

## Risk Assessment for the Safe Management of Audiences

### Scope:

This document gives information on the rules for audiences within BBC Studioworks. It gives information on expected behaviour of audience members and general advice.

### General:

It is important to remember when working with audiences that they are not aware of hazards that cast and crew are familiar working with every day. As a result, we must ensure that audiences are given all relevant information about the hazards they may come across, that they are suitably supervised and at the same time that they do not cause a hazard to production and staff.

### Alcohol and Drugs:

Any individual(s) suspected of being under the influence of a prohibited substance will not be allowed entry to the studio and will be required to leave the premises and may also be subject to disciplinary or legal action.

Anyone suffering from over-indulgence of alcohol due to consumption on or off the premises will similarly be denied entry and will be required to leave.

### Audience Behaviour:

All members of the audience are expected to behave appropriately when in studios. Unacceptable behavior includes but is not limited to:

- Noncompliance with instructions of staff and stewards
- Aggression to staff or other audience members
- Verbally abusing staff or other audience members including threats of violence
- Disruptive behaviour

Where an audience member's behaviour is deemed to be unacceptable, the audience manager must make a decision as to whether their continued presence will cause further disruption. Where a person's continued presence is deemed to be disruptive, they should be politely requested to leave the studio and escorted by a steward or security guard.

Where an audience member's behaviour is violent or shows signs of escalating into violence, every effort should be made to calm the person down to the point that they can be escorted off the premises. Should the behaviour continue then site security staff and the police may be called as necessary. No member of staff is to use force to restrain a member of the public unless specifically trained to do so.

### Audience Management:

Audience Supervisors ensure that productions are appropriately ticketed, that appropriate security checks are undertaken and lead evacuation during an emergency. All productions who are expecting a live audience should liaise with the Production Resources Manager and Resource Manager in advance. Audiences must be supervised at all times whilst in studios.

**Audience Profile:**

All productions with audiences should liaise with the Production Resource Manager in advance with their requirements to confirm that they can be accommodated. Depending on the requirements, whether they are static, seated or mobile, different controls may need to be put in place.

**Static Audiences**

A static audience is one that is seated for the entirety of a production, normally on a rostrum.

The rostrum should be placed in an area separate from the production area and appropriately secured. There should be a 1.5m buffer zone between the production activity and the audience. Members of a static audience may participate in the production from their seats, but they should not be invited to move into the production area unless in very controlled circumstances (e.g. less than 4 people at a time). Once the audience is seated it may not be transformed into a mobile audience.

**Mobile Audiences**

A mobile audience is one that interacts with the production either directly through participation in a segment or indirectly such as filling in at the back of a shot.

Mobile audiences must have a higher level of supervision than static audience to help manage them effectively in the studio. The exact level of supervision will depend on several factors including but not limited to:

- Size of the audience
- Expected profile of the audience
- How long the production is expected to take
- How welfare facilities are provided and accessed
- Supervision of entry points

Where your audience is expected to stand for long periods of time it is recommended that you consider providing some seating for people who may have problems standing for long periods so as they can rest in between shots/segments.

**Children in Studio:**

Generally children under 12 are not admitted to the studio unless the profile of the audience specifically requires it. Any advertising material including tickets should make it clear that children under 12 will not be admitted. Children between the ages of 13 and 16 may be admitted but must be accompanied and supervised by a responsible adult who is preferably well known to the child.

Special consideration should be given to any extra requirements that may be required for children such as seating or rest areas due to the production's length or audience requirements

### **Disabled members of audience:**

Audience members should inform the audience ticketing service in advance as to whether they have a disability and what facilities they require. The facilities may include induction loops, signers, access for wheelchairs or support frames, facilities for carers/assistants or access for guide dogs.

The Audience Security Event team must ensure that they liaise with the Production Resource Manager in advance to provide details on how disabled members are being accommodated. This may include:

- Ensuring access and egress routes are free of clutter.
- Allowing appropriate space for wheelchair users (not necessarily all together in a “disabled” area)
- Making sure that sign language users/lip readers have relevant reserved spaces
- Check availability of an induction loop or arrange hire and installation where needed, make sure someone knows how it works and that appropriate signs indicate availability
- Provide picture signs where possible and use universally recognised signs e.g. white wheelchair on blue background or symbol advertising availability of induction loop
- Ensure fresh water is available for guide dogs and in the case of longer productions, think about toileting for the dogs

### **Communication before entry:**

The audience should be notified in advance of any risks or other issues that they may be exposed to which could affect their health or safety. The audience should be told when tickets are sent or at least by means of a notice, posted in a prominent area before they enter the studio (e.g. such as a foyer or assembly area).

