

# OPERATIONAL UPDATES – FREQUENTLY ASKED QUESTIONS SPECIALTY EQUIPMENT



## TABLE OF CONTENTS

<b>PREVENTIVE MEASURES</b>	<b>2</b>
Do Staff and Guests wear PPE and is it available to all?	2
Do I have to undergo a health check?	2
Do you have physical distancing measures in place?	2
Are there any restrictions to accessing the building?	2
<b>EQUIPMENT STERLIZATION</b>	<b>2</b>
Do you sanitize the equipment I will be using?	2
<b>EQUIPMENT PICKUP / DROP OFF</b>	<b>3</b>
Does WFW require scheduled pickup and return times?	3
Are there any restrictions for requesting a booking?	3
What if I am late for my booking?	3
What if I need to cancel my booking?	3
Will I be turned away if I have an emergency exchange or an unscheduled pickup?	3
Do you offer Curbside Service?	3
Loading Dock	3
Loading Yard	3
Can we load or unload our own vehicle?	4
Does WFW still offer a delivery service?	4
Pick-Up & Delivery Rates	4
<b>WSE TECHNICIANS</b>	<b>4</b>
Will technicians be responsible for disinfecting all equipment & vehicles?	4
Will any crew members be able to touch the remote heads & cranes?	4
Will there be disinfecting procedures in place for the camera car?	4

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## PREVENTIVE MEASURES

### ■ Do Staff and Guests wear PPE and is it available to all?

**Yes:** We have PPE available for all staff and clients at the main entry points and it is required attire when on site. You may also choose to wear your own face covering while in our facilities.

### ■ Do I have to undergo a health check?

**Yes:** Everyone who enters the building must go through the Health Check Station once a day. You are required to fill out a questionnaire about your health followed by a temperature check and the selected locations color coded wrist bands.

### ■ Do you have physical distancing measures in place?

**Yes:** We have several measure in place that include:

1. Having a limit on the number of staff and guests allowed within each department based on the government restrictions that are in place during each phase of the recovery.
2. No-contact pickups and returns.
3. When close contact is required, we have marked the floor with social distance circles and have installed plexiglass barriers at rental desks, reception and the Health Check Stations.

### ■ Are there any restrictions for accessing the building?

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

1. Main vehicle gates are now closed and will require any visitor to call for entry.
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 to one door and are one way only. All exits remain open.
4. Crew will be restricted to the loading areas unless escorted by a staff member.
5. 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 STERILIZATION

### ■ Do you sanitize the equipment I will be using?

**Yes:** We have several techniques to ensure our equipment is sterilized prior to customer pickup. These can include a three-day quarantine, disinfecting with approved cleaning solution and the wearing of PPE throughout the building.

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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.

### ■ 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 Whites. This is strictly to help us enforce our building capacity while continuing to service each of our productions. Idle time on our warehouse floor is time taken away from future guests.

We highly recommend that pre-production tasks that are not directly related to the load out of Whites-owned lighting and grip equipment to 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. Crews 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 crew call their CSR to determine the fastest solution for service while minimizing contact.

### ■ Do you offer curbside pickup?

**Yes:** We prefer this as the main method for small or daily equipment pickups. There are three ways we can help your production minimize physical interactions, each of which must be coordinated through your CSR in advance. The driver must notify the warehouse upon arrival to WFW by calling the number posted at the gate. The driver will then receive instructions on where to park.

**Loading Yard**      The driver waits in their vehicle while the equipment loaded by WFW staff. This is good for small orders or quick exchanges.

**Loading Dock**      The driver can back into the assigned loading bay to receive larger heavier loads. WFW staff will load your vehicle during this phase of the pandemic.

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## ■ Can we load or unload our own vehicle?

**Yes:** We recommend that load outs or complicated load requirements be conducted by production representatives. All crew must undergo a health check and wear a face covering. 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:** We still offer any delivery or pickup service we offered pre-COVID. Standard fees still apply, and WFW requires you to book through your CSR. All WFW drivers will wear the appropriate PPE and practice social distancing when on location.

### **Pick-Up & Delivery Rates:**

\$250 – local pick up/delivery during regular business hours (8am – 5pm Mon to Fri).

\$500 – out of area pick up/delivery & after hour/weekends.

## **WSE TECHNICIANS**

### ■ Will technicians be responsible for disinfecting all equipment & vehicles?

**Yes:** Technicians must disinfect all surfaces that they have touched with all equipment and vehicles at the beginning and end of a shift. The cleaning items will be 70% rubbing alcohol, Vital Oxide and clean cloths. PPE (nitrile gloves & N95 masks will be worn at all times).

### ■ Will any crew members be able to touch the remote heads & cranes?

**Yes:** Equipment to be handled by specific crew. Ideally where possible, the crane tech(s) with 2-3 grips designated at start of shift to help move/set up the crane and only the head technician and one designated AC where possible for the head. All personnel handling equipment are to be provided with fresh gloves each time they handle equipment. No other crew members are permitted to touch any equipment unless absolutely necessary. Cleaning equipment supplies will be provided and must be kept near equipment along with fresh cloths. Disinfecting to be completed by technician periodically throughout their shift, ideally at call and before going to lunch. Mandatory cleaning must be completed at wrap. Any fabrics used (rain covers etc.) must be placed into black plastic bags, sealed, and marked as used.

### ■ Will there be disinfecting procedures in place for the camera car?

**Yes:** On-set passengers and other production crew onboard to be minimized at the discretion of the driver. At the start and end of shoot day, the camera car will be thoroughly disinfected top to bottom in all vital areas which includes the steering wheel, door handles (inside and out), seating areas, knobs, buttons and monitors with Vital Oxide. The areas will not be sprayed directly but sprayed into a cloth and wiped thoroughly. There will be additional cleaning back at the shop with the camera car and process trailer being thoroughly cleaned with soap and water. The process trailer and grip pipe will also be disinfected using Hudson Sprayer filled with Vital Oxide. All equipment will then be air dried. Accessory crates in belly bins will be rotated after each day on set. Once accessories are used for one day, they will be cleaned and disinfected in the shop.