

OPERATIONAL RISK ASSESSMENT OF SYMPHONY HALL



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| <p>Risk Assessment of general operating activities of Symphony Hall</p> <p>Who Might be Affected? Staff, contractors, members of the public and visitors</p> | <p>Date of Assessment: March 2021</p> <p>Dates Reviewed:</p> <ul style="list-style-type: none">- Reviewed February 2022, February 2024, February 2025 (Kat Wheller, B:Music) <p>Name of Assessors: Stephanie Brown (Citation Ltd) & Michelle Walker (B:MUSIC LTD)</p> |
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| What are the Hazards? | How could people be Harmed? | Control Measures |
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| Section 1 - Technical | | |
| Trip hazards / obstructions in access / egress routes | Tripping and slipping could cause impact injuries such as bruising and fractures. | <ul style="list-style-type: none"> • Responsible persons to ensure that all routes are kept clear at all times. • Technical equipment is kept clear from pedestrian routes as much as possible. • Cables taped down and highlighted when laid near areas of footfall. • As far as possible, cables and wires should be run around the edges of the walls. • Walkways/pedestrian routes are kept clear of obstructions with no protruding stock, equipment or packaging in aisles. Staff are advised of the importance of good housekeeping standards. • Material stacks are to be in vertical and horizontal plumb with no protrusions into walkways. • No trailing cables across walkways. • Staff are advised to promptly clean up any spillages for which they are responsible. • Staff are responsible for keeping their work area clean and tidy. • Floor and pedestrian routes are maintained in good repair. |
| Loud music or performances | Public, staff, performers could suffer hearing damage due to excessive noise levels generated by performance. | <ul style="list-style-type: none"> • A noise risk assessment has been undertaken by Southall Associates Ltd for the premises. This incorporated a worst-case scenario. The assessment can be found on Safety Cloud. • Decibel levels are monitored. • Seats directly in front of the speakers are sold with a disclaimer. • Quiet areas are available in foyers. • Suitable hearing protection is provided for staff. |
| Crowd surges | Public and staff could sustain crush injuries in the event of crowd surges. | <ul style="list-style-type: none"> • Seated venue. • Stewards and Door Supervisors trained to keep the audience in seat rows. • Additional staff are employed for concerts where the audience profile/performer requires. |
| Member of audience invited on stage during performance | Unfamiliar location leading to tripping over, becoming lost, access to restricted areas. | <ul style="list-style-type: none"> • Audience members are monitored by a member of staff if they are invited on stage. |

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| Strobe lighting causing medical problems | Lighting patterns could trigger a medical problem - e.g. epilepsy | <ul style="list-style-type: none"> • Warning signs displayed and staff briefed. • Appointed person/first aider(s) on site and will be contacted. |
| Manual Handling of heavy items such as stage equipment, lighting equipment. | Musculoskeletal disorders, including back injuries, strains and sprains. | <ul style="list-style-type: none"> • A lifting aid where possible is to be used to transport heavy objects. • No heavy objects to be stored on high shelves. • A person is to only lift an item that they can safely lift within their own limits. • Manual handling training is to be undertaken by staff. • All stage equipment will be assembled by suitably competent crew members. • All stage equipment will be secured using either braces or other means. • Where moving and handling of large pieces of stage equipment, group handling and lifting techniques will be used. Clear instructions are given by one person who controls the overall lift. • Staff are aware that they must inform management of any injuries that might make lifting tasks unsafe. |
| Use of Pyrotechnics – Fire / explosion due to incorrect detonation | Burns from contact with/ too close to detonations & risk of fire. Ear damage due to proximity to pyrotechnic – specifically maroons and explosions, | <ul style="list-style-type: none"> • All use of pyrotechnic effects to be carried out in accordance with ABTT CoP “Pyrotechnics & smoke effects” by trained personnel only. • Only material supplied by a recognised manufacturer will be used and all safety clearances. Parameters and procedures for use will be strictly adhered to including use-by dates. • No pyrotechnic effects will be used in a performance without prior technical rehearsal (pre show test). • No effect will be detonated unless the operator has a clear sight of the effect. • Sound operators – will liaise with technicians using the pyrotechnic so that no explosions are detonated with the sound channels open. • All scenery and cloths will be flame checked using the appropriate fluid – this to be done before every production – and re- applied if the production is running for more than a week. • Induction of cast and crew with safe methods of use and prohibitions explained. • Fire supervisor on site when in use • Training on Pyro safety for all relevant staff. • A fire supervisor will patrol the roof space before and after the detonation of pyrotechnics due to the fire detectors being disabled. |

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| Use of smoke and haze machines | Slip hazard due to spilt water. Injury from moving a heavy machine (when full of water). Electric shock. Slips and trips | <ul style="list-style-type: none"> • All use of smoke machines to be carried out in accordance with ABTT CoP "Pyrotechnics & smoke effects". • Spillages of fluid must be mopped up immediately. • The area around the nozzle of the machine, which will inevitably become hot, should be marked with white tape. • Machines should be allowed to cool before moving. • Placement of the machine will be marked with white tape where necessary and all cast and crew made aware of the location. |
| Use of reverberation chambers for performances | Confined spaces, dark area, trip hazards from cables on the floor. | <ul style="list-style-type: none"> • Only authorised personnel or contractors will be permitted to access the inside of reverberation chambers. • Persons entering the areas will be made aware of the potential hazards: confined spaces, dark area, trip hazards from cables on the floor. • A permit to work will be issued where necessary, such as during confined space working. • Technical staff will brief and supervise performers as necessary. • Additional lighting will be provided to illuminate dark areas. • Where reverberation chambers are in an open position, further controls will be implemented to lower the risk of fall incidents. |
| Work beneath or on top of the auditorium canopy. | The overhead canopy could fall due to a mechanical failure or damage, resulting in persons below suffering impact or crush injuries. Items/equipment not properly secured to the canopy could fall and cause similar injuries. Persons working atop the canopy are at risk of falling from it or become stranded in a power outage. | <ul style="list-style-type: none"> • The overhead canopy is suspended by multiple winches. If one were to fail, the other winches are available to take the weight of the canopy. • The lifting equipment used to raise and lower the canopy is subjected to periodic thorough examinations in accordance with the Lifting Operations and Lifting Equipment Regulations (1998) by a competent engineer. • When lowering or raising the canopy, the person controlling it should ensure that no persons are located below the canopy. • If any signs of damage or malfunction are observed, the canopy is taken out of use, isolated, and reported to management for remedial works. During this time, it may be deemed appropriate for performances to be postponed unless it can be ensured the canopy is secure. • The canopy's safe working live load is not to exceed 3,500kg, which includes the lighting and performance equipment and the personnel themselves. The loads on the canopy must be evenly distributed. |

