



# COVID-19 Protection Plan

smashbox  
STUDIOS LA / May 2020



# MISSION STATEMENT

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Smashbox is committed to our clients' safety and comfort. That means that our employees, and our work practices, are all focused on making sure that however you work with us--at our studio, on location, or remotely--we are keeping both you and our team safe and healthy. We are here to make sure we continue to provide the highest level of service in the industry without compromising on safety.

With that said, here are our promises to you, following the best practices from Local, Federal, and AICP guidelines. We will also be updating all of our procedures as new information becomes available, so check back in for updates.



# PROTOCOLS IN PLACE

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- 1 Production at Smashbox Studios
- 2 Equipment, Digital + Vehicles on Location
- 3 Capture and Remote Viewing
- 4 General Best Practices + Resources



# UNDERSTANDING THE CHANGES IN STUDIO

# HOW WE ARE PROTECTING YOU IN STUDIO

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- We wear **masks, gloves and practice a stringent safety hygiene regime**
- We check our temperatures 3x daily, and will screen for Covid 19 weekly, once available
- We sanitize **common area touch points and surfaces** every 30 mins, such as counters, keyboards and door handles
- We sanitize **all equipment and digital items** once they're loaded into your studio, as well as when they're returned to our inventory
- Our cleaning team **disinfects surfaces, floors and fabrics** nightly using proven effective agents
- **Dedicated PPE disposal bins** are located throughout your studio so discarded masks, gloves, shields and wipes can be carefully managed
- Studios are provided with a continually stocked **hand sanitizer station**
- Complimentary tables and chairs are provided to studios for **crew distancing during meal breaks**
- **Quarantine protocols enacted**, for your protection, when there are higher volumes at our studios
- We plan to follow official guidelines, as they are announced, concerning **maximum capacity** of studio guests at any time, and will be prepared to discuss these details with you at the time of your booking



# ARRIVING AT THE STUDIO

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- When arriving at the studio, you will see **signs with clear directions** for parking and building entry
- You will undergo a **health and temperature screening** before entering the studio
- Before entry, all guests are asked to use our **hand sanitizer station** located outside our main entrance
- If you do not have a **mask**, one will be provided for you
- We ask that you wear a mask or **face covering at all times** while in the studio's commonly shared areas
- If your producer opted for a closed set, you will be directed to your studio's **private entrance**



# TEMPERATURE CHECKS + GENERAL SCREENINGS

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- Please do not come to the studio if you have a fever, are experiencing symptoms of Covid-19, or have come in contact with someone presumed to be infected.
- Upon arrival, **you will be asked** if you are experiencing any symptoms associated with Covid-19 such as fever, difficulty breathing, dry cough, loss of sense of smell or taste, etc.
- **We will check your temperature** with a non-contact thermometer. If you present a fever 100 or higher you will not be allowed to enter and we will notify your shoot's producer. Following CDC guidelines, after you've been able to rest for 15 mins, we will re-check your temperature. If it is still high, you will not be allowed access and it's advised that you get tested.



# VALET PROTOCOL

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We aim for you to park your own car, whenever possible, in order to minimize our own direct contact. At high volume periods, when this is not feasible, we take all measures to minimize risk of transmission while we operate your car.

- Valet attendant temperatures are checked 3x daily, and masks are worn at all times.
- Attendants sanitize their hands after each client and are happy to wear fresh gloves upon request.

## **When self-parking is available:**

We will direct everyone to self-park whenever possible. In the event that your car is parked where it may need to move, we will need your key to be left with the attendant. All keys are stored and sealed in a fresh ziploc bag for protection and will not be opened unless our team needs to move your vehicle.

## **When our attendants need to move your vehicle:**

If your car needs to be moved by our team, only then will your key bag be opened, in which case, it will be noted on the bag. When it is time for you to leave, high-touch points will be wiped down by the attendant when they exit your car and you will be provided with additional wipes as needed.

We suggest an early arrival if you are looking to maximize your odds of parking your own car. If you prefer not to have valet operate your car or use sanitizer wipes on interior touch points, limited street parking is available in the area.



# PRODUCTION IN STUDIO

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- Before the first day of your shoot, our booking department will discuss with you our Covid-19 Protection Plan, **allowing the opportunity for any questions and special requests** (additional dedicated cleaning, sanitizer stands + PPEs, closed sets/ private entrances where applicable, etc ).
- We ask **all clients wear masks or face coverings** when moving through any common areas of the studio and maintain a minimum distance of 6 feet from other people.
- The reception area will be open, however **we ask that people not congregate in groups** or use it for “holding areas.”
- We ask that **large castings are discussed and pre-authorized in advance to booking**, as large groups increase risk and may not be possible in all spaces
- Any packages or items that are **delivered to the studio** will be accepted outside the main entrance by our team, who will bring them to your studio’s drop zone.



