



Health and Safety Policy and Arrangements for Covid-19

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1.0 Statement of Intent

Gloucester Railway Carriage and Wagon Museum (GRCWM) recognises its duties under the Health and Safety at Work etc Act 1974 to safeguard its employees and others affected by our undertaking from the risks of coronavirus (COVID-19).

GRCWM is committed to ensure a safe working environment for all staff both paid employees and volunteers.

This policy outlines GRCWM's standards and arrangements on the management of risks arising from COVID-19. The guidelines in this policy document will be implemented thoroughly and fully to protect employees and others who may be affected by GRCWM's undertakings. This policy applies to all employees and volunteers.

GRCWM will achieve the aims of this policy by ensuring that:

- A suitable and sufficient risk assessment for the risk of COVID-19 is carried out
- Any preventative measures and controls identified to reduce the risk, so far as is reasonably practicable, will be implemented
- Working practices will take into account the latest UK Government guidance
- Risk assessments and working practices will be kept under close review through monitoring arrangements to ensure their effectiveness in practice and their responsiveness to the likely changes in law and guidance.

This policy is subject to change to reflect revised or additional governmental guidelines. GRCWM will ensure that any changes in policy or work practices are effectively communicated to enable a collective and uniform response to this challenge.

2.0 Definitions

Term	Definition
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, toilets, gardens, fire escapes, kitchens, store rooms, staircases, etc
Clinically extremely vulnerable	Clinically extremely vulnerable people will have received a letter telling them they are in this group, or will have been told by their GP. (ie shielding)
Clinically vulnerable people	Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions
Public spaces	The term public spaces refers to all spaces that are designated for visitors including exhibition galleries, cafes, picnic areas, toilets, cloakrooms, lifts, corridors, staircases, etc
PPE	the risk assessment as a necessary control measure for a specific hazard. PPE can include gloves, eye protection, respiratory protection (face masks), aprons, hi-visibility clothing, safety shoes, etc. Where PPE is indicated as a control measures for a risk assessment then it is the duty of GRCWM to provide it. In the

	context of COVID-19, where employees choose to wear a face mask / covering of their own accord and own provision, then this is not classed as PPE.
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3.0 Responsibilities

3.1 Recovery Steering Group

- 3.1.1 Purpose – To facilitate two-way information flow. Steering Group has a remit to mitigate risk and provide direction and intervention. The Steering Group supports and informs the Venue Heads on decisions, cross-cutting information such as implications from revised government guidance, HR / Trade Union matters, H&S matters etc, matters arising from H&S committee etc.
- 3.1.2 The Steering Group also receives from the Venue Heads (as owners of the plans) updates on progress and issues, risks and opportunities identified by each individual venue, as well as matters for which they require a steer or decision. Decisions that require Leadership Team approval are submitted by the Chair as required.
- 3.1.3 The Steering Group also oversee relevant matters in respect of staff working in / returning to office / non- customer facing sites.
- 3.1.4 Individuals may be invited to attend a Steering Group meeting on a meeting by meeting basis for specific matters, as required.

3.2 Venue Re-Opening Co-ordination Group

- 3.2.1 Purpose – A group is established for each venue / office environment as appropriate. The group facilitates, monitors and reviews progress on delivery of a Reopening Plan, and identifies issues, risks and opportunities for onward reporting. Each group prepares and presents decisions for agreement by the Steering Group, and (where required) makes recommendations to Leadership Team where formal agreement is required.
- 3.2.2 Chairs (Venue Heads) to report to and feedback from the Recovery Steering Group.
- 3.2.3 Membership: Attendance is flexible as required. Core membership includes (but not limited to) colleagues with an identified action on the relevant specific venue Reopening Plan and is chaired by the Venue Head.

