

> HELPING BUSINESS GET BACK TO WORK



1st October 2020

COVID-19 Safety Plan

Effective 1 October 2020

Cinemas, theatres and concert halls (including drive-in cinemas)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS	
Business name:	Riverside Theatres
Plan completed by:	Mike Brew – Riverside Operations Manager – 02 8839 3361
Approved by:	City of Parramatta – Crisis Management Team
Version control:	Version 4 – 12 th October 2020

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

1. Wellbeing of staff and customers
<p>1.1. Exclude staff and customers who are unwell from the premises.</p> <p>1.1.1. Conditions of Entry displayed at venue entrances that acknowledge COVID-19 conditions such as any visitor/staff displaying COVID-19 symptoms are instructed to stay away from the venue.</p> <p>1.1.1.1. These conditions of entry also address specific requirements for visitors/staff deemed vulnerable.</p> <p>1.1.2. Include the information "if you are unwell, do not attend the venue", on venue signage, noticeboards, website & hire guides.</p> <p>1.1.2.1. Reinforce through staff training, toolbox talks and client inductions upon entering the site.</p> <p>1.1.3. Updated terms and conditions for ticket holders.</p>
<p>1.2. Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.</p> <p>Riverside Theatres staff made aware of the online training module on "COVID-19 Infection Control."</p> <p>1.2.1.1. Training includes reinforcing to stay at home if you are sick, outlines when to get tested, how to stop the spread of COVID, and practical tips to stay safe including social distancing, cleaning, hand washing and respiratory hygiene.</p> <p>1.2.1.2. An acknowledgement of attainment is received upon completion.</p> <p>1.2.2. As an alternate to 1.2.1 - Riverside to conduct face to face COVID-19 training for staff covering: Understanding our restrictions, overview of our COVID-19 Safety Plan, overview of our COVID Safe Risk Management Plan, overview of PPE venue hardware and personal PPE, COVID Safe staff duties, COVID Safe positioning for public facing staff, roles and responsibilities of the COVID-19 Safe Hygiene Marshal and prevention in the spread of COVID-19.</p> <p>1.2.3. City of Parramatta desk staff to attend Learning and Development training modules aimed at assisting CoP staff to be COVIDSafe.</p> <p>1.2.4. Staff instructed and trained in how to deal with a suspected case of COVID-19 on premises.</p>

1.3. Make staff aware of their leave entitlements if they are sick or required to self-isolate.

- 1.3.1. Leave entitlement procedures for workers clearly outlined from City of Parramatta – People & Culture department on the [COVID-19 SharePoint site](#)* and also reinforced via internal communication channels.
- 1.3.2. Employees who are required to self-isolate are directed to the [COVID-19 SharePoint site](#)* for specific and more detailed information relating to available leave during the COVID-19 pandemic.
- 1.3.3. Where an employee is not sick but is directed not to attend the workplace due to isolation requirements, managers identify options for employees to work from home during the quarantine period as per the City of Parramatta Flexible Work Policy available on the [COVID-19 SharePoint site](#)*.
- 1.3.4. Where work is unable to be provided to employees of Riverside Theatres, they are to be placed on paid Special Leave for the entirety of the closure unless:
 - 1.3.4.1. The employee is directed to use excess Time in Lieu (provided 2 weeks' notice is provided).
 - 1.3.4.2. The employee is directed to take annual leave (where the employee has in excess of 8 weeks' annual leave and 4 weeks' notice is provided); or
 - 1.3.4.3. The employee is directed to take long service leave (provided 4 weeks' notice is provided).
- 1.3.5. Where work is unable to be provided to regular & forward roster casuals, they are to be placed on paid Special Leave for the length of the isolation (which as at 16 March 2020 is 14 days for forward roster casuals and 28 days for regular casuals).
 - 1.3.5.1. Casual employees do not accrue sick leave, and instead receive compensation for this as part of their casual loading.
- 1.3.6. Support services, such as the Employee Assistance Program (EAP) is available to all staff, including casuals.

* The COVID-19 SharePoint site is an intranet based site and is only accessible for City of Parramatta employees.

1.4. Display conditions of entry (website, social media, venue entry).

- 1.4.1. Conditions of Entry displayed at venue entrances and on the Riverside website.
 - 1.4.1.1. Inclusion of Riverside's additional health and safety measures in response to COVID-19
- 1.4.2. Pre-attendance communications provided to all visitors to Riverside via website & email. This includes:
 - 1.4.2.1. Conditions of Entry
 - 1.4.2.2. Outline of safety measures
 - 1.4.2.3. Any new procedures
 - 1.4.2.4. Visitor obligations, such as the obligation to stay at home if symptomatic.
- 1.4.3. Information is also displayed throughout the venue on wall mounted and noticeboard mounted signage which includes 4 key messages; stay at home if you are sick, practice social distancing, wash hands thoroughly and cough or sneeze into your elbow.
- 1.4.4. Artists, contractors, presenting partners and resident companies to be sent the conditions of entry directly via the Riverside Theatres Programming Team.

1.5. Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).

- 1.5.1. Customers who have invested in a ticket purchase to be readily assisted when notifying Riverside Theatres that they are unwell and cannot attend.
- 1.5.2. Avoid a ticket holder being inadvertently encouraged to attend a performance when unwell in an effort to not lose out financially:
 - 1.5.2.1. Riverside Theatres will readily work with a ticket holder to facilitate an exchange of performance date or credit note for the value to be carried forward as a credited Gift Voucher for redemption to a future performance if practical.
 - 1.5.2.2. In cases where future attendance is deemed impractical, highly unlikely or impossible, a discretionary refund would be considered.

1.6. Ensure COVID-19 Safety Plans are in place, where relevant, for: community centres and halls (if hiring out space).

Premises with food or drink services must completed the COVID-19 Safety Plan for restaurants and cafes and register their business through nsw.gov.au
Venues taking bookings for weddings, funerals and corporate events (function centres only) should ensure there is a COVID-19 Safety Plan in place for the event.

- 1.6.1. Production companies & venue hirers to provide a completed COVID-19 Safety questionnaire (or a full-fledged COVID-19 Safety Plan) for their production / use of the venue.
- 1.6.2. Riverside Bar is operated by Riverside Theatres and therefore is operated under this COVID-19 Safety Plan using the Restaurants and Cafés guidelines – [Attachment 1 – pages 10 – 13](#)
- 1.6.3. Riverside Staff working in the Heritage Centre are covered under this COVID-19 Safety Plan and the COVID-19 Safety Plan as held by the Heritage Centre team.
- 1.6.4. Riverside Rehearsal Studio & Northmead Rehearsal Studio is operated by Riverside Theatres but deemed to be a community style hall and therefore is operated under its own COVID-19 Safety Plan for Community Centres & Halls. – [Attachment 2 – pages 14 – 17](#)

2. Physical distancing

2.1. Capacity must not exceed one person per 4 square metres of publicly accessible space (excluding paid staff) OR 50% capacity of the venue (to a maximum of 1000 persons), whichever is the greater. Children count towards the capacity limit.

