

# Plan to prevent infections/spreading of COVID-19

Auditorio de Tenerife, S.A.U.



AUDITORIO  
DE TENERIFE

## REVISION 10

DATE: 17/11/2022

REVISION HISTORY			
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5	17/11/2020	Prevention measures at the orchestra pit are included for Sinfónica de Tenerife	Ap.18.3
6	12/05/2021	Title, updated regulation, isolation room, capacity increase and its modification,	Ap. 14, 18
7	17/03/2022	Regulatory update	Ap. 3
8	06/04/2022	Regulations, vehicle capacity, and hall capacity increased to 100%.	Ap. 3, 10.2, 18
9	26/04/2022	Remove regulation and face mask	Ap. 9.1,10,16.4.18.3
10	17/11/2022	COVID communication procedure. Remove limitations orchestra, lift	Ap. 7, 9.1, 13

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# 1. General considerations. Purpose

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This plan is a compendium of the measures that Auditorio de Tenerife has implemented or is in the process of implementing to tackle the health emergency situation caused by COVID-19, depending on how the current scenario evolves and in agreement with the information published by the Ministry of Health and other competent authorities.

In any case, the measures adopted by Auditorio de Tenerife to protect the health and safety of its employees, visitors and users will be applied in agreement with the dispositions established by the health and work authorities within the Plan for the transition towards a new normal of the Government of Spain, which was approved by the Cabinet Meeting on 28 April 2020, as well as those dispositions of the authorities that are competent after competences were transferred as established by the above-mentioned Cabinet Meeting.

For this purpose, this plan sets out common protocols and principles for information, organizational and prevention purposes so that the in-person service may be progressively and gradually resumed at the work centre to then open the premises to visitors and public under special conditions. This is a living document that is to be updated and adapted to the health circumstances and legal provisions established at each time.

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## 2. Scope and extent

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Subjective scope: this plan and its protocols must be applied to all the workers, companies, and visitors, regardless of their kind of contract, who carries out work in Auditorio de Tenerife. Failure to fulfil it may give rise to disciplinary liabilities or of any other nature that may apply.

Objective scope: this plan applies to all Auditorio de Tenerife facilities. In the case of work carried out outside the premises, the regulations of these other places will apply in addition to those general prevention rules established in this institution.

Time scope: this plan will come into force on 22 July 2020 and will remain in force as long as the health situation deriving from Covid-19 applies, in agreement with the terms and deadlines established by the Transition Plan towards a new normal of the Government of Spain and, in any case, until 22 October 2020.

This protocol applies to the Auditorio de Tenerife. Regarding the dependent public sector, it may be applied with the appropriate adaptations and by virtue of its competencies.

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## 3. Applicable regulations

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The generally applicable regulations -this list is not complete, and it is open to updates or further publications- for the purpose of the scope and content of the present document are the following:

- Royal Decree 463/2020, 14 March, declaring the state of alarm to manage the health crisis situation caused by COVID-19.
- Royal Decree -Law 10/2020, of 29 March, establishing a recoverable salaried leave for employees who do not provide essential services, with the aim of reducing the mobility of the population in the fight against COVID-19.
- Law 31/1995 on Risk Prevention in the Workplace.
- R. D. 39/1997, approving the Rules of Prevention Services.
- R. D. 664/1997, of 12 May, on the protection of workers against risks related to exposure to biological agents while at work.
- R. D. 773/1997, of 30 May, on minimum safety and health provisions regarding the use of personal protection equipment by workers.
- R. D. 486/1997, of 14 April, establishing the minimum safety and health provisions in the workplace.

- Action procedure for the risk prevention at the workplace services against exposure to SARS-CoV-2 (update of 8 April 2020). Ministry of Health.
- Good practice guide in the workplace against Covid-19. Presidency of the Government, 11 April 2020.
- Plan for the transitions towards a new normal, adopted by the Cabinet on 28 April 2020.
- Order SND/399/2020, 9 May, to ease certain restrictions nationally, established after the declaration of the state of alarm in the application of Phase 1 of the Plan for the transition towards a new normal.
- Order SND/414/2020, of 16 May, to ease certain restrictions nationally established after the declaration of the state of alarm in the application of Phase 2 of the Plan for the transition towards a new normal.
- Order SND/458/2020, of 30 May, to ease certain restrictions nationally established after the declaration of the state of alarm in the application of Phase 3 of the Plan for the transition towards a new normal.
- Agreement of the Government of the Canary Islands, of 19 June 2020, to tackle the health crisis caused by Covid-19, after passing Phase 3 of the Plan for the transition towards a new normal, once the measures of the state of alarm and their updates are no longer in force.
- Recommendations to operate and maintain the air-conditioning and ventilation systems in buildings and shops to prevent the spread of SARS-Cov-2 from the Health Ministry of the Spanish Government.
- Recommendations on the use of air-conditioning appliances in buildings, with the aim to prevent the spread of SARS-CoV-2 from the Ministry of Work and Social Economics, National Institute for Safety and Health in the workplace.
- Royal Decree 926/2020, of 25 October, declaring the state of alarm to check the spread of infections caused by SARS-CoV-2.
- Resolution of 1 March 2021, authorising to publish the Agreement by which the update of the prevention measures established by the governmental agreement dated 19 June 2020 is approved. It addresses the COVID-19 pandemic after overcoming Stage 8 (Prevention Plan) of Stag III of the Transition Plan to reach a new normal and after the measures linked to the alert state and their subsequent reviews have expired.
- Act 2/2021 of 29 March on urgent prevention, containment and coordination measures to address the COVID-19 sanitary crisis.
- Authorisation to celebrate a massively attended event during the health crisis caused by COVID-19 granted by the Regional Health Service of the Canary Islands Government
- Decree Law 11/2021 dated 2 September establishes the legal regime of health alert and the measures to control and manage the COVID-19 pandemic in the Canary Islands.
- Resolution dated 24 March 2022 approving the publication of the Agreement that temporarily suspends the restrictive measures to protect the health and prevent the spread of COVID-19 applicable at different health alert levels.
- Royal Decree 286/2022 dated 19 April amending the compulsory use of masks during the health crisis caused by COVID-19.



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## 4. General information on Covid-19

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### What is a coronavirus?

Coronaviruses (CoV) are a wide family of viruses that can cause different affections, from a common cold to more serious diseases, as in the coronavirus causing the respiratory syndrome in the Middle East (MERS-CoV) and the one that causes the severe acute respiratory syndrome (SARS-CoV). A new coronavirus is a new strain of coronavirus that had not been found in a human being before.

Coronaviruses can be transmitted from animals to people (zoonotic transmission). According to thorough studies in this regard, we know that the SARS-CoV was transmitted from civet cats to human beings and that the MERS-CoV was transferred from dromedaries to humans. In addition, we know that there are other coronaviruses circulating among animals which have not yet infected humans.

These infections usually include fever and respiratory symptoms (cough and dyspnoea or difficulty breathing). In more serious cases, they can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death. The usual recommendations to prevent the spread of infection are good hand and respiratory hygiene (covering the mouth and nose when coughing or sneezing) and fully cooking meat and eggs. Also, close contact with anyone that shows signs of respiratory affection, like coughing or sneezing, is to be avoided.

### What is Covid-19?

It is a disease caused by the coronavirus that has been discovered more recently. Both the new virus and the disease were unknown before the outbreak in Wuhan (China) in December 2019.

+ <https://www.who.int/es/emergencies/diseases/novel-coronavirus-2019/advice-for-public/q-a-coronaviruses>

### What are the signs and symptoms?

The most common are fever, dry cough, and tiredness. Some patients also feel pain, nose congestion, rhinorrhea, a sore throat or diarrhoea.

### How does it spread?

Through contact with someone who is already infected by the virus, through droplets from the nose or mouth when the infected person coughs or exhales. These droplets fall on objects and surface around the person, and other people can get the disease if they touch these objects or surfaces and then touch their eyes, nose, or mouth.

## Difference between close contact and other contacts

Close contact refers to the kind of contact between people who live together, family members and people who have been in the same place as someone who has been diagnosed while this person has presented symptoms, at a distance of less than one and a half metres (1.5-metre after phase 3 of the easing of lockdown) and for at least 15 minutes. Casual contact means all the other situations which do not fulfil the criteria to be regarded as close contact.

## 5. Risk assessment

The staff working at Auditorio de Tenerife may be subjected to the task of the Expert Service for Risk Prevention in the Workplace to assess the level of risk.

The assessment of work risks is carried out by means of analysing, on the one hand, the estimated probability of the risk situation actually materialising and, on the other hand, its expected consequences.

At present, for healthy staff who have no basic pathologies or relevant health issues who work at Auditorio de Tenerife, the Covid-19 risk assessment is as follows:

Group	Probability	Consequences	Assessment of risk
Working population in general with no special exposure to risk	Low	Damaging	Acceptable
Persons in close contact with suspected COVID-19 cases	Medium	Damaging	Moderate
Persons who have had close contact with people infected by COVID-19	High	Damaging	Important

However, the risk assessment changes considerably if the staff exposed is regarded as especially sensitive because they suffer from pathology, immunodepression, are pregnant, breast-feeding... In these particular cases, the level of risk depending on exposure would be:

Group	Probability	Consequences	Assessment of risk
Highly vulnerable workers with no special exposure to risk	Low	Extremely damaging	Moderate
Highly vulnerable workers in close contact with COVID-19 suspected cases	Medium	Extremely damaging	Serious
Highly vulnerable workers in close contact with COVID-19 suspected cases	High	Extremely damaging	Intolerable

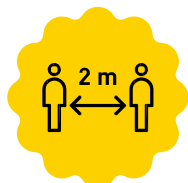
In all the cases in which the assessment of risk is moderate, serious, or intolerable, it is essential to adopt prevention measures in order to bring the risk to acceptable levels.

In addition to this document, a risk assessment is done adapting it to the current conditions caused by COVID-19. The document is called Annexe 1.



