

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**



<b>COVID-19 Safety Plan Entertainment facilities</b>	<b>VERSION 9.3.3 24/11/2021</b>	<b>DO NOT REMOVE</b>
<b>BUSINESS DETAILS</b>		
Business name	Riverside Theatres	
Business location (town, suburb or postcode)	Parramatta, NSW 2150	
Primary business type	Cinemas, theatres & concert halls	
Secondary business types	Food & drink premises – Indoor recreation facilities (dance & drama studios)	
Completed by	Mike Brew – Riverside Operations Manager – 02 8839 3361	
Email address	<a href="mailto:mbrew_riverside@cityofparramatta.nsw.gov.au">mbrew_riverside@cityofparramatta.nsw.gov.au</a>	
Effective Date	8 <sup>th</sup> November 2021	
Version control (date completed / updated)	Version 9.3.3 – 24 <sup>th</sup> November 2021	

**> COVID-19 ADDITIONAL RESTRICTIONS**

Additional restrictions are in place in areas where stay at home rules apply. You must ensure you comply with the rules that apply to your business or organisation.

Visit <https://www.nsw.gov.au/covid-19/rules> for more information.

**> REQUIREMENTS FOR BUSINESS**

This document reflects the requirements for Riverside Theatres and the actions we have taken or will put in place to keep our customers and workers safe. This plan covers all aspects of the Riverside Theatres business including the operations of the venue itself, its administration offices both onsite and at the Heritage Centre, the incorporated bar, the onsite rehearsal studio as well as the standalone rehearsal studio at Northmead.

One of the requirements in this plan must include any additional COVID Safe requirements from other plan templates covering the services and facilities operation within Riverside Theatres. Therefore, there are three COVID plan templates that have been identified to be included in this master COVID-19 Safety Plan:

- > **Entertainment facilities:** The main premise of this COVID-19 Safety Plan is the COVID Safe management of an entertainment facility / theatre and therefore the NSW Health COVID-19 Safety Plan template for "Entertainment facilities" forms the basis for this document. All relevant requirements from the Entertainment facilities template will be marked as "**Theatres**" in the plan.
- > **Hospitality:** Riverside runs a food and drink / bar service for visiting patrons to purchase refreshments preshow, interval and/or post show, as well as serving the needs for **functions** and client riders. All relevant requirements from the Hospitality template will be marked as "**Hospitality**" in the plan.
- > **Gyms and indoor recreation facilities:** Riverside manages two self-contained rehearsal studios – one onsite and one offsite at a different physical location. All relevant requirements from the Gyms and indoor recreation facilities template will be marked as "**Studios**" in the plan.

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Theatres	Hospitality	Studios	<h1 style="margin: 0;">1. Wellbeing of Staff and Customers</h1>
◆	◆	◆	<p><b>Exclude staff, volunteers, visitors, and customers who are unwell from the premises.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p>1.1 Conditions of Entry include instructions for staff &amp; visitors to stay away from venue if unwell</p> <p>1.2 Terms and conditions for ticket holders include key messaging that patrons should stay away from the venue if unwell and include refund/exchange options</p>
◆	◆	◆	<p><b>Provide staff with information and training on COVID-19, including COVID-19 vaccination, when to get tested, physical distancing, wearing masks and cleaning. Train staff in the process of how to collect and store contact details of all visitors.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p>2.1. Regular COVIDSafe news and updates are sent to all staff from the City of Parramatta People &amp; Culture / WHS team.</p> <p>2.2. Staff can use the online resource to check symptoms:  <a href="https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker">https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker</a></p> <p>2.3. Staff are encouraged to participate in Learning &amp; Development training modules aimed at assisting staff to be COVIDSafe.</p> <p>2.4. Staff are notified and made aware of the situations where face masks are either mandatory or strongly recommended to be worn in and around the workplace dependant on current Public Health Orders.</p> <p>2.5. Staff are aware of the correct fitting of facemasks, covering mouth and nose must be always observed while onsite, and it could be their duty to communicate this to visitors / patrons if required.</p> <p>2.6. Physical distancing, mask wearing signage placed in public and staff areas of the venue for reference.</p> <p>2.7. Face mask announcement messaging played in foyers and the courtyard.</p> <p>2.8. Staff have been trained in the additional COVIDSafe cleaning requirements and are aware of the increased COVIDSafe cleaning requirements and cleaning checklists within the venue.</p> <p>2.9. Staff have been trained in the process of collecting and storing contact details of all visitors electronically and appropriate resource materials have been provided from Service NSW.</p>
◆	◆	◆	<p><b>Display conditions of entry including requirements to stay away if unwell, COVID-19 vaccination and record keeping.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p>3.1. Up to date Patron Safety &amp; Entry Guidelines (Conditions of Entry) are displayed at venue entrances and on the Riverside website. Included in this are the requirements to stay away if unwell, the mandatory check-in process and the requirement to display COVID-19 vaccination status prior to entry.</p> <p>3.2. Pre-attendance communications are provided to all visitors to Riverside via email including the requirement to stay away if unwell and the options for refunds and exchanges. Also included is a reminder that it is a condition of entry to sign in via Services NSW and to display their vaccination status.</p> <p>3.3. "NSW Government restrictions updates" where current, to be posted at venue entries for staff and visitor reference.</p>

