

## Coronavirus (COVID-19) – Safe Working at Angels

### Visitor Guidance - General

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Follow these guidelines to protect yourself and others and help minimise the spread of infection during your visit.

DON'T visit without an appointment. Appointments must be made at least 24 hours in advance of your visit and confirmed by Angels prior to your visit.

DON'T visit Angels if you feel even slightly unwell. Contact the relevant person in your organisation to discuss whether it is safe for you to attend your appointment.

DON'T visit Angels if you have been in direct contact with anyone in the last fourteen days who has been showing symptoms or has had the virus. Remain at home and self-isolate for fourteen days. Follow your organisation's guidelines and let us know that you will not be attending your appointment.

#### Four key points to staying safe and helping others:

1. Maintain social distance of two metres. \*
2. Wash your hands regularly with soap and water, at least once every two hours. \*
3. Don't visit Angels if you are not well or have been in contact with anyone with Covid-like symptoms in the last 14 days.
4. Follow our and your organisation's rules.

\* Look at the individual sections on social distancing and how to wash your hands!

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### Before visiting:

- Your Production Company will need to determine your fitness to work with regard to Covid-19.
- Your Production Company will be required to confirm to us that it is safe for others, that you visit us.
- An appointment will be made for you to visit using our online booking system.
- You will receive a confirmation of your appointment – do NOT visit without this confirmation.
- Only two people per production are permitted in the building at any one time.
- Arrange your working so that you do not switch personnel – try and keep to the same two people.
- Do not bring large cases or bags with you as there is no facility for these to be kept safely
- There are hot and cold water dispensers available. Bring your own beaker for added safety.
- There is no food available on the premises and there is no place to eat inside at the moment.
- There is no requirement for you to cover your face or use gloves unless your Production Company advises or requires you to wear them.

### Entering or leaving the building:

- Please wait at a safe distance outside the building if you are early or if there is someone entering or exiting the building.
- Enter or leave the building ONE PERSON AT A TIME, even if you arrive or want to leave with a colleague.
- While maintaining two metres distance from anyone else, enter the double doors and wait on the right-hand side in one of the squares marked out on the floor.
- Always clean your hands with sanitiser from the dispenser on arrival.
- Our receptionist will ask you to approach them (she is behind a screen so it is safe).
- Please provide relevant details and follow the Receptionist's instructions.
- As you approach the Reception area, please be aware that other people may be arriving or leaving and maintain two-metre social distance from everyone.
- A coat rail for outerwear will be positioned to the front of the Reception area on the side: it is not monitored and items are left there at your own risk. Coats/outerwear will not be permitted beyond Reception.
- The reception lift may only be used for goods at the present time.
- Let the receptionist know when you are leaving and then leave the building immediately.

### In the Building:

- Follow current, safe, social distancing guidelines (2m) as set out by the government, as far as is practicable.
- Close working is permissible for short periods of up to a few minutes. Consider the other person before approaching them in case they would like you to wear a face cover.
- Please respect and consider others who may be more sensitive regarding protection and social distancing. Do not hesitate to ask someone to move further away if you are uncomfortable.
- Wash your hands with soap and water regularly and for 20 seconds every time. Where facilities to wash hands are not available (i.e. all toilets are in use), use hand sanitiser. Hand sanitiser bottles are available in every department.
- Follow the designated walkways and one-way system laid out around the building and maintain distance whilst doing so.
- Use the one-way system for entering and leaving the warehouse.
- In the offices there is a set of stairs for going up and one for coming down.
- Try to avoid meetings with our office staff – use your mobile or our internal system to contact them wherever possible. Wipe down internal phones before and after use.
- Meetings with Production Directors must be arranged in advance by appointment directly with them.
- Try not to touch your face, especially after touching hard surfaces.

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### Equipment:

- Ladders are there for you to use in the normal way, following the instructions on each ladder. You may not use our ladders if you have not been trained by your Production Company in general Health and Safety with regard to use of ladders.
- Rails are available according to the agreement with your production.
- You may wish to wipe down a ladder or rail before using it and there are wipes available for this.

### Workroom Areas:

- At this time, the workrooms are closed areas. Only workroom staff are allowed into the workrooms.
- All meetings with Workroom Heads will be held outside of the workrooms.

