
PROTOCOL FOR THE REACTIVATION OF AUDIOVISUAL ACTIVITY IN COSTA RICA IN THE MIDST OF COVID-19 (SUMMARY)

NOTE: This is a summary of the official protocol. Includes the most important points to be followed

Any questions please refer to the official document found in the following link:

<https://mcj.go.cr/sala-de-prensa/noticias/mcj-aprobo-protocolos-subsectoriales-para-reapertura-de-actividad>

1	<i>Abbreviations and definitions</i>	3
2	<i>Principles</i>	7
3	<i>Implementation prerequisites</i>	8
3.1	General	8
3.2	Organization obligations	9
3.3	Obligations of the CSO by sector	10
4	<i>Hygiene and disinfection</i>	10
4.1	General	10
4.2	Cleaning and disinfection procedure	13
4.3	Cleaning and disinfection products	15
4.4	Identification of critical spots for disinfection	16
4.5	Personal protection equipment	18
4.6	Waste managements	19
5	<i>Logistics in the workplace</i>	21
5.2	Shifts and schedules and transfers	21
5.3	Distance between people in the workplace	22
5.4	Employee hygiene habits in the workplace	26
5.5	Pre-production measures	26
5.6	Casting y callbacks	27
5.7	Scouting	27
5.8	Costume and/or makeup tests:	28
5.9	Other conditions:	29
5.10	Production	30
5.11	Postproduction	30
5.12	Studio production, mobile units and streaming transmission	31
6	<i>Action against confirmed cases of collaborators</i>	31
6.1	Actions to follow if there is medical confirmation of people with the disease within the organization's facilities.	31
6.2	Way in which confirmed cases will be registered	32
6.3	Case reporting mechanisms	32
7	<i>Communication</i>	32
7.1	Disclosure	32

1 Abbreviations and definitions

ABBREVIATIONS

- CCSS: Costa Rican Social Security
- CNE: National Emergency Commission.
- CSO: Institutional Occupational Health Commission.
- PPE: Personal Protection Equipment.
- MCJ: Ministry of Culture and Youth.
- MS: Ministry of Health.
- WHO: World Health Organization.
- PAHO: Pan American Health Organization.

DEFINITIONS

Definitions of emergency:

- **Threat:** latent danger represented by the possible occurrence of a dangerous phenomenon, of natural, technological or human-caused origin, capable of producing adverse effects on people, goods, public services and the environment. (CNE, 2015). In the case of the COVID-19 pandemic is grouped as natural and biological in origin.
- **Competent Health Authority:** Corresponds to the Health Governing Area in which the operation of the work center is physically located, in which a situation related to COVID-19 occurs.
- **Coronavirus- COVID-19:** Coronaviruses are an extensive family of viruses that can cause disease in both animals and humans. In humans, various coronaviruses are known to cause respiratory infections that can range from the common cold to more serious illnesses such as respiratory syndrome.
- **Confirmed case:** Corresponds to a person who has been confirmed to be infected with COVID-19 by a laboratory authorized by the Ministry of Health, as well as the National Reference Center for Virology (CNRV) of Incense.
- **Probable Case:** The probable case contemplates the following possibilities: **1.** A suspected case for whom the test for the COVID-19 virus is not conclusive. **2.** A suspected case for whom the test could not be performed for some reason.
- **Suspicious case:** A suspicious case includes the following possibilities:
 1. Person with acute respiratory infection (fever and at least one sign or symptom of respiratory illness (for example, cough, shortness of breath, sore throat, nasal

congestion) and meets at least one of the following criteria:

- a. Not having another etiology that fully explains the clinical presentation of the event.
 - b. A history of travel outside the country in the 14 days prior to the onset of symptoms.
 - c. History of having started the clinical picture already described in the 14 days after having been in close contact: i. With someone with a history of travel outside the country in the last 14 days after a contact has occurred. ii. With someone who has been direct contact (in the possible quarantine period of the latter) of a confirmed case.
2. A person with anosmia (loss of sense of smell) or dysgeusia (change in taste perception), with no other etiology to explain the clinical picture.
 3. Patient with acute respiratory disease of any degree of severity, who within the 14 days prior to the onset of the disease had close physical contact with a confirmed, probable or suspected COVID-19 case.
- **Epidemiological Control:** It is the documentary control that must be carried out in the company with the aim of documenting any prevention activities, early detection, diagnosis, treatment, control and elimination of transmissible diseases that could affect the population.
 - **Quarantine or Isolation:** Considered as the restriction of the activities usually carried out outdoors, for those exposed to an infectious agent, and those who currently have no symptoms, being able to develop the disease and therefore transmit it to other people.
 - **Disinfection:** These viruses are inactivated after a few minutes of contact with common disinfectants such as chlorine dilution according to the procedure to be defined by each activity, service or establishment.
 - **Documentation:** Support for any action within the framework of the general guidelines duly formalized and available in a timely manner at the request of the competent health authority.
 - **Emergency:** state of crisis caused by a disaster and based on the magnitude of the damage and losses. It is a state of need and urgency, which forces us to take immediate action in order to save lives and property, avoid suffering and attend to the needs of those affected. It can be managed in three progressive phases of response, rehabilitation and reconstruction, extending in time until the situation is finally controlled. (CNE, 2015).
 - **SARI:** The person is classified as SARI if they present: History of fever or fever of 38 °C or more and, Sore throat or cough and, Dyspnoea or respiratory difficulty and,

with onset within the last 10 days, and need for hospitalization (according to criteria established in the National Surveillance Protocol of the person with influenza and other viruses).