Theatres	Hospitality	Studios	<h1 style="text-align: center; color: white;">1. Wellbeing of Staff and Customers</h1>
◆	◆	◆	<p>Take reasonable steps to ensure all people aged 16 and over on the premises are fully vaccinated or have a medical exemption (including staff, customers and contractors). For example, ensure posters outlining vaccination requirements are clearly visible, check vaccination status upon entry and only accept valid forms of evidence of vaccination, train staff on ways to check proof of COVID-19 vaccination status, remind customers of vaccination requirements in marketing materials. Guidance for businesses is available at: <a href="https://www.nsw.gov.au/covid-19/businesses-and-employment/covid-safe-business/vaccination-compliance-for-businesses">https://www.nsw.gov.au/covid-19/businesses-and-employment/covid-safe-business/vaccination-compliance-for-businesses</a></p> <p><b>Note:</b> This requirement applies for ALL venues under the jurisdiction of Riverside Theatres including rehearsal studios, and function events on a theatre stage, foyer and/or courtyard.</p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <ol style="list-style-type: none"> <li>4.1. CoP have a COVID Vaccination Survey that staff must complete and have their manager get verified by the People &amp; Culture support team prior to returning to working onsite.</li> <li>4.2. Riverside staff and any associate acting on behalf of Riverside must check the vaccination status of all visitors prior to granting entry to the venue.</li> <li>4.3. Posters outlining vaccination requirements and Service NSW QR codes will be clearly visible at entrances to the venue and rehearsal studios.</li> <li>4.4. Staff and associates acting on behalf of Riverside will be trained on ways to check proof of COVID-19 vaccination status (or a valid exemption) and what to do if someone refused to be checked or is not vaccinated.</li> <li>4.5. Posters on how to check vaccination requirements will be posted at venue entrances for staff reference.</li> <li>4.6. Customers will be notified of the vaccination requirement at the time of purchasing a ticket; in a reminder email prior to attending the venue for the event; and within the Patron Safety &amp; Entry Guidelines as posted on the website and at venue entrances.</li> </ol>

