Cinemas - keeping workers and customers safe during COVID-19

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Version 4.3

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Introduction

The UK is currently experiencing a public health emergency as a result of the COVID-19 pandemic. It is critical that employers, employees, the self-employed and customers take steps to keep everyone safe. This document is to help employers, employees, volunteers, the self-employed and their customers in the UK cinema sector understand how to work safely and keep their customers safe during the COVID-19 pandemic, keeping as many people as possible socially distant from those they do not live with and are not part of their support bubble. We hope it gives you freedom within a practical framework to think about what you need to do to continue, or restart, operations during the COVID-19 pandemic. We understand how important it is to work safely and support the health and well-being of workers, volunteers, customers and visitors during the COVID-19 pandemic and not contribute to the spread of the virus.

This document has been prepared in consultation with the Department for Digital, Culture, Media and Sport (DCMS) the British Film Institute, the Screen Sector Task Force, the Independent Cinema Office and Bectu, Public Health England (PHE), the Health and Safety Executive (HSE) and the devolved nations.

Public health is devolved in Northern Ireland, Scotland and Wales; this guidance should be considered alongside local public health and safety requirements and legislation in Northern Ireland, Scotland and Wales. For advice to businesses in other parts of the UK, please see guidance set by the Northern Ireland Executive, the Scottish Government, and the Welsh Government.

For Scotland, please see: https://www.gov.scot/collections/coronavirus-covid-19-guidance/#businessesandemployers.

The government has published the 'COVID-19 Response - Spring 2021' setting out the roadmap out of the current lockdown for England. This explains how restrictions will be eased over time. Details of can be found here: https://www.gov.uk/government/publications/covid-19-response-spring-2021/covid-19-response-spring-2021-summary

Under this road map, cinemas will be able to reopen in Step 3, no earlier than 17 May.

Coronavirus restrictions remain in place. Find out what you can and cannot do here: https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do

A new COVID-19 variant is spreading in some parts of England. There may be additional advice for your area. Find out what you should do here: https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do

Employers and employees should discuss their working arrangements, and employers should take every possible step to facilitate their employees working from home, including providing suitable IT and equipment to enable remote working. Where people cannot work from home, employers should take steps to help employees avoid busy times and routes on public transport. Extra consideration should be given to those people at higher risk.

Those who are Clinically Extremely Vulnerable are advised to work from home where possible. If you cannot work from home, then your employer is required to take steps to

reduce the risk of exposure to COVID-19 in the workplace and should be able to explain to you the measures they have put in place to keep you safe at work. More information can be found here: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#work

Details of the Scottish Government's road map for the relaxation of national COVID-19 restrictions in Scotland can be found here: https://www.gov.scot/publications/coronavirus-covid-19-timetable-for-easing-restrictions/

In Scotland, cinemas can reopen from 17 May at Levels 0-2 under the revised Strategic Framework. As at 11 May, it was expected that only the local government council area of Moray will remain in Level 3 beyond 17 May. Further information can be found here: https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-cinemas-and-drive-in-cinemas/

To keep information current, customer communications should link to the Coronavirus postcode checker here - https://www.gov.scot/check-local-covid-level/ - and to travel guidance here - https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/#travellingaroundscotland

Details of safeguarding measures for cinemas in Wales can be found here: https://gov.wales/culture-and-heritage-destinations-and-venues-guidance-phased-return-html#section-45362

Details of safeguarding measures for cinemas in Northern Ireland can be found here: https://www.communities-ni.gov.uk/sites/default/files/publications/communities/dfc-culture-heritage-destinations-phased-return-guide.pdf

We expect that this document will be updated over time. This version is up to date as of 17 May 2021. You can check for updates at: https://www.cinemauk.org.uk/coronavirus-covid-19/guidance-for-cinemas/. If you have any feedback for us, please email info@cinemauk.org.uk.

This document is one of a set of documents about how to work safely in different types of workplace. This one is designed to be relevant for people who operate or run cinemas, including mobile cinemas.

How to use this guidance

This document sets out guidance on how to open workplaces safely while minimising the risk of spreading COVID-19. It gives practical considerations of how this can be applied in the workplace for workers, customers and visitors.

Each business will need to translate this into the specific actions it needs to take, depending on the nature of their business, including the size and type of business, how it is organised, operated, managed and regulated.

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance,

take into account agency workers, contractors, customers, visitors and other people, as well as your employees.

Any reference to 'households' includes 'support bubbles' as defined in the Government guidance on *Meeting people from outside your household*:
https://www.gov.uk/guidance/meeting-people-from-outside-your-household

For Scotland, please see further guidance on households and physical distancing here:
https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-physical-distancing

References to 'social distancing' in this guidance should be read as 'physical distancing' in Scotland where people should keep at a distance of 2m from anyone not in their extended household, except for children under 12 unless sector-specific exceptions are in place.

In Scotland, fair work principles should be applied during the current crisis and the Scottish Government has issued a joint statement with the Scottish Trades Union Congress which should be taken into account when applying this guidance here:
https://www.gov.scot/publications/coronavirus-covid-19-fair-work-statement/. It states that no worker should be financially penalised by their organisation for following medical advice, and any absence from work relating to COVID-19 should not affect future sick pay entitlement, result in disciplinary action or count towards any future sickness absence related action. This statement applies to workers who are sick or self-isolating under the Test and Protect strategy.

Operating a cinema will usually require a licence from the local licensing authority to exhibit a film and we would expect you to comply with all relevant licensing requirements, which may include a licence for film copyright, broadcast and sound, as well as permission from the licensing authority to exhibit a film.

Priority actions

When it is possible for your venue to open, you should follow all the steps set out in this document in order for your workplace to be COVID-secure. The following key steps are a summary of the priority actions you should take to protect yourself, your staff and your customers.

- Complete a COVID-19 risk assessment. Share it with all your staff. You can find more information in the section on how to do a COVID-19 risk assessment.

- Clean more often. Increase how often you clean surfaces, especially those that are being touched a lot. Ask your staff and your customers to use hand sanitiser and wash their hands frequently. You can find more information in the section on keeping the site clean.

- Ask your customers to wear face coverings where required to do so by law, and in any indoor space. This is especially important if your customers are likely to be around people they do not normally meet. You can find more information on face coverings requirements in the section on face coverings and PPE. You can find more detail on face coverings and exemptions in the government guidance on face coverings.

- Ensuring rules on social distancing are understood and followed, including ensuring different groups remain socially distanced from each other and allowing as many people within groups as wish to, to remain socially distanced. Make it easy for everyone to do so by putting up signs or introducing a one-way system that your customers can follow. You can find more information in the section on working with the public.

- Provide adequate ventilation where people are in enclosed spaces. This can be natural ventilation (opening windows, doors and vents), mechanical ventilation (fans and ducts), or a combination of both. You can find more information in the section on ventilation and the HSE guidance on ventilation and air conditioning during the COVID-19 pandemic here: https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/index.htm

- Support NHS Test and Trace by displaying an official NHS QR code poster and keeping records of staff and visitors for 21 days. You can find more information in the section on NHS Test and Trace, and more detail on how to keep records in the NHS Test and Trace guidance.

- Turn people with COVID-19 symptoms away. If a staff member (or someone in their household) or a customer has a persistent cough, a high temperature or has lost their sense of taste or smell, they should self-isolate and get a test. You can find more information in the section on people who need to self-isolate.

- Ensure customers are aware of the legal limits on group sizes. Check with customers on arrival who they are with and how many people will be attending. Put up signs to remind customers to interact only with their group. You can find more information in the section on working with the public.

- Encourage contactless payments. Whenever possible, use online booking and pre-payment and ask for contactless payments. You can find more information in the section on minimising transmission through contact.

- Consider how your business interacts with the local area and avoid encouraging crowds. Limit risk by reducing queues on the street outside, staggering entry and exit times (within your venue and with other businesses nearby) and advise customers to avoid particular forms of transport at busy times or routes to avoid crowded areas. You can find more information in the section on capacity, queuing and avoiding crowds.

What do we mean by 'Cinemas'?

Cinemas are indoor, seated venues where people watch films together. The definition here covers primarily cinemas in fixed buildings but also includes mobile cinemas.

This guidance will help those cinemas that are currently closed consider what their operations need to look like when they are allowed to open.

It should be read in conjunction with guidance issued by BEIS on working safely during coronavirus (COVID-19) - shops and branches - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches - restaurants offering takeaway or delivery - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery - or the equivalent guidance in devolved

nations and the DCMS guidance for people who work in the visitor economy - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy.

