

HEALTH AND SAFETY POLICY



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Section 1: Policy Statement

The Brookside Theatre is committed to protecting the health and safety of all its team including volunteers, artistes, contractors and all others with whom our work brings us into contact.

The Theatre's Policy is to provide and maintain safe systems of work for all those working for or on behalf of the Theatre and to provide members of the volunteer team with such information, training and supervision as they need in order to maintain these safe systems.

The Theatre recognises its responsibilities under the Health and Safety at Work Act and other related legislation and seeks to satisfy its obligations by adopting this Health and Safety Policy.

This Policy will be reviewed annually or more frequently if there are significant changes to our work practice.

The Theatre believes that co-operation and consultation with all volunteers is essential and all volunteers are made aware of their responsibilities.

A copy of this Policy will be made available to all volunteers along with a tour of the Theatre to ensure the Health and Safety of volunteers, patrons and visitors. Action may be taken under the Theatre's disciplinary procedure for failure to comply with this Health and Safety procedure.

Section 2: Structure and Responsibilities

2.1 Theatre Manager

The Theatre Manager shall be responsible for the effective implementation of the Theatre's Health and Safety Policy. They shall be kept informed of all incidents or accidents relating to this Policy and

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take action to prevent reoccurrence. They shall regularly inspect the theatre to check that Health and Safety measures are being maintained and Health and Safety practices are being followed. They shall instruct volunteers precisely and clearly on their duties with regard to Health and Safety. They shall be readily available to discuss Health and Safety issues with anyone involved in the day to day running and administration of the Theatre. They shall be responsible for ensuring that outside contractors, freelancers, artistes etc. are aware of this Policy and produce suitable risk assessments for their work.

They shall chair the Health and Safety committee meeting every twelve months, which will meet to discuss and implement any matters arising from Health and Safety legislation and keep a record of those meetings.

They shall liaise with the local authority over all Health and Safety issues and report any accidents under the conditions of RIDDOR.

2.2 Deputy Theatre Manager

The Deputy Theatre Manager shall also be responsible for the effective implementation of the Theatre's Health and Safety Policy. They will be informed of all incidents or accidents occurring on the premises. They will keep under review the necessity for further safety measures, instruction and training to ensure the health, safety and welfare of all volunteers and public whilst on the premises. They will make themselves available to receive safety delegates and attend Health and Safety meetings if requested.

2.3 Technical Manager

The Technical Manager shall be responsible for the effective implementation of the Health and Safety Policy in the theatre premises. They will ensure the effective process of risk assessments in those areas and for each new production. They shall liaise with visiting companies and inform them of the Theatre's Health and Safety Policy. They shall hold regular meetings with current technical volunteers / freelancers to discuss the Health and Safety issues of each new production and of working practice. The Technical Manager must also ensure that the Director is familiar with and incorporates the Health and Safety Policy into blocking and rehearsals.

2.4 Technical Crew

Technical Crew Members are responsible for alerting the Technical Manager or Theatre Manager of any Health and Safety issues with any resulting decision passed to cast and crew. The Technical Crew must also ensure that the Director is familiar with and incorporates the Health and Safety Policy into blocking and rehearsals.

2.5 Duty Manager and Lead Volunteer

On performance days the Duty Manager and / or Lead Volunteer shall be responsible for the effective implementation of the Theatre's Health and Safety Policy within all Front of House areas. They shall be responsible for the public's Health and Safety whilst on the premises.

2.6 Other Volunteers

All volunteers must make themselves fully aware of the Theatre's Health and Safety Policy and, to this end:

- Shall observe and promote all safety rules at all times.
- Familiarise themselves with the evacuation procedure and nearest emergency exits.
- Familiarise themselves with the safe operating procedures and instructions applying to their jobs.
- Report any defect or health hazard to Theatre Management or Lead Volunteer.
- Report any accident or dangerous occurrence to Theatre Management or Lead Volunteer.
- Shall not enter any part of the premises which is unfamiliar to them, without first finding out the risks involved.
- Shall not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Shall comply with all hazard warning signs and notices displayed on the premises.
- Must not obstruct any fire escape route, fire equipment or fire doors.
- Must report to the Theatre Manager any medical condition, which could affect the safety of themselves or others.

