

CINEMA SIX

Emergency and Safety Procedures

Everyone in the theatre should be familiar with emergency procedures. Simply saying, "Get a manager" is not enough.

Fire Evacuation Procedures

Evacuation procedures are set up to provide an effective and quick method of clearing an auditorium without injury to guests or team members. In order to achieve a smooth evacuation, every team member needs to stay calm and alert. Panic can be greatly reduced by the team members staying calm and demonstrating that they are in control of the situation. Team members should stay visible to the guests until they have all been evacuated to a safe area. Do not allow any customers to handle fire extinguishers. The evacuation procedures are guidelines to be applied to each theatre given the physical layout and available staff.

The following are the box office team responsibilities:

- 1) If instructed by the manager, call Mall Security or the fire department and clearly give them the information they require.*
- 2) Lock your cash drawer and take the keys with you.*
- 3) The floor team and the manager will begin evacuating the auditoriums through the rear exit doors and the lobby. Assist the floor team by guiding guests to the lobby exits and helping any and all guests with special needs. (Be sure exit areas are free of fire and smoke.)*
- 4) Remain in the lobby until it is completely evacuated.*
- 5) When the lobby has been evacuated, close the theatre doors and exit to the safe area. Once in the safe area, continue to attend to the guests' needs.*

The following are projection team responsibilities:

- 1) Stop all projectors and bring up the house lights and work lights in all auditoriums.*
- 2) Turn off all consoles and sound racks, making sure the lights stay on.*
- 3) Close all booth doors as you exit. Assist the floor team with evacuation procedures.*

The following are concession team responsibilities:

- 1) Keep fire extinguishers ready.*
- 2) Turn OFF all equipment and appliances, including poppers.*
- 3) Close all cabinets, including candy cases.*
- 4) Be sure all cash is locked in the registers.*
- 5) Assist the floor team in evacuating the guests out of the lobby and assisting any and all guests with special needs. Be sure the exit areas are free of fire and smoke. Always remember to instruct the guests to exit AWAY from the source of fire.*
- 6) Remain in the lobby until it is completely evacuated.*
- 7) When the lobby has been evacuated, exit to the safe area and continue to remain calm and attend to the guests.*

The following are floor team responsibilities:

- 1) If instructed to do so by the manager, walk (don't run) to the front of the auditorium. (The projectionist should have turned on the house lights and stopped the movie.) Announce in a loud, clear and calm voice, "To guarantee the safety of our guests, leaving the auditorium at this time would be best. The front of the house should leave by the exit doors near the screen. The back of the house should exit through the lobby. I will remain to aid any guests who require assistance in exiting." (Be sure both exit areas are free of fire and smoke before making the announcement.) Always remember to instruct them to exit AWAY from the source of fire.

In general, the following exit routes should be used, depending upon the situation and location of smoke and fire:

Lobby	Front doors through food court
Restrooms	Front doors through food court
Aud. 1, 2, 3 Front	Front exit doors to parking lot
Aud. 4, 5, 6 Front	Front exit doors through service corridor
Aud. 1, 2, 6 Rear	Rear doors through lobby & food court
Aud. 3, 4, 5 Rear	North hall doors to parking lot

- 2) Assist any and all guests with special needs. Remain in the auditorium until it is completely evacuated.
- 3) When the auditorium has been evacuated, close the auditorium doors, exit to the safe area and continue to assist guests.

Tornado Warning Procedures

If there is a tornado warning in your area, the theatre manager will walk to the front of the theatre and make an announcement to the guests offering them the choice between staying in the theatre or being issued Re-Admit tickets. Ushers should be on hand to answer questions, guide guests wanting Re-Admit tickets to the box office, and to assist guests with special needs. The Cinema 6 has a lobby with exposed windows to a food court with a canvas roof – Re-Admit tickets will need to be taken into the auditoriums to be issued. Guests are not permitted in a lobby with exposed windows during a tornado warning.

You should know where the safest place in your theatre is, should a tornado hit. In the Cinema 6, the theatre auditoriums are the safest place. Guests are safest on the floor, between the rows of seats. Should the roof collapse, the theatre chairs should support the weight and keep guests from being crushed.

Brief Power Failures and Drop-outs

Should a brief power failure or drop-out occur, the power may fail for a few seconds and then come back on. In this case, the projectors will usually stop, the cash registers will reset and the box office computer will reset.