It does not include drive-in or outdoor cinemas, which are subject to different considerations. Guidance on these venues can be found here: https://www.cinemauk.org.uk/coronavirus-covid-19/guidance-for-cinemas/
In Scotland, pop-up film screenings organised indoors or outdoors would be considered 'events' and should follow Scottish Government events guidance currently being prepared that is expected to be published shortly.

1. Thinking about risk

From 28 September, businesses and organisations will face stricter rules to make their premises COVID Secure. A wider range of leisure and entertainment venues, including cinemas, will be subject to the COVID-19 Secure requirements in law and fines of up to £10,000 for repeated breaches.

To help you decide which actions to take, you need to carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers.

It should consider:

- workplace safety, especially for those workers likely to come into contact with a large number of customers.
- the expected interactions between customers during the event (so closeness of contact) and on the basis of those considerations, ensuring sufficient controls are established to ensure social distancing is maintained (for example clear communication to staff and audience, demarcation of spaces, sufficient staffing etc.)

Objective: That all employers carry out a COVID-19 risk assessment.

As an employer, you must protect people from harm. This includes taking reasonable steps to protect your workers and others from COVID-19. This is called a COVID-19 risk assessment and it will help you manage risk and protect people.

Failure to carry out a suitable and sufficient risk assessment and put in place sufficient control measures to manage the risk may be considered a breach of health and safety law.

While you cannot completely eliminate the risk of COVID-19, you need to think about the risks your staff and others face and do everything reasonably practicable to minimise them. Your risk assessment will help you decide whether you have done everything you need to.

How to do a COVID-19 risk assessment

COVID-19 is a hazard in the workplace and should be managed in the same way as other workplace hazards. This includes completing a suitable and sufficient assessment of the risks of COVID-19 in the workplace and identifying control measures to manage that risk. If you have fewer than 5 workers, or are self-employed, you don't have to put your risk assessment in writing, but it can be useful to do so.

The Health and Safety Executive has published information on how to do a COVID-19 risk assessment here: https://www.hse.gov.uk/coronavirus/working-safely/risk-assessment.htm and you can also find more resources in their general advice on managing risk and risk assessments here: https://www.hse.gov.uk/simple-health-safety/risk/index.htm

In your risk assessment you should:

- identify what work activity or situations might cause transmission of the virus.
- think about who could be at risk.
- decide how likely it is that someone could be exposed.
- act to remove the activity or situation, or if this is not possible, control the risk.

Your COVID-19 risk assessment should include an up-to-date plan for what you will do in the event of an outbreak in your workplace. This includes nominating a member of staff as the single point of contact (SPOC) who will contact local Public Health teams. You can find more information and resources on handling outbreaks in the section on COVID-19 cases or outbreaks in the workplace.

Your risk assessment should also take into account the impact of your policies on groups who have protected characteristics, and to those who are more at risk of being infected with COVID-19 or have a higher risk of serious illness. You can find more information in the section on protecting people at higher risk.

Consulting your workers

Employers have a duty to consult their employees on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19.

You could consult the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

Raising concerns

Employers and workers should always come together to resolve issues.
If concerns still cannot be resolved, you or your workers can contact your employee representative, or your trade union if you have one.

You can also contact HSE's COVID-19 enquiries team:

- online: working safely enquiry form
- telephone: 0300 790 6787 (Monday to Friday, 8:30am to 5pm)

Key actions

As an employer, you have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. You should make sure your risk assessment includes the following key action areas, as well as any risks and issues specific to your organisation, so that everybody's health and safety is protected.

Remember that a risk assessment is not a fixed document, and you should update it when risks change, or new issues occur. You must also review the measures you have put in place to make sure they are working, if there are changes to the law or government guidance which affect your workplace, or if there are changes in the workplace that could lead to new risks.

Key points to consider in your risk assessment:

- Ensure that workers, customers and visitors who feel unwell do not come to the workplace. By law, businesses must not require a self-isolating worker to work anywhere other than where they are self-isolating (normally their home). See the section on who should go to the workplace here – https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy#sec-1-6 - for more information.

- Remind customers, visitors and staff to wear face coverings where they are required (for example, by putting up signs). It is a legal requirement for staff and customers to wear face coverings in certain settings such as retail and hospitality venues, unless an exemption applies. In these settings, businesses also have a legal duty to remind people to wear face coverings. See the section on face coverings and PPE here - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy#sec-6 - for more information.

- Increase the frequency of cleaning for higher-risk areas (such as surfaces) and encourage frequent hand washing. See the section on managing your facility for more information.

- Make every reasonable effort to ensure your staff can work safely. This includes consideration of reasonable adjustments for employees or customers with disabilities, including hidden disabilities that are not immediately obvious. This also includes following government guidance on whether staff should work from home. For those who can't work from home, ensuring that COVID-secure guidance is closely followed in the workplace. See the section on who should go to the workplace here - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy#sec-1-6 - for more information.

- Ensure that people make every reasonable effort to comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable). In Scotland social distancing should be at 2m from anyone not in your extended household, except for children under 12, unless sector-specific exceptions apply. Where social distancing guidelines cannot be followed in full for a particular activity, consider redesigning the activity or taking further steps (such as using fixed teams or putting up screens) to mitigate risk. See the section on managing your workforce here - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy#sec-4 - for more information.

- Assess the risk levels of relevant activities (and any mitigations you put in place), to determine whether the activities can safely go ahead. If a high-risk activity (such as working face-to-face for a sustained period) cannot be redesigned, consider whether the activity needs to continue for the business to operate and take all mitigating actions possible to reduce the risks. Nobody is obliged to work in an unsafe environment, so you should take steps to keep your staff safe and take into account the impact on people with higher risk of serious illness from COVID-19. See the section on managing your workforce here - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy#sec-4 - for more information.

- Consider the risks arising from periods of closure. If your building is unoccupied or has reduced occupancy during a period of restrictions, you should take steps to manage any risks that could arise when reopening (for example, by reviewing HSE's guidance on the risk of legionella). See the section on reopening after a period of closure here - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy#sec-5-1 - for more information.

- Ensure you are providing adequate ventilation where people are in enclosed spaces. This can be natural ventilation (through opening doors, windows and vents), mechanical ventilation using fans and ducts, or a combination of both. You can find more information in the section on ventilation and the HSE guidance on ventilation

and air conditioning during the COVID-19 pandemic here:
https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/index.htm

1.1 Managing risk

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected. In the context of COVID-19 this means protecting the health and safety of your workers and customers by working through these steps in order:

- In every workplace, increasing the frequency of handwashing and surface cleaning.
- Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government.
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.
- Ensuring that those suffering from symptoms of COVID-19 or advised to self-isolate to not enter the cinema.
- Further mitigating actions include:
  - Increasing the frequency of hand washing and surface cleaning.
  - Keeping the activity time involved as short as possible.
  - Using screens or barriers to separate people from each other.
  - Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
  - Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

The recommendations in the rest of this document are ones you must consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make.

Your risk assessment should not be seen as a "one off" exercise but should be kept under regular review and revised as required. A written record of each risk assessment exercise

and the controls introduced in response should be kept both as a matter of good practice, but also as a reference point on matters of compliance. Implementation of the controls identified by the risk assessment needs to be monitored under adequate supervision.

Where the enforcing authority, such as the HSE or your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they will consider taking a range of actions to improve control of workplace risks. For example, this would cover employers not taking appropriate action to socially distance, where possible. The actions the HSE can take include the provision of specific advice to employers through to issuing enforcement notices to help secure improvements.

Failure to complete a risk assessment which takes account of COVID-19 or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law. The actions the enforcing authority can take include the provision of specific advice to employers to support them to achieve the required standard, through to issuing enforcement notices to help secure improvements. Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with serious fines and even imprisonment for up to two years. There is also a wider system of enforcement, which includes specific obligations and conditions for licensed premises.

Employers are expected to respond to any advice or notices issued by enforcing authorities rapidly and are required to do so within any timescales imposed by the enforcing authorities. The vast majority of employers are responsible and will join with the UK's fight against COVID-19 by working with the Government and their sector bodies to protect their workers and the public. However, inspectors are carrying out compliance checks nationwide to ensure that employers are taking the necessary steps.

You should also consider the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigation.

1.2 Sharing the results of your risk assessment

You should share the results of your risk assessment to show your workers and customers that you have properly assessed the risk levels and taken appropriate mitigating measures. Steps that will usually be needed:

- sharing the results of your risk assessment with your workforce.
- if possible, considering publishing the results on your website (and we would expect all businesses with more than 50 staff to do so).
- displaying the COVID-secure notice (below) in your workplace, to show you have followed this guidance.

