

Shakespeare's Globe

COVID Safe Plan

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Supporting Documents

AllGlobe Covid Safe Risk & Method Statement (RAMS)

Theatre Production Covid Safe Risk & Method Statement (RAMS)

SGT Covid-19 Testing Policy

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COVID Safe Plan | Shakespeare's Globe

Introduction

The purpose of this COVID Safety Plan is to outline the responsibilities, controls and actions being taken to limit the chance of infection to everyone onsite, as well as wider community. The plan has been created to enable Shakespeare's Globe Trust in presenting theatrical productions and other activities in a way that is safe for both staff and patrons, in accordance with the guidelines provided by the UK Government and Public Health England.

Background

This plan has been created in response to the global outbreak of Coronavirus disease (COVID-19). Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

Steadily, over the course of this year, the whole United Kingdom (UK) has seen life return closer to normal. The country is learning to live with COVID-19, and the main line of defence is now vaccination rather than lockdown. The Test, Trace and Isolate system is reducing the number of positive cases mixing in the community. Rules and regulations have mostly been replaced with advice and guidance on the practical steps people can take to help manage the risks to themselves and others.

However, Coronavirus remains a serious health risk. Shakespeare's Globe will continue to remain cautious to help protect all members of our staff and patrons visiting our site and adhere where possible with the following Government advice:

- Let fresh air in if you meet indoors. Meeting outdoors is safer
- Wear a face covering in crowded and enclosed spaces where you come into contact with people you do not normally meet
- Get tested and self-isolate if required
- If you haven't already, get vaccinated

<https://www.gov.uk/coronavirus>

Application

This COVID Safe Plan applies to everyone who visits our theatres, including patrons and employees engaged by Shakespeare's Globe Trust whether on a full time, part time or casual basis, as well as students, contractors, visitors and volunteers.

This plan is not intended to overwrite any local government requirements in relation to COVID-19 response and restrictions.

Responsibility

Shakespeare's Globe has a COVID Safe Response Coordination Team who is responsible for overseeing the implementation of the control measures outlined in this document.

The team consists of:

Chief Executive Officer
Chief Finance and Operating Officer
Head of Building Operations
Head of Human Resources
Head of Visitor Operations & Audience

Productions Operations Manager
Education Producer
Head of Ticketing and Sales
Director of Communications, Marketing
and Audience

Government Guidance

This plan has been developed in accordance with the suite of documents available within the UK Government's Working safely during coronavirus (COVID-19) guidelines. This includes:

COVID-19 Safety Guidance the Performing Arts - Guidance for people who work in performing arts, including arts organisations, venue operators and participants.

Guidance last updated on 17 September 2021

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts>

Associated Documentation

This plan serves as an overview for the steps that Shakespeare's Globe is taking to reduce the risk of community transmission to the general public. Detailed Risk Assessments and Method Statements (RAMS) have been completed by each department and have been incorporated into the wider operating processes of the business.

Key stakeholders

Shakespeare's Globe is visited by many different individuals and groups. Our key stakeholders are:

- Shakespeare's Globe employees
- Contractors, security and cleaning staff.
- Freelance artists, cast, crew, musicians and management.
- Patrons
- Contacts and indirect contacts of any of the above.

This COVID Safe Plan aims to protect the wellbeing of all that work in and visit our theatres.

Review

This policy will be reviewed regularly to reflect any changes to the existing Government Guidance on COVID-19.

Part 1 | COVID Safe Plan Prepare & Mitigations

Introduction

This COVID Safe Plan will:

- ✓ Reduce the risk of community transmission in the general public.
- ✓ Protect the safety and wellbeing of the patrons that visit our theatres, and the staff, artists, crew, contractors and visitors that work in our theatres.
- ✓ Implement measures that are consistent with industry guidelines and directives of the UK Government.
- ✓ Continuously identify, monitor and manage the risks associated with the delivery of public performances and adapt to new information, restrictions and requirements.

