

This is the statement of general policy and arrangements for:

Overall and final responsibility for health and safety is that of:

Day-to-day responsibility for ensuring this policy is put into practice is delegated to:

Haymarket Theatre

STANDARD THEATRE SHOW (E.G. MUSICAL, BALLET, ORCHESTRA)

Ground Level

2 x SIA staff on front doors (bag searches, ticket checks)

8 x stewards (covering inner and outer doors to auditorium)

Upper Floor

6 x stewards (covering inner and outer doors to auditorium plus emergency exit doors)

1 x roaming supervisor (covering both floors)

1 x merchandise seller

1 x CCTV operative

ROCK & POP, DJs, CULTURAL LIVE PERFORMANCES

Ground Level

2 x SIA staff on front doors (bag searches, ticket checks)

8 x stewards (covering inner and outer doors to auditorium)

Upper Floor

6 x stewards (covering inner and outer doors to auditorium plus emergency exit doors)

Bar Area

1 x SIA (judged show by show depending on drinking nature of the audience)

Staging/Front of Audience

4 x SIA (pit barrier/on stage cover between audience and artists)

1 x roaming supervisor (covering both floors)

1 x CCTV operative

1 x merchandise seller

COMEDY

Ground Level

2 x SIA staff on front doors (bag searches, ticket checks)
 8 x stewards (covering inner and outer doors to auditorium)

Upper Floor

6 x stewards (covering inner and outer doors to auditorium plus emergency exit doors)

Bar Area

1 x SIA
 1 x roaming supervisor (covering both floors)
 1 x CCTV operative
 1 x merchandise seller

CONFERENCES, WORKSHOPS**Ground Level**

1 x SIA
 2 x stewards to implement fire evacuation
 1 x CCTV operative

CHILDREN'S PERFORMANCES

Children's performances will be the same staffing as a standard theatre show. Staff on the front doors will be responsible for implementing the child safeguarding policy, which is to monitor individuals entering and leaving the building.

Statement of general policy:	Responsibility of:	Action / Arrangements:
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities	Business owner	Relevant risk assessments completed and actions arising out of those assessments implemented. (Risk assessments reviewed every year, or earlier if working habits or conditions change.)
To provide adequate training to ensure employees are competent to do their work	Business owner	Staff and subcontractors given necessary health and safety induction and provided with appropriate training (including working at height, electrical safety, manual handling, studio safety, first aid, safeguarding and a CRB check). We will ensure that suitable arrangements are in place to cover employees engaged in work remote from the main company site.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health	Business owner	Staff routinely consulted on health and safety matters as they arise but also formally consulted at regular health and safety performance review meetings or sooner if required.

Statement of general policy:	Responsibility of:	Action / Arrangements:
To implement emergency procedures - evacuation in case of fire or other significant incident.	Business owner	Escape routes well signed and kept clear at all times. Evacuation plans are tested from time to time and updated as necessary.

To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage / use of substances	Business owner	Toilets, washing facilities and drinking water provided. System in place for routine inspections and testing of equipment and machinery and for ensuring that action is promptly taken to address any defects. Staff trained in safe handling/use of substances.
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Health and safety law poster is displayed:		In the reception area by the main entrance to the building.
First-aid box and accident book are located: Accidents and ill health at work reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)		In the cabinet beneath the stereo in the reception area by the main entrance to the building.

To prevent crime inducing conflict, violence or aggression in and around the premises.	Premises Manager	Promoted events may attract larger than usual crowds and particular promotions may have violent or aggressive followers or other crime and disorder associated with
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overcrowding and patrons possibly becoming aggressive through accidental jostling. For promoted events large venues, the use of clickers is essential to record the numbers of patrons inside the premises.

For other events or smaller venues, ticket sales or head counts may be appropriate. Consideration should be given to deliberately running below capacity to afford a comfort factor to your patrons and avoid conflict, violence or aggression within the premises.

Alternatives to glass drinking vessels should be considered to prevent glassware being used as an assault weapon, particularly during promoted events.

Drinking vessels made from plastic or polycarbonate would be preferential particularly in outside areas.

Where alternatives are not used, there should be a robust glass collection policy in place. This should include regular collection of glassware by stand and prevention of glassware being removed from the premises.

Measure to preserve a crime scene until police arrival, following the outbreak of disorder or any other crime should be clearly documented in a policy.

Such a policy should be formulated in consultation with a police crime prevention officer.

All staff must receive training on the policy with a record kept of the date and name of the person trained. Records should be made available for inspection by the police or licensing authority.

Staff training in conflict management should be provided to give them the knowledge and confidence to deal with difficult situations and reduce crime and disorder at the premises.

Training should also cover dealing with, logging and reporting incidents if they occur.

