

**MEASURES IMPLEMENTED BY AUDITORIO DE TENERIFE TO TACKLE THE HEALTH CRISIS CAUSED BY COVID-19**

The development of the health crisis caused by COVID-19 has led the authorities to adopt a range of measures to tackle it. So, as a direct result of these measures, it was agreed to close the facilities and stop all activity at the Auditorio de Tenerife.

The cancellation of artistic activities, ruled by Real Decreto 463/2020 of 14 March, as well as the uncertainty faced by the cultural sector, in which the corporate purpose of this entity is included, has involved the need of Auditorio de Tenerife to approach a full change in its programme and artistic activities for the rest of the year and for the following year, given the numerous events that had to be cancelled without the chance of rescheduling them, while others have been postponed.

Also, we have currently started a process of gradual reduction of the extraordinary measures that restricted mobility and social contact established by the above-mentioned Real Decreto 463/2020. For this purpose, on 28 April 2020 the Cabinet adopted the Plan for the Transition to the new normal, whose main goal is to gradually recover daily and economic activity while preserving public health. This will be done by reducing to a minimum the risk the epidemic poses to the population's health and by avoiding the Health National Service being unable to cope.

In this context, the Health Ministry issued Order SND/399/2020, of 9 May to ease certain restrictions of national scope, which had been established following the declaration of the state of alarm, and apply Phase 1 of the Plan for the transition to the new normal; Order SND/414/2020, of 16 May, to ease certain restrictions of national scope, which had been established following the declaration of the state of alarm, and apply Phase 2 of the Plan for the transition to the new normal; and Order SND/458/2020, of 30 May, to ease certain restrictions of national scope, which had been established following the declaration of the state of alarm, and apply Phase 3 of the Plan for the transition to the new normal. Consequently, Auditorio de Tenerife continues with the process to implement the measures and protocols needed to adapt the gradual reactivation of its daily activities to the current regulations. For this purpose, the following measures are adopted and applicable in Phase 3 of the Plan for the transition to the new normal.

**A) MEASURES APPLICABLE TO WORKERS AND PROFESSIONALS**

1. Hygiene and prevention measures implemented in Auditorio de Tenerife.
2. Hygiene and prevention measures applicable to all the staff who directly or indirectly work for Auditorio de Tenerife.
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2. Preventive Health and Hygiene Measures for the public.
3. Measures regarding entering, leaving, and users moving about Auditorio de Tenerife facilities.
4. Measures regarding conferences, meetings, and other similar events.
5. Measures regarding restaurant services.
6. Measures regarding seating capacity.

**A) MEASURES APPLICABLE TO WORKERS AND PROFESSIONALS**

All the staff must contribute to strictly adopting the hygiene and prevention measures implemented to control and reduce the transmission of COVID-19.

1. **Hygiene and prevention measures implemented in Auditorio de Tenerife.**

All the safety and hygiene measures put in place by the health authorities for the prevention of COVID-19 must be observed, particularly those relating to keeping a minimum safe distance of at least two metres, compulsory use of a face mask, hands hygiene, and respiratory etiquette. Auditorio de Tenerife will guarantee cleaning and sanitizing measures to fit the characteristics and intensity of use of the workplaces, giving special attention to common areas and most frequently touched surfaces, according to the following rules:

- a) Disinfectants, like newly made bleach dilutions (1:50) or any other viricidal disinfectant authorised and registered by the Health Ministry.
- b) After cleaning, the materials and the protection equipment used will be disposed of safely and hands will be washed.
- c) Cleaning measures will also be applied to the workers' private areas such as toilets, kitchenettes, and resting zones.
- d) Whenever a workspace is shared by two or more employees, the place will be cleaned and sanitized after every use, giving special attention to furniture and other elements that can be operated.
- e) In the case of wearing uniforms or work clothes, these will be regularly washed and sanitized following the usual procedure. When uniforms or work clothes are not used, garments worn by workers who are in contact with clients, visitors or users must also be washed as explained above.
- f) The facilities will be periodically ventilated, at least daily and for the time needed to renew the air.
- g) The lift will be used only when it is absolutely necessary while stairs will be preferably used. Whenever the lift is needed, only one person at a time will use it unless it is possible to guarantee a two-metre distance between people or if the user needs to be accompanied by someone else.
- h) Regarding the use of toilets, only one person is allowed in spaces of up to four square metres, except in the case of people who need help, who are allowed to use them with their assistant. Toilets that are over four square metres and have more than one cabin or urinary, can be used up to 50 % of the total number of cabins and urinary available and a two-metre safe distance must be kept. Cleaning and sanitizing these toilets will be reinforced to guarantee health and hygiene.
- i) Wastepaper baskets will be available and if possible, with a lid and pedal, to deposit tissues and any other disposable materials. These wastepaper baskets will be frequently cleaned at least once a day.
- j) At every shift change, the work space will be cleaned and sanitized, giving special attention to desks, tables, screens, keyboards, payment terminals, tactile screens, working tools and other elements that can be touched, with special care for those used by more than one worker.

