



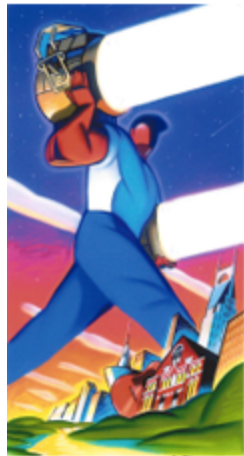
# COVID-19

# PROTECTION PLAN

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## OVERVIEW:

- **Mission Statement**
- **Equipment**
- **Facility**
- **Equipment Rental Procedures**
- **Sound Stage Rental Procedures**
- **Additional Protection**
- **Our Promise to Our Clients**
- **Facility Map**
- **COVID 19 NOTICE**



**CITATION  
SUPPORT**  
NASHVILLE, TN  
615-298-5252

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## **MISSION STATEMENT**

Citation Support is committed to our clients' safety and comfort. That means that our employees, and our work practices, are all focused on making sure that however you work with us--at our studio or on location--we are keeping both you and our team safe and healthy. We are here to make sure we continue to provide the highest level of service in the industry without compromising on safety.



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## **EQUIPMENT**

Our rental inventory is closed off to the public and equipment in our facility will only be handled by Citation Support staff.



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## **FACILITY**

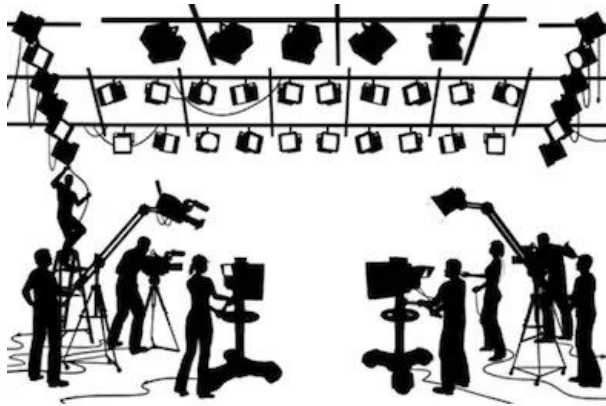
The sound stage and all production support spaces will be thoroughly cleaned both BEFORE and AFTER all productions. In addition, we have created zones to keep production and our staff isolated from each other. Touchless hand sanitizer stations will also be present throughout the sound stage and production support spaces.



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## **Equipment Rental Procedures**

Equipment rentals will need to be set up via phone or email. Due to our offices being off limits to the public, walk-ins will not be accepted. Orders that are scheduled for pickup will be prepped and ready on carts in our FIRST BAY. All pickups are SELF SERVE unless assistance is requested. All clients MUST be wearing a mask upon arrival. If you do not have a mask on, you will be kindly asked to stay in your vehicle and a Citation Support team member will load your order in your vehicle. For the safety of our team members, please let this be a last resort. Return procedure will be done in the same way. If possible, please give us an estimated time of arrival when picking up and returning equipment.



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## **Sound Stage Rental Procedures**

Citation Support will clean and sanitize the sound stage and production spaces before your arrival. For multiple day shoots, it is the responsibility of production to sanitize it's set(s) and work spaces between shoot days. As mentioned, we have also created zones to ensure the isolation of production and the Citation Support staff. If additional gear is needed while shooting in our sound stage, we have set up a "drop off zone" in the prep area. If assistance is required by a Citation Support team member on set, they will wear a mask and adhere to the required safety guidelines of production. If production has a specific request, Citation Support will accommodate to the best of our ability.



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## **Additional Protection**

- Touchless hand sanitizer stations throughout the facility.
- All paper towel dispensers replaced with touchless units.
- Tables and chairs reduced in the cafe to create additional safe space for production.
- Designated PPE disposal bins throughout the facility.
- Masks **MUST** be worn at **ALL TIMES** when interacting with Citation Support staff. No exceptions.