Bookings for some significant events have separate capacity limits. Bookings for significant events can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.

- 2.1.1. Riverside Operations to calculate maximum capacities of all spaces/rooms located within the venue based on current NSW State Government restrictions.
 - 2.1.1.1. NSW Health have stated that venues can include foyers and other publically accessible spaces into each venue's 1 person per 4 square meters' calculation providing the space calculated is accessible to the public at the time of patronage.
 - 2.1.1.2. 50% capacities have been deemed the greater capacity. Therefore, venues within Riverside Theatres have been calculated to the following:
 - 2.1.1.2.1. Riverside has been determined to allow up to a maximum of 380 patrons using the 50% model
 - 2.1.1.2.2. Lennox has been determined to allow up to a maximum of 106 patrons using the 50% model
 - 2.1.1.2.3. Raffertys has been determined to allow up to a maximum of 44 patrons using the 50% model
 - 2.1.1.2.4. Maximum capacities may be lesser than the above figures due to production restrictions such as singing or wind instrument activities.
 - 2.1.1.3. The Courtyard for a seated event has been determined to allow up to a maximum capacity of 100 patrons using the 4sqm rule and abides by the fire regulation maximum capacity for this space.
 - 2.1.1.4. **Stage areas and back of house spaces are not accessible to the public and therefore cannot be included in the operating patronage capacity for the venue in relation to point 2.1**
- 2.1.2. Ticket sales and venue bookings (rehearsals / productions / functions etc) will be limited to the COVID-19 Safety Plan maximum capacity of each venue as outline above.
- 2.1.3. All planning of future productions will be planned as per **current** restrictions in place by the Public Health Order and only once the order has been updated will Riverside engage in altering future production plans in regards to capacities.

2.2. Seated groups or individuals should be separated by 1-2 empty seats on both sides to support physical distancing. Develop strategies to achieve this, such as ticketing arrangements or blocked seating. If non-ticketed areas are being utilised, have strategies in place to ensure physical distancing between non-household groups.

- 2.2.1. Use allocated and reserved seating for all events to ensure minimum 1.5m distancing between groups in the same row. Therefore, Riverside will use 2 seats gap to achieve this minimum.
- 2.2.2. Develop specific venue seating maps which adheres to 2.2.1. and the relevant current health guidelines and restrictions.
- 2.2.3. If required to alter the seating plan allocation method, then ensure the ticketing process is solid to prevent the intentional or inadvertent sale of reserved seating tickets in closer proximity to one another than intended.
 - 2.2.3.1. These altered seating plans must be presented to Riverside leadership for approval before the sale of an event using this altered seating plan.
- 2.2.4. In cases where General Admission events are undertaken then the following should be considered and added as an attachment to the productions COVID-19 Safety Plan:
 - 2.2.4.1. What are the benefits of this event being GA that would outweigh an allocated ticket type?
 - 2.2.4.2. What additional audience controls will be required in the venue spaces to maintain a COVIDSafe venue?
 - 2.2.4.3. Is "individual" contact tracing to be deemed required due to GA function type and seating plan type?
 - 2.2.4.4. What pre-event audience management and communications would be required to manage this expectation?
 - 2.2.4.5. These considerations must be addressed and presented to Riverside leadership for approval of a GA event being conducted.

2.3. If a venue has multiple theatres, consider staggering the start and end times of different shows where possible to minimise crowding.

- 2.3.1. Where multiple venues are running on one day/evening, stagger the start times of performances or films to avoid intermingling of audiences at the start of show/film, interval (if applicable) and the end of the show/film where possible.
- 2.3.2. Sufficient time allowed between shows/films in the same venue to enable cleaning of venue for audiences.
- 2.3.3. Only ticket holders may enter the foyer at the designated time.
- 2.3.4. External foyer doors to open prior to the performance / film start time a minimum of 30 minutes prior to the start time of the performance / film
- 2.3.5. Internal auditorium doors to open at the same time as external foyer doors to assist with easing of foyer congestion.

2.4. Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or to order food or drinks. Promote online ticket purchasing and electronic ticket checking where this is available. Use separate door or rope barriers to mark the entry and exit wherever practical.

2.4.1. Venue Wide

2.4.1.1. Floor stickers have been placed at all venue entries and on other hard floor surfaces throughout the venue where congestion may occur e.g. stage door & courtyard entrances.

2.4.1.2. Lolly pop signage have been placed throughout the venue with "please stand here" and "please keep 1.5m apart" messaging

2.4.1.3. Front of House to assist in the managing of physical distancing if any queues become unavoidably high.

2.4.2. Ticketing and Box Office

2.4.2.1. Remove the venue box office collection option when purchasing online or via telephone.

2.4.2.2. Riverside Marketing to run campaign's encouraging online booking.

2.4.2.3. Align process with any authorised external ticketing agencies if applicable.

2.4.2.4. Offer easy post-sale care for booking changes and reissuing of lost or missing tickets.

2.4.3. On-site ingress and egress

2.4.3.1. FOH to scan tickets using contactless scanning upon entry to foyer.

2.4.3.2. Patrons directed to Box Office only if ticketing issue or requiring to purchase a ticket.

2.4.3.3. Queue management (eg queuing along one side of exterior loggia) with appropriate queue management to manage the patrons approaching front doors for ticket scanning.

2.4.3.4. Promote physical distancing messaging within foyer announcements and / or pre-show announcements if applicable.

2.4.3.5. Use main foyer doors (east of the bar) for all ingress and egress

2.4.3.6. Use alternative foyer doors (west of the bar) for egress to avoid foyer congestion if necessary at the end of a larger attended production.

2.4.3.7. Use all foyer to auditorium doors as normal to spread the crowd out but have distancing signage near where patrons queue.

2.4.3.8. All internal double doors should be opened prior to the performance / film, and at the end to allow maximum movement and promote patrons not having to touch doors.