## 6. General preventive measures

As general preventive measures that are applicable to all the staff with the aim of reducing the probability of transmission, the following are established:



- Frequent handwashing with water and soap, or if these are not available, with sanitisers.
  - When coughing or sneezing, cover your nose and mouth with a paper tissue and throw it away or cover them with the inner side of your elbow.
  - Avoid touching your face (eyes, nose, and mouth).
  - Keep a minimum distance of 1.5-metre with other people and do not share personal objects with them; more so, with people who present respiratory infection symptoms (coughing, sneezing, expectoration...).
  - Avoid greeting with physical contact (kissing, hugging, handshaking...).
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- In-person work meetings will be reduced to a minimum as well as being in a closed space (cafeteria, kitchenette, etc.) where it is not possible to keep the recommended minimum distance. Videoconferences are to be encouraged.
  - Closed work areas will be ventilated and chlorine sanitisers will be used to clean the work centres, especially those elements that have greater contact with hands and fingers (doorknobs, switches and lift buttons, bannisters...). As for sanitising work surfaces and toilets, these will be cleaned every day with scheduled activities.
  - In-house staff will be encouraged to work from home (on remote) as far as possible, having provided them with the necessary technological means.



- Those activities for which remote work is not possible, have to be arranged in such a way so as to avoid close contact between the staff and third parties. To this end, measures like allocating different work shifts, staggered arrival at the workplace and 14 [prevention plan] organising work to minimise groupings of people at the same place.



- Tasks that require keeping a distance under 1.5-metre with other people are to be avoided. Whenever, exceptionally, and due to the nature of the task, it is absolutely impossible to carry it out keeping the said social distance, the appropriate respiratory protection kit and gloves must be available.

MEASURES TAKEN AT THE COMPANY AUDITORIO DE TENERIFE AND ALL ITS WORK CENTRES AFTER THE COVID-19 PANDEMIC BROKE OUT

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## 7. Action criteria in situations of higher risk

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In addition to the general prevention measures applicable to all Auditorio de Tenerife staff, including that any employee who presents symptoms cannot come to his/her workplace, they will call 012 and follow their instructions. The following action criteria are established for specific situations:

### 7.1. Staff with symptoms consistent with Covid-19

Staff presenting symptoms consistent with COVID-19 but who have not been in close contact with infected or likely to be infected people and have not travelled out of the island in the previous 14 days:

- The affected employee shall immediately inform his or her line manager to assess the situation and the feasibility of teleworking or working in person to minimise possible infections.

### 7.2. Staff with no symptoms consistent with Covid-19

Staff who have no symptoms consistent with Covid-19, but who have travelled out of the island within the 14 previous days and in that period have been in contact with probable cases:

- The affected employee will communicate the situation to his or her line manager to assess the situation and the feasibility of teleworking or working in person to minimise possible contagion.
- They must watch their own health for the two following weeks and immediately inform their line manager of any respiratory condition, fever, difficulty breathing or strong headaches.

### 7.3. Staff with symptoms consistent with Covid-19 and who have travelled out of the island in the 14 previous days or who during that period was in contact with probable or confirmed cases

- The affected employee will communicate the situation to his or her line manager to assess the situation and the feasibility of teleworking or working in person to minimise possible contagion.
- They must watch their own health for the two following weeks and immediately inform their line manager of any respiratory condition, fever, difficulty breathing or strong headaches.

## 7.4. Staff with a confirmed diagnosis of being infected with Covid-19

- The person involved must strictly adhere to the treatment, the prophylactics, and isolation measures established by SCS health staff. He or she will preferably telework and avoid going to their workplace or have direct and personal contact with other Auditorio de Tenerife staff.
- If you have to travel to work at your workplace because it is impossible for you to telework, you must wear a facemask at all times and try to avoid contact with colleagues.
- The employee involved will immediately inform his/her superior about the situation, either by telephone or by any other remote means of communication (email, WhatsApp, etc.). He or she will also inform Auditorio de Tenerife staff with whom they were in closer contact in the previous days.

In every case, the superiors who receive information about the risk situations described must inform the Expert Service for Risk Prevention in the Workplace without delay, via the email address [mabermudo@auditoriodetenerife.com](mailto:mabermudo@auditoriodetenerife.com) or dialling the telephone numbers 922 568 600 or 696 155 997.

The staff who must communicate any incident to their superior but are unable to get through to them must alternatively contact the Expert Service for Risk Prevention in the Workplace, via the email or the telephone mentioned above.

Also, in case of doubt regarding one of the risk situations described in this chapter, if it doesn't establish specific prevention measures for your case or if there are interpretation doubts regarding the information provided, you must contact the health personnel of the Expert Service for Risk Prevention in the Workplace, using the contact details provided.

The health personnel of the Expert Service for Risk Prevention in the Workplace will establish the mechanisms to investigate and follow up the close contacts that affect the work environment of their competence, in co-ordination with the health authorities.

At work, whenever close contacts with suspected cases is detected (inconclusive lab results), probable cases (with symptoms of acute respiratory infection) or confirmed cases, the Health Medicine Department of the Expert Service for Risk Prevention in the Workplace will forward reports to the Regional Health Service (SCS) to support the indication of temporary inability to work, so that the primary health care services can take the necessary steps.

Regarding the previous actions, the Prevention Service will inform the persons involved, the technical department tasked with risk prevention in the workplace and the human resources department of the company, keeping due confidentiality.



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## 8. Actions to protect particularly vulnerable workers

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For the purpose of this protocol and as it concerns Auditorio de Tenerife, the following will be regarded as particularly vulnerable workers:

- Staff with acquired or congenital immunosuppression.
- People aged over 60.
- Staff with pre-existing chronic diseases (arterial hypertension, congenital heart disease, diabetes, morbid obesity, kidney disease, hepatic diseases...).
- Staff with chronic respiratory diseases (chronic obstructive pulmonary disease [COPD], bronchial asthma, etc.).
- Staff suffering from multiple pathologies.
- Pregnant women or who are breastfeeding.
- Staff suffering from cancer.
- Staff suffering from neurological or neuromuscular disease.

These people must be specially protected and to do so, it is essential that they immediately provide the Expert Service for Risk Prevention in the Workplace (preferably via the email [mabermudo@auditoriodetenerife.com](mailto:mabermudo@auditoriodetenerife.com) or alternatively via the telephone number 922 568 600) the following information:

- Health condition and medical background.
- Medical reports and pharmacological treatments they are currently taking, whenever the Unidad de Salud Laboral [Occupational Health Unit] has not been previously informed.
- Contact details to follow up the situation and keep the information updated.
- A filled-in statement of responsibility according to the format sent by the Dirección Insular de Recursos Humanos y Asesoría Jurídica [Island Directorate of Human Resources and Legal Advice].
- Once the specific circumstances of each particularly vulnerable worker, his/her work environment and the risk level has been studied, extraordinary prevention measures may be put forward to safeguard the health of the people involved.

In this regard, in those cases that are duly justified and supported by the Unidad de Salud Laboral de Auditorio de Tenerife [Auditorio de Tenerife Workplace Health Unit] subcontracted with the prevention company, tasks to be done in distance mode (remote work) will be assigned or, should this measure be possible, adapt the job position or tasks. In any case, all the necessary actions will be taken to reduce the risk of Covid-19 transmission in the workplace for this staff. These actions may include the following listed below or others:

- Organizing work so that contact with other people is avoided (changing shifts or flexible working hours, relocating individual workstations, giving them tasks that do not need to be done in a team...).
- Avoid tasks that involve public information services.
- Avoid proximity to other employees whenever possible, implement measures to make sure a distance above 1.5-metre is kept (not to share vehicles, avoid being at the same time in a small space...).
- Maximise the recommended hygiene measures (very frequent hand-washing, avoiding touching your face, etc.).
- Not to share work equipment, tools, machines...
- Provide the necessary means for the special protection of these employees.
- If it were not possible to assign particularly vulnerable staff tasks that can be done remotely or if adapting their position or duties is unfeasible, Human Resources will establish, with the advice of the competent services, exceptional measures to fully guarantee their health is safeguarded.

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## 9. Measures and actions in the new situation

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### Introduction

According to the opinion of public health specialists and epidemiologists that are being spread in the media, the measures that the Government will have to adopt to resume activity will depend on how the epidemic develops and on finding out how many people have actually suffered the disease in order to know the extent of immunity in the population.

At present, the situation is semi-normal; therefore, more activities are being allowed and a very strict monitoring will be carried out to check if there is any outbreak, with the possibility of reversing some measures.

Several practical guides have been produced to help spread the protocols and action procedures for the proper performance of work at Auditorio de Tenerife. These documents aimed both at in-house staff and outsourced personnel and visitors, summarise the conduct and measures to be adopted when working at Auditorio de Tenerife or when a person comes to this premises for a work meeting.

### 9.1. Basic hygiene measures

Their aim is to prevent the potential risk of contamination or transmission of oneself or another in the workplace.

Employees will be informed that they must keep a social distance of 1.5-metre and reinforce the measures of personal hygiene in every work situation and against any exposure scenario. It includes using notices and signposting that encourage hygiene measures.

Employees will be informed that hand hygiene is the main measure to prevent and control infection and that they must wash and clean them periodically to prevent and control infection. Employees will be informed that they must adopt respiratory hygiene measures:



- When coughing or sneezing, cover your mouth and nose with a tissue and dispose of it in a rubbish bin with a lid and pedal. If you have no paper tissues, use the inner side of your elbow to avoid contaminating your hands.



- Avoid touching your eyes, nose, or mouth.



- After coughing or sneezing and before touching your mouth, nose, or eyes, wash your hands carefully with soap and water for at least 20 seconds. If soap and water are not available, use sanitisers with alcohol to clean them.

The use of face masks is defined in the relevant section.

Although it is no longer mandatory as a general rule, it is advisable to wear a mask throughout the enclosure, even if it is possible to maintain a safety distance of more than 1.5 metres. It is very difficult for the company to control that the distance is kept at all times throughout the working day. That is why all the employees of Auditorio de Tenerife, should wear an FFP2 barrier face mask.

Whenever possible, if people outside the company are infected, must enter the building and are not wearing appropriate protection, they will be given surgical face masks, which they must wear for as long as they are in the building where necessary.

The instructions and prevention rules applicable in the workplace shall be made available to workers. For this purpose, the technical means available to the Auditorio de Tenerife for communication (e-mails, common information folders, etc.) shall be used.

Easy access to water and soap will be provided to workers as well as one-use drying paper and wastebins in the workstations. If necessary, there will be individual soapy or alcoholic sanitizer dispensers.

