

Music in the Workplace

The Performing Right
Society



Sound Advice

Have you considered the benefits that playing music within your business can bring?

No, then maybe it is time to think about introducing music to your place of work. The benefits that music can bring are vast and can certainly outweigh the cost of obtaining it. Not only can it entertain your customers it can also motivate your staff.

Using music for the benefit of your customers

Using music within your business can be a powerful tool. It can keep your customers entertained whilst the style of music can have the ability to project a perception/image to them about your business.

Various research studies have been carried out both independently and on behalf of PRS, providing evidence that playing music within businesses can create a positive effect on customers and employees. In addition to this we often ask our customers to explain how music benefits their business.

Entertain your customers

‘Our passengers often comment how useful the Sky TV and News24 facilities are in the lounges. These provide up to date news and information for travellers and are seen as a key facility offered to our premium passengers. Most of the televisions are Sky equipped and can be operated by our passengers locally. Viewing of the TVs certainly seems to increase at sports events such as the Ryder Cup and England’s World Cup football matches’.

British Airways Lounges Manager, Heathrow Terminal 4

Customer behaviour

‘Thomson’s review of shop music suggested that, music is very evocative for customers helping to get them in a holiday frame of mind and spend longer in our stores’.

Doug Glenwright - Head of Development, TUI UK

Have you thought about playing music:

- In your reception area?
- On your telephone on hold system?
- Other visitor areas?



Using music for the benefit of your employees

In 1999, Dr Adrian North (Music Psychologist, University of Leicester) investigated the effects of music within the workplace. The study took place in a data input area of a voucher processing centre of a bank. Over the course of three weeks, staff were exposed to fast, slow and no music. Productivity was assessed and all staff taking part were asked to complete a questionnaire at the end of each day. The research revealed that:

- Productivity is lower when no music is played
- Fast music really does improve the productivity levels of employees
- Playing music results in higher employee morale

The questionnaires revealed that music had a major effect in raising levels of morale. Below are some of the responses from the questionnaires:

When fast music was played:

- 'The music was very motivating'*
- 'The music was really lively and improved work'*
- 'There was a good atmosphere'*

When no music was played:

- 'It was boring'*
- 'I felt lethargic'*
- 'Bring back the music'*

A North, D Hargreaves (1999) Musical Tempo, Productivity, and Morale

It does not matter if you work in an office, factory, shop or restaurant, why not play music in the following areas:

- In the main work area – factory floor
- In administration areas or offices
- At individual workstations

Using music in areas where your employees take their breaks can help them to relax, giving them the most out of their break and making them fresh for when they return to work. Have you thought about playing music in:

- The canteen?
- Staff rest areas?





Why do I need a PRS Music Licence?

If you perform music within your business whether it is for the benefit of your customers or staff, it is classed as a public performance. If you use copyright music – from radio, CDs, TV and DVDs to training videos or even music on your telephone system – to lawfully do so you require the permission of the copyright owner for every piece of music being performed.

The Performing Right Society (PRS) makes it easy to obtain the necessary permission by issuing PRS Music Licences. A PRS Music Licence allows you to lawfully play a vast repertoire of over five million songs, written and published by our members and those of our affiliated societies throughout the world.

What happens if I don't purchase a PRS Music Licence?

PRS will take all reasonable steps to ensure that you are fully aware of your legal obligations and allow you time to obtain a licence. However, if you continue to perform copyright music and fail or refuse to obtain a PRS Music Licence this may lead to the copyright owner taking legal action against you for copyright infringement and you may become liable to pay damages and costs.

Price Guide (1st March 2005 – 28th February 2006)

This price guide will give you an indication of the cost of your annual PRS Music Licence. All prices include VAT and are taken from the full published tariff, a copy of which is available on request.

Don't forget that using music in public is prohibited without the consent of the copyright owners' permission. A PRS Music Licence allows you to use music lawfully in your premises.

If you require any assistance or wish to apply for a licence call 0800 068 48 28.

* If a licence is not applied for prior to the use of music then a 'higher royalty', which is calculated as 50% higher than the standard royalty, may be applied. Please note that there is a separate tariff covering music on your telephone system – details available on request.

Music in work areas

To calculate the approximate cost of bringing music to the area that you work, there are three pieces of information you require:

1. The number of days per year that music is played within your business
2. The length of time that music is played for on a daily basis
3. The number of employees within your business who will be listening to the music

Once you have this information, for the purpose of working out the cost of your PRS Music Licence you will need to make the following calculations:

The length of time that music is played in half hour units.

For example: 2hrs 20 mins = 5 units
7hrs 15 mins = 15 units

The number of employees expressed in units of 25.

For example: 70 employees = 3 units
120 employees = 5 units

The PRS Music Licence charge is calculated as follows:

Number of days per year x half hour units x units of employees x £0.0684 = Your annual PRS Music Licence charge

Example calculations:

Shift 1 -

music for 250 days, for 4 hours each day, for 115 employees:

250 days x 8 half hours x 5 units of employees x £0.0684 **£684.00**

Shift 2 -

music for 250 days, for 4 hours each day, for 16 employees:

250 days x 8 half hours x 16/25 of 1 unit of employees x £0.0684 **£87.55**

Total royalty (before VAT)

£771.55



Music in rest areas

To calculate the approximate cost of bringing music to the areas where your staff rest, there are two pieces of information that you require:

1. The number of days per year that music is played within rest areas
2. The number of employees to whom the rest areas are available

Once you have this information, for the purpose of working out the cost of your PRS Music Licence you will need to make the following calculations:

The number of employees in units of 25.

For example: 70 employees = 3 units
120 employees = 5 units

The PRS Music Licence charge is calculated as follows:

Number of days per year x units of employees x £0.1358 = Your annual PRS Music Licence charge

Example calculations:

Music in rest areas for 250 days, rest areas available to 135 employees:

250 days x 6 units of employees x £0.1358 =

Total royalty (before VAT)

£203.70

N.B. The minimum annual higher royalty for a PRS Music Licence is £116.33. The minimum annual standard royalty for a PRS Music Licence is £77.55.



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For advice on obtaining a PRS Music Licence
Call free on: 0800 068 48 28
Email: musiclicence@prs.co.uk
Or visit www.prs.co.uk/musiclicence

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