

COVID-19 RISK ASSESSMENT

THE LONDON PALLADIUM PILOT TEST EVENT 1 – 21 JULY 2020

FRONT OF HOUSE – FOOD AND BEVERAGE SERVICE

<p>WHAT ARE THE RISKS?</p>	<p>Uncontrolled exposure to the COVID-19 virus that may come from:</p> <ul style="list-style-type: none"> Someone infected with COVID-19 working in or visiting The London Palladium could spread the virus to other individuals. The infected individual may not display symptoms of COVID-19 but could still be carrying the virus. Individuals and/ or teams of individuals being exposed if one or more become infected. Individuals being exposed to the virus from surfaces/ frequent touch points/ shared equipment and contact with other similar everyday workplace items. 	
<p>WHO MIGHT BE HARMED?</p>	<p>Any person entering The London Palladium including:</p> <ul style="list-style-type: none"> LW employees working during this event. Contractors working during this event. Production company members working during this event. Guests visiting during this event. Customers attending this event. <p>Any of these people may be 'clinically vulnerable' individuals that are at a higher risk of severe illness if they are infected by COVID-19. Be aware that they may not know they are vulnerable.</p>	<p>Approximate number of people on site for the event:</p> <ul style="list-style-type: none"> 120 20 15 20 745
<p>WHAT METHODS OF CONTROL HAVE BEEN INTRODUCED?</p>		
<p>Wherever possible work that is likely to expose people to the risk of COVID-19 should not be carried out. Where work has to be carried out, the principle must be to reduce the number of people at risk and to keep their exposure to the lowest possible level for the shortest possible time.</p> <p>The following control measures are to be observed by all LW Theatres employees, contractors and visitors:</p>		<p>The following additional control measures have been introduced in order to further reduce the risks:</p>
<ul style="list-style-type: none"> Only staff essential to the F&B operation for the event are to attend the theatre to work on the event and then only after discussions with their line manager. Clinically vulnerable employees will not be required to attend work at the theatre for the event. Employees with symptoms of COVID-19 or who are required to self-isolate must not travel to work on the event. Employees travelling to work on the event have been advised to consider their travel options in accordance with UK Government guidelines. Where reasonably practicable, F&B staff working on the event should only undertake activities where they can maintain social distancing from one another and from audience members. The temperature of each individual will be taken on arrival. If the reading is above 38°C then the individual will be asked to leave the site. Provided the individual feels well, they will be permitted to return after 15 minutes for a second temperature check. If their reading is still too high then entry will be refused. All employees and contractors attending the theatre to work on the event will be required to either wash their hands with soap and water or use hand sanitiser on arrival and before departure. All audience members will be asked to use the hand sanitiser provided upon entry to the theatre. Arrival and departure times of F&B staff will be staggered as far as reasonably practicable. Arrival and departure time of audience members will be staggered as far as reasonably practicable. One-way systems will be put in place in the front of house areas where reasonably practicable. 		<ul style="list-style-type: none"> F&B staff will remain in a 'team bubble' with FOH staff separate from staff working back stage for the purposes of training and for the duration of the event. F&B staff working behind bars will, as far as is reasonably practicable, remain within their dedicated section of the bar. Screens will be installed at all EPOS terminal points and F&B staff based at fixed service points will serve from behind these. Dedicated staff will manage bar area to ensure that capacities are adhered to and that customers use the floor markings and do not crowd the bar counter. 'Pre-order' and 'In-seat' services will be available to minimise contact between audience members and F&B staff. In-seat order staff will use the vacant rows to maintain distance from customers when taking orders inside the auditorium. Only contactless and card payments will be accepted at sales points. Only pre-packaged products will be sold in order to prevent risk of cross-contamination. Ordered items will be bagged and F&B staff will place bags on counters or on seats next to the customer rather than handing items directly to them. F&B staff must wash their hands at regular intervals during service.

<ul style="list-style-type: none"> ✓ Audience-facing signage will be on display throughout the building. ✓ Social distancing floor markers are in place where people are likely to congregate. ✓ Hand sanitiser and hand washing facilities will be provided throughout the front of house areas for the duration of the event. Handwashing with soap and water should be used in preference to sanitiser wherever possible. ✓ The theatre bars in use will be fully cleaned and disinfected prior to the event. ✓ Face coverings will be provided for use by F&B staff throughout the event whilst serving audience members. ✓ Disposable gloves will be provided for use by F&B staff whilst clearing empties. ✓ Face coverings will be provided for use by audience members throughout the event (except when eating or drinking). ✓ Any F&B staff member who feels unwell or who develops COVID-19 symptoms whilst working on the event must immediately put on a face covering, avoid touching anything and leave the theatre immediately. They should contact their line manager as soon as it is safe to do so. They should seek advice as soon as possible from the NHS and apply for testing. ✓ If anyone presents with COVID-19 symptoms whilst at the theatre, the Group will arrange a deep clean by a specialist company. ✓ Any work to facilitate the event should be planned so that as few people as possible are involved. Any work required to be carried out in close proximity to others should last for the shortest possible period of time. 	<ul style="list-style-type: none"> ✓ The bar area will be deep cleaned before service and bar counters will be sanitised at regular intervals during service. ✓ Handheld EPOS units will not be shared between F&B staff members during the event. ✓ F&B staff will receive training tailored to the event which will focus on how to keep themselves and others safe whilst working on the event. ✓ Employees or contractors that have been working with a person who develops COVID-19 symptoms should be briefed by their line manager in accordance with current UK Government guidelines.
<p>WHAT OTHER ACTION SHOULD BE TAKEN:</p>	<p>THIS RISK ASSESSMENT:</p>
<ul style="list-style-type: none"> • Continue to closely monitor changing advice from the UK Government, Public Health England and the Health and Safety Executive. • Ensure employees are briefed on any changes to LW Theatres Policy in relation to the management of COVID-19 risks. 	<p>Prepared by: Jeremy Roberts On: 15 July 2020 Review date: N/A Review to be undertaken by: N/A</p>