



HEAPS + STACKS LTD

Supplier and Freelancer Handbook

This handbook is intended for event freelancers, artists, sole traders, print companies, stage crew, builders and not all parts of the handbook will apply to everyone or all jobs but this is an overview of the best practice of working with Heaps + Stacks.

Updated: June 2021

**Welcome!**

This handbook contains useful information regarding your time working with us and outlines the things you should know and that you can expect from the company.

Please take the time to read and understand the content and if you have any queries do speak to Keziah if you need any further clarity.

We wish you a wildly successful time with Heaps + Stacks and hope you fully enjoy your time working with us!

VAT No: 234 9969 58

Registered in England No. 10633696

Registered Office: Studio 2.06, Food Exchange, New Covent Garden Market, London, SW8 5EL

Website: [www.heaps-stacks.com](http://www.heaps-stacks.com) Instagram: @Heaps\_Stacks



## FAQS

There's quite a lot of info in the handbook so for speed we have compiled a quick list of FAQS:

### General

- We are a friendly team and keen for you to join in and feel like part of the team while you are here
- To respect our teams free time - please do not send emails to the team (unless very urgent) outside of 9am-7pm - please set them on a timer if you need to send outside of these hrs (shout if unsure how to do this)
- We welcome ideas from all freelance teammates so please do chip in with any gems for any new briefs that are circulated or just general ways of working
- We use an informal but informative and enthusiastic tone with clients, suppliers and each other rather than anything too straightlaced
- Any job specific problems while you are here speak to [anya@heaps-stacks.com](mailto:anya@heaps-stacks.com) (or Kez if you can't reach her) and anything else please speak to [Keziah@heaps-stacks.com](mailto:Keziah@heaps-stacks.com)
- We don't book meetings over lunchtime 1:00 - 2:00pm to make sure people can have a break – please again only book here if very urgent
- We have a team meeting Mon + Thurs each week – you will be invited to this when you start

### Finance (more on this later in this guide)

- All invoices and receipts to be sent to [heaps.stacks@receiptbank.me](mailto:heaps.stacks@receiptbank.me) (and costs saved in the tracker)
- All cards are registered to 24 Marryat Square Wyfold Rd, London, Sw6 6ua
- Invoices are submitted on Wednesday and paid on Thursday each week (on a 2-3 day payment service but they will get remittance on Thurs/Fri)
- Anything very urgent to pay that cannot wait please email [keziah@heaps-stacks.com](mailto:keziah@heaps-stacks.com)
- Make sure everything that's bought is tracked in the tracker
- Please use all the H+S accounts for buying things (ie ebay/amazon etc) you will be given access to the password sheet on your first day

### Frequently Used Suppliers (but happy for you to use your own too)

- Couriers - [tom@deadline.co.uk](mailto:tom@deadline.co.uk)
- International or overnight couriers - [jamie.Urquhart@equatorworldwide.co.uk](mailto:jamie.Urquhart@equatorworldwide.co.uk)
- Small Print Items [tim@loveprintgroup.com](mailto:tim@loveprintgroup.com)
- Larger Print Items - [michael@onwarddisplay.com](mailto:michael@onwarddisplay.com)
- Boxes / fancy print items - [jain.moring@screamingcolour.com](mailto:jain.moring@screamingcolour.com)
- Flowers - [clare@loveblossoms.co.uk](mailto:clare@loveblossoms.co.uk)
- Chef - [Mark@apsey.co.uk](mailto:Mark@apsey.co.uk)
- Set build - [info@formd.co.uk](mailto:info@formd.co.uk)



We of course have a supplier database with many contacts on so do ask if you are looking for recommendations or other services that don't fall into the above

### MISSION // VISION // GOALS

#### **MISSION (where we are today)**

To charm, connect and inspire people around the globe through the power of considered and eco-friendly experiences, reflecting iconic brands, a super-charged team, and local authentic collaborations that make us the go-to.

#### **VISION (The future we intend to create)**

To be one of the leading experience design agencies in the country with a global reach, high performing team and iconic and visual identity.

**CORE VALUES** – represent the basis for the development of our business



### Workplace Principles

We are a small company that prides itself on promoting open and transparent communication at all times, with a work ethic that reflects a common desire to achieve success and share in the resulting rewards.

