
Guidance for U.S. and Canada

Covid-19 is having a devastating health and economic impact globally. Netflix is committed to working with governments, labor unions and our content partners to maximize the health and safety of our cast and crews while mitigating the economic impact of this crisis. We believe the safeguards we're establishing will be instructive to local governments and other content producers. We're committed to sharing the learnings from our own productions shooting internationally.

No one can ensure complete safety. The filming of series and films typically takes place in intimate, high-touch environments, with artists and craftspeople working closely together under tight deadlines. However, with changes to the production process - in some cases dramatic ones - we believe that cast and crew can get safely back to work producing entertainment that can bring much needed joy to the general public, and we're taking steps to make that happen as rapidly as possible.

In evaluating our production safeguards, we are driven by three fundamental principles:

I. *Production Safety* - Our first priority is the health and safety of everyone on our productions. While we believe the ideal practice would be to leverage regular testing to assure workplace safety, we understand the current limitations of test availability and will, where testing is not readily available, leverage other methods (e.g., pre- and during production sequestration quarantines/self-reporting/temperature checking/limits to the number of people on set). We'll also adopt social distancing and utilize PPE, as much as is practical, given the craft of filmmaking. It's important that any attempts to address risks of transmission should not increase the likelihood of other production-related injuries. In assessing the risks of Covid 19, our mitigation measures must be an additional consideration in an already robust safety program.

II. *Flexibility* - There are big differences across production locales / regions and genres of content (ranging from multi-cams with live audiences to smaller documentaries to large ensemble-led scripted dramas). So the flexibility to develop production-specific protocols -- rather than uniform, prescriptive rules -- will be key to safely returning to work. Industry and government stakeholders will need to adopt safeguards that take account of the situation on the ground in their city or country as well as the types of productions being made. There is no one size fits all solution.

III. *Sharing of Best Practices* - To ensure the safety of our productions, we intend to learn and adapt. In so doing, we are prepared to share our learnings with governments and the broader entertainment ecosystem.

A note on our approach:

Our approach was designed to avoid prescriptive policies but rather to assist productions in assessing their current ways of working to see what changes could be adopted to reduce virus transmission and maintain a safe work environment.

The safety framework is designed to be flexible enough to address individual production company and/or shooting location nuances while also substantially reducing the risk of virus transmission.

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INTRODUCTION

Netflix has developed these Return to Work Protocols for use during the COVID-19 pandemic. The Protocols contained in this document must be followed by our self-managed productions, and serve as best practices suggestions for productions managed by partners.

This information is not intended to be a set of comprehensive instructions or mandates. This is a dynamic (living) document that will continue to be revised as medical advice, government requirements and guidance, and other requirements and guidance changes.

HOW TO USE THIS DOCUMENT

This document is broken down into two sections:

Part I: OVERARCHING PRODUCTION RESPONSIBILITIES

This section describes general production responsibilities.

Part II: PRODUCTION-WIDE REQUIREMENTS AND OPTIONAL MEASURES

This section describes the measures required to be followed by all self-managed productions **across the entire production**. It also contains suggested additional measures productions can choose to take where warranted.

The measures described are broken down into three main categories:



Medical / Government Requirements

This symbol identifies the Center for Disease Control (CDC), World Health Organisation (WHO), and/or local regulatory agency guidance and requirements that Netflix is adopting as mandatory requirements.



Studio Requirements

This symbol identifies additional mandatory requirements put in place by Netflix.



Additional Optional Measures/ Considerations

This symbol identifies additional measures that can be utilized by a production. These measures are suggestions, and a production is not required to implement them.

PART I: OVERARCHING PRODUCTION RESPONSIBILITIES



- Continually monitor travel advisories, local government guidance, and guidance from the Center for Disease Control (CDC) or equivalent regulatory agency in order to ensure the production has updated information.