2.7 All Other Persons on Theatre Premises

Any volunteer or visiting company who brings in any other person or company to work on the premises must ensure that those persons:

- Shall observe all aspects of the Health and Safety Policy.
- Shall not work on the premises until all relevant rules are read understood and accepted.
- Shall provide risk assessments to the relevant head of department covering the area of their activity.

2.8 The Health and Safety Sub-Committee

The Health & Safety Sub-Committee will meet every twelve months. The core of this Sub-Committee is made up of the Theatre Manager, the Deputy Theatre Manager and the Technical Manager.

The committee will discuss any current issues, new legislation and reviews of the present Policy and accident books. Minutes of this meeting will be distributed to the Theatre Manager, Deputy Theatre Manager, Technical Manager and other appropriate Volunteers.

Section 3: General Arrangements

3.1 Evacuation and Fire - Policy and Procedure

3.1.1 General Statement

The Brookside Theatre takes its Fire Safety duties seriously. For this reason the Theatre have

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formulated this Policy to help comply with legal obligations to volunteers and visitors under the Fire Precautions (Workplace) Regulations 1997 (as amended). These include the provision of a safe place of work where fire safety risks are minimised. Due to its importance, this fire safety Policy also forms part of the Theatre's overall Health and Safety Policy.

3.1.2 Volunteers' duties

All volunteers have a duty to take reasonable steps to ensure that they do not place themselves or others at risk of harm. They are also expected to co-operate fully with Theatre Management in complying with any procedures that they may introduce as a measure to protect the safety and well-being of our volunteers and visitors.

3.1.3 Communication

Theatre Management will keep volunteers informed of any changes that are made to this Fire Safety procedures and Fire Risk Assessment. Theatre Management will also ensure that all contractors, hirers and the like are briefed in the evacuation procedures and not left alone unless they are aware of, and familiar with, all available escape routes.

3.1.4 Procedures

Theatre Management have introduced the following procedures in order to maintain high standards of fire safety:

- A Fire Risk Assessment has been undertaken which will be reviewed annually. However, more frequent reviews will occur if there are changes that will impact on its effectiveness. These may include alterations to the premises or new work processes.
- The Fire Evacuation Procedures will be practiced at least annually .
- Training will be provided as necessary to any volunteer given extra fire safety responsibilities, such as fire wardens.
- All new volunteers will be provided with induction training on how to raise the alarm and the available escape routes.
- All escape routes will be clearly signed and kept free from obstructions at all times.
- All fire-related equipment will be regularly serviced and maintained. If any volunteer notices defective or missing equipment, they must report it immediately to the Theatre Manager.
- Alarm systems will be tested regularly. This takes place at on Monday mornings between 10 and 10.30am.
- Any other safety systems will be checked regularly to ensure correct operation, where necessary, e.g. emergency lighting.
- This Policy forms part of every Volunteer's involvement. Failure to comply may be treated as a disciplinary matter.

3.1.5 PROCEDURES IN THE EVENT OF A FIRE

On discovering a fire

Investigate source and cause of suspected fire.

If you feel that it is safe to do so, attempt to extinguish any small fire using the equipment provided but DO NOT put yourself at any personal risk. If you find yourself using more than one extinguisher or are incapable of fighting the fire, if it impossible or unsafe to extinguish the fire promptly raise the alarm.

Alert those in your immediate vicinity and immediately activate the fire alarm using one of the red alarm boxes located by the main entrance and exit doors either side of the stage in the case of the main Theatre building or in the main corridor in the Dressing Room / Office Building.

If you discover a fire in the Dressing Room / Office Building during a performance, raise the alarm and then calmly inform a member of the Front of House team in the Main Theatre Building.