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| | | <ul style="list-style-type: none"> • The canopy is accessed via the passenger lift (shark cage). This transfers between the auditorium ceiling and the top of the canopy. • Access to the lift is controlled via a pin code system and key system. This is only known by authorised individuals and those in the appropriate management roles. • A handheld phone / radio is carried by authorised personnel for communication purposes. • The canopy lift is subject to thorough examinations a minimum of every 6 months in accordance with the LOLER regulations. This is completed by a competent engineer. • Periodic preventative maintenance is undertaken on the canopy lift. • The canopy lift's safe working loading is 200kg and has a capacity of 2 persons. This is displayed within the ceiling space. • A list of rules for when using the lift is displayed, along with 'ONLY COMPETENT AUTHORISED PERSONS ARE TO OPERATE THIS CRADLE'. • A safe system of work and emergency procedures document is displayed in the ceiling space area by the lift. All users of the lift are trained in accordance with this. • In the event of the lift becoming stranded between the canopy and the ceiling point, a hand-operated lever is available for the passenger to manually move the elevator. Those who are authorised to use the lift are trained in the manual self rescue procedures. • An emergency stop button is available in the lift at the top level and at canopy level. • Magnetic locks are fitted to the lift door to prevent opening during movement. • Full edge protection lines the outsides of the canopy, with toe boards to prevent items being accidentally knocked from the platform onto persons below. • In the event of a fire, the canopy lift is not to be used. Instead, an emergency evacuation plan is in place that utilises abseiling equipment. • The canopy may only be accessed by persons who have been authorised by B:MUSIC LTD management. Anyone who accesses the canopy must be supervised by a trained personnel in the emergency evacuation procedure and abseiling. Please see separate risk assessment for abseil use. • Mesh covered slots preventing persons and large items from falling. • No persons to be stood on the canopy during raising and lowering. Before moving the canopy it is ensured that all persons have left the canopy. |

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| High Level Working in Roof, Lighting Slots, Followspot Gallery and Auditorium Ledges | Falls from height being struck by falling items | <ul style="list-style-type: none"> • Only authorised persons to be allowed access to the roof, lighting slots and followspot gallery. Signage in place. • Good housekeeping to be maintained in all high level working areas. • Fall restraint equipment to be used in the necessary areas. Signage in place. • Man safe system in place along auditorium ledges and in lighting slots for safe access to lighting fixtures. • Man safe systems and anchor points are inspected via CBRE at six monthly intervals in line with LOLER regulations. • Items are only to be stored within designated and identified areas. • Storage of loose items is kept to a minimum, including around the areas of the confetti drop zones in the roof. • In the followspot gallery, the windows are padlocked shut to prevent objects or persons falling. • A safety bar runs across the centre of the followspot gallery windows and along the top and side lighting slots. • A tool belt is used when working in high level areas to prevent falling objects and tools. • The rigging and confetti drop holes in the roof have 'top hats' surrounding them to prevent items being kicked accidentally through the holes. • Top rigging activities are only undertaken by Event Rigging Services. |
| Set-up of visiting production company equipment | Poor set up of equipment could lead to electrical injuries, falling items, fire etc. | <ul style="list-style-type: none"> • Risk assessments are requested prior to visiting production companies arriving. These are checked. • Staff monitor the setup of equipment and ask for changes if deemed necessary. This is used to ensure that the visiting productions risk assessments are followed fully. • Event Rigging Services are the only contracted rigging company authorised to undertake rigging. • Visiting production companies must provide evidence of insurance upon request by B:MUSIC LTD. • All cables are set up in a way to prevent trip hazards - Cables are located along wall/floor junction or overhead and where this can not be achieved, cables taped down with high visibility tape. • All areas are regularly checked. |

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| Working from height with the use of ladders | Risk of injury from falling from height | <ul style="list-style-type: none"> • When a ladder is to be used, two people to work together, one person holding a ladder securely at all times. • A-frame ladders are always used in preference to single section ladders. • Ladders are of sufficient strength for the task in hand (industrial class rather than domestic). • Staff will maintain 3 points of contact with the ladder and never over reach or over stretch. • If the work will last longer than 30 minutes alternative access equipment should be used or contractors called to carry out the work. • Where a single section ladder has to be used, the ladder would be footed and placed at the correct angle (one in four incline). • Ladders must be used on level surfaces and not in front of an unlocked door. |
| Incorrect use of Technical stage equipment | Crush, MSI & electrocution | <ul style="list-style-type: none"> • Only trained B:MUSIC LTD Technical Staff/authorised personnel to operate house equipment/machinery. • B:MUSIC LTD Stage Manager to deliver safety briefing. |
| Touring parties who are not familiar with the venue or our SSOW | Crush, MSI & electrocution | <ul style="list-style-type: none"> • B:MUSIC LTD Stage Manager or Senior Technician to have authority over on the day decisions and safe working practices. B:MUSIC LTD staff to monitor that incoming productions are operating in a safe manner. All incoming productions to follow our safe working practices and supply risk assessments and method statements prior to arrival on site. |
| Overloading of electrical circuits | Electrocution | <ul style="list-style-type: none"> • B:MUSIC LTD Technicians to provide correct power supply to incoming productions. • The touring production is responsible for calculating their electrical requirements and they are to make the venue aware of needs prior to the event. |
| Use of Mobile Elevating Work Platforms | Falls from height, Falling objects and materials, Collision with pedestrians, Collision with overhead services, Overturning, Being struck by overhead fixtures | <ul style="list-style-type: none"> • Pre use checks to be undertaken on the condition of MEWPs and details recorded if a fault is recognised along with any actions required as a result of inspection. • Platform is used in accordance with manufacturer's instructions • MEWPs will be operated by persons who have received appropriate and specific training and under the supervision of a competent person. • A hard hat with restraining device (chin strap) are worn. • The work area is supervised. Barriers, cones or fencing and signage will be placed around the MEWP operating area when necessary. |

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| | | <ul style="list-style-type: none"> • B:MUSIC LTD technicians undertake a visual check for overhead crush points and overhead utilities such as electrical, gas, water. • The work area must be firm and level. • Platforms must be fitted with guardrails and toe-boards and a safe means of access. • Work is planned in advance and a route is prepared before moving and checks for other vehicle use undertaken. • The platform is moved in a lowered position and banksman used to assist. • Work is undertaken from the floor of platform and safety gate closed at all times. • The load limit of the platform is checked before use to prevent overloading. • Operator controls to be at platform level with override at ground level for emergency use only. • MEWPs must be subject to a thorough examination and certificated by a competent person every six months. • Evidence of last thorough examination to be available on site. • A safe system of work will be followed, which includes: <ul style="list-style-type: none"> (a) planning the job (the Lifting Operations and Lifting Equipment Regulations 1998 reg.8); (b) use of trained/experienced operator(s); (c) instructions when to enter/leave the basket, e.g. when basket is fully lowered; (d) instructions in emergency procedures, such as evacuation, should the power be lost, and (e) use, where necessary, of suitable fall restraint or, in high risk situations, fall arrest equipment. |
| <p>Incorrect or unsafe operation of the stage risers.</p> | <p>Entrapment and crush injuries. Compressed air incidents. Hit by a moving riser.</p> | <ul style="list-style-type: none"> • A machinery risk assessment and safe system of work has been written for the use of the stage risers. • Only trained and authorised persons may use the stage risers. Its operation requires two handlers at any one time. • A dead man's switch is used during operation. • Emergency stops available. • The machinery is serviced and maintained on an annual basis. • The storage jacks are subject to a thorough examination every 6-months by a competent person. |