Theatres	Hospitality	Studios	1. Wellbeing of Staff and Customers
◆	◆		<p><b>People aged under 16 who are not fully vaccinated must be accompanied by a fully vaccinated member of their household at higher risk premises including entertainment venues &amp; hospitality venues.</b></p> <p><b>Note: Higher risk premises are defined in the Public Health (COVID-19 General) Order 2021.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>5.1. Young person identified as a <u>patron</u> to watch a performance:</b>  Riverside Theatres is identified as a <i>higher risk premises</i> as per the current Public Health Order. Therefore, under the current Public Health Order, people under 16 who are not fully vaccinated will not be admitted into the premises under any circumstance without being accompanied by a fully vaccinated member of their household of 16 years and older who can both sign in using Services NSW and provide their own vaccination status. The young person will be required to remain with the household member for the duration of their visit to Riverside.</p> <p><b>5.2. Young person identified as a <u>performer</u> to participate in a performance:</b>  Riverside Theatres is identified as a <i>higher risk premises</i> as per the current Public Health Order. To maximise the safety of performing companies and patrons visiting and seated in the venues in close proximity, the following exceptions will apply for the Riverside Theatres business unit until further notice:</p> <p>5.2.1. <u>Fully Vaccinated</u> young persons between the ages of 12 and 16 can be permitted to perform in groups of greater 20+ if they are accompanied by fully vaccinated 'performers chaperone' on the basis of a 1:10 ratio.</p> <p>5.2.2. <u>Unvaccinated</u> young persons from 12 – 15 years of age performing in a non-professional capacity will be prevented from being able to perform or congregate as larger performance groups of greater than 20+ in the Back of House areas of the venue <u>unless</u> they are accompanied by fully vaccinated 'performers chaperone' on the basis of a 1:10 ratio and;</p> <p>5.2.2.1. Provide evidence that they have received at least one dose of an approved COVID-19 vaccine administered by an authorised provider; or</p> <p>5.2.2.2. Provide official evidence via text message or email notification from NSW Health of a negative COVID PCR Test result obtained not more than 36 hours prior to the entry time at the venue, or</p> <p>5.2.2.3. Pass a negative test result for a commercially available Rapid Antigen COVID test carried out on arrival at, but prior to admission into, the venue on each day of performance, <u>with such tests to be administered by the hirer, production company or contracted provider, at the hirer or production companies cost.</u></p> <p>5.2.3. <u>Unvaccinated</u> young persons from 3 – 12 years of age performing in a non-professional capacity will be prevented from being able to perform or congregate as larger performance groups of greater than 20+ in the Back of House areas of the venue <u>unless</u> they are accompanied by fully vaccinated 'performers chaperone' on the basis of a 1:10 ration and:</p> <p>5.2.3.1. Provide official evidence via text message or email notification from NSW Health of a negative COVID PCR Test result obtained not more than 36 hours prior to the entry time at the venue, or</p> <p>5.2.3.2. Pass a negative test result for a commercially available Rapid Antigen COVID test carried out on arrival at, but prior to admission into, the venue on each day of performance, <u>with such tests to be administered by the hirer, production company or contracted provider, at the hirer or production companies cost.</u></p> <p><b>5.3. Young person with a valid medical exemption:</b>  Any patron, contractor or performer wishing to access the venue in any capacity, who has been granted a valid medical exemption in the form as published and approved by NSW Health, shall be exempted from the above requirements.</p>

