

# OPERATIONAL RISK ASSESSMENT OF TOWN HALL



<p><b>Risk Assessment of</b> general operating activities of Town Hall</p> <p><b>Who Might be Affected?</b> Staff, contractors, members of the public and visitors</p>	<p><b>Date of Assessment:</b> December 2020</p> <p><b>Reviewed On:</b> October 2021, February 2024, February 2025 (Kat Wheller, B:Music)</p> <p><b>Name of Assessors:</b> Stephanie Brown (Citation Ltd) &amp; Michelle Walker (B:MUSIC LTD)</p>
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What are the Hazards?	How could people be Harmed?	Control Measures
<b>Section 1 - Technical</b>		
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"> <li>• Responsible persons to ensure that all routes are kept clear at all times.</li> <li>• Camera and technical equipment is kept clear from pedestrian routes as much as possible. The staff know to be vigilant of cables and tripod legs.</li> <li>• Cables taped down and highlighted when laid near areas of footfall.</li> <li>• As far as possible, cables and wires should be run around the edges of the walls.</li> <li>• 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.</li> <li>• Material stacks are to be in vertical and horizontal plumb with no protrusions into walkways.</li> <li>• No trailing cables across walkways.</li> <li>• Staff are advised to promptly clean up any spillages for which they are responsible.</li> <li>• Staff are responsible for keeping their work area clean and tidy.</li> <li>• Floor and pedestrian routes are maintained in good repair.</li> </ul>
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"> <li>• 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.</li> <li>• Decibel levels are monitored.</li> <li>• Seats directly in front of the speakers are sold with a disclaimer.</li> <li>• Quiet areas are available in foyers.</li> <li>• Suitable hearing protection is provided for staff.</li> </ul>
Crowd surges (seated events)	Public and staff could sustain crush injuries in the event of crowd surges.	<ul style="list-style-type: none"> <li>• Seated venue.</li> <li>• Stewards and Door Supervisors trained to keep the audience in seat rows.</li> <li>• Additional staff are employed for concerts where the audience profile/performer requires.</li> </ul>
Crowd surge (standing events)	Public and staff could sustain crush injuries in the event of crowd surges.	<ul style="list-style-type: none"> <li>• Door Supervisors in Hall to monitor crowd activity where audience profile suggests they are required.</li> <li>• One precaution for standing shows undertaken by Town Hall is the use of crowd barriers (mojo barriers) in place.</li> <li>• Crowd capacity is calculated pre show.</li> </ul>

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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"> <li>• Staff are trained in evacuation procedures.</li> <li>• Additional staff employed on concerts when the audience profile/performer requires.</li> <li>• Audience members to be advised of any hazards and accompanied backstage by a member of staff.</li> </ul>
Strobe lighting causing medical problems	Lighting patterns could trigger a medical problem - e.g. epilepsy	<ul style="list-style-type: none"> <li>• Warning signs displayed and staff briefed.</li> <li>• Appointed person/first aider(s) on site and will be contacted.</li> </ul>
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"> <li>• The use of pyrotechnics is not allowed including no naked flames. However, some forms of special effects such as confetti, streamers and limited use of water based haze are permitted to be used in The Town Hall due to it being a Grade I listed building.</li> </ul>
Use of the stage lift	Entrapment and crush injuries. Falls from height.	<ul style="list-style-type: none"> <li>• The stage lift is used to raise and lower equipment, items, and props onto and off the main stage - reducing the need for manual handling. It is subjected to regular preventative maintenance and thorough examinations in accordance with the Lifting Operation and Lifting Equipment Regulations (LOLER) 1998. Thorough Examinations are undertaken by competent engineers a minimum of every 6 months. This is organised and recorded by CBRE Ltd.</li> <li>• The maximum load of the lift must never be exceeded.</li> <li>• Only authorised persons are permitted to operate the lift.</li> <li>• The lift operator must check the lift is clear of persons before raising or lowering it.</li> <li>• The lift is slow-moving.</li> <li>• During maintenance of the lift, the engineer isolates the lift's control and takes away the key used to activate it.</li> <li>• Access beneath the raised lift is not permitted unless maintenance work is being undertaken and only if the lift has first been fully isolated.</li> <li>• Those working under the lift are responsible for informing a 3rd party person that they are lone working here.</li> </ul>

