



OUR RESPONSE TO THE PANDEMIC:

These are unprecedented and uncertain times for all of us and we wanted to give you an update on how Vancouver Film Studios and our partners, Pacific Backlot Services and Signal Systems Inc. are responding to COVID-19 and the ever-changing situation we all find ourselves in.

We remain open and our employees are working hard, albeit at a distance, to ensure that things continue to run smoothly at Vancouver Film Studios.

The health and well-being of our customers, employees, and community are of the utmost importance to us, not just now, but always. We are doing our part to keep everyone safe:

- We have adjusted our staffing schedule and work areas to minimize contact between employees and others at the studio.
- Our employees are working from home, where possible and despite the necessary distance, are on-hand by email, by phone and for virtual meetings for any questions you may have.
- Our cleaning company has increased the cleaning frequency of high-touch areas, in addition to continuing their usual diligent service.
- We have closed our gym to keep our staff and customers as safe as possible.
- We have cancelled all non-essential delivery and onsite services to ensure the health of our security team, customers and external vendors.
- We are holding all post-accounting production mail for those productions that have wrapped. If you have questions regarding mail, please reach out to our Office Coordinator at 604-453-5000 (local 5000 within the lot).

Have a question or concern?

We are here for you! We remain open and ready to take your calls. Our main operations phone line is staffed and will be answered during normal work hours. For after-hours or emergency calls, you can reach our security team, who are still providing their usual 24/7 service and can be reached at 604-453-5055 (local 5055 within the lot).

We want you to know we are with you and we can't wait to welcome you back to Vancouver Film Studios, for what we expect will be a return to the busy and unwavering film industry we all love.

For our full return to work policy for internal staff please click here:

[VFS Internal Covid Policy](#)

SECURITY PATROLS:**Morning shift:**

- Completing one full patrol (exterior & interior/maintenance).
- Personnel are required to wear gloves and/or a mask & safety glasses inside any occupied office, stage or mill space.

Afternoon shift:

- Completing a minimum of two patrols, with at least one being a full patrol.
- Personnel are required to wear gloves and/or a mask & safety glasses inside any occupied office, stage or mill space.
- Additional exterior patrols performed time permitting.

Graveyard shift:

- Completing a minimum of two patrols, with at least one being a full patrol.
- Personnel are required to wear gloves and/or a mask & safety glasses inside any occupied office, stage or mill space.
- Additional exterior patrols performed time permitting.

In and around the gatehouse and studio property, standard hygiene procedures always apply – washing of hands often, social distancing, and appropriate use of PPE.

All security/maintenance patrols undertaken by VFS Security into any stage, office, or mill will be conducted with VFS Security utilizing the following PPE - mask, gloves and glasses. Prior to returning to the gatehouse, guards will remove and dispose of gloves in an appropriate disposal bin (in Ops or PBS) and wash their hands. Individual's glasses and reusable masks will be stored in an isolated, safe place and replaced when necessary.

GATEHOUSE PROTOCOLS:**Pedestrians:**

- All pedestrians are required to **enter** the lot via the lane **on the south side of the gatehouse**, report to Security, and they must have specific authorization from production or the VFS office before proceeding.
- All pedestrians leaving the lot must **exit** via the lane **on the north side of the gatehouse** avoiding all contact with pedestrians entering.
- The gatehouse will have sliding glass windows installed to facilitate communication.
- Pedestrians with key scan access will be encouraged to use access points controlled by key scan.

Vehicles:

- Vehicles entering the lot in the key scan lane must have only one occupant. The driver to whom the key scan card has been issued may have no passengers. Any passengers will be required to exit the vehicle and enter VFS as pedestrians.
- Vehicles entering the lot without key scan will need specific authorization from production or VFS Operations before proceeding through the inside vehicle lane closest to the gatehouse.
- In the event a VFS Guard is required to exit the gatehouse to assist with access to VFS, social distancing procedures will be followed.
- Vehicles with multiple drop-offs (i.e. FedEx) must get authorization from each office they are going to separately.
- All mail deliveries will be to the building D mail room directly.

- All visitors to the VFS office, including other McLean Group, PBS, and Signal employees not regularly working there, must be routed through reception. No exceptions.
- No more than 2 people in the gatehouse at any time unless they are equipped with face masks, glasses and nitrile gloves.
- Security shifts may be staggered to allow for more crossover allowing for enhanced foot patrols.
- Cleaning will be scheduled to avoid coinciding with shift changes and when cleaners are active, one guard will be on rounds.
- New signage will be created to direct people and explain changes.

Production will be informed of these changes and given an opportunity to discuss their Security needs with VFS and their expectations regarding Guards accessing their premises (offices, stages, mills) while on patrol.