- **Mitigation:** application of measures to reduce the negative impact caused by an event of natural, human or technological origin. (CNE, 2015).
- **Epidemiological nexus:** There is an epidemiological nexus when a person who has had contact with another already confirmed COVID-19 case, or has been in places where the virus is already known to be circulating, has respiratory symptoms within fourteen days.
- **Sanitary order:** Administrative act by means of which the Ministry of Health informs the person of interest about a resolution or particular or special provision to protect the health of others and the environment, it is considered mandatory and must be executed within the term indicated. With the issuance of a health order, the Ministry of Health initiates the due process of the person involved.
- **Incubation Period:** The incubation period for COVID-19 is between 2 and 12 days.
- **Procedure:** method or way of executing something according to the activity, service or establishment.
- **Spread (COVID-19):** The disease can be spread from person to person through (droplets) from the nose or mouth that are thrown away when an infected person coughs or exhales on objects and surfaces around, therefore other people can get COVID-19 if they touch these objects or surfaces and then they proceed to touch their eyes, nose, or mouth. People can also be infected if they breathe in the drops of a person with COVID-19, spread by coughing or exhaling.
- **Protocol:** It is the term used to refer to the set of norms, rules and guidelines that serve to guide a conduct or action.
- **Risk:** probability that losses, damages or economic, social or environmental consequences will occur in a particular place and during a defined period. They are obtained by relating threat to vulnerability. (CNE, 2015).
- **Virus:** A cellular microscopic infectious agent that can only multiply within the cells of other organisms.
- **Vulnerability:** intrinsic condition of being impacted by an event due to a set of physical, social, economic and environmental conditions and processes. It is determined by the degree of exposure and fragility of the elements likely to be affected - the population, their assets, activities, goods and services and the environment - and the limitation of their ability to recover. (CNE, 2015)

Definitions of the audiovisual process

- **Audiovisual Development:** It is the first stage of an audiovisual project where the plot is conceived and written, the treatment is developed, the final version of the script and with a detailed and meticulous folder of the project financing is obtained for its execution.
- **Preproduction:** First stage where a set of activities related to administrative and field work is carried out that is developed by departments in different spaces. Each area or department is responsible for preparing, enlisting, designing, organizing, putting in order work elements that are necessary for the Shooting separately for the next stage
- **Production:** It is the stage that is also called "Shooting". It is an activity that meets in time and space with all the elements that have been prepared during pre-production. This activity requires a greater number of crew members in the same place, but not in the same space or necessarily all at the same time. In some cases, the set is a location either outside (Parks, streets, squares, etc.) or inside (Apartments, offices, factories, etc.) that in some cases production must condition bathrooms, awnings and dressing rooms. In other cases, a conditioned studio (that is, a space dedicated to audiovisual filming) normally equipped with dressing rooms, bathrooms, etc. In addition to bathrooms and dressing rooms, production must provide close to the sets a mobile production office, a food area, parking area, setting, props, effects, etc.
In the case of animation and visual effects, this is the stage that groups teams of technicians and artists working together (in offices) as well as remotely during periods to be determined.
- **Postproduction:** Third stage where all the activities seek to take the filmed material in the shoot and go through processes such as Editing, color correction, digital animations, Audio design, music production, voice-over recording, dubbing, ADR, foleys, editing of dialogues, sound design, mixing, final assemblies and mastering where formats are generated in which the final product will be projected or broadcasted and are conducted in a closed space called a studio and conditioned with special equipment.
- **Multicamera Television Studio:** The television studio (set) is a closed place isolated from lights, sounds and external magnetic fields, in which audiovisual equipment such as television cameras, lights and professional sound are placed, for recording

or broadcasting of programs with the greatest cleaning of light, image and sound.

- **Animation/Visual Effects Studio:** These are facilities where visual effects and animation production personnel work and in Costa Rica normally include teams conformed from 2 to 40 people.
- **Mobile Unit:** The mobile unit is a complete audio and video production system that can be used anywhere, that is, installed in a vehicle equipped for recording and transmission outside the television studio.
- **The control of realization:** It is the control room from which the necessary processes are carried out for the recording or broadcast of television programs to take place. At the same time this control is made up of a series of operators that carry out functions that complement the production process.
- **Crew:** Every member of the technical production team, audiovisual professionals.
- **Artistic talent:** Performers (announcers, actresses, singers, dancers, etc.) involved in the project.
- **Client:** person or entity that purchases the goods and services offered by a company.
- **Agency:** organization that advises the advertiser in everything that refers to the execution of an advertising campaign, aimed at a specific audience with a predefined budget.

2 Principles

The subsector is committed to abiding by accepted principles of good conduct in the context of the pandemic, even as situations become even more difficult. The following are the principles on which they should be based:

- a) Accountability
- b) Transparency
- c) Ethical behavior
- d) Collective construction with stakeholders
- e) Respect for the principle of legality
- f) Respect for human rights

3 Implementation prerequisites

3.1 General

In each place where the activity and/or audiovisual service is carried out, subjected to MCJ's rectory, according to this protocol, the following must be done:

- a. Constantly verify that the protocols and procedures are being applied in all its internal areas, with a focus on continuous improvement, in accordance with Directive No. 082-MP-S of April 27, 2020.
- b. Comply with the licensing, capacity, distance and schedule restrictions established by the Ministry of Health through applicable guidelines and their updates.
- c. It is **STRICTLY FORBIDDEN** for people with symptoms or signs of a cold or flu to go to work, study or meeting places, in accordance with the "General guidelines to reactivate human activities in the midst of COVID-19" and corresponding updates.
- d. Telework should be permanent within all possibilities, according to directive No. 073-S-MTSS "On measures of care and inter-institutional coordination in the face of the Coronavirus health alert (COVID-19)", and corresponding updates, and any other related regulations.
- e. Have an internal communication mechanism to keep all collaborators and users updated on any modification or update of the measures for the prevention and mitigation of COVID-19.
- f. Those activities, services or work centers that fail to comply with the general guidelines of the Ministry of Health and specific protocols may be subject to the application of articles 363 and 364 of the General Health Law, Law number 5395 of October 30, 1973, among other administrative provisions issued by the Ministry of Health.
- g. In the case of contractors, they must implement and monitor compliance with the Coronavirus (COVID-19) prevention and mitigation measures proposed for the activity, service and/or establishment, as well as facilitate the provision of appropriate protective equipment for their staff.
- h. Those activities or services to be carried out by programming or by prior appointment must allow cleaning and disinfection of the care area between each appointment or shift, according to the "General Guidelines to reactivate human activities in the midst of COVID-19" and corresponding updates.
- i. All spaces that gather people must function with the maximum capacity authorized by the Ministry of Health and guaranteeing the distance of 1.8 meters between people according to the "General guidelines to reactivate human activities in the midst of COVID-19" and corresponding updates.

