

## **COVID-19 SAFETY AND PREVENTION PROTOCOL FOR THE NEEDS OF PUBLIC OPENING OF THE TEATRE LLIURE, BASED ON HEALTH AUTHORITIES RECOMMENDATIONS**

**Version 10 October 2020**

### **I. INTRODUCTION**

This document aims to include all the measures which have been established by Fundació Teatre Lliure in order to avoid possible infections by Covid-19, following instructions given by health and work authorities, civil protection or any other kind which regulates on this matter.

These measures are applicable to everyone with respect to seating capacity and occupancy of auditoriums and areas prepared to carry out the cultural activity in the premises of the Fundació Teatre Lliure and to everyone who gains access to these premises as a member of the audience.

This document has been written based on the information available on 17 July 2020. Therefore, any of the measures and dates in the current protocol may be susceptible to variation depending on changes that might take place in the current situation, because of new recommendations made by health and government authorities or any other circumstances which may be considered relevant in the specific case of Teatre Lliure and its activities.

Specifically, the following regulations have been taken into account in order to elaborate the present protocol:

- Royal Decree Law 21/2020, 9 June, about urgent measures of prevention, containment and coordination to face the health crisis caused by Covid-19.
- Resolution SLT/1429/2020, 18 June, by which some basic protection and organizational measures are adopted in order to prevent the risk of transmission and reinforce the containment of infection by SARS-CoV-2.
- Resolution SLT/1648/2020, 8 July, by which new measures concerning the use of masks to contain the epidemic outbreak of the Covid-19 pandemic are adopted.
- Resolution SLT/2228/2020, 15 September, about special measures for the municipality of Barcelona
- Resolution SLT/2266/2020, 21 September, about special measures for the municipality of Barcelona
- Cultural sector and performing arts resumption scheme by the Culture Department of the Generalitat de Catalunya, approved by the technical committee of the PROCICAT scheme on 21 September 2020.

The measures you will find in this document have been agreed within the Health and Safety Committee and the Management of Fundació Teatre Lliure.

### **II. TICKETING AND BOX OFFICE**

Online sale will be prioritized. The use of cash is not recommended. When buying tickets at the box office, payment will be made with credit card or other means which minimize physical contact with devices. Paying terminals will be cleaned and disinfected after being used, as well as the POS (Point of Sale Terminal), when the employee using it is not always the same.

Tickets will be able to be forwarded to spectators' electronic devices in the event of any incident.

When spectators are entering, any physical contact should be avoided, as much as possible. Season tickets (card-shaped) and tickets (online and box office) can be checked visually or electronically (scanner). Tickets printed on paper (self-printed or box office) must be adjusted so that it is not necessary to tear or validate them.

If distancing measures cannot be kept due to spatial conditions, the following measures must be taken:

- Wearing protective gloves if tickets must be touched.
- Box offices will be equipped with a glass protection which will have an opening at the bottom to check season tickets or paper tickets.
- Wearing valveless protective mask FFP2 / 3 while in contact with spectators.

At the box office, distancing measures must be strictly followed. In order to protect staff members, in the area of contact with the audience/customers a glass protection must be put up with an opening at the bottom which allows the delivery of tickets.

Users/customers at the box office must be informed that payment must be made without cash (credit card, contactless, bizum, etc.). Furthermore, personal details of each purchaser/user must be collected and recorded electronically at the box office.

- Name, surname.
- Phone number (mobile, landline).
- Email address

With groups of spectators (up to four people) living in the same house it is enough to collect the personal details of only one person. These data must be registered without establishing any physical contact to reduce the risk of transmission of Covid-19.

### **Disinfecting measures**

The workspace will be disinfected every day. Paying terminals will have to be cleaned after being used. Since the two workers share the material, at the end of each shift, every worker will have to clean their own workspace and leave it ready for the next person to use it.

### **III. GENERAL AUDIENCE**

It is an obligation for the Teatre Lliure to give proper information about the code of conduct in the context of the Covid-19 pandemic:

- People with Covid-19 symptoms or those who have been in direct contact with a patient will not be allowed to gain access. A self-responsibility statement will be called upon from spectators and attendants.
- Teatre Lliure may use temperature control devices for audiences before entering the exhibition halls.
- Signs and panels about protective, hygiene and disinfecting measures.
- Signage of the routes which must be followed, with indications about safety distance.
- Stating the maximum capacity of auditoriums and lavatories.
- Provide access to artistic information in digital format, as programmes and leaflets will be eliminated.

