

Crew FAQs

When does the late night supplement apply?

Crew will receive a £12.00 LNS for working during unsociable hours. If a job finishes **after** 00:30 or starts **before** 07:00, or if you are working throughout these hours, you will be entitled to the bonus, regardless if public transport is running or not. Please find below some *examples* of where the payment will apply:

1. Starting at 00:01 and finishing at 07:01
2. Starting at 06:30 at finishing at 10:30
3. Starting work at 16:00 and finishing at 01:00
4. Starting work at 22:00 and finishing at 10:00
5. Starting work at 23:59 and finishing at 03:59

N.B. If a job is booked to finish at 00:30, **you will not** receive a LNS bonus.

*****Please be aware that there may be some exceptional circumstances on some jobs regarding this payment where you may or may not receive this payment. This will be addressed and looked at on an individual basis. The above is a guideline but not guaranteed*****

Question?

This rule does not apply to Westfield as our *client* (for both their venues). Please note that if another client books a job at any of the two Westfields, the LNS will apply as per the general rule.

Westfield is a very important client and we wish to continue a positive and successful relationship with them. For this reason, the LNS policy does not apply to them and we will continue to work with them under the previous rule.

If a job starts and finishes at unsociable hours (when the Tube is not running), you will receive a LNS. This has always applied to them and will continue to do so. However, if the job runs throughout the night (starting at 00:30 and finishing at 06:30), you will not get a LNS.

What determines the OOT travel supplement?

If the job's location is outside of the M25, an Out Of Town travel supplement will be added to your timesheet. Depending on the location, the OOT supplement will range

from £10 to £30. If the location is further than this, we will usually apply travel hours to the job. This means you would be paid by your hourly rate for the hours taken to travel to the job.

What is a last minute bonus, when does it apply and what are the timings?

From the 1st January 2024, we are increasing the last minute bonus from £10 to £12. This bonus will now apply in the following scenarios:

1. The start time of the job needs to be within a 12 hour period of the client requesting the booking. Please find some examples below:

- The client makes the booking at 9:00, and the job starts at 21:00 the same day
- The client makes the booking at 22:00, and the job starts on or before 10:00 the following morning

2. The last minute bonus will apply for any new jobs that come in over the weekend for that specific weekend, including the following Monday until 12:00 (midday).

***** Please note as the last minute bonus has increased to £12, this also now means that when you request to come off a job last minute and have not found your own replacement, £12 will be deducted from your timesheet rather than the previous £10*****

What is the cancellation policy regarding cancelled jobs?

We are aware that there has been some confusion in the past regarding receiving payment for cancelled jobs. Please disregard any information you have received in the past, and please see our cancellation policy below:

Unfortunately, clients do cancel jobs once they have been confirmed. The general compensation for cancellations is within 12 hours of the job starting, you will receive full pay. Within 24 hours of the job starting, you will receive 50% payment. However, this is not guaranteed and each cancellation is assessed on an individual basis. If one of your jobs has been cancelled without receiving payment, we will do our very best to try and replace those hours on a different job on the same day, or over the next few days.

What happens if the time and/ or date has changed on a confirmed job?

Unfortunately, the client is within their rights to make as many date and time changes as they require. If a time change is done within 1 hour of the job starting, we will look at these cases individually and assess the situation. We will always try our best to accommodate our crew, however we also need to be able to meet the client's needs and requests.

I was cancelled from a job because the client has reduced the crew and it was less than 24 hours of the job starting. Why am I not getting paid for it?

With the unpredictability of the logistics and operations of an event, the client has the right to make amendments to their request. Examples are time and venue/location changes, increase or decrease in crew numbers, requests for crew with certain plant licences and/ or certain skills e.g. carpentry and first aider. If this does happen, we will prioritise you for any jobs that come in to make up the hours.

On the crew notes of a job, it says I have to be in show blacks. What does that mean?

You will be required to wear all black clothing (black shirt, black trousers and black shoes) to match the dress code of the backstage crew.

Last month, I worked 160 hours and was also offered many hours on top of that. This month, I am hardly being offered any jobs. Why is this?

The events industry is an ever changing one. It is unpredictable and unfortunately, we can not guarantee jobs or hours. During our quiet periods, we will also aim to divide the hours equally amongst crew and keep everyone busy.

What do I need to do to get promoted to Level 2/3?

To be promoted to Level 2, you must complete 450 hours of work. Depending on your availability and availability of jobs, this can take anywhere from 3 months to 9 months to complete. An example of this would be, a crew might complete 150 hours in July and 70 hours in August.

Once the hours have been completed, you will then be considered to level up. However, there are other factors that will be taken into consideration such as your time keeping, feedback based on performance and your work ethic. You must also not have any active warnings. This will delay the promotion until all active warnings have been cleared.

