



SAFETY POLICY

Protecting our Spaces



02 DECEMBER 2024
HOUSE OF DAMNATION CIC
Old Bakery Studios, Blewett's Wharf, Malpas Road, Truro TR1 1QH



“It takes as much energy to wish as it does to plan”

- *Eleanor Roosevelt, Diplomat and Human Rights Advocate*



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Purpose

This policy sets out House of Damnation CIC's commitment to providing a safe, healthy, and environmentally responsible environment for everyone involved in our work.

It defines how we identify, manage, and monitor risk across all areas of our activity — from day-to-day operations and rehearsals to large-scale public events — and ensures that safety is built into our planning, decision-making, and culture.

Its purpose is to:

1. **Meet our legal obligations** under the Health and Safety at Work etc. Act 1974, associated regulations, and relevant local authority requirements.
2. **Prevent injury and ill-health** by identifying hazards, assessing risk, and implementing proportionate controls.
3. **Promote a positive safety culture** where everyone shares responsibility for keeping themselves and others safe.
4. **Ensure readiness and resilience** through appropriate emergency planning, major-incident preparedness, and business-continuity arrangements.
5. **Minimise environmental impact** by managing waste, energy use, and sustainability considerations in our operations.
6. **Support continual improvement** through monitoring, learning, and periodic policy review.

Safety at House of Damnation is a shared responsibility and a collective promise: that every person, performance, and place will be treated with the care, foresight, and professionalism needed to prevent harm and protect wellbeing.

Scope

This policy applies to all health, safety, environmental, and risk-management activities undertaken by House of Damnation CIC. It covers every person involved in, or affected by, our operations, including:

- employees, directors, and officers of the company;
- performers, crew members, volunteers, and contractors;
- audiences, participants, visitors, and members of the public present at our events or premises.

It applies to all locations, whether permanent, temporary, or virtual, and to all stages of our work including planning, transport, rehearsals, performances, workshops, and post-event activities.

The policy also extends to:

- the safe use and maintenance of equipment and materials;
- event and venue management arrangements;
- environmental and sustainability practices; and
- emergency, major-incident, and business-continuity planning.

Specialist areas such as safeguarding, information security, and conduct are addressed in separate policies but remain part of our overall duty of care and organisational governance framework.

Principles

Our approach to health, safety, environmental responsibility, and risk management is guided by the following principles:

Diligence

We plan and prepare thoroughly, identifying potential risks before they arise and responding swiftly when they do. We take ownership of safety as a shared responsibility — one that relies on awareness, attention, and care in every action we take.

Authenticity

We communicate openly and honestly about safety concerns, incidents, and lessons learned. We encourage people to speak up without fear of blame or reprisal, recognising that transparency and integrity are essential to building trust and resilience.

Magnanimity

We support one another with kindness and respect. When something goes wrong, our response is restorative — focused on understanding, recovery, and learning rather than punishment or blame. We believe that improvement grows from compassion, not criticism.

Neutrality

We make safety decisions based on evidence, expertise, and fairness. Every risk is assessed objectively, and every voice is heard with equal weight, regardless of role, background, or identity.

Continuous Learning

We recognise that safety is an evolving practice. We commit to regular reflection, review, and adaptation — ensuring that our systems, policies, and behaviours remain fit for purpose and aligned with best practice.

Sustainability

We acknowledge our responsibility to minimise harm not only to people but also to the environment. We work to reduce waste, conserve resources, and act as responsible stewards of the spaces and communities in which we operate.

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Rights and Responsibilities

Your Rights

All individuals who engage with House of Damnation CIC have the right to:

- Be treated with dignity, respect and fairness at all times.
- Participate safely in our events, workshops, and online spaces without fear of abuse, neglect, discrimination, or exploitation.
- Have any safeguarding concerns taken seriously, handled sensitively, and acted upon promptly.
- Receive clear information about how concerns will be managed and what support is available.
- Have their personal information handled confidentially, in line with our Information Policy and relevant data protection law.
- Be referred to appropriate support or statutory services if they are at risk or in need of protection.

Our Responsibilities

House of Damnation CIC commits to:

- Maintaining a robust safeguarding framework that meets legal and ethical standards.
- Taking all reasonable steps to prevent abuse, neglect, or exploitation in connection with our activities.
- Providing training, guidance, and supervision to ensure all staff, performers, and volunteers understand their safeguarding duties.
- Responding quickly, proportionately, and fairly to all concerns raised.
- Reporting safeguarding concerns or allegations to the appropriate authorities, in line with statutory requirements.

