Events—your way, always...

TIMEGATE EVENT MANAGEMENT

INTRODUCTION

Running events is at the best of times challenging. From stadiums, to outdoor venues, and everything in between, challenges faced by organisers have common themes, but at the same time are often very different. Whether running large or small events, successful event management companies react quickly to these challenges. They stay cool, maintain collected thinking, performing well under pressure. Trusted technologies help them to stay informed. They ensure the event is planned well, resourced effectively, executed on time, and within budget whilst being in line with their client's exacting expectations

WHAT IS TIMEGATE EVENT MANAGEMENT?

Timegate Event Management is an all-in-one event management system that utilises Timegate's highly-effective back-end that you already know and trust. The configurable software supports your way of doing business, without you needing to change your business processes. It comes as part of the **Timegate Engagement Pack**. This automated, responsive, cost-effective, operational tool aids you when:

1. **Planning an event**

   » Defining requirements and rapidly planning using re-useable daily event templates

   » Quickly staffing the event, putting the right people at the right time, with the right qualifications, in the most appropriate roles (reducing staffing time down from weeks, into hours)

   » Automatically communicating the correct messages, clearly to employees prior to the event to gauge employee interest

   » Undertaking Peak Day management - eliminating staff double-booking across multiple events

   » Providing contingency by defining relief teams

2. **Running an event**

   » Accurately managing Time and Attendance using a variety of automated (and manual) booking on and off approaches. This includes using the latest technologies such as RFID tags and QR codes. These enable rapid booking on during an event, regardless of how many of your team need to book on (or off) at one given time

   » Ensuring all staffing shortages are filled, using relief teams

» Enabling you to monitor and manage any exceptions (arbitrations), such as those not reporting for duty, or going off duty at an early time

» Clearly communicating (or enabling you to communicate on an adhoc, or automated basis) the key event information to the relevant employees, such as reminders and duty information

1. Closing down an event

» Managing any exceptions (arbitrations), such as those staff not booking off

» Effectively invoicing customers, be that at a contract, client or event level

» Effectively calculating levels of staff pay

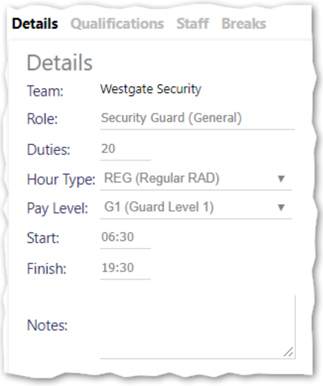
» Integrating with your existing ERP, payment and finance systems

PLANNING YOUR EVENT

How am I going to staff my event? There are many different ways companies staff events. Staffing can be undertaken for example, by function/role or physical area. Different teams can be set up to meet with your needs along with relief teams. When you are setting up your Events, you have full flexibility and control of how you structure them by creating new templates. One or more teams can be defined, each comprising one or more roles.

Example event template being created

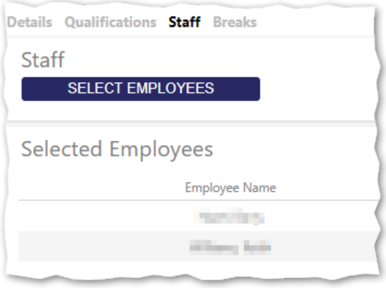
How do I ensure the right staff are in place? When you set up your teams and define roles, you also allocate a number of duties for each role. One duty equates to one employee. Each of the roles has an hour type and a pay level, along with a start and finish time. You then select the qualifications that you need your employees to have. Entering all of this information, clearly defines the requirements of the different roles. When it comes to assigning staff, Events takes all these requirements into account. Events compares each available employee to the role, checking that they match the requirements. This ensures that you have a suitable member of staff assigned to each duty. Rest assured, you will not end up with your catering staff being available for security patrols, or your cleaning teams stewarding the event main entrance for example.