Download the COVID-secure notice for your workplace (a copy of which is below) here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/974839/staying-covid-secure-poster-ventilation.pdf.

1.3 COVID-19 cases or outbreaks in the workplace

You should ensure you and any relevant staff (such as managers or supervisors) are aware of the steps to take if there is a case or outbreak of COVID-19 in your workplace.

Steps that will usually be needed:

- Ensuring you have an up-to-date plan setting out the steps to take if there is a COVID-19 outbreak in your workplace or facility. This includes designating a single point of contact (SPOC) who will lead on contacting local Public Health teams.
- Contacting your local PHE health protection team if you've had an outbreak and need further guidance. Find your local PHE health protection team here: https://www.gov.uk/health-protection-team
- If the local PHE health protection team declares an outbreak, you will be asked to record details of symptomatic staff and assist with identifying contacts. You should therefore ensure all employment records are up to date. You will be provided with information about the outbreak management process, which will help you to implement control measures, assist with communications to staff, and reinforce prevention messages.

Anyone with COVID-19 symptoms or a positive test result should stay at home and self-isolate immediately. This is because you could pass the infection on to others, even if you don't have symptoms. You could be fined if you do not self-isolate following a notification by NHS Test and Trace. You may be entitled to a one-off payment of £500 through the NHS

Test and Trace Support Payment scheme if you are required to stay at home and self-isolate. More here: https://www.gov.uk/government/publications/test-and-trace-support-payment-scheme-claiming-financial-support/claiming-financial-support-under-the-test-and-trace-support-payment-scheme

This guidance still applies even if you have received one or more doses of COVID-19 vaccine.

If you develop symptoms of COVID-19, stay at home and self-isolate immediately. If you have a positive test result but do not have symptoms, stay at home and self-isolate as soon as you receive the results. Your household needs to isolate too.

If you have symptoms of COVID-19, arrange to have a PCR test if you have not already had one. Stay at home while you are waiting for a home self-sampling kit, a test site appointment or a test result. You can leave your home in a few specific circumstances, but do not go to work, school, or public areas and do not use public transport or taxis. The circumstances in which you can leave home are set out here: https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection

If you need to leave your home to get to a test site, observe strict social distancing advice and return immediately afterwards.

1.4 Collecting customer data for track and trace

The easing of social and economic lockdown measures following the COVID-19 outbreak is being supported by NHS Test and Trace. You must ask every customer or visitor to scan the NHS QR code using their NHS COVID-19 app or provide their name and contact details, not just a lead member of the group. This is to ensure everyone receives the necessary public health advice in a timely manner.

Hospitality facilities (including restaurants, cafes or bars within other types of venue) are legally required to take reasonable steps to refuse entry to those who refuse to check in or provide their contact details. If you provide a service for consumption where food or drink is ordered to a customer's vehicle or a customer leaves their vehicle to order before returning with their order, this is instead classed as a takeaway service. As it is a takeaway service, owners would not be legally required in those instances to take reasonable steps to refuse entry to those who refuse to check in or provide their contact details.

Food and drink sold to be consumed in a designated seating area on site, separate from the performance/screening area, will be considered hospitality, and such venues must take reasonable steps to refuse custom to people who do not provide their contact details or check in with the NHS QR code. Hospitality facilities will require their own QR code and checking-in point separate from the rest of the cinema.

In Scotland you should follow hospitality guidance in these areas, which differs in some regards from that for cinemas and where collecting customer details is mandatory. The link to Scottish hospitality guidance is here: https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/hospitality-statutory-guidance/

Food and drink sold in cinemas to be consumed in audience members' seats will be considered a takeaway service, and there is no requirement to refuse custom to people who do not provide their contact details or check in with the NHS QR code. Takeaway facilities will not require a separate QR code and checking in point from the rest of the cinema.

You can find more information in the guidance on NHS Test and Trace here: https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace

If this applies to your facility, you need to keep these records for 21 days and make them available when requested by NHS Test and Trace or local public health officials, to help contain clusters or outbreaks.

You must also display an official NHS QR code poster so that customers and visitors can 'check in' using this option as an alternative to providing their contact details.

This is a legal requirement and failure to comply is punishable by fines.

Cinemas are mandated to:

- Ask every customer or visitor to provide their name and contact details.
- Keep a record of all staff working on your premises and shift times on a given day, and their contact details.
- Keep these records of customers, visitors and staff for 21 days and provide data to NHS Test and Trace if requested.
- Display an official NHS QR code poster, so that customers and visitors can 'check in' using this option, as an alternative to providing their contact details. However, you must still have a system to collect (and securely store) names and contact details for those who do not have access to a smartphone.
- Ensure you manage this information in line with data protection regulations.

Any cinema that does not comply with these duties, without reasonable excuse, commits an offence and is liable to financial penalties. It is vital that cinemas comply with these duties to help keep people safe, and to help keep businesses open.

In Scotland, the following advice applies – Test and Protect, Scotland's approach to implementing the "test, trace, isolate, support" strategy is a public health measure designed to break chains of transmission of COVID-19 in the community. Further information can be found here: https://www.gov.scot/publications/coronavirus-covid-19-test-trace-isolate-support/.

Customer detail collection guidance has been updated on specific actions, and businesses should review their arrangements to ensure they are following guidance. Note that it is now recommended each customer gives details. This is not mandatory for cinemas, although it is for hospitality settings. Further guidance can be found here: https://www.gov.scot/publications/test-protect-multi-sector-guidance-collection-customer-visitor-contact-details-april-2021-update/ - while hospitality guidance can be found here - https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/hospitality-statutory-guidance/

The 'Check-in Scotland' app can help businesses manage the collection of customer details for those over 12 – further information can be found here: https://www.mygov.scot/qr-check-in

1.5 Testing and vaccinations

It is important that you continue to put measures in place to reduce the risk of COVID-19 transmission, including maintaining social distancing, frequent cleaning, good hygiene and

adequate ventilation, even if your employees have:

- received a recent negative test result
- had the vaccine (either 1 or 2 doses)

Where you are providing testing on-site, you should ensure that workplace testing is carried out in a safe manner and in an appropriate setting where control measures are in place to manage the risk of COVID-19 transmission during the testing process. These include maintaining social distancing where possible, frequent cleaning, good hygiene and adequate ventilation. You should also ensure that an appropriate setting is available for individuals to wait in while their test is processed.

About 1 in 3 people with coronavirus do not have symptoms but can still infect others. You can reduce the risk of the virus spreading by asking your employees to get tested regularly.

Anyone with symptoms should get a free NHS test as soon as possible.

Ordering COVID-19 tests for employees with no coronavirus symptoms

If you have registered for workplace testing before 12 April 2021, you can continue to order free rapid lateral flow tests until 30 June 2021.

If you have not yet registered, you can choose to:

- Pay an approved provider to provide tests or run a test site for you

Ask your employees to check if they can get a rapid lateral flow test to do at home or at a test site on https://www.nhs.uk

2. Who should go to work

Objective: Businesses and workplaces should make every reasonable effort to ensure their employees can work safely.

Anyone who can work from home should do so. Those who cannot work from home are permitted to go to their place of work. You should review your business or facility management plans and consult your employees to determine who needs to come into the workplace, giving extra consideration to those people at higher risk.

Where an employer, in consultation with their employee, judges an employee can carry out their normal duties from home they should do so. The risk of transmission can be substantially reduced if COVID-19 secure guidelines are followed closely.

Steps that will usually be needed:

- *Calculate the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m+ with risk mitigation where 2m is not viable) within your venue. Take into account total floorspace, as well as likely pinch points and busy areas. You should limit the number of customers in the venue, overall and in any particular congestion areas. For example doorways between outside and inside spaces.*
- Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.
- Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- Providing equipment for people to work at home safely and effectively, for example, remote access to work systems. Consider how best to account for different types of needs, including the needs of people with disabilities.

We know many people are also keen to return to or contribute to volunteering. Organisations have a duty of care to volunteers to ensure as far as reasonably practicable they are not exposed to risks to their health and safety. This guidance around working safely during COVID-19 should ensure that volunteers are afforded the same level of protection to their health and safety as others, such as workers and customers.

2.1 Protecting people who are at higher risk

Objective: To protect clinically extremely vulnerable and clinically vulnerable individuals.

There are some groups who are at higher risk of severe illness from COVID-19. If employees are in these groups, they may be advised to follow additional measures. See guidance on who is at higher risk from COVID-19.