2.4.4. Bathrooms

2.4.4.1. Provide clearly indicated maximum space limit signage in bathroom entrances and main bathroom spaces

2.4.4.2. Use all available bathrooms in the foyer for all performances

2.4.4.3. Monitor queuing and use Front of House staff to redirect patrons to other bathroom facilities.

2.4.5. Food and Beverage

2.4.5.1. Allow drinks inside the venue for performances / films where possible to avoid gatherings in foyers (BAU).

2.4.5.2. Barriers and signage in foyer as appropriate to control the flow of patrons to the bar.

2.4.5.3. Use of alternate bar/café facilities so patrons can distance from the main bar.

2.4.5.4. Utilise online order and table service where applicable to promote distancing from the main bar.

2.5. Consider strategies to manage crowding during an intermission, such as a longer intermission period, encouraging people to take their food or drinks back to their seated area, adding additional food and drink service points and allowing customers to leave and return to the premises during this period.

2.5.1. As much as possible, intervals are to be avoided. This is to be a discussion point in the initial planning stages with Riverside Programming Team and all producers / hirers.

2.5.2. If intermission is scheduled, patron movement inside and outside venue to be encouraged to be kept to a minimum through a range of measures dependent on the show requirements.

2.5.2.1. No bar to discourage patrons coming out.

2.5.2.2. Delivered by foyer announcements and / or pre-show announcements if applicable.

2.5.2.3. Comms at the time of purchasing a ticket and prior to attending the event.

2.5.3. Internal auditorium doors to be fully opened to allow maximum movement of patrons through the space.

2.5.4. Patrons guided to a managed door for access to the outside and must produce their ticket for re-entry.

2.5.5. Heating to be used in courtyard to encourage patrons to use the courtyard area even in winter and move out of the foyer.

2.6. Singing and certain wind instruments, can spread COVID-19 if a participant is infected. Additional planning around these activities should be undertaken from a work health and safety perspective.

2.6.1. There is a minimum distance of 1.5m between the performance space and any audience member unless the performers are categorised in points 2.6.2 and/or 2.6.3

2.6.2. Individual and Group Singers

- 2.6.2.1. Productions with individual singing and/or groups of singers should ensure the performers are a minimum of **5 metres** distance from all audience, crew and other non-singing performers in the direction they are singing.
- 2.6.2.2. There should be no more than 5 singers in one group and other groups of singers must be a minimum of 5 meters away.
- 2.6.2.3. Productions involving singing must submit a COVIDSafe Risk Assessment and Management Plan to the Technical Coordinator's for approval on the positioning and direction of singing performers on stage for performance and for rehearsals in any onsite locations at Riverside Theatres.
- 2.6.2.4. A stage/seating plan identifying singer location and direction as well as demonstrating the minimum **5 metres** distance is advisable.
- 2.6.2.5. Stage spiking of performer area and exclusion zone is advisable.
- 2.6.3. Specific Wind Instruments (non-reeded woodwind instruments)
 - 2.6.3.1. Productions with orchestras containing non-reeded woodwind instruments should ensure the performers are a minimum of **3 metres** distance from all audience, crew and other non-playing performers in the direction of air flow.
 - 2.6.3.2. Productions involving non-reeded woodwind instruments must submit a COVIDSafe Risk Assessment and management plan to the Technical Coordinator's for approval on the positioning and management of musicians in the orchestra pit or on the stage as well as in any approved back of house areas.
 - 2.6.3.3. A stage/seating plan identifying location and airflow direction of non-reeded woodwind instrument musicians as well as demonstrating the minimum **3 metres** distance is advisable.
 - 2.6.3.4. Wind Instrument Musicians not to warm up their instrument other than their designated performance area in the venue. This may be in the orchestra pit or in situ on the stage. Wind instrument musicians not to warm up their instrument in any other back of house room unless prior approval has been granted by Riverside Theatres Technical Coordinators.

2.7. Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in offices or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.

- 2.7.1. Internal signage provided to outline physical distances, maximum capacities in venues, dressing rooms, offices and shared spaces.
- 2.7.2. Stages, back of house rooms (dressing rooms, hallways, green room, offices etc) admin offices, shared spaces, control rooms and meeting rooms are limited in their capacities by 4 square metres per person to ensure enough space for physical distancing and not overcrowding. This is reinforced with signage.
- 2.7.3. No shared food or riders
- 2.7.4. Avoid overlap of crews and productions in Green room
- 2.7.5. Crews and artists to maintain physical distancing, including during rehearsal, performances, side of stage and in dressing rooms.
- 2.7.6. Mechanical or other aids considered to increase the distance between people for a task. However, the safety of the task should not be compromised and still meet the outcomes of any safe work method statements.
- 2.7.7. Physical distancing controls outlined in shift toolbox talks for crews as well as induction talks with hirers or production companies.
- 2.7.8. Face masks are mandatory for Riverside front/patron facing staff.
- 2.7.9. Face masks are strongly recommended for patrons visiting the venue and are available upon request.

2.8. Use telephone or video for staff meetings where practical.

- 2.8.1. Skype for Business & Microsoft Teams platforms used across all staff groups, supported by broader web meeting platforms like Zoom for large scale meetings
- 2.8.2. Working from home is encouraged for non-essential works to minimise the numbers of staff that are onsite at any one time.
- 2.8.3. Face to face meetings are limited and only conducted when absolutely necessary. Masks are strongly recommended in these situations.

2.9. Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.

- 2.9.1. Fulltime Riverside staff are following the City of Parramatta Re-Entry into the Workplace resource as available on the [COVID-19 SharePoint site*](#).
 - 2.9.1.1. Staged approach and plan in re-entering the workplace.
 - 2.9.1.2. Work from home and flexible work arrangements continue to be encouraged for any work activities that can be completed off-site in line with the CoP Flexible Work Policy.
- 2.9.2. Considerations to stagger break times with consideration of onsite staff and venue amenity limitations in shared rooms like green room, courtyard, foyer etc to avoid over-crowding.
- 2.9.3. Production companies and venue hirers to schedule their performers and production crew to be onsite at certain times to meet and not exceed venue capacities in back of house areas and stage spaces. This plan must be sent to the Technical Coordinators as part of the event planning and COVIDSafe risk assessment management plan.

2.9.4. Avoid overlap of Riverside Front of House or Technical teams between shows.

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2.10. Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

2.10.1. Box Office Operations

2.10.1.1. Box office area has been shielded to minimise opportunities for exposure.

2.10.1.2. Options for Box Office staff to use PPE such as gloves and/or use tongs or similar to issue tickets are to be made available for use.

2.10.2. Food and Beverage

2.10.2.1. Bar & Café area has been shielded at each till to minimise opportunities for exposure.

2.10.2.2. EFTPOS Terminals have been situated in front of shields to allow for ease of access by patrons.

2.10.2.3. Bar is EFTPOS only minimising contact in handling of money.

2.10.2.4. Mandatory for bar staff to use PPE such as gloves and tongs when serving.

2.11. Review regular deliveries and request contactless delivery and invoicing where practical.

2.11.1. Contactless processes are encouraged as much as possible.

2.11.1.1. Deliveries to front door to be granted access via Intercom and items placed by delivery company in front of bar or in front of box office area.