3.3 Venue Heads, Departmental Head, Managers, Local Safety Officers

- 3.3.1 Ensure that they familiarise themselves with the contents and requirements of this policy and arrangements and adhere to them.
- 3.3.2 Ensure that staff under their control are provided adequate information, instruction, training required in relation to the policy and arrangements and their responsibilities.
- 3.3.3 Ensure that preventative control measures identified in this policy and risk mitigation assessments applicable to their role and area of responsibility are implemented.
- 3.3.4 Heads of venues to ensure that venue specific building risk assessments within their area of responsibilities are undertaken and adhered to in accordance with this policy and government guidelines. Advice and assistance should be sought from the GRCWM Health and Safety Team.
- 3.3.5 Ensure that where a team or individual specific COVID-19 risk assessment is required within an area of responsibility due to the higher risk nature of tasks being performed, then a risk assessment is carried out and necessary control measures are implemented. Examples of where this would apply would be the Housekeeping Team, Handling Team or first aiders. Advice and assistance should be sought from the Health and Safety Team.
- 3.3.6 Ensure that employees, volunteers and third parties have been provided with appropriate information, instruction and training in the hazards and precautionary measures in place. The training should be adequate and appropriate for their job role.
- 3.3.7 Ensure that adequate resources in terms of personnel, equipment, facilities and services identified to implement COVID-19 control measures within their role and responsibility are provided and maintained. Examples include barriers, additional cleaning products/equipment, sanitisers, additional waste removal, additional PPE, communication equipment etc.
- 3.3.8 Identify any failure in relation to risk mitigation measures and controls are reported to the relevant manager without delay.
- 3.3.9 Ensure that where the use of PPE has been identified through the Covid -19 risk assessment that this is provided and in use. Adequate stocks of relevant PPE should be made available for use and maintained in good condition.
- 3.3.10 Record and monitor any Covid -19 attributed absence or ill health, including self-isolating measures for employees under

their management responsibility. Managers must report all Covid- 19 related absence to the HR Department and the Health and Safety Team on the relevant form immediately to enable any necessary further course of action.

- 3.3.11 Ensure that an appropriate level of support is proactively provided to those temporarily working from home within your area of responsibility. This includes provision of necessary equipment and monitoring welfare.
- 3.3.12 Ensure regular communications / briefings are provided to employees to ensure that they understand the risks, control measures, safe working practices and action to take in case of any COVID-19 associated symptoms.

3.4 Head of Health and Safety

- 3.4.1 Ensure that this policy and its arrangements are up to date and that procedures, generic risk mitigation assessments and guidance documents are devised, implemented and the requirements are monitored. Head of Health and Safety is to ensure that the policy and arrangements adhere to current government guidance and legislation, ensuring that any changes in law and government guidance are incorporated and communicated across the organisation.
- 3.4.2 Ensure arrangements are in place for monitoring COVID-19 related risks and that risk assessments and working practices are kept under close review to ensure they remain relevant and effective in practice and their responsiveness to the likely changes in law and guidance as recovery progresses.
- 3.4.3 Ensure the provision of appropriate direction, advice, guidance and assistance to the Health and Safety Committee, Leadership Team, Department Heads, managers and employees about COVID-19 policies and procedures. Ensure that any changes in policy or work practices are effectively communicated across the organisation.
- 3.4.4 Provide, implement and ensure a formal comprehensive Health and Safety audit regime across GRCWM that reviews site and activity based COVID- 19 risk and that ensures compliance with this policy. In particularly a focus should be given to the review of arrangements and monitoring of the effectiveness of the arrangements.
- 3.4.5 5 Ensure reports from these audits are provided to relevant business areas and the Health and Safety Committee as required. Ensure actions resulting from audits and monitoring arrangements are implemented and, where necessary, escalate to

relevant managers, Heads of Venues and Trustees. The Health and Safety Committee are to be informed through formal escalation to the Estates team where appropriate action is not being taken, or where repeated failure of risk controls are being identified.

- 3.4.6 Provide appropriate guidance and support to managers in protecting employees / volunteers who are classed as clinically vulnerable, have protected characteristics or are at high risk.
- 3.4.7 Provide appropriate guidance and support to managers in providing safe systems of work for those employees working from home. This includes the provision of necessary equipment, risk assessments and monitoring.