- Follow all requirements listed in Parts I and II below.
- Follow all state, provincial, local (including city and county) requirements (in addition to those described in this document). If you have questions about those requirements or where to find those requirements, please reach out to Safety at safe@netflix.com or call +1 (408) 877-SAFE (7233).
- Identify a person on the production who will be responsible for overseeing the implementation of the COVID-19-related measures described in this document, and be the point person for COVID-19-related issues.
- Require cast and crew members to comply with the measures set forth in this document.
- Submit the COVID-19: SAFETY PLANNING WORKSHEET to the Physical Production Executive and Safety Executive for review.

Netflix realizes every show is unique, and encourages all cast and crew to innovate and provide solutions and suggestions to increase the safety and productivity of the work environment.

In the event of any COVID-19 incident or any travel-related impact please reach out to safe@netflix.com or call +1 (408) 877-SAFE (7233) for further guidance.

PART II: PRODUCTION-WIDE REQUIREMENTS AND OPTIONAL MEASURES

The following section contains information about requirements and optional considerations that apply to the entire production. *Everything stated below is a requirement and must be followed unless it is under an Additional Optional Measures/Considerations heading.*

Infectious Disease Control Measures



- Continually monitor and follow local government and local health department standards on social distancing, PPE, hygiene, and cleaning.
- If production has questions about where to find this local guidance, they should contact Netflix Safety.
- Where local government or health department requirements differ from the requirements described in this document, contact your Physical Production Executive and/or Safety Executive to discuss.

Fit for Work



- Fit-for-work on first day of production:
 - Upon arrival, all cast and crew to get their temperature checked.
 - If cast or crew has a fever of 100.4° F /38° C and above, they will be sent home. See EAP for further guidance.
 - Require all cast and crew to fill out First Day Medical Questionnaire (which will be provided by Netflix).
 - If cast or crew gives an answer indicating that they had COVID in the relevant timeframe, in order to work, they will need to meet the criteria in the CDC's "How To Discontinue Home Isolation" heading on this webpage:
(<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>)
 - If a cast or crew member's answers to the questionnaire indicate they could have COVID-19, they will be sent home/assessed by medical personnel, as appropriate. If they are sent home, see EAP plan below for further guidance.
- Fit-for-work on a daily basis (each day of production):
 - Upon arrival, require all cast and crew to get their temperature checked.
 - If cast or crew has a fever of 100.4° F//38° C and above, they will be sent home. See EAP for further guidance.
 - Require all cast and crew to fill out Daily Medical Questionnaire (which will be provided by Netflix).

- If cast or crew's answers to the questionnaire indicate they could have COVID, they will be sent home/assessed by medical personnel, as appropriate. If they are sent home, see EAP plan below for further guidance.
- If they get sick during production:
 - If any of the symptoms are current CDC-identified COVID-19 symptoms (please check [here](#) for the most recent list of those symptoms) please refer to EAP plan below.
 - If **NONE** of symptoms are current CDC-identified COVID-19 symptoms, must remain home until they are well enough to come back to work.
- Create a controlled entry system to all locations (utilizing security as necessary) to ensure no one enters without completing temperature checks and medical questionnaires.
- Obtain all medical supplies needed to effectuate these fit-for-work requirements including, but not limited to thermometers, alcohol swabs, disposable gloves, face masks//face shields. Netflix can assist production in obtaining these items.

Social Distancing



- Set up all aspects of production so that cast and crew can maintain social distancing (stay 6 feet//2 meters apart).