2.11.1.2. Deliveries to the courtyard gates to be granted access via the facilities team and items placed by delivery company upon direction of facilities team in rear of the courtyard.

2.11.1.3. Deliveries to the loading dock to be granted access via the operations teams and items placed by delivery company upon direction of operations team on the side of Riverside stage area.

2.11.1.4. All deliveries should be wiped down by disinfectant wipes before handling by Riverside staff.

2.11.2. Relevant paperwork and dockets are emailed to delivery driver and these should be shown to Riverside staff on arrival.

2.11.3. Invoicing should be emailed to staff rather than paper versions being sent.

2.12. Have strategies in place to manage gatherings that may occur immediately outside the premises.

2.12.1. Position front of house as a welcoming and farewell team at key ingress and egress points to provide information and support for audience members

2.12.2. Venue Hirers and production companies must provide planning as part of their COVIDSafe Risk Assessment management plans on how they will manage performer pickups outside of the venue if applicable (eg youth performers etc).

2.12.3. Venue Hirers and production companies not to do official performer meet and greets with the audience before or after a production without the express written permission of the Riverside Leadership team.

2.13. Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue for larger shows, if crowding on public transport may occur.

2.13.1. Maximum attendance in Riverside venues unlikely to drive crowding on public transport.

2.13.2. Events in Bank West Stadium could pose an increase in public transport use and foot traffic around the venue.

2.13.2.1. Scheduling productions away from any games if possible.

2.13.2.2. If a game schedule at the same time as a performance, ensure notification to patrons of a game being on and to take measures to be COVIDSafe on public transport and walking to the venue.

2.14. Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.

2.14.1. Utilise the Riverside carpark for patrons attending small events if practical

2.14.2. Liaison with local parking providers, Secure Parking (Eat Street Car Park) & Novotel, if they are still running a parking special for our patrons. Investigate if they will look at an ongoing discount and any promo codes going forward.

3. Hygiene and cleaning

3.1. Adopt good hand hygiene practices

3.1.1. All visitors and staff to the venue are guided to

3.1.1.1. Wash hands regularly with soap and water before and after work tasks, especially before and after breaks

3.1.1.2. Regularly apply hand sanitiser located at prominent back of house areas, in venues and other public locations around the building.

3.1.1.3. Do not touch your face. Sneeze or cough into your elbow.

3.1.1.4. Minimize sharing of tools and equipment. If this is unavoidable (eg consoles, meeting room equipment etc), ensure the equipment is thoroughly cleaned with alcohol based cleaner or disinfectant wipes between uses.

<p>3.1.2. Signage of correct method of handwashing located at all handwashing facilities.</p> <p>3.1.3. Office staff also to have disinfectant wipes available to wipe and clean computer keyboard, mouse and telephones.</p>
<p>3.2. Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.</p> <p>3.2.1. Toilet seat sanitiser sprays added to all toilet cubicles in the front of house bathrooms & office bathrooms.</p> <p>3.2.2. Pre-interval and post-performance OR daily for non-performance days, stock check and cleaning of front of house and administration bathrooms</p> <p>3.2.3. Post-performance/event stock check and cleaning of back of house bathrooms</p> <p>3.2.4. Storage areas are well stocked to ensure there is no shortage of supplies.</p>
<p>3.3. Have hand sanitiser at key points around the facility, such as entry and exit points.</p> <p>3.3.1. Front of House: Touchless hand sanitisation stations are installed across the site in all paths of travel and nearby bathroom facilities.</p> <p>3.3.2. Back of House & Admin Offices: Touchless hand sanitisation stations are installed at frequently accessed areas including cloak-on areas, kitchens, green room.</p> <p>3.3.3. Portable self-standing touchless hand sanitisation units available to be moved into an area that may be deemed a temporary high frequented area.</p>
<p>3.4. Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.</p> <p>3.4.1. Riverside Operations team have upgraded the venue Cleaning Standard Operating Procedure to include routine disinfection, non-COVID case cleaning and confirmed COVID case cleaning as well as listing the approved certified disinfectants that kills COVID-19.</p> <p>3.4.2. Increase in cleaning staff on-site to ensure sanitising practices and supervisor audits to take place on all major paths of travel (foyers, hallways) and within frequented spaces (bathrooms, dressing rooms, green room, etc)</p> <p>3.4.3. Within accommodation, the frequency of cleaning has been increased during the trading hours of a production containing audiences so a designated facilities team member can be solely dedicated to be disinfecting touch point surfaces including but not limited to amenities, administration areas, external amenities, tables and benches.</p> <p>3.4.4. Non-fire doors to be "held open" in all major paths of travel to minimise touch points.</p> <p>3.4.5. Internal keypad access fire doors to be set to auto unlock between 9am to 5pm Mon to Fri while no audience activity.</p> <p>3.4.6. Production briefs and end of night / show reports to explicitly outline key rooms and paths of travel used by audiences, performers and crew to flag additional cleaning requirements to be reviewed and actioned by the Riverside facilities team.</p>
<p>3.5. Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.</p> <p>3.5.1. Riverside Facilities team ensure that appropriate cleaning products are used in correct strength as per the manufacturer's instructions.</p> <p>3.5.2. All disinfectant products selected are approved for the surface to be cleaned. In general, Riverside Facilities use combined detergent/disinfectant solutions or wipes for hard surfaces.</p> <p>3.5.3. Some products such as bleach can damage fabrics, stainless steel and other surfaces so only plant based or recommended hospital grade disinfectant which contains Viral killing products are used.</p> <p>3.5.4. Safety Data Sheets are to be available for all chemicals utilised in the workplace. For most general cleaning tasks, a neutral detergent with pH between 6 and 8 is used.</p> <p>3.5.5. Food and Beverage</p> <p>3.5.5.1. Glassware and bar utensils will be washed in glasswashers operating at optimum/approved temperatures using approved chemicals.</p>
<p>3.6. Develop strategies to address cleaning of very high-touch surfaces such as handles and chair arms. Consider having disinfectant wipes available for customers to use.</p> <p>3.6.1. Riverside Facilities team have a cleaning schedule for high touch surfaces.</p> <p>3.6.1.1. Particular attention is paid to horizontal surfaces such as tables, chairs & arm rests and frequently touched surfaces such as handrails, door handles, toilets, basins, cisterns, light switches, bench tops as well as any frequently touch areas like keypads etc.</p> <p>3.6.1.2. Front of House staff may be included in assisting the cleaning and sanitisation of the foyer and venues.</p> <p>3.6.2. Venues cleaned including all seats and arms before each show to ensure that area is sanitised before the next audience.</p> <p>3.6.2.1. Riverside to provide an initial clean before each production.</p> <p>3.6.2.2. Venue Hirers requesting multiple audiences of patrons coming and going throughout the hired time in the venue will need to provide a cleaning plan to the Operations Manager as part of their RA management plan to adequately clean the seats between each group of audience members.</p>

- 3.6.2.3. Venue Hirers can elect to pay a Riverside custodian who will be dedicated to the cleaning requirements between each of the audience sittings.
- 3.6.3. Food and Beverage
 - 3.6.3.1. The free water station which forms part of Riverside's Responsible Service of Alcohol policy will be replaced with a free water option to be ordered at the bar.
 - 3.6.3.2. Counters regularly sanitised with appropriate products
 - 3.6.3.3. Sanitiser available near service counters for patrons to use as required.
- 3.6.4. EFTPOS
 - 3.6.4.1. Wipes available for EFTPOS keypads and bins to discard must be available.