-
- j. Places that have ventilation mechanisms should be used, mainly when concentrating people. Natural ventilation should be preferred without generating sudden air currents. In case of not having this possibility, it will be mandatory to maintain the air conditioning with replacement of filters according to the specifications of each system. "General guidelines to reactivate human activities in the midst of COVID-19" and corresponding updates.
 - k. The management plans of spaces must indicate: Level of occupation of the spaces, hours or shifts of attention, profile of users with risk factors and any other differentiator the organization considers necessary to reference.
 - l. In the case an event requires users to wait before being entered into the premises, they must be organized in lines in which the recommended safety distance of 1.80 meters applies. General guidelines to reactivate human activities in the midst of COVID-19" and corresponding updates.

3.2 Organization obligations

- a) Comply with the health guidelines of the Ministry of Health, the provisions of this sector protocol, including the updates of each instrument.
- b) Provide information to all collaborators about COVID-19, as well as the hygiene measures that must be followed during the execution of activities.
- c) Provide supplies for proper hygiene, such as water, soap and paper towels for drying hands, in addition to communicating the person in charge of the supplies.
- d) Prepare and disseminate messages, as well as healthy practices (from official sources: Ministry of Health and CCSS) through: informative talks, set up information spots, distribute informative and reminder material such as posters or electronic media.
- e) Train and communicate to collaborators the importance of compliance with the guidelines and provisions issued by the Ministry of Health, in the work spaces and provision of activities or services.
- f) Be clear about the policy or protocols to follow in the event of possible emergency scenarios, responsible personnel, communication channels and disseminate this to all workers.
- g) Each organization must have a current emergency plan that includes the evacuation procedure and incident response.
- h) Keep up-to-date contact and forms of timely communication with the Health Governing Area of the workplace or place of operations in which a situation related to the COVID19 emergency occurs.

-
- i) Communicate and coordinate immediately with the competent health authority upon confirmation of a COVID-19 case in a working person under someone's charge.
 - j) Provide timely attention to the notification of a health order. The representative must inform the competent health authority of the actions taken to care for a confirmed case, in order to manage the authorization to restore operations and reopening.
 - k) Officialize through internal communication to any collaborator the obligation to comply with the general guidelines, as well as the specific ones issued by the company for the attention, prevention and attention to a confirmed case.
 - l) Ensure and encourage that your company meets the guidelines established by national authorities.

3.3 Obligations of the CSO by sector

When there is an occupational health commission, it must:

- a. Record and document all preventive measures taken.
- b. Prioritize those over 60 years of age and cases with morbidities (including pregnant women).
- c. Manage the medical reassessment of previously employed people, before any change in the work organization.
- d. Prepare documents and tools that allow monitoring and control of workers in their comprehensive health programs.

4 Hygiene and disinfection

4.1 General

4.1.1 Cleaning, hygiene and disinfection measures

- a. Equip sanitary facilities and services with: toilet paper, drinking water, antibacterial soap for hand washing, hand sanitizer with a composition of at least 60% alcohol or ethanol, and paper towels for drying hands.
- b. Each place will be thoroughly disinfected by a cleaning team, before the start, during and at the end of the filming, if the project lasts for several consecutive days, a corresponding procedure must be defined.

-
- c. Each bathroom on site will be well stocked with antibacterial soap and the recommendations of the Ministry of Health LS-PG-001. General guidelines to reactivate human activities in the midst of COVID-19 and corresponding updates.
- d. All makeup materials, such as brushes and combs, will be disinfected before the filming, during and after the filming. These will be for strictly personal use by the interpreter without alternating between broadcasting or filming. The use of reusable or disposable items will be preferred whenever possible (in particular sponges, pads, towels, etc.).
- e. All camera, lighting and grip equipment will be thoroughly disinfected before and at the end of each filming. In addition, it must be ensured that only the persons responsible for each equipment can handle it.
- f. The procedure for washing, rinsing and drying hands will be carried out in accordance with the recommendations specified by the document of the Ministry of Health LS-PG-001. General guidelines to reactivate human activities in the midst of COVID-19 and corresponding updates.
- g. All activities for disinfection with effective products against the virus must be carried out according to the document "Sector Protocol for the reactivation of human activities of the Ministry of Culture and Youth" and depending on the specificity of the guideline, the operational definitions specified by Document: LS-PG-001. General guidelines to reactivate human activities in the midst of COVID-19 and corresponding updates.
- h. It is recommended as far as possible the use of the equipment in a personal way for daily work in offices or filming, it is important to daily disinfect surfaces that are frequently touched which could be critical spots to disinfect (for this purpose the use of water and soap, as well as effective products against the virus is suggested):
- Electronic elements (CPU's of computers, telephones, screens, keyboards, mouse, cell phones, printers, among others)
 - In the restroom, the toilet, bathroom surfaces, sinks and taps.
 - All doorknobs, doorknobs, keys.
 - Furniture of any material: wood, plastic or metal.

-
- Dataphones, drawing or measuring equipment.
 - Virtual / Extended Reality Team.
 - Light switches and ring bells
 - Objects used in the attention of the public such as: showcases or windows, pencils.

- i. Additionally, each vehicle used by production will be thoroughly sanitized and will have at least enough bottles of spray sanitizer, antibacterial sanitizer hand gel, extra gloves and masks.

4.1.2 Information measures that must be adapted in each organization

- a) Training sessions (Virtual workshops) will be held to publicize protocols and procedures.
- b) All personnel will be trained, whenever applicable, by occupational health personnel or occupational health commissions once protocol has been approved. In the absence of an occupational health office or commission, the administrator of the establishment will be the person responsible for coordinating any training.
- c) Infographics may be developed and distributed by email and information groups in applications for mobile phones, information screens, social media networks or other mechanisms considered of timely distribution.