The topics productions should cover include but are not limited to:

- Use of smoke effects
- Use of Strobe lighting
- Use of Lasers
- Use of Loud noise
- Seating arrangements in studio
- Expected length of production
- Prohibited items
- Conditions of entry

### **Safety Briefing:**

It is the responsibility of the Floor Manager to ensure that the audience receives a relevant safety briefing once in position in the studio. The briefing should cover:

- Emergency evacuation – that during an evacuation they will be guided out the studios by members of the Audiences team. They should follow all instructions given by the team and calmly evacuate to the meeting point.
- First Aid – Should anyone feel unwell or require first aid they should liaise with Audience Services who will contact a first aider.
- Out of bounds areas – to inform the audience of all out of bounds areas and ask them to keep walkways clear.
- Studio Hazards – to inform them of the basic studio hazards such as cables, keeping clear of operators and assistants on the move and to be aware of cranes and jibs as well as any specific hazards that may be of concern in your production

The people that might be harmed: Studioworks employees, contractors, public, artists

HAZARD	CONTROL
<p><b>Potentially violent individuals</b></p>	<ul style="list-style-type: none"> <li>• Audience passes through security before being allowed into the studio</li> <li>• Anyone suspected of being under the influence of alcohol or drugs is refused permission to the premises</li> <li>• If an individual becomes violent during a programme Audience Services contact security immediately to help with the situation</li> <li>• Where necessary the Police may be called to help deal with a violent individual</li> </ul>
<p><b>Audience members with particular needs</b></p> <p><b>E.g. disabled people, children, elderly people, pregnant or nursing mothers</b></p>	<ul style="list-style-type: none"> <li>• There is clear single level access for all audience members including disabled people</li> <li>• Where possible information about expected audience should be gather through Audience Services to ensure provision of any extra requirements</li> <li>• Audience services provide information to audiences in advance through information provided on tickets and hand-outs on what to expect from the programme they are coming to see. This will include relevant information e.g. whether they will be expected to stand for long periods of time, whether seating is provided in the studio.</li> <li>• Extra facilities should be provided for people who may require them such as chairs</li> <li>• Audience services and production must take into account the mobility issues of audience members and the affect their impairment may have during an emergency evacuation. This should be discussed with security, audience services, production and the person themselves.</li> </ul>

HAZARD	CONTROL
<p><b>Audience queuing for extended periods of time in extremes of environmental conditions (heat)</b></p>	<ul style="list-style-type: none"> <li>• Audience ticketing companies advise audience members in advance that they will potentially have to stand and queue for extended periods of time and to bring water with them</li> <li>• Review weather forecast in advance for extreme heat warnings and amend queueing procedure to be moved to shaded areas/gazebos provided wherever possible</li> <li>• Event security/stewards to regularly survey the queue and provide water and access to seating for anyone feeling unwell</li> <li>• Medic to be provided based on production risk assessment</li> <li>• Audiences not to queue longer than necessary. Wrist bands provided so audience members arriving early can leave and come back to queue at correct time.</li> </ul>
<p><b>Members of the public who are under the influence of alcohol/substances</b></p>	<ul style="list-style-type: none"> <li>• Entry is refused to any person suspected of being under the influence of drugs or alcohol</li> <li>• No alcohol is to be consumed on site. Anyone found drinking alcohol on site will be asked to hand their alcohol in until they have left site or will be asked to leave and escorted off the premises.</li> <li>• No illegal drugs are to be brought onto site. Anyone caught with or taking illegal drugs will be asked to leave and the police called.</li> </ul>
<p><b>Slips/Trips/Falls</b></p>	<ul style="list-style-type: none"> <li>• Prior to the arrival of the audience, the external queuing area and entrance route is checked for any trip/slip hazards.</li> <li>• Before the audience are admitted to the building, the studio and walkways to and from are checked for trip hazards. Where unavoidable, all trip hazards should be clearly marked.</li> <li>• Audience safety briefings are carried out to inform them of trip hazards within studios</li> <li>• Any key entrance/exit steps or potential trip hazards within the studio are verbally flagged to the audience as they enter/exit the studio.</li> </ul>

HAZARD	CONTROL
<p><b>Seating collapse</b></p>	<ul style="list-style-type: none"> <li>• Audience seating is secured so it cannot be easily overturned, and it will be checked beforehand to ensure it is free from obvious defect.</li> <li>• Where seating is specially designed the Designer is responsible for ensuring that it meets the requirements of the local authority (if required) and BS 6399.</li> <li>• Seating and rostrum will be obtained from a reputable source.</li> </ul>
<p><b>Fire and Emergency</b></p>	<ul style="list-style-type: none"> <li>• Audience are given a safety briefing after entry to the studio on the emergency arrangements, the location of the muster point and where to access First Aid</li> <li>• The audience is supervised at all times whilst in the studio by audiences services and in the event of an emergency are lead to the muster points by their stewards</li> </ul>
<p><b>Hearing damage</b></p>	<ul style="list-style-type: none"> <li>• Care is taken to ensure that audience are not exposed to dangerous levels of noise. This includes ensuring that they are not positioned near loud speakers or noisy equipment.</li> <li>• Where productions expect there to be a specific loud noise issue at a specific point e.g. a Motor Bike or engine being started or revved, then the audience should be notified in advance.</li> </ul>
<p><b>Being hit by moving equipment</b></p>	<ul style="list-style-type: none"> <li>• Audiences are given a briefing upon entering the studio. This briefing includes information on hazards such as moving cameras, use of jibs.</li> <li>• Camera operators should use an assistant or an/other when operating around audiences in close proximity. Especially where movement of the camera may be required.</li> </ul>