

Health & Safety Policy for:

The Phoenix Theatre & Arts Centre
(Registered CIO Charity Number 1166858)

1. Statement of Intent

- Provide adequate control of health and safety risks from our work activities.
- Consult with our employees on matters affecting their health and safety.
- Provide and maintain safe plant and equipment.
- Ensure the safe handling and use of substances.
- Provide information, instruction and supervision for employees.
- Ensure all employees are competent to do their tasks, and to give them adequate training.
- Do all we can to prevent accidents and cases of work-related to ill health.
- Maintain safe and healthy working conditions.

This policy will be reviewed annually or sooner if there are significant changes.
The original signed document is kept in the office. This is a digitally signed copy.

The allocation of duties for safety matters and the particular arrangements, which we will make to implement the policy, are set out in parts 2, 3, 4 and 5.

Position in Organisation: **Chair**

Signed: Eric Clifford (For The Phoenix Theatre & Arts Centre)

Date: 12th May 2026

Position in Organisation: **CEO**

Signed: Rob Allerston

Date: 15th May 2026

Position in Organisation: Operations Manager

Signed: Rachel Jackson

Date: 15th May 2026

Date for Review: **May 2027 (Health & Safety Task Force Meeting)**

2. This document has been produced in line with the Management of Health and Safety at Work Regulations 1999.

3. Responsibilities

The Trustees have overall responsibility for health and safety at The Phoenix Theatre & Arts Centre. Day to day responsibility for ensuring that this policy is put into practice is delegated to the Operations Manager (OM), who is responsible for the implementation of this policy and for consultation with employees. All employees have a responsibility to co-operate with Supervisors and Managers to achieve a healthy and safe workplace and to take reasonable care of themselves and others. They should report any health and safety concerns to the OM immediately.

4. General Arrangements

4.1 Risk Assessments

- The person responsible for carrying out risk assessments is the OM.
- The findings of any risk assessments shall be reported to the Health & Safety Task Force, and where appropriate, the Trustees.
- Action required to remove / control risks to be approved by the Health & Safety Task Force.
- The OM is responsible for ensuring that the action required is implemented and to check that the actions have removed or reduced the risks.
- Risk assessments are to be carried out and reviewed annually, or when the risk activity changes, whichever comes first.
- Specific assessments will be completed for:
 - Young persons (under 18)
 - Disabled persons
 - High-risk activities

4.2 Accidents, First Aid and Work-related Ill Health

- There are three first aid boxes on the ground floor and one on the first floor:
 - General Office
 - Servery Bar
 - Technicians Booth (inside the Theatre)
 - Dance Studio (First Floor)
- First Aid Boxes will be maintained and regularly checked.
- The following staff are qualified first aiders;
 - CEO, **Rob Allerston**
 - Operations Manager
 - Marketing Manager
 - Theatre Technician
- The person responsible for the first aid boxes is the OM.
- All accidents and cases of work-related ill health are to be reported in the accident book.

- The accident book is kept in the filing cabinet in the General Office. All accidents should be recorded and any incidents reported to the OM.
- The person responsible for reporting RIDDOR incidents i.e. to the HSE, is the OM, who will in turn report the incident to the Health & Safety Task Force, and where appropriate the Trustees.
- Reportable incidents will be submitted to the HSE in accordance with legal requirements.
- Recorded accidents are to be reviewed, and any trends to be monitored, and corrective actions will be implemented if necessary.

4.3 Consultation with Employees

- The Trustees will consult directly with employees regarding health and safety matters.
- A record shall be maintained that all employees and Trustees have read and understood this Health & Safety Policy and Fire Risk Assessment, and any subsequent amendments there to.

4.4 Safe Plant and Equipment

- The OM is responsible for identifying any equipment / plant requiring maintenance.
- The OM is responsible for ensuring effective maintenance procedures are drawn up and implemented.
- Any problems with plant / equipment should be reported to the OM who in turn reports the problem to the Health & Safety Task Force, and where appropriate, the Trustees.
- The OM is to ensure that new plant / equipment meets health and safety standards before it is purchased.