4.1.3 Instructions on protocols for coughing, sneezing, hand washing, other forms of greeting and reporting in case of symptoms

- a. Ensure labeling with protocols for coughing, sneezing, hand washing and other forms of greeting.
- b. L The instructions to follow for the process of hygiene and disinfection of hands, as well as the protocols for coughing, sneezing and other forms of greeting will be those issued by the Ministry of Health in the graphic aid products (infographics), please see: <https://www.ministeriodesalud.go.cr/index.php/centro-de-informacion/material-comunicacion/protocolos-ms>. Also, the World Health Organization and the Pan American Health Organization have available material that can be consulted, please see: <https://www.paho.org/es/covid-19-materiales-comunicacion>.
- c. These infographics related to this section must be printed and placed visibly, in each common area of each institution or building, as well as within all health services.

-
- d. For the treatment of suspected cases: any collaborating person who has been with known cold symptoms and who has been in contact with people who were diagnosed as suspected, probable or confirmed cases, should go to the corresponding medical center.
 - e. Provide respiratory protection (surgical mask) and indicate to the affected person to remain in an area with restricted access until transferred by the corresponding authorities.
 - f. Immediately communicate to the 1322 Emergency System in order to coordinate assistance.
 - g. In case of exposure of other people, request instructions from the Ministry of Health by the immediate manager, under the coordination of the Office of Occupational Health or the administration.
 - h. Inform the INS about the suspicion of occupational disease (corresponding notice).

4.2 Cleaning and disinfection procedure

4.2.1 General cleaning procedure

It is up to each organization to define a cleaning procedure, for which it will take into account:

- a. Hand washing, rinsing and drying procedures, as well as disinfecting with effective anti-virus products related procedures should be considered
- b. Proceed with caution at all times.
- c. Massive or comprehensive disinfection actions to spaces without knowing the possible impacts and damages that can cause to the goods, are not recommended.
- d. Each organization will consider within its procedure the necessary measures for the adequate care and conservation of cultural and/or natural assets, considering the usual technical criteria for the management of collections in the framework of the national emergency, and the indicated sanitary guidelines. The management of each organization will communicate the internal guidelines to the technical and/or administrative teams that it deems necessary for the proper management of the collections and refines.

-
- e. The focus of attention to equity risk should be considered.
 - f. The use of chlorine or bleach on the surfaces of heritage items is prohibited, as many cultural and natural materials are sensitive to chlorine.
 - g. When cleaning and disinfection of the areas is carried out, the required distance of 1.8 meters must be respected, as well as avoiding agglomerations of people in the different areas.

4.2.2 Cleaning plan and schedule

Each organization and/or team responsible for the project must:

- a. Establish a cleaning and disinfection plan and schedule for the different areas of the facilities. As well as the form of disclosure of said plan to all cleaning, maintenance and general staff at the work site.
- b. Designate the people responsible for cleaning, disinfection, waste management, and use of personal protective equipment.
- c. Provide protection to those in charge of cleaning with gloves while performing cleaning and hygiene tasks.
- d. After cleaning, perform hand hygiene.
- e. Keep offices and places where activities are carried out well ventilated, without creating sudden drafts of air.
- f. In case of having air conditioners, they must have adequate revision and maintenance with a visible log available to the public.

The cleaning schedule must be adjusted to the use and management of each space, according to the service or activity carried out.

In the case of areas such as waiting rooms, film sets and restrooms, a record of the cleaning frequency of each company or establishment must be kept. Said record must be exposed for control by making use of a table of schedules and the frequency of cleaning, regarding to the use of the space.

4.2.3 Training of personnel responsible for cleaning and disinfection activities

The personnel must be trained in the application of the procedure indicated in 6.2.1. In addition, training must be recorded.

4.3 Cleaning and disinfection products

4.3.1 Essential elements for prevention

- a) Equip sanitary facilities and services with: toilet paper, drinking water, antibacterial soap for hand washing, alcohol gel hand sanitizer with a composition of at least 60% alcohol or ethanol and paper towels for drying hands.
- b) For cleaning and disinfection, it is recommended to give privilege to the use of disposable products, such as: disposable paper towels, personal protective equipment (when considered appropriate), spray bottle, container for the transfer of articles, garbage bag and disposal of used materials.
- c) The goods of each organization must be treated without causing any damage, considering each construction material of the goods.
- d) In the case of reusable products, they should be disinfected with alcohol, or washed with soap and water.

4.3.2 Cleaning products

- a) The most widely used disinfectants for environmental use are sodium hypochlorite solutions, quaternary ammoniums, hydrogen peroxide and phenols, there are other products in which there is less experience of their use.
- b) For surfaces that could be damaged by sodium hypochlorite, an ethanol concentration of 60% can be used.
- c) It is possible to use another type of disinfectant, according to the recommendations of the disinfectant manufacturer for its preparation and application.
- d) Cleaning and disinfection of different places, in the case of heritage assets, verify that products used will not affect the integral state per se of the cultural and natural assets.
- e) The use of chlorine or bleach on the surfaces of heritage items is prohibited, as many cultural and natural materials are sensitive to chlorine.
- f) For cleaning, the use of 0.1% sodium hypochlorite is recommended (for its preparation, please take 20 ml of "5.25% chlorine, usually available at any

supermarket" and add water to reach one liter; that is, add exactly 980 ml of water).

- g) For disinfection of surfaces, the use of sodium hypochlorite at 0.5% chlorine is recommended (for its preparation, please take 100 ml of "5.25% chlorine usually available at any supermarket" and add water to make up one liter; that is, add exactly 900 ml of water).
- h) For surfaces that could be damaged by sodium hypochlorite, an ethanol concentration of 60% can be used as a replacement.
- i) It is possible to use other type of disinfectant, in this such scenario, the recommendations of the disinfectant manufacturer must be followed for its preparation and application.
- j) When using chemicals for cleaning, it is important to keep the facility ventilated (for example, open the windows while doing so).

4.3.3 Use of different utensils

- a) Utensils or objects should not be shared in the workplace or meeting place, unless they have been subject to a rigorous disinfection protocol between different users.
- b) For cleaning and disinfection, it is recommended to use disposable products, such as:
 - Disposable paper towels.
 - Gloves.
 - Mask or face shield (accordingly).
 - Sprayer.
 - Soap.
 - Container for the transfer of articles.
 - Bag for garbage and disposal of used materials.
- c) If they items are reusable, they should be disinfected with alcohol, or washed with soap and water.

