



**RISK ASSESSMENT: CUSTOMERS VISITING SCREEN MACHINE MOBILE CINEMA**

<b>Assessors Name: Robert Livingston</b>	<b>Date of assessment:11/9/20</b>	<b>Date to be reviewed:9/10/20</b>
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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.

PHASE 3: Remote working remains the default position for those who can. Non-essential indoor office workplaces can open, once relevant guidance agreed, including contact centres with physical distancing.

PHASE 4: Remote and flexible working remains encouraged. All workplaces open with improved hygiene and in line with public health advice.

**INTERACTING WITH CUSTOMERS: PRIOR TO THEIR VISIT**

<b>What are the hazards</b>	<b>Who might be harmed</b>	<b>What were we already doing</b>	<b>Additional controls in place</b>	<b>Action by whom</b>	<b>Action by when</b>	<b>Done</b>
Spread of COVID-19 virus	Staff, customers		Act upon the requirements made by the Scottish Government re cinema services.	all	Ongoing	√
Via physical contact		Regular cleaning	Conduct a full deep clean of the SM	IM	24/8/20	√
			Make and sanitizer available at entry and exit points	IM	11/9/20	√
			Put signage in place: No litter to be left behind	FF/IM	18/9/20	
			Work with Veezi to ensure the introduction of a new on-line ticket buying process	FF	14/9/20	
Via airborne transmission		Air conditioning	Conduct a service of the air ventilation system.	IM		√
Via close proximity		Nothing	Communicate Test and Protect policy to customers Implement this in Veezi.	FF	11/9/20	√
			Order supplies of appropriate PPE	IM		√

			Put signage in place to remind customers of social distancing	FF/IM	18/9/20	
			Design seating plan to ensure physical distancing	FF	1/9/20	√
			Put in place a queuing system to ensure physical distancing	IM	11/9/20	√
			One way system put in place i.e. arrows on floor	IM	11/9/20	√

#### INTERACTING WITH CUSTOMERS: DURING THEIR VISIT

What are the hazards	Who might be harmed	What were we already doing	Additional controls in place	Action by whom	Action by when	Done
Spread of COVID-19 virus	Staff, customers					
Via physical contact		Regular cleaning	Signage states no litter to be left	FF/IM	18/9/20	
			Customers reminded to make use of hand sanitizer at entry and exit	FF/IM	11/8/20	√
			<p>Check list in place for additional cleaning:</p> <p>Every day on opening:</p> <ul style="list-style-type: none"> <li>All surfaces in foyer, auditorium, around door frames and hand rail cleaned with anti-viral spray</li> </ul> <p>Pre screening:</p> <ul style="list-style-type: none"> <li>Doors opened*</li> <li>All hard surfaces around door frames and hand rail cleaned with anti-viral spray</li> </ul> <p>Between screenings:</p> <ul style="list-style-type: none"> <li>Doors opened*</li> <li>Check for litter</li> <li>Vacuum of foyer</li> <li>Wipe down seats we have on sale</li> </ul>	IM/DR	Ongoing from 18/9/20	

			<ul style="list-style-type: none"> <li>All hard surfaces around door frames and hand rail cleaned with anti-viral spray</li> </ul> <p>End of the day:</p> <ul style="list-style-type: none"> <li>Doors opened*</li> <li>Check for litter</li> <li>Vacuum of foyer, auditorium</li> <li>All hard surfaces around door frames and hand rail cleaned with anti-viral spray</li> <li>Auditorium and foyer sanitised with fogging machine</li> </ul> <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		Air conditioning	As part of additional cleaning regime: doors opened between all screenings, to allow fresh air to circulate	IM/DR	Ongoing	
Via close proximity		Nothing	Face coverings worn throughout (with list of exemptions observed)	IM/DR/Ushers	Ongoing	
			No food/drink permitted, except a bottle of water	IM/DR/Ushers	Ongoing	
			Depart row by row	Ushers	Ongoing	
			One way system in place	IM	11/9/20	√
			Physical distancing to be maintained	IM/DR/Ushers	Ongoing	
			No queuing on steps.	IM/DR	Ongoing	
			Entry by one group at a time.	IM/DR	Ongoing	
			Elderly/infirm customers may still enter/depart via ramp	IM/DR/Ushers	Ongoing	
			Wheelchair users to enter/depart via ramp	Ushers	Ongoing	
			Staff wearing appropriate/agreed PPE	IM/DR	Ongoing	

			Staff maintaining physical distancing, in appropriate areas to interact with customers, greet them, show them to their seats	IM/DR/ Ushers	Ongoing	
			Customers reminded of their seat numbers. Usher shows customers to their seats, and reminds customers to sit only in their allocated seta and not move around the auditorium more than necessary.	Ushers	Ongoing	
			On arrival, customers reminded of row-by-row-departure. As main feature ends: lights go up approx half way through credits, and Usher asks audience to depart row-by-row, starting from row nearest screen, via the ramp.	Ushers	Ongoing	
			Information film screened prior to main feature	IM/DR	From 18/9/20	

#### INTERACTING WITH CUSTOMERS AFTER THEIR VISIT

What are the hazards	Who might be harmed	What were we already doing	Additional controls in place	Action by whom	Action by when	Done
Spread of COVID-19 virus	Staff, customers					
Via physical contact		<b>Online Booking</b>	Develop a system of e-mailing all customers who have booked tickets, immediately following a screening, asking for feedback	FF	18/9/20	
			Lost property to be placed in a plastic bag, and left in the community, in the usual manner.	IM/DR	Ongoing	
Via airborne transmission		<b>Air conditioning</b>	As part of additional cleaning regime: doors opened between all screenings, to allow fresh air to circulate	IM/DR/ Ushers	Ongoing	

Via close proximity		<b>Nothing</b>	Policy on Test & Protect published on SM website:	FF	11/9/20	√
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#### OTHER ISSUES THAT WILL AFFECT OUR CUSTOMERS

What are the hazards	Who might be harmed	What were we already doing	Additional controls in place	Action by whom	Action by when	Done
Spread of COVID-19 virus	Staff, customers	Nothing	Regularly review arrangements that other cinemas in UK/Scotland have in place, with a view to improving our service	FF/DT	Ongoing	√
			Excluding ushers: Distribution to all staff of up-to-date versions of: <ul style="list-style-type: none"> <li>• UKCA: Cinemas – keeping workers and customers safe during COVID-19</li> <li>• UKCA: COVID-19 and disabled customers – supplementary guidance</li> </ul> Staff asked to familiarise themselves with these documents and keep hard copies on the SM	FF	Ongoing	√
			Excluding Ushers: All staff asked to contribute and adhere to the PROTOCOLS FOR CUSTOMERS IN THE SCREEN MACHINE document.	FF/IM	Ongoing	√
			All ushers asked to complete UKCA on-line training, and submit certificate of completion	AJ	Ongoing	√