



North Agenda LLC DBA Stage Ops
303 N Glenoaks Blvd. #200
Burbank, CA 91502

Employee FAQ, Expectations & Safety

How do I register for the Prism (Payroll) employee portal?

1. Go to the PRISM HR Site: <https://trucnv-ep.prismhr.com/#/auth/login>
2. Click the Register link on the bottom right next to the login button
3. Complete the information below:
 - a. Last Name
 - b. Social Security Number
 - c. Create a username
 - d. Create and Confirm the Password
 - e. Click Register
4. Once registered, you will be able to access your pay stubs and tax documents as well as edit personal information directly

Is there a mobile app I can use to access the employee portal?

Yes - the *PrismHR Employee Portal App*. Anything you can do in the Employee Portal you can do in the mobile app. The app is available for Apple and Android devices.

[Download PrismHR Employee Portal App on Apple Store](#)

[Download PrismHR Employee Portal App on Google Play Store \[Android\]](#)

Setting up the PrismHR Employee Portal Mobile App:

1. NORTH AGENDA ACCESS CODE = 387*C
2. Go to Apple Store or Google Play Store on your phone; search "PRISMHR Employee Portal" and download the app or use the links above
3. Open the app and complete the one-time setup process using the Access Code option [Access Code = 387*C]
4. Next, you will be redirected to the login screen. Enter your existing username and password to access your information using the PrismHR Employee Portal app.
5. The setup is complete. You can now log in to the app using your existing PrismHR login.

Tips for Navigating the PrismHR Employee Portal

DASHBOARD WIDGETS

- Pay
 - Look at recent stubs/pay history and download, save, or print.
- Paid Time Off
 - Shows available time for sick leave use. Please note all employees must be active with the company for 90 days to receive any sick leave time. Laws vary by state.
- New Messages
 - If there are new notices, policies, or forms they will be listed here or as an Alert when you initially sign in.
- Return to the dashboard by clicking the “Home” button on the top of the menu

MENU

- Pay
 - *Pay History* (list check date, check numbers, gross pay, taxes, deductions, and net pay)
 - *Payroll Inquiry* (shows totals of earnings, taxes, and deductions)
 - *Direct Deposit* (view current deposit account on file, add a new deposit account)
- Taxes
 - *Tax Withholding* (show current filing Statuses, adjust Federal and State Tax Status and Allowances)
 - *W-2* (download and print W-2 documents, available February 1 of the following year)

How do I complete online onboarding?

Follow the instructions to register for the employee portal as a new user. If you have any issues registering for the portal, make sure your Full Name, Email, and Social Security Number are entered exactly as you provided them to payroll upon your initial hire. If you are certain these fields match up with what you provided but still can't register, email payroll@stageops.net for support. Once registered, follow the on-screen prompts to complete all sections of online onboarding.

How do I complete Form I-9?

You will be asked to upload Form I-9 identification and work authorization documents as part of the process. You cannot complete online onboarding until these documents are received and reviewed/approved by HR. If you have any issues uploading the supporting documentation to the Prism portal, you can also email your documents to payroll@stageops.net. Please see the full list of Form I-9 Acceptable Documents [here](#). You must provide ONE item from List A OR a

combination of ONE item from List B AND ONE item from List C to complete Form I-9 and be eligible for work with Stage Ops. If you do not have any of the acceptable documents, email payroll@stageops.net ASAP so we can work with you to recover your documents and complete your onboarding process.

Who will payroll checks / direct deposits come from?

Afinida, INC.

How do I sign up for direct deposit?

Log into the [PrismHR employee portal online](#) or via the PrismHR employee portal app. Navigate to the menu and select “Pay”, then “Direct Deposit”. Enter your direct deposit information, including your checking or savings account number and bank routing number. If you have any questions or problems updating your direct deposit information, email payroll@stageops.net for support.

What if I want direct deposit but don't have a checking or savings account?

[Chime](#) is a simple online banking solution that provides you with a completely online checking account and Visa debit card to easily access your payroll funds. We recommend using this option if you are just looking for a checking account to receive payroll funds if you want direct deposit but do not have another active checking account.