Clinically extremely vulnerable people are at high risk of severe illness from COVID-19. They may be advised to work from home or to follow shielding guidance. You should check the guidance on shielding and protecting people who are clinically extremely vulnerable, and ensure you are following the latest advice. This may include altering work arrangements if they are advised not to come into the workplace and providing additional support. Those living with clinically extremely vulnerable individuals who are not clinically extremely vulnerable themselves can still attend work if they cannot work from home.

Clinically vulnerable people are at moderate risk of severe illness from COVID-19. They should take additional care to follow the relevant guidance in their area, including any specific measures for clinically vulnerable people. You should consider this in your risk assessment and look at how best to support staff in these groups.

Steps that will usually be needed:

- Seeing current guidance on who is at higher risk from COVID-19, and ensure that you are aware of any specific measures for people who are clinically vulnerable or clinically extremely vulnerable
- Providing support to staff who are clinically extremely vulnerable, and consider options for altering work arrangements if they are advised not to come into the workplace.
- Providing mental health and wellbeing support for workers. This could include advice or telephone support.

In Scotland, some groups of people are considered to be at extremely high risk of severe illness with COVID-19 and should strictly follow shielding measures here: https://www.gov.scot/publications/covid-shielding/

2.2 People who need to self-isolate

Objective: To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work: https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance

All businesses are prohibited from requiring self-isolating workers to come into work.

If you are made aware of a worker needing to self-isolate, you must ensure that they do not come to the workplace. It is against the law for you to knowingly require or encourage someone who is required to self-isolate to come to the workplace. This includes people with a positive test, people who are advised to self-isolate by NHS Test and Trace or the NHS COVID-19 app, and people required to self-isolate in relation to travel. More information here: https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/

Steps that will usually be needed:

- Ensuring workers who are required to self-isolate do not come into the workplace.
- Enabling staff to work from home while self-isolating, if appropriate.
- Ensuring you and your staff are familiar with the symptoms of COVID-19 (a high temperature, new and persistent cough, or a loss of/change in sense of taste or smell) and what they should do if they develop symptoms or are required to isolate.
- Reviewing guidance for employers and employees on statutory sick pay due to COVID-19 here: https://www.gov.uk/employers-sick-pay - and here: https://www.gov.uk/statutory-sick-pay

You can find more information in the guidance for households with possible COVID-19 infection, for contacts of people with confirmed COVID-19 infection who do not live with the person, and what to do if you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app here: https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-

the-person/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person – and here: https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/

In Scotland, advice within workplaces should continually remind people of the symptoms to look for and clear advice be provided on how to respond should symptoms become apparent at work. Advice for employers on helping staff who need to self-isolate is also available here: https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/pages/advice-for-employers/

2.3 Equality in the workplace

Objective: To treat everyone in your workplace equally.

- In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.
- It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex or disability.
- Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.

Steps that will usually be needed:

- Understanding and taking into account the particular circumstances of those with different protected characteristics.
- Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk or might make any steps you are thinking about inappropriate or challenging for them.
- Considering whether you need to put in place any particular measures or adjustments to take account of your duties under relevant equalities legislation.
- Making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers.
- Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example those with caring responsibilities or those with religious commitments.

3. Social distancing for workers

Objective: To maintain social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites.

You must maintain social distancing in the workplace wherever possible. Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Mitigating actions include:

- Further increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Maintaining good ventilation by opening doors, windows and air vents, where possible. You can find more information in the section on ventilation here: https://www.gov.uk/government/publications/covid-19-ventilation-of-indoor-spaces-to-stop-the-spread-of-coronavirus/ventilation-of-indoor-spaces-to-stop-the-spread-of-coronavirus-covid-19 - and guidance from the Health and Safety Executive on ventilation and air conditioning here: https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/index.htm

Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing

3.1 Coming to work and leaving work

Objective: To maintain social distancing wherever possible, on arrival and departure and to enable handwashing upon arrival.

Steps that will usually be needed:

- Walk and cycle if you can. Where this is not possible, use public transport or drive. If using public transport is necessary, wearing a face covering is mandatory.
- Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics. It may also prevent workers from needing to use public transport at peak times.
- Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.
- Reducing congestion, for example, by having more entry points to the workplace at larger sites.
- Using markings and introducing one-way flow at entry and exit points.
- Providing handwashing facilities (or hand sanitiser where not possible) at entry and exit points.

- Maintaining use of security access devices, such as keypads or passes, and adjusting processes at entry/exit points to reduce risk of transmission. For example, cleaning pass readers regularly and asking staff to hold their passes next to pass readers rather than touching them.
- Defining process alternatives for entry/exit points where appropriate, for example, deactivating pass readers at turnstiles in favour of showing a pass to security personnel at a distance.

3.2 Moving around work premises

Objective: To maintain social distancing as far as possible while people travel through the workplace.

Steps that will usually be needed:

- Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted. These items require cleaning between users if multi-use.
- Introducing more one-way flow through buildings. Providing floor markings and signage should remind employees to follow to social distancing wherever possible.
- Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.
- Making sure that people with disabilities are able to access lifts.
- Regulating use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing.

3.3 Workplaces and workstations

Objective: To maintain social distancing between individuals when they are at their workstations.

- For people who work in one place, workstations should allow them to maintain social distancing wherever possible.
- Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.
- If it is not possible to keep workstations to recommended social distance then businesses should consider whether that activity needs to continue for the business to operate, and if so, take all mitigating actions possible to reduce the risk of transmission.

Steps that will usually be needed:

- Reviewing layouts to allow workers to work further apart from each other.
- Using floor tape or paint to mark areas to help people keep to social distance wherever possible.
- Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other.
- Using screens to create a physical barrier between staff and customers at regular contact points, so for example ticket kiosks or concessions desks.
- Using a consistent pairing system if people have to work in close proximity. For example, maintenance activities that cannot be redesigned.
- Minimising contacts around transactions, for example:

- Encouraging the use of contactless payments and online booking where possible.
- Encouraging the use of e-tickets and, where possible, establishing arrangements for customers and the use of e-ticketing.
- Enabling a contactless method of ticket checking, for example self-scanning by customers.

3.4 Food preparation areas

Objective: To maintain social distancing and reduce contact where possible in kitchens and other food preparation areas.

Please refer to the Restaurants offering takeaway or delivery guidance for further details: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery

Steps that will usually be needed:

- Following government guidance on managing food preparation and food service areas: https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19 For Scotland, please see further guidance for the food sector here: https://www.foodstandards.gov.scot/publications-and-research/publications/covid-19-guidance-for-food-business-operators-and-their-employees
- Allowing kitchen access to as few people as possible.
- Minimising interaction between kitchen staff and other workers, including when on breaks.
- Putting teams into shifts to restrict the number of workers interacting with each other.
- Spacing working areas socially distant as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Consider cleanable panels to separate working areas in larger kitchens.
- Providing floor marking to signal social distance.
- Using 'one way' traffic flows to minimise contact.
- Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time.
- Minimising contact between kitchen workers and front of house workers, for example at 'handover' points. For example, by having zones from which front of house staff can collect food.

3.5 Meetings

Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings

Steps that will usually be needed:

- Using remote working tools to avoid in person meetings
- Only absolutely necessary participants should attend meetings and should maintain social distance throughout.
- Avoiding transmission during meetings, for example avoiding sharing pens and other objects.
- Providing hand sanitiser in meeting rooms.

- Holding meetings outdoors or in well-ventilated rooms whenever possible.
- For areas where regular meetings take place, use floor signage to help people maintain social distancing.

3.6 Common Areas

Objective: To maintain social distancing while using common areas.

Steps that will usually be needed:

- Undertaking risk assessments particularly for 'employee-only' areas such as projection rooms.
- Staggering break times to reduce pressure on the staff break rooms or places to eat.
- Using safe outside areas for breaks.
- Creating additional space by using other parts of the working area or building that have been freed up by remote working.
- Installing screens to protect workers in receptions or similar areas.
- Reconfiguring seating and tables to optimise spacing and reduce face-to-face interactions.
- Encouraging workers to remain on-site and, when not possible, maintaining social distancing while off-site.
- Considering use of social distance marking for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.

3.7 Accidents, security and other incidents

Objective: To prioritise safety during incidents.