Front of House Covid Safe Plan : Summary

Shakespeare's Globe is focused on ensuring our venue is a safe environment for all who visit. Our overarching aim is to mitigate the spread of Coronavirus, prevent infection and provide confidence for our staff and patrons as we reopen our doors for business. This document aims to ensure we are doing everything reasonably possible to ensure the safety and well-being of all those working and visiting Shakespeare's Globe.

The Front of House COVID Safe Plan outlines the actions taken during a performance or activity in the Globe Theatres. This plan covers all operations in the auditorium, foyers and associated foyer spaces when open to patrons. For the avoidance of doubt, 'Front of House' covers the following areas;

- Street entry and exit points
- Box office
- Foyers, including bars, restrooms, and other amenities
- The auditorium itself

1. Front of House: Building & Facilities

1.1 Cleaning & Hygiene

The aim is to eliminate any potential virus exposure between daytime workers (including production crew or venue facilities staff) and those working or attending the performance.

Cleaning will be undertaken in the day before any performance or other activity takes place in the foyer and theatre auditorium.

Cleaning staff will remain on site throughout the performance and will continuously wipe down touchpoints for the duration of the event.

Cleaners will be on site throughout the performance and be available to handle any specialized ad hoc cleaning as required, including response cleaning if there is a suspected COVID-19 case on site.

Hand Sanitizer stations will be placed throughout the foyers and auditoriums. All patrons are requested to sanitize their hands upon entry.

Hand sanitizer locations will include but are not limited to:

- At any venue entrance
- In foyer areas of high traffic flow
- Near all doors or touch points including washroom entrance and exit points, and auditorium entry.

All staff will have access to a hand sanitiser station within proximity to their primary work area or position; or given a supply to carry on them if this is not possible.

All bins throughout the venue are touch-free.

Dedicated cleaning staff will clean bathrooms pre, interval and post-performance, and will check stocks of supplies including hand sanitizer.

Disinfectant solutions will be maintained to an appropriate strength according to the manufacturer's instructions, and Safety Data Sheets will be available for all chemicals used.

1.2 Airflow & Ventilation

At Shakespeare's Globe we run our foyer and other indoor spaces at 100% fresh air ventilation. Our supply is drawn in via external intake ducts, and passed through a two-stage filtration system. Stage 1 is filtered through a G4 Pleated panel per filter (ISO16890 Course). Stage 2 incorporates an F7 Hi Flo filter bag (ISO16890 ePM1). The extract system draws air upwards and out of the building through ducts into the atmosphere, with minimal potential for cross contamination.

The Sam Wanamaker Playhouse has a remote and continuous air quality monitoring system that measures the live air quality and air flow, view to managing and eliminating air born viruses and bacteria, including Covid-19 throughout the season.

React-Air Impact UVC units have been placed within the venue to neutralise air borne pathogen neutralisers to clean the air and surfaces, keeping building occupants safe from viral contamination spread.

In addition, we have introduced a range of React-Air pathogen neutralisers across the estate, which utilise the power of UVC, HEPA and Ozone. Overall, the aim is to create a healthier, safer theatre experience and provide confidence and comfort for all patrons, staff and performers.

1.3 Creation of Workplace Zones

All artists, staff, contractors and visitors onsite will be allocated access to either

- Zone A (Front of House)
- Zone B (Back of House)
- Zone C (Admin NGW zone)
- Zone D (Skin Market)
- Zone E (VOA Administration)
- Zone F (Sackler Studios)
- Zone G (Peel Studios)
- Zone H (Clink Street Office)

Staff with single zone access will not be able to cross between zones unless in the case of an emergency.

Some staff require access to the full building, and they will be allocated access to both all zones. When leaving their primary zone and crossing other zones, the individual will be required to;

- Wear a face mask
- Sanitise hands at all entry points
- Wherever possible, schedule the movement to the secondary zone at a time that ensure limited exposure to the others.

Individual staff passes will capture staff movements as they move through various door entry points around the venue and if necessary this information can be recalled for contact tracing purposes.

When rostering casual staff, there will be no overlap in shifts to ensure clear division between work groups. Limiting overlap between full time staff will be done whenever possible.

1.4 Front of House Staff Health & Hygiene

Staff will be expected to adhere to Shakespeare's Globe COVID-19 Safe Policy, and in accordance with the latest Government guidelines.