All teammates are treated with respect and honesty and are encouraged to contribute positively at all times.

### Hours and Days

Your hours (if unusual) will be outlined in your brief email (if not they will be 9.30-6). If you are unsure at any point please contact the Heaps + Stacks team member who booked you onto the job.

Your total weekly/daily hours committed hours of work will be agreed before the work is carried out. It is expected that on when on site all teammates will be there until the job is complete and there will be no early exit unless agreed before the event day (in case things run late).

Your breaks may fluctuate depending upon requirements but as a minimum will be in line with statutory requirements. If you need further breaks please speak to the team and we can always try our hardest to make it happen!

### Pay

Your rate of pay and pay date will be outlined in your brief by Heaps + Stacks, any changes will be discussed and then confirmed to you in writing (i.e if extra hours are needed on site etc.). If your rate has changed since last time we have worked together please mention this up front. We would prefer you charge prep rates and onsite rates rather than following up with over time fees after the job is complete. Payment is usual 30 days from invoice, but we do always try and get our

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freelancers paid before this!

All suppliers and freelance staff are liable for their own Tax and National Insurance and must be registered as a sole trader or LTD company providing UTR number upon invoicing.

### Food Exchange building hours and info

Please be aware that on Sundays there is no vehicle access to The Food Exchange from 5am-6pm unless prior notice is given to the CGMA team who will notify the security team at the gate. If you need to arrange access please email: [eleonora.Angelon@cgma.co.uk](mailto:eleonora.Angelon@cgma.co.uk)

Inside the building there is a Post Office (on the ground floor at the back) open until 12. This is also where our storage is. If you need access to our storage please speak to [Sarah@heaps-stacks.com](mailto:Sarah@heaps-stacks.com)

### How to direct people and cars to the office

Please ask one of the team to show you or find the directions which is located in **Business Basics > Directions** folder

### Delivery

Its sometimes quite difficult delivering to the Food Exchange and would suggest not delivering anything which may arrive over the weekend (as they won't be able to get in). Best practices is as follows;

1. Deliver the package (and add the job/brand name into the address info)
2. When things arrive in the office whoever is in will post a picture of the item on the Slack channel called "deliveries"
3. When the owner of that item comes in they need to sort and tidy boxes and check they have what they need, get rid of any extra boxes
4. If the package has arrived but you cannot find it; ask Sarah to post on Workplace (the building chat) to see if she can find it and also check downstairs by the front door pre doing this!

### The Buzzer

In the office press 6 on the phone to let people in, then pick up and put the phone down.

### Out Of Hours Emails

Any emails out of Company working hours must be scheduled, we only send emails between 9am-7pm during the working week. In case of emergency, please contact your line manager via phone.



### Conduct In The Office (spelling out the basics so we are all on the same page!)

The team are to use initiative, creativity and make sure the most pressing deadlines are prioritised always.

The team should come dressed and prepped to meet a client at any time (unless on load-in/de-rig/prep days).

The team are asked to keep their work space tidy and clean.

The team are not to reveal the name of suppliers to clients to avoid them going direct.

The team are never to reveal the exact cost of items as mark up and management will be applied to all costs in the budget.

When we come back from jobs; please bin random odd or broken things, wash, clean or empty items if any and then do your returns. The client lead is then to thank the client and any suppliers. The Company have personalised 'Thank you' cards which are to be sent where appropriate. (please check the wrap sheets for how to wrap jobs properly)

Returns – It's important to do them as soon as you can before they go out of date

Email management – Please make sure client emails are during the same day - unless you are on site or it comes through past 5.30pm.

If you are on site, please make sure that your Out Of Office is on and directs to a phone or email of another team member.

You won't always have the answer immediately - If you don't have the answer to an email, tell the client you are finding out OR ask the senior team.

Deadlines - if you are asked for work (ideas, costs, documents or info etc) by a certain time that's because a client needs it for a certain time. Please try and stick to deadlines where we can to build trust. If you're not able to make the deadline please let people know and let them know when they can expect the work.

Re read everything and proof everything – we are creatives, spelling isn't our thing!

Always ask yourself - how can this look or be better to get the best work possible!

Storage – it's important that storage is kept neat for our safety.

