

# COVID-19

## UPDATED STUDIO POLICIES AND PROCEDURES

Thunder Studios is open for COVID-19 production. Thunder Studios has renovated our facility to address COVID-19 health and safety concerns. We introduce Thunder's Policies and Procedures, our comprehensive management plan to facilitate safe production workflow that exceeds the government and industry recommendations.

(JUNE 8, 2020)

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## PRODUCTION POLICIES AND PROCEDURES

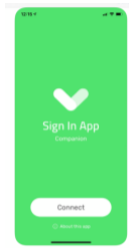
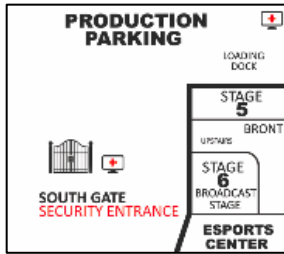
## INTRODUCTION

As we all continue to monitor the novel coronavirus (COVID-19) situation very closely, we are committed to sharing the actions that Thunder Studios has taken to keep our studio campus safe, sterilized and clean for our clients, employees, and the community at large. To facilitate a new socially distanced integrated production workflow, Thunder Studios has undergone a 3-month renovation to upgrade our facilities and develop a workflow of policies and procedures that exceed government and industry COVID-19 compliance guidelines. With more than 12 stages of various sizes, multiple production office areas, state of the art catering kitchen, craft services stations and full inventory of in-house grip, electric, distro, production supplies, expendables (including PPE), broadcast equipment and mobile control rooms, Thunder Studios is uniquely placed to maximize social distance production workflow and minimize the number of persons interacting and touching sterilized equipment, food and craft service.

**Thunder Studios** has implemented additional safety and security protocols to serve you in the safest possible way. This includes restrictions on persons gaining access to the facility, health checks on employees and guests, restrictions on movement inside the studio, mandatory hand wash and hand sanitization stations amongst other pro-active measures to promote social distancing, safety and security. **To better manage expectations, please ensure your production team reads and understands this document.**

# 01 CHECKING IN

WHAT TO EXPECT WHEN YOU ARRIVE



## PRIOR TO ARRIVAL

**DOWNLOAD THE SIGN-IN APP ® FOR FASTER, CONTACTLESS SIGN-IN:** Prior to arriving at Thunder all guests seeking access are required to download the Sign-In-App®. While not mandatory, this process aids in minimizing the person-to-person contact necessary to check-in. Additionally, the check-in process will be faster for you and contribute to a faster check-in experience for all persons in queue.

You can download the app here: [Apple](#) | [Android](#)

**HAVE A VALID FORM OF GOVERNMENT ISSUED ID:** Thunder Studios is a restricted venue and will not permit access without proper Identification.

**PERSONAL PROTECTIVE EQUIPMENT (PPE):** Face masks **will be required at all times** when moving throughout the studio. All guests seeking entry will be required to wear a face mask to gain entry. Please note, Thunder Studios has a range of available PPE for purchase in its expendables supply store.

**ARRIVE EARLY:** Due to added precautions and security measures everyone is encouraged to allocate time and arrive at least 15-20 minutes earlier than you would normally arrive for call-time to account for the additional check-in procedures.

## NEW FEATURES

### NEW ENTRANCE

We have relocated our guest entrance to the *South Gate*. The former *North Gate* entrance is only accessible to Thunder employees. See our updated sitemap for the location of our new entrance.

### SIGN-IN APP ®

Thunder has introduced a new enhanced access control system using the Sign-In-App®. This access control system allows touchless secure entry to authorized and verified guests. Prior to attending Thunder, all persons requiring entry to Thunder Studios are sent an email invitation to download Sign-In-App and pre-register their details which production will verify. The invitation contains the date and time of the visit, the name of the production, stage(s) working in, directions and a QR code for scanning on arrival. Upon security verification, all guests will be provided a photo visitor badge to wear for identification. More importantly, Sign-In-App will record the temperature check and blood oxygen saturation of all employees and guests and provide a means to contact trace should that ever be necessary.

# INFO TO HAVE READY

**PHOTO I.D. (valid government issued)**

**Sign-In-App QR Code**

**MAIN job stage #**

If your production is working on multiple stages your producer will provide you with the stage # to submit

**Name of Production / Job**

**Car make / model**

**Car license plate # (security will verify)**

## STUDIO CHECK-IN

### **ENTER THE SOUTH GATE ENTRANCE FOR SECURITY CHECK:**

The security check-in process will include digitally signing-in, ID verification, and a health assessment to be administered either at our *south gate* entrance or at the health check station prior to physical entrance into the studio proper. All guests will be required to enter here and follow procedures as directed by security prior to entry who will provide them with a visitor access identification badge.

