

Exeter City Council

Corporate Health and Safety

Additional Risk Assessment for Corn Exchange Events during a Pandemic

Location: The Corn Exchange

Date: September 2020

All risk assessments for work under non-pandemic conditions are still to be used. The risk assessments below are in addition to those, as additional precautions to be taken.

All of the risk assessment points below are taken from the [government guidance on working safely during coronavirus](#) including guidance on 5 steps to working safely; restaurants, pubs, bars and takeaway services; performing arts; and the visitor economy.

Activity/Plant/Materials etc.	List of significant hazards	People at risk	Required controls and Safety procedures	Observations/Actions Required
Who is allowed on site			<p>Only the minimum number of people necessary for the Corn Exchange to operate will be allowed on site.</p> <p>All staff will be trained on how to spot symptoms.</p> <p>All staff will have the new procedures explained to them and be required to complete training. Specialist training may need to be provided for roles impacted by the new guidance, for example Front of House staff managing new operating conditions or for roles where social distancing is difficult to maintain.</p>	

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Entering the building	Large numbers of people present in the building leading to an increased risk of spread of viral infection, presently Covid-19	<p>Clinically extremely vulnerable</p> <p>Clinically vulnerable</p> <p>Higher risk staff</p>	<p>Clinically extremely vulnerable and clinically vulnerable individuals are to work from home wherever possible during the pandemic and only return to the Corn Exchange when absolutely necessary.</p> <p><u>This is in line with the Government guidance on the definition of vulnerable people.</u></p>	
		<p>Back of house visitors</p> <p>Contractors</p>	<p>The number of visitors is to be reduced to the minimum necessary.</p> <p>Contractors can only attend during pre-arranged meetings.</p> <p>Visitors are reminded to stick to 2m social distancing where possible, and 1m for no more than 1 minute of face to face contact at any other time.</p> <p>Notice are placed on the door reminding anyone entering the building to keep their social distance and to wash their hands regularly or use hand gel.</p>	
		<p>Staff working from home</p>	<p>If clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). If they cannot maintain social distancing, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.</p> <p>Where possible staff are advised to work from home. Administration work will be completed from home.</p> <p>Anyone working from home will be provided with the right equipment. This includes any disabled or expectant mothers.</p> <p>Staff working from home will make contact with the Duty Manager on a regular basis. To check that they are able to continue working safely and comfortably.</p>	

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			<p>Managers need to consider the mental health and wellbeing of their workers during the current pandemic. This may not be directly work related, but employers may want to make information on mental health available.</p> <p>Where meetings are necessary remote working tools will be used.</p> <p>Update emails will be sent to staff when situations change.</p>	
		Staff working in the Corn Exchange	<p>Wherever possible staff will be organised into cohorts or groups built around natural work teams. Cohorts work together, take their breaks together, change together, and travel together if relevant. If one person then becomes infected this increases the ability for only members of that particular cohort to be excluded and facilitates the smoother running of the facility.</p> <p>Link to government guidance for food businesses</p> <p>The arrival of staff is staggered so that they can change into their uniforms. Uniforms will not be worn in and out of work.</p> <p>While there is no entertainment scheduled dressing rooms will be used for changing. When live entertainment is reinstated additional space will be freed up by using rooms vacated by remote workers.</p> <p>Staff are encouraged to wash their hands as soon as they enter the building and at regular intervals.</p> <p>Duty Managers brief staff on their role and necessary behaviours for that day's event.</p> <p>Staff are instructed to:</p> <ul style="list-style-type: none"> • Use tissues to cover their mouth and nose when they cough or sneeze (CATCH IT) • Place used tissues in a bin (or bag) as soon as possible (BIN IT) • Wash their hands regularly with soap and water (KILL IT) • Clean surfaces and contact points regularly to get rid of germs (KILL IT) <p>Link to infection control guidance</p> <p>Staff need to have tissues available.</p> <p>Staff are reminded to stick to 2m social distancing where possible, and 1m for no more than 1 minute of face to face contact at any other time.</p>	