- Before and after any performance, announcements will be made to help people remember hygiene and distancing measures, as well as announcements to indicate the process of gradual exit of people from the auditoriums.
- If there is an interval, instructions will be given about how to leave and return to the auditorium.
- As a rule, the physical safety distance is 1.5 metres.
- There will be hydroalcoholic gel dispensers available to the audience.
- Inform the audience about the obligation of wearing protective masks everywhere, including inside the auditorium during the performance.
- There will be no cloakroom or left-luggage service.
- Other issues that the management of audience may consider necessary

At all times and without exception, the following rules must be obeyed:

- Comply with distancing measures.
- Avoid overcrowding.
- The compulsory wearing of mask at all times, including inside the auditoriums during the performance

#### **IV. AUDIENCE INCLUDED IN VULNERABLE GROUPS**

According to the Health Ministry, people with diabetes, cardiovascular disease, arterial hypertension, chronic liver disease, chronic lung disease, chronic kidney disease, immunodeficiency, cancer in active treatment phase, pregnancy and people over 60 with previous pathologies, are considered vulnerable groups.

It is not possible to ask members of the audience about their age or any previous pathologies. Those who belong to a “risk group” are responsible to follow the recommendations established by the health authorities.

#### **V. MANAGEMENT OF THE AUDIENCE / ENTRANCE**

We understand by “entrance” the area used by the audience in front of the theatre (e.g. Plaça Margarida Xirgu, or Carrer Montseny), in the building and/or the premises (e.g. the main hall, waiting rooms) up to the access to the auditorium or house. The entrance route will be different from the exit route, whenever it is possible and appropriate.

Door opening will be made in advance and with enough time to allow gradual access and staggered seating. Appropriate time slots for access will be established depending on the duration and characteristics of the performance. Opening hours for the main hall and/or auditorium will be established taking into account the number of people who will fill the space.

In places where it is difficult to evaluate and keep the distance due to spatial conditions (e.g. narrow corridors) or overcrowding (e.g. box office, ticket validation, etc.) front of house staff will deal with the flow of people and will inform them about the enforcement of measures.

Other measures that will be applied:

- People with Covid-19 symptoms or those who have been in direct contact with a patient will not be allowed to gain access. A statement of self-responsibility will be called upon from spectators and attendants.

- Teatre Lliure may use temperature control devices for audiences before entering the exhibition halls.
- Access control will be carried out digitally: scanning QR code.
- The waiting areas in front of lavatories will be signaled with marks on the floor, and the maximum capacity of lavatories will be indicated.
- Distancing marks will be placed on the floor of the access, as well as the routes to enter the auditorium.

### **Teatre Lliure de Montjuïc**

Access of the audience to the Teatre Lliure, Montjuïc, will be through Plaça Margarida Xirgu and Passeig Santa Madrona. Once inside the building, access to Sala Fabià Puigserver will be through 6 doors (2 on each level: 0, 1 and 2). Spectators will be informed about the access route according to their seats location. Access to Espai Lliure will be through one door, and a maximum of four grandstands will be differentiated.

For the access to be adequately designed and, as far as possible, to associate it and/or distribute it in the different zones being used, the Teatre Lliure will establish for each configuration of the auditoriums, according to the performance, the entrance zones where the entry and exit sequences take into consideration the order of rows.

### **Specific measures for risk prevention and access to the Sala Fabià Puigserver**

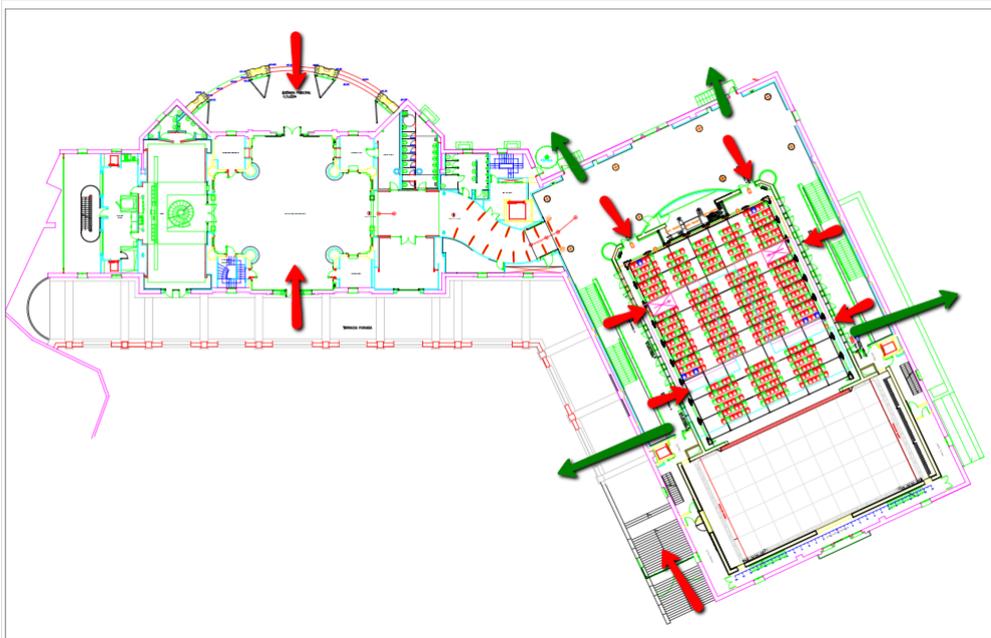
In the access corridor of level 2 (main hall to Foyer 2) some rope barrier posts will be placed (starting at the ticket control gate and going into the Foyer, up to the control booth). These rope barriers will split the access corridor into 2 corridors: the one on the left for the Lleida zones (2, 4, 6) and the one on the right for the Xirgu zones (1, 3, 5). There will be safety distance marks on the floor in case there is a queue, and signs showing the door and the route to every zone.