## **2. Hygiene and prevention measures applicable to all the staff who directly or indirectly work for Auditorio de Tenerife.**

Auditorio de Tenerife will encourage employees who can work from home to continue teleworking. However, a protocol has been designed for those returning to their workplace. It includes recommendations on the use of protective equipment appropriate to the level of risk, a description of the safety measures applicable, regulating the return to the workplace with staggered working hours for the staff and finding a balance between work and family life. Also, the layout of work stations, shifts and other working conditions have been altered as necessary to guarantee the minimum two-metre safe distance among workers. Working hours have also been adapted to avoid the risk of mass gatherings of people in those working areas where the minimum safe distance may foreseeably not be observed.

Auditorio de Tenerife has also implemented the necessary measures to apply the hygiene and prevention rules aimed at the staff. These must be fulfilled across the facilities, especially in common areas or where there are more people moving about. We will make sure that soap and water or hydroalcoholic gels or viricidal disinfectants, that are authorized by and registered at the Health Ministry, are permanently available to all workers for handwashing.

In addition, we will make sure workers have protective equipment to suit the level of risk whenever the minimum two-metre safe distance cannot be guaranteed. In this case, all the staff will be trained and informed about the correct use of the said protective equipment.

While working at the Auditorio de Tenerife the following indications must be followed:

- a) Fingerprint clocking will be replaced by any other clocking system that guarantees hygienic measures that protect the health and safety of workers.
- b) Working teams will be cut down to an essential minimum number of people.
- c) When the nature of the activity allows, the appropriate distance with third parties will be kept and protective equipment according to the risk level will be worn. The distance measures must be fulfilled in changing rooms, box office and workers' toilets, as well as in common areas.
- d) When the nature of the activity does not allow to keep the distance, those involved will use the individual protective equipment appropriate to the risk level.
- e) Communication tools and equipment must either be personal and not transferable or have elements in direct contact with individuals that can be replaced.
- f) Equipment that is operated by more than one person must be sanitized before use.
- g) In activities that must be performed by more than one person and where the safe distance cannot be kept, all the workers involved must wear protective equipment appropriate to the risk level.
- h) If a worker starts to have symptoms that are compatible with the disease, he/she will tell their superior immediately and will be isolated in an area purposefully chosen. Also, the Canary Islands Autonomous Region authorities will be contacted immediately on the telephone number purposefully provided and, if applicable, the appropriate risks management services will also be contacted. Whenever possible, the worker will put a mask on and at any rate he/she must leave work until their health situation is assessed by a health professional.
- i) Individuals with symptoms or who are home-isolated due to having been diagnosed with COVID-19, or who are under home quarantine after being in close contact with people with symptoms of or diagnosed with COVID-19, will not be able to return to the workplace.
- j) Care Will be taken to make sure the two-metre safe distance is kept and large groups of people gathering together will be avoided, giving special attention to the stairs, lifts and common walking through areas.

Also, works related to staging and stripping down will be done according to the following rules:

- a) To avoid different specialist staff working close to each other, the safe two-metre distance will be kept at all time.
- b) The interior of the vehicle cabins of transport companies will be cleaned and sanitized at least once a day, as well as the holding points of machines, auxiliary elements and tools used for assembling.
- c) In the event of there being several companies involved in staging and stripping down, staggered working hours will be put in place, so that the work done by each company will be done on different days and times, avoiding different companies being in the same areas at the same time.
- d) Staff movements indoors will be planned and the number of workers per company will be cut down as far as possible, even if it involves works taking longer.