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			<p>Managers need to consider the mental health and wellbeing of their workers during the current pandemic. This may not be directly work related, but employers may want to make information available such as at:</p> <p>Link to every mind matter resource</p> <p>Link to government coronavirus mental health guidance</p> <p>Prior to beginning Duty Managers check that staff are well – checking whether they have any of the symptoms related to the viral infection or have anyone in their household who is showing any symptoms or is self-isolating.</p> <p>If anyone is seen to have Covid-19 symptoms or becomes unwell with a new, continuous cough or a high temperature will be sent home and advised to follow the stay at home guidance. This follows advice from Public Health England.</p> <p>If a staff member has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds.</p> <p>This is in line with government guidance for food businesses</p> <p>If one employee has been confirmed or is suspected of having COVID-19 there is no need to send the rest of the workforce home, although thorough cleaning of the area they work in is recommended.</p> <p>If a person with no symptoms themselves has only been in indirect or potential contact with someone who has or is suspected of having COVID-19, there is no reason for them to stop work and go home.</p> <p>The Corn Exchange will not be shut or other staff sent home unless advised to do so following investigation by NHS Test and Trace or following advice from the Service Lead – Environmental Health and Community Safety or Public Health England.</p> <p>Where meetings are necessary all attendees will be spaced 2 metres apart. They will not share objects, such as pens and paper. Sanitiser will be available at the door.</p> <p>Only essential meeting participants are invited to attend face to face meetings.</p> <p>There is a designated segregated space, Meeting Room 1, where any worker developing coronavirus symptoms can be held safely pending medical attention or safe return to home for self-isolation.</p>	

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		Office staff	<p>Where possible hot desking is avoided - otherwise cleaning workstations and shared equipment between different occupants, using anti-bacterial/disinfectant wipes.</p> <p>The use of high-touch items and shared office equipment (for example, printers, whiteboards) is limited.</p> <p>The use of emails, mobile phones and radios are encouraged to reduce face to face contact.</p> <p>Where staff need to use the kitchen there is a one in, one out system in place.</p>	
NHS Test and Trace	Spread of infection	Visitors Staff Contractors	<p>There is a higher risk of transmitting COVID-19 in premises where customers and visitors spend more time together in one place and potentially come into close contact with other people outside their household.</p> <p>This guidance does not apply to drop-off deliveries made by suppliers or contractors.</p> <p>You should assist the test and trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.</p> <p>An official NHS QR code is provided so that customers and visitors can check into the building.</p>	
General customer facing work	Spread of viral infection	Staff General Public	<p>The ticket office desk will use a screen to create a physical barrier between customers and staff.</p> <p>When required to scan tickets there are 2 members of staff, one to the right hand side of the entry door and one in the ticket office. The standing member will use a visor.</p>	Adequate PPE is required.

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Inside rest areas	Spread of viral infection	Staff Visitors Contractors	<p>Breaks are staggered to reduce pressure on rest room so a distance of 2m has to be maintained between staff.</p> <p>Staff are to be reminded to wash their hands regularly using soap and water for 20 seconds and before and after eating.</p> <p>Notices promoting hand hygiene and social distancing are placed visibly in these areas.</p> <p>Surfaces that are touched regularly are frequently cleaned and disinfected, using standard cleaning products.</p> <p>Staff should bring in their own food and use their own crockery and cutlery.</p> <p>All crockery, cutlery, etc. should be thoroughly cleaned in the kitchen dishwasher or using hot water and detergent.</p> <p>Link to decontamination guidance</p>	
Outside rooftop smoking areas	Spread of viral infection	Staff General Public	<p>Staff are reminded that they must keep their social distancing while outside smoking.</p> <p>Staff must wash their hands before and after smoking.</p> <p>Only 2 staff can take a break at any time and when smoking they are made aware that they must remain 2m apart while outside.</p> <p>The smoking area may also be used by entertainment groups, who will be reminded of the social distancing rules.</p> <p>The general public can only smoke once they have left the building.</p>	
Staff toilets Dressing rooms – toilets & showers	Spread of viral infection	Staff Entertainers	<p>Only one staff member is allowed in any one staff toilet area at a time.</p> <p>There is an adequate supply of soap and paper towels.</p> <p>Appropriate signage is displayed in all toilets.</p> <p>Toilets will be cleaned hourly.</p> <p>Showers will be cleaned after each use, with cleaning products in the shower cubicle.</p> <p>Dressing rooms will be used as staff changing areas until they are required for entertainers. At this point additional space will be freed up by using rooms vacated by remote workers.</p>	

