

Company	New Vic Theatre	Date	24/11/20
Department	All Customer-Facing Departments	Review date	23/11/20
Activity	Covid Secure Public Access	Author	David Sunnuck

Hazard <i>In order of seriousness</i>	Who could be harmed and how	All controls required <i>Put each control on a separate line Be as clear and specific as possible</i>	How controls will be checked <i>How will each control be checked – eg checklists, health surveillance, monitoring, inspections,</i>	Confirmed all in place or further action required
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DAYTIME OPERATIONAL PROVISIONS				
<p>Transmission/Infection from Covid-19:</p> <p>Access/egress and movement within public areas.</p>	<p>Members of the Public Customer facing staff</p> <p>Maintaining 2m social distancing.</p>	<p>Signage before all public entry points to include:</p> <ul style="list-style-type: none"> - Description of symptoms - Not to enter if experiencing symptoms. - What to do next. - Protocols implemented by NVT to protect staff and customers - For mask to be worn at all times other than when eating or drinking. <p>Information to be made available on the New Vic website and on request for customers to freely access prior to their visit.</p>	<p>Daily check by Covid Monitor to ensure signage is in place.</p> <p>Customer-facing staff to report to line managers any issues with missing signage or non-compliance.</p> <p>Customer-facing staff to receive additional guidance from HOD's on how to respond to customers concerns or questions.</p> <p>Covid Coordinator to report to and update Head of Marketing & Communication on information that needs sharing with members of the public.</p>	<p>Audit signage for all public areas. COMPLETE</p> <p>Agree wording, design and produce signage COMPLETE</p> <p>Create customer-facing staff briefing. COMPLETE</p> <p>Produce a Covid-Charter freely available to customers the outlines our promises to them and our expectations of them. COMPLETE</p> <p>Marketing to design communication campaign. COMPLETE</p>

		Touch-free hand sanitizer provide at entry points and distributed throughout Front of House areas.	Sanitizers to be cleaned and refilled each morning by Housekeeping team. Checked by Covid Monitor during the day.	Agree locations and buy Hand sanitizers stations & fluid. COMPLETE
		One way system to include: Separate doors for entry/exit <ul style="list-style-type: none"> - Barrier demarcations and way-finding signage internally and externally - FoH stairs – one for ascent one for descent. - External door for exit only. - Floor markings to assist social distancing. 	Assigned person to check barriers, queue management system and signage are all in place prior to opening of the building to the public. Daily checks by Covid Monitor to ensure all of the above remains in place and in good condition.	Purchase and install. COMPLETE Agree who 'assigned person' will be (or department). Ongoing
Use of Passenger Lift	Members of the Public Risk of cross-contamination area. Confined space.	Display signage advising on best practise for using the lift, to include: <ul style="list-style-type: none"> - Encourage use of the stairs where possible. - Passenger lift to be only be used by one family group/bubble at a time. - Hand Sanitizer to be used before entering the lift and on exit. 	Signage check included as part of Covid Monitor regular checks.	Include in signage audit. COMPLETE
		Regular daily cleaning of touch points, ie lift buttons.	Include on check list of areas for repeated cleaning throughout the day. Log cleaning of lift.	Appoint day time cleaner. Under Review
Use of Public Toilets	Members of the Public Risk of cross-contamination. Confined space	Touch-free hand sanitizer outside toilets. Signage to use it before entry and after exiting the toilets (in addition to hand washing)	Sanitizers to be cleaned and refilled each morning by Housekeeping team. Checked by Covid Monitor during the day.	Purchase hand sanitizer stations. COMPLETE Train Housekeeping in how to refill and check them. COMPLETE
		Doors propped open and windows left open to aid ventilation when possible/appropriate.	Part of Housekeeping check list for cleaning prior to opening.	Brief Housekeeping Team COMPLETE