3.5 Head of Facilities Management

- 3.5.1 Ensure that they familiarise themselves with the contents and requirements of this policy and arrangements and adhere to them.
- 3.5.2 Ensure that employees under their control are provided adequate information, instruction, training about this policy/arrangements and their responsibilities.
- 3.5.3 Ensure that any control measures identified in the COVID-19 risk assessments relating to the building fabric or services are implemented.
- 3.5.4 Ensure that COVID-19 building risk assessments are carried out for common parts of non-public buildings and that any remedial measures identified as necessary for controlling the risks are implemented.
- 3.5.5 5 Ensure that any statutory compliance obligations within buildings for planned preventative maintenance are carried out.
- 3.5.6 Ensure that contractors appointed and managed by the Estates Department are provided adequate information about the COVID-19 precautions in place. Ensure that contractor's risk assessments and method statements address COVID-19 risks. Ensure that adequate arrangements are in place to monitor contractor's activities.

3.6 All employees, volunteers, contractors, tenants and other third parties

- 3.6.1 Familiarise themselves with the contents of this policy and the arrangements in place for the management of COVID-19 relevant to their role, responsibilities and utilisation of GRCWM properties.

- 3.6.2 Ensure that they comply with the preventive measures and controls in place for managing the risks from COVID-19.
- 3.6.3 Ensure that they report any COVID-19 related symptoms they experience to their line manager as quickly as possible. They should also report any personal circumstances which require them to self-isolate to their line manager.
- 3.6.4 Ensure that they report any problems or faults they note with the preventative control measures or difficulties in maintaining social distancing measures to their line managers or Local Safety Officers.
- 3.6.5 Freelancers renting space will be managed via a risk assessment process but they should also make themselves aware of the content of this policy.
- 3.6.6 Visitors will be able to access this policy via the GRCWM website.

4.0 Arrangements

4.1 Priority in managing risks

- 4.1.1 GRCWM's objective is to reduce risk to the lowest reasonably practicable level by taking preventative measures in order of priority.
- 4.1.2 In the context of COVID-19 this is as follows:
 - Making every reasonable effort to enable working from home where possible
 - Encourage increased frequency of handwashing
 - Enhanced cleaning of surfaces and frequently used contact points at all sites
 - Where working from home is not feasible making reasonable adjustments for protected groups
 - Social distancing measures to be followed where home working is not practicable
 - • Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, then implement additional mitigation measures such as minimising duration of activity; use of screens or barriers; using back-to-back or side-to-side working (rather than face-to-face), and using fixed teams, or partnering.
- 4.1.3 3 Where face-to-face contact for a sustained period with more than a small group of fixed partners cannot be avoided then a specific risk assessment should be carried out

- 4.1.4 Consideration to be given to the vulnerability of certain individuals or groups of people to COVID-19.

4.2 Minimising onsite work

- 4.2.1 Only essential staff to work on site this includes staff in customer facing roles and those whose work cannot be done from home e.g. handling, production or conservation teams. Staff whose work can be done from home to continue to work from home.
- 4.2.2 Planning in place for the minimum number of people needed on site to operate safely and effectively.
- 4.2.3 Gradual opening of sites. Public venues to be opened first with a phased approach. Opening of public venues limited to visitor spaces and essential staff areas required to service these spaces. Non-public sites to remain unoccupied to enable maximum number of staff to work from home.
- 4.2.4 Arrangements in place to monitor the well-being of people working from home and help them stay connected with the rest of the workforce. Regular contact with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- 4.2.5 Provision of appropriate equipment for people to work from home safely and effectively. Examples include office chairs, laptops, monitors, remote access to work systems, etc.

4.3 Protecting people at higher risk

- 4.3.1 Clinically extremely vulnerable individuals (i.e. those requiring shielding) to work from home only.
- 4.3.2 Clinically vulnerable individuals, who are at higher risk of severe illness (e.g. people with some pre-existing conditions) have been asked to take extra care in observing social distancing and may require additional support to enable them to work from home, either in their current role or in an alternative role. Where home working is not possible for individuals then the safest available on-site role should be offered, enabling them to stay socially distanced from others. Any additional safety measures required will be considered in line with a full risk assessment.
- 4.3.3 Special consideration given to employees who live with clinically extremely vulnerable individuals. Provision of additional support for employees around mental health and wellbeing including advice or telephone support.