### **SHOW YOUR QR CODE OR SIGN IN WITH THE STUDIO IPAD CHECK-IN:**

If you pre-registered through the Sign-In App, simply show your QR code. *Tip: set your phone to its highest brightness.* If you did not pre-check through the app you will need to fill out your information in person in addition to reading and signing the studio policies, procedures, and indemnity acceptance form prior to entry. The form is available for review at any time through the Sign-in App.

### **HAVE YOUR VALID FORM OF GOVERNMENT ISSUED I.D. READY:**

Security will need it to verify your identity in order to provide you with a visitor badge.

**PARKING:** Thunder security will direct all parties to a parking location.

**MEDICAL ASSESSMENT:** Prior to entering Thunder Studios staff and guests will be screened for COVID-19 symptoms as a requirement for access. Your temperature will be checked by a touchless thermometer and your blood oxygen saturation levels checked by a non-invasive pulse reader on your finger. Temperature is a sign that you're fighting an infection and blood oxygen saturation level below normal is an Indicator of COVID-19 antibodies and you may be asymptomatic. **Any person(s) showing symptoms of COVID-19 will not be permitted to enter the premises and you should consider getting a free COVID-19 check offered by the County of Los Angeles in a variety of locations.** If your temperature reading is higher than 100.4°F you will be directed by security to self-quarantine in your vehicle in a specified location for 10-15 minutes. Security will then administer a second assessment. If your temperature reading has dropped below 100.4°F you will be permitted to enter. If it is not, Thunder will require you to visit a doctor to verify your health prior to granting studio access.

- **Personal Protective Equipment (PPE) Face masks** will be required at all times when moving throughout the studio and you must be wearing a face mask on arrival to gain entry.
- **Temperature Check.** You will have your temperature read using a No Touch digital forehead thermometer. The CDC states that a fever for COVID-19 purposes is any temperature at 100.4 degrees Fahrenheit (38°C) or higher. Anyone with a temperature above 100.4°F will not be permitted access. A high temperature is an indicator that your fighting an infection and you should consider getting a free COVID-19 check administered by the County of Los Angeles in numerous locations.
- **Oxygen Saturation Level.** You'll also be required to have your blood oxygen checked with a noninvasive finger pulse oximeter. A pulse oximeter measures the **oxygen** saturation levels in your **blood**. It is a way to check how well the heart is pumping **oxygen** throughout your body. It also measures your heart rate. A normal ABG oxygen level for healthy lungs falls between 80 and 100 millimeters of mercury (mm Hg). If a pulse ox measured your blood oxygen level (SpO2), a normal reading is typically between 95 and 100 percent. A lower blood oxygen level is an indicator of COVID-19 antibodies and is an indicator that you may be asymptomatic. Persons failing the oxygen saturation reading but passing the temperature check will be permitted access and we strongly advise that you consider getting a free COVID-19 check administered by the County of Los Angeles in numerous locations.

# 02 STUDIO PROCEDURES



**MANDATORY ENTRY HAND WASH STATIONS:** All guests are required to enter through one of three designated Studio Access entry points. Security will direct you to which entry point is designated for your visit. At all entry points Thunder has installed Hand Wash stations where all guests are mandatorily required to wash their hands for 20 seconds prior to entry into the studio.

**MANDATORY TRANSFER ZONE HAND SANITIZER STATIONS:** Thunder has implemented a Zoning System, identifying parts of the studio as either Zone 1, 2, 3, 4, or 5. At all transition zones Thunder has Installed bi-directional touchless hand sanitizer stations. All persons wishing to transfer into a different zone is mandatorily required to apply hand sanitizer to enter the new zone.

**ZONE 5: NO LOITERING ZONE:** Zone 5 is a transition zone only. No loitering in this zone is permitted except for waiting at designated socially distanced demarcation zones for restroom access or café service.

**PEDESTRIAN TRAFFIC:** A two-way pedestrian traffic system has been incorporated into all studio zones. All employees and guests will be required to follow the flow of traffic, maintaining a socially safe distance at a minimum of 6 feet (2 meters) apart from the person in front of, beside, and behind you. Hallways are a multi-purpose space and are additionally used for the transference of equipment, sets and props to and from booked stages. Pedestrian traffic must yield when large items obstruct the flow of traffic while maintaining social distance.