All staff will have access to hand sanitizer, disinfectant wipes, and their own personal safety equipment to use as required, including masks, shields and gloves where applicable.

It is mandatory for staff to wear a face covering, whilst moving around the site, but this is no longer mandatory when working in socially distanced office areas and is left to each departments and teams discretion.

1.5 Front of House Staff Training

All new staff will complete the Shakespeare's Globe COVID Safety Induction along with the general Health & Safety induction. Completion of this will be logged against their employee file.

Additional training/updates for staff holding First Aid certificates will be undertaken to understand changes to delivering First Aid in the COVID-19 context. Role specific training and procedures will be developed for each department's specific requirements and form part of their standard operating procedures.

1.6 Wellbeing of Staff

Staff working front of house will be directed not to come to work if;

- they have a suspected or confirmed case of COVID-19.
- they are unwell with fever or any symptoms of COVID-19 (including cough or sore throat) at the time of attending or have been unwell within the previous 72 hours.
- the NHS has issued a self- isolation alert.

When arriving on site, all staff will sign into the Globe electronic EntrySign system, located at the Tours Staff Entrance, Bankside. The sign in system includes a symptom declaration, infrared temperature testing and an agreement to adhere to Shakespeare's Globe Covid Safe Policy.

If any staff member is showing a symptom, high temperature or has been exposed to someone who has, they will be directed not to work and instructed to go home.

The EntrySign system will be utilized to ensure everyone signs in and out when exiting or entering the building to ensure that time accurate tracking is available.

2. Patrons: Preparation & Protection

2.1 Communication

The venue website and social media channels will outline safety measures, procedures, and audience obligations.

The website instructs any patron and their respective household members who are feeling unwell, showing Covid-19 symptoms or have been told to self-isolate, to not attend the venue. They are advised to contact us and we will move their ticket(s) to another date.

The website provides direct links to both the UK Government and NHS websites for further up to date information and guidance on Coronavirus (COVID-19).

2.2 Digital tickets

We are only issuing digital tickets at present. Patrons will receive clear instructions from us about how these work via email. Upon arrival patrons will be asked to show their digital ticket on a device. Patrons do not need to print your tickets (unless they do not have a mobile device that can display it).

2.3 Contactless

We only accept contactless payments, including Apple Pay. Cash is not accepted.

2.4 Test and Trace

All performances are ticketed. The performances require every patron to have a dedicated seat which they remain in for the duration of the performance. Our ticketing system identifies information about the buyer, as well as their exact seat location. The venue will record this information for contact tracing purposes.

We will store your data for 21 days following your visit as part of Test and Trace – it will be held securely in compliance with the Data Protection Act 2018.

3. Patrons: Movement & Management

3.1 Security

Usual security measures are in place, cloakrooms are closed and no large bags are allowed on-site.

3.2 Face Coverings

Patrons over the age of 11 are strongly encouraged to wear a face covering for the duration of their visit to us especially when moving around foyer and piazza. Patrons will be encouraged to bring their own mask; however medically approved disposable masks will be available free of charge to any patron who does not bring their own with them.

3.3 Social Distancing & Reduction of Crowding

We will encourage a safe social distance between people at all times – this is enforced by staff and visible markers. Patrons will be asked to follow any one-way or other directional signage that we have put in place for their safety.

3.4 Ingress, Access & Egress to Building

We will use all available entry and exit points to the venue. Patrons will be divided at street level and only allowed to enter the venue by the door applicable to their ticket.

Patrons will only be permitted onto the level and area of the foyer that correlates with their ticket to limit exposure between groups.

Foyer capacities will be monitored, and staff will hold people in the distanced queues outside of the theatre if foyers are overcrowded. Once patrons are moved into the auditorium and room becomes available within foyer, patron flow will recommence.

All control measures will ensure that disability access is maintained, including maintaining sightlines/access to any new way-finding instructions when moving through the venue.

4. Front of House: Services & Amenities

4.1 Box Office

Touch free hand sanitiser station will be available at all points of sale for patrons and hand sanitiser stations will be available at the box office counter for box office staff.

