



# COVID Safe WHS Plan 2020

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JUNE 5 (V1) PUBLIC

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HOTA, Home of the Arts

HOME  
OF THE  
ARTS **HOTA**

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## COVID Safe WHS Plan 2020

Returning to Post COVID Operations

The following plan recommendations have been put together using a best practice methodology taking into account the myriad of information available from multiple sources but concentrating on advice from Safe Work Australia, Queensland Health, Work Health and Safety Queensland and Live Performance Australia (LPA).

HOTA has a duty under the Work Health and Safety Act 2011 to respond to COVID-19.

***You must take action to protect workers and others at the workplace from the risk of exposure to COVID-19 so far as is reasonably practicable***

The plan has been formulated with input from a cross section of HOTA staff from WHS, Executive to a range of representatives from operational touch points of the business and uses the best information currently available and responds to identified risks that opening the building and its venues to public and staff in the present climate may present. The plan will be continually reviewed as further information and direction is made available.

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# COVID Safe WHS Plan

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## Introduction

It is widely believed that COVID-19 will be with us for some time. For this reason, HOTA understands the importance of ensuring the highest health and safety standards to keep the workplace healthy, safe and virus-free. Referencing the National COVID-19 Safe Work Principles, HOTA has developed a COVID safe plan to guide and ensure that our workplace remains healthy and safe.

Getting our community confidently returning to cinema, live performances & events and engaged with our business operations is a key priority and restarting programs in stages will ensure we keep everyone safe and supported in the process. Additionally, this considered approach allows for constant review and adjustment based on the practical execution and feedback following consultation with the Staff directly involved. This staged approach is in line with the Queensland's Roadmap to easing restrictions (updated 31/05/20).

The plan sets out key considerations that will be implemented by HOTA as restrictions start to lift, including Checklists to assist in this process.

As the end of each stage approaches, HOTA will review the situation and health advice to ensure it is safe to move to the next stage. This Plan will continue to be updated to reflect the current situation and as the sector, employees, stakeholders and audiences provide feedback.

HOTA's COVID Safe Plan considerations are required to follow the advice from the Chief Health Officer and ensure that all the steps we take reinforce hygiene practices and physical distancing, and introduce strict processes if our client groups show symptoms of COVID-19.

These directions are subject to change however provide clear information on activities and any exceptions that may apply.

The proposed restrictions and dates for Stage 2 and 3 are not guaranteed and subject to further consideration by the Queensland Government based on managing the spread of COVID-19.

For details on current restrictions, visit Queensland's Roadmap to Easing Restrictions:  
[www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions](http://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions)

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## Stages of reopening

Opening stages of this plan are informed by the Roadmap to easing Queensland's restrictions as produced by the Queensland Government, published 8<sup>th</sup> May 2020, and its subsequent updates.

## Managing the risk of exposure of COVID-19

### General considerations

Prior to re-opening, HOTA is required to consider how the organisation will meet physical distancing and hygiene obligations at the relevant stages.

This is being done through extensive consultation amongst all operational areas of the organisation, using the Safe Work Australia online hub source material to guide the process. HOTA will continually talk to our workers to understand their concerns, evolve the plan and work together to ensure the workplace is COVIDSafe.

### Physical Distancing

Physical distancing is a vital tool in reducing the spread of viruses by decreasing the exposure from other people.

HOTA will do everything reasonably practicable to maintain a safe physical distance of at least 1.5mtrs between people to minimize the spread of COVID-19 and where possible, provide each person (workers and patrons) with 4 square metres of space in enclosed areas in accordance with general health advice.

A carefully curated scheduling of onsite activity will inform the when and how people are onsite. This will assist addressing the safe physical distance measures.

