

TRUE MODEL MANAGEMENT COMPANY POLICIES - MODELS

Effective Date: June 19, 2025 / Last Revised: June 19, 2025

INTRODUCTION & MISSION:

TRUE is dedicated to representing and empowering Models in good faith with integrity, fairness and professionalism to succeed in the modeling industry. Our mission is to foster a safe, respectful, and equitable environment for all Models we manage and for our clients. This policy outlines our commitment to operating ethically and in accordance with all applicable laws

EQUAL OPPORTUNITY & NON-DISCRIMINATION POLICY

TRUE is committed to providing equal opportunity and fostering an inclusive environment for all individuals. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, veteran status, or any other characteristic protected by law.

- All parties—Models, clients and TRUE—are expected to comply with applicable laws, including the NYS Fashion Workers Act (FWA).

DUE DILIGENCE

TRUE will exercise due diligence to request Client's adherence to laws and policies prior to engagement confirmation. This status will be reported to the Model, enabling Model to make an informed decision to accept or deny each assignment based on the reported adherence to regulations. Adherence to FWA requirements may result in delayed responses from TRUE/Model.

TRUE adheres to the requirements outlined in New York State Civil Rights Law Section 52-c(3). All Intimates and swim requires advanced notification to TRUE and written acceptance from Model/TRUE. If a client requests nudity or sexually explicit material, TRUE will notify the Model and require written consent before proceeding with the assignment. While TRUE generally declines such requests, any inquiries will be disclosed to the Model for consideration and approval.

ZERO TOLERANCE FOR ABUSE & HARASSMENT

TRUE prohibits all forms of abuse, harassment, discrimination and/or inappropriate behavior, including but not limited to:

- Physical, verbal or sexual harassment.
 - Bullying, intimidation or coercion.
 - Discrimination based on race, gender, age, disability, sexual orientation, or any other protected characteristic.
- While we uphold these principles, we acknowledge that clients may request specific demographics or looks to align with their brand or target audience. TRUE acts as an intermediary in such cases and cannot be held liable for client preferences or requests. However, we will not facilitate or condone any unlawful discrimination or harassment.
- Retaliation against individuals who report misconduct.

TRAINING & AWARENESS

- All TRUE employees complete annual training on recognizing, preventing, and reporting harassment and abuse.
- Clients and contractors will be provided with TRUE's booking policies.

TRANSPARENCY & COMMUNICATION – TRUE will:

Document Provision:

- Provide documents and requested requirements from Clients related to the Model's Modeling assignments/engagements through TRUE's association. This includes but is not limited to contracts, deal memos, schedules and financial statements.
- Specify and seek prior written approval from the Model of all items that may be initially paid for by the Model management company but will ultimately be deducted from the compensation due to the Model at the time of payment or settlement, together with an itemized recitation as to how each item is to be computed, provided such charges are not otherwise prohibited by this article.
- Model will be given ongoing online access to financial information, or on a quarterly basis, a Model shall be given copies of any documentation held by or available to the Model management company necessary to determine the validity and accuracy of each charge.

Client and Appointment Management:

- Proactively discuss critical decisions—such as canceling an appointment or dropping a client due to late/non-payment—before taking action. The Model will be given reasonable notice and an opportunity to provide input, ensuring alignment with their career goals and contractual obligations.
- Seek written permission from Model before sharing personal or health details that may be requested by a client in order to be considered for a job opportunity (e.g. Requirements for modeling for pharmaceutical ad) or adjusting professional commitments.
- Seek Model's signature on Client Agreements and will only sign on Model's behalf if a Power of Attorney is authorized by Model.

Involvement in Decision-Making

- Commits to involving Model in all significant career decisions, providing transparent updates and seeking Model's input when major opportunities or challenges arise.
- Expect Model to clearly communicate Model's preferred level of involvement in these matters, and TRUE will make best efforts to tailor its guidance and services accordingly.

Notification

Provided Model shares up-to-date contact information, TRUE will notify former Model in writing, including electronic notification, if TRUE collects royalties due to a Model whom TRUE no longer represents.

MODEL EXPECTED RESPONSIBILITIES: RECORD-KEEPING, INCLUDING BUT NOT LIMITED TO:

- Checking, saving, and maintaining records of schedules, finances, and other relevant documents.
- Comparing Model's records with TRUE's records regularly.
- Reporting any discrepancies to TRUE promptly for rectification.
- Promptly notify TRUE of contact information changes during the term of representation and after the term, if any payments or royalties may be due.
- Send clearly written instructions immediately to revoke any permissions (allowable at any time).

COMMUNICATION PROTOCOL:

Open and timely communication to ensure clarity and alignment on all matters related to the Model's career.

DISCLOSURE:

TRUE has no financial relationship, contractual or otherwise, that exists between TRUE and any clients, other than the agreement relating specifically to Modeling services. If this status changes, Model will be notified.

REGISTRATION to COMPLY WITH THE NYS FASHION WORKERS ACT by or before the compliance due date of June 19, 2026, TRUE will:

- Post a physical copy of the Model management company's certificate of registration in the company's office and a digital copy on the Model management company's website

- Include, in clear and legible type, the registration number of the Model management company in any advertisement, including social media profiles for the Model management company, for the purpose of the solicitation of Models for the Model management company and in any contract with a Model or client.

DISTRIBUTION & ACKNOWLEDGMENT

- This policy will be shared in writing with all Models upon signing with TRUE.
- Models must acknowledge receipt and understanding of this policy.
- Policy Updates: The Agency reserves the right to update this policy to reflect legal or operational changes.

REPORTING PROCEDURES:

- Models who experience or witness any inappropriate behavior while working with TRUE and/or our Clients, Model should report it immediately to TRUE's CEO Dale Noelle - **DaleNoelle@TRUEModel.com & FWA@TRUEModel.com** and Model's dedicated manager at TRUE through email with Subject Box: "URGENT/IMPORTANT: VIOLATION REPORT" - include all details, proof (written/images/video), witness list, etc.
- Reports can also be submitted anonymously through [SPEAK UP FORM].
<https://docs.google.com/forms/d/e/1FAIpQLScpsTd4EELkj1EkGozmSxxV2M9H1hOGf1ULIXMLRiU6qqEvg/vi/wform?usp=header>
- All reports will be treated with the utmost seriousness and confidentiality.

INVESTIGATION & DISCIPLINARY ACTION

- TRUE will conduct a fair, thorough, and impartial investigation into all reports.
- If misconduct is confirmed, appropriate action will be taken, which may include disciplinary measures up to and including termination of client or Model relationships, and reporting to relevant authorities where legally required.
- Retaliation against reporters is strictly prohibited and will result in disciplinary action.

COMPLIANCE WITH NYS FASHION WORKERS ACT (FWA) & OTHER LAWS

- This policy meets or exceeds the protections under the NYS Fashion Workers Act, Title VII of the Civil Rights Act, and other applicable laws.

COMMITMENT TO EXCELLENCE & OPEN COMMUNICATION

At TRUE, we are dedicated to **continuously raising the bar** in our industry. Your feedback is invaluable to us—it helps us refine our services, support our Models and staff and **consistently exceed your expectations**.

We encourage you to **share openly** with our team about your experiences, whether they highlight successes or areas for improvement. Your insights drive our growth and ensure we deliver the exceptional service you deserve.

How to Reach Us:

- For feedback or questions related to this policy, please contact your Model's booking manager.
- For broader inquiries or concerns, email DaleNoelle@TRUEModel.com.

Thank you for trusting TRUE—we are honored to work with you!