There are additional requirements you must meet in order to reach Level 3. One of which is to complete the Tech List. This is a list of skills and job knowledge which your Crew Chief on the job (Level 4 or up) must sign you off on whilst on site. You can

receive a copy of the list via email or pick up a printed copy from the office. Another requirement is obtaining your CSCS card. This is proof that you have the appropriate qualification to work on certain jobs that have a construction element.

****Please note that all the above will be looked at on a case by case basis. Please contact the office to discuss your progression to promotion.**

I have recently received a promotion, but my profile still shows I have not levelled up?

Due to the way our payroll system works, we cannot change the status of your level until you have been paid for the previous month's work. Your new level status will be updated after the 15th of the month and it will be backtracked for all the jobs from the first of the month that you have been promoted from.

I haven't received my timesheet, when will I get it?

You will receive it during the first week of the month for the previous month's jobs. Your timesheet is usually sent to you via email from the 4th or 5th of the month onwards. This is because it takes up to 48 hours to process any bonuses, skills, extra hours and for them to appear on your timesheet. You will have roughly a week to make any queries regarding missing bonus or skills before the timesheets are locked. Once it is locked, amendment cannot be made and any outstanding queries, if approved, will have to wait until the following month.

How does payment work?

You will always be paid on the 15th of every month unless stated otherwise. Any job you do from the 1st of the month to the last day of month, you will get paid on the 15th of the following month. For example, If you work between 1st of August and 31st August, you will receive it on the 15th September. If the 15th of the month lands on the weekend or a bank holiday, you will be paid the Friday before.

There is a company that keeps contacting me called Agile, who are they?

Agile Employment Solutions is our external payroll provider. After your first induction and confirmation of employment, Agile will contact you to help you get set up. They will send you a link requesting your bank details and documents such as passport, right to work and proof of address. If you have any queries with your timesheets or payments, please contact us in the first instance. .

I heard I can get a gym membership. How does it work?

You must be at least a full time Level 2 crew member in order to qualify for a gym membership. The 1st of each month marks the renewal of the membership. If you are a new member, Gym Group will send your membership information and pin on the 1st of the month. Your Pin is your key to the gym. Just enter it into the keypad by the door when you enter and leave. Your Pin is unique to you so be sure to keep it a secret, and don't let anyone else use it. Charing Cross is the default location. To change to a location of your choice, you can change by going to My Membership > Change Home Gym > Add Additional Gym. You can add up to 4 locations of your choice.

For any inquiries or to express interest in becoming a member of the gym, please send an email to ops@alphacrew.co.uk

What do I need to do to be considered for plant licence / ticket training?

As a company, we like to invest in our crew. One way we do this is by funding various plant licences and ticket training opportunities. Examples of these are; forklift, telehandler, IPAF (scissor lift and cherry picker) and PASMA. We also offer in-house training such as Traffic Marshall, Sound Training and First Aid which happens at our Head Office.

Plant licence training is conducted by our external partner for training in Surrey. Training can vary from a half day to a full day, for up to five consecutive days. Please note, you will not get paid for this training. However, the training fee and transportation cost is covered by Alpha Crew and it is under our discretion if we wish to make any other contribution. Availability of the different types of training depends on the demand.

Driving plant regulations are being updated and crew might need a driving licence in order to drive certain plant machinery.

****Please be aware that all training opportunities are heavily focused during our quieter periods in order for crew not to miss out on any work opportunities.**

I need to cancel my job. How do I cancel it without receiving warnings?

Crew are expected to attend all their confirmed jobs, but we also understand that personal circumstances can change. The earlier you inform us the better. We encourage you to find your own replacement, ideally someone who is on the same level as you or above. It is sometimes really difficult to replace crew on the jobs that have tight security, especially high profile clients, venues and events.

****Please note that you cannot cancel a shift within 24 hours of the job's start time unless you have a valid reason or it is an emergency.**

Some of the crew have an Alpha Crew leatherman. How do I get one?

There are only two instances where the crew will receive a leatherman. The first is winning our monthly Spotlight Award. The winner is determined by a poll based on feedback and performance onsite as well as nominations from senior crew. The other instance is only Crew Chiefs and Senior Crew Chiefs are able to purchase a leatherman at the cost of £120. This will be deducted from your timesheet as either a one off payment or two instalments.

I was told that full time crew have a toolbelt with tools. How do I get one?

Once crew have become Level 2, we will provide you with a toolbelt that comes with tool which include the following

Pouger
Alan Key
Adjustable Ranch
Dirty Rigger Multi Tool
Stanley Knife

I did a job last week with CSCS - was given skills on but on another job I wasn't. Why is that?

Skills paid

I have a someone I would like friend/family that I would like to work with Alpha Crew. How do I get them to join us.

£50 will be awarded one the new person reaches level 2.

FAQ for induction