- In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to stay socially distanced if it would be unsafe.
- People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

Steps that will usually be needed:

- Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.
- Considering whether you have enough appropriately trained staff to keep people safe. For example, having dedicated staff to encourage social distancing or to manage security.
- For organisations who conduct physical searches of people, bags or possessions, considering how to ensure safety of those conducting searches while maintaining security standards.
- Following government guidance on managing security risks: https://www.cpni.gov.uk/staying-secure-during-covid-19-0

3.8 Communications and training

Objective: To ensure that workers are informed of relevant safety measures implemented or

updated.

Steps that will usually be needed:

- Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Ensuring staff returning to the workplace are given any relevant training or updated guidance in advance, particularly where it relates to new procedures for arrival at work. Use remote or visual communication to explain changes where possible, to reduce the need for face-to-face communications.
- Providing clear, consistent and regular communication of any relevant safety measures or changes to policy/procedure. Use simple messaging to explain guidelines using images and clear language, with consideration of those for whom English is not their first language.
- Ongoing engagement with workers (including through trades unions or employee representation groups) to monitor implementation of changes to working environments and understand any unforeseen impacts.
- Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.
- Increasing awareness and focusing on the importance of mental health at times of uncertainty. This may include sharing guidance on the mental health and wellbeing aspects of COVID-19.

4. Keeping your customers, visitors and contractors safe

In the following section, we have focused particularly on safeguarding our customers, however as outlined in sections 1-3, cinema operators need to pay full attention to their initial risk assessment and refer to the BEIS guidance on working safely during coronavirus (COVID-19) - shops and branches - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches - and restaurants offering takeaway or delivery - https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery.

For Scotland, please see further guidance for the food sector here: https://www.foodstandards.gov.scot/publications-and-research/publications/covid-19-guidance-for-food-business-operators-and-their-employees

4.1 Working with the public

Maximum capacity should be based on the government requirement for social distancing, venue layout and the configuration of space. See Section 4.4 on capacity limits for more information on this.

There is a legal requirement for certain settings to implement COVID-secure guidelines. This includes ensuring customers adhere to social distancing guidance and legal gathering limits. You can find more information on social distancing in the guidance on stopping the spread of COVID-19 here: https://www.gov.uk/government/publications/how-to-stop-the-spread-of-coronavirus-covid-19/how-to-stop-the-spread-of-coronavirus-covid-19

Clear communication to customers, visitors, guests and audiences is important, to ensure that they take all reasonable measures to comply with social distancing and hygiene measures throughout their visit.

You should also take into account the legal gathering limits that apply, as these may affect the types of activity that can take place, and how many people can gather or mix (particularly for indoor activities).

Social contact rules and gathering limits

You should ensure your facility operates in line with the national restrictions and legal gathering limits.

Outdoors

- Under Step 3, most restrictions on meeting people outdoors are lifted, however gatherings must not exceed 30 people unless covered by a legal exemption.

Indoors

- People can meet up indoors with friends and family you do not live with, either:
  - in a group of up to 6 from any number of households (children of all ages count towards the limit of 6)
  - in a group of any size from up to two households (each household can include an existing support bubble, if eligible)

- Social distancing should be maintained between each group, and people should be

supported in socially distancing from others within their group if they wish.

People should minimise travel and avoid making unnecessary journeys (for example, by combining their trips where possible). Overnight stays are not permitted.

You can find more information on the national restrictions guidance here: https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do

Businesses should not intentionally facilitate gatherings that breach legal gathering limits, and you must take all reasonable steps to ensure that customers comply with the limits on gatherings.

You should not take bookings for a greater number of people than is permitted or allow such groups to enter. You should also ensure that customers are aware of the rules on gathering limits and what this means in your facility. You can find more information on enforcement and fines in the relevant COVID-19 regulations here: https://www.legislation.gov.uk/uksi/2020/1008/contents

For Scotland, you can check what is permitted in each level using the Coronavirus postcode checker here - https://www.gov.scot/check-local-covid-level/ and travel guidance here: https://www.gov.scot/publications/coronavirus-covid-19-guidance-on-travel-and-transport/#travellingaroundscotland

4.2 Minimising transmission through contact

Where permitted to open to the public, you should minimise the risk of transmission for your customers, guests, visitors or audience members, by minimising contact opportunities.

Steps that will usually be needed:

- Considering how you can make any customer interaction areas safer. For example, in reception or ticket sales areas this could mean increased cleaning, keeping the activity time as short as possible and considering the addition of screens between guests and staff. In activity areas, it could mean having clearly designated positions from which employees can provide assistance to customers whilst maintaining social distance.
- Minimising contacts around transactions, for example by using online booking and pre-payment and encouraging contactless payments wherever possible.
- Avoiding situations which encourage people to raise their voices, which increases transmission risk. Where possible, do not play music or broadcasts, or lower the volume so that it does not make normal conversation difficult.
- Reviewing your site's cleaning schedules and hygiene measures. This should include providing handwashing facilities and hand sanitiser and encouraging staff and customers to wash their hands regularly. You should pay particular attention to high-traffic areas such as entrances, touchpoints such as door handles and handrails, and clean shared equipment between users. You can find more information in the section on managing your facility.
- Assessing your venue's capacity and put in place measures to ensure social distancing can be maintained at all times. You should take particular care to manage areas where crowding could occur and put in place measures to manage queues and pinch-points such as entranceways. You can find more information in the section on capacity, queuing and avoiding crowds.

- Minimising customer self-service (for example, of food, cutlery or condiments) and sharing of equipment or resources. Where equipment has to be handled by multiple users (such as staff radios, casino chips or laser tag equipment) it should be cleaned regularly (and whenever possible, between users) or replaced with a new, clean object as needed. If operating with shared equipment is essential, you should review any other measures that may be needed, such as making handwashing facilities or hand sanitiser available nearby. You can find more information in the section on managing your facility.
- Checking whether face coverings are required in all or specific areas of your facility and ensure this is communicated to guests. Encourage guests to wear face coverings on communal corridors. You can find more information in the section on face coverings and PPE.
- Checking whether there are additional rules for specific areas in your facility (such as shops, restaurants and bars, soft play areas) and ensure you follow the appropriate guidance. You can find more information in the section on changes to facilities and services.

4.2.1 Working areas

Objective: To maintain social distancing between individuals when they are at their working areas.

- For people who work in one place, for example cashiers, working areas should allow them to maintain social distancing from one another as well as the public.
- Working areas should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.
- If it is not possible to keep working areas socially distant then businesses should consider whether that activity needs to continue for the business to operate, and if so take all mitigating actions possible to reduce the risk of transmission.

Steps that will usually be needed:

- Reviewing layouts and processes to allow staff to work further apart from each other.
- Only where it is not possible to move working areas further apart, arranging people to work side-by-side or facing away from each other rather than face-to-face. Where this is not possible, using for example screens to mitigate any risk.
- Using floor tape or paint to mark areas to help people keep to social distance wherever possible.

4.3 Providing and explaining relevant guidance

Where permitted to open to the public, you should provide and explain any relevant guidance to make sure people understand how to use your facility safely.
You must take all reasonable steps to ensure that customers comply with the limits on gatherings. You should not take bookings for a greater number of people than is permitted or allow such groups to enter. You should also ensure that customers are aware of the rules on gathering limits and what this means in your facility.

You also have a legal duty to remind people to wear face coverings, if this is required in your facility. See the section on face coverings and PPE for more information.

Steps that will usually be needed:

- Considering how you can inform visitors of any relevant guidance and changes to processes in advance of their visit, for example on your website, when booking by phone or email, and in your digital marketing.
- Ensuring that visitors are aware of the rules on gathering limits, and how this affects your facility and the services you offer. For example, ensuring your website informs customers of any group limits before they book, and that they are made aware of any guidance on how to behave when they arrive.
- Providing clear guidance on social distancing and hygiene to visitors on arrival, for example through signs and visual aids at entrances. Make sure to consider the needs of people with protected characteristics, for example those who are hard of hearing or visually impaired.
- Considering other ways you can communicate relevant information to visitors throughout their visit, for example spoken communication from a greeter or reception staff or designating staff as 'social distancing champions' to remind customers to follow relevant guidance.
- Informing visitors of the rules on face coverings and how this applies to your facility. See the section on face coverings and PPE for more information.
- Considering how you can ensure this information is communicated to all of your customers, for example those who do not speak English as a first language, and those with protected characteristics (for example, people who are hard of hearing or visually impaired).

4.4 Capacity, queuing and avoiding crowds

You should carefully manage the number of visitors in your facility, and their movements, to ensure that social distancing can be maintained and avoid crowding.