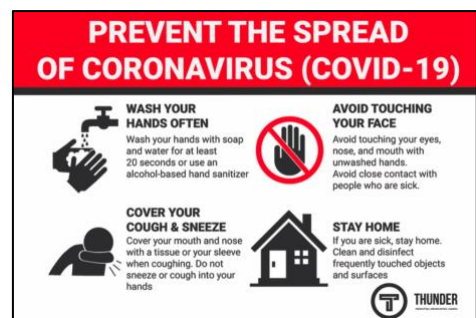
**CLEANING/DISINFECTION MEASURES:** Employees and guests will be asked to maintain the cleanliness of their

equipment and touch points based on direction of studio policies and management. Cleaning materials will be provided within the public areas. Clients are responsible for providing cleaning supplies and continuing to implement cleaning standards inside rented stages, offices and locations.

**SOCIAL DISTANCING:** All employees and guests are required to maintain a distance of 6 feet (2 meters) in all public spaces. Thunder has implemented a process to conduct area assessments to help identify risk levels in workplace settings and to determine any appropriate control measures to implement. The assessments focused on Thunder workspaces and physical processes. Special consideration is given to consider where there is minimal ability to maintain social distancing and measures that may be taken for employee protection. Information is based on *Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 (COVID-19) Exposures: Geographic Risk and Contacts of Laboratory-confirmed Cases* Updated March 7, 2020 and *OSHA Publication OSHA 3990- 03 2020 - Guidance for Preparing Workplaces for COVID-19*. Some areas and actions include:

- **Conference Rooms** – occupancy is reduced to 1/3 capacity until further notice.
- **Break/lunch areas** – occupancy reduced by removing some chairs and table, posting signage and installing barriers in some areas.
- Some group areas such as restrooms, the café, stage manager office, hallways, and equipment cage have **social distancing lines**, six-foot separation and hand sanitizer (where located per designated zone)
- **Facility Tours** will be reduced to no more than 2 members per tour and all participants will be required to follow studio policies for entry.

**PREVENT THE SPREAD OF COVID-19:** All Thunder guests and employees are expected to follow the general guidelines **at all times** for preventing the spread of COVID-19 and other infectious diseases:





# 03 JANITORIAL GUIDELINES

To better protect guests and employees against COVID-19 and other infectious diseases Thunder has updated the studio janitorial duties. Thunder's janitorial staff are dedicated to following these guidelines and will implement them in all areas the studio where applicable. Prior to the commencement of a stage license, Thunder thoroughly disinfects all stages as well as sterilizing the stage with UV-C light. Once the stage license commences then the client is responsible for the janitorial cleaning and disinfecting requirements brought about by their use of the stage. Clients are encouraged to reinforce the following guidelines within their licensed stage(s). Thunder's janitorial staff are available to provide janitorial services and UV-C light sterilization for a fee on request.

**JANITORIAL PLAN:** Cleaning and disinfecting are part of a broad approach to preventing infectious diseases in public places. Infectious diseases are generally spread through harmful microorganisms or environmental pathogens, such as viruses, bacteria, fungi, etc., via direct person-to-person contact with an infected individual or by touching objects contaminated by infected individuals, such as doorknobs, elevator buttons, handrails and other frequently touched surfaces. These germs are then transmitted from the hands to the nose, mouth or eyes. Effective cleaning and disinfecting of environmental surfaces, including "high touch" or frequently touched surfaces, significantly decreases the number of environmental pathogens on those surfaces, which in turn, reduces the risk of transmission and infection. These "frequency areas" and items known or likely to be contaminated should be disinfected at least daily.

## DAILY 12 HOUR STUDIO UV STERILIZATION

Thunder is using UVC light as germicidal sterilization on hard surfaces including all equipment used on production and all high touchpoint areas. This use is hospital tested as to killing viruses, bacteria and other organisms by disrupting the genetic material of the virus (and the same reason we slap on the SPF to avoid skin cancer). Our stage managers are currently implementing a daily treatment on all stages and common areas, providing 12 hours of UV treatment daily to maintain the utmost sanitary, antibacterial shooting locations. You can read more on UV light and its virus sterilization abilities here:

[BBC News](#) | [Washington Post](#) | [NYMag](#)

## CLEANING VS DISINFECTING

**CLEANING** removes germs, dirt and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

**DISINFECTING** kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not clean dirty surfaces. By killing germs on a surface after cleaning, it lowers the risk of spreading infection.

**SANITIZING** lowers the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements. This process works by either cleaning or disinfecting surfaces or objects to lower the risk of spreading infection.