Signage, floor decals and rope barriers will be used to indicate distancing requirements where queuing takes place.

Only contactless payments will be accepted, and patrons will be notified of this prior to arrival at the venue, and via signage at the box office.

If terminals, computers, or other equipment is required to be shared between staff, staff will be equipped with sanitizing wipes and document process to ensure that it is effectively cleaned before and after the shift.

4.2 Cloak Room

The cloak room will not be available. Patrons will be advised of this prior to arrival.

If patrons arrive with medical equipment or other and cloaking is required, this will be done on a case by case basis and gloves will be worn by the staff involved.

4.3 Food & Beverage

Patrons are encouraged to pre-order drinks and snacks before arrive via their online account, and to collect pre-orders before seating in the auditorium. Patrons can also use their online account to pre-book dining options at Swan Bar & Restaurant.

All food and beverages will be served in disposable containers, and patrons will be instructed to take food and beverage directly to auditorium.

Patrons are not permitted to consume food or beverage when standing up. Consumption of food or beverage items will only be permitted when seated in the auditorium.

4.4 Bathroom Facilities

Bathrooms will be dedicated to certain areas of the auditorium, and patrons will be directed to use the restrooms appropriate to their area. A COVID Steward will operate in and around our bathrooms to help move patrons through the bathrooms in an orderly manner and encourage social distancing. In addition, the following measures will be taken:

- Signage will be used to indicate distancing requirements for queuing into restrooms.
- Bathrooms will include signage to encourage all patrons to thoroughly wash their hands after using the bathroom.
- Paper towel will be provided for drying of hands with bins directly underneath.
- Stock levels will be regularly monitored to ensure adequate supplies of cleaning materials. Bathrooms will be cleaned regularly throughout the performance.

Back of House Covid Safe Plan| Summary

This section covers all operations in the back of house areas. Shakespeare's Globe's COVID Safe plan provides a base level for the safe operations of this area and the Production COVID Safe Plan RAMs will provide more detail laid on top of our plan relating to their staff, equipment, and processes.

The Back of House areas consists of;

- Main stage lift and stairwells
- Green room
- Tiring House
- Theatre production offices
- General back of house bathrooms

Theatre Production COVID Safe Risk & Method Statements provide additional detail and processes for the following areas;

- Stage, including wings and galleries
- Lighting and Sound desk
- Dressing rooms
- Props, Wardrobe & Wigs
- Rehearsal rooms

This plan is applicable most commonly to the following groups of people;

- Back of House Staff, including those that work in Technical, Props, Wigs & Wardrobe
- Performing company, including cast, crew, musicians and management for the production being presented

1. Back of House: Building & Facilities

1.1 Cleaning & Hygiene

The back of house areas will receive a thorough clean every day before any other activity takes place, including all dressing rooms, production offices, stage and wings, and technical areas. However, thorough cleaning of work stations, equipment and personal items will be the responsibility of the person in that room and covered within the Productions COVID Safe Plan.

Cleaners will be on site throughout the day to clean washrooms and touchpoints and will be available to handle any specialized ad hoc cleaning as required.

Hand Sanitizer stations will be placed throughout common areas. Hand sanitizer locations will include but are not limited to:

- stage door entry
- main stairwell
- Green Room
- within proximity to the door to every office or dressing room
- Production administration offices
- Props, Wigs & Wardrobe allocated areas
- Rehearsal studios

All staff will have access to a hand sanitiser station within proximity of their primary workstation or position or given a supply to carry on them if this is not possible.

Staff will be required to clean personal property brought into the workplace and disinfectant wipes will be provided for this purpose.

Sharing of equipment will be limited, and where necessary shared venue equipment will be cleaned between uses by the staff member using equipment.

Disinfectant solutions will be maintained to an appropriate strength according to the manufacturer's instructions, and Safety Data Sheets will be available for all chemicals used.

1.2 Creation of Theatre Workplace Zones

Artists, production and theatre administration staff, will be allocated specific Zones throughout the planning, rehearsal and production process. Staff with single zone access will not be able to cross between zones unless in the case of emergency.