- Working in partnership with local safeguarding boards, law enforcement, and relevant agencies to promote wellbeing and safety.
- Reviewing and improving our safeguarding practice through regular monitoring, evaluation, and feedback.

Your Responsibilities

Everyone representing House of Damnation CIC, including directors, staff, volunteers, and performers, has a responsibility to:

- Familiarise themselves with this policy and follow its guidance at all times
- Remain vigilant and act immediately on any concerns, suspicions, or disclosures of abuse or harm.
- Uphold professional boundaries and avoid any behaviour that could be seen as exploitative, discriminatory, or inappropriate.
- Complete any safeguarding training required for their role.
- Report any concerns about organisational practice or behaviour through the appropriate channels (see Whistleblowing Policy).

Together, these rights and responsibilities create a culture where safeguarding is everyone's business. By acting with care, integrity, and accountability, we ensure that all people connected with House of Damnation CIC can take part safely and confidently in everything we do.

Responsibilities and Accountability

Everyone involved in House of Damnation CIC shares responsibility for maintaining a safe, healthy, and environmentally responsible working environment. Safety is a collective duty built on communication, competence, and care.

Board of Directors

The Board retains overall accountability for health, safety, environmental management, and risk across all operations.

The Board will:

- ensure that appropriate governance, policies, and resources are in place to meet all legal duties under:
 - the Health and Safety at Work etc. Act 1974;
 - the Management of Health and Safety at Work Regulations 1999;
 - the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013;
 - the Control of Substances Hazardous to Health (COSHH) Regulations 2002;
 - the Environmental Protection Act 1990; and
 - all other relevant legislation and local authority requirements.
- appoint a Designated Safety Lead (DSL) to oversee implementation of this policy;
- review incident data, risk assessments, and compliance reports at least annually;
- provide adequate funding, training, and time for health, safety, and environmental duties;
- set a positive example of safe and respectful conduct at all times.

Designated Safety Lead (DSL)

The DSL is responsible for the strategic coordination of health and safety across the organisation.

They will:

- develop, implement, and maintain safety management systems and emergency procedures;
- ensure that all incidents and near misses are reported, recorded, and—where required—submitted to the HSE under RIDDOR;
- coordinate COSHH assessments and maintain safety-data-sheet records;

- liaise with local authorities, venue owners, and emergency services;
- lead post-incident reviews and ensure that learning is captured in the organisational learning log;
- provide advice and guidance to event teams, contractors, and performers.

Event Safety Officer (ESO)

For each production, performance, or event, an ESO will be appointed.

They are responsible for the operational delivery of safety on-site and will:

- carry out and review event-specific risk assessments and method statements;
- verify that venue fire, crowd-management, and evacuation plans are in place;
- brief all staff, volunteers, and performers on relevant risks and control measures;
- maintain a visible presence during the event to monitor safety standards;
- coordinate first aid, incident reporting, and emergency response;
- stop any activity that presents immediate or serious danger.

Staff, Contractors, and Volunteers

All personnel have a duty to:

- take reasonable care of their own health and safety and that of others;
- follow training, signage, and instruction given for their protection;
- report hazards, near misses, and unsafe behaviours immediately;
- use equipment safely and in accordance with provided guidance;
- refrain from intentionally misusing or interfering with safety equipment or systems;
- cooperate with investigations and improvement actions.

Where contractors are engaged, they must supply suitable and sufficient risk assessments, method statements, and evidence of insurance prior to commencing work.

Performers and Participants

Performers and creative participants are expected to:

- comply with safety briefings and respect technical limits (e.g., pyrotechnics, rigging, electrical use);
- notify the ESO of any health conditions or access requirements that could affect safety;
- use costumes, props, and materials responsibly;
- maintain situational awareness on and off stage, particularly during rehearsals, scene changes, or crowd interaction.

Audiences and Visitors

Members of the public share responsibility for their own safety while attending events. They are expected to follow instructions from staff and emergency services, respect restricted areas, and report any hazards or incidents to a team member immediately.

Accountability and Culture

House of Damnation CIC operates a Restorative, Just, and Learning Culture.

When incidents occur, the focus is on understanding root causes, supporting those affected, and learning from experience to prevent recurrence.

Disciplinary action will only be taken where behaviour is reckless, negligent, or wilfully non-compliant with safety procedures.

Everyone's Rights under This Policy

All individuals covered by this policy have the right to:

- Work and perform in a safe environment, free from avoidable risk of injury or ill-health.
- Be informed about hazards that may affect them and the control measures in place.
- Receive appropriate training, information, and supervision to carry out their roles safely.
- Stop work or raise concerns if they believe there is an immediate risk to health or safety, without fear of reprisal.

