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OPERATIONAL UPDATES – FREQUENTLY ASKED QUESTIONS CAMERA



PREVENTIVE MEASURES

■ Do Staff and Guests wear P.P.E. and is it available to all?

Yes: Facial coverings are required when on site. Gloves are optional. Both are available at the main entry points at each site. You may also choose to wear your own face covering while in our facilities.

■ Do I have to undergo a health check?

Yes: All guests who enter the building must go through the health check station once a day. They are required to fill out a questionnaire about their health followed by a temperature check.

■ Do you have physical distancing measures in place?

Yes: We have several measure in place that include:

1. Limiting the number of staff and guests allowed in each area.
2. No-contact pickups and returns (details for camera vary by location).
3. Barriers, floor markings and other signage to indicate 2m separation.

■ Are there any restrictions for accessing the building?

Yes: We have employed several control measures to limit movement on the property:

1. Main vehicle gates are now closed and most visitors will require an appointment made in advance (see Equipment Pickup/Drop Off below). Please consult the attached maps for location-specific information.
2. The Reception area is open for entry with physical distancing measures in place, including the removal of the waiting area inside.
3. Department entrances have been limited and, in some cases, will remain locked. All exits remain open.
4. Camera drivers/transport will be restricted to the loading areas unless escorted by a camera staff member. Camera Assistants on site for camera preps will be permitted in the camera operations area.
5. Most internal amenities, including lunchrooms, are limited to staff use only. All meals for guests and camera crew should be arranged and consumed off site.
6. Designated meeting spaces have been set up for safe face-to-face interactions with your CSR and other office staff.

EQUIPMENT STERILIZATION

■ Do you sanitize the equipment I will be using?

Yes: We have several techniques to ensure our equipment is sanitized prior to customer pickup. These include quarantine, thorough cleaning/disinfecting with approved cleaning solutions and the wearing of facial coverings throughout the building. We also encourage frequent hand washing and hand sanitizing with numerous sanitizing stations throughout each facility.



EQUIPMENT STERILIZATION CONT'D

■ Can Camera Assistants bring their personal equipment/ditty bags to camera preps?

Yes: Personally owned crew gear and tools necessary for the prep are permitted on site. Each AC will be responsible for cleaning/disinfecting their own equipment prior to bringing it into the camera operational space. Whites Camera will provide the necessary cleaning solutions and tools.

EQUIPMENT PICK-UP & DROP OFF

■ Does WFW require scheduled camera preps, pickups and return times?

Yes: All camera preps, pickups and returns must be scheduled with your CSR.

■ Are there any restrictions for requesting a booking?

Yes: While we love seeing our customers in our shop, we ask that productions make a conscious effort to limit the number of guests and amount of time they spend at WFW. This is strictly to help us enforce our building capacity while continuing to service each of our productions.

We highly recommend that pre-production tasks that are not directly related to the prep and/or load out of Whites Camera equipment be performed outside of our facility. We may enforce this at any time.

■ What if I am late for my booking?

Understandably, circumstances beyond your control can occasionally delay arrival. However, delays must not impact other customers. Your booking will be held through its duration for a maximum of one hour. Upon arrival, if your projected transaction time will overlap with another booking, we may reassign your booking without notice.

■ What if I need to cancel my booking?

Booking cancellations should be made at least 24 hours in advance. However, we will continue to work with production's changing schedules the best we can. If we feel that you have missed or cancelled without good reason, we will reach out to discuss alternative options for how you can book with us in the future.

■ What if I have an emergency exchange or pickup that was not scheduled? Will my driver be turned away?

No: In the event that something goes wrong we are here to help. Production should alert their CSR as soon as possible so that we can begin working on a solution and securing you time and space to make it right. However, if a driver arrives at our gate with unscheduled equipment for exchange or for a pickup or return that has not been pre-arranged, they cannot be given immediate bay space. They will be instructed to park and have the driver call their CSR to determine the fastest solution for service while minimizing contact.