4.4 Identification of critical spots for disinfection

4.4.1 Common surfaces

- a) Each organization must analyze, according to its activity and structure, which areas are frequently manipulated and which surfaces will be a priority for the cleaning and disinfection process of all the working areas, applying a respective procedure for the required disinfection.

-
- b) Frequently “touched or used” surfaces (handrails, keypads, doorknobs, parking tokens, food trays, armrests, seats, benches, doors, and protons, among others), should be cleaned often with a 60% alcohol solution or commercial disinfectants.
 - c) The bathroom and toilet surfaces must be previously cleaned with soap and water to remove dirt, also with disposable material and disinfected daily with a household product that contains chlorine with the dilution indicated by the manufacturer on the product label, used the same day when prepared.
 - d) The person in charge of cleaning must wear gloves while carrying out hygiene tasks. After cleaning, hand hygiene should be performed.
 - e) In the case of spaces with public attention, the frequency of cleaning must be defined, before, during and after the use of the spaces, according to the guidelines issued by the Ministry of Health.
 - f) In common areas, such as waiting rooms and restrooms, a cleaning record of each physical space must be kept at all times, according to the role of use. Said record must be exposed for control by using for instance a table of schedules and the frequency of cleaning.
 - g) The cleaning and disinfection of different environments, in the case of heritage assets, verify the products used do not affect the integral state of cultural and natural assets.

4.4.2 Cleaning of electronic devices

- a) Products for cleaning electronic elements (telephones, screens, keyboards, mouse, cell phones, printers, among others), must have a procedure, and the following should be taken into account:
 - b) Disconnect all external devices.
 - c) Dampen a microfiber cloth with a 70% alcohol mixture. Do not apply chemicals directly to the equipment.
 - d) Do not allow moisture to enter or leak into areas such as keyboards, display panels, etc.
 - e) After cleaning, surfaces must be completely air-dried before turning the device back on.
 - f) Avoid using glass cleaners that contain ammonia.

-
- g) Throw away the disposable gloves that were used after each cleaning.
 - h) At the end, activate the hand washing protocol.

4.4.3 Elements related to customer service

1. The public service areas must be subjected to the cleaning and disinfection procedure at least three times during the working day, by the cleaning staff, complying with all the actions established in this protocol.
2. In all public spaces and health services, information with the sneezing and hand washing protocols should be posted, according to the criteria established by the Ministry of Health, WHO/PAHO.
3. The use of the following PPE should be considered when cleaning and disinfecting public spaces and work centers in accordance with the guidelines issued by the Ministry of Health and the Occupational Health Council. For proper removal of PPE, it should be done avoiding touching the outer (contaminated) face of gloves with bare hands.

4.5 Personal protection equipment

4.5.1 Equipment necessary to carry out the activities

- a) As far as possible, all crew members must wear long-sleeved shirts, long pants, closed shoes, they must not wear any uncovered part of the body and the use of bracelets or rings is not recommended. Everyone will wear a hairnet, and men with beards should wear a mouth cover or face shield.
- b) All crew members must wear a face shield or face shield at all times, except in the case of broadcasting, which can be removed only when facing the camera or when applying makeup.
- c) Note: When purchasing PPE, it is recommended to validate the quality based on the national and international standards of Costa Rica <https://www.inteco.org/juntos-en-la-prevencion>.
- d) In the case of microphones used in acting and/or broadcasting, these must be as far as possible for personal use and in case of alternating between different interpreters, the respective disinfection must be carried out.
- e) Executive Production is responsible for ensuring that all Crew members have their respective PPE implements. In the case of developing processes through professional services or loans, the parties must negotiate this point.

-
- f) The use of PPE should be considered when cleaning and disinfection work is carried out in public spaces and work centers in accordance with the guidelines issued by the Ministry of Health and the Occupational Health Council.
 - g) At least you must have disposable gloves, face masks or masks. If necessary, boots and safety glasses will be worn.
 - h) In the case of using reusable PPE, these must be disinfected using the products indicated above. For proper removal of PPE, it should be done avoiding touching the external face with bare hands.

4.5.2 Equipment provided by the organization

- a) The organization must commit to supply the minimum Personal Protection equipment to any of the collaborators. In the case of developing processes through professional services or loans, the parties must negotiate this particular aspect.
- b) The administration will ensure the processes of cleaning, disinfection, waste management, and use of PPE in the cases that it will apply.
- c) Ensure that people use PPE properly.
- d) Have training records, PPE delivery records and cleaning supplies.

4.6 Waste managements

4.6.1 Procedure that includes waste management and disposal

- a) It is the organization's responsibility to designate people for cleaning, disinfection, waste management, and use of personal protective equipment according to the required area.
- b) It is the organization's responsibility to designate people for cleaning, disinfection, waste management, and use of personal protective equipment according to the required area:
 - Have a suitable area to manage the cleaning waste generated during any outbreak.
 - Ensuring easy and safe waste collection.

-
- Keep the waste area clean and closed.
 - Raise awareness about the waste management process.
 - For all waste management, the workers who perform the task must use the minimum PPE equipment.

4.6.2 Waste derived from cleaning and disinfection tasks

Each organization must have a procedure for the elimination and handling of waste such as cleaning utensils and disposable PPE, taking into account at least:

- a) Clean the areas whenever required with disposable paper towels, which should be discarded in bags designated for such purposes.
- b) Manage garbage collection accordingly by using a garbage container with a lid, wheels and pedal for opening it.
- c) Each time the corresponding cleaning is carried out, the containers should be washed with soap and water, or a suitable disinfectant, with regularity.

4.6.3 Trash bins

The organization must:

- a) Designate a container for biological waste.
- b) Manage waste collection accordingly in the use of a garbage container with a lid, wheels and a pedal for opening it, made of metal or plastic with a lid, and its respective plastic bag.