There will be ushers in the Plaça Margarida Xirgu and in Foyer 2 to control access; and there will be one usher at each access door who, always keeping safety distance, will be able to indicate seat location and make sure that the corresponding seats are left empty.

The auditorium will have to be opened to the audience at least 30 minutes before the start of the performance, trying to avoid overcrowding and giving prior notice to the stage manage.

**Accessible entrance** → it will be through Plaça Margarida Xirgu, at the same level of RM seats (reduced mobility).

The use of the lift will be restricted to the bare minimum, with only one person inside, unless it is possible to ensure separation of two metres between passengers. With people who may need assistance, their caregiver will be allowed to go inside the lift.



**Specific measures for risk prevention and access to the Espai Lliure**

Access to the Espai Lliure will be through Plaça Margarida Xirgu, properly indicated at eye level and on the floor. The Espai Lliure is a four-sided hall, therefore, access to the auditorium will be made one grandstand at a time and through an only entrance door.

There will be one usher taking care of ticket control and another usher inside the auditorium. Reception staff and assistants to subscribers may help to control queues.

**Accessible entrance** → it will be through Plaça Margarida Xirgu, at the same level of PRM seats (reduced mobility).



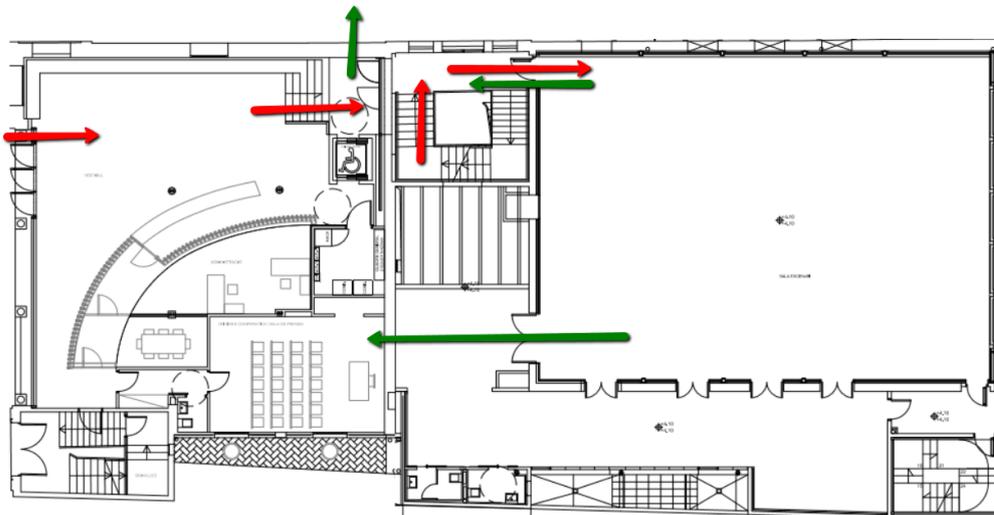
### Specific measures for risk prevention and access to the Lliure de Gràcia

Access to the Teatre Lliure de Gràcia will be through 47, Carrer Montseny, properly indicated. Specific signposts will be placed to ensure safety distance of spectators, from the access door to the auditorium up to the street and leaving room for access to the box office with the help of some rope barrier posts. If the queue were so long as to have to get out the building, it would be along Carrer Leopoldo Alas.

There will be one usher taking care of ticket control and another usher inside the auditorium. Box office staff and concierges may help to control queues.