One-use tissue boxes and containers to throw them in (rubbish bin with lid and pedal) should be made available in the workplace, especially in those positions that deal with the public.



## 10. Cleaning measures against Covid-19

Reinforcing cleaning and sanitizing work positions and equipment is fundamental. It is crucial to ensure the proper cleaning of surfaces and space. These viruses become inactive after being in contact with common disinfectants for a few minutes. A newly made dilution or one that is kept in a tightly closed container is to be used.



Clean common use surfaces (desk, keyboard, screen, telephone, etc.) before and after every use.

Bleach and sanitizing cleaning products (the ones usually employed to clean kitchens and bathrooms) are two basic essential elements that disinfect. The use of bleach is recommended for those areas like toilets, taps, washbasins, radiators, and contact surfaces. Cleaning can be done with a regular detergent and sanitizing with a sodium hypochlorite solution (bleach) in a 0,1 % concentration or with cleaning products that have a sanitizing effect.

Areas where natural ventilation is not possible (a closed building), which is our case in 90 % of the building, will have their air conditioning systems adjusted to increase the number of renewals per hour or the percentage of exterior clean air, with the aim of avoiding as far as possible, the recirculation of air and trying to keep the temperature indoors between 23° and 26 °C.

Cleaning of air filters will be reinforced and the level of ventilation of the air conditioning systems will be increased in order to renew the air more often, keeping the ventilation on practically throughout the working day, from 8:00 a.m. to 11:00 p.m. If there is an event, ventilation will be kept on for at least half an hour after it ends. The operation of soap, sanitizing gel, one-use paper, etc. dispensers should be checked daily. Those that are faulty will be repaired or replaced. The functioning and cleaning of toilets and taps must also be checked every day. These checks will be included both in the maintenance and the cleaning checklists.

The cleaning measures of the areas and space that may be visited by many people will be reinforced (reception, box office, toilets...):

- Entry doors.
- Handles.
- Lifts and buttons, multipurpose touchscreens, etc.
- Ladder and conveyor belt handguards.
- Common areas (vending machines, photocopiers...).

Cleaning of all rooms will be reinforced, paying particular attention to surfaces, especially those that are touched more often such as code readers, turnstiles, doorknobs, and all the machines that employees use regularly like machine handles, tables and computers.

The area used by an employee must be cleaned every time there is a shift change.

In any case, the appropriate protection of the cleaning staff must be ensured. All the tasks must be done wearing face masks for those tasks where they shall be used, as well as and one-use gloves. For the cleaning works, it is recommended to wear vinyl/acrylonitrile gloves. If wearing latex gloves, it is recommended putting them on top of cotton gloves.

After finishing cleaning and removing gloves and face mask, cleaners must wash their hands thoroughly with soap and water for at least 40-60 seconds.

If wearing work uniforms or the like, these must be put in a closed bag and then taken to the place where they are usually washed. A full-cycle washing at a temperature between 60 and 90 degrees is recommended.

## 10.1. Waste

Managing ordinary waste will continue to be done, as usual, adhering to waste segregation protocols.

One-use tissues will be used for hand drying or to meet the «respiratory etiquette». They will be disposed of in bins or containers with a lid and a pedal.

All the personal hygiene gear -face masks, latex gloves, etc.- must be deposited in the "others" section (group of house waste remaining after segregating waste).

In the case of a worker presenting symptoms while at the workplace, the container where he/she may have thrown tissues or other products must be isolated. This rubbish bag must be removed and placed inside another rubbish bag, sealed, and placed in the "others" section.

## 10.2. Hygiene measures for company vehicles

A cleaning and sanitizing protocol for company vehicles must be put in place whenever they are used by several persons.

The vehicle equipment will be sanitized after every use by every worker.

## 10.3. Cleaning Plan

Morning shift		
Timetable	Worker	Monday to Saturday
7:00 to 8:00	1	Cleaning lift buttons and bannisters on P-2 up to offices P 1. Vending machines P-2.
	2	Cleaning the sound room. Doorknobs and toilet in the engine room. Men's changing room P-2 (including taps).
	3	Cleaning internal and external reception. Doorknobs P-2. Women's changing rooms P-2 (including taps).
8:00 to 9:00	1	Cleaning changing rooms P-2 (including door handles and taps).
	2	Cleaning stage wings, lift interior and exterior, wastepaper bins, doorknobs and handles.
	3	Cleaning stage stairs, banister and walkway of the stage house in the Symphony Hall. Staircase at the Port and Castle side.
9:00 to 10:00	1	Cleaning box office, doorknobs, counters, desks, chairs, furniture, etc.
	2	Cleaning Technical Production office (Jorge). Technical Office (Miguel Ángel). Multipurpose individual toilet.
	3	Cleaning corridor P-1 Castle side (including door handles and knobs.)
10:00 to 10:30	1	Cleaning Management office. Toilet offices P1 (including door handles and knobs and taps).
	2	Cleaning Head of Administration and Administration offices.
	3	Cleaning FOH manager's office P0 (including door handles and knobs).
10:30 to 11:00	Breakfast break.	
11:00 to 12:00	1	Cleaning the sound room. Doorknobs and toilet in the engine room. Men's changing room P-2 (including taps).
	2	Cleaning internal cafeteria (including vending machine, doorknobs and handles, counter, taps and exterior furniture).
	3	Cleaning internal and external reception. Doorknobs P-2. Women's changing rooms P-2 (including taps).
12:30 to 13:30	1	Cleaning lift buttons and bannisters on P-2 up to offices P 1. Vending machines P-2.
	2	Cleaning lift P-1 Castle side (interior, exterior and its three exterior doors).
	3	Cleaning changing rooms P-2 (including door handles and taps).

13:40 to 14:00	1	Cleaning de bannisters on P-2 up to offices on P0 & P1 (including spiral staircase between offices).
	2	Cleaning knobs and handles. P-2.
	3	Cleaning doorknobs and handles in office toilets on P-2 (including glass knobs).

### Afternoon shift

Timetable	Worker	Monday to Saturday
14:00 to 15:00	1	Cleaning P-1. Internal doorknobs and banisters, pits, etc
	2	Cleaning lift buttons and bannisters P-2 up to offices on P1.
	3	Cleaning internal cafeteria (including vending machines, knobs, handles, counter, taps and exterior furniture).
15:00 to 16:00	1	Cleaning lift P-1 Castle side (interior, exterior and its three exterior doors).
	2	Cleaning toilets offices on P1 (including handles, doorknobs and taps).
	3	Cleaning changing rooms P-2 (including knobs and handles and taps).
16:00 to 17:00	1	Cleaning stage wings, lift interior and exterior, wastepaper bins, doorknobs and handles.
	2	Cleaning sound room, knobs door and toilets in engine room. Men's changing room P-2 (including taps).
	3	Cleaning sound room, knobs door and toilets in engine room. Men's changing room P-2 (including taps).
17:00 to 17:30	Tea break.	
17:30 to 19:00	1	Cleaning Manager's office, head of Administration and staff offices. Toilets P1.
	2	Cleaning box office, doorknobs, counters, and box office positions.
	3	Cleaning Technical production office and technical office. Multipurpose individual toilet.
19:00 to 20:00	1	Cleaning office audio-visual workshop.
	2	Cleaning internal cafeteria (including vending machines, knobs, handles, counter, taps and exterior furniture).
	3	Cleaning internal and external reception. Cleaning knobs and handles. P-2.

20:00 to 20:40	1	Cleaning internal and external reception. Cleaning knobs and handles. P-2.
	2	Cleaning FOH manager office and changing rooms P-2.
	3	Cleaning sound room, knobs, engine room and toilet. Men's changing room P-2 (including taps).

Special attention must be paid to work areas of frequent contacts, such as doorknobs, bannisters, turnstiles, and buttons like in the lifts; the work areas currently used by employees must be sanitized including desks, keyboards, etc.

As for the other rooms, cleaning will be done depending on the activity, and always before and after an event.

All this is complemented with the cleaning company document on their work procedure.

## 11. General rules for the staff

With the aim of reducing the risk of exposure to the lowest level possible, every protection measure must guarantee that the employee is protected from those health and safety risks that cannot be avoided or limited enough by adopting technical organisational measures and, ultimately, personal protection measures.

In rooms where employees work, gatherings of large groups of people are to be avoided and safe social distancing must be kept in all the possible "relation axis" (lateral, in front and behind). To achieve this, as a general measure:

- The space layout and arrangement will be analysed, as well as the work processes such as working in different rooms and closed space, etc., to guarantee safe distancing.
- The rule of keeping a safe distance (1.5-metre) among workers or other people should be favoured throughout the working day.
- In the case of unavoidable meetings in narrow space (corridors, for instance) without wearing respiratory protection, you must walk as fast as possible without stopping and turn your face away from the other person.
- As a general rule, tasks should be performed while maintaining 1.5 meters of separation.

- The layout of the workstations, organizing the movements of people and arranging the space (furniture, shelves, corridors, etc.) in the workplace has been altered with the aim of guaranteeing the 1.5-metre safe distance is kept; protective screens have also been mounted. In cases where it is unfeasible to ensure distance, measures should be taken to change working hours or to make remote work compatible.
- Water fountains are closed; drink bottled water only. Every employee should always carry their own bottle of water or identify it clearly.

Sharing stationery, equipment and tools are to be avoided as far as possible (especially if not wearing gloves).

- The number of people at the staff cafeteria must be restricted; shifts to use these facilities should be arranged to have breakfast at different times. If you see more than one person every four sq. m., you will have breakfast later so as not to coincide. Eight is the maximum number of people allowed in the staff cafeteria at the same time.
- The number of people in the toilets at the same time will be restricted.
- Sanitizing gels and sanitizing wet wipes for closed cubicles will be made available.
- The toilet facilities must be sanitized periodically; there will be a cleaning control sheet behind the door. Cleaning will be done several times in every work shift, frequency to be determined by the characteristics and how often it is used.
- The use of the changing room will be restricted and many people at the same time is to be avoided.
- As staff and contractor company employees resume work, capacity will be analysed and reassessed in order to meet the regulations on distancing, use of changing rooms, etc.