4.5 Safe Handling and Use of Substances (COSHH Regulations 2002)

The Operations Manager is responsible for:

- Identifying all substances that need a COSHH assessment.
- Undertaking COSHH assessments
- Ensuring that all actions identified in the COSHH assessments are implemented.
- Ensuring that all relevant employees are informed about the COSHH assessments.
- Checking that new substances can be safely used before purchasing.

Assessments will be reviewed every two years or when any work activities change, whichever is the first.

4.6 Information, Instruction and Supervision

- The HSE health and safety law poster is located on the ground floor within the General Office on the partition wall from the kitchenette.
- Health and safety advice is available from East Hampshire District Council.
- The supervision of young workers or trainees shall be monitored by the OM.
- The OM is responsible for ensuring that any employees working at other locations, under the control of other employees, are given relevant health and safety information.

4.7 Competency for Tasks and Training

All employees will be given basic health and safety induction training when they start work, including procedures for fire safety and first aid. Training needs will be identified with training provided if risks change or refresher training is required.

- Induction training for all employees is to be given by the OM.
- Job specific training is to be carried out by competent persons or outside training agencies including Community First.
- Jobs requiring specific training are:
 - Technicians / Volunteer Technicians
 - Volunteer Front of House and Box Office Staff
 - Volunteer Bar Staff
 - First Aiders
 - Fire Wardens
 - Any work involving ladders
 - Manual handling
- Training records are kept in the General Office.
- Training will be identified, booked and monitored by the OM.

4.8 Monitoring

- The Health & Safety Task Force shall carry out three monthly inspections and health and safety walks to ensure safe working conditions and safe working practices.
- The OM is initially responsible for investigating all accidents.
- The OM is initially responsible for investigating any work-related causes of absence due to sickness.
- The OM is responsible for acting on the findings of the Health & Safety Task Force to prevent a recurrence of any of the above.

4.9 Fire Safety

- The Health & Safety Task Force are responsible to ensure a Fire Risk Assessment is carried out, with the OM responsible for its implementation.
- Escape routes are checked by Phoenix staff weekly.
- All fire extinguishers are serviced annually.
- The fire alarm is tested weekly.
- Emergency lights are tested monthly to ensure they are functioning correctly and annually to test their operation complies with BS 5266-1:2016. Tests are to be carried out by the OM.
- Emergency evacuation procedures are tested and evaluated every six months.

4.10 Fire Evacuation Procedures

In the event of a fire alarm, all occupants must immediately stop work and proceed to the nearest designated fire exit in a calm and orderly manner. Fire exits must be kept clear at all times.

Staff must not delay evacuation to collect personal belongings. All personnel should assemble at the designated assembly point (rear carpark/playground) and await further instructions from fire marshal or emergency services.

Under no circumstances should lifts be used during a fire evacuation, unless they are specifically designated and clearly marked as evacuation lifts. All occupants must use the stairs to exit the building safely.

An evacuation chair is provided to assist individuals with reduced mobility in safely exiting the building. Only trained personnel are permitted to operate the evacuation chair. Regular training and drills will be conducted to ensure safe and effective use.

An emergency wheelchair call point is installed in the corridor on the first floor to allow individuals requiring assistance to alert staff during an evacuation. This call point must remain accessible at all times. Upon activation, trained personnel should respond promptly to provide assistance in accordance with evacuation procedures.

5. Hazards

5.1 Housekeeping and Premises

- Arrangements shall be made to keep the premises clean and tidy and rubbish collected and disposed of carefully.
- Storage of items to be monitored to ensure safe stacking.
- Gangways and stairs to be kept clear of clutter and exits checked regularly to keep them clear.
- Access to heights and difficult places to be monitored and checked for a safe system of work.