Dial 999 and notify the Emergency Services. The landline is situated in the Box Office in the Main Theatre Building. Before dialling 999, you will need to first select outside line 1 or line 2 and ensure that you know the full address of the theatre – 21a Eastern Road, Romford Essex RM1 3NH.

If it is a false alarm or the fire has been extinguished, there is no need to activate the alarm, notify Emergency Services or evacuate the premises. Any false alarm or successful extinguishing of a fire must be reported to the Duty Manager immediately.

Fire Extinguishers

There are three types of Fire Extinguisher throughout the Theatre and Dressing Room / Office areas; these being Co2 (Carbon Dioxide), Water and Foam. The location and type of Fire Extinguishers can be found on the plans in the Appendix at the end of this document.

CO2 fire extinguishers are suitable only for use on flammable liquid fires and fire involving electrical equipment; stage lighting, fuses, computers etc.

Water and Foam Extinguishers are suitable for use in environments containing solid combustible materials such as wood, paper and textiles. It is important to remember that water conducts electricity and should not be used around electrical equipment.

3.1.6 Fire Alarm

There are two separate fire alarm systems in the two separate buildings; the Main Theatre Building at the rear and the non public Dressing Room / Offices in the building facing Eastern Road.

During Performances

If an evacuation is to take place or a performance halted by the discovery of a fire in the Dressing Room / Office Buildings during a performance, the Duty Manager or Lead Volunteer will make an

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announcement from stage and volunteers will calmly assist patrons from the Theatre and make their way to the appropriate assembly point

The Fire Assembly points are as follows:

***Main Theatre Building: In front of Kenneth Elliot and Rowe Solicitors, 18 Eastern Road.
Dressing Room / Office Building: In Slaney Road Car Park, via the back gate.***

Lead Volunteers should ensure that all volunteers assist with the efficient evacuation of the Theatre paying particular attention to wheelchair users, the elderly or infirm and observing the following:

- Remain calm and logical at all times during the evacuation.
- Continue with the evacuation even if the alarm stops.
- Do not collect personal belongings and encourage patrons to do the same.
- Do not run and encourage patrons to do the same.
- Do not re-enter the building until instructed to do so by the Fire Services or Duty Manager and ensure that patrons do the same.

No one is permitted to remove their car from the car park until instructed to do so by the Duty Manager.

Outside performance times

At all other times, volunteers should leave the building using the nearest exit, make their way to the assembly points and report to the Duty Manager observing the behaviour detailed above.

3.1.7 Your Safety

The safety of volunteers and others, including members of the public, is paramount and at no time should any unnecessary risk be taken.

3.1.8 Bomb Threat

The Brookside Theatre will ensure that all volunteers who could conceivably receive a bomb threat are aware of handling procedures.

Any bomb threat must be taken seriously and reported to the Duty Manager who, in turn must report the incident to the police immediately.

If a bomb threat is received:

If over the phone

- Remain calm and listen carefully to the details.
- Where possible consult the Bomb Threat Checklist located in the Health and Safety Folders.

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- Attempt to obtain as much information as possible, taking note of all details about the threat and the person / group making the threat; location and time, names, background noises etc.
- When the caller rings off, dial 1471 to see if you can obtain their number.
- Immediately report the incident to the Duty Manager and present them with the information attained.
- Leave the building if instructed to do so by the Duty Manager or a police official.

If Via post

- Inform the Police Immediately and follow any advice given.
- Inform the Duty Manager.
- Ensure that nobody has physical contact with the letter / parcel except the person who first touched it.

If either building is to be evacuated following a bomb threat, the same method as used for fire will be adopted. Please be aware of any special instructions or directions issued in this instance – it may be that you have to specifically avoid using certain routes.

3.2 First Aid

Duty Managers and, where possible, Lead Volunteers will be trained in First Aid.