Defining a role

Is there any flexibility in the system, to let me used non-qualified staff, for example in an emergency (where appropriate/legal)? You may run out of qualified staff to allocate to posts (i.e. when using the **Find Suitable Employee** option whilst scheduling, no employees are returned). Depending upon your customer's wants and needs, it is possible for your scheduler to override the requirements where necessary, when manually allocating people into open posts

Can I give any staff priority? Yes. When adding a **Role**, within the **Staff** tab you can create a Staff Pool. Simply **Select Employees** from a pop-up dialog box that you would like to give priority to, when filling open posts. This could, for example be individuals who you know work together on a team, or those regular staff that have worked with you for a long time.



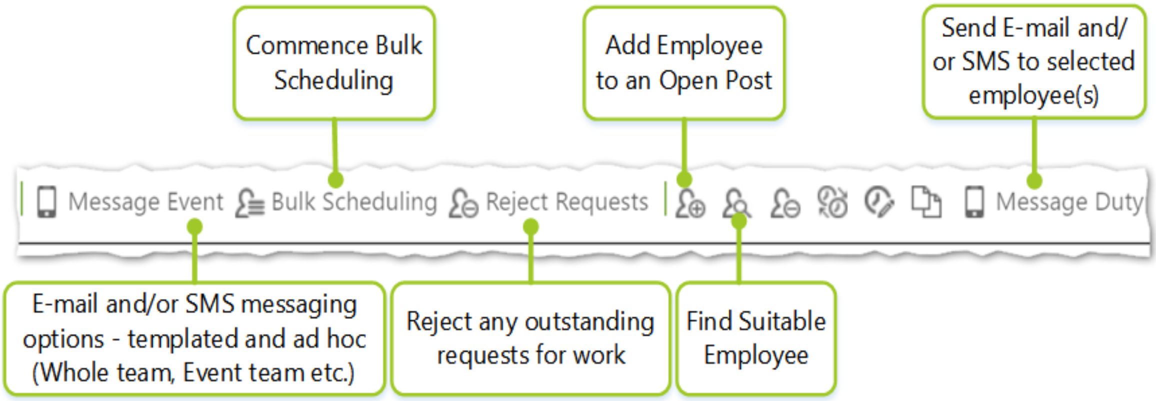
How do I populate duties/assign staff to an event? All planning is based around teams comprising duties (as detailed previously). This saves considerable time when wishing to quickly create multiple duties of the same type for example, 10 cleaners, 20 security guards, or 50 stewards. You create the duty once and simply enter in the number of that duty type required in the **Duties** field. Teams can then be duplicated, saving further time during planning. When the Event becomes "operational", Timegate Events creates the individual open posts/duties - one for every number specified within the **Duties** field.

Duties awaiting employee assignment in Plan | Events

Traditionally, it may take weeks to find staff to fill open posts (duties without employees assigned to them). With Events, this can be reduced to hours. There are a variety of ways of filling the open posts with suitable employees. Suitable employees are those that are free to undertake a duty on the give time/date and have the appropriate qualifications listed. Open posts can be filled:

» Using preferred groups of staff that have been pre-determined in the Staff Pool - these can be automatically added to duties when the system automatically moves to its Operational state

» By automatically sending out messages that advertise the relevant event duties to suitable employees. Employees can then select whether they would like to undertake the duty. If the employee wishes to undertake the duty, this is manually approved by the scheduler



Various options available from the Events Planning menu (Plan | Events)

» Using suitable employees who have requested work through the Employee Portal (informing you that they are available for work on given days)

» From the **Plan** | **Events** screen for the event, using bulk scheduling. Events will allocate duties to suitable employees

» From the **Plan** | **Events** screen for the event, manually, for ad hoc adding of employees to duties as and where needed

Can I efficiently manage subcontractors/agency staff as well as my own staff? Yes. A highly effective way of doing this is as follows:

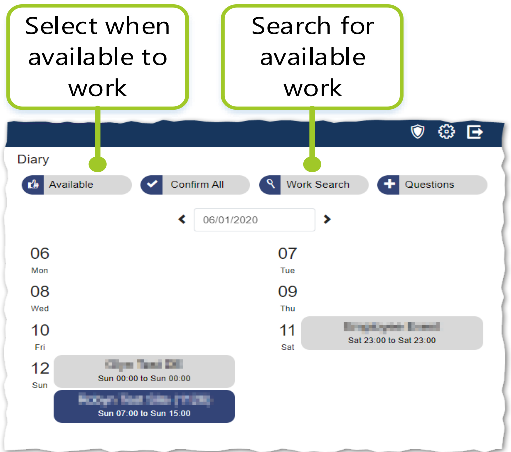
» Create a Branch for each subcontractor/agency