			Checked by Covid Monitor during the day.	
		Placing signs to remind customers of appropriate handwashing standards (soap, water, 20 secs)	Signage check included as part of Covid Monitor regular checks.	Include in signage audit. COMPLETE
		Introduction of touch-free taps and soap dispensers.	Soap dispensers replenished and checked daily by Housekeeping Team. Checked by Covid Monitor during the day.	Buy and install soap dispensers. FOH COMPLETE (BoH in progress)
		Replace hand dryers with paper towels.	Paper towel dispensers replenished and checked daily by Housekeeping Team. Checked by Covid Monitor during the day	Buy and install hand towel dispensers. FOH COMPLETE (BoH in progress)
Insufficient and/or Ineffective Housekeeping.	Members of the Public and Staff Transmission/Infection from Covid-19 through contaminated surfaces.	Normal morning cleaning routines to be adapted to ensure sanitization and preparedness of all public areas with increased provision for the cleaning of key touch points.	Housekeeping staff trained on recommended practise for safe sanitation and us of PPE. Housekeeping staff provide with a daily check sheet of additional cleaning measures to be signed off by the Head of Housekeeping or their deputy.	Research, devise and provide training to HK staff. Produce check sheets.
		Provide required training for all staff on correct methodology for cleaning and disinfecting within their work place. To include recommendations on hand washing.nce.	Create departmental cleaning routine and check list system. Create departmental daily log for departmental daytime cleaning. Each department to assess cleaning needs specific to their department and include on check list. Housekeeping team to complete departmental checklists.	Develop and deliver all staff training. COMPLETE Create departmental checklists and implement. COMPLETE Provide cleaning supplies for each department & shared space. COMPLETE


				Brief Housekeeping team. COMPLETE
Use of Café & Bar (Taken from Catering RA)	Members of the Public Risk of cross-contamination.	Reduce total covers to provide customers with enough space to maintain social distancing whilst sat.	Remove identified tables and chairs from public areas. Catering staff to monitor that furniture stays in situ and isn't moved from its agreed location by customers.	Confirm layout and remove excess furniture. COMPLETE
		Signage and distance markers in place to manage customers entering the café.	Catering staff to report any missing or defective signing. Signage checks included as part of Covid Monitor regular checks.	Include in signage audit. COMPLETE
		Welcome host member at the top of the stairs to manage flow of customers and designate tables.	Training to detail who will be hosting each day, rotas to be done with this in mind each day.	Deliver training for catering staff. COMPLETE
		When the customers arrive at the café, details will be taken on Res Diary to record for track and trace purposes. Customers will be informed and will consent to this.	Copy of customers details to be securely logged and shared with Covid Administrator	Develop system for recording and storing. COMPLETE
		Touch-free hand sanitiser stations provided throughout Front of House areas.	Sanitizers to be cleaned and refilled each morning by Housekeeping team. Checked by Covid Monitor during the day.	Purchase hand sanitizer stations. COMPLETE
		Tables and chair backs cleaned between every use	Catering Manager to introduce into teams working practises.	Provide staff Training COMPLETE
		No salt & pepper, beer mats on tables	Removed from café	COMPLETE

		Signage to be placed at the bottom of the stairs to display when we are full in the restaurant.	Catering Manager & Hostess to implement whenever necessary.	Include in signage audit. COMPLETE
		<p>Changes to be made to service:</p> <ul style="list-style-type: none"> - All staff to attend staff training prior to returning to work - All staff to be trained in changes to steps of service - Cashless operation - Reduced visits to table - Single use menus and condiments - Runner to sanitise hands between each order as well as regular handwashing - Extra care taken to handle glasses at the base and use cloths to hold plates. - Cloths used for plates MUST NOT be used to wipe surfaces - All staff to wear new clothes and aprons every day. - Cloths will continue to be washed every day. This will be done first thing in the morning by the kitchen cleaner. This will help to keep the separate staff and public divide and reduce contact between teams. 	<p>Provide catering staff with training. Catering Manager to monitor staff adherence to new system.</p>	<p>Deliver training for catering staff. COMPLETE</p>
Box Office visits by customers.	<p>Members of the Public and Staff</p> <p>Risk of cross contamination and transmission/Infection through contaminated surfaces.</p>	<p>Building entry & one way system to allow for customers requiring access to the Box Office</p> <p>Queue Management system to be introduced to ensure social distancing from other customers and staff.</p>	<p>Assigned person to check barriers, queue management system and signage are all in place prior to opening of the building to the public.</p> <p>Box Office to monitor system and report any failings/issues.</p>	<p>Purchase and install. COMPLETE</p> <p>Agree who 'assigned person' will be (or department). COMPLETE</p> <p>Include signage in audit. COMPLETE</p>