**CLEANING AND DISINFECTION OF FREQUENTLY TOUCHED SURFACES** will be the main focus of building services personnel during a pandemic. The Centers for Disease Control and Prevention (CDC) recommends cleaning frequently touched surfaces and commonly shared items at least daily and when visibly soiled.

**BEST CLEANING AND DISINFECTING PRACTICES:** clean and disinfect surfaces and objects that are touched often.

- Typically, this means daily sanitizing of surfaces and objects that are touched often, such as countertops, doorknobs, faucet handles and equipment.
- Immediately clean surfaces and objects that are visibly soiled. Remove the spill, and then clean and disinfect the surface.
- Most viruses are relatively fragile, so standard cleaning and disinfecting practices are sufficient to remove or kill them. Special cleaning and disinfecting processes, including wiping down walls and ceilings, frequently using room air deodorizers and fumigating, are not necessary or recommended.
- Always follow label directions on cleaning products and disinfectants. Wash surfaces with a general household cleaner to remove germs. Rinse with water and follow with an Environmental Protection Agency-registered disinfectant to kill germs.
- If a surface is not visibly dirty, you can clean it with an EPA-registered product that both cleans (removes germs) and disinfects (kills germs) instead. *(cont'd)*

(Best Cleaning and Disinfecting practices, cont'd)

Be sure to read the label directions carefully, as there may be a separate procedure

- When an EPA-registered disinfectant is called for, be sure to follow the label directions on the disinfectant for dwell time, the amount of time necessary for the disinfectant to reside on the surfaces. Also make sure the surface remains wet during the dwell time to properly disinfect and kill the germs.
- Pay close attention to hazard warnings and directions on product labels. Cleaning products and disinfectants often call for the use of gloves or eye protection. For example, gloves should always be worn to protect your hands when working with bleach solutions.
- Do not mix cleaners and disinfectants unless the labels indicate it is safe to do so.

**DWELL TIME:** “Dwell time,” or the time the disinfectant or bleach solution remains on a surface prior to wiping or rinsing, is important to how well it kills germs and viruses. For example: The disinfectant Triad III has a 10-minute dwell time.

- Use a double-bucket method (one bucket for cleaning solution, one for rinsing).
- Bleach should be mixed with water in a 0.24 percent solution, which is 2/3 cup bleach per 1-gallon water. This bleach solution should be allowed to stand (or dwell) for five minutes prior to rinsing.
- Do not clean with dry dusting or sweeping because this may create aerosols. Use damp cleaning methods.
- Change mop heads, rags, and similar items and disinfectant solutions frequently during the decontamination procedure. Consider disposable cleaning items. Work from areas of light contamination to areas of heavier contamination.
- Clean, disinfect and dry equipment used for cleaning after each use.
- Wash hands thoroughly after each work session.

## 04 CATERING & CRAFT SERVICE



### **THUNDER CONTROLLED CATERING AND CRAFT SERVICE.**

Food safety is paramount, and Thunder has a fully equipped catering kitchen and our own on-site chefs and catering team to ensure that Thunder can maintain high standards of hygiene when preparing and serving food per the County of Los Angeles Department of Public Health Order of the Health Officer Restaurant Mandated Guidelines (May 30, 2020). Effective **June 12, 2020** catering will be open to the public and permitted to resume. The following will be implemented:

### **NO OUTSIDE CATERING OR CRAFT SERVICES**

To ensure food and dining safety all catering and craft services will be supplied by Thunder's in-house kitchen.

**PPE (PERSONAL PROTECTION EQUIPMENT) REQUIREMENT.** All employees and customers **MUST** wear face coverings at ALL times in the kitchen, cafe and dining rooms

**HEALTH AND SAFETY MANAGER.** Our *COVID compliance officer* will ensure kitchen and catering staff frequently clean, sanitize and disinfect kitchen, kitchen utensils and catering tables and chairs thoroughly and regularly. The *COVID compliance officer* will ensure that mandatory half-hour handwashing from all kitchen staff is enforced.