3.7. Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

- 3.7.1. Personal Protective Equipment is provided for all cleaning staff
- 3.7.2. All cleaning staff advised to:
 - 3.7.2.1. Stay at home if they are in any way unwell, even with minor symptoms.
 - 3.7.2.2. Use chemicals in accordance with the Manufacturer's instruction and the safety data sheets.
 - 3.7.2.3. Avoid touching their face especially mouth, eyes and nose when cleaning
 - 3.7.2.4. Wear appropriate personal protective equipment e.g. disposable gloves and mask (if they deem appropriate) while cleaning
 - 3.7.2.5. Wear protective eyewear to avoid eye splashes when handling disinfectant solutions
 - 3.7.2.6. Perform hand hygiene after removing disposable gloves on completion of cleaning tasks.
- 3.7.3. Production staff trained on procedures and cleaning protocols for the sanitisation of production equipment including the use of any required PPE.

3.8. Encourage contactless payment options.

- 3.8.1. All cash handling terminals on site have contactless payment services
- 3.8.2. Box office operations
 - 3.8.2.1. Online payment facilities are available for booking and paying for tickets
 - 3.8.2.2. Cashless operation procedure at onsite box office and tap and go type payment encouraged over swipe or card insert.
 - 3.8.2.3. In all cases of EFTPOS use at the Box Office the cleaning of the keypad is to be undertaken before and after each use via disinfectant wipes.
- 3.8.3. Food and Beverage
 - 3.8.3.1. Cashless operation procedure at onsite bar and tap and go type payment encouraged over swipe or card insert.
 - 3.8.3.2. In cases of PIN entry, cleaning of the keypad is to be undertaken following the use of the terminal.

4. Record Keeping

4.1. Keep a record of name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days. For group bookings, one contact is sufficient to support contact tracing. Ensure records are used only for the purpose of tracing COVID-19 infections and are stored confidentially and securely.

- 4.1.1. Ticket and booking processes to ensure that name, mobile number and/or email address are collected for at least one member of each group booking tickets to attend a performance or event at Riverside Theatres. This includes any complementary tickets.
 - 4.1.1.1. General Terms and Conditions for Tickets and Attendance at Events should reference the requirement for provision of details to be made available to authorities for the purpose of contact tracing should risk of exposure be present.
 - 4.1.1.2. Terms and conditions should specify that the purchaser is required to retain contact records of ticket holders entering the event on tickets purchased by them, and that they are obliged to readily supply these details/on-inform other attendees in response to contact tracing being initiated by health authorities.
 - 4.1.1.3. Customer communications and transaction path messaging to highlight CovidSafe changes to Terms & Conditions and contact tracing requirements of purchasers.
- 4.1.2. All Riverside Staff are to access venue carpark & outside doors with their own access code which the name, date and time are recorded.
- 4.1.3. All Casual Staff are to utilise the Kronos clock to clock in and out which will record that you attended site.
 - 4.1.3.1. The clocks should be wiped down before and after use followed by good hand hygiene.
- 4.1.4. All Full-time and Part-time staff:
 - 4.1.4.1. Utilise Kronos online to indicate working from home or working from site or utilise the physical Kronos clock onsite if they choose to.
 - 4.1.4.2. Utilise the Onsite Roster in Teams to indicate if they are planning on working onsite.
- 4.1.5. Reports can be run on both systems to determine who was on site on a particular day.

4.1.6. All Non ticketed visitors, performers, outside crew, contractors etc must sign-in at the stage door or the front door with a Riverside representative present and contact details are kept either digitally via an online form accessed on the visitors own personal mobile device or via a paper form as backup to the digital form.

4.2. Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

4.2.1. The COVIDSafe app has been promoted in internal communications to staff

4.2.2. COVIDSafe app to also be promoted and encouraged to download for patrons and visitors to site.

4.3. Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

4.3.1. Riverside Theatres process which outlines the steps to deal with a suspected or positive case of COVID-19

4.3.2. This process outlines the requirement for the Riverside leadership team to notify SafeWork NSW in the case of a positive or confirmed case of COVID-19.

COVID-19 Safety Plan – Restaurants & Cafés Attachment

Effective 1 October 2020

Covering the Operation of the Riverside Bar & Café

BUSINESS DETAILS	
Business name:	Riverside Theatres
Plan completed by:	Mike Brew – Riverside Operations Manager – 02 8839 3361
Approved by:	City of Parramatta – Crisis Management Team
Version control:	Version 4 – 12 th October 2020

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

5. Wellbeing of staff and customers
<p>5.1. Exclude staff and customers who are unwell from the premises.</p> <p>5.1.1. See 1.1</p>
<p>5.2. Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Train staff in the process of how to collect and store contact details of patrons if your venue is dine-in.</p> <p>'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website foodauthority.nsw.gov.au/covid-training</p> <p>5.2.1. See 1.2</p> <p>5.2.2. All staff have been trained in when and how to sign in patrons and visitors using either a registered ticket, online QR code form or paper form</p> <p>5.2.3. All Front of House staff handling food and beverages at the bar to complete Covid-19 awareness for food service course and provide Riverside with certificate.</p>
<p>5.3. Make staff aware of their leave entitlements if they are sick or required to self-isolate.</p> <p>5.3.1. See 1.3</p>
<p>5.4. Display conditions of entry (website, social media, venue entry).</p> <p>5.4.1. See 1.4</p>
<p>5.5. Venues must assign one staff member as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping. If a venue has more than one separate area, there must be a COVID-19 Safe Hygiene Marshal in each separate area.</p> <p>If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshal/s must always be present while the venue is operational; for venues with a capacity less than 250 patrons, the identified Safety Marshal/s must be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).</p> <p>5.5.1. During peak periods of audience activity, a Front of House staff member will be assigned as the COVID-19 Safe Hygiene Marshal.</p> <p>5.5.2. All ushers act as COVID-19 Safe Hygiene Officers within the venue auditorium assisting and escalating any issues to the assigned COVID-19 Safe Hygiene Marshal on duty.</p> <p>5.5.3. Training has been provided to these staff as per guideline 1.2</p>
6. Physical distancing
<p>6.1. Capacity must not exceed 300 patrons, or the number allowable by one customer per 4 square metres of space, whichever is the lesser.</p> <p>6.1.1. See 2.1</p> <p>6.1.2. Capacity requirements governed by regulations set by the COVID-19 Safety Plan for Cinemas, theatres and concert halls (including drive-in cinemas)</p>