### Communal Areas:

- The toilets may only be used by one person at a time and there are signs outside each of them to indicate whether they are occupied or that you may enter. Adjust the sign on entering and leaving the toilet facility.
- Vending machines will be out of use. Bring your own snacks, flasks and bottles to work.
- The water coolers in main areas will be available, but the floor will be marked to queue for use. For increased safety, use your own water flask or container.
- There are Sanitising Stations with wipes, hand sanitiser and bins in communal areas and outside each toilet

### Leaving the Building in an Emergency

If the Fire alarm sounds for an evacuation or if you have to leave the building in an emergency, ignore the one-way systems and leave using the nearest exit in the same way as you normally would in an emergency.

You must still maintain social distance while leaving the building and at your designated Assembly Point.

During this period the main Assembly points will be the car park itself so that social distancing can be maintained.

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### **COSTUME HOUSE MANAGEMENT**

This section covers some of the details around how we will manage the work and some of the changes that are currently necessary.

#### Working with and selecting Costumes from stock

A key support to all those who want to use our stock, is to be mindful of the costumes you need to touch, view, size and select.

- Do NOT try on a item for size unless it is really necessary. Consider using a tape measure or using a stockman.
- Stockmans will be available for sizing.
- Discuss your needs with the Production Director responsible for organising your order and he will provide you with a rail to put on those items that you have tried by wearing them but do not want to keep.
- Costumes that are worn but not selected for hire will be quarantined and sanitized before being returned to stock.
- For larger productions, discuss your working practices with the relevant Production Director so that we can support you and protect others.

#### Costume Preparation

With all the new procedures and practices in place, it will take longer for us to prepare costumes for collection. Please consider this when planning your production needs.

#### Costume Fittings

Arrangements for fittings on the premises can be made.

Appointments for fittings and all arrangements are made through the Production Director responsible for your production.

There is a separate document detailing the protocols for fittings and how they can be done safely. A full risk assessment is available for inspection on request.

#### Costume Collection

Costume collections will be by appointment only. Currently this will be arranged through the Production Director responsible for your production.

Costumes will be collected from our dispatch department at the rear of our warehouse. There will be no despatches via reception or the front of the building.

Costumes will be made available for collection at the time agreed based on the arrangements made for your production. At the point of collection the costumes and/or boxes will be handled by our costume despatch department, your personnel and your appointed carriers. You should follow your own protocols for receiving costumes based on this information.

Please note that we are unable to accept cash for day orders and/or wardrobe supplies at the present time. Card payments and bank transfers can still be made.

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### Returning Costumes on Hire

An appointment must be made for costumes to be received by our Costume Returns Department. Currently, no costume returns are being accepted. Further details will follow once the situation changes.

Costumes can be returned to our dispatch department at the rear of our warehouse. There will be no deliveries of costume via the reception or the front of the building.

To protect our staff, all costume returns will be quarantined before checking off is allowed to take place.

### Social Distancing

Government guidelines from 4<sup>th</sup> July 2020 are that the minimum social distance is one metre. However, they continue to recommend maintaining two metres as much as possible.

Most of us are less than two metres tall. Look at the space between you and the person next to you. Could you lie down in the space between you and not touch? Then add a lot more!

One metre is generally achieved when you stretch out your arm and there is still some distance between you and the next person.

Whatever distance you keep, have respect for others and how comfortable they feel.

Practise with a tape measure – you will be surprised how far away you need to stand..

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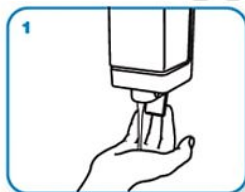
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### How to wash your hands

For a demonstration of how to wash your hands properly, visit this website:  
<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>



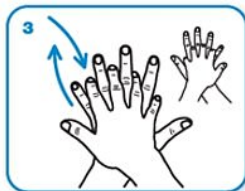
Wet hands with water



apply enough soap to cover all hand surfaces.



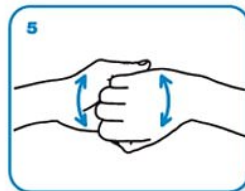
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



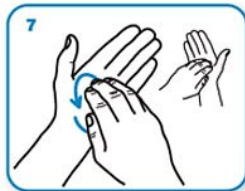
palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



rotational rubbing of left thumb clasped in right palm and vice versa



rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.

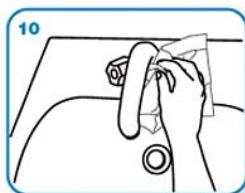


Rinse hands with water

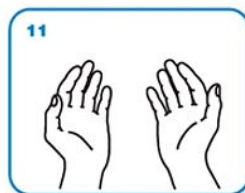


dry thoroughly with a single

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use towel to turn off faucet



...and your hands are safe.