### Conduct with Finance (full induction separately)

On each job you will be required to log all spend in a tracker – everyone can spend up to £250 per transaction without sign off, above this Anya will sign off.

The tracker will be shared (on Google sheets) with you and you will be required to keep it up to date, with cash, credit cards, personal expenses and BACs spend.

All email confirmations and hard copy receipts need to have the VAT breakdown then they need to be (first photographed if IRL) forwarded to [heaps.stacks@receiptbank.me](mailto:heaps.stacks@receiptbank.me) (and cc [info@heaps-stacks.com](mailto:info@heaps-stacks.com))

Please make sure receipts are kept safe for each job in a folder and submitted to Keziah during recon (hard copy).

Make sure Net, VAT and Gross are always filled in the tracker (as the budget is based on Net costs).

Its very important that you use your H+S email and the H+S Amazon and Ebay (etc) accounts so that we can track and return items if needed when you aren't in the office – PWs for these are saved in the Google sheet

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All credit and debit cards are registered here: 24 Marryat Square, Wyfold Rd, London, SW6 6UA

All paperwork and cost trackers must be completed before you finish your time with Heaps + Stacks and signed off by Keziah.

A formal debrief and handover must be written and talked through in person with your contact from the Heaps + Stacks team, so that they know where to take over from. This also gives the opportunity to ask any outstanding questions.

Final sign off of work and post-event wrap up reports must be completed to satisfactory standard for full payment of your invoice to be paid.

### Conduct On Site

Conduct on site is of massive importance. Team are to be friendly and engaging at all times and to promote positive relations with clients and suppliers.

Dress code will be specified per job but you may be required to wear a uniform or branded boiler suit.

During live activity with guests the team will be asked not to use their mobile phones or drink/eat front of house – as attention should be on the job in hand!

The team are by no means able to drink alcohol at an event as will void our insurance.

The team must always make sure there's always good music and lighting on around the activations – especially at low budget workshops can make a massive difference.

The team must always photograph your events to document as much as possible to make sure we have something to use for social.

The team must constantly keep the event neat and tidy to make sure set looks nice for the full duration of the event including the BOH (this means tidying away coffee cups, old glasses and rubbish that will naturally gather – basically if the venue staff aren't that good!)

The team must always make sure uniforms are neat and clean always and shoes are tidy.

All items (props/kit/materials etc) are charged to the client at a hire rate unless stated otherwise – if there's any questions and you are unsure please do ask Keziah.

The team may only claim per diems – when working on site during a meal time (detailed below)

The team can use event specific Slack groups on site to avoid disturbing the rest of the team who might not be on site!

The team will be expected to come back to the office after events to return kit (unless agreed before hand)

When using hire furniture or venues please photograph pieces to record the condition/damage (to avoid emails post event from hire companies).

### Sustainability

We are a sustainability-conscious company who are proud to make steps to cut down our impact on the environment. Therefore we have the guidelines below to ensure that we take steps to fulfill our pledges.

### **In the office**

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**Boxes** - We reusable boxes and protective packaging from postal boxes that get delivered to our office.

**Bins** - We only have recycling bins within the office, this is to get our team up from their desk and moving, we also have a compost bin within our office to recycle our food.

**Sustainable Projects** - For our projects, we offer our clients sustainable options and when ordering project items from suppliers we ensure that we are always asking for the recyclable options.

**Gifts** – To save on carbon emissions and costs for physical gifts, when gifting to our clients we use more trees where we plant a tree for them, where we do buy gifts for our clients, we ensure that they are local to them and from a independant small business.

**Amazon** – When ordering from Amazon, we order once a day and buy items in bulk rather than ordering many items throughout the day.

## Onsite

**Hot drinks** - All hot beverages bought on site must be in re-usable cups. It is the responsibility of each team member to bring their company-provided cup to events and keep them on their person. Without your cup, hot drinks will not be provided on the company.