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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"> <li>• Risk assessments are requested prior to visiting production companies arriving. These are checked.</li> <li>• 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.</li> <li>• Event Rigging Services are the only contracted rigging company authorised to undertake rigging.</li> <li>• Visiting production companies must provide evidence of insurance upon request by B:MUSIC LTD.</li> <li>• 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.</li> <li>• All areas are regularly checked.</li> </ul>
Working from height whilst accessing production and lighting equipment in roof space	Risk of injury from falling from height	<ul style="list-style-type: none"> <li>• Only authorised individuals are allowed access into the roof space and must carry radio communication.</li> <li>• Access into the peristyle and followspots gallery is authorised persons only.</li> <li>• Harnesses, safety lines and anchor points are in place. All authorised individuals have training and PPE issued to them.</li> </ul>
Working from height with the use of ladders	Risk of injury from falling from height	<ul style="list-style-type: none"> <li>• When a ladder is to be used, two people to work together, one person holding a ladder securely at all times.</li> <li>• A-frame ladders are always used in preference to single section ladders.</li> <li>• Ladders are of sufficient strength for the task in hand (industrial class rather than domestic).</li> <li>• Staff will maintain 3 points of contact with the ladder and never over reach or over stretch.</li> <li>• If the work will last longer than 30 minutes alternative access equipment should be used or contractors called to carry out the work.</li> <li>• Where a single section ladder has to be used, the ladder would be footed and placed at the correct angle (one in four incline).</li> <li>• Ladders must be used on level surfaces and not in front of an unlocked door.</li> </ul>

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Failure of lifting equipment; falling loads; and workers being crushed by a moving load or lifting equipment.	Risk of MSI & crush injuries if equipment is to slip and fall from height or rigging has failed.	<ul style="list-style-type: none"> <li>• Authorised access only and hard hats to be worn by staff below and on the stage.</li> <li>• Staff and contractors should keep their hands, fingers and feet clear of pinch points.</li> <li>• Be aware of stacked material when lifting to avoid knocking it over with a swinging load.</li> <li>• Use a designated spotter during lifting to ensure proper clearances are maintained.</li> <li>• Warn nearby workers before raising, lowering or swinging a load.</li> <li>• When setting a load down, check that the landing area is clear and set it down slowly</li> </ul>
Confined Spaces	Exposure to confined spaces such as under the stage where seating is stored, and also the eaves of the roof where there is limited entry and exit	<ul style="list-style-type: none"> <li>• All staff members that are permitted to enter these authorised areas have received training from the Technical Department of B:MUSIC LTD.</li> <li>• PPE is provided to staff such as bump caps &amp; safety footwear.</li> <li>• Lighting is provided in these areas.</li> </ul>
Incorrect use of Technical stage equipment	Crush, MSI & electrocution	<ul style="list-style-type: none"> <li>• Only trained B:MUSIC LTD Technical Staff/authorised personnel to operate house equipment/machinery.</li> <li>• B:MUSIC LTD Manager to deliver safety briefing on load in.</li> </ul>
Touring parties who are not familiar with the venue or our SSOW	Crush, MSI & electrocution	<ul style="list-style-type: none"> <li>• B:MUSIC LTD Stage Managers 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</li> </ul>
Overloading of electrical circuits	Electrocution	<ul style="list-style-type: none"> <li>• B:MUSIC LTD Technicians to provide correct power supply to incoming productions.</li> <li>• The touring production is responsible for calculating their electrical requirements and they are to make the venue aware of needs prior to the event.</li> </ul>
<b>Section 2 - General</b>		
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"> <li>• The fixed electrical system is inspected / tested at 3 yearly intervals..</li> <li>• Portable appliances receive routine user visual checks for physical damage. Visual checks are not recorded unless a fault is found.</li> <li>• Portable appliances receive routine Portable Appliance Testing (PAT) in accordance with usage. This is carried out by CBRE who implement a PPM at Town Hall.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Staff instructed to report faults immediately and not use the equipment until it has been repaired (by a competent electrician) or replaced as appropriate.</li> <li>• Double insulated hand tools are used where possible – these do not require PAT testing.</li> </ul>
Fire	If trapped in the premises, all staff and visitors could suffer from smoke inhalation or burns and lead to potentially fatal consequences.	<ul style="list-style-type: none"> <li>• A fire risk assessment has been conducted for the premises by Southall Associates Ltd. This is reviewed annually during site visits and updated accordingly with changes and actions where required.</li> <li>• Please refer to the site fire risk assessment for further details.</li> <li>• Fire safety control measures are implemented and maintained across the site.</li> <li>• Pre-concert checks are carried out to ensure that all fire escape routes are in a good, accessible condition.</li> <li>• Fire exits are marked with adequate signage (running man).</li> <li>• Fire exits are easily accessible and unobstructed at all times. This is checked regularly by responsible persons.</li> <li>• Fire extinguishers are serviced annually.</li> <li>• Fire extinguishers are located throughout the building, unobstructed and located to prevent damage. They are not used to prop open fire doors.</li> <li>• Fire detection and alarm systems in place.</li> <li>• Good housekeeping – waste bins emptied daily and are stored in the gate house of the Birmingham Council House. That is managed by security 24/7</li> <li>• Smoking is prohibited within the building.</li> <li>• Electrical appliances and systems are maintained (See Section Electrical Equipment).</li> <li>• The Emergency Evacuation Plan is displayed at locations throughout the premises.</li> <li>• A designated fire assembly point has been established.</li> </ul>
Slips & trips	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	<ul style="list-style-type: none"> <li>• Good housekeeping standards are routinely checked by maintenance and regular checks undertaken.</li> <li>• Trailing cables are covered with armoured cable protectors or relocated around edges or rooms to prevent a trip hazard in the offices.</li> <li>• Pre-concert / performance checks of routes and walkways are documented.</li> <li>• Exhibition stands and table displays are set up so that they do not block or hinder escape routes.</li> <li>• Camera equipment is kept clear from pedestrian routes as much as possible. Staff know to be vigilant of cables and tripod legs.</li> </ul>

