

OPERATIONAL UPDATES – FREQUENTLY ASKED QUESTIONS LOCATION EQUIPMENT SUPPLY



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PREVENTIVE MEASURES

■ Do Staff and Guests wear PPE 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 enters 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.
3. Paperless contracts.
4. Floor markings and other signage to indicate 2m separation.
5. When close contact is required, we have installed Plexiglass barriers.

■ Are there any restrictions for accessing the building?

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

1. Most visitors will require an appointment made in advance (see Equipment Pickup/Drop Off below).
2. At time of booking, your CSR will inform you of any changes for accessing our facility.
3. Crew will be restricted to the loading areas unless escorted by a staff member.
4. Designated meeting spaces have been set up for safe face-to-face interactions with your CSR and other office staff.

EQUIPMENT STERLIZATION

■ 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, 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.

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EQUIPMENT PICK-UP & DROP OFF

■ Does WLES require scheduled pickup and return times?

Yes: All pickup and returns must be scheduled with your CSR in advance. Exchanges will be accommodated but must be booked by calling your CSR prior to your arrival at our facility.

■ 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 people and amount of time they spend at WLES. This will help us reduce the total number of people in the building, reducing the risk for our staff and your productions. Our CSRs will work with you to determine the optimal number of people.

■ Do you offer curbside pickup?

Yes: For customers picking up equipment at our facility, Curbside Service is the best way to minimize physical interactions between your crew and our staff. There are three methods for Curbside Service, each of which must be scheduled through your CSR in advance. When your driver arrives at our facility at their scheduled time, they will be directed to the appropriate area for their Curbside Service.

Loading Dock The driver backs into the assigned loading bay to receive larger heavier loads. WFW staff will load the vehicle and bring the contract to the vehicle for signature.

Loading Yard Where available, the equipment and contract can be brought to the vehicle in the yard. The driver signs the contract and loads the vehicle.

Lockup Available in Toronto only, lockup can be booked in advance for medium sized pickups. This is good for after hour-type service.

Notes: Some customers may wish to verify Curbside orders for accuracy. Verification can be done by the driver once the loaded vehicle has pulled away from the dock. At facilities that have video recording at point of loading, we encourage you to do any verification of larger Curbside orders upon unloading at your set, within 4 business hours of being loaded at our facility. If this option is available and suitable for your order, you may discuss this with your CSR at time of booking.

The driver is responsible for ensuring that the load is secured properly for transport.

■ What if I am late for my booking?

Understandably, circumstances beyond your control can occasionally delay arrival. However, delays must not impact other customers. If you expect to be late, please contact your CSR in advance of your arrival. If your projected transaction time will overlap with another booking, we may reschedule your booking.

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■ 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. Cancellations or no-shows make operations difficult for everyone. If we feel that you have missed or cancelled without good reason, we will discuss with you how you can schedule pick-ups and returns for the remainder of your show.

■ Will I be turned away if I have an emergency exchange or an unscheduled pickup?

No: In the event that something goes wrong we are here to help. Crews must alert their CSR as soon as possible (and before arrival at our facility) so that we can begin working on a solution and securing you time and space to make it right. 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 will not be given immediate bay space. They will be instructed to park and contact their CSR to determine the best solution for service.

■ Can we load or unload our own vehicle?

Yes: We also recommend that complicated load requirements be conducted by production representatives. All crew must undergo a health check and wear a face covering while in our facility. In addition to wearing facial coverings, we expect all visitors to our facilities to wash or sanitize their hands frequently. Access will be restricted to the loading bay and any movement through the building will require an escort from WLES staff.

■ Does WLES still offer a delivery service?

Yes: Any delivery or pickup service we offered pre-COVID is still available. Standard fees apply and WLES requires you to book through your CSR. All WLES drivers will wear the appropriate PPE and practice physical distancing when on location.