» Provide each subcontractor/agency with their own Timegate logon—just to their Branch, restricted to adding Employees

» Allow the subcontractor/agency to add in the names of their contractors (and other relevant information such as e-mail address/telephone number etc. as necessary)

» When resourcing the event, Events will treat the subcontractors in the same way as other members of staff from a booking perspective. They can be bulk scheduled ot manually selected as needed. You will be able to communicate with them in the same way, and monitor their time and attendance as you would your own employees.

There is an alterative way of doing this, without giving your subcontractors/agencies (restricted) access to your Timegate system, however, it is more labour intensive if you are working with many subcontractors with lots of duties to fill. When setting up your event, create a subcontractor team and assign generic subcontractor Employees (assigned to a Subcontractor branch) against the team e.g. SubContractor1, SubContractor2, SubContractor3. When your subcontractors/agencies provide you with the names and contact details etc. of those filling the open duties update the generic Employee records accordingly. For example if you have a subcontractor called Mario da Silva filling the post allocated to SubContractor1, update the name of



Example of an employee's Diary in the Portal

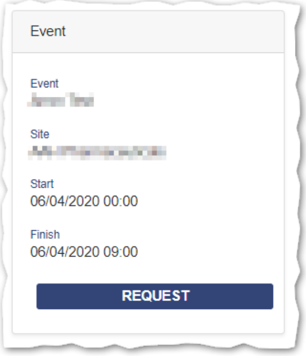
SubContractor1 to Mario da Silva.

Are staff able to be pro-active about finding their own work for events? Yes. Staff can request work through the Diary section of the Employee Portal (as shown above) or via automated two-way messaging (in response to an available duty). From within the Employee Portal they can search for unfilled event duties and apply for them and/or send information about when they are free to work. In addition to detailing their available dates, they are also able to say how far from home they are prepared to travel to work on an event. This is particularly beneficial as the employee is not restricted to their local area to find work and you're not restricted either when filling open posts with suitable staff. For example if you are running a large scale festival, you won't find 5,000 stewards in the countryside surrounding it, however, across the whole country there could be plenty of scope to fill open posts.

Setting up a relief team for an event

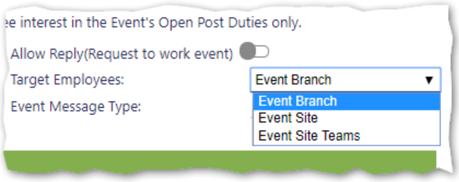
Is it possible to put contingency in place? Yes—it is a built in feature of Events. When you create your event teams, you have the opportunity to define a team as a relief team (shown to the right). Note the **Relief Team** selector next to edit option.

Are there restrictions on which open posts employees are able to see in the Employee Portal? Yes. They only see the duties that they are qualified and available to do when they search for work (see right). This makes sure you get the right people in the appropriate duties.



Request for Work search result

How can I communicate with my employees? You may wish to let your employees know where to meet. There may be a change of plans. Some information may be relevant to some employees, but not others of different levels, perhaps from different locales, on different duties or different teams. Through a mixture of automated or adhoc messages, you will be able to ensure the right person or people get the right message every time. You can send e-mail (and optionally SMS messages) to all your event employees, individuals or subsets, regardless of numbers. For example:



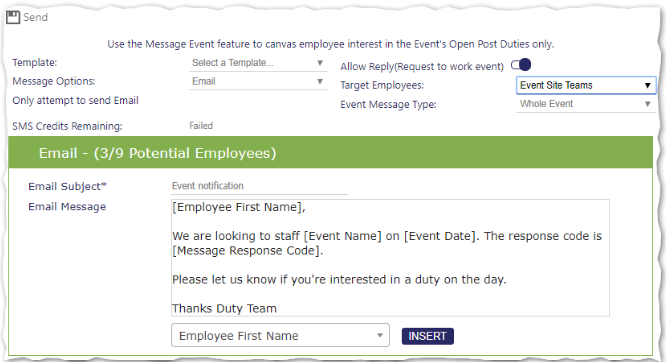
Selection of Target Employees for message