**Water** - A large water container will be present at all events for re-filling water bottles. Each member of the team must take responsibility for their bottle and bring this to site. They can be hired from <http://www.getsethire.co.uk/water-cooler.html>

**Food Waste** - Prior to any event where it is known there will be food involved, we ask the client if they would be happy for us to organise one of the below charities to pick up what would otherwise go to waste:

<https://olioex.com/>  
<https://toogoodtogo.co.uk/en-gb>  
Felix Project

**Floral Waste** – On large jobs, to avoid flowers going to waste, please offer them to be collected on this website <https://bouquetforaday.com> or <https://www.floralangels.com/>

**Recycling** - We use a company called Clearitwaste to pick up all of our leftover rubbish from an event. They take all waste, separating and re-cycling it at their own site. This is priced by the amount we fill a vehicle, as per the below:

1/4 a load @ £95  
1/3 a load @ £125  
1/2 a load @ £175  
2/3 a load @ £225  
3/4 a load @ £265  
Full load @ £325  
+ VAT  
+ Out of hours costs:  
Weekends and weekdays after 5pm charged @ £50  
Weekends past 6pm  
Weekdays past 11pm charged @ £75

**Returns And Charity** – Any items that can be returned for a refund or given to charities or local schools should be organised by the job lead. This not only saves on storage space but also allows items to go to a second home and avoid being put into landfill

**Crew** – Connection crew provide trained work people who were formally homeless. <http://connectioncrew.co.uk/>

**Seasonal Food** - Especially during the summer, we try and keep our food seasonal, so we are supporting UK businesses and not flying food around the world when we have great stuff on our doorsteps! You can see seasonal veg [here](#)

**More suppliers** can be found in the Database which is on Dropbox H+S > TEAM > SUPPLIER DATABASE.  
We strive to make at least 50% of our supplies come from local suppliers each year.

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Suppliers who are involved with the product development are encouraged to factor in appropriate environmental and social considerations into the full lifecycle of their processes, technologies, products and packaging in order to optimise the environmental performance of their products through the product lifecycle and maximise opportunities for positive social impact. Specifically, and where feasible, the materials used for storage and transportation should be recyclable, renewable and reusable

### Forest Products

Suppliers are requested, when possible, to source paper, packaging and other timber-based products in a responsible manner, either recycled or from forests that are managed in an environmentally friendly, socially-beneficial and economically-viable way

### Claiming Expenses

Any personal expenses incurred i.e. those expenses not paid using the Company credit card, must be claimed within 10 working days from the period when the cost was incurred.

All personal expenses, supported by annotated receipts, need to be signed and agreed with your line manager before payment.

Please attach these to your invoice (inc the VAT breakdown always) and we will repay you the cost at the same time as paying your contracted wages.

### Company Credit Card

You will most likely be asked to use the company credit card for your events or projects. The card is Company property and should be used in accordance with the following guidelines:

As you would with a personal card you must ensure the card is kept safely and securely at all times, and in the event of theft/loss you must report the loss at once to the card issuer and your line manager.

The card must be used for wholly related business expenses only.

If the receipt gives no details you must annotate it with an explanation of the items and reason for purchase and job.

Please always ask for the VAT receipt (not all retailers will give you this automatically and is required for reconciliation).

### Breakages, Damages & Loss

Any breakages, damages or losses on site caused by the action of a freelance staff will be deducted from their project fee.

Any personal belongings are not covered by the company's insurance and will be responsibly of the freelancer only.

### Social Media + Whatsapp/ texting / Slack





We now use Slack for team comms – you will be invited to join us on this.

Remember that external sites are public and that the normal rules apply about confidentiality and not bringing the Company 'into disrepute'. You should also be aware that your conduct towards other employees, customers or suppliers on a blog or a social network is subject to our normal expectations of respect and courtesy.

Do not post event material which might be exclusive or embargoed pre-event – but when the event is live please do make sure all events are captured on social media.

Social Media is a great way of selling what we do, so make sure the photos are really high quality and tag all of the clients and any special suppliers or influencers.

Whatsapp/Slack to be used only in working hrs or on site – please be mindful not to disturb staff when they are away from work or not on that particular job. If you do need to get in touch with someone urgently outside of working hrs please message that person direct rather than group messages.

If you are to post please make sure you tag @heaps\_stacks

### **Confidential Business Information**

Confidential business information should only be used in the Company's interests and should not in any form be divulged to outside sources, in any other circumstances. In this instance confidential information is that which is generally not in the public domain. You will need to follow and respect the confidentiality rules as long as you are employed with Heaps + Stacks and for a reasonable amount of time afterwards. Naturally, there is no need to follow them where information is already publicly available through authorised disclosure.