- If social distancing cannot be maintained due to requirements of the production, cast and crew are required to wear proper personal protective equipment (PPE)(e.g., face masks, face shields) See [PPE](#) Protocols.
 - Only actors on camera, in make-up or wardrobe who cannot wear PPE due to production requirements may be allowed not to wear PPE.
- Reduce the number of cast and crew on set whenever possible.
 - Shifts should be staggered whenever possible.
 - If someone does not need to be on-set to do their job, they should do their job remotely.
- Do not allow visitors on set.
- Work remotely as much as possible, and use video conferencing whenever possible (e.g., meetings, table reads).
- Restrict/control access to areas of the set. In other words, people should not go to areas on a set unless they have a production-related need to be there.
- Set up workspaces to provide for physical space between people.
 - Evaluate all office and production workspaces to meet social distancing standards.
 - Keep desks distanced and away from doorways and high traffic areas.
- Limit vehicle transportation, trailer, and truck occupancy.
- Institute drop-off zones and security checkpoint for deliveries.
- Ensure cast and crew have been trained on best practices surrounding social distancing.
- Display posters promoting social distancing in all common areas.
- Communicate production COVID-related measures relating to social distancing to vendors and require their compliance (e.g, set a designated spot for pick up and drop off).



Additional Optional Measures/Considerations

- Consider using pods or zones to limit crew to specific areas. Consider using colored wristbands for crew to help facilitate enforcement of the pods and zones.
- Consider a tiered approach to entry on set, for example, allow only 20 people on set at one time.
- Consider designated entry vs. exit pathways to buildings.
- Consider how access restrictions should be enforced, including hiring and assigning security personnel to monitor primary points of entry/exit and/or conduct patrols throughout the facility.
- Consider increasing the use of monitors for crew in off-set holding areas.
- Consider shortening work hours and shooting schedules to allow for more social distancing and more time for cleaning equipment/surfaces.
- Consider installing physical barriers such as plastic dividers in spaces that do not allow for sufficient physical distancing.
- Consider having Sound pre-wire costumes when practicable to minimize contact between people.

Personal Protective Equipment (PPE)



- Require appropriate PPE of all cast and crew whenever social distancing is not possible on production (including when in production-related transportation).
 - Only actors on camera, in make-up or wardrobe who cannot wear PPE due to production requirements may be allowed not to wear PPE.
- Conduct a hazard assessment of the workplace and tasks to determine the required PPE.
 - A “hazard” is defined as the potential for harm (physical or mental). In practical terms, a **hazard** often is associated with a condition or activity that, if left uncontrolled, can result in an injury or illness. Identifying **hazards** and eliminating or controlling them as early as possible will help prevent injuries and illnesses.
- Ensure that all cast and crew have been trained on cleaning, maintaining, disposing of, donning and removing PPE.
- Require each cast and crew member to properly dispose of disposable PPE pursuant to the training they receive, and obtain disposal receptacles for PPE.
- Require each cast and crew member to clean and maintain reusable PPE pursuant to the training they receive.
- Ensure sufficient replacement PPE (*e.g.*, gloves, masks, goggles, face shields, coveralls) is available at each hygiene station.
- Ensure PPE fits properly, with appropriate sizes available for minors if applicable.
 - CDC states that minors under 2 should not wear face masks.
- Display posters promoting PPE requirements in all common areas.

Personal Hygiene



- Ensure that hand washing stations, touchless hand sanitizing dispensers, bottles of hand sanitizer, cleaning wipes, and PPE are widely available and serviced multiple times a day.
- Enforce “No Smoking” on set (includes e-cigarettes/vaping).
- Ensure cast and crew have been trained on personal hygiene practices.
- Display posters promoting handwashing and good hygiene practices in all common areas.
- Designate break areas where PPE may be removed.



Additional Optional Measures/Considerations

- Consider reducing the use of physical/hardcopy documents where possible.
 - Consider using email forms that require e-signatures whenever possible.
 - Consider using digital call sheets, production reports, and contracts.

