

Best Practices for Cinema Operators

This document serves as a guide on best practices for cinema operators. Cinemas must adhere to the latest Mandatory Safe Management Measures for Cinemas, which details the prevailing mandatory rules for compliance. For the latest workplace measures and staff practices, please refer to MOM's Advisory on Requirements for Safe Management Measures.

For the avoidance of doubt, to the extent the implementation of or compliance with any measure within the safe management plans indicated above and below is inconsistent with the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 ("Control Order") by reason of being less stringent in respect of public safety, the requirements under the Control Order shall prevail.

1. Contact Tracing Measures

- All patrons, staff and contractors/vendors must scan the TraceTogether/SafeEntry QR code or scan their NRIC/FIN to check-in during entry and check-out during exit.
- All staff are required to download and activate TraceTogether app.
- Refer to prevailing SafeEntry requirements at <https://www.safeentry.gov.sg/deployment>;



2. Temperature Checks and Protocol

- Temperature screening will be conducted before entry into the mall (for cinemas located in a mall) and/or cinema premises. (Staff have the right to deny entry of any patron with temperature of 37.5 °C or higher.)
- Temperature screening of all staff conducted daily to ensure staff does not have temperature of 37.5 °C or higher. Staff with temperature of 37.5 °C or higher will not be allowed to work.



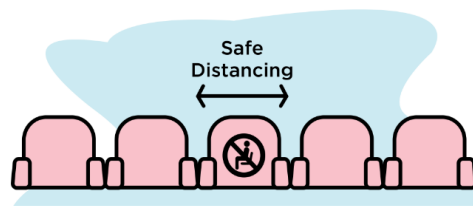
3. Wearing of Masks

- All patrons, staff, contractors/vendors and other on-site personnel must put on their masks properly at all times.



4. Safe Distancing

- Crowd and queue management must be in place to ensure patrons abide by the safe distancing measures.
- Floor markers must be used to clearly demarcate queue lines for patrons at the cinema entrance, service counters, automated ticketing machines or where required.
- Seating Arrangement: Seats must be reconfigured to ensure safe distancing of at least 1-metre between different groups of patrons. A maximum of up to 8 persons (friends and family) will be allowed to sit together (without the 1 metre distancing requirement) and each theatre hall must put in place the prevailing capacity limits of patrons per hall. Cinemas must ensure that patrons are seated according to prevailing social distancing guidelines. (This does not apply to premium seat types that have sufficient safe distance between each seat.)



Seat gap varies for different seat types

- At the end of the movie, patrons will be guided by ushers to ensure safe distancing during exit. Additional time will be catered between movie sessions to ensure safe distancing is adhered in the process.
- The use of automated ticketing machines, cashless or contactless payment and online ticket booking and F&B purchase is highly encouraged to reduce contact between staff and patrons.



5. Cleanliness and Hygiene

- Cinemas must thoroughly clean and disinfect the premises before and after cinema operations, including service counters, foyer, theatre halls & seats, F&B stands, dining area, toilets, etc.
- Cinemas should increase cleaning and disinfecting of high touch point areas (e.g. service counters, toilets, door handles, automated ticketing machines, escalators etc.) and cater additional cleaning time between movies.
- Hand sanitisers should be made available at various touch points.
- Patrons are encouraged to dispose their own rubbish after the movie.



6. Food & Beverage

- Where possible, the purchase of food & beverages should be made online.
- For dining lounges, cinemas must ensure 1 metre safe distancing between different groups of patrons.

7. Other Important Measures

- All precautionary measures will be promoted through communication channels of the cinema (e.g. e-posters at foyer, posters at entrance & various touch points, screen time before movie starts, website, mobile app, social media channels, etc.)

8. Staff Measures

(follow [MOM's Advisory on Requirements for Safe Management Measures](#))

- All staff to practise personal hygiene at all times which includes frequent handwashing.
- Staggered work and break hours.
- Must not have activities with close or prolonged contact such as being in groups during meals/breaks.
- No cross-deployment between cinema locations.
- Reporting and ending times does not coincide with peak-hour travel where possible.
- All staff to avoid socialising with colleagues within and outside of the workplace.
- If any staff's member in the same household is under quarantine or stay home notice or is a confirmed case, the affected staff must inform their HR manager/management
- All staff must adhere to travel advisories issued by Ministry of Health and Ministry of Manpower and declare travel history.
- All staff should not clinic-hop if unwell.
 - i. To submit records of MCs and diagnoses (only for COVID-19 related symptoms, including respiratory infections), and if they were tested for COVID-19 and the results of their tests.
 - ii. Employees on MCs to closely monitor their health and must not go to work. Their close contacts at the workplace should also monitor their health.

This document will be regularly updated to align with latest advisories and guidelines from the Government.