### **Intellectual Property Rights**

Heaps + Stacks has exclusive ownership of any ideas or designs you make during your working time. The Company will be entitled to the exclusive use of these rights, as far as the law permits.

#### Data Protection

Data protection laws exist to ensure that organisations like ours manage the personal data they hold in a fair and sensible way, and in a manner that respects and safeguards the rights of individuals.

In order to assist the business to comply with the requirements of data protection laws, all employees must read and comply with the requirements set out in this Data Protection section when undertaking all data handling activities performed on behalf of the Company. Appropriate disciplinary action may be taken for breaching the Company's Data Protection Policy.

What types of personal data does the Company handle?

We collect personal data about (i) our employees, other workers and contractors, and job candidates (more information about the personal data we collect about employees is set out in the Company's Privacy Notice; and (ii) our customers.

#### Data protection basics

The principal data protection law in Europe is the General Data Protection Regulation ("GDPR") as implemented in the UK by the Data Protection Act 2018. This sets out six general principles, which require that personal data is:

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1. Processed fairly, lawfully and in a transparent manner. We can only handle personal data where we have a legal basis to do so.
2. Collected only for specific, explicit and legitimate purposes, and not further handled in a manner which is incompatible with those purposes.
3. Adequate, relevant, and limited to those details which are necessary for the purposes for which the data is being handled: We must collect personal data only where it is needed for specific purposes, and we must only collect as much personal data as we need for those purposes.
4. Collected accurately, verified and kept up to date.
5. Deleted or anonymised once it is no longer necessary for the purposes for which it is being handled.
6. Stored and used securely, in order to prevent accidental destruction, damage, or loss, or unauthorised or unlawful access, use, or disclosure.

If you think that there may have been an IT security breach, or that personal data may have been lost, damaged, or accessed without authorisation, we may have a legal obligation to inform the authorities within 72 hours of you becoming aware of it. Therefore, it is of paramount importance that you inform Keziah immediately.

#### Data protection rights

We must always be receptive to any queries, requests or complaints made by individuals in connection with their personal data. In order to assist us to provide and comply with these rights, you are required to promptly inform Keziah as soon as possible when:

- any request is made by a person for information about, or for a copy of the personal data being handled by us relating to them;
- any request is made by a person for us to refrain from handling their personal data or if they ask that their personal data is updated or corrected; or
- any request is made by a person that we refrain from sending them marketing material.

#### Engaging vendors

We must ensure that providers of services to us adopt appropriate and equivalent security measures to protect personal data. There must be a written contract with any vendor that processes personal data on our behalf. All contracts with vendors should include our standard contractual provisions.

#### Sharing personal data with third parties

We must have a legal basis to transfer personal data to third parties. Special rules apply when transferring personal data to third parties located outside the European Economic Area. Any disclosure outside of our business must only be made subject to the terms and conditions of a data sale or transfer agreement and with the approval of a member of Keziah.

#### Record keeping

Record-keeping is an essential part of our accountability obligations. We must keep an accurate and up to date record of all our personal data processing activities. Whenever the way in which you handle personal data changes, you must let Keziah know.

#### Data protection impact assessment

A data protection impact assessment may need to be undertaken for new projects that involve processing personal data which is likely to present significant risks to the individuals concerned.



## Fire, Health & Safety Responsibilities

The Company has a responsibility under UK domestic and European legislation to ensure the health, safety and welfare of all employees, customers and contractors on the premises.

However, you also have a duty of care to follow procedures and take reasonable care of your own health and safety and the health and safety of others who may be affected by your actions or omissions e.g. customers, visitors, and suppliers.

The full office and fire risk assessment can be found on the shared folder.

Keziah Wildsmith, Anya Spencer-Peet and Megan Richmond are the qualified first aiders in the case of emergency on site (as of end of Feb 2019).