				Agree location of queue and system for its use. COMPLETE
		Plexiglass screen installed to provide separations between staff and customers.	Checked daily by Box Office staff and Covid monitor. Sanitized by Housekeeping prior to opening and throughout the day.	Purchase and install. COMPLETE Include on Housekeeping logs COMPLETE
		Separate hand sanitizers provide at each terminal for customers and staff. To be used by staff between each transaction.	Box Office Manager or their deputy to monitor appropriate use by team members. Sanitizer to be checked, cleaned and refilled by Housekeeping team daily.	Actioned and ongoing. Include on Housekeeping logs COMPLETE
		Where possible, 2 terminals (1 and 3) to be used on the Box Office counter. Where terminal 2 is required, additional patricians to be installed between Box Office staff,	Box Office Manager or their deputy to assign terminal to staff when producing weekly rota.	Ongoing
Use of Gift Shop by customers	Members of the Public and Staff Risk of cross contamination and transmission/Infection through contaminated surfaces.	A one-way system will be implemented with signage and floor markings.	Checked by Covid Monitor during the day.	Purchase floor markings and install. COMPLETE Include on signage audit. COMPLETE
		Signage requesting customers refrain from touching products they do not intend on purchasing.	Checked by Covid Monitor during the day.	Include on signage audit COMPLETE.

		Staff carrying out transactions will ask customers to present their purchases and make the price labels visible to staff in order that items do not need passing between customer and staff.	Provide staff training. Box Office Manager or their deputy to ensure staff follow procedure.	Provide training. COMPLETE
Cash Handling	Members of the Public and Staff Risk of Covid-19 transfer	All transactions will be cashless. Customers will be encouraged to use contactless card technology rather than authorisation with a pin number.	Briefing for all staff with cash-handling responsibilities on new processes. Signage to inform customers.	Brief relevant staff. COMPLETE Add to signage audit. COMPLETE Include in pre-visit communications with customers COMPLETE
		Card terminals will be made accessible and screens visible to reduce the need for customers to have contact with them.	Position of terminals to be assessed and agreed within each team. To be checked by relevant line-managers or their deputies.	Consider locations including in relation to plexiglass screen separation. COMPLETE
		Terminals should be sanitized between each use regardless.	Briefing for all staff with cash-handling responsibilities on new processes.	Brief relevant staff COMPLETE
Emergency Evacuations	Members of the Public Customer facing staff Maintaining 2m social distancing.	New Vic staff will follow normal protocols for daytime evacuation of customers with the following observations: <ul style="list-style-type: none"> - One-way system will not be enforced if it is deemed to impede safe egress. - Customers will be verbally encouraged to maintain safe distancing during evacuation but only if to do so does not reduce the effectiveness of the evacuation 	All staff with daytime evacuation responsibilities to be given updated training on changes to protocol.	Updated Daytime Fire Procedure Provide relevant staff with training. COMPLETE <i>Note: Give consideration to the cause of evacuation being a greater H&S risk than the risk of Covid transmission.</i>