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| | | <ul style="list-style-type: none"> • The compressed air system used to raise the stage riser is subject to a thorough examination in accordance with the written scheme. • Persons in the area are alerted to the movement of stage riser before being moved. • Persons are not permitted to stand on the risers while they are moved. • Pre-use checks completed before the risers are moved. • Stage risers are slow-moving. The stage risers are moved one at a time. • A safe system of work is adhered to by authorised persons. |
| Incorrect or unsafe operation of the sound cockpit / mixer lift. | During the raising or lowering of the sound level cockpit, persons could be injured through falls from height, entrapment, crushing, pinch points. | <ul style="list-style-type: none"> • The sound level cockpit is only operated by authorised personnel who have been suitably trained in the use of the machinery and the safe system of work. • Access is controlled via key cards to only those who are authorised. • The sound cockpit's control panel is positioned near to the door, ensuring the operator is away from the moving parts when raising or lowering the cockpit. • No persons may be stood near to the lifting equipment or moving parts during this operation. • Persons are not permitted to be raised and lowered on the cockpit or seating section. • The operator of the lifting equipment must work and communicate with another B:MUSIC LTD employee in the auditorium to ensure the area is clear of pedestrians and that the lift can be moved safely. Communication is conducted verbally and may be supplemented with personal radios if required. Clear instructions are to be given when starting the movement of the lift. • The employee placed on the auditorium level is responsible for ensuring that pedestrians are clear of the cockpit/seating being raised or lowered. All persons must stay clear of the edges. • The lifting equipment is subject to thorough examinations a minimum of every 6 months by a competent engineer. • Emergency stop buttons are available. • A physical chock is used to mechanically lock the lift in the raised position during maintenance work or thorough examinations. • The equipment is fully isolated before any work is undertaken on the equipment. When the lifting equipment is not in use, the equipment should also be isolated and the key is taken away. • The maximum lifting load (2,000kg) is displayed in the pit room. The maximum static load (4,000kg) is also displayed. |

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| | | <ul style="list-style-type: none"> • Only the control panel operator is permitted within the pit, during use. • Manual handling training is completed by operatives. • Barriers are put in place around the pit opening when in use. |
| <p>Incorrect or unsafe operation of the stage extension.</p> | <p>During the raising or lowering of the stage extension/seating blocks, persons could be injured through falls from height, entrapment, crushing, pinch points.</p> | <ul style="list-style-type: none"> • The lifting equipment used to raise and lower the stage extension/seating blocks is only operated by authorised personnel who have been suitably trained in the use of the machinery and the safe system of work. • Access to the control panel is controlled via key and push buttons to only those who are authorised. • The equipment is operated by a control panel on the side of the stage and a clear view should be maintained where possible. • The operator and any other persons must keep away from any exposed edges. • An emergency stop button is available on the control panel. • Other emergency stop buttons are available around the pit room. Signage helps to highlight these. • A red flashing warning beacon is activated in the pit room when the lift is moving. • No persons may be stood near to the lifting equipment or moving parts during raising/lowering operations or when swapping over the loads (seating or stage extension). Signage in the pit room instructs this. • The lift's safe maximum lifting load weight (25,000kg) is displayed clearly. The maximum static load (50,000kg) is also displayed. Due to the loads used, these values should never be exceeded. • Persons are permitted to be raised and lowered by standing on the lift or its load providing the safety edge is in full working order. • The operator of the lifting equipment must work and communicate with another B:MUSIC LTD employee in the auditorium to ensure the area is clear of pedestrians and that the lift can be moved safely. Communication is conducted verbally and may be supplemented with personal radios if required. Clear instructions are to be given when starting the movement of the lift. • The employee placed on the auditorium level is responsible for ensuring that pedestrians are clear of the cockpit/seating being raised or lowered. All persons must stay clear of the edges. The use of temporary barriers is to be considered. |

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| | | <ul style="list-style-type: none"> • The entire stage extension is fitted with a safety edge. The sides of the pit should not be accessed unless the lift is place in the lowered position, therefore eliminating the drop in height. • Good quality lighting is provided in the pit. • Chains are used to prevent access to the pit sides until the lift is lowered. Staff are trained to use the chains as such, and signage is used to remind and enforce this. • The lifting equipment is subject to thorough examinations a minimum of every 6 months by a competent engineer. • A physical chock is used to hold the setting wagons in the raised position. • The equipment is fully isolated before any work is undertaken on the equipment. When the lifting equipment is not in use, the equipment should also be isolated and the key is taken away. • Access into the pit itself may only be made by authorised persons, and only following isolation of the equipment. • Manual handling training is completed by operatives. • Tensile barriers are placed around the orchestra pit opening during lowering and raising of the stage extension. |
| Section 2 - General | | |
| Electrical Equipment (Fixed installation and portable appliances) | Staff and members of the public could incur potentially fatal electrical shocks or burns if they use faulty electrical equipment. | <ul style="list-style-type: none"> • The fixed electrical system is inspected / tested every 5 years via venue landlord. • Portable appliances receive routine user visual checks for physical damage. Visual checks are not recorded unless a fault is found. • Portable appliances receive routine Portable Appliance Testing (PAT) in accordance with usage. This is carried out by CBRE who implement a PPM at Symphony Hall. • Staff instructed to report faults immediately and not use the equipment until it has been repaired (by a competent electrician) or replaced as appropriate. • Double insulated hand tools are used where possible – these do not require PAT testing. |
| Fire | If trapped in the premises, all staff and visitors could suffer from smoke | <ul style="list-style-type: none"> • A fire risk assessment has been conducted for the premises. This is reviewed annually and updated accordingly with changes and actions where required. • Please refer to the site fire risk assessment for further details. • Fire safety control measures are implemented and maintained across the site. |

