

Croudie code of conduct

Croud is committed to maintaining the highest standards of work from all members of the Croudie Network and failure to comply with the Croud code of conduct, could result in work being sent back for revisions as well as potentially payment being withheld.

What is the Croudie code of conduct?

The Croudie Code of Conduct specifies that all Croudies should follow the below guidelines:

- Croudies must:
 - Review the job details and ensure they have the required skills to complete the work
 - Accept/decline jobs as quickly as possible. This ensures that everyone involved in the task has complete visibility to the status of the job allowing the management of the clients' expectations.
 - If a Croudie accepts a task but is unable to complete it they must use the new 'Relinquish task' button as soon as possible to ensure the job owner has time to re-assign the task before the end of the deadline.
 - Follow the brief exactly to ensure the objective of the task is met. If the Croudie is unsure of the objective or has a suggestion for improvement then this must be discussed with the SuperCroud(s) before starting the task.
 - Complete the work following the correct process flow while adhering to channel specific guidelines and policies.
 - QA the work before submitting it via Croud Control to ensure we minimise any errors.
 - Present their completed work on or before the deadline set on the task.
- If the Croudie requires more time they must contact the job issuer via the internal messaging system within the task. And only once they receive confirmation that the extra time has been authorised should they continue completing the task.

What should I do if I cannot complete the work that has been assigned to me?

- Croud accepts that there may be occasions where Croudies find themselves unable to work. Where a Croudie is unable to complete the task, the Croudie should decline/relinquish the task in a timely manner to ensure the task can be reassigned to another Croudie to complete.

What should I do if I require more time to complete the work than the amount originally assigned to the task?

- If the Croudie requires more time they must contact the job issuer via the internal messaging system within the task. And, only once they receive confirmation that the extra time has been authorised, should they continue completing the task.

Please do not hesitate to get in touch with the Network team on croudsupport@croud.co.uk should you have any questions on the above.

Stakeholders

Network Team

- Heidi Ayton - Chief of People Process
 - Juliana Faustino - Croudie Operations Manager
 - Joanna Martin - Croudie Development Manager
 - Carmen Roldan-Blasco - Talent and Office Manager
 - Caitlin Verrilli - Croudie Operations Executive
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