

Glee Covid Risk Assessment

This risk assessment should be read before attending the venue to ensure everyone is satisfied with the precautions taken either as a customer, supplier, artist, contractor, or member of staff. Its aim is to reduce the risks from contact and airborne transmission of the Covid-19 virus as we understand it at 29 Nov 2021. These guidelines are constantly reviewed and we aim to update the risk assessments in line with these changes. However due to changing nature of the pandemic and the various governments different staggered approaches to dealing with public safety there will be points in time where this assessment will lag.

This assessment also aims to address potential areas of conflict arising from misunderstanding and ignorance of the Covid 19 related guidelines and aims to reduce incidents of conflict, anxiety, between customers and staff, as well as considering the impact on the mental health of our staff whilst working on the front line during this pandemic.

Activity	Hazards	Who Could Be Harmed?	How?	Risk of Harm Occurring?	Control Measures	Is Risk Adequately Controlled?	Adjusted Risk of Harm Occurring?
Before setting off to visit the venue	Accelerated transmission of virus	Customers, Staff, Acts.	Some customers / staff may feel unwell, but attend event because: 1) Don't want to lose ticket value. 2) Succumb to peer pressure. 3) Need to earn money. 4) Don't wish to let their colleagues down.	8	1) Customers are urged in booking conditions to follow the latest government advice and not to attend if feeling unwell. To temp check and take lateral flow test to check before leaving if they have any doubts. 2) Customers can transfer the value of tickets by contacting the box office in advance of the event. 3) Staff have to take lateral flow test within 48 hours before shift. 4) Staff must engage in an online fitness test which may include temp check before commencing work to ensure they present the least possible risk to each other and customers on site.	YES	4
Queuing outside to enter venue	Airbourne and contact transmission of virus	Customers, Staff, Acts	A tight queue in limited space may be likely to increase transmission, especially if huddling for protection occurs in poor weather conditions	12	1) Our pre-planned staggered entry times for customers and staff will reduce queues. 2) We will define a designated queue pathway with barriers 3) Create, where possible, an all-weather queuing space. 4) Security staff and management will monitor queues monitor using CCTV. 5) We will create a safe space to sort out issues at check-in to prevent build up of queues and ensure where possible social distancing is maintained.	YES	4
Cloakroom	Contact transmission of the virus	Staff, Customers	Transmission of virus caused by contact of clothing from many customers	12	1) We will make customers aware cloakroom facilities have been withdrawn before they book. 2) Customers may be asked to leave coats & larger bags in their cars.	YES	0
Checking in	Contact and airborne transmission	FOH Staff, Customers	1) Cramped area leading to reduced social distancing. 2) Communication with 'check-in' staff leading to airborne transmission. 3) Random bag checks made by security staff increase likelihood of contact transmission.	12	1) Customers will receive specific staggered entry times at point of booking to prevent the build up of queues. This will also ease access to all facilities. 2) Customers will be prompted to use sanitising stations on entry to the premises. 3) Security staff will be encouraged wear appropriate PPE . 4) FOH staff will limit the number of people in the area to allow as much distancing as possible take place. 5) Queues on the stairs are regulated by security and floor staff wearing PPE. 6) We may perform random bag checks for contraband. If this occurs, customers will be asked to remove items from their own bags for security checks so that our staff do not have to closely approach or contact personal belongings. 7) Customers bringing contraband into the venues may be asked to leave without refund. 8) All contact points will be cleaned between shows. 9) Where possible we will create a signed contraflow system indicating direction of travel. 10) Customers will be encouraged to wear facemasks when not seated	YES	6
Finding allocated seats	Airbourne transmission of the virus	Customers	Social distancing would be compromised during communication of seating position and venue operation	7	1) Staff wear appropriate PPE. 2) FOH staff will be polite but limit verbal communication at close quarters. 3) Further information regarding service/venue layout and show timings will be available at the entrance to the auditorium and around the venue.	YES	3