Theatres	Hospitality	Studios	2. Physical Distancing																								
◆			<p><b>Capacity at an entertainment facility must not exceed 1 person per 2 square metres in the premises, or 100% of fixed seating capacity of the facility.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p>6.1. Venue capacity is always in line with all current Public Health Orders and the following table of capacities should be observed in line with the current restrictions.</p> <table border="1" data-bbox="252 495 1509 667"> <thead> <tr> <th></th> <th style="background-color: yellow;">100% Capacity</th> <th style="background-color: yellow;">75% Capacity</th> <th style="background-color: yellow;">50% Capacity</th> </tr> </thead> <tbody> <tr> <td>Riverside fixed seating</td> <td style="background-color: yellow;">761</td> <td style="background-color: yellow;">570</td> <td style="background-color: yellow;">380</td> </tr> <tr> <td>Lennox fixed seating</td> <td style="background-color: yellow;">213</td> <td style="background-color: yellow;">159</td> <td style="background-color: yellow;">106</td> </tr> <tr> <td>Raffertys fixed seating</td> <td style="background-color: yellow;">88</td> <td style="background-color: yellow;">66</td> <td style="background-color: yellow;">44</td> </tr> <tr> <td><b>TOTAL VENUE CAPACITY</b></td> <td style="background-color: yellow;"><b>1062</b></td> <td style="background-color: yellow;"><b>795</b></td> <td style="background-color: yellow;"><b>530</b></td> </tr> </tbody> </table>		100% Capacity	75% Capacity	50% Capacity	Riverside fixed seating	761	570	380	Lennox fixed seating	213	159	106	Raffertys fixed seating	88	66	44	<b>TOTAL VENUE CAPACITY</b>	<b>1062</b>	<b>795</b>	<b>530</b>				
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◆	◆	◆	<p><b>Capacity for hospitality &amp; studio use must not exceed the greater of one person per 2 square metres of space of the premises.</b></p> <p><b>Note: Group dance classes at the rehearsal studios must not exceed 20 persons.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p>7.1. Capacities for function's including all preshow, interval and post-show functions, meetings, etc must not exceed the capacity as dictated in the current Public Health Order that is in place at the time of the event. The following table must be observed.</p> <table border="1" data-bbox="252 983 1509 1249"> <thead> <tr> <th></th> <th style="background-color: yellow;">1 per 2 square meter capacity</th> <th style="background-color: yellow;">1 per 4 square meter capacity</th> </tr> </thead> <tbody> <tr> <td>Courtyard (considered indoor)</td> <td style="background-color: yellow;">200 (fire regulation limit)</td> <td style="background-color: yellow;">107</td> </tr> <tr> <td>Foyer</td> <td style="background-color: yellow;">205</td> <td style="background-color: yellow;">102</td> </tr> <tr> <td>Riverside stage for functions</td> <td style="background-color: yellow;">142</td> <td style="background-color: yellow;">71</td> </tr> <tr> <td>Lennox for functions &amp; meetings</td> <td style="background-color: yellow;">115</td> <td style="background-color: yellow;">57</td> </tr> <tr> <td>Raffertys for functions &amp; meetings</td> <td style="background-color: yellow;">51</td> <td style="background-color: yellow;">25</td> </tr> <tr> <td>Riverside Rehearsal Studio</td> <td style="background-color: yellow;">77</td> <td style="background-color: yellow;">38</td> </tr> <tr> <td>Northmead Rehearsal Studio</td> <td style="background-color: yellow;">57</td> <td style="background-color: yellow;">28</td> </tr> </tbody> </table>		1 per 2 square meter capacity	1 per 4 square meter capacity	Courtyard (considered indoor)	200 (fire regulation limit)	107	Foyer	205	102	Riverside stage for functions	142	71	Lennox for functions & meetings	115	57	Raffertys for functions & meetings	51	25	Riverside Rehearsal Studio	77	38	Northmead Rehearsal Studio	57	28
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◆	◆	◆	<p><b>Ensure 1.5m physical distancing where possible, including:</b></p> <ul style="list-style-type: none"> <li>• At points of mixing or queuing</li> <li>• Between seated groups</li> <li>• Between staff</li> </ul> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p>8.1. Tension tape queueing systems with 1.5m labelling on the tape, used to assist in queueing and supporting 1.5m physical distancing in entry areas, foyer bar areas and courtyard (when required).</p> <p>8.2. Front of House bathrooms have up to date capacity signage displayed at the bathroom entries and within the bathrooms aligning with current restrictions.</p> <p>8.3. Traffic management plans are designed to assist in the flow of people preshow, interval and post show with considerations around multi-theatre start, interval and finish times to ease congestion on the foyer.</p> <p>8.4. Seating plans have been adjusted as reasonably practical to spread audience evenly throughout all available seating positions in all venues. Includes utilising the 3 levels in Riverside when applicable.</p> <p>8.5. Foyer and courtyard tables, chairs, bench seats and couches are positioned to support 1.5m physical distancing. This furniture placement is also monitored regularly to ensure it is reset following use.</p> <p>8.6. Office spaces, dressing rooms, storerooms, green rooms etc have up to date capacity signage guidelines on key entrances and/or within the spaces.</p> <p>8.7. Staff, venue hirer and production performers and crew should observe physical distancing where possible in all non-public areas of the venue including offices, corridors, green room, dressing rooms, laundry, storage rooms, meeting rooms etc.</p>																								