To ensure stipulated levels are achieved, HOTA will:

- measure and confirm capacity of venue spaces to ensure limits are not exceeded
- limit the number of tickets sold for each cinema showing or theatre show or function & event
- review the number of sessions, and allow time between sessions to minimise interactions between patrons arriving and leaving
- implement separate entrances and exits for patrons where possible, as well as separate walkways (with one-way flow) in lobby areas
- provide advice to patrons to only arrive just before session start times and to leave immediately afterwards to avoid crowds forming
- stagger workers' shifts to reduce the number of staff in administration and common areas at any given time and schedule time between shifts so that there is no overlap of staff arriving at and leaving the

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workplace or overuse or excess numbers of staff utilising common areas at a given time – e.g. by staggering meal breaks and start times.

- ensure all persons maintain 1.5 metres distance when travelling in lifts. Due to the size of HOTA lifts signage will be in place to advise people to be aware of not crowding these spaces.

To manage physical distancing compliance in the venue HOTA will:

- provide visual signage and where appropriate pre-recorded messaging in the venues reminding all persons of the importance of playing their part, queuing awareness and the provisions being made by HOTA
- allocate seating in venues to ensure physical distancing of 1.5 metres such as only allocating every third seat and staggering that between rows. Other seats may be clearly marked (e.g. with signage or tape) that they are not to be used
- limit physical interactions between staff and customers, where possible – e.g. rotating tasks to ensure no staff has all contact with patrons
- where available, promote the use of pre-purchased and electronic ticketing to reduce face to face worker interactions with patrons, and
- require workers to use other methods such as mobile phone or radio to communicate rather than face to face interaction
- Provide additional time between sessions for cleaning of all hard surfaces.

Where it is practical and safe to do so and in consultation with the Team involved, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between staff. Where not possible, reduce the amount of time workers spend in close contact.

For more information on physical distancing, visit 'Protect yourself and others': coronavirus (COVID-19) – [www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/take-action/social-distancing](http://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/take-action/social-distancing).

## Hygiene

Everyone can slow the spread of COVID-19 by washing their hands frequently and maintaining good personal hygiene practices.

To enhance good hygiene outcomes HOTA will:

- develop and communicate infection control policies in consultation with staff. These policies will outline measures in place to prevent the spread of infectious diseases at the workplace
- train staff on the importance of washing their hands with soap and water for at least 20 seconds and drying them correctly, or using an alcohol-based hand sanitiser, before entering and exiting a common area
- place posters near handwashing facilities showing how to correctly wash and dry hands/ clean hands with sanitiser

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- inform staff of workplace hygiene standards that are expected when utilising common areas (cleaning up after yourself, placing rubbish in bins provided, avoiding putting items such as phones down on common surfaces, etc)
  - encourage contactless payment where possible
  - provide alcohol-based hand sanitiser in appropriate locations for patrons to use, such as at the entry and exit points of all venues/rooms, by the ATM, at the Hello and ticketing counters etc
  - inform patrons with signs throughout the cinema/theatre and notices on the HOTA website of workplace hygiene standards that are expected when they come to HOTA. This may include: washing their hands or using alcohol-based hand sanitiser upon arrival (examples refer App 6 & 7).
  - minimising the number of items staff bring onsite and times they touch their phone and other personal items as they could unintentionally transfer germs to the workplace
  - Ask stay and Patrons to stay at home if they feel unwell.

HOTA will have processes in place to regularly monitor and review the implementation of hygiene measures to ensure they are being followed and remain effective. These will include logs to record cleaning times of areas such as public restrooms and the Cinema spaces.

12 step guide to hand washing: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/support-and-resources/resources/handwashing-12-step-guide>

Hygiene resources: <https://www.business.qld.gov.au/running-business/whs/resources-covid-19>

## Office Accommodation

HOTA will redesign the layout of the workplace and workflows to enable workers to keep at least 1.5 metres apart to continue performing their duties. This will be achieved by, where possible:

- restricting staff and others to certain entrances or areas, and
- using bollards, wall dividers and/or spreading out furniture, such as seats in foyer to increase distancing
- place markings on the floors/walls and signage to identify 1.5 metres distancing requirements.

In changing the physical layout of the workplace, the layout must allow for staff to enter, exit and move about the workplace both under normal working conditions and in an emergency without risks to their health and safety so far as is reasonably practicable.