# PRODUCTION IN STUDIO

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- Studio phones are set to speed dial on speaker to the reception desk, cafe, and EQ + Digital depts so that you can remain in your studio, when preferred, along with the ability to direct dial every dept from your cell phone. **Requested items will be brought to your studio and can be left in a drop zone**, which will be designated by each studio door.
- These same **drop zones** will also be used for any EQ/ Digital items you wish to return, once you've notified us via speed dial.
- Complimentary tables and chairs will be placed in the studio to enable crew distancing during meal breaks. We recommend outside dining if your studio has an adjoining outdoor space, and would be happy to help set that area up. Just let us know in advance and consider it done.





# CAFE ORDERS PROTOCOL

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## Coffee is a necessity!

- We have consulted with our local health department and determined that we can provide safe beverage options to your set following processes we've established to mitigate potential risk points.
- Our baristas regularly sanitize all cafe surfaces and high-touch areas. They wear a mask at all times, and in addition to regular hand washing, they use new gloves to prepare each order. They take care to touch only sanitized items during this process to avoid any potential contamination. Once their latest masterpieces are ready, our barista serves your cafe order to your studio's drop zone on a tray.

## Ordering Process:

- Cafe menus are by your studio phone, which has the cafe on speed dial, or via your cell phone to a direct line. Consolidated requests will allow us to minimize PPE waste, and are appreciated.
- Orders can also be emailed to [reception@smashboxstudios.com](mailto:reception@smashboxstudios.com) or a list can be dropped off at the cafe. However we ask that there's no lines or standing in the cafe area.
- All beverages will be served in disposable cups with lids. Let us know how many sugars, stir sticks, straws etc you'd like with your order, and these will be provided.



# EQUIPMENT / DIGITAL ADD ONS + RETURNS PROTOCOL

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**We are minimizing contact between staff and crew, when it comes to adding and returning Equipment + Digital items, during your shoot.**

- For minimal contact, your studio phone is set to speed dial the EQ / Digital depts, so your crew can request additional items and return others, or on direct line from their cell phones. Equipment and Digital items will be dropped off and picked up from your studio's drop zone.
- Crew can opt to personally pick up and return items at the EQ / Digital depts if necessary, where there will also be a drop zone and the staff will be exercising safe distancing measures.



# ADDITIONAL SUPPORT FOR PRODUCTION

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- **Additional sanitizer stations** are available for rental, and **PPE supplies** for purchase, from our EQ department.
- **Additional on-set disinfection** can be requested throughout your production.
- **Studios are available with a private entrance** if you prefer to opt for a closed set for the duration of your production. Your crew and talent will not have access to the common areas and no one from outside will enter your studio.



# UNDERSTANDING THE CHANGES ON LOCATION

# HOW WE'RE PROTECTING YOU ON LOCATION

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- All equipment + digital items, production supplies, cases, and bags are **disinfected upon return** from location.
- All new orders are **packed using gloves** and items are **disinfected** as they're packed into cases and bags.
- Equipment, and bag + case exteriors are **disinfected after last touch** by our team, at the moment of transfer or vehicle packing.
- All vehicles' **interior surfaces and high-touch points**, such as handles, controls, seats and keys, are sanitized before release.
- A complementary supply of **wipes and gloves** are provided for your driver, with all of our vehicle rentals.



# EQ / DIGITAL DELIVERY PROTOCOL

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In order to minimize contact between our team and yours, we are offer 2 options for equipment and digital delivery:

- **Option 1**

Our delivery person will stay in the vehicle and your team will unload the equipment, or if preferred, we will exit the vehicle and **stand at a safe distance** while your team unloads.

- **Option 2**

Our delivery person(s) will unload the order into a specific **drop area** for your crew to take from there.

- Please allow **extra time** on site for all deliveries and pickups. Whenever possible, paperwork will be completed in advance via email.
- When you opt to pick up from our warehouse, the same options apply. Either your driver will load the order or our team can load the order with the other party at a **safe distance**.
- We appreciate teamwork, although it's hard to maintain distance when handling an order- **so we ask crews to refrain from helping our delivery person(s)** when arriving at your location.



# VEHICLE PICKUP PROTOCOL

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When you rent a vehicle from us, we are committed to the safest sign-out process as possible. Please allow extra time for increased safety protocols.

- **All Vehicles will be disinfected** prior to your driver's arrival. Interior surfaces and high touch points, are sanitized, such as handles, controls, seats and keys.
- **A complementary supply of wipes and gloves** are provided for your driver, with all our vehicle rentals.
- While performing the walk around inspection, the client is able to observe any existing damage first, and we will observe next, while **keeping 6ft distance at all times.**
- Client should **wear masks** and we **wear masks, gloves and carry wipes** to wipe down pens, clipboards, and any other items necessarily touched during the signout.
- We will present a clearly highlighted clipboard for signature and wait **stand 6ft away.**
- We advise clients to assign **ONE driver per vehicle with NO passengers**, as 6ft distance is not possible in vehicle cabs.