Theatres	Hospitality	Studios	2. Physical Distancing
◆	◆	◆	<p><b>Avoid congestion of people in any specific areas within the venue where possible. For rehearsal studios this may include change rooms and other communal facilities.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p>9.1. Back of house areas must adhere to the capacity limits as dictated in the current public health order in people per square meterage of the space. Signage for these limits has been placed on entries to these spaces.</p> <p>9.2. Floor stickers and floor arrows have been placed as a visual aid for patrons to follow paths of travel and as a reminder of physical distancing</p> <p>9.3. Lollypop signage and AV screen signage is used to promote 1.5m physical distancing in areas of congestion such as front entry, bathroom, changeroom, kitchen and bar queues.</p> <p>9.4. All internal doors to theatres must be fully opened to allow maximum movement of patrons through the spaces.</p> <p>9.5. Intervals are encouraged to be 30 minutes to allow for the easing of foyer and bathroom congestion during intermission. 20-minute intervals can be used for smaller productions with less patron numbers.</p> <p>9.6. Audible messaging used to encourage patrons to remain seated during intermission and be mindful of physical distancing when moving throughout the venue.</p> <p>9.7. Heating to be used in the courtyard to encourage patrons to use the courtyard area in winter months reducing congestion in the foyers where possible.</p>
◆	◆	◆	<p><b>Have strategies in place to manage gatherings that may occur outside the premises, such as pick-up and drop-off zones and in any designated smoking areas.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p>10.1. Usage of the AV screens on the front loggia promoting 1.5m physical distancing.</p> <p>10.2. Staff working at the electronic sign in area to call supervisor (COVID Marshall if available) if patrons queuing at the check-in area are not physically distancing.</p> <p>10.3. Utilising the closest exit doors to the relevant theatre, front of house staff keep watch for congestion in the foyer and front loggia and provide gentle instruction to keep exiting and not loitering.</p> <p>10.4. Venue hirers and production companies are only to exit via stage door and must not seek to meet with family and friends at either stage door, in the foyers or on the front loggia.</p> <p>10.5. Venue hirers and production companies wanting to do any official performer meet and greets with the patrons will need to discuss with Riverside Theatres in creating this activity as an official function which will abide by all the relevant COVID safe requirements on capacity, physical distancing, and crowd management. Ad hoc meet and greets will be denied by management.</p>

## 3. Ventilation

Theatres	Hospitality	Studios	3. Ventilation
◆	◆	◆	<p><b>Review the 'COVID-19 guidance on ventilation' available on <a href="https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance">https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance</a> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.</b></p> <p style="color: green;">✔ Agree</p> <p><b>How will we do this?</b></p> <p>12.1. Website has been reviewed and the measures for consideration in this plan are:</p> <ul style="list-style-type: none"> <li>• Encouraging the use of outdoor settings</li> <li>• Optimising the ventilation in indoor spaces</li> <li>• Reviewing the usage and capacity limits on spaces that cannot have ventilation modified such as back of house areas.</li> </ul>
◆	◆	◆	<p><b>Use outdoor settings wherever possible.</b></p> <p style="color: green;">✔ Agree</p> <p><b>How will we do this?</b></p> <p>13.1. Utilisation of the courtyard for waiting patrons pre-show and interval.</p> <p>13.2. Use of voice messaging encouraging patrons to use the courtyard or loggia while waiting prior to a production and/or at interval</p> <p>13.3. Use of visual signage encouraging patrons to use the outside.</p> <p>13.4. Staff, performers, crew etc encouraged to use outside of the space for breaks etc.</p>
◆	◆	◆	<p><b>In indoor areas, increase natural ventilation by opening windows and doors where possible.</b></p> <p style="color: green;">✔ Agree</p> <p><b>How will we do this?</b></p> <p>14.1. Foyer main auto-doors set to open override while manned by minimum of 2 staff</p> <p>14.2. Courtyard auto-doors set to open override while open to the public and in favourable weather conditions.</p> <p>14.3. Lower dressing rooms have windows that can open. Add signage to windows encouraging performers and crew to open windows for ventilation but also be mindful of privacy and security.</p> <p>14.4. Upper dressing rooms do not have opening windows. Strict considerations of room capacity should be adhered to.</p> <p>14.5. Dressing room doors should be open as much as possible to allow maximum ventilation.</p> <p>14.6. Sub-stage is not to be used as a holding room due to the non-ventilation of that space. As an orchestra room where doors will be open and allowing for cross-ventilation will be allowed.</p> <p>14.7. Office doors to be open as much as possible unless the security of the venue could be compromised during public hours.</p> <p>14.8. Office windows opened if possible during business hours.</p> <p>14.9. Studio doors should be open where applicable without compromising security.</p> <p>14.10. Studio windows (Northmead) should be opened if possible during studio usage.</p>
			<p><b>In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).</b></p> <p style="color: green;">✔ Agree</p> <p><b>How will we do this?</b></p> <p>15.1. All exhaust fan systems verified and checked they are working and scheduled accordingly to venue use.</p> <p>15.2. Riverside rehearsal studio HVAC system to be checked and modified if required to supply percentage of outside air without compromising its ability to heat or cool.</p> <p>15.3. Riverside, Lennox and Raffertys HVAC systems to be checked and modified if required to supply a percentage of outside air without compromising the ability to heat or cool as well as ability to manage CO2 levels and automatic handling changeovers to use favourable outdoor weather temperatures.</p> <p>15.4. Foyer HVAC systems to be adjusted to allow manual setting override for outside air intake and hot air exhaust.</p> <p>15.5. Office HVAC system to be checked and modified if possible, to supply a percentage of outside air without compromising its ability to heat or cool.</p>