Entrance will be carried out gradually, observing the order of rows.

**Accessible entrance** → it will be through Carrer Montseny and will need to use the lift in order to reach the floor where the auditorium is situated. The use of the lift is limited to the person who needs it and their caregiver.



## VI. MANAGEMENT OF THE AUDIENCE / EXIT

We understand by “exit” the space walked by the audience when they leave the auditorium or house, in the building and in front of the building and/or premises (e.g. Plaça Margarida Xirgu, or Carrer Torrent de l’Olla).

Before the start of any performance, spectators will have to be informed about the exit procedure at the end of the event, about how to behave when leaving the auditorium or house.

They will be reminded (through PA system) about the following points in relation to the exit.

- Carry out a gradual exit, following the order of rows or zones.
- Respect distancing measures.
- Wear masks.
- Avoid overcrowding

The exit of the audience at the end of the performance has to be carried out gradually, following the order of rows or zones, ensuring distance between people, and starting with those nearer to the evacuation routes and exits, with the help of ushers.

It will not be allowed to stay in the auditorium nor wait for any artist.

In order to avoid overcrowding when spectators are leaving the auditorium or house, the following measures will be taken, according to the auditorium:

#### **Teatre Lliure de Montjuïc – Sala Fabià Puigserver**

The exit process of the audience from the auditorium will be differentiated from that of the entrance. The exit will be gradual and with the help of light and sound technicians who will show the evacuation zones which have to be followed in every case, allowing an orderly exit under the instructions of the staff in the auditorium.

It will be possible to use the emergency exits Lleida and Xirgu in the Foyer 0 as exits for the audience provided that they do not come into conflict with the activity in the Teatre Lliure

#### **Teatre Lliure de Montjuïc – Espai Lliure**

The exit process of the audience from the auditorium will be differentiated from that of the entrance. The exit will be gradual and with the help of light and sound technicians who will show the evacuation zones which have to be followed in every case, allowing an orderly exit under the instructions of the staff in the auditorium.

It will be possible to use the emergency exit from the auditorium (situated behind grandstand C) as an exit for the audience if it does not interfere with the activity of the Teatre Lliure.

#### **Teatre Lliure de Gràcia**

The exit process of the audience from the auditorium will be differentiated from that of the entrance as long as the set up of the auditorium allows it. The exit will be gradual and with the help of light and sound technicians who will show the evacuation zones which have to be followed in every case, allowing an orderly exit under the instructions of the staff in the auditorium.

It will be possible to use the emergency exit in Gràcia with access to the bar as long as it does not interfere with the activity in the Teatre Lliure.

#### **Other spaces**

The exit process of the audience will be differentiated from that of the entrance in case of overcrowding or depending on the kind of activity. The exit will be gradual and with the help of light and sound technicians, allowing an orderly exit under the instructions of the staff in the auditorium.

### **VII. SCHOLAR GROUPS**

For the secondary school groups attending any performance at Teatre Lliure, the following measures will be applied, in addition to the rest of the measures in this Protocol:

- As a general rule, only one scholar group will be accepted per performance, with a maximum of 30 people considered as a coexistence group according to the educational center they belong to. More than one scholar groups can only be accepted to the performances programmed at 16:00.
- Teatre Lliure will send all tickets by electronic means to the group responsible.

- The scholar group entrance will be made once the group is complete and by the following access doors:
  - Sala Fabià Puigserver: Passeig de Santa Madrona door
  - Espai Lliure: Plaça Margarida Xirgu door
  - Lliure de Gracia: Leopoldo Alas Street
- The group entrance will be made once its responsible has checked that the group is complete, notified the ticket office that the group is ready, attending the front house staff indications, avoiding any interaction with the rest of the audience as much as possible.
- The group will be located, as general rule, in one specific zone of the performing areas. At performances programmed at 16:00 in which more than one school groups can be present, each group will be in differentiated zone.
- The exit will be made by zones, following the instructions given by the public speaker system and by the front house staff.

#### **VIII. FRONT OF HOUSE STAFF**

Front of house staff must wear a face mask and, whenever possible, the distance between the audience and the staff will be 1.5 meters approximately.

The Front of house manager will ensure safety and hygiene protocol, as well as physical distances, access and overcrowding control, and he/she will supervise that all members of the front of house team comply with measures.

All members of the front of house team will have access to the following protective material:

- Box of single-use tissues.
- Bottle of hydroalcoholic solution for hand disinfection.
- Single-use gloves.
- Bottle of solution for surface disinfection.
- Single-use paper towels to apply the solution for surface disinfection.
- Pedal bin for disposal of gloves and paper after use.