4.6.4 Trash bins cleaning

- a) Metal or plastic containers will be washed with soap and water in an open area every 2 days. After being washed, they will be sprayed with a chlorine and water solution or some commercial disinfectant.
- b) Container cleaning should be part of the cleaning and disinfection plan and schedule indicated in 6.2.2.
- c) It will follow the provisions of the General Law of Comprehensive Waste Management and its Regulations.

5 Logistics in the workplace

Each activity, service or business subject to the management of the MCJ, must be based on this protocol to carry out the sub sectorial protocols and procedures of each establishment and/or activity.

5.1 Business continuity plan and/or audiovisual service

A Business Continuity Plan may be prepared, Continuity Plan.

Each organization must be based on this protocol to carry out the procedures of each institution and/or activity related to a minimum continuity or operation plan for the activity and/or audiovisual service.

Each member of the technical production team, audiovisual professionals and artistic talent involved in the project; either by selected or endorsement contract, must:

- a. Any member of the production team and talent who has traveled internationally in the last 15 days prior to the start of the audiovisual project, must complete the remaining days of the isolation period recommended by the Ministry of Health and the Department of Migration and Immigration or undergo a COVID-19 test, to be able to join the team immediately, in case of a negative result.
- b. In the event that the test results positive for COVID-19, the team member will not be able to join the filming and must remain in isolation until he/she is discharged by the health authorities.
- c. People who have had the disease and have recovered from it, must only present the corresponding certification of the COVID-19 test with which they were discharged.
- d. This point must be governed by the guidelines established by the Ministry of Health in accordance with the evolution of the pandemic and its contagion rates.

5.2 Shifts and schedules and transfers

5.2.1 Shift or schedule distribution plan in accordance with the needs of the operations and the security measures required in the face of the pandemic.

-
- a) A shift distribution plan may be defined according to the needs of the service, activity or characteristics of the business and the security measures required in the face of the pandemic.
 - b) It will be ensured that all administrative procedures are carried out through virtual platforms. It is suggested that delivery of physical vouchers should be done through mailboxes, for example, to avoid physical contact.
 - c) In the case of developing an international production with a foreign crew or talent, all these members must take the Covid-19 test at the time of entering the country. In case of being positive, they must follow the guidelines of the protocol of the Ministry of Health and Migration and Immigration regarding the entry of COVID-19 positive people from abroad.

5.2.2 Defined hours for the development of the organization's operations.

Contemplate that the spaces have a capacity of no more than 50% and that they comply with the reopening hours for human activity authorized by the Ministry of Health.

5.3 Distance between people in the workplace

5.3.1 Development of activities through telework

Carry out a mapping of the collaborating people who can carry out their activities through teleworking and as well as maintaining the practice of virtual meetings even while being in the same facilities. A service plan for suppliers and customers must be maintained, with hours and form of service according to needs to avoid crowds. Physical barriers with acrylic are recommended for public service areas.

5.3.2 Measures used to ensure the minimum distance (meters) between collaborators.

- a) Depending on the area of the workspace, the number of people that can be in the place must be defined, including organization personnel.
- b) Contemplate that the spaces have a capacity of no more than 50% and that they comply with the reopening hours for human activity authorized by the Ministry of Health.

-
- c) Guarantee the social distancing of 1.8 m. Each business will carry out the calculations and adaptations according to their spaces. It is recommended to have a sketch.
 - d) As much as possible, it should be ensured that the technical production team, audiovisual professionals and artistic talent involved in the project maintain a distance of 1.8 meters from each other, and the set will be designed so that each member of the team can work with much space as possible between them. In addition, they must leave the set when their presence is not strictly required. Working hours at the filming location must not exceed 12 hours.
 - e) As much as possible, the production will coordinate transportation for all members of the technical production team, audiovisual professionals and artistic talent involved in the project; travel in private vehicles organized by production. When this is not possible and people must reach the place by public transport, a procedure to enter the workplace will be implemented with prior disinfection (hand washing, change of footwear, change of clothes, etc.) of the people who enter the place arranged for audiovisual work.
 - f) Scenes that involve crowds should be avoided, until the Ministry of Health removes capacity restrictions.
 - g) The entry and exit must be done avoiding crowds and respecting the distance of 1.8 meters.

5.3.3 Mechanisms used to deal with the subject of work-related travel.

Comply with the provisions of the Ministry of Health regarding the authorization of travel outside the country.

5.3.4 Entrance to the facilities of visitors, suppliers and established communication channels, must avoid contact between people.

Each organization will define its procedure, following at least the following indications:

- a) Reduce or restrict visits by external personnel to the operation or contractors, keeping only those related to critical issues, for example: suppliers of maintenance of machinery, equipment and basic supplies for the continuity of the operation.

-
- b) Define conditions by profile of users with risk factors and any other element that the organization considers necessary to reference.
 - c) The modality of care by appointment should be promoted.
 - d) Entrance to the premises set up for the public must be done in an orderly manner following the instructions of the security officer or designated personnel, so that the people located in the waiting area maintain a safety distance of 1.8 meters at all times.
 - e) Only one person is allowed to enter per administrative process, except for people with disabilities who need assistance, for which they must be accompanied by a person from the same social bubble.
 - f) The most permanent occupation of the space by users or visitors will be in the widest area available, respecting the distance and duration in each space defined by the establishment, according to the activity or service to be performed.
 - g) No activity can generate physical contact between the participating people, with the exception of the people who need to carry out the activities with their companion for safety and care reasons. This companion must be from your same social bubble.

5.3.5 Measures used to ensure the minimum distance at workspaces

- a. Individual workspaces should not be shared, even in sequential shifts. The foregoing does not apply if a rigorous disinfection protocol between user and user is applied to said workspaces, in accordance with the procedure to be defined in each organization, activity and/or service.
- b. The artist and extras must meet the same requirements as the rest of the crew, with some exceptions:
 - Use of masks or face shields at all times with the exception of makeup and on set.
 - Each one will have their own microphone and it cannot be exchanged without prior disinfection of it.
 - Production must ensure that calls are the necessary time so that talent does not remain on location unnecessarily.
 - The amount of extras mentioned must be carefully considered, trying in all cases to summon as few extras as possible.