- 4.3.4 Involvement, communication and making reasonable adjustments where necessary for workers whose protected characteristics (e.g. age, clinically vulnerable, BAME over 55 with co-morbidity, disabled persons or pregnant workers over 28 weeks) might expose them to a different degree of risk or may make any planned measures inappropriate or challenging.

4.4 Venue entry and exits

To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival, the following measures are in place.

- Staggering arrival and departure times to reduce crowding into and out of the buildings, taking account of the impact on those with protected characteristics.
- Reducing congestion at pinch points. Where possible provide separate entry and exit to the building for employees.
- Provision of handwashing sanitation at entry and exit points.
- Providing alternatives to touch-based security devices such as keypads.
- Use of markings to guide staff coming into or leaving the building.
- Provision of guidance and advisory signage at entry and exits
- Provision of storage facilities for staff clothes and bags.
- Where appropriate and facilities available, request employees change into work uniforms on site but only where social distancing and hygiene guidelines can be met

4.5 Moving around between buildings

To maintain social distancing wherever possible, while people travel within and to and from buildings, the following arrangements are in place:

- 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 (and cleaning them between use).
- Reducing job and equipment rotation.
- Introducing more one-way flow through buildings.
- Reducing occupancy levels for lifts and encouraging use of stairs wherever possible.
- Making sure that people with disabilities are able to access lifts.
- Reducing occupancy of vehicles used for between site travel.
- Regulating use of high traffic areas including corridors, lifts and walkways to maintain social distancing.

4.6 Workstations

To maintain social distancing between individuals when they are at their workstations, the following arrangements are in place:

- Workstations will be assigned to an individual as much as possible. Where sharing cannot be avoided they should be shared by the smallest possible number of people.
- Where it is not possible to keep workstations in line with social distancing guidelines additional cleaning and hygiene should take place to reduce risk.
- Office layouts are to be reviewed to allow people to work further apart from each other.
- Where practicable, use of floor tape or paint is to be employed to mark areas to help workers keep to social distancing guidelines.
- Where it is not possible to move workstations further apart arrangements are to be made for people to work side by side or facing away from each other rather than face-to-face.
- Where it is not possible to move workstations further apart, installations of screens to separate people from one another are to be considered.
- Where practicable a consistent pairing system will be used if people have to work in close proximity. For example, during two-person working, lifting or maintenance activities that cannot be redesigned.

4.7 Meetings

To reduce transmission due to face-to-face meetings and maintain social distancing in meetings, the following measures are in place:

- Remote working tools to be used as the preferred option to avoid in-person meetings where possible.
- Only absolutely necessary participants should attend meetings and should maintain separation in line with social distancing guidelines throughout.
- Sharing of pens and other objects to be avoided in order to reduce the risk of transmission during meetings.
- Provision of hand sanitiser in meeting rooms.
- Cleaning / disinfection of touch points and surfaces before and after the meeting.
- 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.

4.8 Common areas

To maintain social distancing while using common areas, the following measures are in place:

- Staggered break times to reduce pressure on break rooms or places to eat.
- Where possible the use of safe outside areas for breaks.
- Creation of additional space by using other parts of the building that have been freed up by remote working.
- Where this is being considered as an option then reference should be made to the GRCWM Integrated Pest Management policy to ensure it does not lead to increased risk of pest infestation if people are having their breaks in areas where this would not normally happen.
- Provision of protective screening for staff in receptions or similar areas.
- Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.
- Encouraging staff to stay on-site during working hours.
- 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 where practicable.

4.9 Incidents and emergencies

To prioritise safety during incidents, the following measures are in place:

- In an emergency situation (e.g. an accident, fire, or break-in) social distancing measures may not be followed if it is unsafe to do so.
- Persons involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.

4.10 First Aiders

4.10.1 First aid procedure is to be reviewed in accordance with government COVID-19 guidance. A first aider guidance note has been devised to inform first aiders, appointed persons, and managers of the additional precautions to take when rendering first aid.

