

GRANDE

CAMERA

COVID-19 Protocol Implementation v1.1 – July 15, 2020

GRANDE CAMERA TORONTO

Grande Camera Toronto is looking forward to opening our doors and resuming normal operations as soon as it is deemed safe by our head government officials. We want to ensure that when we do open, we can operate without jeopardizing the health of our clients and staff. We are committed to providing a safe, accessible and friendly environment to our clientele as our industry recovers. This list will be updated accordingly if need be, with augmented protocols to reflect the current codes of conduct within our community and industry.

Here is what you need to know:

Rental Operations:

- Sales Staff are working remotely to coordinate equipment needs for all of Grande Camera's clients.
- Engineering/Warehouse Staff will be working to clean, prep, and QC all gear coming in, and going out of our facility. In addition Grande Camera will be taking extra sanitizing measures on all gear coming in and going out of the facility, between usage and handling by third parties. Details below.
- The engineering department will be available, remotely for consultation with our clients to ensure that all requirements and specifications for camera settings and camera builds are met.
- Additional levels of cleaning procedures have been implemented for all cases, cameras, and support gear. Updated cleaning procedures will be made available by request.
- In House-Preps are permitted by appointment only, with only essential personnel present from both production and Grande Camera. If you are unsure on who is essential for camera prep, please contact your sales agent for consultation of your camera package. Generally this would either be your 1st or 2nd assistant camera person.
- During prep any gear entering or exiting the prep lane will be placed in designated "INCOMING" or "OUTGOING" square, which will be outlined in your prep lane with bright tape and labels. Anything added to prep and/or brought in to the lane from a Grande representative will be disinfected and placed in the "INCOMING" square. Anything cancelled or not needed in a prep lane that wishes to be returned by the person(s) prepping, needs to be placed in the "OUTGOING" square for a Grande representative to collect and disinfect prior to placing back with other inventory.
- All payments for orders must be done remotely via Credit Card Authorization, there will be no payment taken within Grande Camera going forward.
- After a rental is returned- please note there is a longer wait period for receiving an initial "return or missing list" and the gear QC window has also been extended to 5-10 business days.

Facility Entry Protocols:

- All clients & staff are required to wear a mask at all times, while on site. If you do not have a mask, a disposable one will be made available to you.
- Rubber gloves will be available to all clients & staff, but are not mandatory. Gloves should not be used as a "safety net" as the best practices for limiting any spread is handwashing and sanitization of bare hands.
- Please refrain from visiting Grande Camera if you have a fever, cold or other symptoms that display a potential harm for other clients and/or employees.
- Parking will be made available at the rear entrance of Grande Camera Toronto, with overflow parking at the front.
- Please use hand sanitizer or wash your hands for 15 seconds *before* entering the warehouse. A portable sink will be installed at the entrance to the warehouse and multiple sanitization dispensers are available throughout the facility and in the prep lanes.
- Please follow all instructions, signage, and markings throughout the building, to minimize 'person to person' interactions and adhere to social distancing. 6 feet distance between each other is required. Please be courteous and allow people to pass or freely move without encroaching on their personal distancing space.

- Our common Kitchen area will be allowed a maximum of 2 people entry at one time. Disposable plates, cutlery and cups will be provided to staff & clientele for usage.
- Washrooms will be allowed 1 person at a time, only.
- Please cough or sneeze into your arm, to minimize an aerosol effect throughout the facility.
- Please wash hands regularly on site. A portable sink will be installed in the warehouse and sinks are available in the restrooms located in the kitchen.
- Drivers will no longer receive 'returned' sheets after dropping off equipment. As all cases will go through a disinfection stage, before they are unpacked and accounted for. "Returned" sheets will be communicated via email if requested, after completion of gear check-in.

Facility Upgrades:

- Entry to the Grande Camera facility, by appointment only, will be accessible through our rear entrance. The front entrance will remain closed.
- Once open to the public (date TBA) - Upon entry into the loading area, production will be greeted by a member of the Grande Camera team. This is to ensure that all of the entry requirements (see above) are met to our satisfaction. You may be required to list your full name and phone number and complete a short questionnaire for contact tracing in the event someone falls ill, that has visited or worked in the facility.
- Additional sanitizing stations have been installed throughout the facility.
- Plexiglass barriers have been installed in the office area, receiving desk, and warehouse desk(s).
- All prep lanes will be segregated, at all times going forward.
- Maximum of 2 preps at a time within Grande Camera.
- All common surfaces and areas will be cleaned immediately after usage from preps.

The Safety of our staff and clientele are paramount, in these unprecedented times as our industry rotates into a brave new world of production. From all of us at Grande Camera, welcome back and stay safe!

Helpful links:

<https://www.ontario.ca/page/reopening-ontario-after-covid-19> <https://covid-19.ontario.ca/index.html> <https://www.toronto.ca/home/covid-19/>
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#r>

