

# OPERATIONAL UPDATES – FREQUENTLY ASKED QUESTIONS LIGHTING & GRIP



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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 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. All exits remain open.
4. Crew will be restricted to the loading areas unless escorted by a staff member.
5. Most internal amenities such as lunchrooms and washrooms are limited to staff use only. We have established crew-specific washrooms near the main entry points.
6. Designated meeting spaces have been set up for safe face-to-face interactions with your CSR and other office staff.

## EQUIPMENT

### ■ 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 WFW require scheduled pickup and return times?

**Yes:** All pickup and returns must be scheduled with your CSR in advance. In general ROS, dailies and package truck bookings must be made at least 24 hours in advance. Exchanges will be accommodated but must be booked by calling your CSR prior to your arrival at our facility. Commercial shoots that require smaller amounts of equipment on short notice can use our Commercial QuickShip service by contacting their CSR in advance of their arrival at our facility (see Commercial QuickShip Service below).

### ■ 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 WFW. This will help us reduce the total number of people in the building, reducing the risk for our staff and your productions.

We highly recommend that pre-production tasks that are not directly related to the load out of WFW-owned lighting and grip equipment be performed outside of our facility. We may enforce this at any time.

### ■ Scheduling Limits

Scheduling limits are intended as maximums. Rooted in safety, our new procedures built upon enhanced preparation have allowed crews to dramatically reduce pickup and return times. Any requests will be considered against overall volume and final time allotted will be determined by WFW. As such, the majority of bookings will be shorter than the maximums listed below.

For main units, it is expected that your work in the bays is finished by 3:30pm on the last day you are in our facilities so that staff can prepare the bays for the following day (contract signing and other paperwork can take place after 3:30pm if needed).

	Pick-Up Maximums		Return Maximums	
	Crew	Time	Crew	Time
<b>Main Unit MOW</b>	4*	1 day	4*	1 day
<b>Main Unit Series</b>	4*	2 days	4*	1 day
<b>Main Unit Feature</b>	4*	3 days	4*	1 day
<b>Cable Truck</b>	2	2 hrs	2	2 hrs
<b>Rig LX</b>	2	1.5 hrs	2	2 hrs
<b>Large Dailies - standard</b>	2	2 hrs	2	2 hrs
<b>Dailies - Curbside</b>	1	30 mins	-	-

*\*Maximum four crew for one truck, two additional crew per each additional truck after the first two*

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## ■ Do you offer Curbside Service?

**Yes:** 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** The equipment and contract are brought to the vehicle in the yard. The driver signs the contract and loads the vehicle.

**Lockers** Available at select locations, exterior lockers can be booked in advance for medium sized pickup or returns. 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 is Commercial QuickShip?

Commercial QuickShip is available exclusively to commercial customers, and is the best way to minimize physical interactions between commercial crews and our staff for last minute changes on a commercial shoot. Commercial QuickShip must be scheduled by calling your CSR prior to your arrival at our facility. Your driver will be directed to the Commercial loading area and the equipment will be loaded by WFW staff.

## ■ 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.

## ■ 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.

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## ■ 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 recommend that Main Unit load outs or 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 WFW staff.

## ■ Does WFW still offer a delivery service?

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