### **3. Hygiene and prevention measures applicable to staff of contractor companies.**

All the workers of companies that provide services at Auditorio de Tenerife facilities, whether usually or occasionally, must follow the hygiene and prevention measures described by the health authorities, especially those regarding the two-metre safe distance between people, the compulsory use of face masks, and using the hydroalcoholic gel dispensers made available to all workers. For this purpose, they must follow the hygiene and prevention measures described in section 1.

They will be at Auditorio de Tenerife facilities for the time strictly necessary for companies to carry out the activities they were hired for. Regarding work, they must follow the measures regarding setting up and stripping down described in section 1, in addition to following all other measures that may be adopted for this purpose.

The contractor company must make available to the production members the appropriate prevention elements to carry out their job.

### **4. Hygiene and prevention measures applicable to artists.**

The following activities related to artistic performances can be carried out:

- a) Artistic production and direction activities.
- b) Artistic team activities: artists, choir.
- c) Make up, hairdressing and costume activities.

d) Sound, lighting, and setting up activities.

In addition to the general hygiene and prevention measures described in section 1, the following will also apply to artists:

- a) When there are several artists on the stage at the same time, the artistic director will try to keep a safe distance throughout the show.
- b) In performances or shows where the safe distance cannot be kept nor can protective equipment be used, workers will follow safety measures purposefully designed for each individual case following the recommendations of the health authorities.
- c) Before every performance and rehearsal all the surfaces and instruments artists may be in contact with will be cleaned and sanitized.
- d) Costumes will not be shared by different artists at all unless they have been previously cleaned and sanitized.
- e) Measures will be implemented to have the garments sterilized before making them available to other individuals.
- f) Changing rooms can be used observing the regulations described in the general prevention and hygiene measures against COVID-19 indicated by the health authorities.
- g) In make-up, hairdressing, and costume activities protective protection equipment must be used suitable for the risk level involved so that both the worker and the artist are safe. At any rate, the two-metre safe distance between artists must be kept and all the materials must be sanitized after use.
- h) Recommendations will be put in place so that coming to work is as risk-free as possible. Workers will report on the means of transport to be used in each case.
- i) Rehearsals will be reduced to the smallest number needed before performances. They will be carried out in small groups of artists and keep the prevention distance, avoiding situations involving physical contact at all times. In the event of physical contact being unavoidable, the measures described in b) in this section will apply.
- j) Only those people who are essential will attend rehearsals. Nonetheless, the technical staff needed can attend and must keep the general measures on prevention and hygiene. An assessment of risks at the workplace will be conducted beforehand and the applicable preventive measures will be applied.

## **B) MEASURES TO OPEN AUDITORIO DE TENERIFE TO THE PUBLIC**

Events and shows can be held in the facilities of Auditorio de Tenerife provided that only half of the authorized number of people are admitted and seating is pre-allocated.

When the venue has no pre-allocated seating, the following requirements must be met:

- a) If the event is in a closed place, only 50 % of the full seating capacity can be used and there cannot be more than eighty people.
- b) If they are open-air activities the audience must be seated keeping the necessary distance and only 50 % of authorized capacity can be admitted and there cannot be more than eight hundred people.

At any rate, the safety and hygiene measures established to prevent COVID-19 must be observed. Particularly, those regarding keeping a safe distance of at least two metres or, failing that, wearing a face mask, and taking care of hand hygiene and respiratory etiquette.

### **1. Hygiene Measures for facilities that are open to the public.**

The facilities at Auditorio de Tenerife that are open to the public will be cleaned and sanitized at least twice a day, giving special attention to surfaces that are most often touched such as door knobs, desks, furniture, handrails, vending machines, floors and other similar elements.

Specifically, the auditorium will be cleaned and sanitized before every performance or show. When there are several performances in a row, they will be sanitized before the audience comes in.

Cleaning will be carried out according to the following rules:

- a) One cleaning must take place at the end of the day.
- b) Disinfectants, like newly made bleach dilutions (1:50) or any other viricidal disinfectant authorised and registered by the Health Ministry.