5.3.6 Rest times in shared places.

- a) Perform a schedule rotation of coffee and lunch hours.
- b) Keep soap and water for hand disinfection, or liquid alcohol and disposable paper towels, and the respective trash can.

5.3.7 Use of stairs and hallways

- a) The use of elevators will be limited to what is strictly necessary (people with disabilities or who require assistance) and the use of stairs will be preferable. The use of the elevator will be limited to more than 2 people only in case of being a social bubble.
- b) The corridors must be circulated in a single direction in order to reduce person-to-person contact, circulating on the right side of the person, maintaining the corresponding cleaning protocol.

5.3.8 Reception and other areas where many people come to communicate

- a) Each organization must identify the areas of high attendance and guarantee the personal protection equipment, according to the tasks, through the respective procedure.
- b) Establish disinfection areas for the entry of all people to the facilities.
- c) In all public spaces and health services, information with the sneezing and hand washing protocol should be posted, according to the criteria established by the Ministry of Health, WHO/PAHO.

5.3.9 Transportation for employees

When applying the transport of workers, the hygiene and distancing measures provided for in this protocol and the respective procedure must be adopted.

5.3.10 Mechanisms to identify symptoms and make the report.

- a) In the event that there is information that an official is ill with manifestations that meet the definition of a suspicious case and attends the workplace, they will not be allowed to enter the workplace, they must be provided with a mask and be You must give the instruction that you go to the nearest institutional, business, or health center for evaluation.

b) In confirmed COVID-19 cases, symptoms have ranged from mild to severe, and even led to deaths. These symptoms can appear 2 to 14 days after exposure, and the most common may include:

- Fever.
- Sore throat.
- Cough.
- Headache.
- Difficulty breathing (dyspnea).
- Shaking chills and general malaise.
- In some cases they might have presented: Runny nose, diarrhea, loss of smell.

5.4 Employee hygiene habits in the workplace

Each member of the organization must carry out the best hygiene practices established by the Health authorities, the MCJ sector protocol and the respective procedure, in the event of the pandemic:

- a. Frequent hand washing with soap and water, when arriving at work and during the day.
- b. Cover your mouth and nose when coughing and sneezing with a tissue or your forearm. Wash your hands immediately.
- c. Avoid touching your eyes, nose and mouth and direct contact when greeting.
- d. Keep the distance of 1.8 meters.

5.5 Pre-production measures

- a. In exceptional cases that require some kind of visit to the location or characters to complement the investigation or generate images that accompany the project, the people of the reduced team called must adhere to the same dynamics raised in point 5.1. Overview of the implementation prerequisites.
- b. It is recommended that the necessary procedures to carry out the hiring, transfer of rights and payments be carried out digitally using bank transfers and digital signature
- c. It is recommended to request a statement from all members of any audiovisual production stating that they do not present any of the symptoms related to COVID-19 or have been exposed to the disease during the last 15 days. And its commitment to comply with the hygiene and safety measures that will be implemented during production.
- d. The foregoing extends to other people, members of agencies, clients, or any participant in the production processes.

5.6 Casting y callbacks

- a. The call for casting, photographs and callbacks of the projects is recommended to be carried out virtually.
- b. In the event that face-to-face castings or callbacks must be carried out, they must be made with appointments of only one actor or actress at a time, with enough time between them.
- c. People who attend the casting must attend with a mask and at all times abide by the basic behaviors of social distancing.
- d. The people of the technical team must have their PPE, provided by the production.
- e. People attending the casting or callback must have their own makeup, hairstyling and wardrobe items.
- f. If the use of special costume elements or props is necessary, the production must ensure that there is a unit for each person performing the casting or that the elements are disinfected between tests.
- g. The casting/callback room will be disinfected between tests, including chairs, door locks, pens and any other items that are available to attendees.
- h. Once the casting is finished, all garments, footwear, accessories and props, even if they have not been used or tested, must be washed or disinfected according to the recommendations of the Ministry of Health.

5.7 Scouting

- a. It is recommended to look for spacious and ventilated locations, where hygiene, safety and social isolation measures can be implemented.
- b. The search should foster digital location databases. Visits should only be made in strictly necessary cases, where it is recommended that the person in charge be equipped with their respective PPE.
- c. In the cases of survey (recognition and cataloging) of interior locations, the procedure to be defined must consider at least:
 - At the time of visiting the location, either for the photographic survey or for the subsequent technical scouting, the interior location should have the fewest possible participants.
 - Once the locations have been visited, the photos must be sent by electronic means of choice and returns on them, adjustment requests or comments on them must be made by video call or the means chosen for this purpose.

-
- The production must provide the Heads of Locations with a specific document to communicate the established protocols and inform the owners of the private locations about the measures adopted. Likewise, the owner of the place should be asked to communicate if he records a history of people with symptoms or who have been tested for COVID-19 with a positive result in the last 15 days.
 - In case of having to visit interior locations, the entrance will be staggered, in order to avoid crowds. It is recommended to decrease the number of meetings and information sessions at the location during this technical scouting.
 - Team members must attend scouting wearing long-sleeved clothing, wearing their hair up, a mask, and latex gloves. Throughout the visit, the interpersonal distance (1.8 m) must be respected, touching surfaces must be avoided and alcohol gel must be available for all those present.

5.8 Costume and/or makeup tests:

The wardrobe and/or makeup tests must be carried out in a ventilated, spacious place that allows compliance with the hygienic prevention provisions established by the Ministry of Health and the procedure that is defined, taking into account at least the following recommendations:

- During the entire process, the minimum distance of 1.8 meters between one person and another must be respected.
- The actors must be summoned in a staggered manner and cannot be accompanied (in the case of minors, they may be accompanied by an adult).
- Garments and materials should be disinfected before and after the test and in no case should garments or materials be used for more than 1 actor or actress without having been disinfected between appointments.
- Those who attend the costume or makeup test must comply with the details in the Personal Protective Equipment (PPE) section previously described.
- During the tests only the costume team will produce and manipulate the costumes, material and makeup equipment, in addition they must use the recommended PPE.
- Rented or purchased garments must be disinfected before use and must be stored and transported in washable nylon or waterproof covers that prevent contamination.