Any accident or injury that occur no matter how minor, must be reported to the Duty Manager or Lead Volunteer who will complete an Accident / Injury Report Form. Accident forms are kept in the Health and Safety Folder in the bottom draw in the Box Office. The Theatre Management are responsible for RIDDOR reports if and when required.

First Aid boxes are located in the kitchen area in the Main Theatre Building and in the downstairs toilet in the Office / Dressing Rooms building.

All First Aid boxes will be monitored to ensure that they are correctly stocked, listing the contents in each box. The Theatre Manager will be responsible for maintaining First Aid boxes and provisions.

Unless trained and qualified, First Aid must not be administered to Patrons by a Volunteer. All accidents and injuries to Patrons must be reported to the Duty Manager or Lead Volunteer and is the responsibility of the Duty Manager or Lead Volunteer to decide whether an ambulance is necessary.

3.3 General Workplace Safety and Training

The Brookside Theatre recognises that suitable training plays an important role in reducing risk and maintaining a safe workplace. Accidents may be avoided by training volunteers in the correct usage of equipment.

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Training falls into three distinct areas:

1. Fire and Safety (including risk assessment)
2. First Aid
3. Technical Skills

The Theatre ensures that all relevant volunteers will be thoroughly trained in all applicable areas to ensure the safety of the volunteers, artistes and patrons.

3.4 Drug and Alcohol Policy

The Theatre operates a no tolerance approach to the use of illegal drugs. If anyone is found to be in the possession of illegal substances or suspected to be under the influence of either drugs or alcohol whilst on Theatre premises, they will be asked to leave immediately and an investigation will commence, in line with the Theatre's Disciplinary Procedure.

3.5 Smoke Free Policy

This Policy has been developed to protect all volunteers, patrons and visitors from exposure to second hand smoke and to assist compliance with the Health Act 2006. Exposure to second hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

It is the Policy of the Theatre that all our workplaces are smoke free and that all volunteers have a right to work in a smoke free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace.

This Policy applies to all volunteers, visitors or patrons.

An exception may be made for smoking on stage in performance. According to current legislation, 'where the artistic integrity of a performance makes it appropriate for a person who is taking part in that performance to smoke, the part of the premises in which that person performs is not smoke-free in relation to that person during his/her performance.' Requests to smoke on stage for reasons of artistic integrity will be considered by Theatre Management on a case by case basis. When requests are granted, rehearsals must remain smoke free at all times.

Overall responsibility for Policy implementation rests with the Theatre Manager. However, all members of the volunteer team are obliged to adhere to and support the implementation of the Policy.

Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises.

Disciplinary action may follow if any volunteer fails to comply with this Policy.

Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.

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The NHS offers a range of free services to help smokers give up. Visit gosmokefree.co.uk or call the NHS Smoking Helpline on 0800 169 0 169 for details. Alternatively you can text 'GIVE UP' and your full postcode to 88088 to find your local NHS Stop Smoking Service.

3.6 Work Related Stress Policy

The Health and Safety Executive defines stress as 'the adverse reaction people have to excessive pressure or other types of demand placed on them'.

Stress can affect anyone and is not a sign of weakness. The Theatre recognises that work-related stress can damage the mental and physical health of its volunteers (and anyone working with the Theatre) and that stress is a Health and Safety issue which must be taken seriously by the organisation.

The Brookside Theatre will:

- Work to identify all workplace stressors and conduct risk assessments to eliminate or control the risks from stress. These risks will be regularly reviewed.
- Provide training for all managers and supervisory staff in good management practices if required.
- Provide adequate resources to enable managers to implement actions identified in risk assessments.

