

Client Covid-19 Social distancing measures

Throughout your visit to Backgrounds please ensure you continue with the current government guidelines by **wearing a mask, regularly washing your hands and keeping 2 metres apart** this will help keep everyone as safe as possible.

Key Contacts

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Prior to Arrival

1. We are asking all clients **to contact us in advance** of their visit, to check availability.
2. We are allowing up to **7 people** on site at any one time.
3. We are requesting clients to **come individually** as we will not be able to offer space for teams. Please do not book multiple slots for different team members. We can only offer space to people working on their own.
4. Please **allow more time** for jobs to be processed, packed and transported, as staffing levels are reduced.
5. As always, we will do our best to accommodate all of your requests but last minute hires and changes to jobs may be affected.
6. The key thing is to **allow extra time** to all your plans.

Come Prepared

1. We are asking all clients to **wear a face mask**, at all times, whilst in Backgrounds.
2. We will no longer be able to provide masking tape and tape measures so please bring your own.
3. Still water will be available from our water station, **please bring your own bottle**. No other refreshments will currently be on offer and we will be unable to get your lunch.

On Arrival

1. Ensure you are **wearing your mask**.
2. Please read and agree with the daily health check declaration before ringing the bell.
3. Please press the intercom for access.
4. One of the team will let you into the building when it is safe to do so.
5. On arrival please make use of the provided hand sanitiser immediately.
6. Please wait while one of the team signs you in and allocates a work space, only use this space for propping.
7. We will take your name, email and phone number if we do not have it already.
8. We need these details so we have a record of all the visitors to site. This information is vital for the the track and trace system. We would also expect that anyone who has visited us within 10 days of showing symptoms to let us know. This record will only be kept for this purpose and will be destroyed securely after 6 months.
9. We will also need to know what your planned pick up date will be or whether you are planning to take it with you, please bear in mind that this might not always be possible due to the reduced team.
10. We will then explain our new warehouse guidelines.

Warehouse Guidelines

1. Please consider all of those around you and wait if someone is near where you need to go. **Remember the 2m rule.**
2. We are asking everyone not to walk along the back wall corridor and instead go up and down the aisles to get about. This will allow everyone to work safely at each workstation.
3. Certain areas of the warehouse will no longer be accessible, these areas will be clearly marked up and barriers will be in use to control them.
4. The markings on the floor are to remind you of the 2m rule.
5. The counter has a 2m zone marked on the floor please stand behind the line and do not lean on the workstation or touch anything on it.
6. There will only be one toilet available and this will be equipped with cleaning materials for your use as you arrive and when you leave the room.
7. Do not move backgrounds out of the racks please leave them in the rack with your name on them.
8. Please put all your rubbish in the toilet bin.
9. Regularly wash your hands throughout your visit to comply with current guidelines.

Ready to leave

1. Once you have finished your job, please leave it at your work space with the job details.
2. Come over to the counter and let one of the team know.
3. One of the team will then come over and go through the details with you before you leave.
4. If you have any items, e.g. leftover paper or props, leave them on the workstation.
5. If you are taking it with you, please wait at your workstation.
6. We will carry the props to the counter, then process and pack.
7. Once complete, we will leave it next to the noticeboard at the door ready for you.

Packaging

1. All bubblewrap will be stored for 72 hours before re-use.
2. All props will be sanitised before returning to stock.
3. Props that can not be sanitised will be stored for 72 hours before returning to stock.

By following these measures you will enable us to carry on operating as safely as possible without putting anyone's health at risk.