<p>6.2. If the premises has more than one separate area, each separate area can have up to 300 persons, or the number of persons that is equivalent to one person per 4 square metres of space (whichever is the lesser), provided that each separate area is:</p> <ul style="list-style-type: none"> • separated from other areas on the premises • designated a separate area by the occupier of the premises • has staff that are providing food and drink only in that area • does not allow people in different areas to mingle • monitored by a designated COVID-19 Safe Hygiene Marshal at required times. <p>6.2.1. See 2.1</p> <p>6.2.2. Capacity requirements governed by regulations set by the COVID-19 Safety Plan for Cinemas, theatres and concert halls (including drive-in cinemas).</p> <p>6.2.3. All publicly accessible spaces are monitored by a designated COVID-19 Safe Hygiene Marshal at all times of public occupation.</p>
<p>6.3. Dancefloors are generally not permitted. However, there may be events where a dancefloor is permitted with a COVID-19 Safety Plan in place.</p> <p>6.3.1. No designated dancefloors have been approved within Riverside for public use. Productions involving dance performances abide by the above main body of the regulations in the Riverside Theatre COVID-19 Safety Plan.</p>
<p>6.4. Bookings must not exceed 10 customers (except for weddings, funerals and corporate events). There should be no more than 10 customers at a table. Children count towards the capacity limit.</p> <p>6.4.1. See 2.1</p> <p>6.4.2. Capacity requirements governed by regulations set by the COVID-19 Safety Plan for Cinemas, theatres and concert halls (including drive-in cinemas).</p> <p>6.4.3. Corporate events hiring the Riverside Theatre where table-set catering is involved must provide table plans ensuring no more than 10 people (including any children of any age) are sitting at each table.</p>
<p>6.5. Venues taking bookings for weddings, funerals and school events should ensure there is a COVID-19 Safety Plan in place for this event. Bookings can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.</p> <p>6.5.1. See 2.1</p> <p>6.5.2. Capacity requirements governed by regulations set by the COVID-19 Safety Plan for Cinemas, theatres and concert halls (including drive-in cinemas).</p>
<p>6.6. Reduce contact or mingling between customer groups and tables wherever possible.</p> <p>6.6.1. Allocated seating within the venue reduces contact and mingling between customer groups.</p> <p>6.6.2. Other elements of the main Riverside Theatres Covid-19 Safety Plan assist in reducing contact and mingling between customer groups in the foyers.</p>
<p>6.7. Move or remove tables and seating to support 1.5 metres of physical distance wherever possible. Household or other close contacts are not required to physically distance. Groups of friends may not necessarily all be household-like contacts and so may require additional space at a table so that they can physically distance.</p> <p>6.7.1. Foyer tables, chairs, bench seats etc setup to allow couples seating with the minimum 1.5 metres of physical distance between each couple.</p> <p>6.7.2. Foyer built in bench seats to have signage indicating social distancing requirements between different household groups using these non-moveable seats.</p> <p>6.7.3. Courtyard tables and chairs setup to allow couples seating with the minimum 1.5 metres of physical distance between each table.</p> <p>6.7.4. Courtyard couches to be removed from Courtyard.</p>
<p>6.8. Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.</p> <p>6.8.1. See 2.4</p>
<p>6.9. Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.</p> <p>6.9.1. See 2.7</p>
<p>6.10. Alcohol can only be consumed by seated customers.</p> <p>6.10.1. Communications to patrons as part of Conditions of Entry displayed upon entry and on website.</p> <p>6.10.2. Front of House staff to ensure patrons are sitting in foyer/courtyard chairs to consume any alcohol purchased at the bar.</p>

6.10.3. Encourage patrons to take their seats in the theatres if the doors have been opened.
6.11. Where reasonably practical, stagger start times and breaks for staff members.
6.11.1. See 2.9
6.12. Consider physical barriers such as plexiglass around counters with high volume interactions with customers.
6.12.1. See 2.10
6.13. Review regular deliveries and request contactless delivery / invoicing where practical.
6.13.1. See 2.11
6.14. Introduce strategies to manage gatherings that may occur outside the premises.
6.14.1. See 2.12

7. Hygiene and cleaning
7.1. Adopt good hand hygiene practices
7.1.1. See 3.1
7.2. Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.
7.2.1. See 3.2
7.3. Reduce the number of surfaces touched by customers wherever possible.
7.3.1. As per 2.3 – doors to venues will be open at the same time (if possible) as outside doors to venue. This is to allow patrons to move directly to their seats in the venue avoiding the need to stop in the foyer unnecessarily.
7.4. No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.
7.4.1. Catering for artists organised by Riverside is to be provided in individual lunch/dinner pack style boxes.
7.4.2. Catering for functions organised by Riverside is to be provided in individual lunch/dinner pack style boxes.
7.4.3. Catering for cabaret audiences by Riverside is to be provided in individual shared packed boxes (1 per house hold couple).
7.4.4. All beverages are separately packaged and the bar has removed the communal water station with free water glasses by order.
7.5. Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.
7.5.1. See 3.5
7.5.2. Cutlery and some plates in use are disposable.
7.6. Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.
7.6.1. Menus are digital either via screens at the bar or online accessed by a QR code at the cabaret table.
7.7. Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.
7.7.1. See 3.4
7.7.2. Tables, chairs and tables are cleaned as part of the Riverside Cleaning SOP and on schedule from the Patron Management Plan for the day.
7.7.3. Pens in the "used" bin are sanitised effectively and then returned to the "clean" bin
7.7.4. All tills, ticket scanners and radios cleaned before and after use.
7.8. Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.
7.8.1. See 3.5
7.9. Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.
7.9.1. See 3.7
7.10. Encourage contactless payment options.
7.10.1. See 3.8

