

B R O A D W A Y

B R O A D W A Y

Re-opening  
risk assessment



off!  
Katie  
Bill  
Bess  
A Big hug to  
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film fest  
With  Palmolive  
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19.30 2011  
Daisy Morgan  
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Tessa Bassie  
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# Introduction

This Broadway COVID-19 Risk Assessment, conducted before anyone returns to the workplace, exists in light of Government and UKCA COVID-19 secure guidance and the need for us to all behave differently at work. Whilst these measures may present us with an initial challenge, they remain the best way for Broadway to keep compliant and ensure our customers and staff remain safe - our primary focus.

All guidance in this document is based on official guidance current as of Friday 14 May 2021 from the following sources:

- UK government
- UK Cinema Association
- Chartered Institute of Personnel and Development

This risk assessment will be continually reviewed and updated if government guidance changes post-re-opening.

# Aim

The primary aim of this document is to provide staff with clear and concise guidance on what measures Broadway has taken to mitigate the risks presented by COVID-19 and create the safest working environment possible at Broadway.

This document is also to provide customers with the confidence that Broadway is taking the necessary safety measures to ensure a positive cinema experience without compromising customer service.





# Risk management

## Covid-19 risk management

As per government guidance, Broadway's approach will be to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. In the context of COVID-19 this means we will work through these steps in order:

- Increasing the frequency of handwashing and surface cleaning
- All staff given access to Lateral Flow Tests in order to undertake twice weekly testing with results submitted via the NHS website
- Make every reasonable effort to enable working from home as a first option. Where working from home is not possible, we will 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, we will consider whether that activity needs to continue for the business to operate, and if so, we will take all the mitigating actions possible to reduce the risk of transmission between staff and customers
- 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 Staff Partnering' (so each person works with only a few others)

## Terminology

### Contact tracing

Broadway will keep a temporary record of staff shift patterns and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.

Track and trace information will be collected via the Vista system which has been upgraded. Customers will be encouraged to pre-book tickets online and will have to leave a name, email and phone number via our typical booking process. If customers have not pre-booked, box office staff will be required to collect this information.

# Opening the building

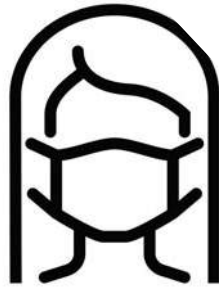
## At-risk groups:

- Staff
- Customers
- Visitors
- Tenants

## Control measures:

### General

- All staff to be given access to Lateral Flow tests in order to undertake twice weekly testing
- Pre-opening checks to ensure that all staff have face coverings, that all hand sanitising stations are full and that high footfall areas are prepped with appropriate information
- All staff to be temperature checked at start of shift
- All staff to be asked whether they have experienced symptoms in the past 24 hrs at the start of shift



### Social distancing

- Clear floor markings to highlight social distancing (2 metres)
- One-way system in place across building
- Separate entrance and exit from building
- Staggered screening times to minimise increased numbers in space at one time
- Customers to be advised to arrive close to screening time to ensure effective social distancing



### Hygiene

- Antibacterial wash stations installed at multiple entry and exit points in the building
- Staff must sanitise their hands upon entry and exit from the building and when coming into contact with anyone
- All staff to maintain a high level of personal hygiene and wear clean clothes at start of shift. Broadway to provide branded T-shirts



### Cleaning

- Increased cleaning throughout building with particular attention paid to high footfall areas and areas with a high level of surface contact
- Radios to be sanitised at shift changeover
- High visibility of cleaning staff in high footfall areas of building

### Communication

- Entrance signage asking those with symptoms over the past 24 hrs to not enter premises

### PPE

- Customers/visitors advised to wear face coverings when moving around building. Face coverings can be removed when seated
- Staff to wear face coverings at all times in public areas and face-to-face work where 2 metre social distancing is not achievable.







BROADWAY



# Box office

## At-risk groups:

- Staff
- Customers
- Visitors
- Tenants



## Control measures:

### Staffing

- Increased staffing in cinema foyer to greet customers, deal with customer enquiries and ensure cleanliness of space

### Social distancing

- No more than 2 staff members at box office at any one time. Workstations should be assigned to an individual when on shift
- Visitor groups to be limited to no more than 6 people
- Perspex protection screens installed at POS to minimise risk of contact
- Separate entrance and exit from building
- Staggered screening times to minimise increased numbers in space at changeover
- Customers to be advised to arrive close to screening time to ensure effective social distancing

### Hygiene

- Antibacterial wash stations installed at box office
- Staff must sanitise their hands upon entry and exit from box office
- Encourage use of contactless payment to minimise risk of contact
- Customers able to self-scan tickets

### Cleaning

- Increased cleaning throughout building with particular attention paid to high footfall areas and areas with a high level of surface contact
- Radios to be sanitised at shift changeover
- High visibility of cleaning staff in high footfall areas of building

### Communication

- Encourage advance purchases via website to minimise interaction

### PPE

- Customers/visitors to wear face coverings at all times  
Customers/visitors advised to wear face coverings when moving around building. Face coverings can be removed when seated
- Staff to wear face coverings at all times in public areas and face-to-face work where 2 metre social distancing is not achievable.