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## 12. Organizational measures

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This section deals with the organisation/regulation of work activities to prevent large numbers of people in the facilities:

- Working procedures must be established to reduce the duration, frequency, and intensity of exposure to risk. The essential operations are to be identified and other operations will be cancelled or postponed.
- Work will be organised in such a way that the number of workers exposed is reduced, so rules are to be established in order to avoid and reduce the frequency and type of person-to-person contact.
- Using teleconferences (audio and video): whenever possible, it will help us avoid travelling and moving for meetings and, along with remote work, will enable us to maintain our teams in operation from home.
  - Avoid in-person meetings where a large number of people are in attendance.
  - If it is not possible, the meeting rooms must be arranged so that the 1.5-metre distance can be kept at all times.
- Consider reallocating tasks. Reorganize working positions as much as possible by flexible working hours or staggered shifts to come in and out of the building in order to reduce worker concentration.
- Flexible working hours. With it we can regulate and prevent:
  - Many people together when arriving at the premises.
  - Risks derive from the movement of people in situations where the potential contamination and transmission are not controlled (there is still a risk).
  - Finding a balance with personal and family life.
- Creating and altering shifts. With this measure we can:
  - Spread workers on our premises, thus avoiding masses of people and crowding in our rooms and facilities.
  - Improve mobility conditions in cities and in the use of public and collective transport.
  - Enable a balance between family and personal life.



- Travelling to areas declared to have a major risk of transmission by the Health Ministry is to be avoided, and so are meetings with people who come from those areas. As far as possible, computer,27 telematic means will be used... In general, it would be recommendable to avoid any kind of travelling.
- The necessary organizational measures to guarantee the continuity of activity will be established. Some of these measures include:
  - Flexible working hours, reducing the number of workers present in the workplace at the same time, eliminating non-essential meetings or trips, etc.
  - Necessary organisational measures in the face of staff being on sick leave as a result of the pandemic. The human resources available will be identified and a chain of replacements will be estimated to cover positions that are essential to continue work.
  - If the nature of the task is to be done or the characteristics of the position allow, remote work must be enabled. This will help us reduce not just the number of employees on our premises but also the risk involved in moving and using public or collective transport.
  - Having a supply of PPE, especially, surgical face masks, FFP2 face masks and gloves to protect against biological agents (EN 374-5).

## 12.1. Information and training

It must be ensured that all the staff have information and specific, updated training about the measures that may be implemented. Using notices and signposting to encourage hygiene and prevention measures will be promoted. It is important to underline that the information and training will be adapted as the Ministry of Health updates the measures. So, a constant follow-up is required.

They must be informed and trained (preferably online) on exposure to coronavirus (ways of transmission, prevention, using PPEs and how to put them on, especially vulnerable staff, etc.).

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## 13. Measures to prevent risk and damage in persons at risk and who are particularly vulnerable

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Workers regarded as vulnerable and vulnerable groups to Covid-19 must be informed. Under these categories people with diabetes, cardiovascular disease, including hypertension, chronic hepatic disease, chronic lung disease, chronic kidney disease, immunodeficiency, cancer that is in active treatment, pregnant women and people aged over 60 are included.

Any worker with any of the above conditions must immediately inform his/her superior so that they can be assessed and the necessary preventive measures can be taken.

When applicable, the health service of the Expert Service for Risk Prevention in the Workplace will perform an individualised risk assessment and the tasks to be done by the worker, taking into account the factors of vulnerability and the special sensitivity of the person concerned.

Identifying workers who are especially vulnerable: carrying out a study of special vulnerability or risk to the potential exposure and the immune situation against SARSCoV-2 at present. The company may request assessing staff that may be especially vulnerable before deciding whether they resume work. After detection, the company will decide whether a further immunological study is to be carried out.

This action may conclude that the person concerned may return to work, can do so under certain protection measures, or cannot return to work. The measures to be applied in these cases will vary according to the characteristics of the position and the relevance of the positions held by this kind of person (whether in-person work is necessary or not). In any case, the measures by recommendation criteria and the possibility of application are:

- Full remote work: preferred and whenever possible.
- Mixed presence working day: reducing in-person time as much as possible and working remotely the rest of the time if their presence in the workplace were necessary sometimes or for some tasks.
- Flexibilization: of working hours and even of the place to come to if work must be done on the company's premises, whenever possible.
- Withdrawing from in-person work: vulnerable persons who start to have potential symptoms, until these are controlled, and their health situation is ratified.
- If the distancing measures were not enough or could not be ensured, provide respiratory protection (FFP2 o FFP3 UNE-EN149 face mask) and protection gloves UNE-EN ISO 374-5 to recognised vulnerable persons.

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## 14. Measures in case of suspicion or case activation

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In the current situation, new probable coronavirus cases will continue to occur. We, therefore, need to keep on applying several measures apart from the ones mentioned above. Each worker shall monitor his/her own health condition if any of the following symptoms appear: fever, cough, the feeling of high fever, respiratory distress or shortness of breath. If you have any of these symptoms, report them to your line manager and, if possible, do not attend your workplace.

Regardless of its size, each workplace must have a clearly identified and trained medical service to quickly intervene on the spot, in collaboration with the public health system.

When suspicious symptoms of a potential infection appear, such as fever (over 37.7), cough or respiratory distress, the applicable measures are as follows:

### 14.1. Isolation of the potential case

The affected person will be fitted with an FFP2 protective mask. Take the person to an isolation area for this purpose; in our case the "ENFERMERÍA COVID" (COVID nursing room). If the nursing room is occupied by another person and not available, the affected person shall be brought to another area separated from other people whilst keeping a minimum distance of 1.5-metre at all times. In both cases, the escort shall wear an FFP2 protective mask.

### 14.2. Action, evacuation and isolation measures

Once the above measures have been adopted, they should leave the centre, trying at all times to limit contact to the minimum possible and informing the prevention services.

### 14.3. Cleaning measures

Once the potentially infected person has been evacuated, clean the work area where he/she was working, especially those surfaces, tools, utensils or devices with which he/she was working at the time. Depending on each case and on the device to be cleaned, use bleach-water solution or clean clothes damped with a hydroalcoholic solution.

## 14.4. Identification of contacts

«Close contact» with potential, probable or confirmed cases: contact between one symptomatic person with any other person who has taken care of him/her; cohabitants, family members and people who have been in the same place as one symptomatic person at less than 1.5-metre distance at least during 15 minutes while said person had symptoms.

If appropriate, the health service of the Prevention Service of Occupational Risks shall assume the mechanisms to find out and follow up on those close contacts. All within the scope of their competencies and in coordination with the public health authorities.

Once informed, the health service of the Prevention Service of Occupational Risks shall collect the information on who may have been in contact with the symptomatic person and notify the health authority.

## 14.5. Management of contact cases

- Casual contact with a potential, probable or confirmed case of COVID-19: the person will continue with the normal work activity under passive surveillance to check potential symptoms.
- Close contact with a potential, probable or confirmed case of COVID-19: the worker shall be withdrawn from the workplace and the procedure described above applies.

## 14.6. Follow-up and control measures

After analysing the information on the incidence, the health authority will determine the appropriate measures to be adopted in each case, the first of which will be isolation. According to the specific characteristics, this measure will or will not be taken with other specific actions to be determined.

## 14.7. COVID-19 Nursery Room

The COVID-19 Nursery Room is located in a place known as "Hombro Puerto". At least the following items shall be available, arranged and kept in the proper state:

1. Proper information on how to use and remove protection masks and gloves.
2. First aid kit.
3. Litter bin with lid and pedal.
4. Sanitising solution.
5. Biological protection gown complying with UNE-EN14126 standard.
6. Gloves complying with the UNE-EN 374-5 standard.
7. FFP2 face mask complying with the UNE-EN 149 standards.

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## 15. Workers carrying out activities outside our premises

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Before going to the place where a task is to be performed, whether at a client's premises, on a public highway, or in the countryside..., you must make sure the work can be done while keeping the distance and hand hygiene conditions described above, and that when the work ends, workers can wash their hands as many times as necessary.

You must request from the owner of that workplace the rules that apply on their premises to control the infection and provide those rules that apply to the workers of the company that is making the visit.

If there is no chance to wash at the workplace (for example, in the countryside or on a public highway) and it is absolutely essential to do the job, before leaving for the visit workers must be provided with some type of sanitizing gel and enough number of gloves.

The interlocutor of the company where the job is to be performed must be informed that workers must only be accompanied by the lowest number of people possible during their visit, just one or two persons if possible.

The rules that include the indications below must be produced and delivered to the workers:

- Personal hygiene and respiratory hygiene regulations.
- Keeping the safety 1.5-metre distance between in-house and external workers.
- Try not to share tools and gear or sanitize them after every use if the first option is not possible.

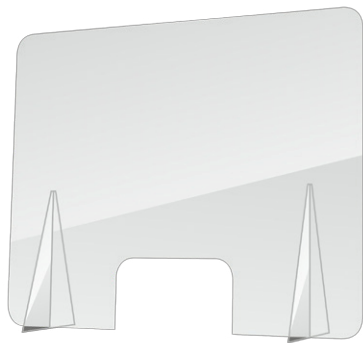
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## 16. Basic needs of collective protection. Necessary minimum PPE against Covid-19

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### 16.1. Buying PPE and collective protection. Minimum necessary

It is necessary to implement measures to minimize contact between workers and them and potential customers or public that may concur in the workplace. The arrangement of workstations, the organization of movements and how space is arranged (furniture, shelves, corridors, etc.) in the workplace need to be altered, as far as possible with the aim of guaranteeing the 1.5-metre safe distance. Measures of isolation, enclosure, physical barriers, etc. will be available.



### 16.2. Methacrylate screens

Necessary in the reception and in the box office. Other rooms will be considered such as the light and sound cabins in both auditoriums.



### 16.3. Adhesive signs /Barrier systems

Signs will be stuck on the floor with adhesive tape or similar (barrier systems), to make sure the 1.5-metre distance is kept in places where queuing is very likely (vending and coffee machines, microwaves, photocopiers, ...).

## 6.4. Usual face masks for Covid-19

There are basically two types of face masks in terms of protection against Covid-19: surgical face masks and filtering face masks.



