

**National Theatre – Hire Dept Customer Visits General COVID-19 Risk Assessment**

<b>What this risk assessment covers</b>	
<b>Overview</b>	<p>This risk assessment covers the common risks, mitigating controls and impacts presented by COVID-19 to those working in, or customers visiting the National Theatre Hire Dept.</p> <p>Please note that the measures set out are based on adhering to the 2m social distancing rule, which we wish to follow wherever possible. In addition, staff are requested to take 2 lateral flow tests each week.</p> <p>It is expected that over time as restrictions may change and eventually ease, the hazards and mitigations set out here will also change and eventually reduce until more normal conditions can apply and our teams can be fully phased back into the workplace.</p>
<b>Date and Version</b>	28/07/2021 V3

<b>Risk Assessment</b>				
<b>Type of Activity and (Related Hazards)</b>	<b>Who might be harmed by this hazard &amp; how?</b>	<b>What is being done to control this?</b>	<b>Risk level once these controls are in place?</b>	<b>Who is responsible for these controls?</b>
<b>Clean More Often</b>				
Customers & staff	ALL persons. Exposure to infected persons	<p><b>Clean more often</b></p> <ul style="list-style-type: none"> <li>General public areas are subject to additional cleaning/sanitisation</li> <li>Daily cleaning/sanitising for toilets</li> </ul>	Low	Hire Manager/ Hire Team/ Contract

	leading to development of the COVID-19 symptoms. Spread of virus between public and staff.	<p>Signage on display to encourage good hand hygiene Anti -bac soap &amp; paper towels available Anti-bac sanitiser available at entrance/exit</p> <ul style="list-style-type: none"> <li>• High traffic touch points such as door handles, reception chairs to be sanitised regularly</li> <li>• Hand sanitisers to be situated throughout the buildings for regular use by staff and customers</li> <li>• Fitting rooms to be regularly sanitised</li> </ul>		cleaners
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**Request that all visitors and staff wear a mask whilst moving around the building**

Customers & staff	ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms. Spread of virus between public and staff.	<ul style="list-style-type: none"> <li>• To conform with NT guidelines customers to be encouraged to wear a mask whilst in the buildings</li> <li>• Appropriate signage on display to reinforce this</li> </ul>	Low	Hire Manager/ Hire Team
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**Make sure everyone can maintain social distancing**

Customers & staff	ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms.	<ul style="list-style-type: none"> <li>• All customers must book an appointment in advance – staff will manage the diary to limit the number of customers in the building at any time</li> <li>• Wall and floor signage in place to reinforce the importance of social distancing</li> <li>• Minimise activities that require personal interaction between staff and customers:</li> <li>• Replace manual reservation forms with digital versions</li> </ul>	Low	Hire Manager/ Hire Team
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	<p>Spread of virus between public and staff.</p>	<ul style="list-style-type: none"> <li>● Replace manual customer parking forms with digital versions</li> <li>● Hire Dept to become cashless to prevent risks associated with handling money</li> <li>● Payment zone for credit card payments to be set up with appropriate floor signage indicating where customers should stand</li> <li>● Staff to sanitise the credit card terminal between use</li> </ul> <ul style="list-style-type: none"> <li>● <i>Offices &amp; work areas</i></li> <li>● Customers advised to remain in the office doorway &amp; ask for assistance</li> <li>● Signage on door and floor to facilitate this</li> <li>● Maximum room occupancy signs on doors</li> <li>● Walkways kept as clear as possible to give enough space to allow others to pass</li> </ul> <p><i>Reception</i></p> <ul style="list-style-type: none"> <li>● Staff to limit the number of customers to use reception at any time: Costume Hire = 3. Props Hire = 2</li> <li>● Chairs to be positioned 1m apart, floor signage to facilitate this</li> <li>● Customers to scan the QR code &amp; complete the digital reservation form to avoid manual handling of paper/pens etc.</li> </ul> <p><i>Fitting rooms</i></p> <ul style="list-style-type: none"> <li>● Fittings must be booked in advance</li> <li>● Fitting rooms to have a limited occupancy as per signage on doors</li> <li>● Fitting room windows to be kept open where possible and available</li> <li>● To limit viral overload in the fitting room the maximum time for a fitting should be one hour</li> <li>● Sanitising equipment to be made available for additional cleaning</li> <li>● Anti-bac gel to be made available for hand hygiene – signage displayed to encourage this</li> <li>● A 10 minute gap scheduled between fittings to allow room to air</li> <li>● Where possible the person being fitted should be left to try on the costumes themselves</li> </ul>		
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		<ul style="list-style-type: none"> <li>• If the designer/supervisor/ Hire assistant needs to assist e.g. fastening the costume, everyone should wear masks and keep close contact activity to a minimum.</li> <li>• Where possible, keep a 2m distance between the person being fitted and anyone else in the room as per the signage and the markings on the floor</li> <li>• When using fitting rooms with a capacity of 1 (as indicated by the signage displayed) the person being fitted should step out of the fitting room to show the designer/supervisor the costume once they have it on.</li> <li>• Fitting room doors /curtains to fitting rooms to be kept open when not in use to allow air circulation</li> </ul> <p>These suggestions are given as guidance only and the NT cannot be held responsible for the consequences of anyone not taking additional Covid safety measures.</p>		
<b>Provide adequate ventilation</b>				
Customers and staff	ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms. Spread of virus between public and staff.	<ul style="list-style-type: none"> <li>• Whenever possible windows to be opened to allow ventilation</li> <li>• Fitting Room doors/curtains to be left open between use</li> </ul>	Low	Hire Manager/Hire Team
<b>Enable people to check in at your venue</b>				
Customers and staff	ALL persons. Exposure to	<ul style="list-style-type: none"> <li>• On arrival customers are required to sign in by scanning the NHS QR code and completing the digital form</li> </ul>	Low	Hire Manager/Hire Team