Obtaining food and drink	Airboure and contact transmission of the virus	Customers, Staff	Pre-covid bar service would contravene social distancing guidlines leading to the possibility of increased infection for staff and customers.	14	<p>1) We will promote online preordering through our bookings website. This service will be available to all bookers from the point of booking until 5PM on the night of the event.</p> <p>2) Table service will be provided, and will be the encouraged method of purchasing food & drink throughout the evening</p> <p>3) The bar will NOT close when the acts are on stage, to reduce queuing there will be limited bar service THROUGHOUT the night, at screened station points along our normal bars.</p> <p>4) Any queues to be served at the bar will be managed with barriers, appropriate signage.</p> <p>5) FOH staff will wash/sanitise their hands at regular intervals</p> <p>6) We will encouraging customers to pay by contactless card where possible.</p> <p>7) We encourage any customers using bar service not to purchase single drinks but to purchase rounds for the whole groups to limit traffic within the venue and service time.</p>	YES	6
Staff preparation for work	Airbourne and contact transmission	Staff, Customers	Contact transmission from wearing the same clothes during the day as when working	7	<p>1) All staff will go though an assessment before returning to work</p> <p>2) Staff to sanitize at point of entry and regularly during the evening</p> <p>3) Staff will be reminded to social distance where possible</p>	YES	3
Customer & staff interaction with surfaces while moving around the venue.	Contact infection	Customers, FOH staff	Contact with stair handrails / door plates / tables / seats / bar surfaces / toilet doors / toilet seats / flush mechanism / taps	9	<p>1) Auditorium is cleaned between shows within 24 hours.</p> <p>2) Hand sanitiser is available at multiple points throughout the venues</p> <p>3) Common touchpoints (identified in "How" column), are cleaned regularly.</p> <p>4) Where possible, customer seating will be allocated and only accessible by other members of the same group.</p> <p>5) Menu provided online in advance, as well as via mobile ordering system.</p> <p>6) Where physical menus are required, they are to be disposable</p>	YES	6
Purchasing tickets in advance and communication of government guidelines and enhanced protocols	Conflict / abuse / violence / transmission of virus	Customers, Staff	Lack of knowledge, confusion and misunderstanding of changes made to operating procedures could lead to increased stress, possible verbal and physical conflict between customers and venue staff.	7	<p>1) Depending on local government guidlines, personal data will be collected from customers attending at the point of booking, or where allowed the use of NHS Covid 19 app or the Check In Scotland app at the point of entry to enable track and trace.</p> <p>2) An agreement to new booking conditions and enhanced guidlines will be electronically acknowleged by booker.</p> <p>3) All changes to conditions are advertised on our website before booking.</p> <p>4) Risk assesment is made available to all members of the public.</p> <p>5) Enhanced conditions are posted at 'check-in', and re-enforced by public announcements and projections on screens over the stage.</p>	YES	5
Kltchen staff risk of contact transmission	Contact transmission	Kltchen staff, Customers	Prep tools, surfaces & uniforms come into contact with many staff	6	<p>1) Food menu edited to reduce number of staff working in the kitchens.</p> <p>2) Kitchen staff bring fresh clothing and footwear which they change into before entering the kitchen.</p> <p>3) All non uniform is kept in plastic bags seperated from other staffs bags.</p> <p>4) Staff sanitise surfaces regularly.</p> <p>5) Staff prep raw and uncooked food with disposable gloves changed several times a session.</p> <p>6) All service flatwear is handled wearing dispoable gloves.</p> <p>6) Haircoverings are worn in the kitchen or long hair tied back</p>	YES	5
Kitchen risk of airbourne transmission	Airboure transmission of the virus	Kltchen staff, Customers	Current thinking is that hot dry atmosphere is conducive to replication of virus	4	<p>1) Kitchen extract is on full during all food prep.</p> <p>2) Where possible windows are open (with fly screens in place).</p> <p>3) FOH staff encouraged to wear face coverings.</p>		2
Cleaning	Contact transmission of the virus	Cleaners	Cleaners interact with almost every surface in the venue after a show	16	<p>1) Tables and chairs are sanitised before putting away at the end of the evening.</p> <p>2) All mops and buckets and other equipment are cleaned before and after use with appropriate detergent. All cleaning cloths are disposable.</p> <p>3) Before cleaning any bodily fluids appropriate PPE including disposable gloves and face coverings are worn and appropriate detergents used to neutralise.</p>	YES	8

