

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



Your COVID-19 Safety Plan

Cinemas, theatres, concert halls, drive-in cinemas

Business details

Business name	Seymour Centre - University of Sydney
Business location (town, suburb or postcode)	Cnr Cleveland St and City Rd, - Chippendale
Completed by	Timothy Jones (Note: This is updated plan as at Jan 2021)
Email address	timj@seymour.sydney.edu.au
Effective date	2 January 2021
Date completed	11 January 2021

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

All Seymour Centre staff and venue hirers who show symptoms must return home or stay home, get tested, and self-isolate until test results are provided by NSW Health. Patrons are asked not to attend if unwell and will be provided with the option to transfer their ticket to a new date or convert the value of their ticket to a gift voucher. Covid Safety information is provided to patrons on our website and in a pre-show email.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning.

All staff (Seymour and venue users) will be issued our COVID 19 Safety Plan with core information on three core areas: testing, cleaning and physical distancing. All venue users will be fully briefed and inducted (WH&S including COVID safety requirements)

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

Seymour staff can access up to 10 days of additional COVID-19 leave via the University of Sydney. If staff are required to self-isolate then working from home arrangements will be made with their manager. Casual staff will be re-rostered if a staff member is unwell.

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

Required signage is placed around venue and theatre entry points, bathrooms, hallways and foyers. Conditions of entry are also published on our website, and amplified through social media. Patrons will also receive this information via a pre-show email. A key condition of entry for ALL customers, staff and venue hirers is that they must register their name, phone number and arrival time via QR code.

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).

If a patron is unwell or awaiting test results they will be provided with the option to transfer their ticket to another performance or have the value of their ticket credited to a gift voucher.

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 indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.

No other types of venues/facilities within Seymour Centre. Two main points of entry to whole building with QR code compulsory registration at each.

Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for the event.

N/A

Physical distancing

Capacity must not exceed 75% of seated capacity, OR one person per 2 square metres of publicly accessible space, whichever is the greater. Outdoor cinemas and theatres can have 100% of seated capacity. Children count towards the capacity limit.

Capacity will not exceed this requirement unless updated by a new Public Health Order. Seating in all theatres is forward facing. There are no size restrictions on group bookings. Booking groups will be physically distanced where practical. All patrons will be ticket holders or registered guests in order to accurately monitor numbers. Training and processes are in place for venue staff and management to facilitate social distancing between patrons. COVID safety training will be completed by all front of house staff.

Face masks must be worn by anyone 12 years and over in Greater Sydney, unless exempt.

Messaging to all venue users will clearly state that wearing of face masks is compulsory (unless consuming food/beverage while seated) and staff will be charged with monitoring compliance.

Support 1.5m physical distancing where practical, including:

- **at points of mixing or queuing such as bars, toilets and entrance /exit points**
- **between seated groups**
- **between staff.**

A COVID marshal will be present during every performance to ensure social distancing is facilitated across the venue, particularly at high traffic areas. Front of house and Back of house staff are also trained to facilitate social distancing where possible.

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

2020 and 2021 shows have been programmed to ensure staggered start and finish times wherever possible, to minimise venue crowding.

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 doors or rope barriers to mark the entry and exit wherever practical.

All of the requirements above have been implemented by Seymour Centre since September 18 2020 and will continue for the foreseeable future. Online purchasing has been strongly advocated through all communication channels and will continue. Social distancing markers are in place across the public areas of the venue.

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.

Rope balustrades control public movement during intermission, directing patrons in a single direction to and from refreshment service areas. Patrons will need to be seated to consume refreshments and are allowed to consume refreshments in theatre. The COVID marshal and front of house staff will be on hand to ensure all patrons are adhering to the guidelines.

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in offices or meeting rooms.

This requirement for staff will be promoted widely and as part of daily inductions for casuals. Venue hirers will be required to implement similar control measures.

Use telephone or video for essential staff meetings where practical.

Meetings between staff, hirers and/or suppliers will take place over the phone or video call wherever practical.

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

The size and number of breakrooms /kitchenettes/green rooms provide ample room to accommodate social distancing between staff members. Visiting companies will be allocated specific areas for breaks, separate from other companies who may be present in the Centre at same time.

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

Seymour Box Office is behind a glass protective panel. Patrons must stand 1.5m away from the Box Office window when seeking assistance. This process has been working successfully since September. Seymour's large, open refreshment service areas prevent installation of plexi-glass panels but standard precautions are in place as recommended for these areas. Staff will be provided with and strongly encouraged to wear face masks.