Surgical face masks prevent infection transmission between persons, that is, it is not a personal protection element: it is a means to protect other people. That is why when working close to other colleagues, it is enough for each of them to wear a surgical face mask, as they will all be protecting each other. However, it is not good if only one person wears it as he/she will not be protected from their colleague.



Whereas filtering face masks, such as FFP2, FFP3 or KN95, are personal protection equipment and protect the person who wears them as they prevent the virus from coming in.

When these filtering face masks have an exhaling valve (to enable the release of air), they do not fully protect other people in the case of the wearer being infected as they do not filter the air exhaled.

In addition to these, there are other kinds of respiratory protection equipment, some of which would not be suitable to prevent contracting coronavirus.

Also, in April 2020 new UNE rules were published regulating a new type of face masks, the so-called «hygienic», which are neither personal protection equipment nor a health product, and which are recommended for the population in general when for example, using public transport or going to areas where people may gather, but they must not be used in working environments.

### 16.4.1. The use of masks in the Auditorio de Tenerife

On Wednesday 20 April 2022, the Royal Decree 286/2022 of 19 April was published in the Official State Gazette, modifying the binding use of masks during the health crisis caused by COVID-19. This regulation maintains the mandatory use of face masks in means of transport, hospitals, health centres, residences and pharmacies. Likewise, it recommends all persons with a greater vulnerability to infection by COVID-19 use them in any situation where there is prolonged contact with others at less than a 1.5-metre distance. In addition, it recommends making a responsible use of the mask in enclosed public space where people are in transit, staying for long periods of time, and at mass events. Regarding workplaces, the use of masks is not generally considered binding. However, it establishes that each prevention service can determine the particular circumstances



in which their use should be required due to a higher level of risk. We shall not forget that the World Health Organisation has not declared the end of the pandemic.

### 16.4.2. General

All the measures described herein can be adapted according to the evolution of the health crisis, either to relax them or to reinforce them.

As a general rule, the use of masks is recommended throughout the building and even more when the 1.5 m of distance cannot be guaranteed both indoors and/or outdoors.

The use of masks is mandatory in all circumstances for people with symptoms of respiratory infection (runny or blocked nose, sore throat, cough, etc.).

The use of FFP2 masks is mandatory in all circumstances for all confirmed cases of COVID-19 that do not cause a sick leave (mild symptomatology), as long as teleworking is not appropriate. The binding use of a mask shall be in force for at least 10 days following the diagnosis or the appearance of symptoms; in any case as long as these symptoms persist. These persons shall maximise preventive measures, and shall therefore refrain from attending meetings and other events with other persons. They shall take extreme care in case of contact with vulnerable persons.

With regard to the access of visitors to our facilities for any procedures that might be required, the regulations no longer require them to wear masks. However, if they have obvious symptoms of respiratory infection, they will be invited to wear the mask and will be provided with a surgical one.

The use of masks is recommended for vulnerable employees (immunosuppressed, pregnant and over 60 years of age), particularly when sharing an indoor workspace with other people.

Screens shall be maintained in all offices.

### 16.4.3. Attention to the public

Screens shall be maintained at physical workstations. The use of face masks shall be mandatory when dealing with direct personnel who may be vulnerable (if this is not obvious, follow what they may indicate), or when dealing with persons within 1.5-metre of you for a certain period of time.

### 16.4.4. Public access to the halls

The use of face masks is recommended for the general public, although their use is not compulsory in the halls.

### 16.4.5. External companies

Their respective prevention services shall determine the rules, but always in coordination with the business activities of the Auditorio de Tenerife (art. 24 of Law 31/1995 on the Prevention of Occupational Risks). A distance of 1.5 metres shall always be kept from the Auditorio de Tenerife staff, or they shall meet in well ventilated areas.

#### 16.4.6. Common areas, corridors, halls

Their use is not compulsory, provided that this space is adequately ventilated at all times. In any case, crowds shall be avoided and a distance of 1.5-metre from other people shall be kept as far as possible.

#### 16.4.7. Meeting rooms

Their use is not compulsory in meeting rooms, provided that they are adequately ventilated at all times, and that the chairs are arranged to have more than a 1.5-metre distance.

#### 16.4.8. Lifts

The use of face masks is not compulsory in lifts, although it is recommended if accompanied.

#### 16.4.9. Toilets

It is not compulsory but the distance of 1.5 m shall always be maintained, the compulsory use of masks may be dispensed with, but the distance to other persons shall be taken into account.

#### 16.4.10. Corporate vehicles

It will be mandatory if someone is with covid together with other people in the vehicle. The vehicle windows shall be kept fully or partially open.

## BUENAS PRÁCTICAS PARA EVITAR LA PROPAGACIÓN DE LA ENFERMEDAD COVID-19

### Medidas de carácter organizativa:



Si es posible, evitar la coincidencia masiva de personas, tanto trabajadores como clientes o usuarios, en los centros de trabajo.



En desplazamientos en vehículos compartidos, utilizar la mascarilla y garantizar la entrada de aire exterior.



Adaptar las condiciones de trabajo (ordenación de puestos de trabajo y organización de los turnos) así como el uso de los lugares comunes de forma que se garantice el mantenimiento de una distancia de seguridad interpersonal mínima de 1,5 metros entre los trabajadores.

### Medidas de protección colectiva:



Adoptar medidas de ventilación, limpieza y desinfección adecuadas a las características e intensidad de uso de los centros de trabajo.



Poner a disposición de los trabajadores agua y jabón, o geles hidroalcohólicos o desinfectantes con actividad virucida, autorizados y registrados por el Ministerio de Sanidad para la limpieza de manos.

### Medidas de protección individual :



Tipos de mascarillas: FFP2, mascarilla quirúrgica o como última medida las mascarillas higiénicas.\*



Informar a los trabajadores de que deben mantener distanciamiento social de 1,5 metros y reforzar las medidas de higiene.



Se potenciará el uso de corchetes y señalización que fomenten las medidas de higiene personal (toas, en antiséptico, lavado de manos).

\*Tipos de mascarillas: como primera opción (prebucal respiratoria con marcado CE y protección, al menos FFP2, conforme a la norma UNE-EN 149), excepto en el supuesto de que todos los trabajadores, proveedores, clientes, usuarios, y cualesquiera personas que accedan al centro de trabajo porten mascarilla quirúrgica para proteger en el sentido de salida de aire; buca/nariz-exterior, en cuyo caso se recomienda la utilización preferente de las mascarillas quirúrgicas, y como último recurso las mascarillas higiénicas o de bamba que deben cumplir en todo caso las normas UNE 0064-1:2020, en caso de que no sean reutilizables, y UNE 0065:2020, cuando sean reutilizables.

# Mascarilla obligatoria en

**Residencias y espacios sociosanitarios**



**Hospitales y centros de salud**



**Farmacias**



**Transporte público:**

guaguas, tranvías, taxis, barcos, aviones, etc.



En el ámbito laboral, los servicios de prevención decidirán su uso en función de si se pueden respetar distancias y ventilación adecuadas

## 16.5. Nitrile Gloves

Nitrile is a very strong material. That is why gloves made of it are used in professions in which the risk of chemical contamination or piercing is usual. This type of glove meets the requirement of microbiology safety and low chemical risk. (EN374-2 and EN374-3).

Nitrile gloves are three times stronger against micro-orifices than conventional latex gloves.

They can only be used once and are also known as «extra sensitive», as they are much finer and touch-sensitive. This type of gloves is recommended for dentists, hospitals, food handling, industry, pharmaceutical...

Although thin, it must be remembered that it is very strong: there are only a few sectors where these gloves cannot be used and these are those in which work is done at high temperature, like welding, melting, etc.



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## 17. Subcontractors

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The presence of contractors, clients, visitors, and any other person who is not essential to carry on working should be avoided. Videoconferencing will be encouraged.

To access the workplace, all the companies must fulfil the rules described here and provide the appropriate risk assessment adapted to the new situation due to Covid-19. Failure to fulfil these rules means they will not be allowed to enter Auditorio de Tenerife workplaces.

An exchange of information regarding the rules to prevent the infection will be enabled, similar to what is normally done for everyday work. Contractors and visitors must be given the rules that apply in the workplace to control the infection, and the rules that apply to contractors' workers must be obtained.

Coordination rules with contractors and temp recruitment agencies will be established in regard to the measures adopted and the risk assessment of the staff involved. Measures will be put in place to keep a distance of at least 1.5-metre between persons in all the situations, both if they are workers and clients or users.

## 17.1. Reception

This is one of the positions with the highest risk of contact and gatherings of people coming in and out. Whenever a videoconference is impossible and meetings have to be held in situ, they will be planned in advance and gatherings at reception are to be avoided.

Every reception worker will be handed information on the prevention measures put in place in this contingency plan, as well as the personal hygiene measures (face mask, gloves, glasses, sanitizers, and tissues), with the aim of restricting direct contact.

Trays or similar will be used to exchange documents in order to restrict direct contact.

A waiting zone will be assigned for external staff (deliveries, visits, etc.) and an effort will be made to always plan the visits so there are not many people in this zone at the same time...]

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## 18. Measures for the public and event production zones at the Auditorio

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Initially, the health crisis caused by COVID-19 has led the authorities to adopt a wide range of measures to deal with it. As a result of these measures, the public authorities agreed to close the Auditorio de Tenerife and paralyse its activities.

The Spanish Royal Decree 463/2020, of 14 March, ordered to suspend of all artistic activities and the cultural sector, which is the corporate purpose of the Auditorio de Tenerife, had to face uncertainty. As a result, the Auditorio had to completely modify its programming and artistic activity for the remaining year and subsequent financial year. Many events had to be cancelled without having the chance to reschedule them and other shows had to be postponed.

Subsequently and after applying the Spanish Royal Decree 463/2020, the extraordinary restrictive measures affecting mobility and social contact have been gradually reduced. To this end, on 28 April 2020, the Spanish Cabinet adopted a Transition Plan to a new normal. It is aimed at achieving a gradual return to daily life and business activity while preserving public health. This will be done by minimising the health risk of an epidemic for the population and preventing the National Healthcare System from being overloaded.

Given the current state of the pandemic, currently there are no capacity restrictions.

As a result, Auditorio de Tenerife continues to implement the necessary measures and protocols to adapt the gradual reactivation of its daily activity to the regulations in force. To this end, the following measures applicable to the new normal are hereby adopted.

