

<b>Company</b>	<b>New Vic Theatre</b>	<b>Date</b>	<b>11/05/21</b>
<b>Department</b>	<b>All Customer-Facing Departments</b>	<b>Review date</b>	<b>23/08/21</b>
<b>Activity</b>	<b>Covid Secure Public Access</b>	<b>Author</b>	<b>David Sunnuck</b>

<b>Hazard</b> <i>In order of seriousness</i>	<b>Who could be harmed and how</b>	<b>All controls required</b> <i>Put each control on a separate line Be as clear and specific as possible</i>	<b>How controls will be checked</b> <i>How will each control be checked – eg checklists, health surveillance, monitoring, inspections,</i>	<b>Confirmed all in place or further action required</b>
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<b>DAYTIME OPERATIONAL PROVISIONS</b>				
<p><b>Transmission/Infection from Covid-19:</b></p> <p>Access/egress and movement within public areas.</p>	<p>Members of the Public Customer facing staff</p>	<p>Signage before all public entry points to include:</p> <ul style="list-style-type: none"> <li>- Description of symptoms</li> <li>- Not to enter if experiencing symptoms.</li> <li>- What to do next.</li> <li>- Protocols implemented by NVT to protect staff and customers</li> <li>- Encourage visitors to wear face coverings whilst in the theatre building other than when eating or drinking.</li> </ul> <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 &amp; Communication on information that needs sharing with members of the public.</p>	<p>Audit signage for all public areas. <b>COMPLETE</b></p> <p>Agree wording, design and produce signage <b>COMPLETE</b></p> <p>Create customer-facing staff briefing. <b>COMPLETE</b></p> <p>Produce a Covid-Charter freely available to customers the outlines our promises to them and our expectations of them. <b>COMPLETE</b></p> <p>Marketing to design communication campaign. <b>COMPLETE</b></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.	Agree locations and buy Hand sanitizers stations & fluid. <b>COMPLETE</b>
		One way system to include: <ul style="list-style-type: none"> <li>- Barrier demarcations and way-finding signage internally and externally</li> <li>- FoH stairs – one for ascent one for descent.</li> <li>- External bar door for exit only.</li> <li>-</li> </ul>	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. <b>COMPLETE</b>  Assigned person to be member of FoH team
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"> <li>- Encourage use of the stairs where possible.</li> <li>- Passenger lift to be only be used by one family group/bubble at a time.</li> <li>- Hand Sanitizer to be used before entering the lift and on exit.</li> </ul>	Signage check included as part of Covid Monitor regular checks.	Include in signage audit. <b>COMPLETE</b>
		Regular daily cleaning of touch points, ie lift buttons.	Include on check list of areas for repeated cleaning throughout the day.	Undertaken by Catering Team
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. <b>COMPLETE</b>  Train Housekeeping in how to refill and check them. <b>COMPLETE</b>
		Doors propped open and windows left open to aid ventilation when possible/appropriate.	Part of Housekeeping check list for cleaning prior to opening.  Checked by Covid Monitor during the day.	Brief Housekeeping Team <b>COMPLETE</b>

		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. <b>COMPLETE</b>
		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. <b>COMPLETE</b>
		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. <b>COMPLETE</b>
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 to sign off check sheets for each area.	Research, devise and provide training to HK staff. <b>COMPLETE</b>
		Provide required training for all staff on correct methodology for cleaning and disinfecting within their work place. To include recommendations on hand washing.	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. <b>COMPLETE</b>  Create departmental checklists and implement. <b>COMPLETE</b>  Provide cleaning supplies for each department & shared space. <b>COMPLETE</b>  Brief Housekeeping team. <b>COMPLETE</b>

Use of Café & Bar)		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. <b>COMPLETE</b>
		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. <b>COMPLETE</b>
		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. <b>COMPLETE</b>
		Tables and chair backs cleaned between every use	Catering Manager to introduce into teams working practises.	Provide staff Training <b>COMPLETE</b>
		No salt & pepper, beer mats on tables	Removed from café	<b>COMPLETE</b>
		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. <b>COMPLETE</b>
		Changes to be made to service: <ul style="list-style-type: none"> <li>- All staff to attend staff training prior to returning to work</li> <li>- All staff to be trained in changes to steps of service</li> <li>- Cashless operation</li> <li>- Reduced visits to table</li> <li>- Single use menus and condiments</li> <li>- Runner to sanitise hands between each order as well as regular handwashing</li> <li>- Extra care taken to handle glasses at the base and use cloths to hold plates.</li> </ul>	Provide catering staff with training. Catering Manager to monitor staff adherence to new system.	Deliver training for catering staff. <b>COMPLETE</b>