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| | <p>inhalation or burns can lead to potentially fatal consequences.</p> | <ul style="list-style-type: none"> • Daily checks are carried out to ensure that all fire escape routes are in a good, accessible condition. • Fire exits are marked with adequate signage. • Fire exits are easily accessible and unobstructed at all times. This is checked regularly by responsible persons. • Fire extinguishers are serviced annually. • Fire extinguishers are located throughout the building, unobstructed and located to prevent damage. They are not used to prop open fire doors. • Fire detection and alarm systems in place. • Waste bins emptied frequently and stored safely in loading bay C (outside area). The bay is a secure fenced area and not accessible to members of the public. Access to the bay is managed via ICC security 24/7. • Smoking is prohibited within the building. • Electrical appliances and systems are maintained. • The Emergency Evacuation Plan is in place and a designated fire assembly point has been established. |
| <p>Slips & trips</p> | <p>Staff, members of the public, contractors or visitors could suffer sprains or fractures by: - tripping over trailing cables, surfaces in poor condition, or slipping on spillages. - fall down stairs especially if wet from spilt drinks, such as in the auditorium or foyers.</p> | <ul style="list-style-type: none"> • Good housekeeping standards are in place and regular checks are carried out. • Trailing cables are covered with armoured cable protectors or relocated around edges or rooms to prevent a trip hazard in the offices. • Pre-concert / performance checks of routes and walkways are carried out frequently. • Exhibition stands and table displays are set up so that they do not block or hinder escape routes. • Technical equipment is kept clear from pedestrian routes as much as possible. Staff know to be vigilant of cables and tripod legs. • Floors are mopped in areas during times of no or low usage and a wet floor sign is displayed. • Staff are responsible for cleaning any spillages as they occur and action is taken quickly to clean up any spillages.* • Carpets are maintained in good repair. • Handrails are available on all staircases. • Grip strips are fitted on step edges. • Regular maintenance inspections of stairways. |

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| Working at Height, including: Ladder Use Changing high level posters. Changing light bulbs Cleaning high areas. Retrieving items from high level shelving | Injuries or even fatalities can result if a person falls from a height. | <ul style="list-style-type: none"> • Staff are prohibited from climbing on shelving/chairs/tables or from using any other such improvised means of gaining access to high level items e.g. climbing on boxes etc. • When a ladder is to be used, two people to work together, one person holding a ladder securely at all times. • A-frame ladders are always used in preference to single section ladders. • Ladders are of sufficient strength for the task in hand (industrial class rather than domestic). • Staff will maintain 3 points of contact with the ladder and never over reach or over stretch. • If the work will last longer than 30 minutes alternative access equipment should be used or contractors called to carry out the work. • Where a single section ladder has to be used, the ladder would be footed and placed at the correct angle (one in four incline). • Ladders must be used on level surfaces and not in front of an unlocked door. • The condition of ladders should be checked before use to ensure there are no rungs missing or any damage to the ladder. Staff must report defects to management. • Non-slip feet should be in place on the ladder. • Defective ladders are removed from use and disposed of. |
| Legionella | Exposure to airborne mist from showers with potential for containing legionella bacteria | <ul style="list-style-type: none"> • All water testing and relevant risk assessments are instructed by the landlord and undertaken via CBRE. |
| Use of Contractors | Unsafe practices may pose a risk to themselves or our employees. | <ul style="list-style-type: none"> • The competency of contractors is checked before services are engaged. Scheduled works are carried out either by CBRE, subcontracted via CBRE or subcontracted by the Facilities or Technical Manager. • A copy of Risk Assessments and Methods Statements are submitted by the contractors before work commences. • Any external contractor undertaking works receives a site induction via CBRE and issued a site/work permit • Where CBRE organises work by contractors, a 'Authority to Work' slip is issued. These are used to assess the level of risk involved in the works. If deemed to be high, a permit |

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| | | <p>to work will need to be implemented prior to the start of work. During this process, any further controls required should be put in place as necessary.</p> <ul style="list-style-type: none"> • Whilst works are in progress, regular checks on safety performance will be undertaken by management or CBRE. • If dangerous practices are observed by management, steps will be taken to rectify the problem or request contractors to cease operation. |
| Manual Handling | Staff could suffer from musculoskeletal injuries caused by inappropriate manual handling techniques | <ul style="list-style-type: none"> • All staff undertake manual handling training and are instructed in safe manual handling techniques. • Lifting aids used where necessary for carrying heavy loads. • Staff instructed to not lift any items above individual capability and to undertake a two person lift for any large or heavy items accordingly. • When carrying large objects due care and attention to be paid, the route to be planned and gloves to be worn accordingly. • Staff required to wear safety footwear. • Storage areas for stock have been adjusted to minimise the need to stoop from floor level or reach above shoulder height. |
| Building targeted by a terrorist attack | Symphony Hall could be targeted in a terrorist attack, including a bomb threat. | <ul style="list-style-type: none"> • Staff training and vigilance for suspicious activity. • Symphony Hall works closely with the Counter Terrorism Unit Representative (West Midlands Police). • Large bags not permitted in the auditorium. • Access control system on backstage areas. • Security presence in the venue and CCTV cameras are installed in various areas. • Where appropriate visible SIA licensed Door Supervisor presence at the front and backstage entrances to the building. • Door Supervisors carrying out random bag searches • Regular patrols of areas carried out. • Additional security procedures (e.g. bag and persons searches) on higher risk events. |
| Use of the passenger lifts and goods lift. | Failure of the lifting mechanism could cause fatal injury. Staff / Customers could become stuck in lift. | <ul style="list-style-type: none"> • Passenger lifts are inspected 6 monthly in accordance with the Lifting Operations and Lifting Equipment Regulations 1998. • Goods lifts are inspected annually in accordance with the Lifting Operations and Lifting Equipment Regulations 1998. Persons are not permitted to ride in the goods lift. • Regular maintenance of lifts. Engineering staff trained in lift rescue procedure. |

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| | | <ul style="list-style-type: none"> • Access to the working parts of lifts is locked and only accessed by the service engineer or inspector. • The maximum load of the lifts is displayed and should not be exceeded. • In the event of an emergency/trapped passengers CBRE will contact service providers to attend site. |
| Hazardous substances including cleaning agents | Ingestion, skin or eye contact with hazardous substances causing irritation, burns etc. | <ul style="list-style-type: none"> • Appointed cleaning contractors are OCS. • Gloves are worn when using cleaning agents. • PPE is available to staff. • COSHH assessments are undertaken on hazardous chemicals used by staff. |
| Crowding and Stewarding | The risk of overcrowding could lead to fallings, being trampled under foot and crushing injuries. | <ul style="list-style-type: none"> • This capacity is never exceeded, and all events at Symphony Hall are ticketed through pre-event sales. • Stewards are present across Symphony Hall during all events to maintain safe building use by members of the public, visitors and assist with emergency evacuations. |
| Furniture and furnishings | Sharp corners, falls from furniture, defective or faulty furniture or furnishings may break during use. | <ul style="list-style-type: none"> • All fixtures and fittings are in good condition and routinely checked by staff to ensure they remain in good repair. • Furniture/equipment attached to the wall (picture frames etc) is stable and secure. • There should not be any furniture present with sharp corners at eye height – soft corner moulds can be added if needed. |
| Licensed activities | Service of alcohol to minors could result in children being vulnerable to the effects of alcohol. Members of the public may suffer from the effects of alcohol and become violent towards members of staff. | <ul style="list-style-type: none"> • The Company implements a Challenge 25 policy to ensure the protection of young people from the effects of alcohol. Signage at the bars shows that the Challenge 25 policy is in effect. • Management and/or SIA Licensed Door Supervisors is called to deal with potentially disorderly behaviour and local police called where necessary. |
| Persons stumbling when moving around in darkened auditorium | Darkness in the auditorium could lead to persons colliding into objects or other people. Also increases risk of tripping and falling. | <ul style="list-style-type: none"> • Total blackout is permitted. Emergency lighting helps to illuminate routes and flooring. • The space between aisles and rows of seating is suitable for movement. • Torches are carried by stewards. |