To stop drugs and weapons being brought into the premises

Premises Manager

A record should be kept of the date and name of persons trained. Records should be made available for inspection by police or licensing authority.
Sharing of information with others in the industry. Regular meetings, the use of local ratio networks or memberships of a local club/pub watch scheme will enable information to be passed on about trouble makers and common problems in the area.
A zero tolerance policy to the use of drugs and carrying weapons in the premises should be adopted with a clear “no search no entry” message.
Posters can be displayed throughout the premises to remind customers of zero tolerance policy.
Effective search policies will minimise the opportunity for drugs and weapons to be brought into licensed premises and lead to drug and weapon seizure if attempts are made.
Calling the police if customers are suspected of being in possession of drugs or weapons. All staff must be made aware of this requirement.
Seizing, retaining and documenting any drugs or weapons found with a clear audit trail and a process for surrendering them to the police.
Supervising toilet areas can be effective in discouraging drug selling or use.
A toilet attendant may be appropriate for promoted events or on a busy night such as a Friday or Saturday evening.
Regular toilet checks such as swabbing should be considered and where conducted, these should be documented with date, time and finding recorded.
Drug awareness training should be provided for all staff. A record should be kept of the date and name of the person trained. Records should be made available for inspection by the licensing authority

To prevent theft from the premises or lost property

Premises Manager

Bag hooks (Chelsea clips) should be provided to prevent bag snatching.
Clear signage should be displayed throughout the premises about crime prevention and to warn customers of the potential pickpockets and bag/laptop snatchers.
Property patrols, managed cloakrooms and toilet attendants can be employed to prevent theft from patrons or the premises.
Premises layout and lighting should be considered. Secluded or dimly lit parts of the premises can be avoided as they can encourage crime.
Mirrors used throughout the premises can aid supervision and act as a deterrent to thieves.
A lost found policy should be in place in relation to lost/found property at the premises. the policy should include procedures regarding the logging and disposal of property and in particular any valuable property. Passports and any other ID found should be handed in to any police station.
Security tagging any items considered a specific target for theft, particularly alcoholic drinks over a certain price will deter thieves.

To maintain order from customers queuing to enter the premises or when leaving the premises

Door staff

Reduce the potential for excessive queue lines with a well managed efficient door policy. Long queuing times can cause people to become agitated and aggressive. Searches should therefore be conducted as quickly and effectively as possible.

A customer dispersal policy can minimise the potential for disorder from customers leaving the premises. A policy should clearly set out measures to avoid mass exit at the end of evening such as a gradual change in music style and increasing light levels.

Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises and maintain good order as customers leave.

Staff training in preventing disorder should be provided to give knowledge and confidence to deal with difficult situations.

A record should be kept of the date and name of the person trained. Records should be made available for inspection by the police or other licensing authority.

To eliminate customers getting drunk and dealing with drunken customers

Bar Manager

Drinks promotions should be socially responsible and not encourage excessive drinking.

A documented policy on responsible drinks promotions should be in place at the premises and should adhere to industry codes such as those recommended by the British Beer and Pub Association (BBPA) and the Portman Group. This is in addition to adherence with the mandatory licensing conditions regarding irresponsible promotions.

Staff training on the effects of alcohol and how to spot early signs of customers becoming drunk should be provided to give them knowledge and confidence to deal with drunken patrons.

A Duty of care policy regarding patrons suffering adversely from the effects of drink should be in place at the premises. The policy should clearly express that every effort will be made by staff to prevent patrons from deteriorating to an uncontrolled intoxicated extent. All staff must be briefed on the policy.

Drink-Awarer posters can be displayed in the premises to remind customers of the unit content in alcoholic drinks and the safe alcohol consumption limits.

To eliminate consumption of alcohol on the streets and street drinkers

Bar Manager

Restrict the sale of strong beer and cider above 5.5% BV and the sale of single cans or bottles of beer and cider, Such sales can contribute to anti social behaviour and disorder through the consumption of alcohol on the street and in open spaces by street drinkers or persons who are already drunk.

To stop the sale of alcohol outside permitted hours

Bar Manager

Lockable shutters can be fitted on display units for alcohol in retail premises, which can be closed and locked at the end of permitted hours.

Prevent overcrowding

Premises Manager

A documented capacity should be set for the premises overall and for individual rooms within the premises. Capacity can be determined by a risk assessment in consultation with the fire safety authority.
A policy to manage the capacity should be adopted to prevent overcrowding and localised overcrowding.
The use of electronic clocking systems, clickers, ticket sales or head counts may be appropriate.
Consideration should be given deliberately running below capacity to afford a comfort factor to your patrons.

To encourage accumulation and disposal of glasses/drinking vessels

Premises Manager

A glass collection policy should include provisions for regular collection of glassware by staff and the prevention of glassware from being undertaken into external areas. glassware should not be allowed to accumulate or cause obstruction.
spillages and broken glass should be cleaned up immediately to prevent floors from being slippery or unsafe.