### 18.1. Hygiene measures for public facilities

Cleaning will be carried out as in the rest of the building. It shall be avoided that several people use the same equipment. If the equipment is used by several people, once a user finishes using it, he/she will clean it up before another person uses it.

## 18.2. Preventive measures applicable to the working community of artists

The following activities are linked to the production of artistic performances and may be carried out:

- a) Production and artistic direction.
- b) Art team: artists and choral activities
- c) Make-up, hairdressing and costume activities.
- d) Sound, lighting and assembling.

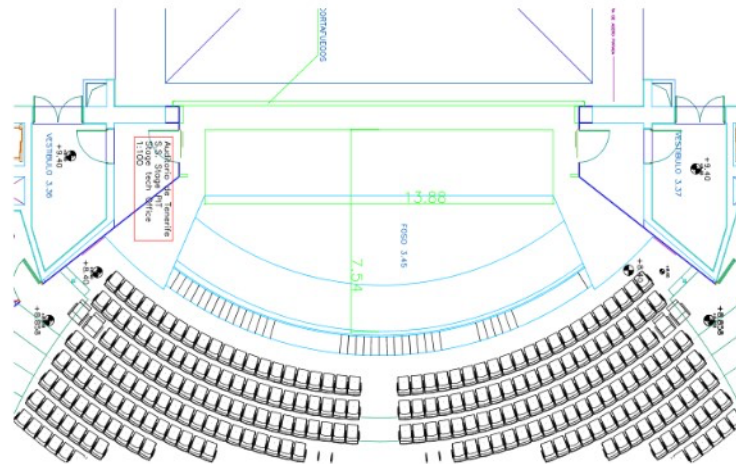
In addition to the general hygiene and prevention measures provided for in the previous sections, the following shall apply to the working community of artists:

- a) If several performers are on stage at the same time, the artistic direction shall ensure that they keep a healthy safety distance during the performance.
- b) For those shows during which such a safe distance cannot be kept or appropriate protective equipment cannot be used according to the risk level, apply the safety measures designed on a case-by-case basis as recommended by health authorities.
- c) Before each performance and rehearsal, all contact surfaces and instruments shall be cleaned and disinfected.
- d) The costumes shall not be shared by different performers at any time unless they have been previously cleaned and disinfected.
- e) Measures shall be taken to sanitise clothing before another person can use it.
- f) According to the general prevention and hygiene measures against COVID-19 laid down by the health authorities, dressing rooms may be used.
- g) Regarding make-up, hairdressing and costume activities, both the worker and the performer shall use the protective equipment suitable to the risk level. In any case, it must be ensured that a 1.5-metre distance is kept between performers. Also, those materials shall be disinfected after each use.
- h) Recommendations shall be established for travelling to workplaces with the least possible risk; workers shall inform of which means of transport they have used in each case.
- i) The minimum necessary number of rehearsals prior to performances may be held. Rehearsals shall always take place in small groups of several performers; a safe distance shall be kept and physical contact shall be avoided in all cases. If physical contact cannot be avoided, apply the measures referred to in point (b) of this paragraph.
- j) Only those indispensable people to conduct the rehearsal shall attend said sessions. However, the necessary technical staff may attend the rehearsal and keep all general prevention and hygiene measures.



### 18.3. Orchestra works in the pit

Opera de Tenerife, together with the Symphony Orchestra of Tenerife, programme several operas during which the orchestra plays in the pit.



### Orchestra pit - Symphony Hall (Surface area 99.8 m2)

As a general rule, it is advisable to leave 1.3 m<sup>2</sup> of space per musician in the orchestra pit. If approximately 10 m<sup>2</sup> are left to percussion instruments, the 98 m<sup>2</sup> of the orchestra pit is reduced. Hence, the setup is within the reference values. The evacuation aisles are not less than 80 cm in width. Likewise, there are 2 exit doors with a 1.75 m effective width to ensure the evacuation of the entire pit using just one operative door. Considering these values, theoretically, the pit surface has a maximum capacity of 67 musicians including the percussion space.

- 10 violins 1st row
- 8 violins 2nd row
- 6 violas
- 5 cellos
- 4 double basses
- 2 flutes
- 2 oboes
- 2 clarinets
- 2 bassoons
- 4 horns
- 2 trumpets
- 4 trombones
- 1 kettledrum
- 1 triangle
- 1 drum

Total: 55 musicians and the conductor in the pit

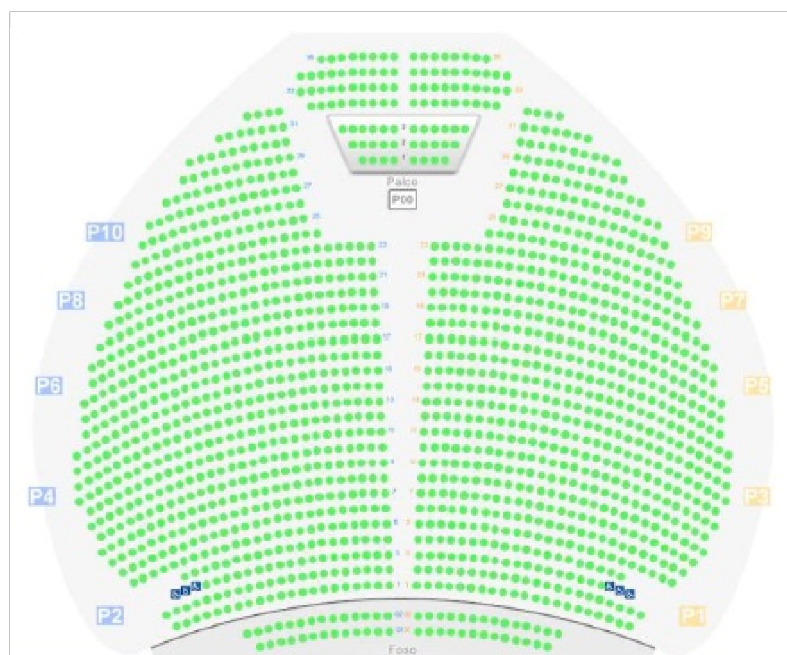
The orchestra itself shall comply with all other rules applicable to COVID measures. The 'Orchestra Guide' comprehensively describes the special measures the orchestra must comply with, which are summarised below:

1. You should not go to the workplace if you have COVID-19 symptoms.
2. Only access authorised areas and only on the dates confirmed.
3. Entrance and exit only through the reception of the Auditorio de Tenerife.
4. The ventilation exceeds 12.5 l/s per orchestra member.
5. Criteria for using masks if necessary.
6. Keep the minimum distances of 1.5 m at all times.
7. Use the dressing rooms properly, do not exceed the COVID 19 capacity and wait for the capacity to be reduced in order to respect it at all times.

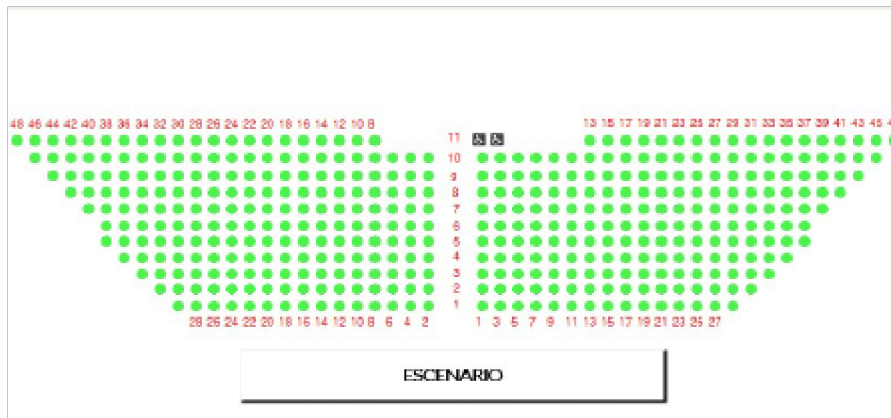
### 18.4. Measures to open the Auditorium to the public

Cultural events and shows may be held in the facilities of the Auditorio de Tenerife if they do not exceed the authorised capacity for each hall.

### Floor plan - Symphony Hall



## Floor plan - Chamber Hall



### 18.5. Preventive health and hygiene measures for the public

- a) At access areas and places to attend the public, such as the box office or the information desks, dispensers with hand sanitiser or disinfectant with antiviral action shall be available and used by visitors. Such dispensers shall be in working conditions at all times.
- b) Screens or similar protection shall be installed at those points where direct contact between workers and the public occurs (box offices, information desks, etc.)
- c) Priority shall be given to online or telephone ticket sales. If clients purchase their tickets at the box office, payment by card or other contactless means between devices shall be encouraged to avoid the use of cash, as far as possible.
- d) Set up the necessary signage and informative posters in the most commonly used languages by visitors. The information shall contain the rules to use the facilities, the hygiene and the prevention measures to prevent contagion.
- e) It shall be ensured at all times that users are informed about the conditions to use the facilities and about the hygiene rules to prevent infections. The public will be informed through the Auditorium's website and social networks.
- f) Before confirming the ticket purchase, it will be ensured that customers are aware of the special rules applicable in the facilities of Auditorio de Tenerife. These can be found at <https://bit.ly/3haP4fH>.
- g) In the parking area, continuous disinfection of the usual contact points shall be carried out; hand sanitiser gel shall be available to the customer and contactless electronic payment shall be encouraged.

## 18.6. Measures for the catering service in the Auditorio de Tenerife facilities

The catering service of the Auditorio de Tenerife is subcontracted to a third party through a public procedure. It applies the protocols and procedures indicated in the service provider's guidelines. However, the minimum obligations that the Auditorio de Tenerife indicates to the service provider are described.

