



Spectra Operations During COVID-19: Updated 06/05/2020

As the state loosens restrictions, we have been able to resume regular hours and slowly return to providing the conveniences that our customers miss. Please review the updated information below.

Maintaining Operations: In keeping with city COVID-19 guidelines, Spectra is performing services that fall within a critical infrastructure exemption from Executive Order N-33-20 found at <https://www.cisa.gov/critical-infrastructure-sectors>. This designation sets forth an expectation and authorization that our company can continue to operate essential services which would include the processing and scanning of film. We are permitted to execute these services as an essential business under the category of Communication, News Publishers and Broadcasters. Our essential services also extend to providing critical work materials (edit files, etc) to allow people within the entertainment industry to work from home.

Customer Service: We are running a skeleton crew of five or fewer in the building at a time to maintain social distance safety. As a result, we may not be able to respond as quickly as we normally do when fully staffed. Please be patient as we try to accommodate all of our customers! See **Ordering Protocols** below.

Shipping: We are accepting FedEx, USPS, UPS and DHL inbound shipments. We continue to offer outgoing FedEx and USPS shipping services. Due to the crisis, we may not always be able to sign for incoming packages. We therefore advise sending shipments to Spectra without a signature requirement.

Online Ordering: For your convenience, our on-line store is fully operational. We are filling all on-line orders typically within 48 hours. This includes any fresh Kodak brand film stocks, editing supplies and much more. We hope maintaining this service will allow our customers to remain productive while working within the safety of their homes.

After Hour Drop Box: If you are local to North Hollywood, you can drop-off your film or hard drive using our convenient film drop box located to the left of our front entrance. Our drop provides a large 13" X 11" opening which will accommodate bundles of film cans, cartridges or hard drives. It can be used after hours or during store hours to maintain COVID-19 safety. Be sure to include contact information and instructions!

Ordering Protocols: As of 6/8/20 Spectra is resuming regular store hours of 9:30AM - 5:30PM, Monday through Friday. We continue to take orders and answer questions from both phone and email. Counter service is also available if taped off "social distancing" sections are strictly observed and a facemask is worn at all times. Currently, we must prioritize orders being placed over information requests. Please utilize our website for your basic information needs. When placing an order, have your item list, shipping address and payment information ready so that we can handle your needs more efficiently.

Lab Schedule: Due to reduced volume and safety concerns, we are only developing 16mm and 8mm ECN-2 (color negative), black and white reversal and E-6 (Ektachrome) each on a single, undesignated day per week. Black and white negative developing and all 35mm film developing is temporarily suspended. RUSH service for special runs on designated days is still available at additional cost as needed.

Scanning Schedule: As our most essential service, we will do everything possible to maintain scanning service without interruptions. Unsupervised scanning will continue for 35mm, 16mm and 8mm formats. Supervised sessions are temporarily suspended. During this crisis we are offering up to 100GB in editable files to be uploaded for just 49.00. This is significantly lower than pricing offered by our competitors.

Stay safe out there, and thank you for your continued support during this challenging time.

-Your Spectra Team