- c) After cleaning, the materials and the protection equipment used will be disposed of safely and hands will be washed.
- d) To carry out the cleaning during the day, preferably at midday, the public will not be allowed to enter the building so that these maintenance, cleaning, and replenishing tasks can be carried out. These cleaning closing times will be properly announced on visible signposts or PA messages.
- e) Toilets will be cleaned and sanitized at the beginning and end of each performance as well as after intermissions or pauses.

## **2. Preventive Health Hygienic Measures for the audience.**

- a) Hydroalcoholic or viricidal sanitizer dispensers will be placed for the use of visitors at the Auditorio de Tenerife in the entrance areas and places of contact, like box offices or information desks, which will always be fit for use.
- b) Screens or similar protection elements will be fixed in areas where there is direct contact of the public with workers, such as box offices or information desks.
- c) *Online* or telephone ticket booking is preferred and, in the case of buying at the box office, card payments or other methods that do not involve physical contact are encouraged with the aim of avoiding, as far as possible, the use of cash. Payment terminals will be cleaned and sanitized after every use as well as the POS if used by different employees.
- d) In client's help areas where mass gatherings of people or queues are to be expected, the floor will be marked so that the minimum two-metre distance is kept.
- e) Signposting and information boards will be put up in the most common languages of Auditorio de Tenerife visitors, explaining the terms of use of the facilities and the hygiene and prevention measures to be observed to prevent contagion.
- f) Users are guaranteed to be informed of the terms of use of the facilities and the hygiene rules to prevent contagion. People in general will find the information on Auditorio de Tenerife's websites and social networks.
- g) Users will learn about the special rules that apply at the Auditorio de Tenerife before buying their tickets.
- h) The lift will be used only when it is absolutely necessary and stairs will be preferably used. Whenever the lift is needed, only one person at a time will use it unless it is possible to guarantee a two-metre distance between people or if the user needs to be accompanied by someone else.
- i) Visitors or users can use the public toilets. Only one person is allowed in spaces of up to four square metres except in the case of people who need help, who are allowed to use them with their assistant. Toilets that are over four square metres and have more than one cabin or urinary, can be used up to 50 % of the total number of cabins and urinary available and a two-metre safe distance must be kept. Cleaning and sanitizing these toilets will be reinforced to guarantee health and hygiene.
- j) In the car park areas, in addition to continual sanitizing of usual contact points and providing hydroalcoholic gel, payment via contactless electronic devices will be encouraged.

## **3. Measures regarding entering, leaving, and users moving about Auditorio de Tenerife facilities.**

Regarding common areas and closed rooms where the audience sits, the following requirements must be fulfilled:

- a) all the public, including those waiting to come into the facilities and those waiting to enter the auditorium, as well as on leaving the premises, must keep a two-metre safe distance. To achieve this, vinyl signs or other similar elements will be placed on the floor to avoid queues or mass gatherings of people on the way in or out of the Auditorio de Tenerife. Also, a system to control gatherings will be put in place when more than fifty people are together.
- b) Entry and leaving routes can be altered or rearranged and rooms where the minimum safe distance cannot be kept may be excluded.
- c) All the tickets and seats will be duly numbered and seats that do not meet the physical distancing criteria will not be used, as well as those that have not been sold. Also, people walking between rows is to be avoided if it involves breaking the safe distancing rule.

- d) Viewers will be seated in keeping with the safe distance established by the health authorities.
- e) The doors will be open in advance to allow staggered entry. Timing to enter will be arranged.
- f) No libretto, programme or any other document will be handed out.
- g) Whenever the safe distance cannot be guaranteed, we will make sure protection equipment fit for the risk level is available.
- h) As a general rule, there will be no intervals during shows. If unavoidable, the pause will be long enough to allow staggered coming in and out of the auditorium during the break, in the same terms as those used at the beginning and end of the show.
- i) Leaving the auditorium will be arranged by zones and distance between individuals will be guaranteed.
- j) Subsidiary services such as shop, coffee bar, and others can be provided under the regulations described in the present document. The cloak room or luggage office will not be available.
- k) Before and after the performance, announcements will be made to remind the hygiene, prevention, and distancing measures. Also, the front of house staff will remind people of the need to fulfil these rules both in walking areas and in the auditorium.
- l) During the seating process, the safe distance established by the health authorities between front of house staff and the public will be kept.
- m) Auditorio de Tenerife can take any other additional regulations as it deems necessary to meet the prevention and hygiene measures established by the health authorities.