The following are box office team responsibilities:

- 1) Announce to all patrons in the lobby and waiting to purchase tickets that there has been a brief power failure and it will take a few minutes to reset the computer to sell tickets.*
- 2) Await further instructions from the manager.*

The following are concession team responsibilities:

- 1) Announce to all patrons in the lobby and waiting to purchase concessions that there has been a brief power failure and it will take a few minutes to reset the registers to sell concessions.*
- 2) Await further instructions from the manager.*

The following are floor team responsibilities:

- 1) Taking a flashlight with you, open the auditorium doors. If the movie has stopped, walk to the front of the theatre and in a loud, clear and CALM voice, announce, "A power failure has occurred and the show will be back on shortly." Ask the guests to remain seated.*
- 2) Await further instructions from the manager.*

The following are projection team responsibilities:

- 1) Check each projector and platter system before restarting to make sure the film did not break or tear and there is still tension at the platter tree. Also check to make sure the automation console has cycled before restarting.*
- 2) If there are any film breaks or other problems, inform the manager immediately, so an announcement can be made to the guests in the auditorium.*

Extended Power Failures

Should an extended power failure occur, the emergency lights should come on automatically.

The following are box office team responsibilities:

- 1) Close and lock your cash drawer.*
- 2) Announce to all patrons in the lobby and waiting to purchase tickets that there has been a power failure and ticket sales have been temporarily suspended.*
- 3) Await further instructions from the manager.*

The following are concession team responsibilities:

- 1) Turn OFF all appliances and equipment, including poppers.*
- 2) Close all cabinets, including candy cases.*
- 3) Be sure all money is locked in the cash registers.*
- 4) Announce to all patrons in the lobby and waiting to purchase concessions that there has been a power failure and concession sales have been temporarily suspended.*
- 5) Assist the floor team in handling the guests' needs.*
- 6) Await further instructions from the manager.*

The following are floor team responsibilities:

- 1) Taking a flashlight with you, open the auditorium doors, walk to the front of the theatre and in a loud, clear and CALM voice, announce, "A power failure has occurred and the lights should be back on shortly." Ask the guests to remain seated.*
- 2) Await further instructions from the manager. Power failures sometimes take longer than most guests are willing to wait. Be prepared to direct guests to the box office to be issued Re-Admit tickets.*

The following are projection team responsibilities:

- 1) Turn off all consoles and sound racks at the breaker box to ensure they will not be damaged as the power comes back on. Reset all platter controls to the off position and release tension from the film.*
- 2) Assist the floor team with announcing procedures.*
- 3) Await further instructions from the manager.*

Robbery

In the event that you are on duty during a robbery attempt, the following criteria should be strictly followed.

- 1) Give them what they ask for. Don't try to be a hero. No resistance should be offered in any hold-up situation. Be cooperative. The main concern is for everybody's safety. Avoid injury of any type.*
- 2) Remain alert, but do NOT make prolonged direct eye contact with a robber. This could set him off. The types of information concerning the robber which will be asked by the police are:
 - A) Approximate height*
 - B) Approximate weight*
 - C) Color of hair and eyes*
 - D) Style and color of clothing*
 - E) Jewelry*
 - F) Distinctive marks (scars, tattoos, etc.)*
 - G) Description of weapon**

Your manager will compile written reports of any robbery incident. These reports will be signed by any team members and witnesses and copies will be sent to the home office.

General Safety

- 1) *To help avoid guests and other team members from slipping and getting hurt, mop up spills immediately.*
- 2) *Be aware of all fire extinguisher locations. The Cinema 6 is equipped with an extensive sprinkler system and nine ABC-type extinguishers:*
 - A) *One at each auditorium entrance*
 - B) *One in concession near the kitchen door*
 - C) *Two in projection, near #1/#2 and #4/#5*
- 3) *If someone in the theatre is injured or ill, help them if possible and immediately notify the manager.*
 - A) *Never administer first aid unless QUALIFIED. (It is a good idea to find out who on your team is qualified to administer first aid.)*
 - B) *Never discuss liability with an injured person. Don't say anything that puts the blame for the injury on yourself, the theatre or anyone.*
 - C) *Do NOT call 911 or an ambulance unless specifically requested to do so by the injured party or a member of his/her family in front of a witness. Whoever calls an ambulance is responsible for the charges. Once the request is made, the responsibility shifts to the person making the request. (To be on the safe side, have the manager handle calling ambulances, or call Mall Security.)*
- 4) *Refer to and properly follow the use and handling instructions of all chemicals. These may be found on container labels and Material Safety Data Sheets (MSDS).*

Bomb Threats

Immediately upon receipt of a threatening phone call, start completing the Threatening Telephone Call Fact Sheet. Keep the caller on the line as long as possible. If the caller does not indicate the location of the bomb or the time of possible detonation, you should ask him for this information. Pay particular attention to background noises such as motors running, music and any other noise which may give a clue as to the location of the caller. Listen closely to the voice, voice quality, accents and speech impediments.

As soon as the caller hangs up, immediately notify the manager and give as much information as possible about the nature of the threat.

Await further instructions from the manager.