#### **IX. SEATING CAPACITY / OCCUPANCY RATE**

The use of the performing areas in the Teatre Lliure, as well as their opening to the audience, will be made according to the rules, distances and seating capacities established by health authorities at every moment.

Seating capacities may change depending on the set up of the auditoriums for each performance. A safety distance of 1 metre between spectators

will be kept, which may be reduced if all the following conditions are fulfilled:

- The compulsory use of face masks.
- Keeping records of attendees or when seats are pre-assigned.
- Anticipate measures for circulation of attendees which avoid overcrowding in intersections or points with more attendance

The seating capacities planned by the Teatre Lliure may vary between 30% and 80% of the maximum capacity of each auditorium in their different set-ups, depending on recommendations made by health authorities at every moment.

The following chart shows the maximum and minimum seating capacity for each of the auditoriums based on the set-up with most capacity:

HALL	MAXIMUM CAPACITY	CAPACITY 30%	CAPACITY 80%
Fabià Puigserver	720	216	576
Espai Lliure	183	55	146
Lliure de Gràcia	217	65	174

When two or more spectators buy their tickets together and get consecutive seats with no gaps between them, they are making a statement of self-responsibility that they are a group of people who are regularly in contact.

Safety distances marked in the auditoriums will be kept in all cases. Only pre-assigned seats can be used. Under no circumstances will it be possible to change seats, and face masks must be worn at all times.

The auditoriums will be cleaned and disinfected prior to any performance and air-conditioning units will only use external air.

#### **X. INTERVAL**

If there is an interval, it will be long enough as to ensure a gradual exit and entry during the interval and under the same conditions as those in the entrance and exit of the audience, and for people to make use of lavatories.

During the intervals the following requirements must be fulfilled:

- Interpersonal distance must be kept.
- Overcrowding must be avoided.
- Face masks must be worn.
- The maximum limit of people inside the lavatories must be respected

#### **XI. LAVATORIES**

Lavatories have their maximum capacity indicated at the entrance door and this maximum capacity must be respected.

Lavatories will be equipped with soap, single-use paper towels and pedal bin to dispose of towels after use.

Lavatories will be cleaned before the entrance of the audience, and before and after every interval.

There is forced air ventilation in the lavatories while the Teatre is opened.

#### **XII. HAND PROGRAMMES / MERCHANDISING**

No brochure, hand programme nor any other paper document will be handed out.

The online availability of these documents will be reinforced.

The purchase of merchandising and other products will be possible as long as the requirements of safety distance and avoidance of overcrowding are fulfilled during the sales process. The customer will have no access to products, which will be handed over by the seller.

### **XIII. CLEANING, DISINFECTION AND VENTILATION OF AUDITORIUM**

The cleaning, disinfection and ventilation of the auditoriums in the Teatre Lliure is carried out following the recommendations made by the Health Department of the Generalitat de Catalunya, date 30 April and 8 May, 2020.

#### **Cleaning and disinfection:**

- The cleaning and disinfection of the access zones and auditoriums will be done prior to every performance.
- The cleaning and disinfection of lavatories will be done prior to every performance, to the interval (if there is one) and to the exit of the audience at the end of the performance.
- The cleaning and disinfection will be intensified in the following areas and places:
  - Door handles and knobs.
  - Bannisters and handrails.
  - Desk counters.
  - Taps.
  - Lavatories.
  - Seat surface and armrests
- Lavatories will have soap dispensers, single-use hand-drying paper towels and pedal bin to dispose of towels after use.
- Surface disinfectant with a 1:50 bleach solution will be used for the cleaning and disinfection, and disinfectants with virucidal activity authorized and registered by the Health Ministry.
- The use of air hand dryers is not advisable.
- The use of urinals is not advisable.
- It is advisable to put the seat down before flushing toilets.

#### **Ventilation:**

- The time for air extraction has been extended to 2 hours before the performance to increase the incoming of external air. This measure may cause a slight decrease in the thermal comfort. However, ventilation is prioritized before comfort.
- Air-handling units work exclusively with external air and recirculation doors are kept closed.
- Filters in air-handling units are changed, cleaned and disinfected on a regular basis.
- Relative humidity indoors is kept between 40% and 60%.
- An analysis of the environmental quality is carried out on a regular basis, meeting the criteria of UNE 171330 regulation, as well as an annual check-up of pipes, meeting the criteria of UNE 100012 regulation.
- It has been checked that air extraction discharges are placed a long way from air intakes in order to avoid recirculation of air indoors.
- There is forced air ventilation in the lavatories while the Teatre is opened.