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	drinks, such as in the auditorium or foyers.	<ul style="list-style-type: none"> <li>• Floors are mopped in areas during times of no or low usage and a wet floor sign is displayed.</li> <li>• Staff are responsible for cleaning any spillages as they occur.</li> <li>• Carpets are maintained in good repair.</li> <li>• Staff vigilance - action is taken quickly to clean up any spillages.</li> <li>• Handrails are available on all staircases.</li> <li>• Grip strips are fitted on step edges.</li> <li>• Regular maintenance inspections of stairways.</li> </ul>
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"> <li>• 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.</li> <li>• When a ladder is to be used, two people to work together, one person holding a ladder securely at all times.</li> <li>• A-frame ladders are always used in preference to single section ladders.</li> <li>• Ladders are of sufficient strength for the task in hand (industrial class rather than domestic).</li> <li>• Staff will maintain 3 points of contact with the ladder and never over reach or over stretch.</li> <li>• If the work will last longer than 30 minutes alternative access equipment should be used or contractors called to carry out the work.</li> <li>• Where a single section ladder has to be used, the ladder would be footed and placed at the correct angle (one in four incline).</li> <li>• Ladders must be used on level surfaces and not in front of an unlocked door.</li> <li>• 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. Further checks are to be undertaken during the manager's regular audits.</li> <li>• Non-slip feet should be in place on the ladder.</li> <li>• Defective ladders are removed from use and disposed of.</li> </ul>
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"> <li>• Passenger lifts are inspected 6 monthly in accordance with the Lifting Operations and Lifting Equipment Regulations 1998.</li> <li>• In the event of an emergency/activation of the alarm button the current service provider Deltron will receive the call, contact Stage Door and attend site. This is in operation 24/7.</li> </ul>

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		<ul style="list-style-type: none"> <li>• 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.</li> <li>• Regular maintenance of lifts. Engineering staff trained in lift rescue procedure.</li> <li>• Access to the working parts of lifts is locked and only accessed by the service engineer or inspector.</li> <li>• The maximum load of the lifts is displayed and should not be exceeded.</li> </ul>
Asbestos	Staff and visitors are exposed to a risk of asbestos if 'asbestos containing materials' (ACM's) are damaged causing exposure to asbestos fibres.	<ul style="list-style-type: none"> <li>• A survey has been undertaken to determine locations and condition of any ACM's on site. A register of this is kept by CBRE.</li> <li>• A management plan is to be devised if one is not in place.</li> <li>• Before building or maintenance workers are required to work on any area of the building, the risk of asbestos in the particular area to be worked on will be reviewed. If asbestos is thought to be present, work on that location will be prohibited until made safe following HSE guidance and relevant legislation. Citation Ltd will be contacted for further advice on this matter.</li> </ul>
Legionella	Exposure to airborne mist from showers with potential for containing legionella bacteria	<ul style="list-style-type: none"> <li>• A specific legionella risk assessment was undertaken by an external contractor (WCS Services Ltd) in July 2019. Please refer to this for further details.</li> </ul>
Use of Contractors	Unsafe practices may pose a risk to themselves or our employees.	<ul style="list-style-type: none"> <li>• The competency of contractors is checked before services are engaged. This includes qualifications, insurance, membership of professional bodies and previous experience. Scheduled works are carried out by CBRE directly, or subcontracted by CBRE or the Facility Manager.</li> <li>• A copy of Risk Assessments and Methods Statements are submitted by the contractors before work commences.</li> <li>• Due to the building being Grade I listed, depending on works being carried out Birmingham City Council will be contacted in advance to obtain approval/refusal.</li> <li>• 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 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.</li> <li>• Whilst work is in progress, regular checks on safety performance will be undertaken by management or CBRE.</li> </ul>