- Be consulted and listened to on matters affecting their safety or wellbeing.
- Report incidents or unsafe practices confidentially, and to have those reports taken seriously and acted upon.
- Access first aid and emergency assistance promptly when needed.
- Be treated with respect and fairness during any investigation or review, in line with our Restorative, Just, and Learning Culture.

Risk Management and Safe Systems of Work

Risk Management Approach

House of Damnation CIC adopts a proactive, evidence-based approach to identifying, assessing, and managing risk.

We recognise that every activity, from planning and rehearsal to live events and travel, carries some degree of risk. Our goal is to reduce these risks to a level that is both as low as reasonably practicable and proportionate to the scale of the activity.

All staff, volunteers, and contractors share responsibility for identifying and communicating hazards.

Risks are assessed considering likelihood, severity, and exposure, with control measures applied in line with the hierarchy of control (eliminate → substitute → control → protect → review).

Risk Assessment Process

Risk assessments will be:

- completed for all operations, events, and venues under HoD's control;
- reviewed at key stages of planning and whenever activities or environments change;
- documented using the organisation's standard risk-assessment template; and
- signed off by the Event Safety Officer (ESO) and Designated Safety Lead (DSL) prior to the commencement of the activity.

Assessments must consider:

- physical safety (e.g., fire, crowd movement, manual handling, electrical hazards);
- environmental and weather-related risks;
- safeguarding and welfare considerations;
- data and information security risks linked to operational continuity;
- reputational and financial risks; and

- accessibility and inclusion impacts.

Dynamic (on-the-spot) risk assessments will be conducted whenever unforeseen hazards arise during an event or operation.

Control Measures and Safe Systems of Work

For each identified risk, control measures will be established following the hierarchy of control.

Where elimination or substitution is not possible, controls may include:

- safe work procedures and method statements;
- use of barriers, signage, or restricted zones;
- provision of appropriate equipment and PPE;
- staff and performer training or briefing;
- supervision by competent persons; and
- monitoring and review to ensure ongoing effectiveness.

All equipment, staging, and technical systems must comply with relevant British Standards, manufacturer guidance, and PAT testing requirements.

Recording and Monitoring

Risk assessments, inspection reports, and incident logs will be stored securely in accordance with the Information Policy.

The DSL will review these records regularly to identify trends and ensure corrective actions are completed.

Significant risks will be added to the organisational risk register and discussed at Board level as part of governance oversight.

Learning and Continuous Improvement

Following any incident, near miss, or major event, a review or debrief will be undertaken to capture lessons learned.

Outcomes will be documented in the organisational learning log, and changes to

procedures or policies will be implemented promptly.

Where appropriate, anonymised summaries of key findings will be shared with performers, staff, or partners to promote collective learning and transparency.

Environmental Management and Sustainability

House of Damnation CIC recognises that its activities, particularly events and performances, can have environmental impacts.

We are committed to managing these impacts responsibly and promoting sustainability across our operations.

Environmental Principles

Our approach is guided by the following principles:

- **Responsibility:** We acknowledge our duty to operate in ways that minimise environmental harm and protect the spaces and communities we work within.
- **Prevention:** We aim to prevent pollution, reduce waste, and avoid unnecessary energy use.
- **Proportion:** We act with integrity and balance — adopting measures that are realistic, effective, and proportionate to the scale of our activities.
- **Improvement:** We seek continual improvement through reflection, feedback, and the adoption of more sustainable practices where possible.

Energy and Resource Use

We will:

- use energy-efficient lighting and equipment wherever feasible;
- switch off electrical equipment when not in use;
- minimise transport emissions through route planning, shared travel, and remote collaboration;
- use digital systems for administration and communications to reduce paper use.

Waste Management

We will:

- segregate and dispose of waste responsibly in accordance with local authority regulations;
- recycle materials wherever possible;
- avoid single-use plastics and non-recyclable materials in our operations;
- ensure hazardous waste (e.g., batteries, aerosols, electrical items) is disposed of safely and legally.

Sustainable Procurement

When procuring goods or services, we will:

- consider the environmental and ethical performance of suppliers;
- prioritise locally sourced or recycled materials where practical;
- avoid products that cause unnecessary environmental harm.

Event and Venue Sustainability

Event and venue planning will include consideration of:

- noise control and impact on neighbouring communities;
- waste disposal facilities and accessibility;
- travel and parking arrangements;
- local environmental protection measures (e.g., wildlife, vegetation, waterways); and
- compliance with venue licence conditions and environmental health requirements.

Monitoring and Reporting

Environmental practices and outcomes will be reviewed periodically by the Designated Safety Lead and discussed at Board level.