## 3. Ventilation

Theatres	Hospitality	Studios	
			<p><b>15.6.</b> Old restaurant bar HVAC system restarted and checked it is supplying fresh air to meeting room, marketing offices and stationery cupboard.</p>
			<p><b>Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>16.1.</b> The venue main HVAC systems are regularly maintained, and filters checked, cleaned, or replaced when required. This is organised as part of the SLA carried by City of Parramatta Operations and carried out by A.G.Coombs.</p>
			<p><b>Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>17.1.</b> Venue HVAC contractor has been contacted and discussions had and advice provided by A.G.Coombs in relation to optimising indoor ventilation with the current systems.</p> <p><b>17.2.</b> A.G.Coombs have provided documentation on "how can HVAC systems be modified to reduce the likelihood of SARS-CoV-2 virus transmission? - <a href="https://www.agcoombs.com.au/news-and-publications/advisory-notes/modifying-hvac-systems-to-reduce-sars-cov-2-transmission/">https://www.agcoombs.com.au/news-and-publications/advisory-notes/modifying-hvac-systems-to-reduce-sars-cov-2-transmission/</a></p>



Theatres	Hospitality	Studios	<h2 style="margin: 0;">3. Hygiene and Cleaning</h2>
◆	◆	◆	<p><b>Face masks must be worn by staff and customers in indoor areas, and by public facing staff in outdoor areas, unless exempt.</b></p> <p><b>Note: People engaging in physical exercise are exempt. Performers on a stage exempt.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>18.1.</b> Face masks are listed as a condition of entry on both the website and at venue entry points:  <i>Unless exempt, patrons are required to wear a mask at all times while inside our foyers and theatres, including during performances and events. Please bring and wear a mask as seating within the theatres may not always allow for 1.5m of physical distance between yourself and others.</i></p> <p><b>18.2.</b> Disposable masks are available to visitors and staff at venue entry points</p> <p><b>18.3.</b> Signage has been installed at the main venue entry indicating that masks are a "Condition of Entry"</p> <p><b>18.4.</b> Processes are in place for Front of House staff to be able to diffuse a situation arising where a patron refuses to wear a mask including:</p> <ul style="list-style-type: none"> <li>• Offering a refund</li> <li>• Providing patrons with a mask exemption sticker to wear while on site.</li> </ul> <p><b>18.5.</b> Patrons may remove their masks to eat and drink and may be required to remove their masks to confirm their identify such as ID checks at the bar.</p>
◆	◆	◆	<p><b>Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>19.1.</b> Signage of correct method of handwashing located at all handwashing facilities</p> <p><b>19.2.</b> Touchless and pump action hand sanitisation stations are installed in key areas across all sites and nearby to bathroom facilities.</p> <p><b>19.3.</b> Toilet seat sanitiser sprays are located in all front of house bathroom stalls</p>
◆	◆	◆	<p><b>Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>20.1.</b> Pre-interval and post-performance OR daily for non-performance days; stock check and cleaning of front of house and administration bathrooms.</p> <p><b>20.2.</b> Post-performance / event stock check and cleaning of back of house bathrooms providing production company / venue hirer grant Riverside access.</p> <p><b>20.3.</b> Storage areas well stocked to ensure there is no shortage of supplies.</p> <p><b>20.4.</b> Regular check of hand dryers for correct function and working condition.</p>
◆	◆	◆	<p><b>Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. For rehearsal studios – reduce sharing of equipment where practical and ensure these are cleaned with detergent and disinfectant between use. Encourage visitors to wipe down equipment after they have finished using it. For hospitality areas – clean tables, chairs and any table settings between each customer.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>21.1.</b> Cleaning Standard Operation Procedure upgraded to include COVIDSafe cleaning.</p> <p><b>21.2.</b> Checklists for the daily cleaning of bathrooms, offices and meeting rooms installed, maintained and audited.</p> <p><b>21.3.</b> Frequency of cleaning increased during the hours public are onsite.</p> <p><b>21.4.</b> Disinfectant wipes available for staff to wipe down shared equipment.</p>