Cleaning	Airboure transmission of the virus	Cleaners	Cleaners work in every room in the venue less than 12 hours after the show	9	1) Air handling will be left on cold overnight where possible. 2) Cleaning staff to clean auditorium, green room & toilets after each shift	YES	3
General transmission bewteen staff departments	Airboure and contact transmission of the virus	Staff, Customers	Staff usually socialise in the staff rooms and share tasks in the same spaces	8	1) Staff will mark up there own PPE to prevent accidental sharing or use dosposable PPE 2) Radios used in different departments will be sanitised at the end of the shift. 3) Radio headsets/ mouthpieces will be personalised and and not be shared. 4) Staff breaks will be staggered to limit the number of staff in staff room. 5) Where possible we will utilise other dormant areas of the venues to create more staff room space to allow social distancing. 6) Staff must use the "health checker" on the 'Deputy' employment app at the start of every shift in onder to comence work. 7) Staff who become unwell during a shift should if possible be assessed by the first aider wearing appopriate PPE, and sent home to isolate by the safest method available. 8) Managers will aim to create buddy working groups groups who always work together to reduce unnecessary risk. 9) Staff will be asked to temperature check on arrival	YES	2
Bar Staff	Contact transmission		Normal drinks service in busy weekend venues usually requires many people to work in crowded spaces regularly brushing past one another. There are multiple contact points by several individuals passing stock and drinking vessels around. There are large queues of customers shouting and leaning over the bar to make themselves heard. Combined with handling cash which represents and increased risk of transmission.	9	1) Table service will be used to decrease queuing at the bar 2) Preordering will be encouraged in advance of the show to decrease queuing 3)Bar service will be continuous during the show and intervals to avoid queues. 4) Staff will asked to sanitise surfaces regularly. 5) Staff will handle clean glasswear with disposable gloves and change them frequently, or santisize hands regularly 6) We will be encouraging contactless payments. 7) Trays will be sanitsized regularly 7) The glasswashers will be loaded by a different member of staff to those who unload it to prevent accidental cross contamination where possible	YES	5
Bar Staff	Airbourne transmission of the virus	Staff, Customers	Customers queuing at the bar, shouting orders, leaning over the bar to attract staff attention.	11	1)Bar service will only be in place if permitted by the relevant local government, and table service will be favoured where possible 2) Preordering & table service will be encouraged as the predominate service style	YES	7
Floor staff	Contact transmission of the virus	Floor staff, Customers	Floor staff set up the audiorium, meet and greet customers, serve food, cleandown the furnishings in the auditorium at the end of the event.	14	1) Floor staff will all be asked to wear disposable gloves which they will change regularly or santisize hands regularly 2) Floor staff will not be taking orders from customers at tables but will be delivering to tables trays of pre-orderd and prepaid for drinks so they do not have to candle card machines or cash. 3) All the tables and chairs will be sanitised after every show	YES	5
Floor staff	Airbourne transmission of the virus	Floor staff, Customers	Floor staff have to interact with customers to serve food and drinks and sort problems out for the customers	16	1) Floor staff will all be encouraged to wear face coverings. 2) Much of the usual verbal comunication will be replaced with extra signage and public announcements. 3) Floor staff will not be taking orders from customers at tables but will be delivering to tables trays of pre-orderd drinks to avoid face to face transmission. 4) The venue airhandling will be in operation at all times they are in the venue.	YES	3

