



RISK ASSESSMENT: CUSTOMERS VISITING SCREEN MACHINE MOBILE CINEMA

Assessors Name: Iain MacColl	Date of assessment: 10 Sept 2021	Date to be reviewed: 10 Dec 2021
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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		Conduct a full deep clean of the SM		IM	24/08/20	Yes
		Make hand sanitizer available at entry and exit points		IM	Ongoing	Yes
		Put signage in place: No litter to be left behind		IM/FF	10/09/20	Yes
		Work with Veezi to ensure the introduction of a new on-line ticket buying process		FF	10/09/20	Yes
Via airborne transmission		Conduct a service of the air ventilation system.		IM	17/09/20	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	10/09/20	Yes
		Put in place a queuing system to ensure physical distancing		IM	10/09/20	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	10/09/20	Yes
		Customers reminded to make use of hand sanitizer at entry and exit		IM/FF	Ongoing	Yes
		<p>Check list in place for additional cleaning:</p> <p>Every day on opening:</p> <ul style="list-style-type: none"> All surfaces in foyer, auditorium, around door frames and hand rail cleaned with anti-viral spray <p>Pre screening:</p> <ul style="list-style-type: none"> Doors opened* All hard surfaces around door frames and hand rail cleaned with anti-viral spray <p>Between screenings:</p> <ul style="list-style-type: none"> 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 <p>End of the day:</p> <ul style="list-style-type: none"> Doors opened* Check for litter Vacuum of foyer, auditorium All hard surfaces around door frames and hand rail cleaned with anti-viral spray 		IM/DR	Ongoing	Yes

		<ul style="list-style-type: none"> Auditorium and foyer sanitised with fogging machine <p>All cleaning except marked ‘*’ to be carried out by Senior Operator/Operator. All cleaning marked ‘*’ to be carried out by Usher.</p>				
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
		Information film screened prior to main feature		IM/DR/FF	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		<p>Policy on Test & Protect published on SM website:</p> <p><i>We may be asked by Test & Protect to provide contact details of customers who have attended a screening, and been in close contact* with a person infected with coronavirus. Test & Protect is Scotland's way of putting into practice the test, trace, isolate and support strategy. When you book a ticket you must provide your name, e-mail address and - if you choose - a phone number. If Test & Protect ask us to do so, we will pass these details to them. If you do not want us to do this, please follow the link below and state your name, location and screening you plan to attend..</i></p> <p>https://www.screenmachine.co.uk/about-screen-machine/contact-us/</p> <p><i>*You can read more about 'close contact' by visiting https://www.nhsinform.scot/illnesses-and-conditions, and searching for Coronavirus (COVID-19): Contact tracing</i></p>		FF	10/09/20	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
		<p>Excluding ushers:</p> <p>Distribution to all staff of up-to-date versions of:</p> <ul style="list-style-type: none"> • UKCA: Cinemas – keeping workers and customers safe during COVID-19 • UKCA: COVID-19 and disabled customers – supplementary guidance <p>Staff asked to familiarise themselves with these documents and keep hard copies on the SM</p>		FF	Ongoing	Yes
		<p>Excluding Ushers:</p> <p>All staff asked to contribute and adhere to the PROTOCOLS FOR CUSTOMERS IN THE SCREEN MACHINE document.</p>		IM/FF	Ongoing	Yes
		All ushers asked to complete UKCA on-line training, and submit certificate of completion		AJ	Ongoing	Yes