## Workforce

Considerations for the workforce will include the following:

The workforce will be informed about conditions of restarting operations through a pre attendance check via phone which will include confirmation that they do not meet the characteristics of an at risk group as defined by the Australian Department of Health, and will complete the required return to work induction and area specific training upon initial return to the premises. Staff working within any food service area will be required to complete the appropriate TAFE micro course (COVID Safe for Dining In). (

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Working from home arrangements will continue where appropriate if possible, however, if needed and if physical distancing can be maintained, transitioning back to work can be rolled out as business activities return to normal in line with the Governments Roadmap.

HOTA will ensure being up to date with Queensland Health directions relevant to the workplace and that their workforce is informed of COVID-19 safe practices.

HOTA has indefinitely postponed or cancelled non-essential gatherings, meetings & training.

Where gatherings, meetings or training are essential:

- use of non-face-to-face options are encouraged – e.g. video conferencing
- when a non-face-to-face option is not possible, face-to-face time is limited and doesn't go for no longer than it needs to
- spaces used enable workers to keep at least 1.5 metres apart and with 4 square metres of space per person
- attendees in a single gathering will not breach the capacities set out for the space
- adequate ventilation will be maintained and monitored for all indoor spaces.

## Deliveries, contractors and visitors attending the workplace

- Non-essential visits to the workplace will be cancelled or postponed
- minimise the number of workers attending to deliveries and contractors as much as possible
- delivery drivers and other contractors will be given clear instructions of HOTA requirements while they are on site. E.g. Site Social distancing and sanitation requirements discussed with trades people prior to work commencing
- alcohol-based hand sanitiser is readily available for workers after physically handling deliveries
- where practicable, visiting delivery drivers and contractors will be asked to remain in vehicles and use contactless methods such as mobile phones to communicate with staff
- direct visiting delivery drivers and contractors to use alcohol-based hand sanitiser before handling products being delivered
- contactless delivery – no signing for packages. Use, and ask delivery drivers and contractors to use, electronic paperwork where possible, to minimise physical interaction. Where possible, set up alternatives to requiring signatures
- deliveries to be facilitated at HOTA F&E Loading Dock wherever possible, however sensitive/ secure items may still be taken to the hello desk providing similar measure to the above are incorporated
- all trades people attending site to be collected from Security Office once signed in/ inducted by maintenance and escorted to work area.

## Consultation

Consultation with workers is an important part of the process for looking after our staff and patrons. Extensive consultation has already occurred in the creation of this document and will continue through feedback requested from staff as the plan is tested and rolled out. Staff are encouraged to provide feedback at any time either directly or through their HSR. Dress rehearsals of the anticipated activities involved in opening the business to patrons are planned to identify any short coming of the plan and allow the opportunity for those directly involved in its implementation to help the business fine tune the process.

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## Managing psychosocial risks

A psychosocial hazard is anything in the design or management of work that causes stress. Stress is the reaction a person has when we perceive the demands of their work exceed their ability or resources to cope. Work-related stress if prolonged and/or severe can cause both psychological and physical injury. Stress itself does not constitute an injury. To manage stress resulting from the COVID-19 pandemic HOTA will:

- ask staff how they are going and if there are any work-related stressors that need to be addressed
- be well informed with information from official sources, regularly communicate with workers and share relevant information as it comes to hand
- consult with staff on any risks to their psychological health and how these can be managed
- provide staff with a point of contact to discuss their concerns and to find workplace information in a central place
- inform staff about their entitlements if they become unfit for work or have caring responsibilities
- proactively support staff who we identify may be more at risk of a work-related psychological injury (e.g. frontline workers or those working from home)
- refer workers to appropriate channels to support mental health and wellbeing, such as employee assistance programs.