8. Record Keeping	
<p>8.1. Keep name and a contact number for all staff, customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Where possible, personal details should be collected in a way that protects it from disclosure to other customers. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely. QR Code sign-in is encouraged.</p> <p>It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records. Paper sign-in is permitted, but premises must convert these into digital form within 24 hours, and provide immediately if requested.</p> <p>8.1.1. See 4.1</p> <p>8.1.2. Paper sign in forms are placed into a locked box for storage until the daily collection.</p> <p>8.1.3. Paper sign in forms are collected daily, scanned and sent to the Operations Manager for filing and storage with the computerised forms.</p>	
<p>8.2. Make your staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.</p> <p>8.2.1. See 4.2</p>	
<p>8.3. Except for food courts, all venues must register their business through nsw.gov.au. Food courts should consider registering their business through nsw.gov.au.</p> <p>8.3.1. Riverside Theatres is registered with nsw.gov.au</p>	
<p>8.4. Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.</p> <p>8.4.1. See 4.3</p>	

COVID-19 Safety Plan – Community Centres & Halls

Effective 1 October 2020

Covering the Operation of the Riverside & Northmead Rehearsal Studios

BUSINESS DETAILS	
Business name:	Riverside Theatres
Plan completed by:	Mike Brew – Riverside Operations Manager – 02 8839 3361
Approved by:	City of Parramatta – Crisis Management Team
Version control:	Version 4 – 12 th October 2020

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

9. Wellbeing of staff and customers
9.1. Exclude staff and customers who are unwell from the premises. 9.1.1. See 1.1
9.2. Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning and how to manage a sick visitor. 9.2.1. See 1.2
9.3. Make staff aware of their leave entitlements if they are sick or required to self-isolate. 9.3.1. See 1.3
9.4. Display conditions of entry (website, social media, venue entry). 9.4.1. See 1.4
9.5. Ensure COVID-19 Safety Plans are in place, where relevant, for: <ul style="list-style-type: none">Swimming PoolsCinemas and theatres <p>Premises with an indoor gym must complete the COVID-19 Safety Plan for gyms and register their business through nsw.gov.au. Premises with food or drink services must complete the COVID-19 Safety Plan for restaurants and cafes and register their business through nsw.gov.au. Venues taking bookings for weddings, funerals and corporate events (function centres only) should ensure there is a COVID-19 Safety Plan in place for the event. Bookings for significant events can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.</p> <p>9.5.1. See 1.6 9.5.2. Rehearsal studios strictly not used for weddings, funerals. 9.5.3. Riverside use of the rehearsal space for the production is covered by the main Riverside Theatres COVID-19 Safety Plan and the amendments in this attachment. 9.5.4. Non Riverside corporate events taking place in the rehearsal studios must provide their own COVID-19 Safety Plan covering the event.</p>
10. Physical distancing
10.1. Ensure <u>capacity</u> does not exceed one visitor per 4 square metres of space (excluding staff). Children count towards the capacity limit. Specific limits also apply for weddings, funerals, memorial services and gatherings after such events. 10.1.1. See 2.1 10.1.2. Both rehearsal studios have been calculated to the following: <ul style="list-style-type: none">10.1.2.1. Riverside Rehearsal Studio: 38 pax excluding staff, helpers, volunteers etc10.1.2.2. Northmead Rehearsal Studio: 30 pax excluding staff, helpers, volunteers etc

<p>10.2. Ensure indoor group activities, such as yoga classes or group counselling sessions, have no more than 20 participants, plus the instructor or facilitator and any assistants, per space that complies with one person per 4 square metres. There may be multiple classes in a room if there is sufficient space to accommodate this and the classes remain separate. Participants should maintain 1.5 metres physical distance where practical.</p> <p>10.2.1. Any class use of the Rehearsal Studios will be limited to 20 participants not including any staff, facilitators or assistants.</p>
<p>10.3. Ensure any spectators comply with 1.5 metres physical distance where practical, such as through staggered seating. People who live in the same household are not required to distance.</p> <p>10.3.1. Users of the rehearsal studios are discouraged from allowing spectators into the rehearsal studio without submission of a COVID-19 Safety Plan detailing the management of spectators around remaining appropriately physically distanced. This includes required distance for activities such as singing and the playing of wood wind instruments.</p>
<p>10.4. Move or block access to equipment or seating to support 1.5 metres of physical distance between people where this is practical. Household or other close contacts do not need to physically distance.</p> <p>10.4.1. All seating is individual and movable so that physical distancing can be achieved by seated people. 10.4.2. Mirrors are on wheels and can be rolled to position to support physical distancing.</p>
<p>10.5. Have strategies in place to manage gatherings that may occur immediately outside the premises, such as with drop off and pick up zones or staggered class start times, and also of staff in meeting or break rooms.</p> <p>10.5.1. Users of the rehearsal studios must provide planning as part of their bespoke COVID-19 Safety Plan on how they will manage performer pickups outside of the venue if applicable (eg youth etc).</p>
<p>10.6. Reduce crowding wherever possible and promote physical distancing with markers on the floor, including where people are asked to queue.</p> <p>10.6.1. Floor stickers are placed on the entry to the rehearsal studios demonstrating the 1.5 metres apart. 10.6.2. Signage around the rehearsal studios and corridors promotes physical distancing especially outside bathrooms where queueing may occur.</p>
<p>10.7. Ensure any communal areas where people gather, such as BBQ or kitchen facilities, maintain appropriate physical distancing where practical.</p> <p>10.7.1. Signage within the rehearsal studio's kitchenette (Northmead only), entry corridor and bathrooms, promote physical distancing. 10.7.2. Users of the rehearsal studios are reminded during the induction that maximum capacities should be adhered to at all times.</p>
<p>10.8. Ensure communal facilities such as showers, change rooms and lockers have strategies in place to reduce crowding and promote physical distancing.</p> <p>10.8.1. Bathrooms at both rehearsal studio locations have clear maximum capacity signage. 10.8.2. Users of the rehearsal studios are reminded during the induction that maximum capacities should be adhered to at all times.</p>
<p>10.9. Where practical, stagger the use of communal facilities. Strongly encourage visitors to shower/change at home where possible.</p> <p>10.9.1. Users of the rehearsal studios to incorporate a statement in their bespoke COVID-19 Safety Plan if requiring the use of the lower level shower/change facilities at Northmead rehearsal studio. 10.9.2. There are no shower facilities located within the Riverside rehearsal studio.</p>
<p>10.10. Use telephone or video for essential staff meetings where practical. Where reasonably practical, ensure staff always maintain 1.5 metres physical distancing, including at meal breaks and in office or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.</p> <p>10.10.1. See 2.8</p>
<p>10.11. Review regular deliveries and request contactless delivery / invoicing where practical.</p> <p>10.11.1. See 2.11</p>
<p>10.12. Education programs should be conducted in accordance with the NSW Government guidelines on Schools and Childcare. Students do not need to follow strict adult physical distancing guidelines but should follow good hygiene practices. Staff should continue to maintain 1.5m physical distancing from students where practical.</p> <p>10.12.1. All education programs taking place in the Rehearsal Studios must have a bespoke COVID-19 Safe Plan covering the intended activity within the studio which includes any NSW Government guidelines on School and Childcare. This must be sighted and approved by the Riverside Facilitator prior to the event taking place.</p>