		<ul style="list-style-type: none"> - Fire Marshall to ensure social distancing is enforced once at the assembly point. 		
First Aid Provision	<p>Members of the Public and staff</p> <p>Risk of cross contamination and transmission/Infection</p> <p>Maintaining 2m social distancing.</p>	<p>Trained New Vic staff will continue to provide emergency first aid to customers in line with government advice.</p> <p>In most cases treatment for injuries will be self-administered with advice and guidance from the first aiders.</p> <p>Staff will not be permitted to provide rescue breaths as part of the CPR procedures. First aiders will only be able to administer chest compressions and if necessary, the use of on-site defibrillator.</p>	<p>New Vic to provide first aiders with necessary updates on to procedures.</p> <p>Additional PPE to be provide alongside first aid kits.</p>	<p>Provide training. COMPLETE</p> <p>Purchase and add PPE supplies to first aid kits.</p>
Customers developing Covid-19 Symptoms whilst onsite.	<p>Members of the Public and staff</p> <p>Risk of cross contamination and transmission/Infection</p> <p>Maintaining 2m social distancing.</p>	<p>Customer signage to include an expectation that customers will make a member of staff if they develop symptoms whilst on-site.</p>	<p>Develop policy or Method Statement with procedures for staff on what to do in the event that a member of the public reports a positive case or development of Covid-19 symptoms whilst at the New Vic</p>	<p>Produce document Train relevant staff.</p>
		<p>Customer facing staff should be vigilant and report to HoD any customers they witness showing symptoms of Covid-19.</p> <p>Customers showing symptoms should politely be asked to leave the premises. They're details should be taken before departure.</p> <p>Staff approaching customers suspected of displaying symptoms, should do so from a safe distance and only with a face mask on.</p>	<p>Line managers for customer-facing staff to brief staff on their responsibilities and to provide training on how to identify and handle such situations.</p>	<p>Provide staff with training</p>

		Customers without immediate access to transport home can be temporarily isolated in the New Vic's Isolation Room in Workspace.	Isolation Room to remain booked for this  purpose. Policy/method statement to include protocol for its use and subsequent cleaning.	Booked out by Admin for reminder of 2020. COMPLETE Produce document.
Deliveries (Non-catering)	Couriers and staff Risk of cross contamination and transmission/Infection Maintaining 2m social distancing.	Couriers should report to Box Office and observe the one-way and queue management system.	Provide signage. Advise couriers on entry as far as possible. (NB. we regularly have the same couriers so will soon be familiar with our procedures. All delivery companies have their own policies to protect delivery staff too)	Add to signage audit. COMPLETE Brief Box Office staff COMPLETE
		Staff will not be expected to physically sign for any deliveries. Any relevant paperwork should be left with the delivery and not passed to staff accepting the order.	Brief Box office staff	Brief Box Office staff. COMPLETE
		Deliveries to FoH to be collected by relevant member of staff as soon as possible. Hand should be washed thoroughly for a minimum of 20 seconds after handling.	Advise staff on the procedure for collecting deliveries.	FoH staff to transfer deliveries to office where possible. COMPLETE Box office to arrange collection with relevant staff for BoH deliveries via a neutral space. COMPLETE
Visitors on Site	Members of the Public, Staff and Visitors Risk of cross contamination and transmission/Infection	Visitors to report to Box Office on arrival, observing the one-way and queue management system.	Box Office to be advised in advance of arrangements for planned visitors. Unless unavoidable, visitors will be seen by appointment only. Staff planning to meet external visitors may be expected to provide method statements to support	Advise staff on the system for receiving visitors. COMPLETE

	Maintaining 2m social distancing.		their meeting unless already covered as part of the departmental Risk Assessment.	
		Box Office to take the contact details of each visitor for Track & Trace purposes. These details are to be forwarded to the CA for logging.	Staff arranging meeting with external people to advise their visitor of New Vic procedures in place.	Implement system of monitoring between Box Office and Admin.
		Box Office to contact relevant department and advise visitor on meeting point. If required to wait, they should do so away from the Box Office counter and other customers	Provide guidance and briefing for Box Office staff	Brief Box Office COMPLETE
		Visitor door access fobs are only to be issued if absolutely necessary. Lanyards are not to be used. Fobs to be wiped clean with an antibacterial wipe once returned and hands washed thoroughly afterwards.	Advise Box Office, FoH and Admin staff with access to visitor fobs. Add an additional column to 'fob sign out' sheet to confirm fob has been cleaned.	Provide anti-bac wipes by each fob safe. COMPLETE Amend sign out sheet.