# Screens

## At-risk groups:

- Staff
- Customers
- Visitors
- Tenants

## Control measures:

### Staffing

- Ushers to be present to deal with customer queries quickly and efficiently



### Social distancing

- No more than 1 usher at any one time
- Capacity in each screen reduced to adhere to government 1m+ social distancing guidelines
- Customers able to self-scan tickets
- Two seats either side of individual or group bookings blocked automatically by POS and online Vista system
- Separate entrance and exit from building
- Staggered screening times to minimise increased numbers in space at changeover
- Customers to be advised to arrive close to screening time to ensure effective social distancing

### Hygiene

- Antibacterial wash stations installed at entrance/exit of each screen

### Cleaning

- Increased time between screenings in order to deep clean
- Air conditioning set to 100% fresh air circulating from outside of building

### PPE

- Customers/visitors advised to wear face coverings when moving around building. Face coverings can be removed when seated
- One-time usage PPE to be required for usher cleaning use i.e. facemask, gloves and apron









# Toilets

## At-risk groups:

- Staff
- Customers
- Visitors
- Tenants

## Control measures:

### Staffing

- Increase in 'roaming' ushers or floor managers to check toilet use frequency



### Social distancing

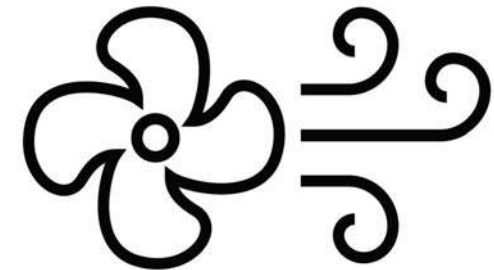
- Limit numbers in toilets to allow for social distancing
- Every other urinal to be closed to allow for social distancing

### Hygiene

- Antibacterial wash stations installed at entrance/exit of each toilet
- Signage encouraging "lid-down" flushing

### Cleaning

- Cleaning team to undertake deep clean of toilet facilities twice daily
- Increased cleanliness checks by staff and signed off post-screening



### Communication

- Clear signage displaying frequency of toilet cleaning
- Signage reaffirming that disabled toilets are for use by customers with disabilities or for baby-changing
- Signage encouraging hand washing for at least 20 seconds prior to leaving toilet facilities

### PPE

- Customers/visitors advised to wear face coverings when moving around building incl. in toilet area.
- One-time usage PPE to be required for cleaners/ushers i.e. facemask, gloves and apron

# Studio/Workshop/Library

## At-risk groups:

- Staff
- Customers
- Visitors
- Tenants



## Control measures:

### Staffing

- Increase in 'roaming' floor managers to check external hires
- No bookings taken until late June

### Social distancing

- Separate entrance and exit from building
- Staggered start times to minimise increased numbers in space at changeover

### Hygiene

- Antibacterial wash stations installed at entrance/exit of each screen

### Cleaning

- Increased regular cleaning throughout studio/library/shop/workshop spaces
- Studio/library/shop/workshop to be thoroughly cleaned after each booking

### Communication

- COVID-19 secure guidelines to be clearly displayed in studio/library/shop/workshop spaces

### PPE

- Customers/visitors to wear face coverings at all times within venue as per government COVID-19 secure guidelines
- Staff to wear face coverings at all times in public areas and during face-to-face work where 2 metre social distancing is not achievable
- One-time usage PPE to be required for cleaners/ushers i.e. facemask, gloves and apron

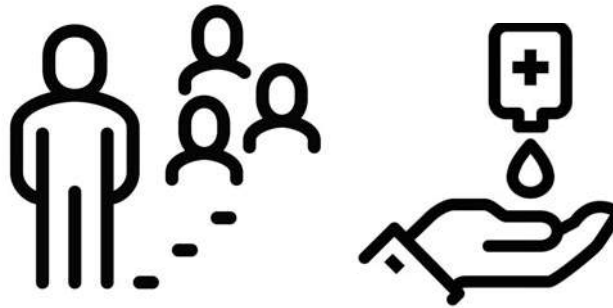




# Café Bar/Mezz Bar/Terrace

## At-risk groups:

- Staff
- Customers
- Visitors
- Tenants



## Social distancing

- Maitre D in place in order to show customers to available table
- Table service in place to discourage customers ordering at bar
- Capacity to be reduced by 50% to allow for socially distanced covers
- One-way system in place across building
- Order and Pay app\* to be introduced to allow customers to order drinks remotely to their table without staff interaction \*to be launched ASAP
- Staggered screening times minimize increased numbers in space at one time

