product receipt, testing/charging/assembly, reviewed brief, and required production assets. Report a missing or broken item immediately.

OH THAT! provides Deal Master price, offer, approved and prohibited claims, demo instructions, CTA, FAQ, sponsor disclosure, and promotion details. Quiz Master receives format, pronunciations, guest/sponsor beats, rules, and appropriate game material without unnecessary access to protected answers. A company failure to supply materials must not be disguised as talent unpreparedness.

Production records product-demo GREEN/YELLOW/RED status and the fallback offer. RED products do not go live. The Quiz Master and Deal Master cross-train as each other's backup; certification and actual product access must support the planned coverage.

T minus 60 Call Time

Call-Time Ready means signed in from the approved location, camera-ready and unimpaired, audio/video operational, required equipment and product present, brief reviewed, and available for direction. Logging in while driving or still assembling the set is not ready.

At T-60, an absent or unready performer triggers contact and contingency work immediately. Do not wait until T-45 to discover the problem. Any T-45/T-30/T-15 decision cadence must be tested in rehearsal and must not delay initiating backup. The Producer makes and communicates the replacement decision in time for a safe preflight.

Reliability and reasonable workload

Document lateness, late cancellation, no-show, communication, and actual cause. Excused emergencies are treated with judgment; repeated failures can affect certification and bookings. There is no automatic financial fine or invented three-strike rule. Required pay and cancellation rights remain subject to reviewed terms.

Plan sustainable frequency, recovery, outside commitments, and travel. Do not convert willingness to help into unlimited availability. Separate required training or meetings from ordinary show scope and disclose the time and compensation treatment.

Broadcast presentation and product stewardship

Camera readiness and wardrobe

RATIFIED / APPROVED. Look intentional, clean, groomed, and broadcast-ready. Use tested lighting, clear sound, an appropriate background, and clothing suitable for the format. Personality is an asset: drag, beards, tattoos, varied bodies, styles, and hair are compatible with the standard. Do not turn production needs into gendered makeup rules or beauty requirements.

OH THAT! provides required branded apparel. Production identifies when it is required; not every segment must use it. Fit, accessibility, comfort, audio interference, and camera performance matter. Branding supports the personality rather than burying it under sales copy.

Company demonstration samples

Samples remain company property unless OH THAT! explicitly transfers ownership in writing. Possession for a demo is not compensation or permission to sell, lend, or give an item away. Return property according to Product Operations instructions, including on departure. Report damage, loss, or a missing delivery promptly.

Product Operations maintains recipient, item, serial/value where material, condition, shipment, assigned shows, and return/transfer status. It marks consumables and other nonreturnable items explicitly. Shipping arrangements and return deadlines are stated with the assignment. Gifts and any loss/damage deductions require accounting/payroll/legal review; no automatic payroll deduction is established.

Product and presenter fit

Assignments are programming decisions informed by product knowledge, authentic interest, presentation style, tested audience response, and conversion in context. Rotate products and give other presenters reasonable opportunities to test a successful item. Compare like conditions where possible: price, offer, traffic, placement, availability, and audience mix.

Do not use sex, race, age, disability, body type, or other personal characteristics as shortcuts for capability. Balance proven fit with experimentation, development, and business needs. A performer can request a new category without being guaranteed that booking.

Claims conflicts and outside endorsements

Disclose a material commercial relationship that conflicts with an assigned brand/product. Production can change the role, presenter, product, or approved disclosure. Do not require talent to violate a disclosed obligation or make a false personal testimonial. Raise authenticity concerns before air; suspected safety or material defects may be raised at any time.

Use approved prices, terms, product claims, disclosures, and CTAs. Improvisation is welcome in entertainment, not in medical claims, guarantees, discounts, delivery commitments, eligibility, or prizes. If a claim or price is wrong, take the Producer's correction and move on; do not hide the error or double down.

Talent may stop selling a suspected unsafe or materially defective product. Production and Commerce secure the offer; Product Operations investigates. No compensation retaliation applies for a good-faith Stop-Sell decision. Customer Operations, not talent, owns customer remedies.

Conduct authority and protection

Professional standards

RATIFIED / APPROVED - policy intent; LEGAL REVIEW REQUIRED for agreement language.

Harassment, discrimination, threats, coercion, retaliation, material dishonesty, sabotage, dangerous conduct, deliberate confidentiality breaches, and serious product/game/broadcast violations are incompatible with OH THAT! representation. Stars, sponsors, agents, producers, and the founder are subject to the same principles.

