

Coronavirus (COVID-19) – Safe Working at Angels Visitor Protocols & Guidance

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. Please be aware there is a limit to the number of people allowed in the building.

DON'T visit Angels if you feel even slightly unwell.

DON'T visit Angels if you have been in direct contact with anyone in the last ten days who has been showing symptoms or has had the virus. Follow your organisation's guidelines and let us know before you visit.

You should adhere to UK Government travel restrictions and quarantine requirements at all times. If anyone attending Angels has recently travelled abroad, please contact us prior to visiting.

Anyone visiting Angels MUST provide a negative COVID-19 result from a test taken within 48 hours prior to visit. For those people visiting us regularly across a week, two negative test results are required within a seven day period.

Four key points to staying safe and helping others:

1. Maintain a safe working distance. *
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 10 days.
4. Follow our and your organisation's rules.

* A safe working distance is at least 1 metre.

** Look at the individual section on how to wash your hands!

Coronavirus (COVID-19) – Safe Working at Angels

Visitor Protocols & Guidance

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.
- You need to arrange an appointment in advance of your visit.
- You will provide Angels with a copy of your production's Covid-19 policy, protocols and testing regime.
- There is a limit on the number of people per production, to be agreed in advance with a Production Director.
- You will receive confirmation of your appointment by phone or email – do NOT visit without this confirmation.
- Arrange your working so that you do not switch personnel – try and keep to the same team of people.
- Do not bring large cases or bags with you as there is no facility for these to be kept safely. Please note that non-Angels items (stock/shopping from elsewhere) cannot be brought into the warehouse without prior consent.
- 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.
- Visitors are required to wear a face covering at all times while on site apart from in designated Designer Offices, where you should follow what your Production Company advises.

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.
- When you enter the building, you must wear a face covering.
- You will have your temperature checked by a non-contact measurement device. Should your temperature be raised above 37.8°C you will be asked to wait outside for 10-15 minutes at which time it will be taken again. Should your temperature still be raised you will be asked to return home to arrange a Covid-19 test. You may not return to Angels until you receive either a negative Covid-19 test result or have self-isolated for 10 days.
- 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 a safe working distance from everyone.
- Let the receptionist know when you are leaving and then leave the building immediately.

In the Building:

- In the building, you must wear a face covering at all times apart from in designated Designer Offices, where you should follow what your Production Company advises.
- Maintain a safe working distance, 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.

Coronavirus (COVID-19) – Safe Working at Angels

Visitor Protocols & Guidance

- Please respect and consider others who may be more sensitive regarding protection. 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.
- 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.

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.

Angels Staff Areas - Workrooms, Offices, Returns

- At this time, only Angels staff are allowed into these restricted areas.
- All meetings with Workroom Heads or Angels staff will be held outside of the work area – please knock and wait for assistance.

Communal Areas:

- Please be considerate and maintain a safe working distance when using toilet facilities (toilets, urinals and sinks).
- Vending machines are operational but please be mindful and maintain a safe working distance at all times. It is advisable to bring your own snacks, flasks and bottles to work.
- The water coolers in main areas are 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, leave using the nearest exit in the same way as you normally would in an emergency.

You must still maintain a safe working 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 a safe working distance can be maintained.

Coronavirus (COVID-19) – Safe Working at Angels

Visitor Protocols & Guidance

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.

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

Coronavirus (COVID-19) – Safe Working at Angels

Visitor Protocols & Guidance

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.

Returning Costumes on Hire

An appointment must be made for costumes to be received by our Costume Returns Department.

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.

Designer Offices

Customers with Designer Offices have access to the building during the following times:

- Office 8:30am – 6:30pm
- Costume Warehouse 9:00am – 5:30pm

Occupancy – each Designer Office has a maximum occupancy number which is noted in the room to help you maintain a safe working distance.

Offices will be cleaned and bins emptied daily, out of hours.

All customers/visitors must confirm attendance in advance, ideally with 24 hours notice.

Safety protocols within the offices remain the responsibility of your Production Company.

If production stock (costume/shopping) is brought in to offices from outside Angels, it must be quarantined within the office for 3 days before going into the costume warehouse. If this involves large quantities, please discuss with Production director.

Coronavirus (COVID-19) – Safe Working at Angels Visitor Protocols & Guidance

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/>

