

# LIVE TEN

MEDIA SERVICES

AUDIO  
VIDEO  
LIGHTING  
LED  
PROJECTION  
STAGE  
RIGGING  
SHOW CREW  
PA'S  
EVENT COORDINATION  
PLANNING

HELLO@LIVETENMEDIA.COM  
(562) 270-1032

**BUILT FOR LIVE.  
POWERED BY EXCELLENCE**

# WHO WE ARE

OUR FREELANCERS  
HANDBOOK





# What Our Clients Say: Celebrating the Excellence of our Freelancers

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“ LIVETEN EXCEEDED OUR EXPECTATIONS WITH THEIR EXCEPTIONAL TEAM. THEIR ATTENTION TO DETAIL AND PROFESSIONAL APPROACH MADE OUR EVENT A HUGE SUCCESS. WE RECEIVED NUMEROUS COMPLIMENTS FROM ATTENDEES. WE CAN'T WAIT TO WORK WITH THEM AGAIN! ” - NATIONAL ACADEMY OF SCIENCE (D.C.)

“ GREAT SHOW AT THE OMNI HOTEL IN NASHVILLE! YOUR TECHS DID A FANTASTIC JOB SUPPORTING THE PRODUCTION COMPANY STAFF TO MAKE IT A SUCCESSFUL EVENT.”  
- REACTION AV (NASHVILLE, TN)

“ .. I CANNOT GIVE THEM HIGH ENOUGH PRAISE FOR A JOB WELL DONE. THEY WERE AMAZING, PROFESSIONAL, AND AN ABSOLUTE DELIGHT TO WORK WITH.”  
- L37 (BEVERLY HILLS)

“YOUR TECHS WERE TOP, ABOVE AND BEYOND MY EXPECTATIONS.” PROAV - (MIAMI, FL)

“LIVETEN'S TEAM TECHNICAL EXPERTISE WAS OUTSTANDING. THEY FLAWLESSLY EXECUTED EVERY ASPECT OF OUR EVENT, ENSURING EVERYTHING RAN SMOOTHLY AND EFFICIENTLY. WE WERE THRILLED WITH THE RESULTS AND HIGHLY RECOMMEND THEIR SERVICES! “  
ENCORE AV - (UN SUMMIT OF THE AMERICAS)

”



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# WELCOME

**WE ARE EXCITED TO HAVE YOU ON BOARD AS A FREELANCE PROFESSIONAL WITH LIVETEN. OUR COMPANY PROVIDES HIGH-QUALITY AV LABOR AND VIRTUAL EVENT SERVICES ACROSS MAJOR U.S. MARKETS. THIS HANDBOOK WILL HELP YOU UNDERSTAND OUR EXPECTATIONS, WORKFLOW, PAYMENT PROCESS, AND KEY POLICIES.**





**LIVETEN MEDIA IS DEDICATED TO SETTING NEW STANDARDS IN THE AUDIO VISUAL INDUSTRY. OUR RELENTLESS PURSUIT OF EXCELLENCE IN AV LABOR IS DRIVEN BY A STEADFAST FOCUS ON QUALITY, PRECISION, AND CUSTOMER SATISFACTION.**

**WE TAKE IMMENSE PRIDE IN OUR METICULOUS ATTENTION TO DETAIL AND OUR UNPARALLELED ABILITY TO TRANSFORM VISIONS INTO REALITY. WHETHER IT'S A LIVE EVENT, CORPORATE PRESENTATION, OR MULTIMEDIA PROJECT, WE APPROACH EACH TASK WITH THE SAME LEVEL OF DEDICATION AND PROFESSIONALISM.**

**LIVETEN'S REPUTATION FOR EXCELLENCE IS BUILT ON A FOUNDATION OF TRUST AND INTEGRITY. WE COLLABORATE CLOSELY WITH OUR CLIENTS, UNDERSTANDING THEIR GOALS AND ASPIRATIONS TO DELIVER RESULTS THAT NOT ONLY MEET BUT EXCEED EXPECTATIONS.**

**OUR COMPREHENSIVE SERVICES INCLUDE CONSULTATION, IMPLEMENTATION, AND ONGOING SUPPORT, ENSURING EVERY ASPECT OF YOUR AV NEEDS IS EXPERTLY MANAGED.**

**AFTER ALL, WE ARE "BUILT FOR LIVE, POWERED BY EXCELLENCE."**

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MEDIA SERVICES







**AT LIVETEN MEDIA, OUR TECHNICAL STAFF IS THE CORNERSTONE OF OUR SUCCESS, STRIVING FOR EXCELLENCE IN EVERY EVENT. OPERATING IN MOST MAJOR MARKETS, WE EMPLOY A DIVERSE TEAM OF AV EXPERTS, INCLUDING AUDIO AND VIDEO SPECIALISTS, LIGHTING PROFESSIONALS, RIGGERS, PRODUCERS, STAGE MANAGERS, AND STAGEHANDS.**