Theatre Management will:

- Ensure good two-way communication between themselves and their team.
- Ensure that volunteers are consulted and provided with constructive feedback in the course of their work particularly when changes are being proposed or implemented.
- Ensure that bullying and harassment is not tolerated within their area of responsibility.
- Carry out risk assessments within their area of responsibility.
- Implement recommendations of risk assessments carried out within their area of responsibility.
- Monitor working hours to ensure that volunteers are not overloaded or overworking.
- Ensure volunteers have adequate opportunities for rest, meals and refreshments.
- Attend training as requested in good practice and Health and Safety.
- Ensure volunteers are fully trained to carry out their duties.
- Ensure volunteers are provided with meaningful developmental opportunities.
- Ensure that volunteers experiencing stress have access to appropriate sources of advice and support.
- Ensure lone workers are provided with effective supervision and support.
- Offer additional support to a member of the volunteer team who is experiencing stress outside work, should it be appropriate.
- Encourage a culture where stress is not regarded as a weakness.

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All volunteers will:

- Report issues of concern to the Theatre Manager so that any problems can be addressed and where possible prevented.
- Give full consideration to opportunities for additional support when recommended.

Section 4: Code of Practice

4.1 Disciplinary & Grievance Procedures

All volunteers will be treated fairly and with respect and the Brookside Theatre's commitment to that is laid out fully in the Equal Opportunities Policy. The Brookside Theatre commits to create an environment in which individual differences and the contributions of all volunteers are recognised and valued. Every volunteer is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.

A formal Disciplinary & Grievance Procedure is highlighted in the Volunteers Pack.

4.2 Personal Protection Equipment (PPE)

The Brookside Theatre will ensure that proper PPE will be available to all volunteers. All equipment will be properly monitored and assessed for safety and use. Volunteers will be instructed on proper use and care for the equipment as and when required. Such equipment will cover the following:

- Head protection
- Eye protection
- Hand protection
- Protective clothing

If, for any reason, appropriate PPE is not available for the specific task, the volunteer must not attempt to complete the task. The Brookside Theatre supports any volunteer's right to refuse a task on the grounds of Health and Safety.

4.3 Chemicals and Hazardous Substances

Regulations of the Control of Substances Hazardous to Health (COSHH) aim to protect volunteers as well as the public from exposure to health damaging substances.

Requirements from COSHH are as follows:

- Identifying hazardous substances present in the workplace.
- Assess possible health risks from the substances.

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- Reduce or control the health risks.
- Provide PPE if the risks cannot be reduced to an acceptable level.
- Provide and monitor control systems to ensure they are properly working.
- Inform and train employees on controlling health risks.
- Review Assessments when necessary.

The Brookside Theatre will ensure that all hazardous chemicals in the work place will be fully assessed (storage, use, etc.) and that all volunteers will be fully trained and informed about use of such chemicals prior to handling.

4.4 Electricity

All electrical systems used at the Brookside Theatre will be monitored and tested to ensure the safety and minimize any risk of electrical shock, burns, fires and explosions.

If any problems with electrical equipment are found, the equipment should not be used. It must be labelled as faulty and reported immediately to the Theatre Manager.

4.5 Lifting and Manual Handling

The Brookside Theatre understands the risks involved in lifting and manual handling and will thoroughly assess situations in which manual handling and lifting are necessary. Assessment will consider the tasks, the loads, the working environment and the volunteers involved and will endeavour to reduce the risk of injury so far as is reasonably practicable. Proper assistance and instruction will be present for any hazardous lifting operation.

4.6 Use of Work Equipment (General)

The Brookside Theatre will ensure that all volunteers are fully informed of all working equipment and its use. All volunteers will be fully trained before the use of any such work equipment.

The Brookside Theatre ensures that risk assessments will be carried out to assess the hazards presented by the work equipment and identify any precautions which are needed to ensure the Health and Safety of volunteers.

Volunteers must ensure that precautions required for the safe operation of work equipment are used in accordance with training or instructions received.

Volunteers must inform a Duty Manager, Lead Volunteer or Theatre Manager of any situation that may present a danger to their own and others' Health and Safety.

4.7 Use of Display Screen Equipment

The term 'Display Screen Equipment' (DSE) means any equipment that displays figures, drawings, words etc. regardless of the display process involved. The term 'User' means a volunteer who habitually uses display screen equipment as a significant part of their duties.