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| Items falling from balconies in the auditorium | Persons could be struck by items falling from above, causing impact injuries. | <ul style="list-style-type: none"> • Coats are not permitted to hang over rails to avoid the risk of items falling out of pockets. • Staff are trained to be vigilant and will check throughout performances that items are not being placed on the edge of the balconies. |
| Elderly members of the audience with visual impairment and/or mobility issues. | Visual impairment or reduced mobility could lead to trips and colliding with items / people. | <ul style="list-style-type: none"> • The relevant staff (e.g. door supervisors/stewards) are trained to assist persons when required. • Where necessary and possible, more easily accessible seats will be offered to those with limited mobility. • Additional stewards attend if necessary to assist in aiding members of the audience. |
| Possibility of exceeding capacity in foyers | Greater risk of crushing injuries due to increased numbers of people | <ul style="list-style-type: none"> • Capacities pre-determined depending on layout and activity taking place on the foyers • Events are ticketed through pre-event sales/box office. • Stewards deployed to key areas preventing unauthorised access, check tickets and to assist with evacuation procedures if required. • Fire exit doors remain closed to prevent unauthorised access and only used for emergency purposes. |
| Panic caused by emergency situation | Crush injuries are more likely in the event of a panicked evacuation. | <ul style="list-style-type: none"> • All staff trained to ensure evacuation takes place in a calm and orderly manner. • Staff follow procedures. • Duty Manager to give clear instructions and manage the situation. • All exit routes clearly marked and regularly checked. • Effective communication is maintained. • Staff attempt to calm members of the public. |
| Aggression Or Assault | Visitors become aggressive and commit assault. | <ul style="list-style-type: none"> • Staff vigilant and trained in dealing with difficult customers. • Security presence in the venue. CCTV cameras on site in various areas. |
| Person taken ill on site | Public, staff, performers may be taken ill while on the premises or during performances. | <ul style="list-style-type: none"> • Appointed trained first aiders on site for event and non event days. • Defibrillator with trained staff available. This is serviced in accordance with the manufacturer. • Appointed person/first aider(s) contacted if injuries sustained. • All accidents are recorded on Safety Cloud's 'Accidents and Ill-Health' Module before being investigated. |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| Spilling hot drinks | Scalding injuries | <ul style="list-style-type: none"> • Customers asked to be careful. • Hot drinks served with a lid. |
| Ineffective or inability to safely evacuate wheelchair users when lift not accessible | Wheelchair users could be prevented from escaping the building in an emergency. | <ul style="list-style-type: none"> • Stewards trained in procedures and available refuge points. • Flat access available on all levels. • Evac chairs available. • One of the passenger lifts can be used in the event of an emergency evacuation. • Number of wheelchair users on each level is limited to ensure safe evacuation is possible. • Stewards trained to offer help needed or ensure it is provided. • Evacuation procedure for disabled people detailed in Steward Handbook. |
| Broken Glass | Cut injuries to the skin. | <ul style="list-style-type: none"> • Glass/china only permitted for private hires - for all other events only plastic glasses are permitted. • Staff trained to be vigilant, and cleaning staff available to deal with breakages if necessary. • Staff handle glass with care. • Appointed person/first aider(s) contacted if injuries sustained. |
| Language barriers leading to poor communication | Audience members or working personnel unable to speak English and therefore may be unaware of hazards | <ul style="list-style-type: none"> • Staff are employed with a good level of English language. |
| Injury while assisting a wheelchair user. | Risk of injury to wheelchair users or those assisting. | <ul style="list-style-type: none"> • The majority of customers have a companion who can assist them. • Manual handling training provided so staff can assess whether they can assist safely. • Other staff available to help if required. Staff should avoid going too fast to minimise risk of injury. • Appointed person/first aider(s) contacted if injuries sustained. • Floor surfaces are well maintained and suitable ramps or lifts are available. • If there was a problem (e.g. If the wheelchair user fell out of the chair) other staff would be nearby to assist. |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| Section 3 - Welfare | | |
| Insufficient numbers of first aid kits or qualified first aiders | Inability to administer adequate and correct first aid. | <ul style="list-style-type: none"> • There is always a trained member of staff present on site in the event of an injury. • First aid kits are located at various locations throughout the site. • If items within the first aid kit are removed by staff, they are responsible for informing their manager to refill kits or order further supplies. • An appropriate number of first aiders have been trained and are available in different areas of the site. • A check on the first aid kits is completed periodically. • Defibrillator with trained staff is available. • An ambulance is called if deemed necessary. |
| Violence & aggression | Member of public under influence of drink or drugs committing assault. Dealing with customers complaints on a face to face basis or handling cash could expose employees to a risk of violence or aggression. | <ul style="list-style-type: none"> • Experienced staff would deal with customer complaints courteously, to calm a potentially aggressive situation. • Panic buttons are present on the foyer, bars and box office. • Staff vigilant and trained in dealing with difficult customers. • CCTV cameras cover various areas of the venue. • The police would be called where a customer is suspected to be under the influence of drugs or alcohol and is acting aggressively towards staff. If a visitor is becoming aggressive then the police are called to attend the venue. • Cash is secured in a safe. |
| Inadequate hygiene, welfare and comfort facilities for staff. | Inadequate facilities for washing and taking rest breaks. | <ul style="list-style-type: none"> • Seating is provided within the office and/or break room area with tea and coffee making facilities. • The office is maintained at a comfortable temperature. • Toilets are provided with hot and cold water at the wash hand basin, soap, hand towels, locks on the doors and sufficient ventilation. • All welfare facilities are maintained in a clean condition. |
| New and Expectant Mothers | Exposure of women who are pregnant, have given birth within the last six months or are breastfeeding to risks that may arise from any process, | <ul style="list-style-type: none"> • Upon an employee making their line manager aware of their pregnancy a person specific new and expectant mothers risk assessment will be undertaken by management. • Employee and line manager will liaise with HR for their health & wellbeing throughout pregnancy |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| | working conditions, or physical, biological or physical agents. | |
| Children/young people getting lost | Children/young people may not be easily visible due to their height Injury to children / young people when moving around building | <ul style="list-style-type: none"> • Children/young people to be adequately supervised and accompanied at all times - by authorised guardians, parents, teachers etc. • Teachers / group leaders to be briefed to supervise children adequately. • Staff trained in lost child procedures. • Stewards to be extra vigilant when children present and to move position to monitor them adequately if necessary. • Trained first aiders available if necessary. |
| Child Abuse | Children / Young people could be subjected to abuse. | <ul style="list-style-type: none"> • Staff who are DBS checked are never alone with individual children. • Accessible Safeguarding Policy is implemented. • CCTV covers various areas of the venue. • The police will be called if child abuse is suspected. • Any incidents will be recorded and collated by B:MUSIC LTD and investigated fully. |
| Section 4 - Traffic and Movement | | |
| Traffic, Vehicle Movements and loading bays | Serious risk, possibly fatal, injuries if struck by a vehicle. Personal injury or damage to equipment/property. Blocked emergency exits. | <ul style="list-style-type: none"> • There is a designated area for larger vehicles to unload. • Loading bay surface is checked on a regular basis for broken glass, hazardous conditions and potholes. • There is a set limited capacity for the number of incoming vehicles allowed on to the loading bay. • B:MUSIC LTD staff do not assist lorries completing reversing manoeuvre. • Vehicle movements are minimised as much as reasonably practicable. • Forklifts are hired in/rented to be used on site by visiting companies. • The hired vehicles are checked that they have received a thorough examination under LOLER and insurance certifications. • Driving area is constructed of a smooth and hard surface, both inside and outside. Any defects reported to B:MUSIC LTD Management. • Only authorised drivers may operate forklifts. |