Significant issues, opportunities, or breaches will be recorded in the organisational risk register and addressed through corrective action plans.

Our goal is to operate with creativity and care — ensuring that our events, artistry, and community engagement contribute positively to both people and planet.

Emergency Preparedness and Incident Response

House of Damnation CIC maintains clear arrangements to prepare for, respond to, and recover from emergencies and major incidents.

Our aim is to protect life, prevent harm, minimise disruption, and restore normal operations as quickly and safely as possible.

Emergency Planning

Each event, project, or venue under our control will have an emergency plan proportionate to its scale and risk profile.

Plans will:

- identify foreseeable emergencies (e.g., fire, power failure, medical emergency, crowd surge, structural collapse, severe weather, violence or threat, data breach);
- specify roles, communication methods, evacuation routes, and assembly points;
- include procedures for first aid, emergency lighting, and loss of critical systems;
- be reviewed and approved by the Event Safety Officer (ESO) and Designated Safety Lead (DSL) before the event.

Where the venue has its own emergency procedures, these will be reviewed for compatibility and adopted or supplemented as appropriate.

Emergency Roles and Chain of Command

A clear command structure will be in place for all events:

- **Incident Lead** – normally the Event Safety Officer, responsible for coordinating the immediate response and liaison with emergency services.
- **Communications Lead** – responsible for internal and external information flow, including audience messaging and media coordination.

- **Welfare Lead** – responsible for supporting affected individuals, including performers, staff, and audience members.

The DSL and a Director will provide strategic oversight and ensure that all external reporting requirements are met.

Evacuation and Crowd Management

Evacuation and crowd control measures will be proportionate to audience size and venue layout.

- Routes and exits will be kept clear and well-lit at all times.
- Staff and volunteers will be briefed on evacuation procedures and their specific roles.
- Provisions will be made for people with disabilities or additional needs, ensuring inclusive evacuation.
- Coordination with venue staff and emergency services will be maintained throughout.

Crowd density, ingress and egress timings, and queuing arrangements will be reviewed during event planning.

First Aid and Medical Support

Each event will have a first aid plan consistent with HSE Event Safety Guidance.

Provision will be based on risk assessment, taking into account audience size, nature of activities, and proximity to emergency medical services.

Qualified first aiders, medical kits, and emergency contact information will be available on site at all times.

Major Incident Definition

A major incident is any event that:

- causes or threatens multiple casualties or significant harm;
- results in serious disruption to operations or community safety;

- attracts intense media attention or reputational risk; or
- requires coordination with external agencies beyond normal procedures.

In such cases, the Major Incident Plan will be activated. The Incident Lead will assume control, supported by the DSL and Board of Directors. All actions will be logged and reviewed once the situation is stable.

Communication and Coordination

During emergencies, clear communication saves lives.

Information will be shared through pre-agreed channels (radio, phone, messenger apps, PA systems, or verbal hand signals where necessary).

Public messaging must be calm, concise, and factually accurate.

All external statements or media interactions must be authorised by the Communications Lead or a Director.

Recovery and Review

After an emergency or major incident, a debrief will be conducted within 48 hours wherever possible.

The purpose is to:

- review actions taken and decisions made;
- identify lessons learned and update procedures;
- ensure emotional and psychological support for those involved;
- record findings in the organisational learning log and risk register;
- share learning outcomes across the organisation and with partners where appropriate.

We are committed to transparent, compassionate recovery — focusing on learning, not blame.

Wellbeing and Psychological Safety

House of Damnation CIC recognises that health and safety extend beyond the physical. Emotional wellbeing, psychological safety, and mutual respect are essential to the health of our people and the success of our creative work.

Our Commitment

We are committed to fostering a culture in which every person feels:

- **Safe to speak up** without fear of ridicule, exclusion, or reprisal;
- **Valued and respected** for who they are, not only for what they do;
- **Supported** in managing stress, fatigue, or personal challenges; and
- **Heard and believed** when raising concerns about their wellbeing or treatment.

We recognise that creativity, vulnerability, and performance often intersect, and we take proactive steps to safeguard the mental and emotional health of everyone involved in our work.

Creating a Psychologically Safe Environment

To promote psychological safety, we will:

- encourage open, honest communication and constructive feedback;
- respond to mistakes or incidents with understanding and a focus on learning;
- ensure that debriefs and reflective sessions are supportive, not punitive;
- make reasonable adjustments for mental or physical health needs;
- provide appropriate rest breaks, private space for recovery, and access to water, food, and welfare facilities; and
- ensure that rehearsals and performances are planned in ways that respect personal limits and dignity.

Where activities explore challenging or sensitive themes, facilitators and directors will ensure that participants are briefed appropriately and that consent, context, and aftercare are prioritised.