Cleaning Protocols



- Require appropriate cleaning for all production locations and areas (offices, shops, stages, locations, basecamp, holding areas, high touch areas and restrooms). Information about cleaning requirements can be found here: [COVID-19 Cleaning Protocols](#)
 - Pre-cleaning (before production begins at the location)
 - Post-cleaning
 - Cleaning during shifts
 - Cleaning before and after shifts
- Supply cleaning supplies to each department. Information about supplies can be found here: [CDC List of Recommended Disinfectants](#).
- Separate the cleaning from the food service by having separate cleaning crews come in to handle all cleaning.
- Require each member to regularly clean their own tools and equipment (*e.g.*, cast and crew to clean the displays of their phones and tablets). This includes walkie batteries.
- Prohibit sharing of tools and equipment whenever possible (consider buying more, asking crew to bring their own).
- With respect to preparing for possible deep cleaning relating to a confirmed or potential COVID diagnosis:
 - Have a cleaning service ready to perform a deep cleaning upon confirmation of a confirmed COVID-19 case.
- Ensure crew members who have been selected to complete cleaning have been trained on cleaning protocols.
- Communicate production COVID-related measures relating to hygiene to vendors and require their compliance (*e.g.*, with respect to equipment used by the production).



Additional Optional Measures/Considerations

- Consider prioritizing the use of soap and hot water over the use of chemical wipes.

Emergency Action Plan (EAP)



- Create an EAP consisting of the following:
 - If any cast and crew becomes sick during production with one or more CDC-identified COVID-19 symptoms (as defined above):
 - Let Production HR know.
 - If at work, cast and crew should go home/be assessed by medical personnel, as appropriate.
 - If they go home and are tested for COVID-19 and the test is negative:
 - Cast and crew must remain home until they feel well enough to come back to work.
 - If they go home and are tested for COVID-19 and the test is positive:
 - Production HR will have information about local health agency directives, contact tracing requirements, production closure, communications with cast and crew, and next steps.
 - No cast and crew may come back to work until the workspaces have been deep-cleaned.
 - Positive cast or crew member must satisfy CDC “How To Discontinue Home Isolation” criteria before coming back to work:
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
 - If they go home and do not test for COVID:
 - Treat as positive case.
 - Production HR will have information about local health agency directives, contact tracing requirements, production closure, communications with cast, and next steps.
 - No cast and crew may come back to work until the workspaces have been deep-cleaned.
 - All cast or crew member must satisfy CDC “How To Discontinue Home Isolation” criteria before coming back to work:
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
 - If the production is in a remote location and/or any sick employee would not be able to go home, identify a place that will serve as an isolation space for sick employees, and prepare a plan for transport and/or housing of sick employees.
- Ensure that everyone necessary on the production is aware of the EAP.

Training & Communication



- Display posters on [handwashing](#) and [good hygiene practices](#) (See [CDC/WHO](#) websites for posters available in other languages).
- Provide training to cast and crew on the following topics (via VC or other electronic method):
 - Preventing transmission of infectious agents as part of onboarding
 - Hygiene
 - Cleaning (all cast and crew will be trained on cleaning generally, and there needs to be additional specific training for crew who will have cleaning tasks)
 - Measures production wants people to take if they get sick
- Require cast and crew to sign COVID-19 Protocols Amendment to crew Safety Acknowledgement Form.
- Require production representative who gives safety briefings (in most cases the 1st A.D.) to include up to date safety-related information communications to cast and crew in their safety briefing at the beginning of each filming day (including background performers, day personnel).
- Include Netflix COVID-19 Safety Handout For Cast and Crew to be included on all Call Sheet distribution. Netflix will provide this handout.
- Communicate production COVID-related measures to vendors and require their compliance. Relating to communication with vendors:
 - Require vendors to follow the production's COVID-related measures, required production safe practices and expectations when they visit production locations.
 - Establish health, hygiene, and cleaning standards with vendors for proper cleaning protocols upon loan and return of rental equipment.
 - Designate a receiving area as appropriate for vendors to drop things off.
- Require all cast and crew to attend the Safety Meeting held prior to filming, and require the productions' COVID-19 measures to be discussed at the meeting.

Additional guidance containing department-specific safety considerations will be provided to individual production teams. Department-specific details will vary region to region and according to each production's size, scale, and production plan.