		<ul style="list-style-type: none"> <li>- Cloths used for plates MUST NOT be used to wipe surfaces</li> <li>- All staff to wear new clothes and aprons every day.</li> <li>- 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.</li> </ul>		
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 &amp; 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. <b>COMPLETE</b></p> <p>Agree who 'assigned person' will be (or department). <b>COMPLETE</b></p> <p>Include signage in audit. <b>COMPLETE</b></p> <p>Agree location of queue and system for its use. <b>COMPLETE</b></p>
		Plexiglass screen installed to provide separations between staff and customers.	<p>Checked daily by Box Office staff and Covid monitor.</p> <p>Sanitized by Housekeeping prior to opening and throughout the day.</p>	<p>Purchase and install. <b>COMPLETE</b></p> <p>Include on Housekeeping logs <b>COMPLETE</b></p>
		Separate hand sanitizers provide at each terminal for customers and staff. To be used by staff between each transaction.	<p>Box Office Manager or their deputy to monitor appropriate use by team members.</p> <p>Sanitizer to be checked, cleaned and refilled by Housekeeping team daily.</p>	<p>Actioned and ongoing.</p> <p>Include on Housekeeping logs <b>COMPLETE</b></p>

		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.	<b>Ongoing</b>
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. <b>COMPLETE</b>  Include on signage audit. <b>COMPLETE</b>
		Signage requesting customers refrain from touching products they do not intend on purchasing.	Checked by Covid Monitor during the day.	Include on signage audit <b>COMPLETE.</b>
		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. <b>COMPLETE</b>
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. <b>COMPLETE</b>  Add to signage audit. <b>COMPLETE</b>  Include in pre-visit communications with customers <b>COMPLETE</b>
		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.	Consider locations including in relation to plexiglass screen separation. <b>COMPLETE</b>

			To be checked by relevant line-managers or their deputies.	
		Terminals should be sanitized between each use regardless.	Briefing for all staff with cash-handling responsibilities on new processes.	Brief relevant staff <b>COMPLETE</b>
Emergency Evacuations	Members of the Public Customer facing staff	New Vic staff will follow normal protocols for daytime evacuation of customers with the following observations: <ul style="list-style-type: none"> <li>- One-way system will not be enforced if it is deemed to impede safe egress.</li> <li>- 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</li> </ul>	All staff with daytime evacuation responsibilities to be given updated training on changes to protocol.	Updated Daytime Fire Procedure  Provide relevant staff with training. <b>COMPLETE</b>  <i>Note: Give consideration to the cause of evacuation being a greater H&amp;S risk than the risk of Covid transmission.</i>
First Aid Provision	Members of the Public and staff  Risk of cross contamination and transmission/Infection  Maintaining 2m social distancing.	Trained New Vic staff will continue to provide emergency first aid to customers in line with government advice.  In most cases treatment for injuries will be self-administered with advice and guidance from the first aiders.  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.	New Vic to provide first aiders with necessary updates on to procedures.  Additional PPE to be provide alongside first aid kits.	Provide training. <b>COMPLETE</b>  Purchase and add PPE supplies to first aid kits.  <b>COMPLETE</b>
Customers developing Covid-19 Symptoms whilst onsite.	Members of the Public and staff	Customer signage to include an expectation that customers will make a member of staff if they develop symptoms whilst on-site.	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	Produce document Train relevant staff.