	infected persons leading to development of the COVID-19 symptoms. Spread of virus between public and staff.			
<b>Turn away people with Coronavirus symptoms</b>				
		<ul style="list-style-type: none"> <li>Anyone displaying symptoms of Covid-19 will be turned away</li> </ul>		
<b>Ensure staff wear face coverings</b>				
Customers and staff	ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms. Spread of virus between public and staff.	<ul style="list-style-type: none"> <li>Staff reminded to wear face coverings when moving about the building and when unable to maintain a 2m distance from others</li> </ul>	Low	Hire Manager/ Hire Team
<b>Reduce overcrowding</b>				
Customers and staff	ALL persons. Exposure to	<ul style="list-style-type: none"> <li>Strict by appointment-only system in place</li> </ul>	Low	Hire manager/ Hire team

	infected persons leading to development of the COVID-19 symptoms. Spread of virus between public and staff	<ul style="list-style-type: none"> <li>Staff to carefully manage the diary limiting appointments to avoid overcrowding</li> </ul>		
<b>Communicate and train (Keep staff and customers updated)</b>				
Customers and staff	ALL persons. Exposure to infected persons leading to development of the COVID-19 symptoms. Spread of virus between public and staff	<ul style="list-style-type: none"> <li>Customers to be made aware of Covid-19 safety precautions before they visit the department</li> <li>Risk assessment to be regularly reviewed and updated accordingly</li> <li>Any updates to risk assessment to be highlighted and made available to customers</li> <li>Regular team meetings to discuss any issues and any customer feedback</li> </ul>	Low	Hire Manager/ Hire Team

<b>Assessor</b>			
<b>Assessment completed by</b>	Liz Murray	<b>Role</b>	Hire Manager
<b>Date of Assessment</b>	28/07/21		

<b>Reviewer</b>			
<b>Review completed by</b>		<b>Role</b>	
<b>Date of Review</b>			

<b>Senior Management Team authorisation statement &amp; sign off</b>			
I confirm the content of this risk assessment is accurate and will ensure that any significant changes to the risks associated will be reviewed and recorded. I confirm that the assessor is competent to undertake a suitable and sufficient risk assessment for the National Theatre.			
<b>Name</b>		<b>Date</b>	
<b>Signature</b>			

**Risk Matrix – Guidance on evaluating risk levels**

<b>High severity</b>	MOD	HIGH	HIGH
<b>Moderate severity</b>	MOD	MOD	HIGH
<b>Low severity</b>	LOW	LOW	MOD
	<b>Low likelihood</b>	<b>Moderate likelihood</b>	<b>High likelihood</b>

Low = Acceptable if monitored	Proceed and monitor existing controls to ensure effectiveness.
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Tolerable if everything practicable has been done, and results are monitored	If there are any “easy wins” to improve safety further, you should apply them (see Choosing controls). If making the task any safer would involve disproportionate cost, time or effort you do not have to add further controls, but you should proceed with caution and monitor the situation.
High = Unacceptable	You must apply more controls to reduce the risk in the red region. Do not proceed until you have reduced the risk (see Choosing controls). if you can't reduce the risk, seek guidance from the safety team. Cost, time and effort are not a reason for not doing something.

**Additional guidance on evaluation levels**

Severity		Likelihood	
<b>low</b>	minor burn, reflex action causing bruising – first aid, limited time off work	<b>low</b>	rare occurrence ( less than a 1 in 50 chance)
<b>moderate</b>	deep burn, loss of consciousness, fractures – hospitalisation, rehabilitation	<b>moderate</b>	foreseeable occurrence (less than a 1 in 10 chance)
<b>high</b>	death or permanent disability	<b>high</b>	likely occurrence (less than a 1 in 4 chance)

<b>Order of Control Measures</b>	<b>Most effective</b>	<b>Eliminate</b>	Do you need to do the hazardous activity at all? For example, instead of climbing a ladder to adjust a light, can the lighting be lowered to the stage level to be adjusted?
		<b>Substitute</b>	Can the same effect can be achieved with something less risky? For example, using theatrical grit with a defined particle size instead of builders' sand.
		<b>Reduce</b>	Can you use less of something, or spend less time exposed? For example, use less of chemical when cleaning, reduce the speed of vehicles where there could be pedestrians.



<b>Least effective</b>	<b>Isolate or Enclose</b>	Can you contain the risk to the smallest possible area? Can you prevent contact with the hazard? eg bellows curtain for scissor lift, routes to prevent pedestrians and vehicles mixing.
	<b>Other Engineering Controls</b>	Do you need a means of controlling the hazard such as an emergency stop button, a light curtain or interlocks?
	<b>Safe System of Work, training, communication and supervision</b>	Do you have any written procedures (eg a method statement) which explains what needs to be done, step-by-step? Eg use of safety information board and rules not to enter an area whilst deemed as construction Have people been trained in appropriate procedures?
	<b>Personal Protective Equipment</b>	If you have done everything reasonable in the categories above, is there any residual risk that needs to be controlled by wearing personal protective equipment, eg ,face masks, ear muffs or plugs to reduce noise exposure, hard hats or toetectors to prevent impact injuries, high-vis in areas where pedestrians and vehicles mix.