



COMMUNICATION & RESPONSE POLICY

DOCUMENT CONTROL

Document Title: Anti-Harassment & Equal Opportunity Policy

Document ID: HC-CRP-001

Version: 2.0

Effective Date: Period Of Contract

Production Company: HCXXX Elite Productions

Classification: Official Pre-Onboarding Policy

Purpose

Professional communication is essential to maintaining an efficient, respectful, and transparent working relationship between HCXXX Elite Productions and all registered talents.

This policy establishes the communication standards, expected response times, approved communication channels, and professional conduct expected from every talent throughout the registration, onboarding, and project engagement process.

Compliance with this policy helps ensure smooth operations, timely updates, and successful collaboration.

Official Communication Channels

Talents should only communicate through officially authorized HCXXX communication channels.

Approved channels include:

- Official Email
- Talent Portal Dashboard
- Official WhatsApp Business Account (when applicable)
- Scheduled Phone Calls
- Official Support Ticket System
- Verified Company Representatives

Messages received through unofficial personal accounts may not receive responses.

Talent Response Responsibilities

Talents are expected to:

- Check their email regularly.
- Monitor their Talent Dashboard for updates.
- Respond promptly when additional information is requested.



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- Notify HCXXX if contact information changes.
- Read all official announcements before requesting clarification.

Failure to respond within requested timeframes may delay processing or project eligibility.

Professional Communication Standards

All communications should remain:

- Respectful
- Professional
- Clear
- Honest
- Courteous
- Relevant

HCXXX maintains a zero-tolerance policy toward abusive or inappropriate communication.

The following behavior is prohibited:

- Threats
- Harassment
- Insults
- Discriminatory language
- Aggressive or hostile conduct
- Excessive repetitive messaging ("spamming")
- False accusations made without evidence

Repeated violations may result in suspension or termination of the registration process

Document Requests

When HCXXX requests documentation, talents should:

- Submit documents before the stated deadline.
- Ensure documents are clear and readable.
- Upload only genuine and accurate information.
- Avoid submitting duplicate files unless requested.

Delayed submissions may affect onboarding timelines.

Appointment Communication

When appointments, interviews, verification sessions, or project bookings are scheduled, talents should:

- Confirm attendance promptly.
- Arrive on time.



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- Notify HCXXX immediately if rescheduling becomes necessary.
- Repeated missed appointments without prior notice may impact future opportunities.

Confidential Information

Talents should not publicly disclose:

- Internal communications
- Private correspondence
- Project details
- Client information
- Company procedures
- Confidential documents

Confidential information should only be shared with authorized HCXXX personnel.

Social Media Enquiries

Questions regarding registration or projects should not be submitted through public social media comments.

For privacy and efficient support, talents should use official communication channels whenever assistance is required.

Multiple Enquiries

Submitting the same enquiry repeatedly through multiple channels may delay response times.

Please allow the published response window before sending follow-up messages.

Changes to Contact Information

Talents are responsible for keeping the following information current:

- Email Address
- Phone Number
- Residential Address
- Emergency Contact (if applicable)

Failure to maintain accurate contact details may result in missed communications.

Respect for Staff

HCXXX staff members are committed to providing professional assistance throughout the onboarding process.

Likewise, all talents are expected to treat staff members with professionalism and courtesy.

Mutual respect contributes to a productive working environment for everyone.



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Policy Updates

HCXXX Elite Productions reserves the right to amend or update this Communication & Response Policy at any time to improve operational efficiency or comply with legal and business requirements.

The most current version will always be made available through official company channels.

Acknowledgement

By registering with HCXXX Elite Productions, you acknowledge that you have read, understood, and agree to comply with this Communication & Response Policy. Your cooperation helps us maintain an efficient, respectful, and professional environment for all talents and staff.

HCXXX Elite Productions

Professional Standards • Transparent Communication • Mutual Respect