- Allocation to duty - these messages can be automated. Once an employee is approved for a duty they can be messaged with a confirmation. A **Duty Request Approved** template can be customised with specific instructions for staff on duties

- Rejection of duty - these messages can be sent out in bulk to any unsuccessful employees. A **Duty Request Rejected** template can be customised as required

- Meeting instructions - These can be rolled into the Duty Request Approval. Alternatively, if (for example) you have different teams meeting at the venue in different places, or employees being “bused-in” from different places tailored messages could be sent out based on the team, their meeting point etc. You could create a template to message with under these circumstances or create a unique message. These can be targeted by branch, site, team level, etc.

- Change in plans - As per meeting instructions, a template or adhoc email could be sent directly to your audience



Example email/template updating screen

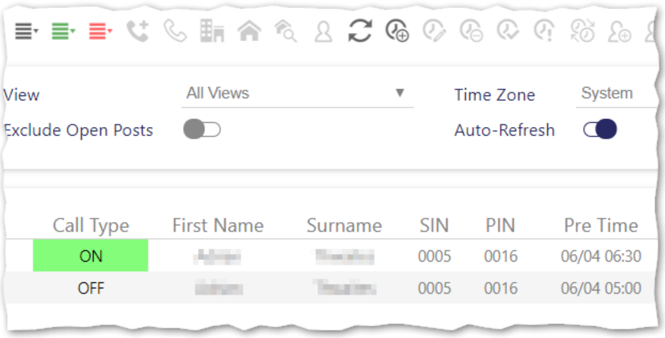
- Response to an individual - Individual responses can be scripted through templates and automated. However, there are some times where a one-to-one needs to be made that is outside of the automation set up on the system. Be this the case, you are able to directly message an individual using the Message Duty feature within **Events Planning** menu (**Plan** | **Events**).

How can I ensure that my staff know what to do on the day of the event? With members being collected from different places, with different meeting points and different needs, this could be a real challenge. Events can be configured to eliminate such complexities. Teams could be defined based on these criterion. This will allow you to send out targeted messages to teams of employees explaining what they need to do in terms of meeting up, booking on/off at given times, collecting equipment, collecting clothing etc. This will help address any confusion before the event.

How do I plan multi-day events? Multi-day events should be planned as a series of separate re-useable one-day events within Timegate.

RUNNING YOUR EVENT

How do I monitor what is happening during the event? With Timegate underpinning Events, you have the ability to real-time monitor your team using the tools that you are familiar with, such as the Call Monitor, T&A Manager and Duty Filters. You will be able to effectively and efficiently manage any arbitrations (exceptions) such as those not reporting for duty, or going off duty at an early time.



Call Monitor in action

What do I do if employees don’t turn up for their duties? On the day of your event, it is essential that everything runs as smoothly as possible. But sometimes people are ill, or don’t turn up for their duties. During the planning phase of your event, you may have set up a relief team. You can use these members of staff to fill the vacant duties let by those who have not turned up.

How do employees book on/off their Event duties? That depends on your wants and needs… Different events will have a different ways for employees to book on/off. Some events may use a combination of approaches. These may be manual. They may be driven by the latest technologies. As the Events solution is underpinned by Timegate, you have lots of flexibility. This will enable you to use a solution that will meet with your needs, whether you have a few people booking on at multiple places at any one time, or many people needing to be rapidly booked on at the same time and place. Some example are as follows:

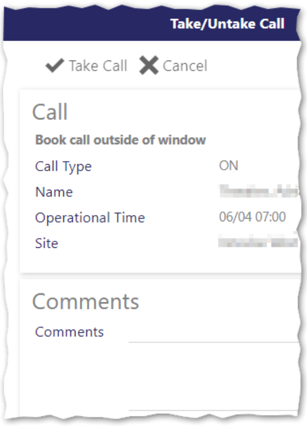
» Employees with the **Employee App** on their Android phones or Apple iPhones will be able to book on/book off their event duties using their device. Proximity and time checks can be configured for the event site (**Set Up** | **Sites** | **Call Settings**), ensuring that these individuals are where they should be at the time that they book on/off