	<p>Risk of cross contamination and transmission/Infection</p> <p>Maintaining 2m social distancing.</p>		<p>development of Covid-19 symptoms whilst at the New Vic</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>
		<p>Customers without immediate access to transport home can be temporarily isolated in the New Vic's Isolation Room in Workspace.</p>	<p>Isolation Room to remain booked for this sole purpose.</p> <p>Policy/method statement to include protocol for its use and subsequent cleaning.</p>	<p>Booked out by Admin for reminder of 2020. <b>COMPLETE</b></p> <p>Produce document.</p>
<p>Deliveries (Non-catering)</p>	<p>Couriers and staff</p> <p>Risk of cross contamination and transmission/Infection</p> <p>Maintaining 2m social distancing.</p>	<p>Couriers should report to Box Office and observe the one-way and queue management system.</p>	<p>Provide signage.</p> <p>Advise couriers on entry as far as possible.</p> <p>(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)</p>	<p>Add to signage audit. <b>COMPLETE</b></p> <p>Brief Box Office staff <b>COMPLETE</b></p>
		<p>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.</p>	<p>Brief Box office staff</p>	<p>Brief Box Office staff. <b>COMPLETE</b></p>

		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. <b>COMPLETE</b>  Box office to arrange collection with relevant staff for BoH deliveries via a neutral space. <b>COMPLETE</b>
Visitors on Site	Members of the Public, Staff and Visitors  Risk of cross contamination and transmission/Infection  Maintaining 2m social distancing.	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 their meeting unless already covered as part of the departmental Risk Assessment.	Advise staff on the system for receiving visitors. <b>COMPLETE</b>
		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 <b>COMPLETE</b>
		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. <b>COMPLETE</b>  Amend sign out sheet.
<b>ADDITIONAL PERFORMANCE OPERATIONAL PROVISIONS</b>				

Pre-show audience arrival – café/bar	Members of the Public, Staff and Visitors  Risk of cross contamination and transmission/Infection	Pre-show diners/drinkes encouraged to reserve table in advance.  Those without table reservations only admitted if space allows.	Catering Manager to inform FoH & Box Office once capacity reach who will stop access to the bar & café.	Brief staff. <b>COMPLETE</b>
Audience Arrival	Members of the Public, Staff and Visitors  Risk of cross contamination and transmission/Infection	Optimise entry points to avoid congestion and bottle-necks	Maintain access provision for customers with disabilities or limited mobility.  Ensure contact-less hand sanitizers are present at each entry point.	Advise customer of process as part of pre-visit information. Ongoing <b>COMPLETE</b>  <b>COMPLETE</b>
Tickets	Members of the Public, Staff and Visitors  Risk of cross contamination and transmission/Infection	Wherever possible physical tickets will not be issued due to risk of cross-contamination.  E-tickets system introduced for those customers with email access.	Box Office to set up system.  Customers to present e-ticket on phone or print at home.  On arrival FoH staff to request customer relays seating details verbally to avoid passing anything physical between customer and FoH staff.	<b>COMPLETE</b>  Included in pre-visit information <b>COMPLETE</b>  Provide instruction and training for FoH staff. <b>Ongoing</b>
Auditorium access	Members of the Public, Staff and Visitors  Risk of cross contamination and transmission/Infection	Reduce auditorium capacity to c.50%.  Maintain a gap of 2 empty seats between bookings	Box Office to set up shows as agreed  Box Office to manage bookings as required.  Make 'order at seat' system available for pre-show drinks/snacks ordering.	<b>COMPLETE</b>  Ensure Box Office staff are briefed on SD rules <b>COMPLETE</b>  <b>Ongoing.</b>
General - Safe management of audiences	Members of the Public, Staff and Visitors	Face coverings to be encouraged at all times by audience and FoH staff (except whilst eating or drinking), unless exempt.	Signage in place. Staff Training	<b>COMPLETE</b>  <b>Ongoing.</b>

	<p>Risk of cross contamination and transmission/Infection due to congestion</p>	<p>Provide audience with advance information in order that they are aware of all measures and expectations in place.</p> <p>Provide customer facing staff and volunteers with necessary training to change in protocols.</p> <p>Provide Lateral Flow test kits for staff and volunteers</p>	<p>Produce document for customers to be provide in advance.</p> <p>Provide Box Office staff with details of content and how measures are implemented in order that customer's questions can be addressed at point of booking.</p> <p>Head of Marketing, Catering, FoH and Box Office Manager to agree on systems and filter down training to teams. Refresh and update as necessary.</p> <p>Register for Workplace Collect scheme and distribute information and kits.</p>	<p>Produced by Marketing department. <b>COMPLETE</b></p> <p>Amend as necessary as guidance changes. <b>Ongoing</b> Training complete – update as necessary.</p> <p>Covid Coordinator to update on changes in operational measures or guidance. <b>Ongoing</b></p> <p><b>COMPLETE</b> (distribution ongoing)</p>
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