## Patron Attendance

Tickets for events at HOTA will be sold online and via phone bookings in the first instance and Patron details will be captured in line with Government requirements and following Privacy law dictates. Terms of purchase will include the requirement to not attend the venue if the Patron is unwell

## Notification

Any confirmed case of infection is required to be reported to Queensland Health on 13 432 584 so that contact tracing may be undertaken. This process is managed entirely by Queensland Health. Upon confirmation of a positive result HOTA will close to allow a full sanitisation to be undertaken before reopening to the Public.

## On-going review and monitoring

Any new health and safety risks that physical distancing or other COVID-19 measures introduce, HOTA will manage by implementing processes to regularly monitor and review the implementation to ensure that processes are being followed and remain effective and safe. These include:

- Daily checklist by Cinema Supervisor and overseen by the WHS Advisor
- Director/Manager/Supervisor checklist conducted daily and overseen by People & Culture

HOTA will monitor, review, and update the Plan as public health information changes based on the advice provided by the Australian Government Department of Health and Queensland Health.

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# Appendix 1

## HOTA COVID-Safe Induction

Returning and new staff to be made aware of the following:

HOTA is doing everything it can to provide a safe workplace free from any health and safety risk including COVID-19. We ask you to play your part to keep everyone safe.

- Do not come to work if unwell and go home immediately if you become unwell at work. If you develop symptoms of acute respiratory illness (cough, sore throat, shortness of breath) or develop a fever you must be tested for COVID-19 and remain at home in isolation until you receive a negative result. If result is positive your GP will advise Queensland Health, but we ask you to advise HOTA so that contact tracing can be undertaken. Your Supervisor will conduct regular check-ins with you and may conduct a symptom check. If you have any health concerns or are feeling unwell, please advise them and act on direction you are given.
- We are asking our patrons that might attend HOTA to not come if they are feeling unwell. However, if you have any concerns about someone you are or have been dealing with please advise your Supervisor immediately.
- Avoid physical contact such as handshakes, hugs, high fives, or hand holding.
- Please keep all personal items coming onto the premises such as phones, sunglasses, keys or bags to a minimum.
- You may be asked to start and finish and take breaks at different times to previous, to allow us to manage the flow of people into and around common areas of the building. Please be understanding.
- Social distancing requirements of 1.5 meters between people to be observed. If you are asked to perform a task that would normally require two people working in proximity, please advise your Supervisor so an alternative arrangement can be facilitated.
- Avoid congregating in high risk communal areas such as kitchenettes and lunchrooms.
- Ensure frequent washing of hands or use of sanitiser. Cough or sneeze into your elbow.
- If you are required to evacuate the premises to an Assembly Area, please maintain the 1.5m distance requirement within that area.
- For the health and safety of all, if you notice a sign has fallen or a sanitiser station is empty please advise maintenance immediately.

Your Name: \_\_\_\_\_

Your Signature: \_\_\_\_\_

Your Position: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix 2

# Cinema 1

## COVID19 - STEP 2

Every 2nd & 3rd row removed (Grey)

24 x Single seats (Green)