Some staff require access to across more than one zone. When leaving their primary zone and crossing other zones, the individual will be required to;

- Wear a face mask
- Sanitise hands at all entry points
- Wherever possible, schedule the movement to the secondary zone at a time that ensure limited exposure to the others.

Individual staff passes will capture staff movements as they move through various door entry points around the venue and record this information for contact tracing purposes

2. Theatre & Production Staff

2.1 Theatre Staff Health & Hygiene

Staff will be expected to adhere to Shakespeare's Globe COVID-19 Safe Policy, and in accordance with the latest Government guidelines.

All staff will have access to hand sanitizer, disinfectant wipes, and their own personal safety equipment to use as required, including masks, shields and gloves where applicable.

It is mandatory for all theatre staff to wear a face covering, whilst on site and within all common areas.

2.2 Theatre Staff Training

All staff and performers will complete the Shakespeare's Globe COVID Safety Induction before entering the back of house area.

2.3 Wellbeing of Theatre Staff & Artists

Staff working back of house will be directed not to come to work if;

- they have a suspected or confirmed case of COVID-19.
- they are unwell with fever or any symptoms of COVID-19 (including cough or sore throat) at the time of attending or have been unwell within the previous 72 hours.
- the NHS has issued a self- isolation alert.

When arriving on site, all staff will sign into the Globe electronic EntrySign system at Stage Door, which includes a symptom declaration, temperature testing and an agreement to adhere to Shakespeare's Globe Covid Safe Policy.

If any staff member is showing a symptom, high temperature or has been exposed to someone who has, they will be directed not to work and instructed to go home.

3. Managing staff movements Back of House

3.1 Social Distancing

All theatre staff will be trained on the need for social distancing, however this must not cause other unsafe working conditions. Where it is not practicable to maintain physical distancing between workers, appropriate control measures such as the use of PPE, face shields, screens, etc. will be implemented.

Congregating in areas such as the Green Room and stairwells will not be allowed. If staff would like to socialize, they will be encouraged to do so in outdoor, well ventilated areas and wear masks.

3.2 Stage Door

Stage Door will be required to strictly limit capacity. Queuing mechanisms outside of stage door will be in place to assist with managing this.

Post show stage door meet & greets will not be permitted. Security will deny unscheduled visitors who come to stage door to meet the company.

3.3 Green Room

The Green Room will be restricted to theatre artists only. Alternative Covid Safe breakout spaces will be made available as required for each activity.

Masks will be worn at all times in the Green Rooms and other break-out facilities, unless when eating and drinking.

3.4 Rehearsal, production and administration functions

The main rehearsal venues are located at Zone F (Sackler Studios) and Zone G (Peel Studios) away from the main site. These venues provides mechanical ventilation, supported by React Air units, which expels Ultraviolet light to dispel air borne pathogens including the Covid-19 virus.

The vast majority of administrative meetings and interactions will continue to be conducted online/ digitally. Where this is unavoidable, meetings and interactions will be in line with best practice. Such meetings to be kept as short a duration as possible to protect theatre staff, cast and crew.

As far as possible, Stage Management teams will not mix with stage management teams on other shows and consideration will be given to activities planned during the day so areas can be fully ventilated and cleaned before the next call or production.

4. Performers Personnel Protection & Mitigation

4.1 Face Coverings

Except when performing, all performers have been instructed to continue to wear face coverings (masks not shields) at all times indoors.

It is encouraged that all production staff, working back of house area to wear a mask when they are;

- Moving around the building
- When interacting with performers
- Where a 2m of physical distance cannot be maintained
- In areas that require masks as per the Productions COVID Safety Plan

Staff providing close contact services (such as hair, makeup and costume fittings) will be wearing a visor/face shield.

4.2 Rehearsing and performing without masks

It is accepted that some rehearsing and all performing will need to take place without masks being worn.

4.3 Globe Theatres Performances

All productions being undertaken throughout the 2021 Summer Season have been planned and billed as Socially Distant productions, however ventilation onstage at Shakespeare's Globe is excellent due to its open air nature and location next to the river.