Performance and artists risks	Airborne and contact transmission of the virus	Customers, Staff , Other Acts	Cross contamination from sharing microphones / stands / dressing room towels / tea and coffee making facilities / dressing room toilets. Elevated performance position and animated delivery may project airborne virus further than general social distancing guidelines.	10	<ol style="list-style-type: none"> 1) Acts arrival times will be staggered by prior arrangement 2) Each act will be provided with their own sanitised microphone 3) Stands will be sanitised between acts. 4) No handshake rule will be applied. 5) All tech equipment will be sanitised and wiped down at the end of each show. 6) Sanitiser will be available in dressing rooms 7) Where possible cotton towels will be replaced with paper disposable towels in the acts room. 8) Bottled water will be provided in the fridges to replace open jugs. 9) Acts will be encouraged to take a lateral flow test before arriving at the venue 	YES	3
Staff - protecting the high risk groups	Airborne and contact transmission of the virus	Staff	Increased risk of serious illness and fatality	13	<ol style="list-style-type: none"> 1) We will survey the staff to establish vulnerability. 2) Those at very high risk will if possible stay on furlough. 3) If furlough is no longer available they will be asked to perform as many tasks as possible from home or when the venue is empty of customers. (job description permitting). 4) We will endeavour where practically possible to remove those at higher risk from front line roles of other roles if and when they become available. 	YES	7
Staff - managing anxiety and mental health	Mental health	Staff	Increased risk of anxiety and damage to mental wellbeing	10	<ol style="list-style-type: none"> 1) All staff will undergo an assessment before returning to work to establish their suitability to return to work 2) We endeavor to assure staff that our company will do everything practically possible to reduce the apparent risks. 3) If possible we will manage tasks accounting for the individual's anxiety levels including reduced length of shift, and moving staff away from front line duties. 4) We will endeavour to support those whose mental health is affected and provide contacts for counselling. 5) Where appropriate we will increase the number of rest breaks during shifts in order to reduce stress. 	YES	3
Customers - protecting high risk groups	Increased anxiety / severity of illness	Customers, Staff	Those in high risk groups considering attending Glee events during social distancing	8	<ol style="list-style-type: none"> 1) Customers are encouraged to not attend if feeling unwell, take regular lateral flow tests, and to check all of our covid measures before booking tickets to ensure they are comfortable with the measures we are taking 2) Customers encouraged to wear face coverings when not seated 	YES	0
Dealing with absenteeism due to cautionary self isolation	Airborne and contact transmission of the virus	Staff	Increased stress, overworking of team members leading to compromise / breaches of Government guidelines, and increasing the risk of transmission	2	Managers consider operating standby mode to cover last minute drop outs staff in key positions.	YES	2
Dealing with drunkenness while complying with social distancing	Contact and airborne transmission. Risk of aggressive and violent behaviour	Staff, Customers	Drunkenness leading to lack of respect for social distancing guidelines, causing anxiety amongst other customers. Aggressive behaviour which threatens the safety of other customers and staff.	18	<ol style="list-style-type: none"> 1) Waiting staff to notify management of incidents of drunkenness. 2) Management consider refusing further service of alcohol (as per licensing regulations). 3) Party organiser will be approached to intervene and escort customer home. 4) If further action is required we may consider ejection but this is always the last resort. 5) When executing an ejection fresh disposable gloves, face coverings & face shields will be encouraged, and these must be replaced with fresh PPE after ejection has occurred. Police asked to attend if risk is deemed to high for security 	YES	13
Ventilation	Airborne transmission	Staff, Customers, Suppliers, and Customers.	We have been told stagnant and recirculated air can increase levels of infection	10	All our venues have robust airhandling and airconditioning systems. We will adjust our systems to increase the amount of fresh air to the venues and reduce the amount of recirculated air. Where practical we will open windows and doors throughout the venue. The venues will use fogging machines to clean all surfaces in the auditorium between shows.	YES	5

Food Service	Contact transmission	Staff, Customers, Suppliers	Handling of plates / cutlery / condiments	8	<p>1) Cutlery and flatware will be cleaned at above 70 degrees centigrade.</p> <p>2) Washed flatware will be handled by staff wearing disposable gloves or sanitising their hands regularly</p> <p>3) Cutlery will be will be handled by staff using disposable gloves or regularly sanitised hands</p> <p>4) Where possible all condiments will be in sachets.</p>	YES	4
Toilet checks and management	General transmission of the virus	Customers, Staff, Cleaners	Transmission of virus caused by contact and proximity / bodily fluids	7	<p>1) The public toilets will be sanitised between each show on days multiple shows occur on the same day.</p> <p>2) They will be inspected hourly and where necessary spray sanitised between sections of the show.</p> <p>3) Reminders to wash hands will in place via signage</p> <p>4) We will encourage by way of signage and public announcement the use of the toilets throughout the show rather than waiting until the intervals to avoid queues</p> <p>5) A record will be kept of every toilet inspection.</p>	YES	7
Contactors and suppliers	General transmission of the virus	Staff / Suppliers / Contactors	Contact transmission from any product being delivered / contamination from uncleaned areas of the venue / airborne transmission though close contact between contractors / delivery people and staff.	7	<p>1) The venue will request risk assessments from suppliers and contractors.</p> <p>2) We will record the for track and trace, the names and contact details of all those who work in the venue (these may be private or work contact numbers).</p> <p>3) We will sanitise the areas of the venue with antiviral products.</p> <p>4) Where accessible the airhandling will be on one hour before arrival and one hour after the activity has taken place. Social distancing will be practised at all times possible.</p> <p>5) All outside contractors and staff will be encouraged to use hand sanitiser upon entry.</p> <p>6) Handwashing will take place before handling any items delivered.</p> <p>7) Any equipment will be wiped or sprayed to sanitise appropriately before and after the delivery / event, (trolleys trucks etc) .</p> <p>8) Any work area will be cleaned thoroughly.</p>	YES	3