

Employees:

- Employees are to arrive 15 minutes before the start of their shift
- Upon exiting their car, employees must properly be wearing their mask
- Employees will be stationed outside in a designated area awaiting the manager
- When GM is not available, a designated manager will take the temperature of employee and ask them the Covid questions.
- GM or designated manager will log employee information and employee will sign off, once completed the employee will be permitted to enter the building.
- Employee will then place all personal belongings away, including cell phone
- Employee will clock in
- Employee will then wash their hands for 20 seconds, dry, place gloves on and go to their assigned position
- For Box Office, Lobby, Greeter or Concession, employee will inspect and clean their area
- Minimum every 30 minutes employees must wash their hands and change gloves

For cleaning:

**Before Start of Day and prior to any employee entering**

- Opening manager is to clean the office counters, keyboard, phones, handles and any other area closing managers may have been in contact with
- After checking emails, counting safe and printing paperwork manager will conduct a full inspection of the building. (This should take approximately 1 hour to do correct)
- At the conclusion of the inspection, any area that a manager feels was not cleaned to Xscape Standards, an email is to be sent to the entire OPS team
- After inspection and emails are sent, and prior to first employee entering the building, manager is to wipe all front door handles
- Manager is to make sure the following are filled or restocked and near each assigned area.
  - Spray bottle(s) with proper chemical ration
  - Sanitizer Wipe Dispenser restocked
  - Sanitizer Stations Full – Check to see if functional, batteries to be checked daily
  - Paper towels or chic towels
  - Bucket of water with proper chemicals (if applicable)
  - Box of gloves
- Once the cleaning of door handles, inspection of building and chemicals in designated areas, employees may enter the building.

**Once Employees Start Entering Building and Prior to Unlocking Doors for Guests**

- Make sure all wellness checks are completed
- Employees are to continue wiping all door handles of restrooms, auditoriums, cabinets, exit doors, office doors, kitchen doors, etc. Anything a guest/employee may have touched the night before

- Any cleaning that manager feels was not up to standard will need completed, ex. manager feels cleaners did not perform a proper clean of men's restroom, you will send an employee in to clean

### **Once Doors are Unlocked**

- Employees will not change positions or hang out in an area they are not assigned ex. if they are your usher, they are not to come and help in concession unless they have washed their hands, changed their gloves and are maintaining social distance.
- Minimum every 30 minutes an employee is to wash their hands and change gloves
- Register employee
  - Will only be allowed to use their register
  - Will need to wash hands and change gloves after any cash transaction
  - They are to clean the Verifone (credit card machine) after each transaction with 75% alcohol and soft cloth
  - They are to wipe the area around their register between each transaction with sanitizer spray bottle
  - Every 30-45 minutes employee must wipe down the entire counter with spray bottle of sanitizer
- Back counter/runner employee
  - Will only be allowed to serve guests their food, may not use a register
  - A designated area will be assigned for guests to pick up their food, this area will need cleaned with sanitizer spray bottle after each transaction
  - Will need to wash their hands a minimum every 30 minutes and change gloves
- Usher
  - Will wipe each seat with hot water and sanitizer mix. Make sure they are focusing on buttons, head rests, cup holders and arm rests
  - After each seat is wiped, then they will sweep
  - Mopping will need to be done between each show
  - Once completed, usher will need to contact manager who will inspect the auditorium. No guest will be permitted in the auditorium until after manager inspects. Manager will log the inspection time. Failure to inspect an auditorium will result in a disciplinary warning.
- Greeter/Restroom/Hallway
  - Will wipe door handles minimum every 30 minutes
  - Will clean each restroom minimum every hour
    - Employee will close one restroom at a time
    - With Citrus D spray solution: Clean all counters, wipe all toilet seats, wipe all doors
    - Flush urinals
    - Sweep and mop
    - Manager will inspect and open restroom up once inspected, and floor is dry
  - Will clean each bench minimum every hour
- Self Service Area
  - To be cleaned minimum every 30 minutes with sanitizer spray solution

- When possible clean after each use of guest
- Kiosk area
  - Counters are to be wiped down every 30 minutes with sanitizer solution spray bottle
  - Touch screens and Verifone (credit cards) are to be wiped with 75% alcohol solution and after each transaction
- Lobby
  - Entrance door handles wiped minimum every 30 minutes
  - Exit panic bars are to be wiped minimum every 30 minutes

### **Throughout the day**

- Common areas and high touch points are routinely cleaned and sanitized.
- In auditoriums, hard surfaces, including doors, handrails, recliner buttons will be disinfected before each showtime.
- Restroom hard surfaces, doors, handrails will be disinfected
- No more than 1 manager in the office at a time unless verifying a register or safe counts
  - This means if a manager/GM is working on daily paperwork and another manager needs something from the office they will need to ask the manager in the office to retrieve it

Booster seats are to remain behind concession/box office

When returned this will go to kitchen to be cleaned and sanitized

### **At Close**

- All counters are to be cleaned with sanitizer spray
- Manager office is to be cleaned, swept, and mopped
- All touchscreens/registers/monitors and Verifone are to be cleaned with 75% alcohol and rags
- Normal routine for cleaning areas of use such as poppers, hot dog grills, microwaves
- No employee is to leave until manager has inspected all common areas of concession area. Log the time of inspection
- Usher is to stay in hallway lobby area continuously wiping door handles, checking restrooms, and cleaning common areas
- At the end of each show, usher is to wipe door down and inspect theater

*Below are the only approved chemicals to be used at locations Blankenbaker, Brandywine, Howell, Jeffersonville, Northgate and Riverview. Any other chemicals will need prior OPS approval.*

**Neutral D**

- When used for mopping or general cleaning
  - Dilute ½ to 2 ounces per gallon of water

**Sanitizer**

- When used for disinfection
  - Add 3½ product ounces per 4½ gallons of water

**Pot and Pan Detergent**

- 1 pump of product per gallon of water

**Citrus D**

- For 32-Ounce spray bottle
  - 1 pump of product add water, shake well
- For Floor cleaning
  - 2-4 pumps per gallon for regular cleaning
  - 5-8 pumps per gallon for heavy duty cleaning

*Below are the only approved chemicals to be used at locations Katy and 1488. Any other chemicals will need prior OPS approval.*

**Wash N Walk No Rinse Floor Cleaner**

- 1 pump provides solution plus water for mop bucket

**Peroxide Multi Surface cleaner and disinfectant**

- 1 pump provides solution and water for 32 spray bottle

**Multi-Quat Sanitizer Disinfectant-cleaner-deodorizer**

- 1 pump provides solution and water for 3 compartment sink

**66 Heavy Duty Alkaline Bathroom Cleaner and Disinfectant**

- 1 pump provides solution and water for 32oz bottle

**Pot and Pan detergent**

- 1 pump provides solution and water for 3 compartment sink

**Citrus D**

- For 32-Ounce spray bottle
  - 1 pump of product add water, shake well
- For Floor cleaning

- 2-4 pumps per gallon for regular cleaning
- 5-8 pumps per gallon for heavy duty cleaning

*All Locations*

- 75% alcohol and a soft cloth this is for all registers, monitors, touch screens