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| | | <ul style="list-style-type: none"> • Drivers must use all relevant signals when approaching areas of the site with obstructed view. For instance, using their horns and reversing beepers if applicable. If a clear view is not possible, banksmen must be used to assist. • Forklift trucks are required to have seat belts. Seat belts must be worn at all times by drivers when operating their vehicles. • Keys are stored in a designated location, away from the lift truck, when not in use. |
| Loading & unloading operations of external production company vehicle | Manual handling of items, equipment and props | <ul style="list-style-type: none"> • B:MUSIC LTD staff do not unload external production company vehicles. This is managed by the visiting production. • The lift trucks are serviced regularly and thoroughly examined according to LOLER regulations, along with receiving regular MOT's and insurance through the hiring company. • Surface is constructed of a smooth and hard surface throughout the external and internal areas. Any defects reported to B:MUSIC LTD Management. • Normal forklift truck operations are restricted to within the boundaries of the business only. • Only authorised drivers may operate forklifts. • Forklift truck drivers are instructed to sound their horn on approaching the roller shutter door entrance alerting staff or visiting company members of their approach. Reversing through the roller shutter doors is prohibited without the use of a banksman. • Forklift trucks have reversing beepers installed and signage placed on advising staff or visiting company members to keep a safe distance and to make eye contact with forklift truck drivers when moving in and around operating forklift trucks. • Forklift trucks are required to have seat belts. Seat belts must be worn at all times by drivers when operating their vehicles. • Keys are stored in a designated location, away from the lift truck, when not in use. • Lift trucks are kept in staff-only areas when in use preventing members of the public or delivery drivers from unauthorised access to lifting equipment. • The approach to the shutter door is clear allowing good visibility in order to notice any staff or visiting company members movements. |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| | | <ul style="list-style-type: none"> • B:MUSIC LTD ensures that the loading bay is kept suitably clear of stock to allow space for unloading activities. • It is ensured that routes of unloading are made available and clear of general footfall/pedestrians. |
| Section 5 - General Food Activities | | |
| Risk Assessment of Trading Food & Drink Who Might be Affected? Staff, clients, customers, contractors. | | Date of Assessment March 2021 Name of Assessor Stephanie Brown (Citation Ltd), Nicole Evans & Isabel Hyams (B:MUSIC LTD) NB: These control measures are in addition to site risk assessments which are held on Safety Cloud and remain applicable for other hazards. |
| Manual Handling | Back pain and strains from carrying heavy or bulky items. | <ul style="list-style-type: none"> • Staff will be trained in manual handling. • Crates or boxes of bottles are broken down into manageable quantities to enable easy lifting. • Storage areas for stock have been adjusted to minimise the need to stoop from floor level or reach above shoulder height. • A trolley is provided to assist with movement of heavy / bulky items. • Staff must only pick up beer kegs when absolutely necessary (e.g. double stacking), and when doing so this must be a two person lift. Staff are prohibited from lifting kegs on their own. • Two man lift used where item too bulky or heavy for single person lift (depending on individual abilities) • Beer kegs whenever possible are moved by 'rolling' them over the floor surface, thereby minimising any lifting or strain being exerted on the body. |
| Third party/contractor Cateters | Visiting catering staff for private hire events may not be familiar with emergency procedures which may | <ul style="list-style-type: none"> • Sufficient trained stewards always on duty for private hire events. • Catering Manager to brief catering staff on the day of the event. • Member of the food and beverage manager team to brief third party catering managers on duty. |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| | confuse or panic the public in the event of an evacuation. | <ul style="list-style-type: none"> • Third party caterers will need to provide relevant documentation such as HACCP, Risk Assessments, Food Safety Policy and details of their own staff catering training records before arriving on site. |
| Chemicals, cleaning agents and beer line cleaner. | Ingestion, skin or eye contact with hazardous substances causing irritation, burns etc. | <ul style="list-style-type: none"> • Gloves are worn when using cleaning agents. • Staff undertake COSHH awareness training through the supplier. • Authorised staff only to undertake beer line cleaning to approved procedure and training. • Line cleaning to be undertaken only when bars are closed. • PPE is available to staff undertaking beer line cleaning including, goggles, gloves and apron. • COSHH assessments are undertaken on hazardous chemicals used by staff, including beer line cleaner. • Appropriate signage is in place and chemicals are stored in a secure lockable cupboard in a suitable location. |
| Carrying trays, platters or hot liquids. | Burns, cuts from broken crockery. | <ul style="list-style-type: none"> • Items carried on trays are distributed evenly on the tray. Hot foods and liquids should be located in the centre of the tray to help contain any spillages. • If hot food is to be served, the customers are warned if plates are hot, especially children. • Broken trays will be taken out of use immediately. • Staff trained to only carry a weight that feels safe and comfortable. • When clearing tables with a tray, plates of the same size are stacked together, cups are not stacked more than 2 high. • When clearing without a tray, crockery is stacked in balanced layers with cutlery positioned securely. • Items must not be placed so as to limit or hinder visibility. • Do not overfill containers. |
| Changing of barrels and gas cylinders | Staff working in cellar areas could suffer from manual handling injuries from incorrect manual handling techniques Staff, contractors or members of the public could suffer | <ul style="list-style-type: none"> • All staff are issued with a staff handbook, undergo induction training and manual handling training advising of correct manual handling techniques employed when handling items. • Cellar provided with enough space to allow safe manual handling techniques. • The cellar is appropriately lit to allow safe working practices to be employed. • Only trained and authorised staff have access to the cellar. |