## Fire

Fire prevention is everyone's responsibility and during your first week you will receive guidance on the following:

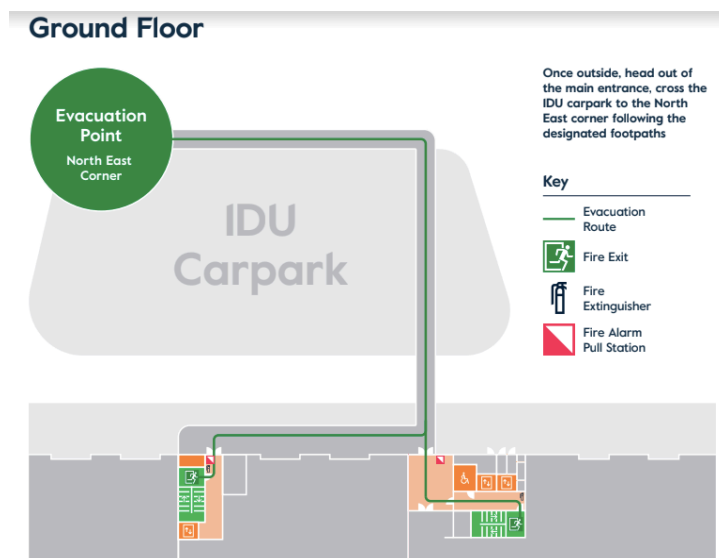
- . The Company fire regulations and instructions
- . The location of all fire exits, escape routes, assembly points and fire extinguishers and how to use them.

Please ensure you speak to your line manager if the above instructions are not cascaded to you within your first week.

Anyone who deliberately breaks the fire regulations will be dismissed.

Fire assembly point, is in the centre of the carpark at the Food Exchange, marked with a green arrow – see map below.

Full fire escape plans located on the RISK folder



**Demise Plan – Second Floor, Food Exchange**  
(not to scale – for identification purposes only)



## Emergency Procedures

Finding out how to evacuate the building will form part of your introduction to the Company. You must follow these procedures.

## Employers and Public Liability Insurance

All freelance staff are covered by the above insurance for accident or injury sustained during the normal course of work.

## Smoking

The Heaps + Stacks office is smoke free and so smoking is not allowed anywhere on the premises, or on site at an event.

If you do need to have a cigarette, please ask your line manager and walk far away from the event and remove any branded uniform.

Post cigarette please make sure your hands are washed and any smoke smelling clothes have been removed.

## Accidents

Report any accident you have on Company premises, or whilst on Company business, to Keziah Wildsmith as soon as possible and the event manager who booked you on the job.

These will be logged in our accident book which is kept in the office.

There is also a health and safety RAMS doc and poster in the office for further reference.

If the staff member injured is taken to hospital it's a legal obligation to write this accident up via the link here

<http://www.hse.gov.uk/riddor/report.htm>

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Please note this is a legal requirement and has to be done!

### Personal Property

You are responsible for the safe keeping of your personal property. The Company does not accept responsibility for loss, theft or damage to personal property and this also is not covered by our insurance as the value to what you may bring to the office or to site is an unknown.

### Alcohol, drugs & substance abuse

Your ability to do the job should not be affected by alcohol, illegal drugs or substances.

If you are taking medication that may affect your ability to do the job or if you have an injury which may hinder you work, please inform Keziah Wildsmith.

### Company Property

On leaving you will be required to return all Company property including, access cards, company cards, keys and any other equipment, uniform or props.

### Anti-corruption

Suppliers shall not engage in any form of corrupt practices, including but not limited to extortion, fraud, or bribery. Suppliers shall:

- Prohibit bribery and corruption in all business transactions, as such that may compromise the principles of fair competition or constitute an attempt to obtain or retain business or influence the course of business or governmental decision-making processes
- Not allow any employee to suffer negative consequences for voicing a concern or refusing to engage in an act of bribery
- Prohibit acceptance of payments, gifts in kind, expenses, discounts, advantages or promises such that may influence the course of business decisions
- Have appropriate systems in place to manage bribery risk
- Not offer to their contacts within Richemont any inducements, rewards, kickbacks, gifts, bribes or other payments that may compromise the making of objective and fair business decisions

### Wrapping Projects

#### **Company Property**

On finishing your project you will be required to return all Company property including, laptop, access cards, company cards, keys and any other equipment, uniform or props.

### **References**

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References will be provided on request

### **Outstanding payments**

The Company has the right to recover payment owing and may make an adjustment to any outstanding payments due to you.