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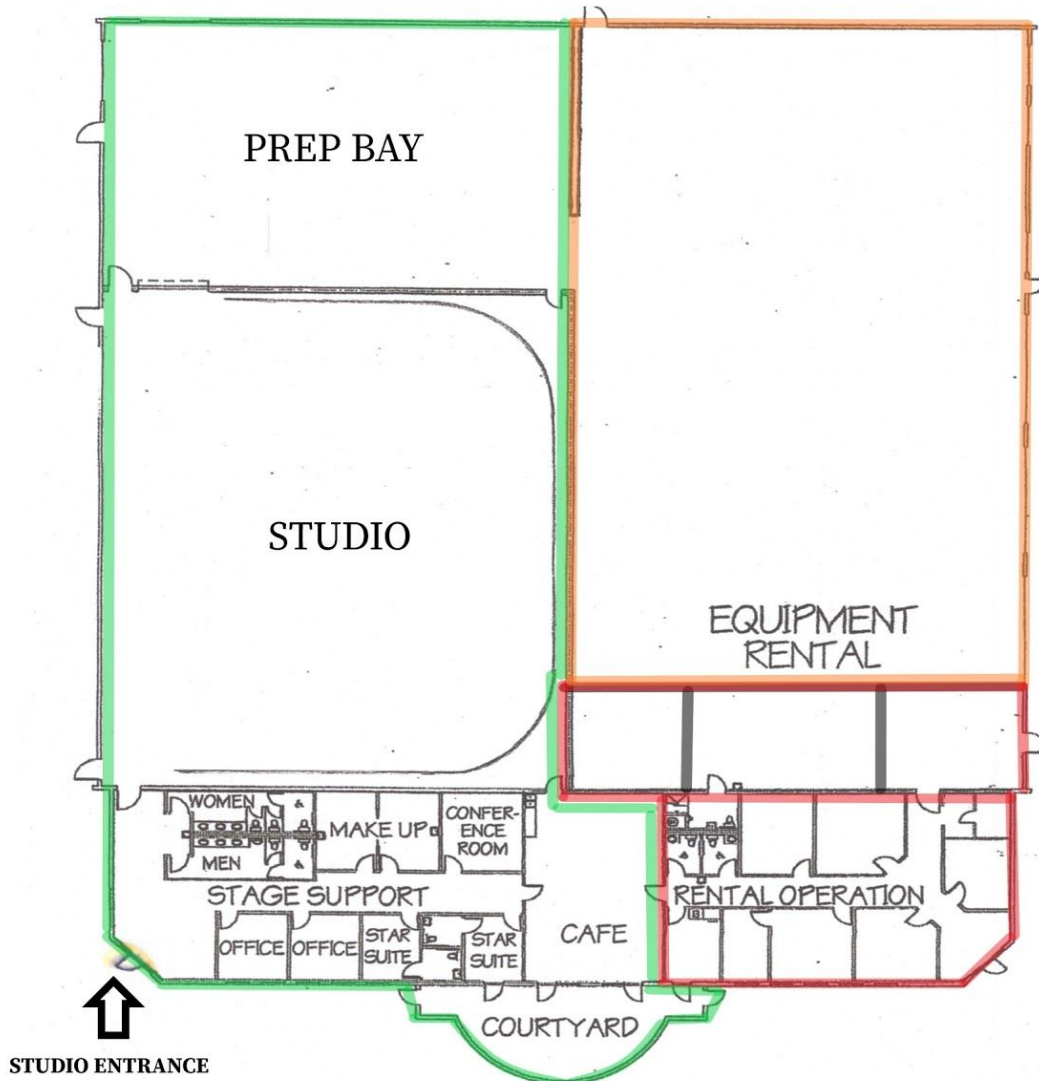
## **Our Promise to Our Clients**

Our team here at Citation Support will put our best effort towards protecting our clients and team members. We understand our responsibility and want our clients to know we take your safety very seriously. Having said that, if you have any specific requests, please let us know. We will try our best to accommodate you and your team. That is our promise to you.



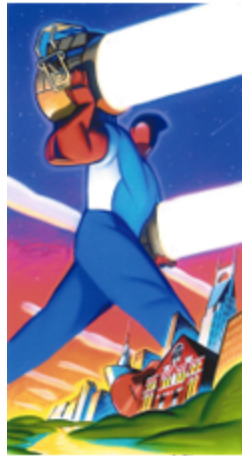
# CITATION SUPPORT

-  DO NOT ENTER
-  PERMISSION NEEDED FROM VENDOR TO ENTER
-  FULL ACCESS USING PRODUCTION GUIDELINES



# **COVID 19 NOTICE**

**CITATION SUPPORT will sanitize the facility prior to your arrival. However, by entering into our facility, you understand and accept the potential risk of exposure to COVID 19. It is the responsibility of the PRODUCTION TEAM and it's CREW to enforce and adhere to the procedures and guidelines set forth by the PRODUCTION TEAM. CITATION SUPPORT and it's TEAM MEMBERS will not be held accountable or liable for any and all individuals who may become ill as a result of exposure to COVID 19 while in our facility.**



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**If you or any of your team members have any questions or concerns, please feel free to reach out to us at any time. We welcome any and all suggestions as well to help further protect you and your team members.**

**Thank You**