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		<ul style="list-style-type: none"> <li>• If dangerous practices are observed by management, steps will be taken to rectify the problem or request contractors to cease operation.</li> </ul>
Manual Handling	Staff could suffer from musculoskeletal injuries caused by inappropriate manual handling techniques	<ul style="list-style-type: none"> <li>• All staff undertaken manual handling training and instructed in safe manual handling techniques.</li> <li>• Lifting aids available for carrying heavy loads.</li> <li>• Staff instructed to not lift any items above individual capability and to undertake a two person lift for any large or heavy items accordingly.</li> <li>• When carrying large objects due care and attention to be paid, the route to be planned and gloves to be worn accordingly.</li> <li>• Staff supplied with safety footwear.</li> <li>• Storage areas for stock have been adjusted to minimise the need to stoop from floor level or reach above shoulder height.</li> </ul>
Building targeted by a terrorist attack	The Town Hall could be targeted in a terrorist attack, including a bomb threat.	<ul style="list-style-type: none"> <li>• Staff training and vigilance for suspicious activity.</li> <li>• B:MUSIC LTD works closely with the Counter Terrorism Unit Representative (West Midlands Police).</li> <li>• Large bags not permitted in the auditorium.</li> <li>• Access control system on backstage areas.</li> <li>• Security presence in buildings and CCTV cameras are installed in areas across the site.</li> <li>• Where appropriate visible SIA licensed Door Supervisor presence at the front and backstage entrances to the building. Door Supervisors carrying out random bag searches and refusing admission to the building to people who do not have genuine business there. i.e. not watching a show or purchasing tickets.</li> <li>• Regular checks of areas carried out.</li> <li>• Additional security procedures (e.g. bag and persons searches) on higher risk events.</li> </ul>
Use of the disabled stairlift	Malfunction or damaged to the stairlift could result in it collapsing and injuring the user following a fall. Entrapment and pinch injuries in the moving parts.	<ul style="list-style-type: none"> <li>• The stairlift is subject to regular preventative maintenance at the intervals instructed by the manufacturer.</li> <li>• Thorough Examinations are completed a minimum of every 6 months by a competent engineer, as required by the Lifting Operations and Lifting Equipment Regulations 1998.</li> <li>• Records of preventative maintenance and thorough examinations are kept.</li> </ul>

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		<ul style="list-style-type: none"> <li>• The stairlift is visually checked prior to use. If any signs of damage are found that could affect its ability to be operated safely, then the equipment is taken out of use and isolated.</li> <li>• The stage goods lift should never be used instead of the stairlift.</li> <li>• The relevant staff are trained in the use of the stairlift.</li> <li>• The stairlift should be folded away when not in use and isolated.</li> </ul>
Hazardous substances including cleaning agents	Ingestion, skin or eye contact with hazardous substances causing irritation, burns etc.	<ul style="list-style-type: none"> <li>• Appointed cleaning contractors are OCS.</li> <li>• Gloves are worn when using cleaning agents.</li> <li>• PPE is available to staff.</li> <li>• COSHH assessments are undertaken on hazardous chemicals used by staff.</li> </ul>
Crowding and Stewarding	The risk of overcrowding could lead to fallings, being trampled under foot and crushing injuries.	<ul style="list-style-type: none"> <li>• This capacity is never exceeded, and all events at the Town Hall are ticketed through pre-event sales.</li> <li>• Stewards are present across Town Hall during all events to maintain safe building use by members of the public and visitors.</li> </ul>
Furniture and furnishings	Sharp corners, falls from furniture, defective or faulty furniture or furnishings may break during use.	<ul style="list-style-type: none"> <li>• All fixtures and fittings are in good condition and routinely checked by staff to ensure they remain in good repair.</li> <li>• Furniture/equipment attached to the wall (picture frames etc) is stable and secure.</li> <li>• There should not be any furniture present with sharp corners at eye height – soft corner moulds can be added if needed.</li> </ul>
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"> <li>• 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.</li> <li>• Management and/or SIA Licensed Door Supervisors is called to deal with potentially disorderly behaviour and local police called where necessary.</li> </ul>
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"> <li>• Total blackout is permitted. Emergency lighting helps to illuminate routes and flooring.</li> <li>• The space between rows of seating is suitable for movement down the aisles.</li> </ul>