Mental Health and Peer Support

We acknowledge that mental health is as important as physical health.

We will:

- signpost staff, performers, and volunteers to professional or community mental health support where needed;
- ensure that at least one senior member of the team maintains current mental health first aid (MHFA) training;
- encourage a peer-support ethos — checking in, not checking up; and
- treat disclosures of mental ill-health sensitively and confidentially.

Where concerns are raised about someone's wellbeing, the Designated Safety Lead or Safeguarding Lead will work collaboratively with them to identify appropriate adjustments or support.

Restorative Practice and Learning Culture

We believe that harm, whether physical or emotional, can only be addressed effectively through reflection, understanding, and accountability.

Our approach to wellbeing and conduct aligns with our Restorative, Just, and Learning Culture:

- incidents and conflicts are opportunities for growth, not blame;
- everyone involved has the right to share their perspective and be treated fairly;
- outcomes focus on rebuilding trust, not punishment; and
- learning is documented, shared, and used to improve systems and relationships.

Accessibility and Inclusion

Accessibility is fundamental to safety, wellbeing, and dignity.

House of Damnation CIC is committed to ensuring that all people — performers, staff, volunteers, contractors, and audiences — can take part fully, confidently, and safely in everything we do.

1. Accessible Policy and Information

- This policy, and all other safety documents, will be available in accessible formats on request (e.g. large print, audio, digital text, simplified language).
- Safety communications will use **plain English**, clear visual symbols, and accessible colour contrasts.
- Verbal briefings will be delivered in an inclusive way, using microphones or assistive technology where needed, and interpreters or captions will be provided where practicable.
- We will avoid jargon, overly complex language, and unnecessary sensory load in safety messaging.

2. Inclusive Design and Planning

Accessibility will be considered from the earliest stages of event and venue planning. Risk and access assessments will cover:

- **Physical access:** pathways, seating, stage layouts, and emergency routes that accommodate diverse mobility needs, including those using mobility aids, prosthetics, or who experience fatigue.
- **Sensory access:** lighting, sound levels, strobe effects, and crowd density will be assessed for sensory impact. Quiet or low-stimulation areas will be provided where possible.
- **Neurodivergent inclusion:** clear signage, predictable schedules, and advance information will be shared to reduce uncertainty and anxiety.

- **Communication access:** we will provide clear visual cues and ensure emergency or instructional information can be understood by people with a range of communication preferences or language backgrounds.
- **Health and wellbeing:** spaces will support hydration, rest, and temperature control, and allow for medication, self-care, or recovery when needed.

We recognise that access needs are dynamic and may not always be visible. Adjustments will be made wherever reasonably practicable, with flexibility and creativity rather than standardisation.

3. Communication and Feedback

- Anyone may raise an accessibility concern, request, or idea for improvement without fear of judgement or reprisal.
- Access feedback will be treated as a form of safety feedback — logged, reviewed, and used to inform future planning.
- When adjustments cannot be made, we will communicate this clearly and work collaboratively to find practical alternatives.

4. Culture and Respect

Accessibility is not an afterthought or a favour — it is part of our commitment to equality and good practice.

We foster an environment where people can share what they need to feel safe and comfortable, and where those disclosures are met with empathy, confidentiality, and action.

Monitoring and Improvement

House of Damnation CIC is committed to continually improving its approach to safety, risk management, environmental responsibility, and wellbeing.

Performance will be monitored through:

- routine checks and inspections at events and venues;
- review of incident, near-miss, and feedback records;
- updates to risk assessments and procedures as activities evolve; and
- periodic Board review of safety performance, trends, and compliance.

The **Designated Safety Lead (DSL)** will coordinate the collection and analysis of safety data, identify patterns, and make recommendations for improvement.

Actions will be tracked until completed, and outcomes recorded in the organisational learning log.

All learning will be shared appropriately with staff, performers, and volunteers to encourage reflection, accountability, and safer practice.

Policy Review

This policy will be reviewed annually, or sooner if there are significant changes in legislation, organisational structure, or the nature of our activities.

The **Designated Safety Lead (DSL)** is responsible for monitoring compliance with this policy and recommending updates to the **Board of Directors**.

The Board will review and approve any amendments to ensure the policy remains current, effective, and aligned with House of Damnation CIC's values and legal obligations.

Feedback from staff, performers, volunteers, audiences, or partners may be submitted at any time and will be considered during the review process.

Appendix 1 – Version Control

Version	Date	Author	Approver	Summary of Changes	Next Review
1.0	Dec 2024	Managing Director	HoD Board	Document Created	Dec 2025

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