

# WORKING WITH WILLIAM F. WHITE



WFW **business hours** are from 8am to 5pm, Monday to Friday (except statutory holidays).

## Definitions

A **CSR** (Client Service Representative) is the WFW team member assigned to your production to facilitate transactions. Please contact your CSR for all information requests and changes.

**Standard pick-ups**, including **run of show** orders, are transactions with production crew present to count the equipment before it is loaded and contracted. We recommend that main unit pick-ups, large returns, and transactions with complicated load requirements be conducted with one of your production representatives present.

**Curb-side pick-up** is available for small to medium sized orders and is the default transaction style for daily orders. Curb-side orders are contracted by WFW staff in advance so that loading may begin immediately upon production's arrival. Final contract signing may take place at the bay. Productions can verify order contents and report any discrepancies within four business hours of being contracted at WFW. If more time is required, please contact your CSR in advance.

**Exchanges** are one-for-one trades of identical equipment due to damage or failure. **Straight exchanges** require the damaged equipment to be physically present at the time of the exchange. During **outstanding exchanges**, a replacement is picked up immediately and the damaged equipment may be returned at a later date.

## Scheduling Transactions

Pickups and returns must be scheduled with your CSR in advance. Bookings begin at 8:30am and end at 4:30pm to allow organization of people, trucks, and equipment within business hours.

**Run of show** orders must be finalized at least **one full business day** in advance of their pickup time.

**Curb-side pickups**, daily orders, and all **returns** require a **minimum of five business hours'** notice, and this may be extended depending on the size of the transaction. Please discuss these details in advance with your CSR.

**Exchanges** will be accommodated as soon as possible.

Short notice changes that do not meet the minimums stated above will be addressed in a subsequent booking where time and space allow.

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## Scheduling Limits

Scheduling limits and thorough preparation helps ensure that all productions can receive prompt service with reduced pickup and return times. Any requests will be considered against overall volume and final time and space allotted will be determined by WFW. As such, many bookings will be shorter than the maximums below.

Customers loading or unloading WFW-owned equipment will be given priority access to bay space. Crews working on their own packages can utilize a yard-access-only booking when bay space is limited. To pick up WFW supplemental equipment from the warehouse, please schedule a specific time in advance with your CSR.

For main units, it is expected that your work in the bays is finished by 3:30pm on the last day you are in our facilities so that staff can prepare the bays for the following day. Contract signing and other administrative work can take place after 3:30pm.

Transaction Type	Pick-Up Maximums	Return Maximums
Main Unit MOW	1 Day	1 Day
Main Unit Series	2 Days	1 Day
Main Unit Major Studio Feature	3 Days	2 Days
Cable Truck	2 Hours	2 Hours
Rig LX/Rig Grip Stage Packages	2 Hours	3 Hours
Large Dailies – Standard	2 Hours	2 Hours
Dailies – Curbside	30 Minutes	N/A

*The driver is always responsible for ensuring that the load is secured properly for transport.*

## Equipment Failure

If something goes wrong, we are here to help. Crews must alert their CSR as soon as possible (and before arrival at our facility) so that we can begin working on a solution. This may include contact with WFW technical support or coordinating an **exchange**.

A subsequent **return** booking is required for damaged equipment from outstanding exchanges.

## Late Arrivals and Unscheduled Transactions

Understandably, circumstances beyond your control may delay arrival. However, delays must not impact other customers. If you expect to be late, please contact your CSR in advance of your scheduled arrival time. If your projected transaction time will overlap with another booking, we may reschedule your booking to another time or day.

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## Cancelled Bookings

Cancellations and no-shows make operations difficult for everyone. However, we will continue to work with production's changing schedules the best we can. If we feel that you have missed or cancelled without adequate notice or reason, your CSR will work with you to determine the best way to schedule pick-ups and returns for the remainder of your show.

## Production Vehicles

Production vehicle drop-offs in advance of a booking must be pre-arranged with your CSR. If a vehicle is parked on the WFW lot in any space other than its assigned bay, a member of your production must be present at the time of the booking to move the vehicle to its assigned bay.

WFW prefers not to move production vehicles. We ask that drivers arrive on-time for their bookings and remain available during their time slot to relocate their vehicle if necessary. If WFW must move a production vehicle because a production member is not present, the production assumes all liability for inadvertent damage to the vehicle and its contents. Production will be billed \$250.00 per vehicle move.

## HEALTH AND SAFETY

### Washroom Use

Crew have access to washrooms inside our facility during any visit.

### Building Access

If crew needs access to an area of the building other than the loading bays, rentals desk, or washrooms, we ask that they coordinate with a WFW staff member.

### Mask Requirements

Masks are optional for most areas of our facilities.

We will continue to respect all individuals and the choices they make in regard to wearing a mask. We encourage the use of masks in areas or circumstances where physical distancing is not possible.

If crew choose to wear masks, or if production requires crew to wear masks regardless of whether they are on set or not, we will wear masks when interacting with them. Please respect the preference of other crews working in the different areas of our facilities.

For pick-ups, deliveries or installs completed by WFW staff, we will follow the health and safety protocols for each location or studio where we are delivering or installing.