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Items falling from Circle level	Persons below the circle level could be struck by items falling from above, causing impact injuries.	<ul style="list-style-type: none"> <li>• Coats are not permitted to hang over rails to avoid the risk of items falling out of pockets.</li> <li>• Staff are trained to be vigilant and will check throughout performances that items are not being placed on the edge of the circle viewing areas.</li> </ul>
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"> <li>• The relevant staff (e.g. door supervisors/stewards) are trained to assist persons when required.</li> <li>• Where necessary and possible, more easily accessible seats will be offered to those with limited mobility.</li> <li>• Additional stewards attend if necessary to assist in aiding members of the audience.</li> </ul>
Possibility of exceeding capacity in stalls at standing events if people gain access incorrectly.	Greater risk of crushing injuries due to increased numbers of people. Resulting from people accessing the stalls without being allocated to this area.	<ul style="list-style-type: none"> <li>• Standing tickets taken and hand stamping in operation to avoid tickets being used by more than one person.</li> <li>• Stewards briefed to be vigilant.</li> <li>• Additional stewards or Door Supervisors in the hall to monitor crowd activity and make sure no entrances to stalls are not used by those without a hand stamp.</li> </ul>
Floor collapse	The Floor could collapse at standing events if put under excessive strain in one area.	<ul style="list-style-type: none"> <li>• Damage to the auditorium floor is reported if observed. This would then be repaired at the next opportunity before crowds can be allowed here again.</li> <li>• Stewards monitor crowd activity. Door Supervisors in the hall to monitor crowd activity where audience profile suggests they are required.</li> <li>• Specific number of tickets sold to events.</li> </ul>
Panic caused by emergency situation	Crush injuries are more likely in the event of a panicked evacuation.	<ul style="list-style-type: none"> <li>• All staff trained to ensure evacuation takes place in a calm and orderly manner.</li> <li>• Staff follow procedures.</li> <li>• Duty Manager to give clear instructions and manage the situation.</li> <li>• All exit routes clearly marked and regularly checked.</li> <li>• Effective communication is maintained.</li> <li>• Staff attempt to calm members of the public.</li> </ul>
Aggression Or Assault	A member of the public under influence of drink or drugs may	<ul style="list-style-type: none"> <li>• Staff vigilant and trained in dealing with difficult customers.</li> <li>• Security presence in the building - backup available.</li> <li>CCTV cameras on site in relevant areas.</li> </ul>

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	become aggressive and commit assault.	
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"> <li>• B:MUSIC LTD staff trained to contact First Aiders.</li> <li>• Defibrillator with trained staff available. This is serviced in accordance with the manufacturer.</li> <li>• Appointed person/first aider(s) contacted if injuries sustained.</li> <li>• All accidents are recorded on Safety Cloud's 'Accidents and Ill-Health' Module before being investigated.</li> </ul>
Spilling hot drinks	Scalding injuries	<ul style="list-style-type: none"> <li>• Customers asked to be careful.</li> <li>• Hot drinks are permitted for seated events not for standing events in the auditorium.</li> </ul>
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"> <li>• Stewards trained in procedures and available refuge points.</li> <li>• Ramp access available to Stalls on one side.</li> <li>• Evac chairs available in Circle and Stalls.</li> <li>• Number of wheelchair users on each level is limited to ensure safe evacuation is possible.</li> <li>• Stewards trained to offer help needed or ensure it is provided.</li> <li>• Evacuation procedure for disabled people detailed in Steward Handbook.</li> </ul>
Broken Glass	Cut injuries to the skin.	<ul style="list-style-type: none"> <li>• Glass/china only permitted in the auditorium for private hires - for all other events only plastic glasses are permitted.</li> <li>• Staff trained to be vigilant, and cleaning staff available to deal with breakages if necessary.</li> <li>• Staff handle glass with care.</li> <li>• Appointed person/first aider(s) contacted if injuries sustained.</li> <li>• For appropriate events, glass is not permitted on the dance floor - stewards trained to be vigilant.</li> </ul>
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"> <li>• Staff trained to communicate information non-verbally if necessary.</li> <li>• Staff are employed with a good level of English language.</li> </ul>