10.13. High energy dance, such as Zumba or similar classes, can spread COVID-19 if a participant is infected. There should be additional planning around these activities including:

- **Additional physical distancing or smaller class sizes**
- **Cleaning with detergent and disinfectant after each class**
- **Holding these classes in large spaces with high ceilings and good ventilation**
- **If partnered dancing, avoid rotation of partners.**

10.13.1. Users of the rehearsal space with high energy dance activities need to submit a bespoke COVID-19 Safe Plan covering their activity for approval by the Riverside Facilitator. Plan must include COVIDsafe considerations of increased physical distancing between dancers and the cleaning between activities.

11. Hygiene and cleaning

11.1. Adopt good hand hygiene practices

11.1.1. See 3.1

11.2. Ensure hand sanitiser is accessible at the venue entry and throughout the facility or ground.

11.2.1. Riverside Theatres provide and maintain touchless and/or bottled pump action hand sanitiser stations in both rehearsal studios.

11.3. Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. Consider providing visual aids above hand wash basins to support effective hand washing.

11.3.1. See 3.2

11.3.2. Signage of correct method of handwashing located at all handwashing facilities throughout the rehearsal studios.

11.4. Encourage participants to bring their own water bottle, snacks, towels, exercise mats etc. and encourage eating outside if practical.

11.4.1. Communicated to the user of the rehearsal studios by the Riverside Facilitator at induction.

11.4.2. Users of the rehearsal studios must provide acknowledgement around eating and drinking within the rehearsal studios in their bespoke COVID-19 Safe Plan covering their activity.

11.5. No self-serve buffet style. If food is provided or share-style, one person should be allocated to serve food and practise hand hygiene before and after service.

11.5.1. Catering for artists organised by Riverside is to be provided in individual lunch/dinner pack style boxes.

11.5.2. Catering for functions organised by Riverside is to be provided in individual lunch/dinner pack style boxes.

11.5.3. Users of the rehearsal studios requesting to self-cater must provide COVIDSafe food handling advice in their bespoke COVID-19 Safe Plan covering their activity.

11.6. Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.

11.6.1. See 3.5

11.6.2. Cutlery and some plates in use are disposable.

11.6.3. The rehearsal studios do not contain a commercial grade dishwasher so cleaning with detergent and hot water is imperative for all users of the rehearsal studios cleaning eating utensils.

11.7. Clean frequently used indoor hard surface areas, including children's play areas, at least daily; first with detergent and water, and then disinfect. Clean frequently touched areas and surfaces, including in communal facilities, several times per day.

11.7.1. See 3.4

11.7.2. Riverside Theatres have an obligation to clean the rehearsal studios between each separate activity / user of the rehearsal studio whether this is single activity spans multiple days or there are multiple separate activities in one day.

11.7.3. Any additional cleaning required by a user within the time frame of their activity is the responsibility of the user of the rehearsal studio and cleaning solutions and equipment is available onsite but limited. A description of this cleaning should be included in their bespoke COVID-19 Safe Plan covering their activity.

11.7.4. Additional cleaning by Riverside cleaning staff can be requested by a user (e.g. daily cleaning by Riverside if the activity spans more than one day) but will be at a cost negotiated by the user and Riverside Theatres. Please discuss any requirement with the Riverside Facilitator looking after your use.

11.8. Clean areas used for high intensity cardio classes with detergent and disinfectant after each use.

11.8.1. It is the responsibility of all users to clean all areas that participants can access within the rehearsal studio (including entry corridors, bathrooms, kitchenettes, change rooms, showers etc) with disinfectant following any high intensity cardio activities especially if is more than one session with different participants in each session.

11.8.2. Such cleaning regime to sanitise the rehearsal studios and other accessible areas following any high intensity cardio activity must be addressed in the bespoke COVID-19 Safety Plan covering the activity.

<p>11.8.3. There is limited cleaning equipment and solutions onsite and it is the user's responsibility to provide any additional cleaning tools and solutions required to sanitise the rehearsal studio and other accessible areas following a high intensity cardio-class.</p>
<p>11.9. Reduce sharing of equipment where practical and ensure these are cleaned with detergent and disinfectant between use.</p> <p>11.9.1. User must provide acknowledgement in their bespoke COVID-19 Safety Plan covering their activity of the management around the reduction of sharing equipment and any sanitisation of such equipment before and after use.</p>
<p>11.10. Ensure there is accessible detergent/disinfectant and gloves for visitors to use, should they wish.</p> <p>11.10.1. Riverside Theatres has provided a limited supply of detergents, disinfectants, gloves and cleaning tools in the rehearsal studios for visitors to use.</p> <p>11.10.2. Users should contact their Riverside Facilitator if stocks need to be replenished during their use of the rehearsal studio.</p>
<p>11.11. Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.</p> <p>11.11.1. See 3.5</p>
<p>11.12. People involved in cleaning or reorganising furniture should wash hands thoroughly before and after with soap and water.</p> <p>11.12.1. Riverside Theatres cleaning staff are required to wear gloves and other forms of PPE while cleaning the rehearsal studios.</p> <p>11.12.2. Users should ensure the use of gloves to all of their participants involved in any cleaning or equipment reorganising.</p>
<p>11.13. Encourage contactless payment options.</p> <p>11.13.1. See 3.8</p>

<p>12. Record Keeping</p>
<p>12.1. Keep a record of name and contact number for all staff, volunteers, visitors and contractors where practical for a period of at least 28 days. Where possible, personal details should be collected in a way that protects it from disclosure to other customers. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.</p> <p>12.1.1. See 4.1</p> <p>12.1.2. Riverside Facilitator will take the details of the key primary user contact.</p> <p>12.1.3. It is the responsibility of all key primary users of the rehearsal studios to keep personnel records of all their participants for each daily visit to the rehearsal studios.</p>
<p>12.2. Make your staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.</p> <p>12.2.1. See 4.2</p>
<p>12.3. Community centres and halls should consider registering their business through nsw.gov.au.</p> <p>12.3.1. Riverside Theatres is registered with nsw.gov.au</p> <p>12.3.2. Users should consider registering their bespoke COVID-19 Safe Plan covering their intended activity with nsw.gov.au</p>
<p>12.4. Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.</p> <p>12.4.1. See 4.3</p>