## **COVID-19 PREVENTION PRACTICES FOR CATERING AND CAFE OVERVIEW**

**SOCIAL DISTANCING.** Physical distancing of at least 6-feet is required in the cafe and dining rooms

### **PHYSICAL DISTANCING REQUIREMENTS**

- Clients are not allowed to congregate in any areas
- Thunder Studios has created 6-foot markings to indicate spacing requirements at all entrances, client areas, craft services and dining rooms
- The dining capacity within the café, craft service station and dining rooms has been limited to **25% of maximum occupancy**
- Thunder Studios will keep all tables at a 6-foot distance between each other in the cafe and dining rooms
- In the cafe, the limit of clients at a single table must not exceed 2 people in the same party
- The limit of clients at a single 6-foot catering table is 2
- Thunder Studios has installed physical barriers and plexiglass at registers, craft services station and counters
- Thunder Studios has implemented new technology that will allow contactless processes for serving in dining rooms, serving at craft services and payment where possible
- All preparation areas will be 6-feet away from customers

### **INFECTION CONTROL**

- Prior to the county reopening, Thunder Studios kitchen and storage areas were thoroughly cleaned and disinfected by a team of professionals
- Thunder Studios ensures all host stands and kitchens are equipped with hand sanitizer and sanitizing wipes

- Self-service food areas or other areas where customers may congregate have been closed
- Thunder Studios ensures that all frequently touched objects such as tables, doorknobs and counters are disinfected hourly. Any payment portal, pens and styluses will be disinfected after each use
- Our safety and health manager will oversee and enforce sanitation and disinfection procedures, as needed
- Thunder Studios kitchen, cafe, dining rooms and craft services station are cleaned and sanitized/disinfected nightly

### **PROTECTING EMPLOYEES.**

- All Thunder Studios staff are told not to come to work if they are sick or if they are exposed to a person who has COVID-19.
- Symptom checks are conducted before all Thunder Studios staff may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. All staff must take a temperature check prior to entering the workspace.
- All staff must wear cloth face coverings
- All catering, craft service and janitorial staff must wear gloves
- To ensure hand hygiene practices all staff are allowed time to wash their hands; it is mandatory for staff to wash their hands every 30 minutes and change their gloves
- Breaks will be staggered to ensure physical distancing in break rooms

### **PROTECTING CUSTOMERS.**

- Clients must wear cloth face coverings to be served. Children under 2 and individuals with chronic respiratory conditions are exempt from this requirement. Clients may remove cloth face coverings when eating and drinking.
  - Clients who refuse to wear a cloth face covering may be refused service (*cont'd*)
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*(Catering and Craft Service: Protecting Customers, cont'd)*

- Prior to the county reopening, Thunder Studios installed a new ventilation system to ensure maximum safety in the kitchen for clients and staff
- There will no longer be self-service available; any drinks from the coolers will have to be dispensed by Thunder Studios craft services team
- Servers and bussers moving items touched by customers must wear gloves
- Reusable menus are no longer available. Thunder Studios will electronically email all menus. Thunder Studios will have a limited number of disposable menus available
- All flatware, glassware, dishware, menus and condiments will be on a table behind plexiglass and will have to be dispersed by Thunder Studios staff
- The use of linens for catering will no longer be an option. To ensure maximum safety, Thunder Studios will use disposable butcher paper

**THUNDER CRAFT SERVICE**



**With** our own full-service catering kitchen, café and in-house chefs Thunder believes that we can significantly improve upon the traditional way craft service has been provided whilst still complying with the new enhanced COVID-19 food safety standards and protocols.

Traditional craft service doesn't have immediate access to a catering kitchen and café run by chefs and so their offerings are packaged food, or third party manufactured fresh goods. Thunder Studios has engaged Yarrow Events to assist and create a premiere craft service offering. Additionally, Thunder has employed a pastry chef to join our in-house chef team and so all fresh foods will be made daily from scratch at Thunder.

Our craft stations will offer gourmet barista coffee, fresh donuts, muffins and croissants and a range of specialty fresh foods rarely seen in craft service. Thunder has two craft service locations. Station One is the main Station and is situated in the center of zone 1 in our beautiful great room. Station 2 will be the Thunder Café where guests can order barista coffee, frappes, iced teas and brewed concoctions. Craft stations have heated, refrigerated and plexiglass displays for the display of all food items. All guests will be individually served by Thunder's craft service employees in exactly the same way as they are served at a Starbucks café, our fresh offering however is significantly better (we say so ourselves).

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## 05 COMPLIANCE OFFICER

To ensure the compliance of the updated production and policy requirements Thunder Studios appoints **Andrew Kennedy** as the studio's COVID-19 Compliance Officer.

**COVID-19 COMPLIANCE OFFICER DUTIES**

The Compliance Officer must act as the conscience of the organization, asking questions to ensure that the organization appropriately uses regulatory flexibilities and assistance. As always, the Compliance Officer must be a reliable source of regulatory information for the organization, even when that information is changing from day to day. And, finally, the Compliance Officer must ensure the organization maintains appropriate documentation to defend against any future challenges and to better prepare for any future crisis.



*Andrew Kennedy, COVID-19 Compliance Officer*