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Injury while assisting a wheelchair user.	Risk of injury to wheelchair users or those assisting.	<ul style="list-style-type: none"> <li>• The majority of customers have a companion who can assist them.</li> <li>• Manual handling training provided so staff can assess whether they can assist safely.</li> <li>• Other staff available to help if required. Staff should avoid going too fast to minimise risk of injury.</li> <li>• Appointed person/first aider(s) contacted if injuries sustained.</li> <li>• Floor surfaces are well maintained and suitable ramps or lifts available.</li> <li>• If there was a problem (e.g. If the wheelchair user fell out of the chair) other staff would be nearby to assist.</li> </ul>
<b>Section 3 - Welfare</b>		
Insufficient numbers of first aid kits or qualified first aiders	Inability to administer adequate and correct first aid.	<ul style="list-style-type: none"> <li>• There is always a trained member of staff present on site in the event of an injury.</li> <li>• First aid kits are located at various locations throughout the site.</li> <li>• 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.</li> <li>• An appropriate number of first aiders have been trained and are available in different areas of the site.</li> <li>• A check on the first aid kits is completed periodically.</li> <li>• Defibrillator with trained staff is available.</li> <li>• An ambulance is called if deemed necessary.</li> </ul>
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"> <li>• Experienced staff would deal with customer complaints courteously, to calm a potentially aggressive situation.</li> <li>• Panic buttons are present under all three of the box office desks</li> <li>• Staff vigilant and trained in dealing with difficult customers.</li> <li>• Security presence in building with backup available. CCTV cameras on site.</li> <li>• 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.</li> <li>• Cash is secured in a safe.</li> </ul>
Inadequate hygiene, welfare and comfort facilities for staff.	Inadequate facilities for washing and taking rest breaks.	<ul style="list-style-type: none"> <li>• Seating is provided within the office and/or break room area with tea and coffee making facilities.</li> <li>• The office is maintained at a comfortable temperature.</li> <li>• Toilets are provided with hot and cold water at the wash hand basin, soap, hand towels, locks on the doors and sufficient ventilation.</li> </ul>

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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, working conditions, or physical, biological or physical agents.	<ul style="list-style-type: none"> <li>• All welfare facilities are maintained in a clean condition.</li> <li>• 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.</li> <li>• Town Hall will also liaise with HR for their Health and Wellbeing.</li> </ul>
Children/young people: Children 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"> <li>• Children/young people to be adequately supervised and accompanied at all times - by authorised guardians, parents, teachers etc.</li> <li>• Teachers / group leaders to be briefed to supervise children adequately.</li> <li>• Staff trained in lost child procedures.</li> <li>• Stewards to be extra vigilant when children present and to move position to monitor them adequately if necessary.</li> <li>• Trained first aiders available if necessary.</li> </ul>
Child Abuse	Children / Young people could be subjected to abuse.	<ul style="list-style-type: none"> <li>• Staff are never alone with individual children.</li> <li>• Accessible Safeguarding Policy is implemented.</li> <li>• CCTV covers specific areas within the Hall.</li> <li>• The police will be called if child abuse is suspected.</li> <li>• Any incidents will be recorded and collated by B:MUSIC LTD and investigated fully.</li> </ul>
<b>Section 4 - Traffic and Movement</b>		
Traffic, Vehicle Movements and loading bays	Risk serious, possibly fatal, injuries if struck by a vehicle. Personal injury or damage to equipment/property. Blocked emergency exits.	<ul style="list-style-type: none"> <li>• There is a designated area for larger vehicles to unload.</li> <li>• Where permitted there is a limited number of disabled bays.</li> <li>• There is open communication with Town Hall and the surrounding building site.</li> <li>• Loading bay surface is checked on a regular basis for broken glass, hazardous conditions and potholes.</li> <li>• Where possible there is a set limited capacity for the number of incoming vehicles allowed on to the loading bay.</li> </ul>
<b>Section 5 - General Food Activities</b>		