Theatres	Hospitality	Studios	4. Record Keeping
◆	◆	◆	<p><b>Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>22.1.</b> It is a mandatory requirement that all staff are to sign in using the Services NSW app when attending any part of Riverside Theatres (including offices and studios), for work or leisure. This will be the responsibility of department managers and coordinators to ensure staff are compliant.</p> <p><b>22.2.</b> It is a mandatory requirement that all patrons are to sign in using the Services NSW app at the time of entry into the foyer.</p> <p><b>22.3.</b> It is a mandatory requirement that all production company staff including performers and crew are to sign in at stage door or studio entries using the Services NSW app at the time of entry.</p> <p><b>22.4.</b> It is a mandatory requirement that all other visitors (contactors, family members of staff, CoP staff, box office enquiry visitors, public using the bathroom facilities etc) are to sign in using the Services NSW app at the time of entry.</p>
◆	◆	◆	<p><b>Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>23.1.</b> It is the responsibility of department managers and coordinators of casual staff to ensure staff are compliant and checking in when attending site.</p> <p><b>23.2.</b> Front of House staff will request patrons to display the green Services NSW tick that they have successfully signed in prior to admittance.</p> <p><b>23.3.</b> Stage door or technical staff will request production company and venue hirer staff including performers and crew to display the green Services NSW tick that they have successfully signed in prior to admittance.</p> <p><b>23.4.</b> Riverside staff allowing access by all other visitors are to check for the green Services NSW tick that the visitor has successfully signed in prior to admittance.</p> <p><b>23.5.</b> Multiple electronic check-in QR posters are setup on the front loggia when open to the public for productions / events.</p> <p><b>23.6.</b> Multiple QR posters are on display at stage door</p> <p><b>23.7.</b> Multiple QR posters are on display in the main entry when open for general box office hours.</p>
◆	◆	◆	<p><b>If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.</b></p> <p><input checked="" type="checkbox"/> Agree</p> <p><b>How will we do this?</b></p> <p><b>24.1.</b> Staff Sign in Procedure</p> <ol style="list-style-type: none"> <li>1. Use the Services NSW QR code to sign in at the front door or stage door.</li> <li>2. Failing the ability to sign in electronically using Services NSW QR code the staff member should then be directed by their line supervisor/manager to fill in a paper contact form which would then be placed into the lock box at the main entry or at stage door. The form will be electronically entered and shredded by the facilities coordinator each day.</li> </ol> <p><b>24.2.</b> General Patron/Visitor Sign in Procedure</p> <ol style="list-style-type: none"> <li>1. Use the Services NSW QR code to sign in and display successful sign in to Riverside staff member prior to entry into the venue.</li> <li>2. Failing the ability to sign in electronically using the Services NSW system (app doesn't work, don't have the app, can't install the app, can't log into the app, etc) the front of house staff member should use the concierge check in form on the FOH iPads.</li> <li>3. If the concierge check in form is down then a paper contact sheet should be used to sign in patrons and visitors and kept to be electronically entered and later shredded by the facilities coordinator each day.</li> </ol>