“At Chime, we've created a new approach to online banking that doesn't rely on fees, gives you access to your paycheck via direct deposit, and helps you grow your savings automatically. When you open a bank account through Chime, you get a Visa Debit Card® and a Checking Account that can be managed entirely from your smartphone, plus an optional Savings Account that helps you grow your savings automatically! The Chime mobile banking app is available on both Android and iOS. Chime is a financial technology company, not a bank. Banking services provided by The Bancorp Bank, N.A. or Stride Bank, N.A.; Members FDIC.”

How do pay periods work at Stage Ops? When is payday?

Pay periods run from Saturday to Friday each week, with payday for that period on the following Friday. For example, the pay period of Saturday, January 7th, 2023 to Friday, January 12th, 2023, has a payday of Friday, January 20th, 2023. Friday paydays sometimes fall on bank holidays, in which case the payday will be the Thursday before the holiday.

How do I make sure I get paid for the jobs I work?

Check in with your assigned Stage Ops Crew Chief immediately upon arrival to each shift. Make sure you are parked and onsite with the crew chief at least 10 minutes before the scheduled start of your shift to ensure you are not late. If you are on a crew of under 4 people, a crew chief may not be assigned. In the case that there is no sign-in sheet or crew chief, be sure to email payroll@stageops.net with your full name, date of shift, event name/location, in/out time, and any breaks taken during the shift in order to ensure your time has been recorded.

What if there is a problem with my paycheck?

The first step is to log into your PRISM account to review your paystub and pay details online. If you are still having a problem, email any questions to payroll@stageops.net.

How does overtime work? When do I get double time?

The standard work day is 8 hours with a 4-hour minimum per shift. Between the 8th and 12th hour, time-and-a-half (overtime) applies. After the 12th hour, double-time rates apply. Any call times or shifts that start between 12 AM-6 AM will start at time-and-a-half (overtime) until the shift is complete. Work days falling on observed government holidays will see a “walk-on” at a rate of time-and-a-half (overtime) for all crew. Holidays include President’s Day, New Year’s Day, Easter Sunday, Thanksgiving, Martin Luther King, Jr. Day, Labor Day, Christmas Day and Independence Day.

How do I update my address?

You can update your address directly by logging into your PRISM account and updating your employee profile with your new address. Email payroll@stageops.net with any address updates as soon as possible to ensure your documents are mailed to the correct address.

How do I update my tax information?

Log into your PRISM account and navigate to the Tax section on the menu. Email payroll@stageops.net with any issues or questions regarding updating your tax information.

How do I update my phone number?

Log into your PRISM account and navigate to the employee profile section on the menu to update your phone number.

What is my pay rate?

Log into your PRISM account to review your pay stubs. Each pay stub indicates your role and rate for each job.

When will I be eligible for a raise?

Stage Ops performs a review process at least once per year. Employee performance is determined by how often you are on time with no “no-shows” and evaluated after each job by both crew leaders and clients. This data is used to determine if an employee is eligible for a pay raise, as well as any crew or client feedback about the employee.

How do I qualify for machine operator jobs?

Email any certifications to payroll@stageops.net to be recorded into our system. After review, if qualified, you will be marked as an active machine operator in our system and be eligible for machine operator job offers. We primarily hire Forklift Operators and require a current certification to be reviewed by our team before working in a Machine Operator position.

Can I refer someone to work at Stage Ops?

StageOps does not currently have a referral program. Please refer anyone interested to our online application at www.stageops.net/apply.

How do I call out for a job?

If you are sick or have an emergency that will prevent you from working or will make you late for work, contact your crew chief immediately. If there is no crew chief assigned to your job, contact the staffing number ASAP by call AND text at (818) 217-0255.

How do I get a Stage Ops shirt?

Please contact payroll@stageops.net with your name, address, and t-shirt size to coordinate getting you a Stage Ops shirt.

How do I make a complaint about another employee or supervisor?

Please email payroll@stageops.net ASAP with all details. [who, what, when, where, why, how]

Who can I contact for support?

Email payroll@stageops.net with any questions or comments. For any questions or problems on-site at a job, speak with your crew chief. If there is no assigned crew chief on-site but you need immediate assistance, text the staffing number at (818) 217-0255 and be as descriptive as possible so we can support you ASAP.