To prevent drug use or drink spiking

Premises Manager

A zero tolerance policy to the use of drugs in the premises should be adopted
Refusing entry to anyone who appears to be showing signs of drunk use and contacting the emergency services in appropriate circumstances. In such cases, an entry should be made in an incident log book.
A duty of care policy regarding persons suffering adversely from the effect of drugs should be in place at the premises. The policy should include drug awareness training for all staff so that they can recognise the effects of controlled drugs and provide medical attention where necessary. All staff must be briefed on the policy. A record should be kept of the date and the name of person trained.
Prevent the possibility of drink spiking by offering various anti drink spiking products to customers.
If a customer suspects that their drink has been spiked, you should report it to the police immediately. A process for this should be clearly set out in your duty of care policy.

To encourage safety of customers when leaving the premises

Premises Manager

Discourage drink driving by promoting schemes such as designated driver, with notices clearly displayed throughout the premises.
Display information to customers with regards to safe options for travelling home such as Cabwise. Information should include access to licensed taxi cabs or licensed private hire vehicles, the location of taxi ranks and public transport facilities including night bus options.
Provide a free tai phone service and a safe waiting area for customers inside the premises.
Increased lighting inside the premises should be considered towards the end of an evening to affect the alertness of customers before they leave the premises.
Increased external lighting particularly in car parks under direct control of the licence holder will provide added safety for customers as they leave the premises. Care should be taken so that the lighting does not impact neighbours.

Signed: (Employer)

Date:

30/01/2015

Subject to review, monitoring and revision by:	Ellyn Phillips	Every:	12	months or sooner if work activity changes
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Note 1: <https://www.gov.uk/workplace-fire-safety-your-responsibilities>

Note 2: www.hse.gov.uk/riddor

Risk assessment

All employers must conduct a risk assessment. Employers with five or more employees have to record the significant findings of their risk assessment.

We have started off the risk assessment for you by including a sample entry for a common hazard to illustrate what is expected (the sample entry is taken from an office-based business). Look at how this might apply to your business, continue by identifying the hazards that are the real priorities in your case and complete the table to suit. You can print and save this template so you can easily review and update the information as and when required. You may find our example risk assessments a useful guide (www.hse.gov.uk/risk/casestudies/). Simply choose the example closest to your business.

Organisation name:

What are the hazards?	Who might be harmed and how?	What are you already doing?	Severity of Hazard (1 = Low 10 = High)	Action by whom?	Action by when?	Done
Fire or Serious Fire <i>Injury, serious injury, Death or Multiple Death</i>	<i>Staff and visitors and any person that may be on the premises</i>	<ul style="list-style-type: none"> • Ensure staff are trained in fire evacuation procedures. • Ensure staff inform participants of fire evacuation procedure prior to commencing any activity. • Ensure staff verbally direct the evacuation procedure in the event of a fire and/or fire alarm. 				
Slips, trips, falls around the venue(s) <i>Injury, serious injury</i>	<i>Staff and visitors and any person that may be on the premises</i>	<ul style="list-style-type: none"> • Maintain adequate lighting at all times. • Ensure that working areas and access routes are clearly marked and that hazards are visible. • Ensure staff inform participants of hazards and restricted areas. • Ensure that all workshop activities are appropriate for the participants and the venue. • Ensure that any materials used are kept within a controlled area. 				
First Aid <i>Injury, Serious Injury, Death</i>	<i>Staff and visitors and any person that may be on the premises</i>	<ul style="list-style-type: none"> • Ensure staff are fully aware of staff members in the building who are fully trained and qualified in First Aid at Work. • Ensure staff are able to contact qualified staff directly. • Ensure staff log all incidents in Incident Book at Stage Door. 				

What are the hazards?	Who might be harmed and how?	What are you already doing?	Severity of Hazard (1 = Low 10 = High)	Action by whom?	Action by when?	Done
<p>Child Protection Risk</p>	<p><i>Staff and visitors and any person that may be on the premises</i></p>	<ul style="list-style-type: none"> • Ensure staff and freelance practitioners are familiar with the policies and procedures of the Royal Exchange Theatre's Child Protection Policy. • Ensure all staff and freelance practitioners who will come into contact with young people and vulnerable adults are CRB checked. • In the event of disclosure of personal information regarding abuse or neglect ensure staff adhere to the Child Protection Policy's guidelines on 'Staff Code of Conduct and Responding to Allegations of Abuse'. • In the event of documenting the activities ensure staff adhere to the Child Protection Policy's guidelines on 'Use of Photography and Video Material and Text'. • Ensure that adequate male and female toilet facilities are available and that staff verbally inform participants of their location. 				

What are the hazards?	Who might be harmed and how?	What are you already doing?	Severity of Hazard (1 = Low 10 = High)	Action by whom?	Action by when?	Done

Employers with five or more employees must have a written health and safety policy and risk assessment.

It is important you discuss your assessment and proposed actions with staff or their representatives.

You should review your risk assessment if you think it might no longer be valid, eg following an accident in the workplace, or if there are any significant changes to the hazards in your workplace, such as new equipment or work activities.

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>

Combined risk assessment and policy template published by the Health and Safety Executive 11/11