Theatres	Hospitality	Studios	<h1 style="margin: 0;">4. Record Keeping</h1>
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- 24.3. Assisting patrons/visitors with language barriers and/or disabilities Procedure**
- Riverside staff member to try their best at communicating with patron to ascertain if there is a member of their party that can translate for them and use the Services NSW system to sign them in either directly or as a dependent.
  - Failing the ability to sign in electronically using the Services NSW system (app doesn't work, don't have the app, can't install the app, can't log into the app, etc) the front of house staff member should use the concierge check in form on the FOH iPads with the translator patron/visitor to assist in checking the patron in.
  - If the concierge check in form is down then a paper contact sheet should be used to sign in patrons and visitors and kept to be electronically entered and later shredded by the facilities coordinator each day.
- 24.4. Children or patron/visitor with a disability with no mobile phone access and accompanied by a parent/guardian/carer Procedure**
- Parent/guardian/carer of the child and/or patron/visitor with a disability can use the Services NSW QR code to sign in themselves and include any dependents during their sign in. The parent/guardian/carer would then display a successful sign in to Riverside staff member prior to entry into the venue.
  - Failing the ability to sign in electronically using the Services NSW system (app doesn't work, don't have the app, can't install the app, can't log into the app, etc) the front of house staff member should use the concierge check in form on the FOH iPads to sign in all patrons within the party.
  - If the concierge check in form is down then a paper contact sheet should be used to sign in patrons and visitors and kept to be electronically entered and later shredded by the facilities coordinator each day.
- 24.5. School, Child Care, Aged Care and Disability Groups contact gathering Procedure**
- The organiser of the group visiting Riverside Theatres has collected the name and phone of the person, and parent of any child, keeps those details in electronic format.
  - The name and phone number of at least two persons who can be contacted at any time, including at night must be provided to Riverside Theatres, to be held for at least 28 days after the visit. They will be required to provide the information regarding record keeping of all individuals that were in their care as referred to in relevant public health orders.
  - Riverside Theatres must, on request, provide the above record from clause to the Chief Health Officer, or an authorised officer within the meaning of the Public Health Act 2010, as soon as practicable, but not later than 4 hours, after the request is made.
- 24.6. In all other circumstances the person must sign in using the general patron / visitor electronic sign in procedure at the top of this page.**
- 24.7. Should access to the Riverside contact records database be required by an official contact tracer then the following contact tree should be observed:**

Title	Name	Phone	Email
Operations Manager	Mike Brew	(02) 8839 3361 Auto fwd to private mobile	<a href="mailto:mbrew_riverside@cityofparramatta.nsw.gov.au">mbrew_riverside@cityofparramatta.nsw.gov.au</a>
Technical Coordinator	Sean Clarke	(02) 8839 3390 Auto fwd to private mobile	<a href="mailto:sclarke_riverside@cityofparramatta.nsw.gov.au">sclarke_riverside@cityofparramatta.nsw.gov.au</a>
Director	Craig McMaster	(02) 9806 5055 0419 010 988 – private mobile	<a href="mailto:cmcmaster_riverside@cityofparramatta.nsw.gov.au">cmcmaster_riverside@cityofparramatta.nsw.gov.au</a>

◆ ◆ ◆ **Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.**

Agree

**How will we do this?**

- 25.1.** As per the introduction of this COVID-19 Safety plan, this wholistic COVID-19 Safety plan includes requirements across three identified COVID-19 safety plan templates – Entertainment Venues, Hospitality & Gyms and Indoor Recreation Facilities
- 25.2.** It is Riverside Theatres' responsibility to ensure all incoming production companies and venue hirers are taking COVID-19 Safety seriously ensuring the safety of their own staff, volunteers and visitors including performers and crew. Therefore, Riverside Theatres mandates that production companies and venue hirers must provide either an up-to-date COVID-19 Safety Plan relating to their activity OR a completed COVID-19 Safety questionnaire designed by Riverside Operations covering their activity.

Theatres	Hospitality	Studios	4. Record Keeping
			<p><b>25.3.</b> Additional electronic sign-in is not required in the main venue as the initial mandatory check-in at venue entries covers the hospitality areas in the foyer and courtyard.</p> <p><b>25.4.</b> Riverside staff working at the Heritage Centre office are covered under this COVID-19 Safety Plan but should be aware of the Heritage Centre COVID-19 Safety Plan when traversing the common areas.</p> <p><b>25.5.</b> All staff and visitors entering the Heritage Centre office are required to electronically sign in at this location. Vice-versa all staff and visitors returning to either Riverside or the rehearsal studios must electronically sign in again at the respective location.</p> <p><b>25.6.</b> Riverside manages two self-contained rehearsal studios – one onsite at the main venue premises and one offsite at a different location.</p> <ul style="list-style-type: none"> <li>• All staff and visitors entering either of the rehearsal studios are required to electronically sign in at these locations. Vice-versa all staff and visitors returning to either Riverside main venue or the Heritage Centre office must electronically sign in again at the respective location.</li> </ul>

I agree to keep a copy of this COVID-19 Safety Plan at the business premises