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Public toilets	Spread of viral infection	General Public	<p>Only 11 persons in the ladies' toilet area at a time to be encouraged.</p> <p>Only 4 persons in the gents' toilet area at any time.</p> <p>There is an adequate supply of soap and paper towels.</p> <p>Appropriate signage is displayed in all toilets.</p> <p>Adequate supply of soap and paper towels.</p> <p>There is a queuing system outside the toilets, with areas marked with 2 metre distancing. A member of staff will manage queues for the toilets at peak times.</p> <p>Toilets will be cleaned every 2 hours in times of lower footfall, including door handles, toilet flush handles/buttons and similar 'touch surfaces'. Where the footfall is higher the frequency will be increased to hourly.</p>	
Ventilation & air conditioning in rooms	Airborne droplets circulating through the building	Staff Visitors Contractors	<p>The Corn exchange does not have air conditioning and the fans are on extract only.</p> <p>As many windows and doors as possible will be open during an event to increase fresh air flow.</p> <p>This is in line with CIBSE guidance</p>	
General setup of public areas	Spread of viral infection	Staff Visitors Contractors	<p>The maximum capacity of the venue will determined by the floor plan for that event. Floorplans and subsequent capacities must be agreed by venue management at least 2 weeks before an event.</p> <p>While the hall is being used for markets hourly announcements will be made to remind hirers and customers of 2m distancing.</p> <p>The goods lift is used by one hirer at a time. As they have arrival time slots these must be adhered to for use of the goods lift.</p> <p>Corn Exchange staff do not help with carrying goods.</p> <p>The public lift is limited by the capacity and no more than one household at a time, or maximum of 4 people from 2 different households all facing towards the doors.</p> <p>A one way system is in place for travel around the public areas of the Corn Exchange. Arrows will be used on the staircases, going up on the right hand side and down on the left.</p> <p>There is an increased risk of congestion or crowding at the entrance point to the Corn Exchange. To counter this customers will be asked to queue on the outside pavement. Where tickets are pre-booked arrival details will be included in the information given out.</p> <p>The queue will be monitored by a staff member. Due to the width of the pavement where more than 7 customers are waiting outside they will be asked to move away and come back in 10</p>	<p>Numbers will be assessed and adjusted for each event.</p> <p>Pavement will have 6/7 footprints</p>

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			<p>minutes. Where larger households are waiting outside the number of people cannot spread further than the last marking on the pavement.</p> <p>Stall holder events will supply stewards to monitor the flow of customers in and out. They will be fully briefed on how to control crowds while keeping a 2m or 1m+ distance.</p> <p>For entertainment events staff will be at the entrance to monitor the situation.</p> <p>All customers over the age of 11 will be asked to wear a face covering for any event in the Corn Exchange. Anyone who does not have a legitimate reason for not wearing a face covering will be asked to leave the building. Legitimate reasons are define but not limited to:</p> <ul style="list-style-type: none"> • Young children under the age of 11 (Public Health England do not recommended face coverings for children under the age of 3 for health and safety reasons) • Not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability • If putting on, wearing or removing a face covering will cause you severe distress • If you are travelling with or providing assistance to someone who relies on lip reading to communicate • To avoid harm or injury, or the risk of harm or injury, to yourself or others • To avoid injury, or to escape a risk of harm, and you do not have a face covering with you • To eat or drink when seated at a table • In order to take medication • If a police officer or other official requests you remove your face covering <p>Link to government guidance on the use of face coverings.</p> <p>Face coverings can only be removed when the person is eating or drinking.</p>	<p>sprayed at 2m distance</p>
Live Performances		Performers Staff Audience	<p>Performers or their representatives will be required to provide a risk assessment and evidence that they are working to COVID-Secure guidelines prior to any bookings taking place.</p> <p>The venue management reserve the right to require additional measures of any performers to comply with current guidance on Performing Arts.</p> <p>The audience will be seated at least 3m from the stage.</p>	