Booking on with App

» If a venue has multiple entry/meeting points for your teams, you may wish to give the supervisor use a tablet/mobile device in **Multi User Mode**. Each employee can book on with their details. This will work particularly well if the employee's photograph has been captured previously - enabling you to check that they are booking on as who they say they are

» Enable employees to dial into a given telephone number to book on/book off using their mobile phone. Proximity and time checks can be made, ensuring your team are where they should at the time that they make this call.

» Another option is for employees to present themselves to a supervisor equipped with a laptop, who is logged into Timegate. Using the Call Monitor (**Monitor** | **Calls**) page, the supervisor will be able to see in real time the various employees and their status. They are also able to take calls (book employees onto or off an event) - both individually or in bulk. To save time, individuals details could be manually checked by supervisors and then added into Timegate to speed up the process, or if there were any connectivity issues



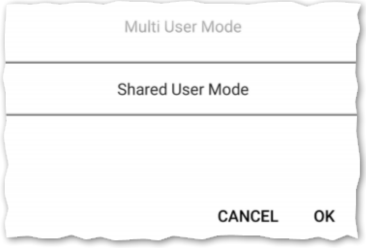
Taking a call in Call Monitor

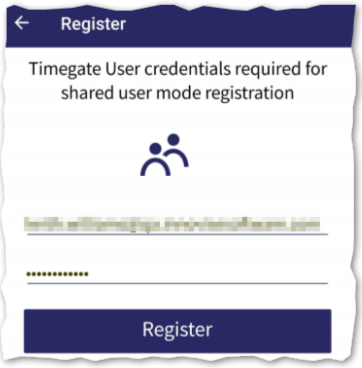
» Signing in large groups of employees (e.g. fifty-plus and upwards) can be time consuming and problematic. Employees will become impatient waiting in line. The latest technologies, however, can eliminate this problem, reducing booking on time to just a few seconds.

Example QR Code

Recently, TEAM Software customers have been using QR Codes, RFID tags or a combination of both to speed up booking on. In advance of the event, employees will have been given either a pass or a badge that has been configured with the appropriate value (configured under **Set Up** | **Employee** | **Ops.** under the **T&A Device types**).

The companies will issue supervisors with devices that can read the different technologies e.g. a tablet with a camera to read a QR code, or a smartphone with an RFID tag reader. Reading this information is done through the **Employee App** configured in **Shared User Mode** at initial installation (Select **Shared User Mode**, then enter a **Timegate User ID** and **Password** to complete the initial set up on the **Employee App**)





The employee enters their **SIN** and determines whether to enter the other credentials via a **QR Code** or an **RFID** tag (using a toggle switch).

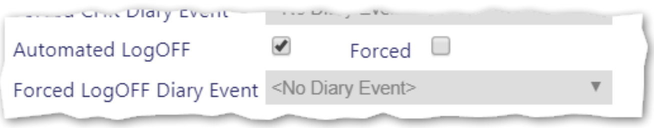
This solution may work particularly well if you have employees who already have RFID chips built into their company ID cards.

This solution will also work well when you have, for example, regular employees with ID cards (with built in RFID chips) and contractors working at a site. Contractors could be issued with QR Codes. These can be generated and distributed freely, saving cost compared to RFID cards.

In this scenario you will need two supervisors/members of staff taking bookings on. One supervisor has an RFID tag reader. The other supervisor has a QR reader. Employees book on with the supervisor using the RFID enabled reader. Contractors book on with the supervisor who has the QR reader.

This kind of solution has been tried and tested with over three-hundred staff at a multiday event with all staff entering the event at a single point. It worked incredibly well - taking only a few seconds to book on an individual. The whole process was checked in parallel using Call Monitor (**Monitor** | **Calls**) showing how effective and error free it was.

» When running events, to save time, many companies configure **Automated LogOFF** at the end of a day. In doing this, employees avoid the need to remember to book off, or travel from one side of an event venue to the other side to book off (which could be a considerable time/distance). The setting is found for a specific site in the **Set Up** | **Sites** | **General** tab.