What are the Hazards?	How could people be Harmed?	Control Measures
<b>Risk Assessment of Trading Food &amp; Drink</b>  <b>Who Might be Affected?</b> Staff, clients, customers		<b>Date of Assessment</b> January 2021  <b>Name of Assessor</b> Stephanie Brown (Citation Ltd), Nicole Evans & Isabel Hyams (B:MUSIC LTD)  <b>NB: These control measures are in addition to site risk assessments which are held on Safety Cloud and remain applicable for other hazards.</b>
Manual Handling	Back pain and strains from carrying heavy or bulky items.	<ul style="list-style-type: none"> <li>• Staff will be trained in manual handling.</li> <li>• Crates or boxes of bottles are broken down into manageable quantities to enable easy lifting.</li> <li>• Storage areas for stock have been adjusted to minimise the need to stoop from floor level or reach above shoulder height.</li> <li>• A trolley is provided to assist with movement of heavy / bulky items.</li> <li>• 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.</li> <li>• Two man lift used where item too bulky or heavy for single person lift (depending on individual abilities)</li> <li>• Beer kegs whenever possible are moved by 'rolling' them over the floor surface, thereby minimising any lifting or strain being exerted on the body.</li> </ul>
Third party/contractor Caters	Visiting catering staff for private hire events may not be familiar with emergency procedures which may confuse or panic the public in the event of an evacuation.	<ul style="list-style-type: none"> <li>• Sufficient trained stewards always on duty for private hire events.</li> <li>• Catering Manager to brief catering staff on the day of the event.</li> <li>• Member of the food and beverage manager team to brief third party catering managers on duty.</li> <li>• 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.</li> </ul>
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"> <li>• Gloves are worn when using cleaning agents.</li> <li>• Staff undertake COSHH awareness training through the supplier.</li> <li>• Authorised staff only to undertake beer line cleaning to approved procedure and training.</li> <li>• Line cleaning to be undertaken only when bars are closed.</li> </ul>

What are the Hazards?	How could people be Harmed?	Control Measures
		<ul style="list-style-type: none"> <li>• PPE is available to staff undertaking beer line cleaning including, goggles, gloves and apron.</li> <li>• COSHH assessments are undertaken on hazardous chemicals used by staff, including beer line cleaner.</li> <li>• Appropriate signage is in place and chemicals are stored in a secure lockable cupboard in a suitable location.</li> </ul>
Carrying trays, platters or hot liquids.	Burns, cuts from broken crockery.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• If hot food is to be served, the customers are warned if plates are hot, especially children.</li> <li>• Broken trays will be taken out of use immediately.</li> <li>• Staff trained to only carry a weight that feels safe and comfortable.</li> <li>• When clearing tables with a tray, plates of the same size are stacked together, cups are not stacked more than 2 high.</li> <li>• When clearing without a tray, crockery is stacked in balanced layers with cutlery positioned securely.</li> <li>• Items must not be placed so as to limit or hinder visibility.</li> <li>• Do not overfill containers.</li> </ul>
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 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"> <li>• 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.</li> <li>• Cellar provided with enough space to allow safe manual handling techniques.</li> <li>• The cellar is appropriately lit to allow safe working practices to be employed.</li> <li>• Only trained and authorised staff have access to the cellar.</li> <li>• Safety gloves provided to authorised staff for use in the cellar.</li> <li>• Gas cylinders sourced from a reputable supplier.</li> <li>• Gas cylinders stored in an upright position and chained to the wall.</li> <li>• Cylinders are kept away from sources of heat.</li> <li>• Only trained and authorised staff change gas supply.</li> <li>• Staff are instructed to report any suspect cylinders to management.</li> </ul>

What are the Hazards?	How could people be Harmed?	Control Measures
Gas Cylinders	Explosion or carbon dioxide leak presenting risk of suffocation.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Cylinders are always connected to a reducing valve.</li> <li>• Cylinders must be carefully handled and not thrown or dropped.</li> <li>• Staff advised to turn equipment off in event of leak and to ventilate the cellar thoroughly to dissipate the gas.</li> </ul>
Use of high chairs.	Damaged high chairs, sharp edges, or incorrect fastening of the child into the seat.	<ul style="list-style-type: none"> <li>• High chairs are routinely visually checked for signs of damage or disrepair.</li> <li>• 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.</li> </ul>
Cuts from Broken glass /crockery	Broken glass can cause cuts to the skin.	<ul style="list-style-type: none"> <li>• Glass/China only permitted in the auditorium for private hires - for all other events only plastic glasses are permitted.</li> <li>• Appointed person/first aider(s) contacted if injuries sustained.</li> <li>• 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.</li> <li>• Glass is stored on low level shelves where possible to minimise risk of breakage.</li> <li>• A broken glass bin is provided behind the bar.</li> <li>• Broken glass is swept up with brush and dustpan and not picked up by hand.</li> <li>• 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.</li> <li>• Restrict stack height and ensure stability for crockery</li> <li>• Broken crockery is swept up with a brush and dust pan (not picked up by hand unless strong gloves worn)</li> <li>• Broken crockery is placed in the broken glass bin behind the bar.</li> </ul>
Slips and trips	Slipping on spillages, water or tripping over obstructions.	<ul style="list-style-type: none"> <li>• Good housekeeping standards are maintained and routinely checked by management during daily checks and managers audits.</li> <li>• Pedestrian routes such as floors and stairs are kept clear of trip and slip hazards.</li> <li>• Entrances and walkways are well-lit.</li> <li>• Mopping of floors is conducted during quiet times when staff and customers are not heavily concentrated in dining areas.</li> </ul>