Controlled indoor events of up to 1,000 people or 50 per cent of a venue's capacity per event, whichever is lower, will be permitted, as will outdoor events with a capacity of either 50 per cent or 4,000 people, whichever is lower. If a single venue hosts multiple different events at one time, and the attendees of each event are separated for the duration of the event (for example, a cinema with multiple screens, or an exhibition centre hosting multiple business events), the 50 per cent capacity cap will apply to each individual event, rather than the venue.

In Scotland cinema capacity continues to depend on implementing 2m physical distancing. Where cinemas have already fully considered physical distancing rules for customers to stay 2m apart from anyone not in their extended family (or under 12) taking account of their unique business layouts and flows, we do not expect premises to adjust these calculations.

(**Note:** recently-published guidance to help event organisers in Scotland calculate capacity does <u>not</u> apply to cinemas or drive-in cinemas although indoor and outdoor pop-up screenings should follow events guidance to be published shortly, including on capacity.) In Scotland, premises including cinemas are expected to publicly and clearly display the maximum capacity for the premises with physical distancing taken into account. There should also be clear signage throughout the setting to inform people if they are within a 1m or a 2m physical distancing zone and that everyone is reminded to observe the requirement to distance.

For those events subject to capacity caps, it should be noted that the caps refer to the event attendees only. Staff, workers and volunteers are covered by the work exemption so should not be counted as part of the capacity cap. This includes:

- contractors;
- administrators;
- delivery staff;
- operational team (such as reception, maintenance, cleaning security and stewarding and ticketing staff);
- caterers and concession stand staff;
- presentation/production team;
- exhibitors, speakers, musicians and performers.

This should be applied consistently across all types of events.

Steps that will usually be needed:

- Managing the number of visitors to your venue to ensure that social distancing can be maintained. Some businesses and organisations also have specific capacity limits relevant to their sector.
- Enforcing capacity limits by managing ticket sales and entry, for example, by implementing timed ticketing or asking customers to book ahead where possible. You must take all reasonable steps to adhere to social contact restrictions when taking a booking and managing entry (and advising groups not to break the rules when on the premises) or you will be breaking the law.
- If your facility organises events or activities where large numbers of people attend at the same time, putting in place measures to ensure that social distancing can be maintained in queues and within the premises.
- Considering the cumulative impact of many venues reopening in the local area. You should think about how to collaborate with local authorities, neighbouring businesses, travel operators and Local Transport Authorities to assess this risk and apply any additional mitigations required.

Additional mitigations could include:

- further lowering capacity (even if it is possible to safely seat a number of people inside a venue, it may not be safe for them all to travel or enter that venue).
- staggering entry times with other venues and taking steps to avoid queues building up in surrounding areas.
- arranging one-way travel routes between transport hubs and venues.
- advising patrons to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue.

4.5 Entry into and exit from the cinema

Objective: To minimise the contact resulting from a visit to a cinema.

Steps that will usually be needed:

- Using outside premises for queuing where available and safe, for example some car parks.
- Encouraging customers to use hand sanitiser as they enter the premises to reduce the risk of transmission by touching surfaces.

- Managing outside queues to ensure they do not cause a risk to individuals or other businesses, or additional security risks, for example by introducing queuing systems, having staff direct customers and protecting queues from traffic by routing them behind permanent physical structures such as street furniture, bike racks, bollards or putting up barriers.
- Individual businesses or venues should consider the cumulative impact of many venues re-opening in a small area. This means working with local authorities, neighbouring businesses and travel operators to assess this risk and applying additional mitigations. These could include:
  - Further lowering capacity - even if it is possible to safely seat a number of people inside a venue, it may not be safe for them all to travel or enter that venue.
  - Staggering entry times with other venues and taking steps to avoid queues building up in surrounding areas.
  - Arranging one-way travel routes between transport hubs and venues.
  - Advising patrons to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue.
- Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers. For example, maintaining pedestrian and parking access for disabled customers.

4.6 Moving around the cinema

Objective: To maintain social distancing as far as possible while customers move through a cinema.

Steps that will usually be needed:

- Reducing the number (and amending the timing) of screenings to manage customer flows around - and in and out of - the cinema.
- Regulating use of high traffic areas including toilets, corridors, escalators and lifts to maintain social distancing.
- Introducing one-way flow routes through signage that clearly indicate the direction of flow; further measures can be considered, such as barriers or designated staff to direct customers.
- Providing floor markings and signage to remind customers to follow to social distancing wherever possible.
- Using screens to create a physical barrier between staff and customers at regular contact points, so for example ticket kiosks or concessions desks.
- Using floor markers to direct customers to food and drink collections points and toilets and introducing one-way flow routes through signage that clearly indicate the direction of flow; further measures can be considered, such as barriers or designated staff to direct customers.
- Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs where possible.
- Making sure that people with disabilities are able to access lifts.

4.7 Managing cinema auditoriums

Objective: To maintain social distancing of customers in cinema auditoriums wherever possible and particularly while they are seated.

Steps that will usually be needed:

- Utilising allocated seating systems where available to facilitate social distancing between household groups and other individuals. Where these systems are not available, and cannot be introduced, cinemas should identify alternative ways of achieving appropriate social distancing.
- Organising seating to ensure 2m distancing can be maintained; where 2m is not viable, 1m with risk mitigation is acceptable. Mitigations should be considered and those introduced set out in the risk assessment. In Scotland social distancing should be at 2m from anyone not in your extended household, except for children under 12.
- Introducing one-way flow through auditoriums, including the potential use of emergency exits as exits from the auditorium. (Where such changes are made, a new fire risk assessment will be required).
- Providing floor markings and signage to remind customers to follow to social distancing wherever possible.
- Ensuring sufficient staff are available to support customers and ensure social distancing is being observed.
- Being mindful of – and avoiding – programming film content which is likely to encourage audience behaviours increasing transmission risk. All venues should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes - but is not limited to - refraining from playing music or broadcasts that may encourage shouting or singing, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission - particularly from aerosol transmission. We will develop further guidance, based on scientific evidence, to enable these activities as soon as possible. This would include, for example, sing along screenings of a musical. You should take similar steps to prevent other close contact activities - such as communal dancing.
- Taking into account the differing nature of the audience at each cinema site and in particular whether it is likely to include people who are more clinically vulnerable to COVID-19 than others (see definition in Appendix). Where this is the case, this should the reflected in the steps taken in response, not least around communication.
- Those planning live performances in cinemas, including drama, comedy and music, should do so with reference to current guidance on performing arts activity here – https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts – with a view to mitigating the risks of aerosol transmission from performer(s) or their audience.
- Where cinemas deliver a mix of services, only those services that are permitted to be open should be available.

4.8 Serving food and drink

Objective: To ensure that customers are able to purchase and consume food and drink safely at a cinema.

Please refer to the Restaurants, pubs, bars and takeaway services: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery

For Scotland, please see further guidance for the food sector here: https://www.foodstandards.gov.scot/publications-and-research/publications/covid-19-guidance-for-food-business-operators-and-their-employees.

Steps that will usually be needed:

- Cinemas can offer 'pick n mix' type confectionery but should look to reduce the number of people in contact with individual confectionery items and handling (previously) high touch items (for example, scoops) by having staff pick out the sweets or offering pre-packaged options. Operation of such confectionery must be considered as part of an appropriate risk assessment process to ensure access is properly managed.
- Using screens to create a physical barrier between staff and customers at concessions desks.
- Encouraging pre-ordering from collection points where possible.
- Encouraging the use of contactless payments where possible.
- Managing the risk of alcohol impairing social distancing through, where needed, additional controls on its purchase or consumption.

4.8.1 Food preparation areas

Objective: To maintain social distancing and reduce contact where possible in kitchens and other food preparation areas.

Steps that will usually be needed:

- Following government guidance on managing food preparation and food service areas: https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19 For Scotland, please see further guidance for the food sector here: https://www.foodstandards.gov.scot/publications-and-research/publications/covid-19-guidance-for-food-business-operators-and-their-employees.
- Allowing kitchen access to as few people as possible.
- Minimising interaction between kitchen staff and other workers, including when on breaks.
- Putting teams into shifts to restrict the number of workers interacting with each other.
- Spacing working areas socially distant as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Consider cleanable panels to separate working areas in larger kitchens.
- Providing floor marking to signal social distance.
- Using 'one way' traffic flows to minimise contact.
- Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time.

Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers.

4.8.2 Managing service of food and drink at a venue

Objective: To manage interactions at the venue resulting from service of food and drink at a venue.