-
- Items purchased in stores open to the public will be disinfected with alcohol. Once cleaned, they should be stored and transported in boxes that prevent contamination (plastic, washable raincoats).
 - Products must be poured prior to use in individual disposable containers for each of the actors and closed when storage is required for a specified period.
 - Containers and non-disposable tools must be constantly disinfected throughout the shooting day. In the case of hairdressing, disinfect non-disposable tools before being used on a next person.
 - There should be a hand wash close to the makeup work area.
 - Once assigned to an actor or actress, makeup must be sheathed and labeled.

5.9 Other conditions:

5.9.1 Art

- During the audiovisual project, the pre-production work of the Art Directors will be done remotely as far as possible, so the meetings with the direction, photo, costumes and production will be made through some of the video calling platforms.
- All items must be disinfected once purchased and later, prior to entering the set.

5.9.2 Camera tests

- Any procedure that includes: moving or handling the camera equipment may only be performed by the corresponding camera personnel.
- It will be ensured that the loading of the equipment is carried out the same day of the check, in order to avoid unnecessary travel.

5.9.3 Equipment suppliers

- Suppliers of camera and lighting equipment will be responsible for ensuring that their staff comply with the hygiene and safety standards suggested by the Ministry of Health.
- All equipment must be disinfected before and after each shooting day. It is necessary that the equipment transport vehicles are also disinfected prior to the entry of the equipment.

5.9.4 Rehearsal

- As much as possible the rehearsals should be carried out virtually. For the face-to-

face rehearsals, the actors must be summoned in a staggered manner. The tests must also be carried out in compliance with the hygiene and safety standards suggested by the Ministry of Health.

5.10 Production

- a. Compliance with the aforementioned hygiene protocols must be ensured. Keep the people who are strictly necessary on the film set or offices. The space must be large enough and meet the percentage of capacity allowed by the Ministry of Health at the time.
- b. Whenever possible, the use of private transportation to get to work and filming sites will be encouraged. When this is not possible, and people must reach the place by public transport, a protocol will be implemented to enter the workplace with prior disinfection (hand washing, change of footwear, change of clothes, etc.) of the people who arrive.
- c. Consider renting high-capacity buses, to facilitate social distancing.
- d. Equipment must be disinfected before and after being used for filming both inside and outside the company.
- e. It is suggested that the equipment of each department be handled only by the personnel of that department.
- f. It is recommended that lavalier microphones be for personal use by each talent. The least number of personnel must remain on set at all times. The work area should be zoned to avoid contact between members of different teams, who do not need contact during filming, thus ensuring that the wardrobe and makeup areas remain exclusive for the talent and professionals involved.
- g. The least possible contact between departments should be promoted.

5.11 Postproduction

- a) It will be ensured to maintain the physical distance recommended in the recording booths and call centers, both by the technical staff and by the interpreters.
- b) When more than one person must work in a booth without being able to respect physical distancing, efforts will be made to implement shift work using their respective PPE.
- c) Microphones and related equipment used during recording should be disinfected between uses.

-
- d) All activity concerning the finalization of audiovisual materials must procure to do it remotely.
 - e) In the same way, the measures established in the workspaces where the activities will take place (editing, color retouching, post-production, sound mixing, etc.) must be taken, in accordance with the provisions of section 6. Logistics in the Work Center.

5.12 Studio production, mobile units and streaming transmission

A procedure will be established for studio production, mobile units and streaming transmission that includes pre-production, production and post-production activities, in accordance with the previous sections of this protocol. In addition, you will see that

- a. Collaborators do not exchange seats/drawing tablets/drawing materials/ chairs/ keyboards/computers mouse, etc. If strictly necessary, these items should be disinfected by cleaning staff before being shared.
- b. Equipment such as virtual reality, which includes glasses that have close contact with the eyes, should be sanitized (for example: cleaned with alcohol or cleaning substances known to disintegrate the virus) after each use, if possible they should not be shared by multiple users.
- c. Additional sanitation equipment will be provided in each office so that those who so wish will also disinfect their own equipment as an additional preventive measure.
- d. In offices that do not allow the entry of outside air, the work of individual people is recommended.
- e. The use of a mask or masks will be implemented for people who share work days together in the same space.
- f. People with risk factors who have not had infections will preferably keep working remotely. If their presence in the workplace is essential, these people will be provided with an individual private office separate from those of others, these people must be allowed to telework if they wish and cannot be forced to attend the facilities of work given their conditions.

6 Action against confirmed cases of collaborators

6.1 Actions to follow if there is medical confirmation of people with the disease within the organization's facilities.

- a) Each business must have the regional contact of the Ministry of Health, to report in case of a possible contagion by COVID-19 through the telephone line 1322.

-
- b) A deep cleaning of all areas of the facilities or physical infrastructure will be carried out when a case is confirmed, so all personnel will be sent to their homes.

6.2 Way in which confirmed cases will be registered

All the procedures implemented must ensure the confidentiality of the information and protect the identity of the patients, so that this information is shared only with the senior management and the management of the Human Resources department when so required, symptoms Report.

6.3 Case reporting mechanisms

The cases will be handled in strict adherence to the guidelines of the Health Surveillance Directorate and the corresponding Governing Area who will give the guidelines to follow, Report of cases confirmed by COVID-19 (For documentation and information to the Ministry of Health).

7 Communication

7.1 Disclosure

Each business must have an internal communication mechanism to keep all collaborators of the site and users updated on any modification or update of the internal and general measures of the institution. Among some of the general tools that could be used are:

- Website
- Social media
- Posters in various spaces (common areas, classrooms, restrooms, reception, etc.)
- Mass mails, infographics
- On-site speakerphone announcement
- Video projection on internal screens

In all the places of visitation and other spaces that this sector protocol regulates, information must be placed in accordance with the provisions of this protocol.

Each business must designate at least one person in charge of communication during the emergency, who is also the liaison responsible for maintaining and following up on updates and communications generated by the Ministry of Culture and Youth and the Ministry of Health. The business must indicate the means by which it will publish the protocol and its updates.