5.2 Electrical Equipment

- There shall be routine visual inspections of all plugs, cables and extension leads for loose connections and faults.
- Equipment to be PAT tested annually. The responsibility for this lies with the OM and records kept in the General Office.
- Thorough checks of the electrical installation to be carried out every five years.
- Any electrical work is to be carried out by a qualified electrician only.
- Only competent persons are allowed to work with the electrical equipment in The Phoenix Theatre, including the rigging and patching of lights.

5.3 Dangerous Substances

- Dangerous substances to be risk assessed and stored appropriately.

- Cleaning fluids and other similar substances to be monitored and hazard data sheets obtained where necessary to identify possible hazards.
- Any substance identified as being necessary in the workplace but potentially hazardous to be kept in a locked cupboard or store when not in use.

6. Safety Notices, Guidelines and Procedures

6.1 Action in the event of a Fire

- On discovering a fire, raise the alarm and inform the General Office or Duty Manager on site.
- The personnel acting in charge is to call the Fire Brigade. If this is not possible, YOU call, stating that the fire is at The Phoenix Theatre & Arts Centre, Station Road, Bordon, GU35 0LR and say where in the building the fire is.
- Leave the building in an orderly fashion and make sure that all service users, customers and visitors know where to go.
- The Fire Marshal or designated person is to ensure that all areas of the building are clear of personnel. If it is not possible for a particular area to be checked the Fire Marshal will inform the Fire Brigade on their arrival.
- Proceed to the Assembly Point (The Playground to the rear of the building). The Fire Marshal or designated person in charge to check that all staff, service users, hirers, and visitors are present.
- Do not attempt to tackle a fire unless you have been trained in the use of fire extinguishers and it is safe to do so.
- Do not re-enter until authorised by either the Fire Marshal or Fire Brigade whoever is in charge at the time of evacuation and following procedures.

6.2 Good Housekeeping

Good housekeeping is the foundation of all safe working practices. If your workplace is untidy, it is impossible to carry out work safely!

Remember:

- Keep gangways, passages, stairways and regularly used areas free from obstructions.
- Put away items of equipment and furniture when you have finished using them.
- Remove obstructions when you see them.
- Ensure that all spillages, especially liquids, are cleaned up without delay.

6.3 Slips, Trips and Falls

The most common cause of accidents is mostly due to carelessness.

- Be careful when walking on wet surfaces, wet floor signs should always be used in the event of a spillage or floor is wet from cleaning.
- Report damaged floor surfaces or greasy stairs or any obstructions to the OM.
- Wear sensible footwear at work.
- Do not run, especially when using stairs.
- Refer to manual handling guidelines and risk assessments for full information.

6.4 Storage and Stacking

Safe storage is important for all items, whether large, small, light or heavy.

- Use suitable shelving systems, cupboards, containers etc. wherever possible.
- Store bulky and heavy items at low levels.
- Store within hands reach wherever possible.
- Avoid overloading shelves.
- Wherever possible, if storage is high up, ensure a trained staff member uses a ladder to access storage cupboard.

6.5 Ladders and working at Height

- **Working at Height Regulations 2005**
 - Many accidents are caused by failure to accept a safe system of working. Trying to gain access to goods out of easy reach by standing on chairs, boxes or climbing on shelving is dangerous.
 - Avoid working at height where possible.
 - In the Phoenix Theatre, step ladders are provided for access to lighting. Make sure they are used correctly. Never use a ladder unless trained in ladder use.
 - Never work at height alone. Ensure that someone else is always with you as they will be able to assist you in the unlikely event of a fall.
 - Ladders should always be visually checked prior to use for any damage. If damage has occurred, this should be reported to the OM immediately.
 - The in-house Technician has responsibility to visually check ladders are fit for purpose and tag these accordingly with date and signature. As above to report to the OM if any damage is visual.

7. Noise and Noise Restrictions

Loud noise at work can damage hearing. This usually happens gradually and it may only be when the damage caused by noise, combined with hearing loss due to ageing that people realise how impaired their hearing has become.

Where the risks are low, the actions taken can be simple and inexpensive, but where the risks are high, we should manage them using a prioritised noise-control action plan.