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A full risk assessment of the relevant workstation will be completed for all DSE Users to ensure hazards to health are eliminated. Guidance is given to DSE Users on best practice regarding work patterns, desk and equipment layout, chair, monitor, mouse, keyboard, lighting and vision. The risk assessment will be reviewed if there is a major change in the User's workstation environment or if the User reports a medical condition.

4.8 Workplace Security

Always challenge any persons unknown to you who are in the Dressing Room / Office building or Main Theatre building. Always ask people to identify themselves before allowing access to any unknown persons into any restricted area.

The Brookside Theatre recommend that valuables are not brought on to the premises as the Theatre does not accept responsibility for any personal loss of money or valuables.

4.9 Noise and Noise Restrictions

The Brookside Theatre will ensure that noise control measures are used and volunteers will be monitored to guarantee that there is no exposure to unhealthy levels of noise. Appropriate means of measuring noise will be provided and used at all appropriate times.

Due to the close proximity of the theatre to resident properties, all noise (construction, music, etc.) within the theatre must stop by 11pm Sun - Thu and Midnight, Fri - Sat. This is a condition of our entertainments license and must not be violated.

4.10 Special Groups at Risk

Young Persons

Management of Health and Safety at work Regulations 1999 specify requirements on volunteers who have not yet reached the age of 18. These requirements include:

- Taking particular account of certain specified factors when carrying out or reviewing risk assessments.
- A Risk Assessment is carried out before the young person begins work.
- Do not allow the young person to complete certain tasks if the Risk Assessment identifies a significant risk which cannot be eliminated.

In a case where the young person is a child:

- A further requirement is to provide specified information to parents/guardians

New and Expectant Mothers

The law requires volunteers to identify any specific risks in the workplace that could pose a Health or Safety risk to new and expectant mothers. It is then required that all identified safety hazards and risks are taken care of and removed by the Theatre.

Lone Workers

Volunteers who are likely to be Lone Workers will be identified by the Theatre Manager and appropriate control measures will be instigated to safeguard their health. Where necessary, this will include communication and emergency contact systems. Lone workers will receive sufficient training and information regarding the increased risk to their safety.

The Brookside Theatre will follow all expectations of the above special groups to ensure the safety and protection of its volunteers, patrons and visitors.

4.11 Working at Height

The Brookside Theatre recognises that nominated and approved volunteers may be required to work at height using equipment provided by the Theatre.

The Theatre is aware that one of the major causes of injury is falls from height. It therefore has a rigid procedure covering the inspection and use of access and working at height equipment and for the training of its volunteers in the use of such equipment.

The person deemed in charge of operation in hand is responsible for ensuring that:

- The equipment provided for their use in the Theatre is suitable for use and carries the appropriate certification both for its authenticity and serviceability.
- That volunteers have been trained in the use of the equipment including the knowledge that ladders are for access only and shall not be used as work stations.
- That access to the working area is denied to non-approved personnel.
- That the equipment whether owned by the Theatre or hired in meets the minimum requirements as laid down in the respective British or European Standard.
- Appropriate PPE must be worn at all times whenever anybody is working at height.

4.12 Reporting Accidents and Incidents

All accidents and incidents will be investigated by Theatre Management.

All accidents and injuries must be recorded in the Accident Book that is kept in the Health and Safety folder in the Box Office, within 12 hours of the incident.

First Aid boxes are located in:

The Kitchen Area (Main Theatre building)
Downstairs Toilet (Dressing Room / Office building)

4.13 Workplace Health & Safety Guidance

Here is some general workplace Health and Safety guidance which you are expected to follow:

- On spotted a hazard which a volunteer is able to remove safely and without additional specialist skills, do so immediately. e.g. simple trip hazards caused by boxes or other obstructions in corridors, small spillages. Be vigilant about these sorts of easily removable hazards. Slippery floor surfaces are particularly dangerous.
- Volunteers should never stand on chairs, desks etc. using only an approved ladder to reach objects at height.
- Volunteers should never attempt to fix anything they are not qualified to fix or remove hazards that they are not qualified to remove. This includes electrical work, plumbing, woodwork etc.
- Light bulbs and smoke detector batteries should be replaced by the Technical Manager and venue technician only.
- If a volunteer finds that a piece of equipment is faulty, the Theatre Manager must be notified as soon as possible. If the equipment is potentially unsafe to use, it should be labelled straight away so that it is clearly marked as 'Out Of Order'. This is especially important if the Theatre Manager is not immediately available. If found during a performance, this information should be included in the Show Report completed by the Lead Volunteer.
- Volunteers should only leave the door open on the latch if the Foyer is staffed.
- If a volunteer is asked by the Theatre Management to be a key holder or responsible for the keys, they must ensure that these are kept safe at all times.
- Volunteers should ensure that all lights and non-essential electronic equipment is switched off and all doors and windows are closed at the end of an event.
- Volunteers should never attempt to lift heavy or awkward items unless they are familiar with the recommended manual handling procedures.
- Volunteers should use PPE (gloves, goggles, masks etc.) for any task that has the potential to be hazardous. This includes the use of some cleaning fluids, e.g. bleach.
- Volunteers should never take it upon themselves to change the location of Fire Extinguishers, First Aid boxes, Fire Blankets, Accident Books, Safety Signage or any other safety equipment. If a volunteers believes that any of these are badly located, they should inform the Theatre Manager. The position of fire fighting equipment in the Theatre is subject to licensing regulations. Under no circumstances should fire extinguishers be used as door stops.

Section 5: Working in the theatre

All workers in the theatre must be approved by Theatre Management and follow safety guidance given e.g. on manual handling, working at height, safe use of equipment, use of ladders. They must read this Health & Safety Policy statement and any relevant risk assessments, policies and procedures. They must use the Theatre's tools and equipment unless otherwise agreed with the Theatre Manager.

5.1 Working with members of the public

Most volunteers working at the Brookside Theatre come into regular contact with members of the public, by phone if not in person. Here is some guidance to bear in mind:

- Volunteers must remain polite and calm in all dealings with members of the public.
- Volunteers should ensure that they are well informed by keeping up to date with production information – a volunteer may need to describe a show or name the actors, for example.
- If a Volunteer is about to start a shift, on first entering the Main Theatre building they should imagine that they are an audience member who has never been to the Theatre before. Is the Theatre ready to open to the public?
- Volunteers must listen carefully to any complaints and take all complaints seriously. Volunteers should ensure that they know who to refer specific complaints to and if that person is not available, take as many details as possible rather than trying to deal with the complaint themselves (name, address, phone number, full details of the complaint).
- Volunteers must never give out information that they are not completely certain of or are not authorised to give out. This includes information on future productions which have not yet been publicised.
- Volunteers should make their own judgement as to what is urgent and contact appropriate persons if necessary. If by telephone, such calls must always be done in private, not in front of Patrons.
- If an audience member is breaking a rule e.g. smoking, drinking alcohol, talking on their mobile phone in the auditorium, volunteers should explain the rules to them as politely as possible, remaining calmly insistent if appropriate and requesting assistance from a colleague if needed. If an audience member is abusive in any way, volunteers must remain calm and support each other.

The telephone number of the local police station is 101 and should be used if necessary.

Section 6: Insurance

The Brookside Theatre has comprehensive insurance cover for all its activities. Our public liability insurance certificate is available on request.