EMPLOYEE EXPECTATIONS

- We suggest you be at the worksite 10 minutes before call time if needed, and clock in at the start of your shift. This is not required but allows you ample time to find your crew lead onsite and ensure you are present and ready to work at the designated call time.
- **TURN YOUR CELL PHONE OFF! You are there to work.**
- Check-in with your crew chief as soon as you arrive and sign out with the crew chief at the end of the day.
- If you are more than 30 minutes late, you may be replaced on the call and you will be moved to the bottom of the call list for the next event.
- In case of an emergency that will prevent you from working or will make you late for work, you must contact the crew chief ASAP.

The following infractions mean IMMEDIATE DISMISSAL from a job:

- Coming to work intoxicated or under the influence of drugs

- Drinking alcohol or taking drugs on the job
 - Unsafe work practices
 - Stealing
 - Insubordination
- The job steward will try to assign you to a department in which you are best qualified, but this is not always possible. Do the best job you can in whatever department you are assigned. Stay there until released by the steward or your department head. If you seriously feel you cannot perform an assigned task, ask the steward for re-assignment. Pride has no place in safety.
 - **Ask questions.** Remember that more experienced stagehands are willing to help and answer questions. They may give you instructions if it seems necessary. Try to accept the advice in the spirit it was offered. They are not trying to show off or make you feel stupid ...they are simply trying to preserve your safety and help you learn.
 - Be very careful concerning the comments you make about the show. Save all discussions of artistic merit until the load-out has been completed and we have left the building. Let's be professional and save the comments for later.
 - **If a problem arises, locate the crew chief and allow them to resolve the situation.**

SAFETY GUIDANCE

- The number one rule of stagecraft is "SAFETY FIRST!" Dumb questions are much easier to deal with than dumb mistakes! Remember that you are responsible not only for your own safety but also for the safety of everyone around you.
- Any injury must be reported immediately to the crew chief. You may not be covered by Workman's compensation if the injury is not reported within certain time limits.
- Minor first aid is always available, but don't try to continue working if you are seriously sick or injured. This only makes things more dangerous for everyone around you. If a fellow worker or a member of the road crew asks you to do something which you feel is unsafe, report it immediately to the job steward. Don't be pressured to do something you don't feel is right.
- Remember that when a forklift has a full load, the driver's field of vision is very limited. Get out of his way!
- "Heads" or "heads up" is the most important warning on the stage. If you hear this call, that means something is being lowered from the grid on a rope or baton, OR it could mean that something is FALLING from the grid at a rapid rate of speed. Be aware of what is happening around you at all times. If you hear someone yell "heads," it means to

look out! Do not stand under the loading rail whenever weights are being loaded or unloaded.

- If you will be working more than a few feet off the floor, you must observe special safety precautions. This applies to anyone working in any of the following areas: on the grid/rigging, on the load rail, on a catwalk, at the top of a ladder, focusing lights, or anywhere else that there is even a chance of another person to be standing underneath you.
- Above all, if you drop something, yell "heads" as loud as you can so that your potential persons below have a chance to evacuate.
- See the Employee Handbook for more information about specific safety training requirements and guidance for reporting and preventing safety hazards.

CLOTHING, JEWELRY & HAIR

- You are being hired to do heavy, dirty work, Wear something protective, yet loose enough to allow you to move freely. Don't wear valuable clothing as you will often get very dirty, and may even tear your clothing. Absolutely no profanity/racist or sexist material on clothing.
- To ensure production quality meets company standards, employees working on the stage during a performance must wear ALL dark clothing; the color black is preferred however you may wear dark brown or dark blue as a last resort. If you will be seen by the audience, please wear respectable attire.
- Employees may wear tasteful jewelry in moderation. The size and/or number of earrings, rings, necklaces, and bracelets may be determined at the department level based on specific job functions, and operational and safety factors. Where job duties present any type of safety risk, jewelry may be prohibited or severely limited. In other areas, moderate jewelry (including size and amount) may be worn. There are safety concerns for stagehand employees, truck loaders, forklift drivers, and those in similar roles. Therefore, wearing jewelry is prohibited for most roles. For safety in all positions, NO dangle-style earrings, necklaces, or bracelets are recommended; avoid rings whenever possible.
- Hair should be clean and neatly trimmed or arranged. Sideburns, mustaches, and beards should be neatly trimmed. Restrain long hair with a ponytail, braid, or bandana. Non-traditional hair colors are not permitted. This policy shall in no way be interpreted to prohibit any natural hair, hair texture, hair type, or protective hairstyles historically associated with race.