What are the Hazards?	How could people be Harmed?	Control Measures
		<ul style="list-style-type: none"> <li>• Staff wear non-slip flat footwear with low heels.</li> <li>• 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.</li> <li>• Provision and use of wet floor signs when spillages have occurred.</li> </ul> <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"> <li>• Ensure periodic thorough examinations in accordance with a written scheme of examination as required by the Pressure Systems Regulations 2000.</li> <li>• 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.</li> <li>• Cold water supply must be on before the machine is switched on.</li> <li>• Drip trays must be kept in position.</li> <li>• Staff hold cups/pans etc so as to avoid splashing.</li> <li>• Employees must be fully trained in its use and potential dangers prior to operation.</li> <li>• Follow manufacturer's instructions for filling, operation and cleaning.</li> <li>• Turn off and isolate before cleaning.</li> </ul>
Operation of Coffee Machine	Explosion or Scalding	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Staff hold pans etc. so as to avoid splashing.</li> <li>• Employees must be fully trained in its use and potential dangers prior to operation. .</li> <li>• The coffee machine is subject to a thorough examination in accordance with a written scheme.</li> <li>• Follow manufacturer's instructions for operation and cleaning. Servicing will also be undertaken at the frequency specified by the manufacturer.</li> <li>• Machinery will be switched off and left to cool prior to servicing or cleaning.</li> </ul>
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"> <li>• The front of house Duty Manager will deal with customer complaints, trained staff will attend to calm a potentially aggressive situation.</li> <li>• The bar acts as a physical barrier between staff and someone who is acting aggressively.</li> </ul>

What are the Hazards?	How could people be Harmed?	Control Measures
		<ul style="list-style-type: none"> <li>• 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.</li> <li>• Any violent incidents would be logged online in the accident reporting folder and investigated.</li> <li>• Cash is secured in a safe.</li> </ul>
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"> <li>• 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.</li> <li>• Management is called to deal with potentially violent incidents and local police called where necessary.</li> </ul>
Furniture and furnishings	Sharp corners, falls from furniture, defective or faulty furniture or furnishings may break during use.	<ul style="list-style-type: none"> <li>• All fixtures and fittings are in good condition and routinely checked by staff to ensure they remain in good repair.</li> <li>• Furniture/equipment attached to the wall is stable and secure.</li> <li>• There should not be any furniture present with sharp corners at eye height – soft corner moulds can be added if needed.</li> </ul>
Cleaning body fluids	Infectious disease exposure.	<ul style="list-style-type: none"> <li>• OCS have body fluid spill kits and these are kept in the designated cleaning cupboards.</li> <li>• 'Spill packs' consisting of disposable gloves, disposable aprons and absorbent materials should be available and used when needed.</li> <li>• Vomit is covered to prevent potential airborne spread of virus particles.</li> <li>• The area is thoroughly cleaned and disinfected as quickly as possible.</li> <li>• Windows and/or doors are opened to provide increased ventilation.</li> </ul>

What are the Hazards?	How could people be Harmed?	Control Measures
Knife Handling	Cuts or amputations of hands or digits.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Cutting should be done with a firm grip and even pressure, cutting downwards and never 'towards' the body.</li> <li>• 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.</li> <li>• Never attempt to catch a falling knife.</li> <li>• When carrying sharp knives they should be held pointed downwards, with due care and attention.</li> <li>• Knives provided by the Company will be in good condition, sharp with secure handles.</li> <li>• 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.</li> <li>• 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.</li> </ul>
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"> <li>• Water mixer taps or taps fitted with thermostatic mixer valves are provided at sinks.</li> <li>• Display 'hot water' signs at sinks and on the catering urn.</li> <li>• Ensure staff are instructed / trained in the safe use of the catering urn.</li> <li>• Ensure that cups etc. are not overfilled to minimise the risk of spillages that may cause scalds.</li> <li>• 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.</li> </ul>
Hot Water/Surfaces	Staff or visitors could receive scalds or burns from coming into contact with hot water/drinks.	<ul style="list-style-type: none"> <li>• Staff encouraged to dispose of damaged mugs and to take care whilst handling hot items as detailed in the staff handbook.</li> </ul>

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