MAINTENANCE:

Maintenance issues are to be reported to the Operations Manager at 604-453-5068. Each issue will be assessed, and a determination will be made if a maintenance staff should attend the building. If maintenance and/or contractor is required to enter the building, they will take all the necessary precautions such as the use of PPE and physical distancing.

FURNITURE MOVING:

We kindly ask productions to move their own furniture for the time being. Maintenance can assist with large items, however; we need to coordinate and minimize their time within offices for the safety of the production staff and themselves.

IT/HELPDESK SUPPORT:

Equipment Deployments:

Every attempt will be made to setup all necessary phones and equipment prior to customers arriving. Each phone will be cleaned and sanitized once deployed. The workspace around the phones will be wiped down with a sanitizing spray. We will then leave behind our "Sanitized by: Signal Systems" card on each phone.

Equipment Moves/Additions/Changes:

Customers are encouraged to keep moves and changes to a minimum. If we are called out to a tenant's space to replace or deploy a new phone, we will ask them to leave the desk area while we are working. We will also ask tenants to group new phone requests together as much as possible to limit contact with employees.

Technical Support:

For your comfort, every effort will be made to ensure the same IT Team Member attends your site each time. This way you will know who to expect. Our team will be asked to maintain as much distance as possible and will wear protective gloves, face masks and any other PPE deemed necessary. Once the service is completed, we will wipe down the area with a sanitizing spray. Most of our IT service work can be performed remotely however, if we are asked to attend your desk to provide IT support, you will be asked to retreat to a safe distance. Your information and privacy are our priority so we will ask you to provide relevant information from the safe 2-meter bubble. You are more than welcome to supervise us when helping you.

RADIO RENTALS:

All COVID-19 protocols put in place for the Signal Systems radio shop shall be strictly adhered to.

Radio shop access:

- All pick-ups and deliveries to the radio Shop in Bldg. N shall be through the service bay door on the north side where there is a bell for service and tables for pick-ups and deliveries.
- There is no longer any access to the radio shop from inside Bldg. N.
- All pick-ups and deliveries must be confirmed via phone, e mail etc. beforehand. Failure to confirm ahead of time may result in a delay in your order.
- Anyone wishing to enter the radio shop will only do so with the expressed consent of the radio shop employees present and utilizing the required PPE.
- The radio shop shall be utilizing the practices of vaulting (72 hours minimum), chemical sterilization and UV light as methods to ensure our rental products are as safe as possible before deploying.

DELIVERIES:

- All deliveries must be approved by production before entering the studio lot.
- Vehicles with multiple drop offs (FedEx) must get approval from each office.
- VFS strongly suggests that production set up a delivery drop off/pickup area outside of their production office.

MAIL:

VFS will no longer be delivering mail to tenants. Each tenant will be assigned a mail locker in the mail room located on the northeast corner of Building D. Packages will be accepted at the gatehouse and taken to the lockers daily for production to pick up. Canada Post will no longer deliver packages COD (Collect on Delivery) parcels.

PACIFIC BACKLOT OPERATIONAL UPDATES

For detailed information regarding Pacific Backlot's Covid-19 response, company protocols, and customer guide to equipment rentals please click on the link below:

[Pacific Backlot Services Covid-19 Response](#)

THE CURRENT SITUATION IN CANADA

The situation differs from region to region. The most up to date information on the pandemic in Canada, and more specifically, in British Columbia, can be found here, on the [Government of Canada](#) website.

THE PRODUCTION RECOVERY PLAN IN BRITISH COLUMBIA

Our facility is gearing up to have you back based on local authority guidelines. Here is a list of additional resources that contain helpful information that we all need to adhere to in order to facilitate a safe return to work for everyone:

For an overview of the return to work recovery stages in British Columbia please refer to the [WorkSafeBC Guidelines](#).

For specific information regarding the return of the motion picture and television industry, please go to the : [British Columbia Motion Picture Industry Covid-19 Safety Guidelines](#) page at Creative BC or the [Covid-19 Resources for the Arts and Entertainment](#) page at ActSafeBC.

Creative BC and the British Columbia Film Commission have put together further information regarding Covid-19 containment measures affecting the creative industries. For those resources regarding restarting the industry please go to their [COVID-19 INFORMATION + RESOURCES](#) page.

ONGOING EFFORTS

We will continue to adjust based on government restrictions, the advice of the health authority, and the protocols put in place by you, our customers.

Our policies and procedures will continue to evolve as we make our way to the new “normal” and we will continue to update you on what we are doing to help you keep your cast and crew safe.