Talent must be fit for duty and able to perform safely. Focus on observable impairment and performance, not amateur medical judgments. Lawful personal activity is not automatically a company matter. Controversy, identity, or defending the community is not by itself misconduct or brand harm.

Peer relationships are generally personal. Romantic or sexual relationships involving booking, pay, or supervisory power require disclosure and conflict safeguards, including an uninvolved decision-maker. Sexual attention is never a condition of opportunity. The same protection applies when the founder is involved.

Casting and immediate broadcast suspension

Bench membership creates no guaranteed future bookings. OH THAT! retains programming and casting discretion, subject to existing commitments and applicable requirements. A producer may immediately hold, mute, cut, replace, or remove someone from air to protect safety, the audience, or production. A temporary broadcast hold is not a finding of misconduct.

Longer-term decisions consider evidence, seriousness, context, the person's response, impact, and relevant history. Do not make an accusation, sponsor demand, or online pile-on an automatic verdict. Sponsors may raise concerns; OH THAT! decides personnel matters. Earned fees and shares do not disappear because later bookings stop. This is not an unreviewed claim that anyone may legally be fired at any time.

Reporting and private resolution

Raise a concern with the designated Talent/People contact or an uninvolved alternate when that person is part of the issue. Record the issue, protect appropriate confidentiality, hear relevant accounts, and document the response. Names and an independent escalation route must be supplied before onboarding. Good-faith reports and lawful protected activity must not be suppressed.

Production may coach, change pairings, redeploy, suspend, or remove according to the issue. A weak performance is not automatically misconduct. Team improvement belongs in Playback; individual coaching and complaints are private.

Information and content rights

Use only the access needed for the role. Do not share credentials, customer data, unpublished game material, seller/sponsor negotiations, private performance records, or future plans. Preserve incident evidence and return property/revoke access on departure. Confidentiality must not be used to bar lawful complaints, protected activity, or reports of wrongdoing.

LEGAL REVIEW REQUIRED: recording consent, performance/likeness uses, clips, advertising, reruns, training uses, duration, and exit rights. Distinguish pre-existing talent IP, company-created assets, and jointly created work. This policy does not itself transfer ownership. Use clips to support talent; do not humiliate them for engagement.

Media community remotes and meetings

Media support and crisis communications

RATIFIED / APPROVED. Encourage interviews and exposure. When representing OH THAT! or its programming, coordinate in advance for accurate facts, preparation, assets, confidentiality, and cross-promotion. Personal opinions and independent creative appearances are not subject to blanket company control.

Crisis statements are different: only the designated company spokesperson issues official statements. Talent routes inquiries and uses approved factual language. Do not speculate about allegations, product incidents, private records, game disputes, or future remedies. Crisis authority never cancels lawful reporting protections.

Audience and customer boundaries

Moderation protects talent from harassment, threats, doxxing, and personal abuse. A paying customer receives no license to abuse people. Preserve evidence and escalate serious incidents. Legitimate criticism or a complaint about an order must not be removed merely because it is uncomfortable.

Talent acknowledges concerns and directs people to the designated support channel. Do not promise refunds, replacement prizes, delivery dates, eligibility exceptions, or a winner correction without authorization. Customer Operations owns order resolution; Game Operations owns results review. Hosts are not required to provide personal counseling or manage viewers' crises privately; route serious welfare/safety concerns to trained moderation and the designated emergency process.

Elective remote location

Talent may travel with Production approval of the broadcast location, timezone, primary/backup connectivity, power, quiet setting, camera/audio, security, and sample availability. Test ahead of the show. Production may require another location, another role, prerecorded demo support, or replacement talent when the setup cannot meet standards. No automatic travel premium applies to personal travel.

Company field assignment

Confirm venue contact, safe performance area, load-in/load-out, power, internet, noise, crowd/security, accessibility, equipment and sample custody, emergency contact, insurance requirements, travel, and approved costs. Disclose additional duties and compensation before acceptance. A crew member may stop work for a legitimate safety concern; the Producer cannot order an unsafe demonstration to continue.

Meetings and optional events

Weekly Playback and scheduled role-relevant team meetings are expected parts of the operating system. Publish attendance expectations, time, preparation, and reviewed compensation treatment. Allow reasonable conflict/emergency handling; do not invite every function to every technical discussion.

Community nights and social events remain voluntary. A cruise, Pride event, sponsor dinner, or remote with required hosting or content duties is a working assignment, even if it also offers a benefit. No forced friendship, mandatory social fun, or booking penalty for declining optional participation.

Use the company-wide Playback doctrine on page 17. Private development reviews remain separate.