# ADDITIONAL SUPPORT FOR PRODUCTION ON LOCATION

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**Additional items** are available  
for rent or purchase:

- Mobile Sanitizer Station/ Stands
- Disposable Masks
- Disposable Gloves
- No-touch Thermometers
- Sanitizer



# CAPTURE AND REMOTE VIEWING

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# HOW WE'RE PROTECTING YOU + OUR TEAM FOR CAPTURE

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Off-set and off-site Capture services are available in addition to the traditional on-set option, which now include these additional safety protocols:

- Our techs wear masks and are supplied with hand sanitizer and disinfectant wipes.
- For everyone's protection, we ask that your crew and talent maintain a safe distance of 6 feet from our tech and capture station at all times.
- An additional monitor and keyboard is required, for photographer and crew's use.
- All Capture equipment necessary for your shoot is disinfected prior to delivery and once more, by our techs, upon arrival to set.
- Our techs disinfect cameras each time they are passed to photographer or crew.



# OFF SET + OFF SITE CAPTURE OPTIONS

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**Our off-set Capture option, for when you would like our tech to work locally, but at a safe distance from set.**

- Our tech can work at the capture station, located at a distance from set of your choosing, with additional monitors and keyboards by the set for photographer and crew,
- Or from another computer at a safe distance, with the capture station left by set.

**Our off-site Capture option, for when you would like our tech to work off-site altogether.**

- Our tech will remotely operate the capture station on set, from another location.



# REMOTE VIEWING OPTION 1: OFF-SET

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- For when you would like to view your production's **capture session**, set or any part of your studio or location, from a safe distance **off-set**.
- You can request what you'd like to view, and how many screens you'd like to view from. **iPads and monitors are available or we can help you connect with your own device.**
- In studio, we will have this ready for use by the time you arrive. On location productions, we will arrange to have this ready at the time of your choosing.

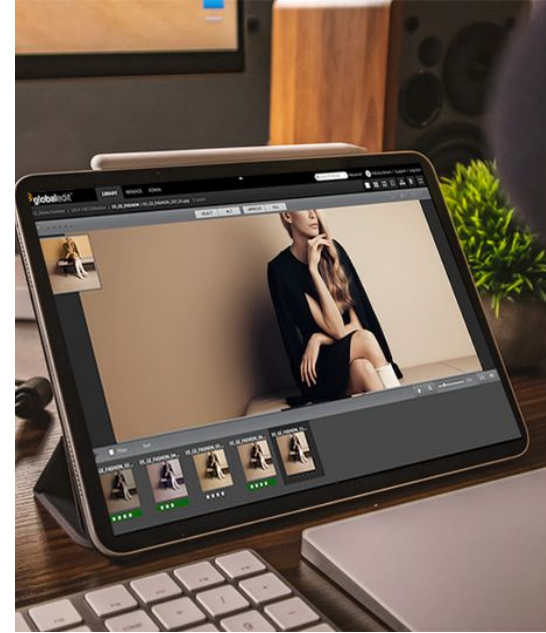


# REMOTE VIEWING

## OPTION 2: OFF-SITE

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- For when you would like to view your production's **capture session**, set or any part of your studio or location, **from off-site**.
- You can request what you'd like to view, and how many screens you'd like to view from. **iPads and monitors are available or we can help you connect with your own device.**
- In studio, we will be ready on set and can arrange to set up your off-site screen(s) by your call time. On location productions, we will arrange to be ready on set, and **set up off-site screens, at the time of your choosing.**



# GENERAL BEST PRACTICES AND RESOURCES

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# TIPS AND RECOMMENDATIONS

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- To avoid masks being placed on tables and high touch surfaces, we ask that everyone on your team bring something to store their masks during meals. **Paper bags are available** for those who forget.
- Boxed catering can promote foodborne illness as this may interfere with food maintaining its proper temperature. We advise that these are eaten soon after drop off, and that you are mindful if **staggering meal times**.
- **Doors** may be propped open at the producer's discretion, to minimize use of door handles.
- When you exceed the space in your provided studio fridge, we are happy to store it in our **commercial kitchen** located by the main lobby. Please feel free to dial the Cafe from your studio to coordinate.
- Although fresh air circulation has been recommended by various agencies, please be aware that AC creates air currents that may carry respiratory droplets exceeding distances of 6 feet. We advise that you **turn off your studio's AC** while any talent is maskless and they also minimize speaking at those times.
- Since droplets are made airborne by simply speaking without a mask, this creates a risk, even at usually safe distances. Please consider **limiting conversations without face masks or coverings**.



# RESOURCES AND HELPFUL LINKS

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- Los Angeles Covid-19 information site  
<https://corona-virus.la/>
- Los Angeles Covid-19 testing registration site  
<https://lacovidprod.service-now.com/rrs>
- Los Angeles Department of Health Covid-19 information site  
<http://publichealth.lacounty.gov/media/Coronavirus/>
- AICP Workplace Guidelines  
[AICP - COVID-19 Workplace Guidelines and Considerations](#)



# Thank you.