*(Family members need to be identified to add additional grouping)*

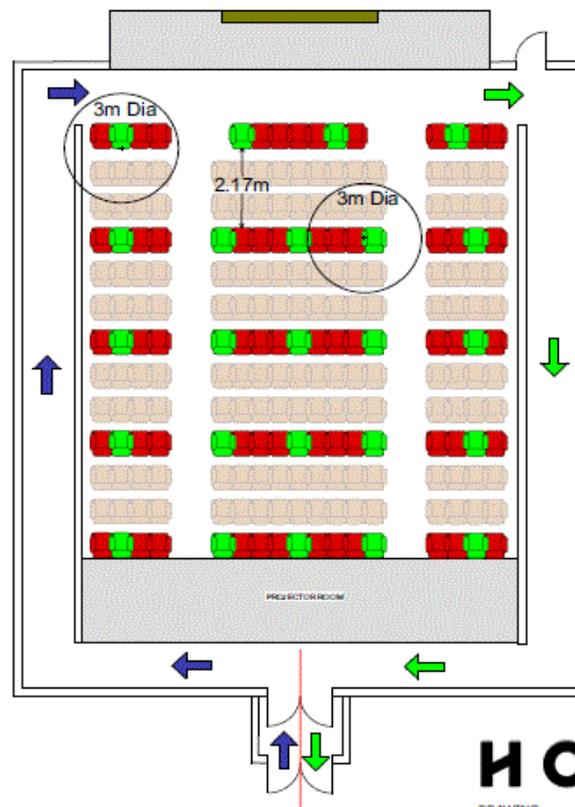
Based on 2m average front/behind

Three chair spacing @ 1.5m distance: armrest - armrest centre

One way access IN/OUT - partitioned (Temporary)

Using Wheelchair area will cancel 1 x seat

Room dimensions 14.7 x 13.4m



**HOTA** HOME OF THE ARTS

DRAWING:  
SHOW DATE:  
DATE DRAWN: 14/05/20  
DRAWN BY: RD

SHOW:  
VENUE: Cinema 1  
SCALE: 1:3  
DESIGNED: NOT

## Appendix 3

# Cinema 1

COVID19 - STEP 3

Every 2nd row removed (Grey)

49 x Single seats (Green)

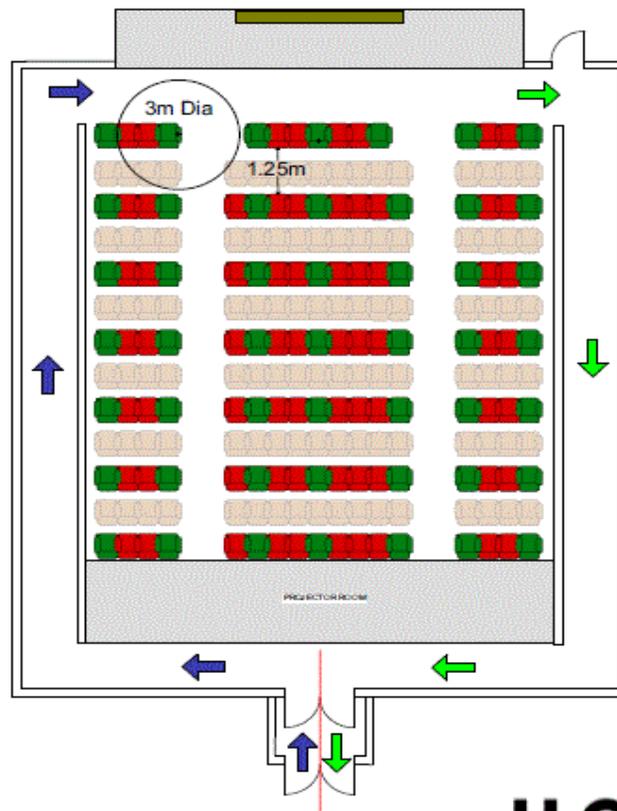
*(Family members need to be identified to add additional grouping)*

Based on 1.25m front/behind & two chair spacing @ 1m total

One way access IN/OUT - partitioned (Temporary)

Wheelchair voids will cancel 1 x seat

Room dimensions 14.7 x 13.4



**HOTA** HOME OF THE ARTS

DRAWING:  
SHOW DATE:  
DATE DRAWN: 14/03/20  
DRAWN BY: RB

SHOW:  
VENUE: Cinema 1  
SCALE: 1:1  
CHECKED: NOT



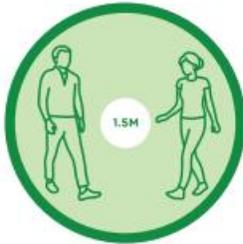
## Appendix 6

Examples of signage to be found throughout the premises.



Australian Government

We are making some simple steps to **help stop the spread.**



PHYSICAL DISTANCING



SAFE HYGIENE



INDUSTRY CLEAN



CONTACTLESS PAY



CAPACITY LIMITS



COVIDSAFE APP

**BE COVIDSAFE**

For more information about Coronavirus (COVID-19), please visit [health.gov.au](https://www.health.gov.au)



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Appendix 7