7.1 Identifying noise problems

- **Control of Noise at Work Regulations 2005**
- **We (The Phoenix Theatre & Arts Centre) have a legal duty to assess and reduce prolonged exposure.**

Identifying noise will depend on how loud the noise is and how long people are exposed to it. Action will need to be taken if any of the following apply:

- Noise is intrusive-like a busy street, a vacuum cleaner or a crowded area, or worse than intrusive, for most of the working day.
- Staff have to raise their voices to have a normal conversation when about 2 metres apart for at least part of the day.
- Staff use noisy powered tools or machinery for more than half an hour a day.

Where required, ensure that:

- All noise levels will be assessed.
- Exposure will be controlled in line with legal limits for this venue.
- Hearing protection is provided and used where required.
- Any other controls are properly used.
- You provide information, training and health surveillance.

The OM is to review what we are doing if anything changes that may affect the noise exposures where working is taking place.

7.2 Safe working level for events

- Sound level over the duration of an event in any part of the audience area should not exceed 107 dB, and the C-weighted peak sound pressure level should not exceed 140dB.
- Safety Warning Threshold: If the average noise level is expected to exceed 96 dB for a prolonged period, organisers should inform the audience in advance.
- Worker Safety Levels: The Control of Noise at Work Regulations 2005 applies to all staff. If noise levels exceed 85 dB averaged over a day or week (or 80 dB for first action values), hearing protection must be made available and/or mandatory.

8. Manual Handling

- **Manual Handling Operations Regulations 1992**

Measures to control risk will vary depending on the task. Reduce the risk of injury from hazardous manual handling operations that can't be avoided. Where possible, provide mechanical help, for example a sack trolley or hoist. Where this is not reasonably practicable, explore changes to the task, the load and the working environment.

If manual lifting is the only option, there are actions to consider reducing the risk, including:

- Make the load smaller or lighter and easier to grasp.
- Break up large consignments into smaller loads.

- Modify the workplace to reduce carrying distances, twisting movements, or the need to lift from floor level or above shoulder height.
- Change work routine to avoid excessive work rates and tight deadlines.
- Improve environment – more space, better flooring, extra lighting or changing the air temperature can make manual handling easier and safer.
- Make sure the person lifting has been trained to lift as safely as possible (seek assistance).

9. Health and wellbeing

- Work-related stress will be managed.
- Workloads and working hours will be monitored.
- Support will be provided where needed.

10. H&S Training

The Health and Safety at Work etc Act 1974 requires that we provide whatever information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of all staff and volunteers.

As an organisation we undertake to:

- Take into account the capabilities, training, knowledge and experience of our staff.
- Ensure that the demands of the job do not exceed their ability to carry out their work without risk to themselves and others.

Decide what training is needed:

- Identify the skills and knowledge needed for people to do their job in a safe and healthy way. Compare these against people's current skills and knowledge and identify the gaps.
- Review our experience of injuries, near misses or cases of ill health.
- Look at our risk assessments to see where information and/or training have been identified as factors in controlling risks.

Decide training priorities:

- Does the law require us to carry out specific training (eg first-aid training)?
- Consult staff and volunteers for their views.

Choose training methods and resources:

- Giving information or instruction.
- Coaching or on-the-job training.
- Training in the 'classroom'.
- Open and distance learning.
- In groups or individually.
- Computer-based or interactive learning.

Deliver the training:

- Make sure the information is easy to understand and try to use a variety of training methods to deliver our message.
- Make sure the trainer has enough time to prepare themselves, their resources and the venue – preparation is particularly important for people who are not experienced trainers.

Check that the training has worked:

- Have staff and volunteers understood what is required of them?
- Do they now have the knowledge and skills needed to work safely and with minimal risk to health?
- Are they actually working as they have been trained to?
- Has there been any improvement in health and safety performance?
- Has there been a change in behaviour and practice?

Updated by Operations Manager

Date: 24 April 2026

Approved by The Board

Date: 15th May 2026