Please Note: As events generate significant cellular network traffic, it is good practice to have a Wi-Fi network at the event solely for your employees/other staff, ensuring this access to services such as the Timegate Employee App. Whilst this could be a straight forward requirement to discuss with your customer at a purpose built event facility, it could be more difficult at a festival for example, where people are dependent solely on cellular data.

Am I able to communicate with my employees whilst they are working their duty, using Events? Clear communication is not just limited to the Planning stage of an event. If you need to contact an employee (or group of employees) whilst they are undertaking their duty, you can send targeted or blanket emails out using the inbuilt messaging tools as described previously in the employee contact details

YOUR POST EVENT ACTIVITIES

How do I close down an event? An event can be closed down when once all the duties have been arbitrated, and rate generated.

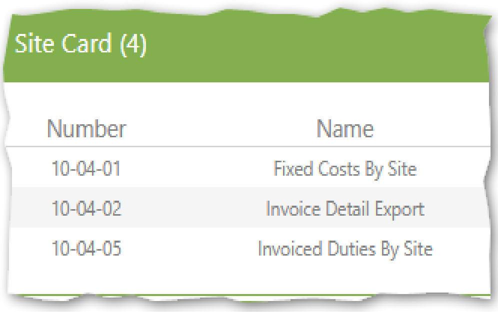
This process will lock and approve the duties in the Event. Once this criterion has been satisfied, select **Close Event** from in the event.

How do I manage any arbitrations (exceptions) such as those staff not booking off or those staff who have left early? During the event, any blowouts (live exceptions) will have been handled using the **Call Monitor**, **Duty Monitor, Task Monitor** etc. in the same way that your control room team would manage operations in Timegate.

How do I manage other exceptions at the end of the event? At the end of an event, you should check your "To-Do" list to see if there are any arbitrations. Select the icon if there are, and action accordingly. Manually override any information as necessary to ensure that your **Pay** and **Bill Start** and **Finish** times reflect those of your team.

To-Do List Arbitration tile

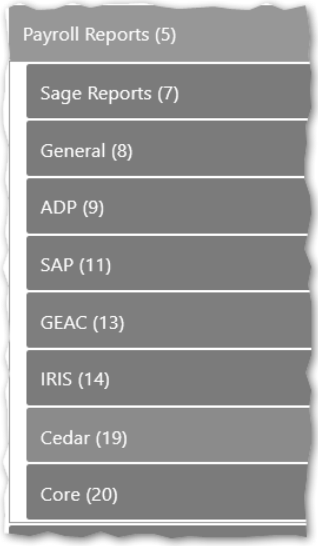
How can I invoice my customers? A variety of reports are available in Timegate that allow you to generate billing information that can be used to charge customers for running their event. You are able to bill in a variety of ways including at contract, client or event level



Number	Name
10-04-01	Fixed Costs By Site
10-04-02	Invoice Detail Export
10-04-05	Invoiced Duties By Site

Sample Site Card Invoice reports

How can I calculate levels of staff pay? Once an event finishes and any arbitration takes place, rate generation takes place. Like elsewhere in Timegate, within Events, rate generation calculates pay automatically for you, based on hours worked by an employee, along with their hourly rate and/or the rate of the post that they worked. This information can then be extracted from Timegate using one of several pay options available from within the report section of the tool.



Report categories (showing supported systems)

How can I get information out of Events? Using an appropriate report, you should be able to generate a CSV file for importing into your finance systems. If you already export Timegate information into your system, you will be able to do it in the same way for your Events. To the right, you will see examples of systems that some of our customers use. We have built customised reports to enable them to export the specific information they need for their business via Timegate.

GENERAL QUESTIONS

Will I need to alter the way that I do business to use Timegate Event Management? No. The software is incredibly customisable and can be set up to meet with your business needs without the need for you to modify your business processes. You may, however, choose to do things a little differently as you become more familiar with the software and what it is capable of doing

This sounds great. What should my next steps be? Speak to your TEAM Software Account Manager directly to discuss your specific Event related needs