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| | from impact injuries resulting from a gas explosion, staff working in the cellar environment could suffer from asphyxiation from a potential gas leak. | <ul style="list-style-type: none"> • Safety gloves provided to authorised staff for use in the cellar. • Gas cylinders sourced from a reputable supplier. • Gas cylinders stored in an upright position and chained to the wall. • Cylinders are kept away from sources of heat. • Only trained and authorised staff change gas supply. • Staff are instructed to report any suspect cylinders to management. |
| Gas Cylinders | Explosion or carbon dioxide leak presenting risk of suffocation. | <ul style="list-style-type: none"> • Gas cylinders in use will be secured against the wall to prevent them from falling. Remaining gas cylinders can be laid flat and chocked to prevent movement. • Cylinders are always connected to a reducing valve. • Cylinders must be carefully handled and not thrown or dropped. • Staff advised to turn equipment off in event of leak and to ventilate the cellar thoroughly to dissipate the gas. |
| Use of high chairs. | Damaged high chairs, sharp edges, or incorrect fastening of the child into the seat. | <ul style="list-style-type: none"> • High chairs are routinely visually checked for signs of damage or disrepair. • High chairs are wipe-cleanable and cleaned after every use. Parents are responsible for fastening their own children into the seats and determining the suitability of their child to use a high chair. |
| Cuts from Broken glass /crockery | Broken glass can cause cuts to the skin. | <ul style="list-style-type: none"> • Glass/China only permitted in the auditorium for private hires - for all other events only plastic glasses are permitted. • Appointed person/first aider(s) contacted if injuries sustained. • If a glass breakage occurs the relevant section of the Food Safety Policy is followed and a glass or crockery breakage record form is completed if this has occurred in a food preparation area. • Glass is stored on low level shelves where possible to minimise risk of breakage. • A broken glass bin is provided behind the bar. • Broken glass is swept up with brush and dustpan and not picked up by hand. • If a glass breaks in the dishwasher or glass washer the machine must be isolated and allowed to cool before the breakage is removed. Puncture resistant gloves must be worn for this task. • Restrict stack height and ensure stability for crockery • Broken crockery is swept up with a brush and dust pan (not picked up by hand unless strong gloves worn) • Broken crockery is placed in the broken glass bin behind the bar. |