4.4 Sam Wanamaker Playhouse – Winter Season

The Sam Wanamaker Playhouse has a remote and continuous air quality monitoring system that measures the live air quality and air flow, view to managing and eliminating air born viruses and bacteria, including Covid-19 throughout the season.

Although it not reasonably practical to expect performances to be constructed maintaining a 2m distance in the smaller playhouse, there is still additional risk from very close contact less than 1m. Moments during the play / production where it is desirable for performers to be within 1m of each other will continue to be risk assessed and consideration given

to additional control measures. This will also apply to moments where physical contact takes place, for certain props or costume that are near to people's faces etc. We will be providing a set of pre-approved close contact moments and suitable control measures, e.g. holding hands.

Administration Offices | Covid Safe

1.1 Summary

This section covers all operations in the administrative and satellite office areas. The AllGlobe Covid Safe Risk Assessment and Method Statement (RAMS) provides the detail for the safe operations of this area.

The Administrative Office areas consists of;

- New Globe Walk – West Block 1st & 2nd Floors
- Visitor Operations & Audience: Tours Entrance, Bankside
- Clink Street Office

In accordance with current Government Guidelines, all staff who can work from home will be encouraged to do so until restrictions are fully lifted.

1.2 Signing into the building

When arriving on site, all administration staff will sign into the Globe electronic EntrySign system, which includes a symptom declaration, temperature testing and an agreement to adhere to Shakespeare's Globe Covid Safe Policy.

If any staff member is showing a symptom, high temperature or has been exposed to someone who has, they will be directed not to work and instructed to go home.

All staff must enter and leave the building via the same route.

1.3 Office working environment

Socially distanced desks are available at the following locations:

- New Globe Walk West Block, 1st Floor

- New Globe Walk West Block, 2nd Floor
- Clink Street Office Suite

Due to social distancing measures, the quantity of safe working desks is limited. All Globe staff need to request a desk space in advance of arrival, to ensure availability.

All desks include signage to alert cleaning regime: Please Clean Me/Clean Desk.

Adequate supplies of hand sanitiser gel and disposable face masks are available in each area, and sanitization stations are available at entry/exit points with reminder posters on notice boards.

Where possible we will keep doors and windows open. Fire doors will only be kept open if held by fire alarm responsive door stops.

1.4 Face Coverings

Face coverings are no longer mandatory across the site but is encouraged whilst moving around the building, in communal areas and crowded spaces in line with current Government guidance.

A supply of face masks and face shields are readily available on request from the Building Operations department located at Stage Door Security.

Third Party Service Providers| Covid Safe Consent

All incoming contractors, service providers, film production companies and hirers are required to complete the Shakespeare's Globe Covid Safe Working Practices Consent form.

All visiting service providers will be required to provide their own activity specific COVID-19 Safety Risk and Method Statement (RAMs) in advance of arrival and discuss their specific requirements/plans with the venue. The RAMs will need to meet the requirements of ours, and dedicated meetings between companies will be carried out to ensure that there is a deep understanding of the two plans and how they interact.

Shakespeare's Globe | Staff Covid Testing Policy

Shakespeare's Globe has implemented a Covid-19 testing regime, which forms a part of Shakespeare's Globe remobilisation effort.

Effective testing will provide useful information such as current infection rates, potential workforce immunity, and the measure for our Covid Safe policy. Shakespeare's Globe will use the test results to guide our decision-making in adjusting the control measures as set out in our COVID – 19 Risk Assessment and Method Statement.

Our Covid-19 Testing Policy reflects the range of activities that are undertaken at Shakespeare's Globe, and in accordance with the respective Government Guidelines.

Part 2: Respond & Recovery

1.1 COVID Safe Response team

Shakespeare's Globe has established a COVID Safe Response Team with clear lines of responsibility for managing the COVID Safe Preparation and Response.

The COVID Safe Response Team includes:

- Chief Executive Officer
- Chief Financial Operating Officer
- Head of Building Operations
- Director of Communications, Marketing and Audiences

Roles and Responsibilities of the Team include:

- Assessing the impact of COVID-19, the impact of the Response Plan and assessing current priorities
- Ensuring that the organisation continues to meet its legal and regulatory responsibilities
- Composing and communicating messages to staff, patrons, stakeholders and to the media.