Steps that will usually be needed:

- Maintaining social distancing (2m, or 1m+ with risk mitigation where 2m is not viable) from customers when taking orders from customers. In Scotland social distancing should be at 2m from anyone not in your extended household, except for children under 12.
- Using social distance markings to remind customers to maintain social distancing (2m, or 1m+ with risk mitigation where 2m is not viable) where necessary. In Scotland social distancing should be at 2m from anyone not in your extended household, except for children under 12.
- Preventing customer self-service of food, cutlery and condiments to minimise transmission. For example, providing cutlery and condiments only when food is served.
- Reducing the number of surfaces touched by both staff and customers. For example, using trays to deliver plates to tables.
- Providing only disposable condiments or cleaning non-disposable condiment containers after each use.
- Encouraging contactless payments where possible and adjusting location of card readers to maintain social distancing wherever possible.
- Minimising contact between front of house workers and customers at points of service where appropriate. For example, using screens or tables at tills and counters to maintain social distancing guidelines (2m, or 1m+ with risk mitigation where 2m is not viable). In Scotland social distancing should be at 2m from anyone not in your extended household, except for children under 12.
- Minimising customer self-service of food, cutlery and condiments to reduce risk of transmission. For example, providing cutlery and condiments only when food is served.

4.8.3 Take-away or delivery

Objective: To manage interactions at the venue resulting from selling food and drinks for takeaway, click and collect or delivery.

Food and drink sold in cinemas to be consumed in audience members' seats will be considered a take-away service.

Steps that will usually be needed:

- See government guidance on food safety for food delivery.
- Encouraging customers to order online, on apps or over the telephone to reduce queues and stagger pick-up times.
- Minimising contact between kitchen workers and front of house workers, delivery drivers or riders, for example, by having zones from which delivery drivers can collect packaged food items.
- Limiting access to venues for people waiting for or collecting takeaways. Setting out clear demarcation for social distancing (2m, or 1m with risk mitigation where 2m is not viable) for delivery drivers, riders or customers queuing. Asking customers to wait outside or in their cars.
- Working with your local authority, landlord and neighbours to ensure designated waiting areas do not obstruct public spaces.

4.8.4 Service at the venue

Objective: To manage interactions at the venue resulting from service of food and drink at a venue in indoor and outdoor services areas.

Food and drink sold to be consumed in a designated seating area on site, separate from the performance/screening area, will be considered hospitality.

Steps that will usually be needed:

- Encouraging use of contactless ordering from tables where possible. For example, through an ordering app.
- Adjusting service approaches to minimise staff contact with customers. For example, encouraging use of table service over bar service and assigning a single staff member per table. Where bar service is unavoidable, preventing customers from remaining at the bar after ordering.
- Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar.
- Minimising contact between kitchen workers and front of house workers. For example, by having zones from which front of house staff can collect food.

4.9 Ventilation

Objective: To use ventilation to mitigate the aerosol transmission risk of COVID-19 in enclosed spaces.

Ventilation can be used as a control measure to reduce the risk of transmission of COVD-19. Tiny airborne particles can travel further than droplets, and in poorly ventilated spaces this can lead to viral particles spreading between people. Good ventilation can reduce this risk.

Ventilation into any building should be optimised to ensure a fresh air supply is provided to all areas of the facility and increased wherever possible.

What you should do:

- **Consider how best to maximise ventilation in your venue.** There are different ways of providing ventilation, including mechanical ventilation using fans and ducts, natural ventilation which relies on passive flow through openings (doors, windows, vents) or a combination of the two. Open doors, windows and air vents where possible, to improve natural ventilation.
- **Keep toilet, shower and changing facilities well-ventilated**, for example by opening doors, windows and air vents where possible and ensuring extractor fans work effectively. The risk of transmission is greater in spaces that are poorly ventilated.
- **Consider if you should take further steps to increase ventilation**, particularly in areas which have limited air output or where higher-risk activity (such as exercise or people singing or raising their voices) takes place. For example, by opening doors, windows and air vents.
- **Take additional steps to minimise risk.** Ventilation will not reduce the risk of droplet or surface transmission, so other control measures such as cleaning and social distancing are also required.

You can find more detailed advice on identifying poorly ventilated spaces, and further steps you can take to improve ventilation, in the Health and Safety Executive's guidance on ventilation and air conditioning here: https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/index.htm

5. Cleaning the workplace

5.1 Reopening after a period of closure

If your venue has been closed or partially operated during a period of restrictions, you should make sure it is clean and safe before you reopen.

Steps that will usually be needed:

- **Check whether you need to service or adjust ventilation systems** so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels or poor maintenance. Most air conditioning systems do not need adjustment if they draw in a supply of fresh air. However, where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.
- **Open doors, windows and vents** to improve natural ventilation. You can find more information in the section on ventilation and guidance from the Health and Safety Executive on ventilation and air conditioning here: https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/index.htm
- **Consider the risks arising from periods of closure.** If your building is unoccupied or has reduced occupancy during a period of restrictions, you should review HSE's guidance on the risk of legionella.

5.2 Keeping cinemas clean

You should ensure that you keep the workplace clean and safe. This includes minimising potential transmission routes by cleaning surfaces and touchpoints, and minimising use of shared objects.

Steps that will usually be needed:

- **Frequent cleaning of work areas, equipment, bathrooms and other high-traffic areas**, using your usual cleaning products.
- **Frequent cleaning of objects and surfaces that are touched regularly,** including door handles, lift buttons and handrails, and making sure there are adequate disposal arrangements for cleaning products.
- **Clear workspaces and remove waste and belongings** from the work area at the end of a shift.
- **If you are cleaning after a known or suspected case of COVID-19** then you should follow the measures set out in the guidance for cleaning in non-healthcare settings.
- **Provide extra waste facilities** for staff and visitors to dispose of single-use face coverings and PPE. You should refer to the guidance on disposing of personal or business waste during the coronavirus pandemic for more information.
- **Maintain good ventilation** by opening doors, windows and vents, where possible. You can find more information in the section on ventilation and guidance from the Health and Safety Executive on ventilation and air conditioning here: https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/index.htm
- **Consider wedging doors open to reduce touchpoints**, where appropriate. This does not apply to fire doors, which should be kept closed.

Additional considerations:

- Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day, with particular regard to any shared facilities or equipment.

5.3 Hygiene – handwashing, sanitation facilities and toilets

You should take steps to ensure that good levels of hygiene are maintained throughout the facility.

Steps that will usually be needed:

- Using signs and posters to build awareness of good hand-washing technique, the need to increase hand-washing frequency, and good hygiene practices like avoiding touching your face and coughing or sneezing into your arm. Considering how to ensure safety messages reach those with hearing or vision impairments.
- Frequently cleaning toilet facilities. Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing can be maintained, including putting up a visible and up-to-date cleaning schedule. Special care should be taken for cleaning of portable toilets and larger toilet blocks.
- Providing hand sanitiser in toilet facilities as well as areas where there may be a higher risk of transmission (such as reception and entrance foyers, doorways and lifts). You should check frequently to ensure you maintain adequate supplies at all times, and ensure that any equipment placed is accessible to, and does not impede, wheelchair users.
- Keeping the facilities well-ventilated, for example by opening doors and windows where possible.
- Increasing the number of waste facilities and frequency of rubbish collection.
- Using disposable paper towels in hand-washing facilities where possible.
- Minimising the use of portable toilets. Special care should be taken for cleaning of portable toilets and larger toilet blocks.

Additional considerations:

- Encouraging customers to use handwashing facilities or hand sanitiser as they enter the premises to reduce the risk of transmission by touching products or surfaces.
- Checking and refilling hand sanitiser facilities regularly, particularly in busy areas. Ensuring handwashing facilities or hand sanitiser stations are available near shared facilities, equipment and objects.

5.4 Auditoriums

You should take steps to minimise the risk of transmission in cinema auditoriums.

Steps that will usually be needed:

- Cleaning them very frequently, typically between each screening, with particular attention paid to surfaces that customers' hands are likely to come into contact with such as screen doors and handrails.
- Cleaning of seats between each screening.
- Scheduling screenings in each auditorium to allow staff sufficient time to undertake necessary cleaning before the next audience arrives.

- Encourage hand washing or use of sanitiser gel by customers on entering the auditorium.
- Paying attention to ventilation and allowing fresh air between screenings if possible.
- Providing more waste facilities and more frequent rubbish collection.