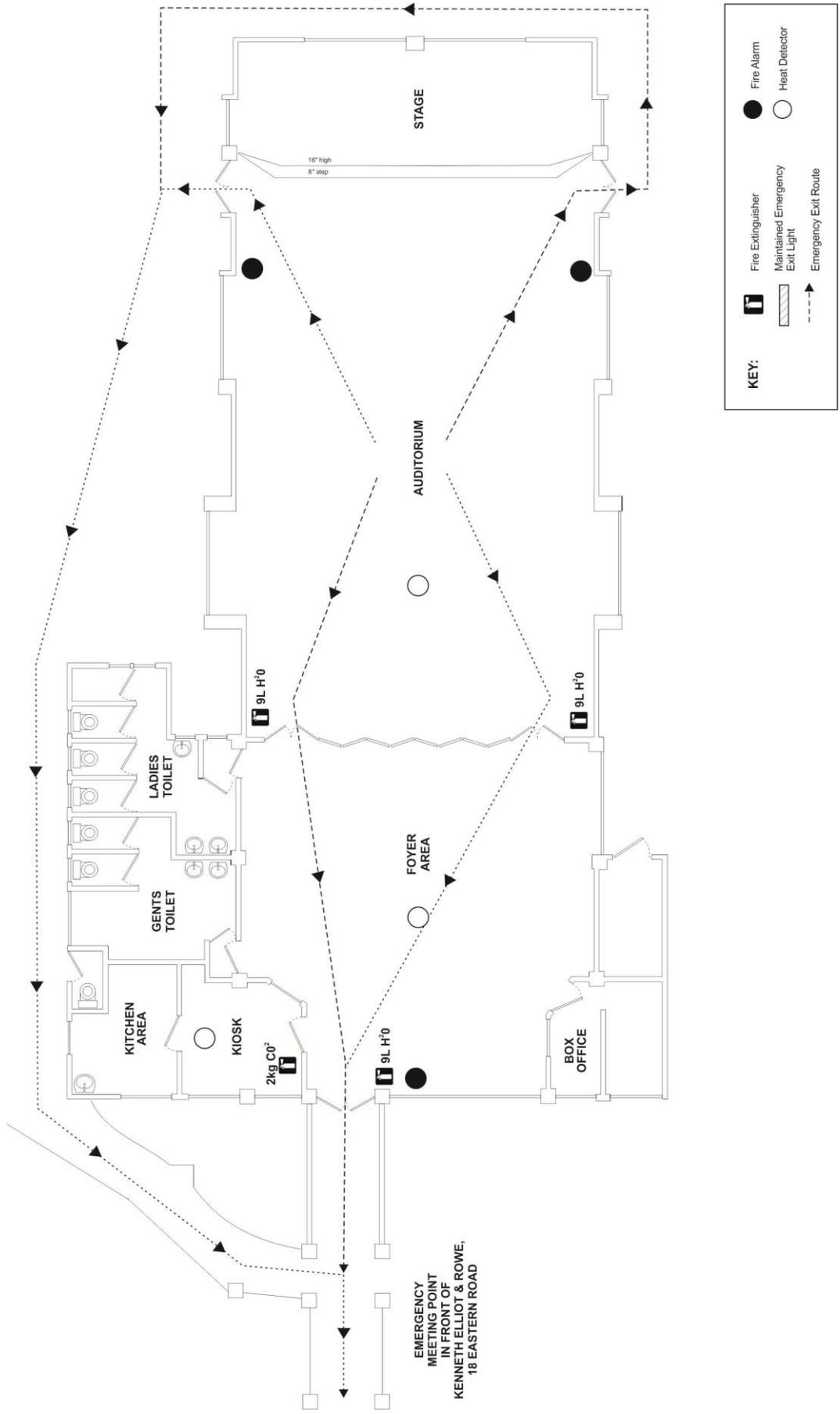
Section 7: Risk Assessments

The purpose of Risk Assessments is to enable decisions to be made on the need for action and the priority of action required in terms of eliminating hazards, reducing hazards at the source or controlling exposure to hazards.

The Brookside Theatre will actively use formal Risk Assessments, making sure they are carried out and reviewed when working conditions, locations or practices change.

If you have any questions or concerns about Health and Safety at any point do not hesitate to discuss these with Theatre Management.

APPENDIX 1 – EMERGENCY PLAN: MAIN THEATRE BUILDING



APPENDIX 2 - EMERGENCY PLAN: DRESSING ROOM / OFFICE BUILDING