The cafeteria of the Auditorio de Tenerife may be opened to the public in compliance with the measures set out in this section:

- a) The regulations in force and authorisations at any given time regarding the capacity inside and outside the cafeteria must be complied with.
- b) In addition to the cleaning and disinfection measures provided for, tables, chairs, the bar and any other surfaces in contact with customers shall be cleaned and disinfected.
- c) Priority shall be given to the use of single-use table linen. If this is not possible, the use of the same table linen or table mats for different customers should be avoided. Materials and solutions should be chosen to facilitate the change between services. Their mechanical washing shall be done with washing cycles between 60-90°C.
- d) Dispensers of hand sanitisers or disinfectants with antiviral action shall be available to the public at the entrance to the premises and at the exit of the toilets. Dispensers shall be in working conditions at all times.
- e) The use of commonly used menus shall be avoided and the use of electronic devices, whiteboards, blackboards, posters or similar means shall be used.
- f) Ancillary service items, such as crockery, glassware, cutlery, table linen, etc., shall be stored in enclosed areas and, if this is not possible, away from the customers and workers' passageways.
- g) An itinerary shall be established on the premises to avoid crowding in certain areas and to prevent contact between customers.
- h) The use of toilets by customers shall be in accordance with the above.
- i) Staff waiting at tables and at the bar shall ensure a safe distance from the customer and apply the necessary hygiene and prevention procedures to avoid the risk of contagion. In any case, a minimum distance of 1.5-metre between tables must be guaranteed.

## 18.7. Access and assistance to the media

At each concert, the press contact of Auditorio de Tenerife will receive in the hall the media who come to cover the concert. A maximum of two television cameras shall be placed at access gate 00.

The photographers will be guided to the different gates, where they will not disturb the public and will not skip the safety distances.

Although the media will be asked to confirm in advance, occasionally they cannot tell whether or not they arrive on time until the very moment.

The press will leave the hall through their respective doors at the end of the first show when the audience starts applauding the show.

The camera location in the auditorium hall shall follow the separation distribution established at any given time

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## 19. Validity and updating the regulations

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This document is to be updated, altered, extended or improved as different situations emerge, applying the criteria and documents referred to in at any given time. It is conditioned by the gradual and staggered back to normal.

Therefore, it must be pointed out that the content of this document for the gradual return to normal is conditioned by the guidelines and the pace indicated by the authorities.

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## 20. Reference documents

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Guide on how to behave in the workplace regarding the new coronavirus.

Protocol to protect the staff of the Cabildo Insular de Tenerife (Island Council) against Covid-19, 5 April 2020 version.

Action Plan to resume post-Covid-19 activity.

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# A1. Covid-19 information helplines

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Most autonomous regions have made available free telephone numbers for possible questions about coronavirus. This measure tries to avoid lines 112 and 061 being overloaded, although others have kept the usual phone numbers. To inform you about symptoms, travelling from risk areas or to ask about the actions to take if you have any of the symptoms, the following numbers are available:

Safety and Emergencies Coordination Centre

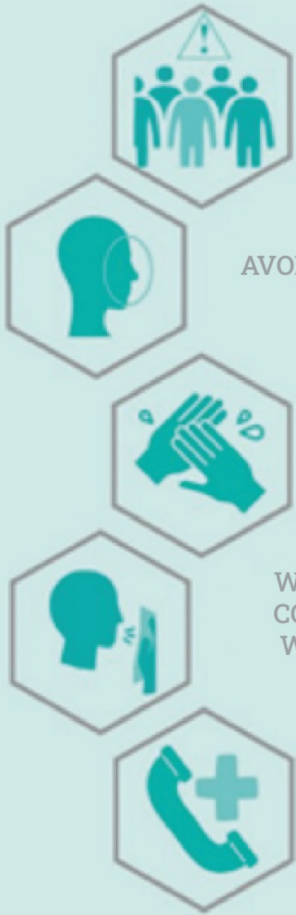
112

Health Emergencies

061

## A2. Good practice

**A GOOD PRACTICE TO PREVENT THE SPREAD OF NOVEL CORONAVIRUS (COVID-19)**



IF YOU SUFFER FROM A RESPIRATORY INFECTION, AVOID CONTACT WITH OTHER PEOPLE

AVOID TOUCHING YOUR EYES, NOSE, AND MOUTH

WASH YOUR HANDS FREQUENTLY WITH SOAP AND WATER

WHEN COUGHING OR SNEEZING, COVER YOUR MOUTH AND NOSE WITH YOUR ELBOW OR WITH A ONE-USE PAPER TISSUE

IF YOU NOTICE FEVER, COUGH OR LACK OF AIR SYMPTOMS, CONTACT 112/061

**REDUCE THE RISK OF CONTAGION**



## OUT OF HOME AND AT WORK

Try not to touch surfaces, and if you do, wash your hands thoroughly with soap and water.

Cleaning your hands properly and frequently is more effective than wearing gloves.

Avoid touching your eyes, nose, or mouth.

Keep a 2-metre social distance (1-metre minimum).

If you use a car, clean it frequently, especially surfaces that are most often touched.

## WHEN YOU ARRIVE HOME

Remove your shoes and leave them by the door.

Wash your hands with soap and water.

Leave the objects you do not need at home (keys or wallet) in a box near the door.

Sanitize the other objects you have used outside (mobile or glasses), use one-use tissues or alcoholic solution or soap and water.

If you have been in a closed space with more people for a long time, introduce the clothes you were wearing in a bag, without shaking them first. Close the bag and do not put the clothes out until you go out again or wash them with hot water. Dry it thoroughly. Wash your hands carefully before handling them.

# A3. Hand hygiene

Hand hygiene is the main prevention measure to control infection. It must be done using the right technique.

Also, hand hygiene will be performed before putting on the Personal Protection Equipment and after removing it.

If your hands are visibly clean, hand hygiene will be done with alcohol-based products; if they were dirty or stained with fluids, you will wash them with water and antiseptic soap.

Even if you have worn gloves you must still perform the correct hand hygiene process after removing them.

<p><b>1</b></p>  <p>Mójese las manos con agua. Wet your hands with water.</p>	<p><b>2</b></p>  <p>Deposite en la palma de la mano una cantidad de jabón suficiente para cubrir todas las superficies de las manos. In the palm of your hands put enough soap to cover the whole area.</p>	<p><b>3</b></p>  <p>Frótese las palmas de las manos entre sí. Rub hands palm to palm.</p>
<p><b>4</b></p>  <p>Frótese la palma de la mano derecha contra el dorso de la mano izquierda entrelazando los dedos y viceversa. Rub right palm over left dorsum with interlaced fingers and vice versa.</p>	<p><b>5</b></p>  <p>Frótese las palmas de las manos entre sí, con los dedos entrelazados. Rub pal to palm with fingers interlaced.</p>	<p><b>6</b></p>  <p>Frótese el dorso de los dedos de una mano con la palma de la mano opuesta, agarrándose los dedos. Rub backs of fingers to opposing palms with fingers interlocked.</p>
<p><b>7</b></p>  <p>Frótese con un movimiento de rotación pulgar izquierdo, atrapando con la palma de la mano derecha y viceversa. Rotational rubbing of left thumb clasped in right palm and vice versa.</p>	<p><b>8</b></p>  <p>Frótese la punta de los dedos de la mano derecha contra la palma de la mano izquierda, haciendo un movimiento de rotación y viceversa. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.</p>	<p><b>9</b></p>  <p>Enjuáguese las manos con agua. Rinse your hands with water.</p>
<p><b>10</b></p>  <p>Séquese con una toalla desechable. Dry your hands with a disposable towel.</p>	<p><b>11</b></p>  <p>Sírvase de la toalla para cerrar el grifo. Use the towel to close the tap.</p>	<p><b>12</b></p>  <p>Sus manos son seguras. Your hands are safe.</p>

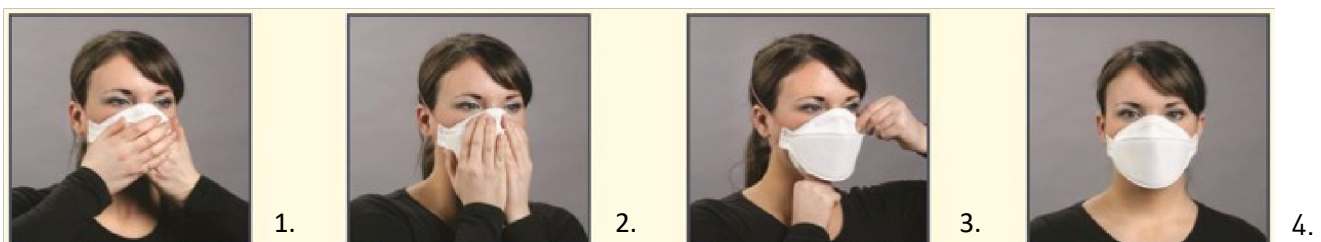
## A4. Using a face mask

### How to place a face mask



1. Place the respirator on the palm of your hand with the side that goes on your nose touching your fingers.
2. Hold the respirator in the palm of your hand (cup your hand) letting the bands fall over your hand. Hold the respirator under your chin with the part over the nose looking up.
3. The upper band (in single or double band respirators) goes on your head, resting on the upper side of the back of your head. The lower band is placed around your neck and under your ears. Do not cross the bands over each other!
4. Put the fingertips of both hands on the metal piece over your nose (if it has a metal piece). Slide your fingertips downwards on both sides of the piece over your nose to shape it to fit your nose.