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Stall holder events	Overcrowding – large numbers of people entering the building at one time	Staff Visitors Contractors	<p>The hirers are required to provide their own risk assessments showing how they will respond to the additional needs, such as more space and use of more stewards to ensure social distancing rules are met.</p> <p>Hirers would not be expected to set up more than 21 stalls in the main hall and either 3 stalls or 2 food stands in the bar area.</p> <p>Hirers will be advised that they must have hand sanitiser at each side of the table (more for larger tables) and they must ensure customers use it before touching goods.</p> <p>Hirers will communicate with any known potential customers through social media to make them aware of social distancing and any other rules that have been put in place.</p> <p>Seats will only be made available for stall holder, not the general public, unless required to accommodate customers who have protected characteristics, for example disabled people, older people and pregnant women.</p> <p>Customers who are accompanied by children will be reminded that they are responsible for supervising them at all times and should follow social distancing guidelines.</p> <p>Bar furniture will be removed or the bar area closed.</p> <p>Stewards will be provided with meeting room 1 as a rest area.</p>	
Film Screening or Theatre Style Performance	Overcrowding – large numbers of people entering the building at one time	Staff Visitors	<p>Presently customers who have already paid for an event can either cancel, postpone their purchase or accept a virtual cinema performance.</p> <p>The name and telephone number of the customer booking tickets will be recorded and held for 21 days after the event takes place. Any walk-in customers will be required to record their details prior to being allowed to buy tickets.</p> <p>Entry is staggered, every 15 minutes, as printed on the ticket.</p> <p>When seating is spaced with 2m distancing there will be a maximum of approximately 92 customers.</p> <p>When seating is spaced with 1m distancing, with the mitigation that everyone is facing in the same direction and they are all wearing face coverings, there will be a maximum of approximately 162 customers.</p> <p>Personal information is kept in line with the box office privacy policy.</p> <p>The pre-show information will communicate the need for customers to arrive up to 1 hour before the show and to wait outside until called in.</p> <p>No audience participation films are to be shown to mitigate the risks of droplets and aerosol transmission from the audience shouting or singing</p>	

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Cabaret/Comedy Nights/Social events e.g. bands, dancing	Spread of viral infection	Staff Visitors	<p>The Corn Exchange management determines which seats can be grouped together, according to the households who book.</p> <p>The name and telephone number of the customer booking tickets will be recorded and held for 21 days after the event takes place. Any walk-in customers will be required to record their details prior to being allowed to buy tickets.</p> <p>Entry is staggered, every 15 minutes, as printed on the ticket.</p> <p>Table seating is configured to optimise spacing and reduce face-to-face situations.</p> <p>Tables will hold no more than 6 people.</p>	
Catering set up	Spread of viral infection	Staff Visitors	Where Corn Exchange catering is provided the food is pre-booked and delivered to tables.	
Bar set up	Spread of viral infection	Staff Visitors	<p>No bar service will be available during any event until a remote ordering system can be implemented.</p> <p>When no bar service is available, this is clearly stated on the website and customers will be advised at the point of booking.</p>	
Cleaning of rooms, equipment, uniforms	Spread of viral infection	Staff Visitors Contractors	<p>There is frequent cleaning and disinfecting of objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception area, using appropriate cleaning products and methods.</p> <p>Link to government advice specifically in relation to COVID-19.</p> <p>Ordinary cleaning, with detergent and water, alcohol sprays, normal cleaning agents or disinfectant, are sufficient.</p> <p>Damp dusting should replace any dry dusting.</p> <p>Telephones and computer equipment are cleaned with wipes or by other means by following Government guidance.</p> <p>If an employee has gone off sick with COVID-19, their workstation, including telephone and keyboard, etc. should be cleaned using normal cleaning materials and methods.</p>	

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			<p>As there are no laundry services provided staff take their workwear home to launder. They must change out of it before going home. Workwear is then bagged, such as in a 'bin-bag', and staff are given instructions on how to ensure the correct laundry treatment.</p> <p>A hot wash-cycle is recommended.</p> <p>This follows HSE guidance for laundry treatments at high and low temperatures and cleaning in non-health care settings.</p> <p>Bar towels, etc. are laundered on site in a hot wash.</p>	
Equipment	Spread of viral infection	Staff	<p>The sharing of equipment is restricted.</p> <p>Equipment is wiped and disinfected before and after use.</p> <p>Link to HSE guidance</p>	
Personal Protective Equipment (PPE)	Spread of viral infection	Staff	<p>Regular checks are made to ensure there is sufficient PPE.</p> <p>Gloves - additional glove use is not required.</p>	
Face Coverings	Spread of viral infection	Staff Visitors	<p>The Corn Exchange is a mandatory setting, subject to certain exemptions on age or health grounds, for the wearing of face coverings.</p> <p>Members of the public will be expected to wear face coverings unless they are seated and eating or drinking.</p> <p>All staff will be required to wear a face covering in situations where they have face to face contact with members of the public unless they are exempt on the grounds of health or disability.</p> <p>Staff will not be required to wear face coverings where steps have been taken to provide a COVID-19 secure workplace and a physical barrier has been created between workers and members of the public.</p>	<p>Face coverings to be issued to all staff with face to face contact with the public.</p>

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Emergency evacuation	Spread of viral infection	Staff Visitors Contractors	<p>Emergency procedures will not change during the pandemic</p> <p>Where possible social distancing will be kept in place.</p> <p>Stewards will be instructed at the start of every event on crowd management and emergency plans.</p>	