#### **4. Measures regarding conferences, meetings, and other similar events.**

- a) Conferences, meetings, and other similar events can be held provided that there are not more than eighty people.
- b) At any rate, the two-metre physical distance must be kept and distance participation will be encouraged in those who can carry out their activity remotely.
- c) When the two-metre safe distance cannot be guaranteed between participants and between the workers providing services in the activity, protective equipment suitable for the risk level must be available in order to guarantee the event is carried out safely, with self-protection and social distancing.
- d) Regarding cleaning and sanitizing the rooms and facilities where these events take place, the measures described in sections 1 and 2 of chapter B) will apply.
- e) Regarding the food and drink service at the events and conferences, the measures described in section 5 of chapter B) will apply.

#### **5. Measures regarding restaurant services**

Auditorio de Tenerife cafeteria can open to the public fulfilling the measures described in this section.

- a) The interior of the coffee shop can only admit up to 50 % of capacity.
  - Eating and drinking in the premises can be done sitting at a table or at groups of tables, preferably having booked them in advance.
  - Eating and drinking at the bar is allowed provided that the minimum two-metre distance between clients or group of clients is observed.
- b) The capacity on the terrace cannot exceed 75 % of the tables allowed in the previous year based on the appropriate municipal licence.
  - In the event of obtaining a permit from the Town Council to increase the surface area of the outdoor terrace, the number of tables in the above section can be increased, although the 75 % proportion between tables and available surface area must be maintained.
- c) At any rate, the two-metre distance between tables or groups of tables must be kept.
- d) The maximum number of people allowed on the terrace is twenty people per table or group of tables.
- e) The table or group of tables must suit the number of people using it, so that the minimum distance between people can be kept.
- f) In addition to the cleaning and sanitizing measures described in section 1 of chapter B), the equipment used will also be cleaned and sanitized, specially tables, chairs, bar, and any other contact surface between clients.
- g) Disposable tablecloths are preferred. If this were not possible, the same tablecloth or individual mats must not be used with different clients. Also, the materials chosen will preferably

be easy to change between services and be mechanically washable at 60 and 90 degrees Celsius.

h) Hydroalcoholic gel or viricidal sanitizer dispensers that are always fit for their purpose, will be available to customers at the entrance to the premises and toilets.

i) Common menus are to be avoided, replacing them instead with electronic devices, blackboards, posters, or other similar methods.

j) Service accessories such as plates, glasses, cutlery, or tablecloths, among others, will be kept in closed rooms. If this is not possible, they will be stored far from patrons and workers walking through zones.

k) Self-service utensils like serviette holders, toothpick holders, vinegar and oil bottles and the like will be removed. As for oil, vinegar, salt and other products, individual disposable containers are preferred, or providing them in a different way to suit the client's request.

l) An itinerary will be put in place in certain areas of the premises to avoid gatherings and contact among customers.

m) Customers will use the toilets according to the measures described in section 2.i) of chapter B).

n) The staff serving at the table and at the bar must ensure they keep a safe distance with customers and apply the hygiene and prevention procedures necessary to avoid the risk of contagion. At any rate, a minimum distance of two metres between customers must be guaranteed.

## **6. Measures regarding seating capacity**

a) The seating capacity for each type of activity or space in Auditorio de Tenerife facilities will be based on the capacity described in the Self-Protection Plan of Auditorio de Tenerife for its indoor and outdoor spaces.

b) The maximum number of people allowed in each room will be on display for the public and we will make sure that the number of people as well as the two-metre safe distance is kept in the room.

c) To achieve this, a system to count and monitor the number of people will be put in place so that it is not exceeded at any time. The number of people includes the staff.

d) The movement of people and the arrangement of the space will be modified with the aim of guaranteeing the safe distance between people at all time as required by the Health Ministry.

e) Whenever possible, there will be different ways to come in and out, thus avoiding the risk of people gathering.

f) A signposting system will be used to ensure users access Auditorio de Tenerife car park and its facilities, with full health guarantees.

g) The measures regarding the number of people allowed described in this section will be monitored when selling tickets both at the box office and online. The staff will also monitor that the number of people allowed is not exceeded.