### Checking face fit



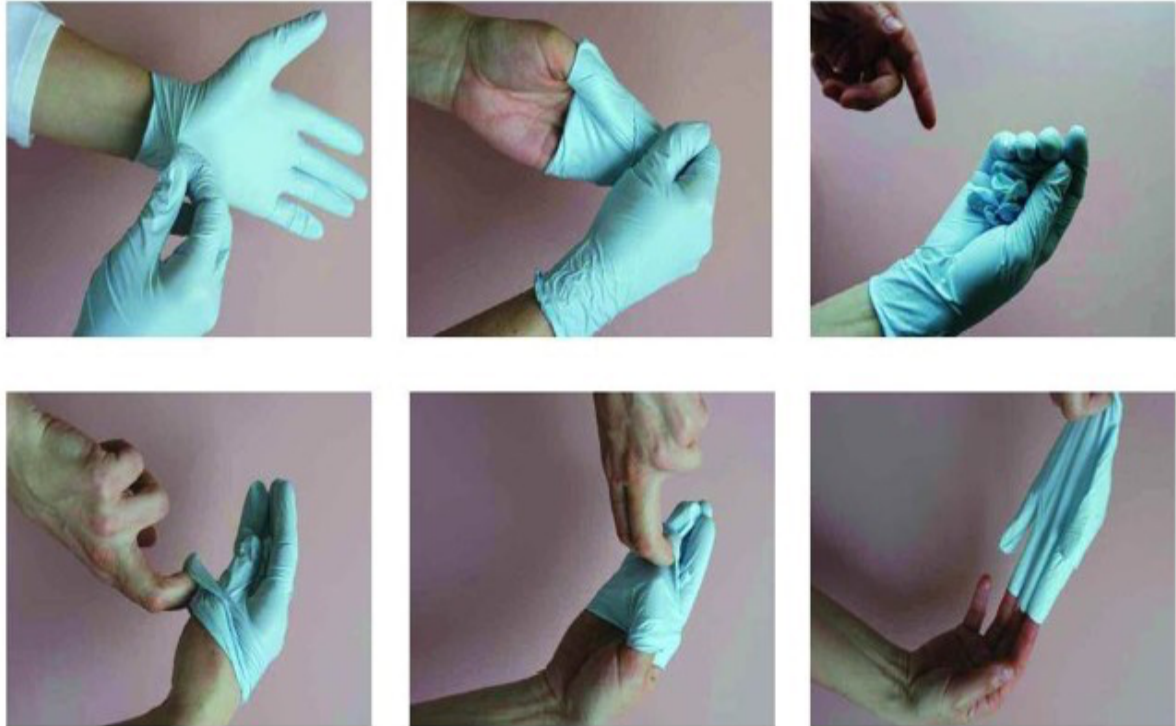
1. Place both hands over the respirator and take in some air to check if the respirator fully fits your face.
2. With your hands over the respirator, let the air out of your nose and mouth. If you feel the air going through, fitting is not correct.
3. If the air is filtered around the nose, readjust the nose piece as shown. If the air goes out through the sides, readjust the bands on your head until it fits properly.
4. If you cannot fit it properly, ask for help or try a different size or model.

## Removing the mask



1. DO NOT TOUCH the front of the face mask. It may be contaminated!
2. Remove the mask by pulling from the lower band on the back of your head without touching the respirator. Do the same with the upper band.
3. Dispose of the mask in the waste bin. WASH YOUR HANDS!

## A5. Removing gloves



# A6. Personal protection guide

## Face masks (1)

Recommendations depend on the distance from the symptomatic person

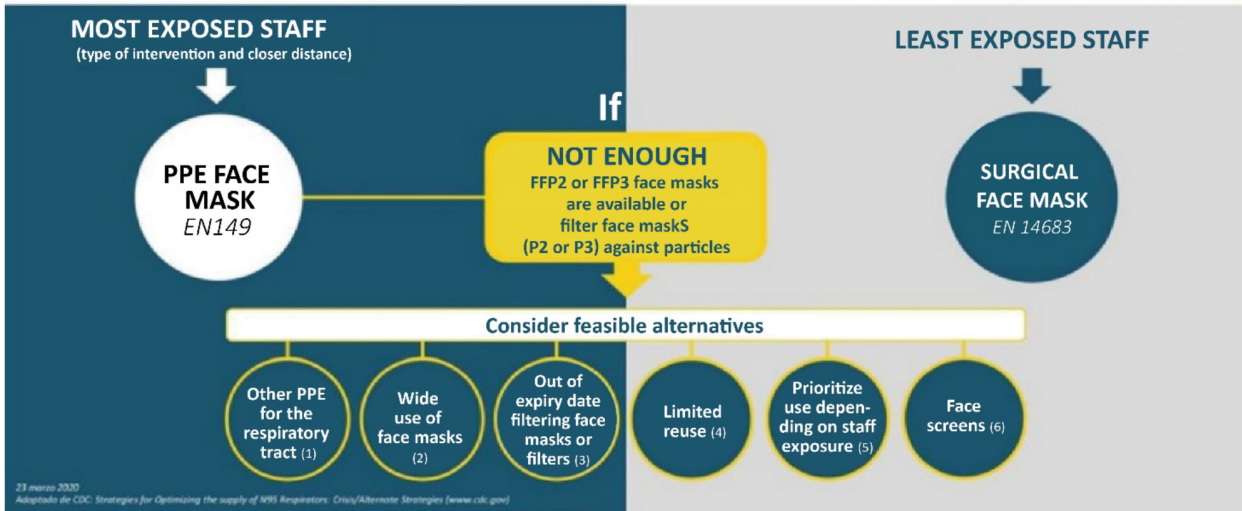
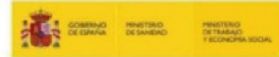
Distance	A PERSON WEARING A SURGICAL FACE MASK (PS) THROUGHOUT THE MEETING	PERSON WITHOUT A FACE MASK DURING PART OR ALL OF THE MEETING
>2 METRES	no face mask	
1-2 METRES	surgical face mask	surgical face mask
1 METRE	surgical face mask	respiratory protection FFP2 (EPI)
PROCEDURES WITH AEROSOL GENERATORS		
	respiratory protection FFP2 (EPI)	respiratory protection FFP3 (EPI)

23 marzo 2020  
Adaptado de CDC. Strategies for Optimizing the supply of N95 Respirators: Crisis/Alternate Strategies ([www.cdc.gov](http://www.cdc.gov))

GOBIERNO DE ESPAÑA | MINISTERIO DE SANIDAD | MINISTERIO DE TRABAJO Y ECONOMÍA SOCIAL

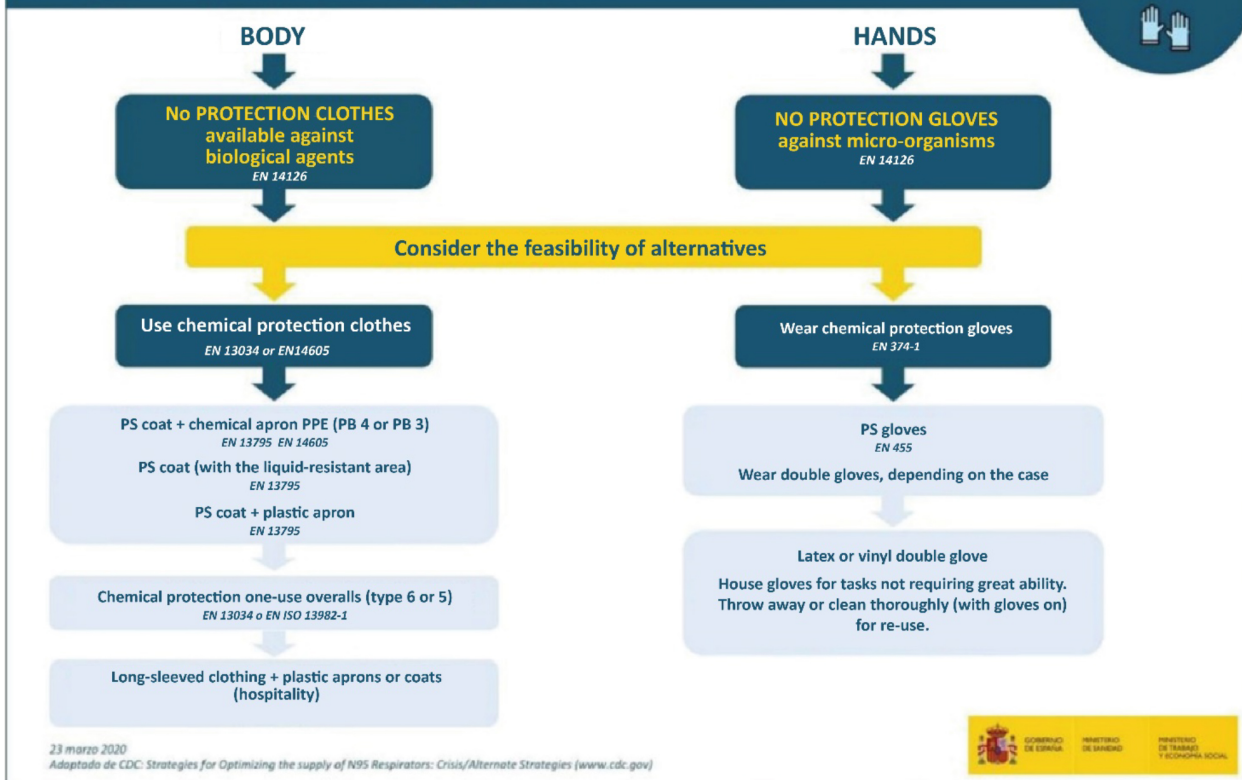


## Face masks (2)



- (1) **EN 136 full masks + filters against particles EN 143.** The filtering assistant ventilation equipment is provided with masks or face masks EN 12942. Filtering assistant ventilation equipment incorporated in cap EN 12941.
- (2) **Wide use of filtering face masks:** it refers to wearing the same face mask in repeated close contact encounters with different patients, without removing the face mask. Extended use is suitable in situations where patients have the same diagnosis of an infectious disease and are grouped together (for instance, in the same hospital unit)
- (3) **Using PPE beyond the useful life designated by the manufacturer:** it should be taken into account that PPE face masks beyond the expiry date may not meet the requirements they were certified for. With time, components such as bands and the nose-piece may deteriorate, which may affect fitting. Check the face mask to make sure its components have not deteriorated.
- (4) **Limited reusing:** it refers to wearing the same face mask to see multiple patients but removing it after each encounter, always with gloves on. Reusing has already been recommended as an option to keep protected in previous cases of respiratory pathogen breakouts or pandemics and it may be necessary when seeing COVID-19 patients. However, the potential contribution of transmission through contact with SARS-CoV-2 is unknown, so we must be cautious. There is the option of wearing the same face mask by submitting it to 70° for 30 minutes to render the SARS-CoV-2 virus inactive.
- (5) **Prioritize use per type of activity:** this approach is suitable whenever the PPE are so limited that it is no longer possible for all the health staff to use EPR routinely when seeing a COVID-19 patient. PPE should be preferably used in higher-risk exposures, including when being present during the aerosol generation procedures carried out on symptomatic persons.
- (6) **Face screen (EN 166):** It protects face masks to be reused. It gives added protection over surgical face masks. Avoids hand/face contact. Protects against splashing.

## Protection clothes and gloves







AUDITORIO  
DE TENERIFE