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

All deliveries are contactless and invoices are all emailed. When a signature is required, the staff member's own pen is used or a latex glove is worn to sign.

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

Seymour ushers and front of house staff will actively disperse any post-show crowds gathering outside the premises in the Seymour courtyard or at Stage Door.

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.

Patrons are encouraged to avoid public transport where possible. Show end times will be staggered where possible to avoid large crowds awaiting public transport.

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.

Seymour Centre is adjacent to a multi-level car park, with street parking also available nearby. Both will be actively promoted through website and direct e-mails to any patrons attending the Centre. Parking is very reasonably priced in comparison to alternate city parking.

No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting. In outdoor areas, audience members 12 years and older should wear masks if singing or chanting.

Any upcoming musical performances shall adhere to this requirement, with it being clearly communicated to any venue hirer. If required, front two rows will be taken off sale to meet the 5m distance requirement.

In indoor areas, alcohol should only be consumed by seated customers. There should be no dancefloors.

Seating will be available in foyer area and patrons will be encouraged to take drinks back to their seats.

Hygiene and cleaning

Adopt good hand hygiene practices.

All public toilets and dressing areas equipped with regularly replenished hand soap and paper towel.

All hand railings and other high-touch surfaces are cleaned daily and periodically during day, including between multiple performances in one day.

High Traffic areas (foyer floors, stair-cases etc) are mopped or vacuumed daily.

All public-facing staff wear gloves and use hospital grade disinfectant.

Cleaners must adhere to approved checklist in-line with governmental requirements.

Hand hygiene signage throughout foyers and bathrooms.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

All toilets and dressing rooms have soap and towel dispensers, which are regularly monitored and replenished by staff as required.

Have hand sanitiser at key points around the facility, such as entry and exit points.

6 hand sanitisation stations are installed at key points across the venue.

Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.

A comprehensive brief has been developed for cleaners, and a weekly schedule provided to ensure additional cleaning on days when members of the public are in the venue. These areas are cleaned daily by cleaners. High-touch areas will have enhanced cleaning throughout each day if public are in venue.

All hirers must have their own COVID safety plan which includes requirement to clean their own high-touch surfaces (props, sets etc). This safety plan must be provided to Seymour Centre management. Sanitiser is available for venue hirers to use in green room areas in back of house.

Seymour Centre staff will be briefed and trained, to frequently clean their own-equipment to a schedule (e.g. microphones, sound-desks), particularly after each performance. Where reasonably practicable, technical equipment will be allocated to individuals (e.g. headsets, radio mics) to minimise contact between performers and crew.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

All disinfectant used is of hospital grade. If disinfectant is to be diluted, manufacturers instructions will be followed.

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.

Front of house clean high-touch surfaces in venue during performances (when audience is in theatre) and then again between performances.

Staff are to wash hands thoroughly with soap and water before and after cleaning.

Staff are briefed and trained to wash hands thoroughly with soap and water before and after cleaning. Departments with cleaning responsibilities will be provided with a COVID cleaning kit that includes disinfectant, paper towels, alcohol wipes, disposable gloves and face masks.

Encourage contactless payment options.

Patrons will be encouraged to purchase tickets online or over the phone, with face-to-face ticket purchase as exception only. Box Office staff will use gloves for on-site ticket collects and highly encouraged to wear masks. Contactless payment for refreshments is encouraged through signage in the foyer and in the pre-show email to patrons.

In indoor areas, increase natural ventilation by opening windows and doors where possible, and 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).

In addition to its standard automatic entry doors, Seymour is fortunate to have a massive glass door entry that is usually only opened (manually) for major foyer functions. Seymour has opened this entry for all performances since September 2020, providing excellent ventilation into the venue and optimum space to avoid close contact between patrons on entry. Seymour's air-conditioning is of high quality and is set to maximise air cleaning and ventilation.

Record keeping

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. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

Note: 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 there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

As per guidelines, full-contact details of all people entering venue are recorded via the NSW Government Service Now app/website. Confirmation of registration is checked by a staff member upon entry. Patrons experiencing difficulty with the QR check-in system will be assisted by front of house staff who will register their details via an iPad.

Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au

Records are sent directly to NSW Health via the Service Now app/website.

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

All staff are encouraged to download and run the COVID Safe app. Patrons are also encouraged to download the app on our website and in the pre-show email.

Cinemas, theatres and concert halls should consider registering their business through nsw.gov.au

Seymour Centre is a registered COVID-Safe business.

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.

Yes Seymour Centre agrees to do this.

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

Yes