6. Personal Protective Equipment (PPE) and face coverings

6.1 Personal Protective Equipment (PPE)

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

At the start of this document, we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and staying socially distant from each other in the workplace wherever possible. When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

The exception is clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE. For example, first responders. If you are in one of these groups, you should refer to the advice at:
https://www.gov.uk/government/publications/coronavirus-covid-19-personal-protective-equipment-ppe-plan/covid-19-personal-protective-equipment-ppe-plan
and https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings.

In Scotland, see guidance from Health Protection Scotland - https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/ - including the relevant guidance for non-healthcare settings - https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly. Further guidance at: https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm

When disposing of face coverings and PPE, people should do so in a 'black bag' waste bin or litter bin. Face coverings or PPE should not be put in a recycling bin or dropped as litter. Businesses should provide extra bins for staff and customers to dispose of single-use face coverings and PPE and should ensure that staff and customers do not use a recycling bin. Full details on how to dispose of your personal or business waste during the coronavirus pandemic can be found on https://www.gov.uk/guidance/coronavirus-covid-19-disposing-of-waste.

6.2 Face coverings

By law, staff and customers of venues that provide food and drink will be required to wear a face covering, unless they have an exemption. By law, all businesses must remind customers and staff to wear a face covering where required (for example, by displaying posters or providing verbal reminders). You are expected to wear a face covering before entering any of these settings and must keep it on until you leave unless there is a reasonable excuse for removing it.

A face covering is something which safely covers your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

Face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

A face visor or shield may be worn in addition to a face covering but not instead of one. This is because face visors or shields do not adequately cover the nose and mouth, and do not filter airborne particles.

All customers in England are required to wear a face covering during their visit to the cinema, although they are able to remove this to consume food and drink.

In Scotland, similar provisions apply. Further guidance on this can be found here: https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/

Please be mindful that some individuals and groups have reasonable excuses for not wearing a face covering due to age, health or other conditions which are not always visible.

Specific requirements in Northern Ireland and Wales are available on the websites of those devolved administrations.

Find further detail on when and where to wear face coverings

Businesses should take reasonable steps to encourage customer compliance for example through in store communications or notices at the entrance. If necessary, police can issue fines to members of the public for non-compliance. Businesses will not be required to provide face coverings for their customers.

Some people don't have to wear a face covering including for health, age or equality reasons. No one who is exempt from wearing a face covering should be denied entry if they are not wearing one.

Employers must ensure all staff of venues that provide food and drink wear face coverings in areas that are open to the public and where they come or are likely to come within close

contact of a member of the public, unless they have an exemption. Employers must not, by law, prevent their staff from wearing a face covering where they are required to do so.

Where face coverings are required for staff, businesses are expected to provide these as part of their health and safety obligations. However, staff are welcome to use their own face coverings if they choose.

If businesses have taken steps to create a physical barrier or screen between workers and members of the public then staff behind the barrier or screen will not be required to wear a face covering. Enforcement action can be taken if barriers and screens are in place which do not adequately mitigate risks.

Businesses already have legal obligations to protect their staff under existing employment law. This means taking appropriate steps to provide a safe working environment, which may include providing face coverings where appropriate, alongside other mitigations such as screens and social distancing Businesses should advise workers how to use face coverings safely.

This means telling workers to:

- wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it
- when wearing a face covering, to avoid touching their face or face covering, as they could contaminate them with germs from their hands
- change their face covering if it becomes damp or if they've touched it
- continue to wash their hands regularly
- change and wash their face covering daily
- if the material is washable, wash in line with manufacturer's instructions; if it is not washable, dispose of it carefully in your usual waste
- practise social distancing wherever possible

Please be mindful that the wearing of a face covering may inhibit communication with people who rely on lip reading, facial expressions and clear sound.

7. Workforce Management

7.1 Shift patterns and working groups

Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

Steps that will usually be needed:

- As far as possible, where workers are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.
- Identifying areas where people have to directly pass things to each other and finding ways to remove direct contact such as by using drop-off points or transfer zones.

7.2 Work-related travel

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Steps that will usually be needed:

- **Minimise non-essential travel** – consider remote options first.
- **Ensure you and your staff are familiar with the Department for Transport's guidance on safer travel.**
- **Minimise the use of shared vehicles** for people from different households or support bubbles (where it is permitted) by using fixed travel partners, increasing ventilation by opening windows, and avoiding sitting face-to-face.
- **Minimise transmission risk when using corporate vehicles** such as work minibuses. This could include lowering the number of passengers in the vehicle at one time and leaving empty seats between passengers.
- **Ensure shared vehicles are cleaned between shifts or on handover.**
- **Where workers are required to stay away from their home, centrally log the stay** and make sure any overnight accommodation meets social distancing guidelines.

For more information about work-related travel to make deliveries to other sites, see the advice here: https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers

7.2.1 Deliveries to other sites

You should ensure that workers delivering to other sites (such as factories, logistics sites or customers' premises) can maintain social distancing and hygiene practices.

- **Ensure you and your staff are familiar with the Department for Transport's guidance on safer travel.**
- **Minimise the use of shared vehicles** by using fixed travel partners, increasing ventilation by opening windows, and avoiding sitting face-to-face.
- **Ensure shared vehicles are cleaned** between shifts or on handover.

- **Put in place procedures to minimise person-to-person contact** during deliveries to other sites.
- **Use solo workers to make deliveries and load or unload vehicles,** where it is possible and safe. Where two-person deliveries are required, maintain consistent pairing where possible to minimise transmission risk.
- **Minimise contact during payments and exchange of documentation**, for example by using electronic payment methods and electronically signed and exchanged documents.
- **Where workers are required to stay away from their home, centrally logging the stay** and making sure any overnight accommodation meets social distancing guidelines.

7.3 Communications and training

7.3.1 Returning to work

Objective: To make sure all workers understand COVID-19 related safety procedures.

Steps that will usually be needed:

- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.
- Ensuring that all of those in supervisory roles in particular are aware of the findings of the risk assessment for their site, and the part they should play in ensuring necessary actions are undertaken.

7.3.2 Ongoing communications and signage

Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.

Steps that will usually be needed:

- Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.
- Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19): https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19
- Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.
- Using visual communications, for example whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.
- Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.

8. Inbound and outbound goods

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations.

Steps that will usually be needed:

- Revising pick-up and drop-off collection points, procedures, signage and markings.
- Minimising unnecessary contact at security and similar. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
- Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- Where possible and safe, having single workers load or unload vehicles.
- Where possible, using the same pairs of people for loads where more than one is needed.
- Enabling drivers to access welfare facilities when required, consistent with other guidance.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.

Where to obtain further guidance

COVID-19: What you need to do: https://www.gov.uk/coronavirus

Support for businesses and employers during coronavirus (COVID-19): https://www.gov.uk/coronavirus/business-support

General guidance for employees during coronavirus (COVID-19): https://www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19

Scottish Government COVID-19 guidance pages: https://www.gov.scot/coronavirus-covid-19/.

Welsh Government COVID-19 guidance pages: https://gov.wales/coronavirus

COVID-19: guidance for drive-in cinemas: https://www.cinemauk.org.uk/coronavirus-covid-19/guidance-for-cinemas/

Film and Television Charity - financial support, advice and guidance and support on mental health issues: https://filmtvcharity.org.uk/covid-19-help-advice/

Appendix Definitions

Common Areas	The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store-rooms, laundry facilities.
Clinically extremely vulnerable **Extremely high risk of severe illness (Scotland)**	Clinically extremely vulnerable people will have received a letter telling them they are in this group, or they will have been told by their GP. Guidance on who is in this group can be found here: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#definition In Scotland, the term 'extremely high risk of severe illness' is used and these people should strictly follow shielding measures. Guidance on who is in this group can be found here: https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-shielding
Clinically vulnerable people	Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here: https://www.gov.uk/government/publications/full-guidance-on-staying-at-home- and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others
Support Bubble **Extended household (Scotland)**	The term 'support bubble' refers to single adult households, where adults live alone or with dependent children only, expanding their support network so that it includes one other household of any size. Further guidance on this can be found here: https://www.gov.uk/guidance/making-a-support-bubble-with-another-household In Scotland, the term 'extended household' is used. By household we're talking about people who live in the same home during lockdown. A household can also include any person who lives alone that another household has agreed to form an 'extended household' with. Further guidance on this can be found here: https://www.gov.scot/publications/coronavirus-covid-19-what-you-can-and-cannot-do/pages/seeing-friends-and-family/

This publication is also available on our website at:
https://www.cinemauk.org.uk/coronavirus-covid-19/guidance-for-cinemas/

Contact us if you have any enquiries about this publication, including requests for alternative formats, at: info@cinemauk.org.uk