## Hygiene

- Antibacterial wash stations installed at multiple entry and exit points in the building
- Staff must sanitise their hands upon entry and exit from the building
- All staff to maintain a high-level of personal hygiene and wear clean clothes at start of shift
- Cutlery and condiments to be brought with food to minimize risk of interaction/surface contact at cutlery storage points
- Staff to wear additional PPE i.e. disposable gloves during cleaning



## Cleaning

- All tables and chairs to be thoroughly disinfected after customer use
- Increased cleaning throughout building with particular attention paid to high footfall areas and areas with a high level of surface contact
- Radios to be regularly sanitized during shift changeover
- High visibility of cleaning staff in high footfall areas of building

## Communication

- Entrance signage asking those with symptoms over the past 24 hrs to not enter premises
- NHS Track and Trace QR code highlighted at entrance

## PPE

- Customers/visitors advised to wear face coverings when moving around building. Face coverings can be removed when seated
- Staff to wear face coverings at all times in public areas and face-to-face work where 2 metre social distancing is not achievable.

## Control measures:

### General

- Pre-opening checks to ensure that all staff have face coverings, that all hand sanitizing stations are full and that high footfall areas are prepped with appropriate information
- Staff/visitors/tenants not to use Cafebar/Mezz Bar as meeting space during and outside of operational hours
- Staff/visitors/tenants to be discouraged to use Cafebar/Mezz Bar for food orders during their allocated work hours in order to minimize flow of people through Cafebar/Mezz Bar
- Front doors to remain open to encourage air flow and effective ventilation through building



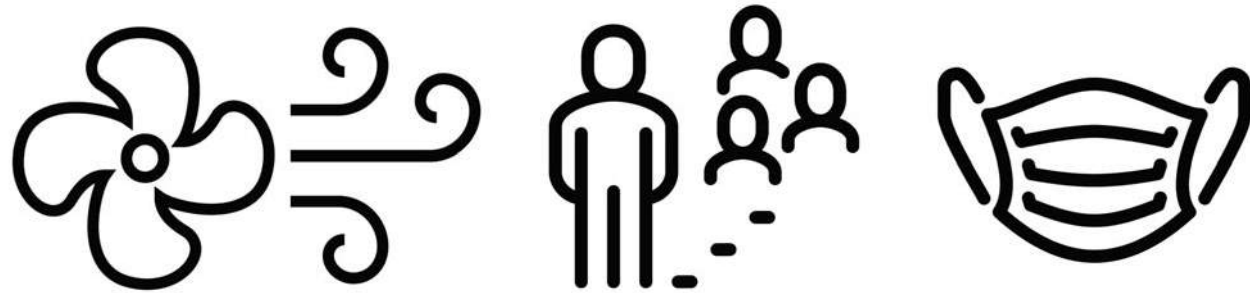
Mezz-Bar



# Café Bar Kitchen

## At-risk groups:

- Staff
- Visitors



## Control measures:

### General

- Pre-opening checks to ensure that all staff have face coverings, that all hand sanitizing stations are full and that high footfall areas are prepped with appropriate information

### Social distancing

- Separate entrance and exit from building

### Hygiene

- All staff to maintain a high-level of personal hygiene and wear clean chef's whites at start of shift
- Staff to wear additional PPE i.e. disposable gloves during food preparation
- Staff/visitors/tenants to be discouraged to use Cafebar/Mezz Bar for food orders during their allocated work hours in order to minimize flow of people through Cafebar/Mezz Bar
- Staff must sanitise their hands upon entry and exit to/from the kitchen. Antibacterial wash stations to be available and and regularly washing of hands for 20 seconds is to be encouraged

### Cleaning

- Kitchen to be regularly disinfected and deep cleaned
- High visibility of cleaning staff in high footfall areas of building

### Air

- Air extraction to be set to 100%

### Communication

- Order printers to be in place so interaction with bar staff is limited

### PPE

- Visitors advised to wear face coverings if in kitchen for inspections/contracted works/deliveries
- Staff to wear face coverings at all times in public areas and face-to-face work where 2 metre social distancing is not achievable.

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