**THEIR COLLECTIVE EXPERTISE AND UNWAVERING DEDICATION ENSURE THAT EVERY EVENT IS EXECUTED FLAWLESSLY. FROM CUTTING-EDGE AUDIO-VISUAL SETUPS TO INTRICATE LIGHTING DESIGNS, OUR TEAM'S COMMITMENT TO QUALITY AND PRECISION SETS US APART. THEIR PASSION AND SKILL MAKE THEM THE BEST PART OF LIVETEN, DRIVING OUR REPUTATION AS A LEADER IN LIVE AV LABOR.**





## THE LIVETEN PROMISE

- MEET TECHNICAL KNOWLEDGE AND EQUIPMENT EXPERIENCE CRITERIA.
- APPLIED WORK EXPERIENCE, OUR TECHS KNOW IT BECAUSE THEY HAVE BEEN THERE.
- DEDICATION TO CUSTOMER SERVICE.
- A PASSION FOR SAFE WORK PRACTICES. OUR TEAM EXCELS IN WHAT WE DO!

OUR CORE BELIEF IS THAT NO JOB IS TOO SMALL, AND NO TECH SHOULD BE INEXPERIENCED.







# Freelancer Expectations & Conduct



# Professionalism

- Arrive on time for every job. If there's an emergency, notify your coordinator ASAP.
- Be dressed appropriately per event requirements.
- Follow safety protocols and venue rules.

# Communication

- Check emails & messages from our operations team.
- Use the LiveTen app to confirm shifts and get real-time updates.
- Respond promptly to booking requests.



# Booking & Job Confirmation

- Freelancers must confirm jobs promptly and follow the provided event details.

# Cancellations & No-Shows

- Provide at least 24 hours' notice if canceling.
- No-shows are not tolerated and may result in removal from the roster.



# Equipment & Safety

- Bring the necessary tools (e.g., multi-tool, gloves, flashlight).
- Follow all safety protocols at venues.
- Report any safety hazards or equipment malfunctions immediately.
- Do not rush—work methodically to prevent mistakes and injuries.
- Avoid distractions like excessive phone use while working on-site.
- Follow the instructions of the on-site safety manager or coordinator.



# Equipment & Safety

- **Never overload power circuits; use designated power sources.**
- **Avoid running cables across walkways; use cable ramps or secure them properly.**
- **Ensure all equipment is powered off before plugging or unplugging to prevent surges.**
- **Do not attempt to repair faulty electrical components unless authorized.**



# **Equipment & Safety**

## **Rigging & Lifting Safety**

- **Only trained and certified personnel should perform rigging tasks.**
- **Always check weight limits before suspending any equipment.**
- **Use proper lifting techniques—lift with your legs, not your back.**
- **Ask for assistance when handling heavy or bulky items.**



# **Equipment & Safety**

## ***Ladder & Elevated Work Safety***

- **Inspect ladders and scaffolding before use.**
- **Ensure ladders are secured and placed on stable ground.**
- **Always have a spotter when working on ladders or lifts.**
- **Use safety harnesses when required for elevated work.**



# **Equipment & Safety**

## ***Fire & Emergency Safety***

- Be aware of venue fire exits and emergency protocols.
- Keep fire lanes and exits clear of equipment and cables.
- Know the location of fire extinguishers and first aid kits.
- In case of an emergency, follow the venue's evacuation procedures.

## **General On-Site Safety**

- Report any safety hazards or equipment malfunctions immediately.
- Do not rush—work methodically to prevent mistakes and injuries.
- Avoid distractions like excessive phone use while working on-site.
- Follow the instructions of the on-site safety manager or coordinator.











# OPERATIONS CENTER



**Operations & Scheduling:**

**Tech@livetenmedia.com | (562) 270-1032**

**Accounting & Payments:**

**accounting@livetenmedia.com**


**Technical Support: support@livetenmedia.com**

**Emergency Contact: (562) 270-1032**







A person is holding a camera up to their eye, with the camera's LCD screen visible. The background is a bright, out-of-focus blue and white bokeh. The person's hand and the camera are in the foreground, slightly out of focus.

**“I AM CONTINUOUSLY INSPIRED BY OUR INCREDIBLE TEAM. THEIR UNWAVERING DEDICATION, BOUNDLESS CREATIVITY, AND RELENTLESS PURSUIT OF EXCELLENCE ARE THE PILLARS OF OUR SUCCESS. TOGETHER, WE ARE NOT JUST SHAPING THE FUTURE OF AV. WE ARE CREATING A LEGACY OF INNOVATION, PASSION, AND HOPE FOR GENERATIONS TO COME.”**

Abraham Camacho CEO LiveTen

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