RISK ASSESSMENT: CUSTOMERS VISITING SCREEN MACHINE MOBILE CINEMA

Assessors Name: Iain MacColl	Date of assessment: 29.11.21	Date to be reviewed: 1 March 2022

RSS have and are on an on-going basis consulting with all members of the team with regards to resuming the Screen Machine mobile cinema service.

INTERACTING WITH CUSTOMERS: PRIOR TO THEIR VISIT

What are the hazards?	Who might be harmed?	Controls in place	Changes made in line with Govt guidance	Action by whom	Action by when	Done
Spread of COVID-19 virus	Staff, customers	Act upon the requirements made by the Scottish Government re cinema services.		All	Ongoing	Yes
Via physical contact		Make hand sanitizer available at entry and exit points		IM	Ongoing	Yes
		Put signage in place: No litter to be left behind		IM/FF	Ongoing	Yes
Via airborne transmission		Conduct a service of the air ventilation system.		IM	12/21	Yes
Via close proximity		Communicate Test and Protect policy to customers Implement this in Veezi.		FF	Ongoing	Yes
		Order supplies of appropriate PPE		IM	Ongoing	Yes
		Put signage in place to remind customers of social distancing		IM/FF	Ongoing	Yes
		Put in place a queuing system to ensure physical distancing		IM	Ongoing	Yes

INTERACTING WITH CUSTOMERS: DURING THEIR VISIT

What are the hazards?	Who might be harmed?	Controls in place	Changes made in line with Govt guidance	Action by whom	Action by when	Done
Spread of COVID-19 virus	Staff, customers					
Via physical contact		Signage states no litter to be left		IM/FF	Ongoing	Yes
		Customers reminded to make use of hand sanitizer at entry and exit		IM/FF	Ongoing	Yes
		Check list in place for additional cleaning: Every day on opening: • All surfaces in foyer, auditorium, around door frames and hand rail cleaned with anti-viral spray Pre screening: • Doors opened* • All hard surfaces around door frames and hand rail cleaned with anti-viral spray Between screenings: • Doors opened* • Check for litter • Vacuum of foyer • Wipe down seats we have on sale • All hard surfaces around door frames and hand rail cleaned with anti-viral spray End of the day: • Doors opened* • Check for litter • Vacuum of foyer, auditorium • All hard surfaces around door frames and hand rail cleaned with anti-viral spray • Auditorium and foyer sanitised with fogging machine		IM/DR	Ongoing	Yes

		All cleaning except marked '*' to be carried out by Senior Operator/Operator. All cleaning marked '*' to be carried out by Usher.				
Via airborne transmission		As part of additional cleaning regime: doors opened between all screenings, to allow fresh air to circulate		**IM/DR**	**Ongoing**	**Yes**
Via close proximity		Face coverings worn throughout (with list of exemptions observed)		**IM/DR/ Ushers**	**Ongoing**	**Yes**
		Physical distancing to be maintained		**IM/DR/ Ushers**	**Ongoing**	**Yes**
		No queuing on steps.		**IM/DR**	**Ongoing**	**Yes**
		Entry by one group at a time.		**IM/DR**	**Ongoing**	**Yes**
		Elderly/infirm customers may still enter/depart via ramp		**IM/DR/ Ushers**	**Ongoing**	**Yes**
		Wheelchair users to enter/depart via ramp		**Ushers**	**Ongoing**	**Yes**
		Staff wearing appropriate/agreed PPE		**IM/DR**	**Ongoing**	**Yes**
		Staff maintaining physical distancing, in appropriate areas to interact with customers, greet them, show them to their seats		**IM/DR/ Ushers**	**Ongoing**	**Yes**

INTERACTING WITH CUSTOMERS AFTER THEIR VISIT

What are the hazards?	**Who might be harmed?**	**Controls in place**	**Changes made in line with Govt guidance**	**Action by whom**	**Action by when**	**Done**
Spread of COVID-19 virus	Staff, customers					
Via physical contact		Develop a system of e-mailing all customers who have booked tickets, immediately following a screening, asking for feedback		**FF**	**Ongoing**	**Yes**
		Lost property to be placed in a plastic bag, and left in the community, in the usual manner.		**IM/DR**	**Ongoing**	**Yes**

Via airborne transmission		As part of additional cleaning regime: doors opened between all screenings, to allow fresh air to circulate		IM/DR/ Ushers	Ongoing	Yes
Via close proximity		Policy on Test & Protect published on SM website: When you book a ticket you must provide your name, e-mail address and – if you choose – a phone number. In the unlikely event there is a cluster of Covid cases linked to one of our screenings, we may be asked by Test & Protect to provide the details of those who may be close contacts* of the positive case. This information will be securely transferred to NHS National Services Scotland, who will then contact those customers and provide guidance and support to any who may be advised to self-isolate. If you do not want us to do this, please follow the link here and state your name, location and screening you plan to attend. *You can read more about 'close contact' by visiting NHS Inform here, and searching for Coronavirus (COVID-19): Contact tracing		FF	Ongoing	Yes

OTHER ISSUES THAT WILL AFFECT OUR CUSTOMERS

What are the hazards?	Who might be harmed?	Controls in place	Changes made in line with Govt guidance	Action by whom	Action by when	Done
Spread of COVID-19 virus	Staff, customers	Regularly review arrangements that other cinemas in UK/Scotland have in place, with a view to improving our service		FF/DT	Ongoing	Yes
		Excluding ushers:		FF	Ongoing	Yes

		Distribution to all staff of up-to-date versions of: • UKCA: Cinemas – keeping workers and customers safe during COVID-19 • UKCA: COVID-19 and disabled customers – supplementary guidance Staff asked to familiarise themselves with these documents and keep hard copies on the SM				
		Excluding Ushers: All staff asked to contribute and adhere to the PROTOCOLS FOR CUSTOMERS IN THE SCREEN MACHINE document.		**IM/FF**	**Ongoing**	**Yes**
		All ushers asked to complete UKCA on-line training, and submit certificate of completion		**AJ**	**Ongoing**	**Yes**