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| Slips and trips | Slipping on spillages, water or tripping over obstructions. | <ul style="list-style-type: none"> • Good housekeeping standards are maintained and routinely checked by management during daily checks and managers audits. • Pedestrian routes such as floors and stairs are kept clear of trip and slip hazards. • Entrances and walkways are well-lit. • Mopping of floors is conducted during quiet times when staff and customers are not heavily concentrated in dining areas. • Staff wear non-slip flat footwear with low heels. • Flooring is maintained in a good condition and this is monitored through daily checks and the manager's audits. Any defects will be reported to management/the supervisor for remedial action. • Provision and use of wet floor signs when spillages have occurred. <p>NB All spillages are cleared as soon as possible afterwards and not simply left.</p> |
| Pressure Systems – Operation of coffee machine | Explosion, The coffee machine holds pressure, Scalding | <ul style="list-style-type: none"> • Ensure periodic thorough examinations in accordance with a written scheme of examination as required by the Pressure Systems Regulations 2000. • Pressure systems are fitted with safety valves, pressure gauges, water level indicators and a machine or steam low water level cut out device. Manufacturer's temperature settings must not be altered. • Cold water supply must be on before the machine is switched on. • Drip trays must be kept in position. • Staff hold cups/pans etc so as to avoid splashing. • Employees must be fully trained in its use and potential dangers prior to operation. • Follow manufacturer's instructions for filling, operation and cleaning. • Turn off and isolate before cleaning. |
| Operation of Coffee Machine | Explosion or Scaling | <ul style="list-style-type: none"> • Pressure systems are fitted with safety valves, pressure gauges, water level indicators and a low water level cut out device. The manufacturer's temperature settings must not be altered. • Staff hold pans etc. so as to avoid splashing. • Employees must be fully trained in its use and potential dangers prior to operation. . • The coffee machine is subject to a thorough examination in accordance with a written scheme. • Follow manufacturer's instructions for operation and cleaning. Servicing will also be undertaken at the frequency specified by the manufacturer. • Machinery will be switched off and left to cool prior to servicing or cleaning. |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| Violence and aggression. | Dealing with customers complaints on a face to face basis or handling cash could expose employees to a risk of violence or aggression. | <ul style="list-style-type: none"> • The front of house Duty Manager will deal with customer complaints, trained staff will attend to calm a potentially aggressive situation. • The bar acts as a physical barrier between staff and someone who is acting aggressively. • The police would be called where a customer is suspected to be under the influence of drugs or alcohol and is acting aggressively towards staff. • Any violent incidents would be logged online in the accident reporting folder and investigated. • Cash is secured in a safe. |
| Licensed activities | Service of alcohol to minors could result in children being vulnerable to the effects of alcohol. Members of the public may suffer from the effects of alcohol and become violent towards members of staff. | <ul style="list-style-type: none"> • The Company implements a Challenge 25 policy to ensure the protection of young people from the effects of alcohol. Signage at the bars shows that the Challenge 25 policy is in effect. There is always a personal with a license holder on site to supervisor the serving of alcohol. • Management is called to deal with potentially violent incidents and local police called where necessary. |
| Furniture and furnishings | Sharp corners, falls from furniture, defective or faulty furniture or furnishings may break during use. | <ul style="list-style-type: none"> • All fixtures and fittings are in good condition and routinely checked by staff to ensure they remain in good repair. • Furniture/equipment attached to the wall is stable and secure. • There should not be any furniture present with sharp corners at eye height – soft corner moulds can be added if needed. |
| Cleaning body fluids | Infectious disease exposure. | <ul style="list-style-type: none"> • OCS have body fluid spill kits and these are kept in the designated cleaning cupboards. • 'Spill packs' consisting of disposable gloves, disposable aprons and absorbent materials should be available and used when needed. • Vomit is covered to prevent potential airborne spread of virus particles. • The area is thoroughly cleaned and disinfected as quickly as possible. • Windows and/or doors are opened to provide increased ventilation. |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| Knife Handling | Cuts or amputations of hands or digits. | <ul style="list-style-type: none"> • Front of house staff are told to take great care when using the bread knife, not to rush, not to look away when cutting and keep fingers at a distance from the knife. • Cutting should be done with a firm grip and even pressure, cutting downwards and never 'towards' the body. • When cutting with a sharp knife staff will use a cutting board on a non slip surface and ensure they are well clear of other people. • Never attempt to catch a falling knife. • When carrying sharp knives they should be held pointed downwards, with due care and attention. • Knives provided by the Company will be in good condition, sharp with secure handles. • Sharp knives should not be left lying on surfaces or stored loose in drawers amongst other items – a wall displayed metallic knife strip is used for storing sharp knives. In addition a designated knife container is used. • They should be washed individually and not dropped into a sink full of soapy water where they present a hidden danger to those washing up. |
| Burns / Scalds | <p>Hot temperatures from taps</p> <p>The use of the catering urn could result in scalds if the urn is not handled correctly.</p> | <ul style="list-style-type: none"> • Water mixer taps or taps fitted with thermostatic mixer valves are provided at sinks. • Display 'hot water' signs at sinks and on the catering urn. • Ensure staff are instructed / trained in the safe use of the catering urn. • Ensure that cups etc. are not overfilled to minimise the risk of spillages that may cause scalds. • The urns will be sited on flat, level surfaces so that any possibility of them toppling or falling is minimised. They will be located so that they will not be easily knocked. |
| Hot Water/Surfaces | Staff or visitors could receive scalds or burns from coming into contact with hot water/drinks. | • Staff encouraged to dispose of damaged mugs and to take care whilst handling hot items as detailed in the staff handbook. |
| Burns when using or cleaning appliances or handling hot items. | Contact with hot equipment, spillages of hot liquid resulting in burns. | <ul style="list-style-type: none"> • Head Chef shows all new kitchen staff how to operate ovens and ranges on induction. This includes the location of the gas and electric cut off points. • Dry oven cloths or oven gloves should be worn when handling hot pots, pans and trays etc. |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| | | <ul style="list-style-type: none"> • Oven doors etc are opened slowly, while staff members stands back to allow steam and heat to escape. • If grills are at eye level staff should take care to avoid hot food 'spitting' by not standing too close. • Saucepan handles are placed away from hotplates and gas rings and should not project beyond the edge of the range. Ladles and spoons should not be left standing in saucepans or on hotplates or rings. • Heavy items must not be rested on bottom hinged oven doors. • Staff are advised to avoid touching the metal sides of adjacent equipment as these can become hot. • Wall mounted units must be secured firmly in position. • Do not overfill containers with hot liquids. • Only trained staff should clean ovens, grills and ranges. Cleaning of ovens and ranges only takes place when they are switched off and have been allowed to cool. Suitable personal protective clothing and equipment is provided for use with chemicals where relevant. |
| Operation of steam ovens. | Explosion or scalding. | <ul style="list-style-type: none"> • Pressure systems are fitted with safety valves, pressure gauges, water level indicators and a low water level cut out device. The manufacturer's temperature settings must not be altered. • Staff hold pans etc. so as to avoid splashing. • Employees must be fully trained in its use and potential dangers prior to operation. • Steam from the oven can burn – staff receive in-house training prior to use. • Follow manufacturer's instructions for operation and cleaning. Servicing will also be undertaken at the frequency specified by the manufacturer. • Machinery will be switched off and left to cool prior to servicing or cleaning. |
| Deep Fat Fryers | Fire or burns. | <ul style="list-style-type: none"> • Hot oil in the deep fat fryers should be left to cool before changing the oil or cleaning above the fat fryers. • Deep fat fryers are switched off when not in use. • The equipment will be located on a flat and level surface in such a way that it cannot be easily knocked or easily dislodged. • The cut off switch is positioned to assist rapid switch off at any time. • It must not be overfilled. |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| | | <ul style="list-style-type: none"> • To avoid splashing of hot oil the basket must be carefully lowered into the fryer, and must not be over full. • An appropriate fire blanket is available in the kitchen. |
| Use of electric mixers, food processors and blenders. | Cuts or amputations of hands or digits. | <ul style="list-style-type: none"> • Staff are instructed and trained in the safe use of equipment prior to use. • Staff isolate the machine before cleaning • Staff isolate the machine before removing foodstuffs from bowls which are fixed under blades. • Staff are told to never scrape down a bowl or feel a mix whilst the machine is working. • The bowl is fitted with an interlocked guard that must be in place in order for the machine to operate. |
| Use of electrical appliances in a wet environment. | Electric shock. | <ul style="list-style-type: none"> • Electrical equipment is subject to portable appliance testing on an annual basis. • Electrical equipment is subject to visual inspection before use and during the managers monthly audit. • Electrical equipment is to be kept out of wet areas unless designed for such use. • RCD is in use on the main circuit board. |
| Hazardous substances e.g. bleach and oven cleaner | Direct skin contact could lead to the cleaner getting skin irritation, or the vapour may lead to eye irritation or breathing difficulties. | <ul style="list-style-type: none"> • COSHH training has been given to staff by the chemical supplier. • COSHH assessments are completed for any hazardous substances. • Gloves and overalls are provided. • Natural ventilation can be increased by propping open doors during cleaning. • Chemicals are never stored in old food containers. • Chemical containers are always labelled. • Chemicals are stored in a designated cupboard. |
| Dermatitis | Prolonged skin contact with washing up water or cleaning chemicals can lead to skin irritation and dermatitis. | <ul style="list-style-type: none"> • Training has been provided by the chemical supplier for all staff. • Rubber gloves must be worn whenever washing up. • Disposable gloves provided for all other cleaning tasks. • Use of dishwasher reduces staff exposure during pot washing. • Staff will be encouraged to let management know if there are any issues associated with chemical use, so that appropriate action may be taken. |
| Accumulated grease and fat in cooker hoods and ducting. | Fire and burns to staff. | <ul style="list-style-type: none"> • Filters are cleaned at regular intervals by staff as recommended by the manufacturer or when the filter is heavily greased. • No combustible materials, such as towels or cloths, will be hung over or near cooking equipment with fume ventilation hood. |

| What are the Hazards? | How could people be Harmed? | Control Measures |
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| | | <ul style="list-style-type: none"> • The canopies, ducting and fan blades are cleaned at least twice annually by a contractor. |
| Carrying trays, platters and hot liquids. | Burns and scalding. | <ul style="list-style-type: none"> • Use a tray or oven cloths or oven gloves when carrying hot plates to the service hatch etc. • When using trays distribute items evenly on the tray and locate any hot foods and liquids on the centre of the tray to contain spillages. • Do not overfill containers. |
| Working at height in the kitchen. | Falls whilst cleaning at high level resulting in fractures, sprains and bruising. | <ul style="list-style-type: none"> • Cleaning at high level should only be undertaken if a well maintained stepladder of sufficient height and strength is available i.e. all rungs intact, ladders lock during use, rungs are clean and grease free, no part of the ladder is bent or deformed.. • Cleaning at a high level should never be conducted over any hazardous areas (e.g. deep fat fryer containing hot oil). • The extraction canopy and duct work is cleaned by a firm of contractors at least twice annually meaning staff do not need to attempt this. |

Please contact your Consultant at Citation in the event any of the controls within this risk assessment require updating or changing so amendments can be recorded.