1.3 Updating our Covid Safe Plans

To ensure we can successfully manage a confirmed case of COVID-19 in the venue, we will continually review and update our response plan to ensure that everything is in place for activation at short notice. This includes a Covid Safe Isolation Area.

The Covid Safe Isolation Room is located in the Under Globe area. The room has minimum furniture to facilitate easier cleaning and disinfecting; and will contain hand sanitiser, PPE including gloves and surgical facemasks, Anti-bacterial detergent, wipes and tissues, waste bags or waste bin with lid (pedal bin or non-touch mechanism). Fogging or ozonating of the rooms will be undertaken following a positive case.

1.4 Activation of Response Plan & Assessment of Impact

If anyone who has been onsite has a confirmed case of COVID19, the response plan is as follows:

- Notify COVID-Safe Response Team.
- Immediately isolate the zoned area

If the individual is still on site:

The first aider, or other pre-designated responder should escort the individual to the isolation area, remaining at least 2m away from the patient and ensuring that all other individuals on the premises maintain a 2m distance as well.

The patient will be given a facemask and gloves whilst walking to the isolation area and when exiting the building and be advised not to touch any surfaces, objects or people.

Once in the isolation area the first aider can assess the individual to see if they are well enough to return home and contact the NHS by phone from home and isolate there, or if urgent medical treatment is required.

We will confirm with the individual the following information:

If they are a patron:

- a) Advise that they contact the NHS and arrange a PCR test
- b) Confirm what date they were in the venue, and which performance they attended, including the time.

- c) Confirm what path they took to enter the venue, and other information of their customer journey including did they use the washrooms etc. This information will identify the impact areas.
- d) Assess whether the patron was within two meters of other workers, patrons or performers.

If they are a member of staff:

- inform their line manager immediately the line manager MUST relay this information immediately to Building Operations – preferably by phone or radio
- LEAVE THE BUILDING: Shakespeare’s Globe will organise a taxi if within London boundaries. Public transport and shared lifts should be avoided. Cycling or walking should be prioritised
- SELF-ISOLATE: Once home, the individual must contact the NHS to arrange a PCR test and follow the guidance provided.

All staff who test positive (and members of their household) must follow Government Guidelines and Self-Isolate for 10 days.

DECONTAMINATE- The line manager must communicate to all potentially infected individuals and reassure.

Dependent upon the activity and risk of spread of infection, the activity manager may need to consider: sending whole team or cohort home; and the activity cancelled.

The Building Operations team will coordinate a deep-clean of all areas that the individual has highlighted, including the respective Covid Quarantine area.

1.5 Communication

Internal Staff Positive Covid Case:

Building Operations will correlate the list of all individuals who had been back of house or worked on the front of house teams who may have come in close contact with the positive case .

Patron Positive Covid Case:

Shakespeare's Globe ticketing team will collate data of identified impacted patrons whomay have come into close contact with the patron (anyone who attended the same performance, within the same bubble and FOH zone).

The impacted Patrons and /or staff will be contacted and asked to quarantine for 10 days, or until a negative test result is achieved, and ask them not return to work until they are advised by the NHS.

We will coordinate with the NHS and Public Health England where required.

Shakespeare's Globe will communicate any impact upon activities to all relevant media as appropriate. The website and social media sites will be updated accordingly.

1. 6 Recovery

Once the initial response to the confirmed or suspected case has been implemented, we will focus on recovering and re-opening the activity area in the safest way possible. This will include:

- Ensuring a deep clean of the area.
- Ensuring that staff members who have a suspected or diagnosed case of COVID-19 have followed Government Guidance and have isolated for 10 days.
- Ensure the case provides a negative Lateral Flow test before returning to the workplace.
- Ensuring staff members who have been in close contact with a person who tests positive, but are not presently symptomatic take a Lateral Flow Test, and risk assess the conditions for continuing the activity.
- Continuing to update communication with all key stakeholders throughout the recovery process.