4.10.2 Additional equipment identified for rendering first aid to be supplied in the first aid box. Examples include fluid resistant surgical masks, additional plastic aprons, disposable gloves, waste bags.

4.10.3 In the event that someone needs emergency first aid at work, the normal triage process should be followed and emergency

services called if necessary. In case of any uncertainty, then the position is to call the emergency services.

4.10.4 In appropriate circumstances first aiders to maintain social distancing where possible and ensure that as few people as possible go near the injured person.

4.10.5 If the situation allows, provide advice and instruction to enable the person to carry out first aid on themselves. Examples of such situations include applying a cold compress or plaster for a minor wound.

4.10.6 If coming into close contact with the patient cannot be avoided then following precautions should be taken:

- Disposable gloves, a plastic apron and a fluid resistant surgical face mask should be worn. The touching of eyes, mouth and nose should be avoided. PPE should be carefully removed and bagged. When first aid is completed hands should be immediately washed or sanitized.
- Where possible, the amount of time spent in close proximity to the patient should be minimised, once first aid is administered and the patient is made comfortable and the first aider should move to a safer distance.

4.10.7 In the exceptional circumstances, where cardiopulmonary resuscitation (CPR) is necessary then a dynamic risk assessment should be conducted and appropriate infection control precautions adopted. In adults, rescue breaths or mouth-to-mouth ventilation should **NOT** be performed. Only chest compressions should be performed.

4.10.8 Where assistance is provided to an individual who is symptomatic and may have COVID-19, wherever possible, the person should be placed away from others. Where a physically separate room is not available, then others who are not involved in providing assistance should be advised to follow government guidelines on social distancing from the individual. If barriers or screens are available, these may be used.

4.10.9 The area where first aid is provided should be cleaned in accordance with government guidance on cleaning in non-healthcare settings. Additional guidance provided to staff with regards to COVID-19 cleaning requirements.

4.10.10 Full contact details of persons treated to be obtained and recorded in adverse event reporting forms following standard procedure.

4.11 **Contractors and other visitors**

To minimise the risks from visits by contractors and other visitors the following measures are to be arranged and followed:

4.11.1 Reducing the numbers of unnecessary visits to buildings so far as is reasonably practicable by:

- Encouraging visits via remote connection or remote working for visitors where this is an option.
- Limiting the number of visitors at any one time.
- Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, such as carrying out services at night.
- Where practical maintaining a record of all visitors.

4.11.2 Individuals making arrangements with contractors/visitors will provide information to ensure people understand what they need to do to maintain safety by:

- The provision of clear guidance on social distancing and hygiene to people on arrival such as signage, visual aids, and before arrival by phone, website, or email.
- The establishment of host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.
- Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.

4.12 **Reporting Covid-19 related ill health**

4.12.1 All employees and volunteers experiencing the common symptoms of coronavirus, eg the recent onset of a new continuous cough and/or high temperature, should follow the procedure outlined in this section.

4.12.2 Actions for persons with symptoms, or those in a household with others who show symptoms are:

- If you live alone and you have symptoms of COVID-19, however mild, stay at home for 7 days from when your symptoms started.
- If you live with others and you are the first in the household to have symptoms of COVID-19, you must stay at home for 7 days. All other household members who remain well must stay at home and not leave the house for 14 days.

- Do not go to a GP surgery, pharmacy or hospital or call NHS 111. Follow the Government stay at home guidance. Testing for COVID-19 is not necessary if you are staying at home.
- Use the NHS 111 online COVID-19 service if your symptoms worsen and you feel you cannot cope with them at home, or if your symptoms do not get better after 7 days.

4.12.3 If employees become ill they should contact their line manager to let them know and follow the sickness absence procedures. Volunteers should also contact their supervisor if reporting illness.

4.12.4 If an employee or volunteer or a member of their household, has symptoms of COVID-19, they should contact their line manager to inform them of their circumstances (see **COVID-19 - Key information and Q&As** in GRCWM Communications which is regularly updated). If their line manager is ill, then the next most senior person in their team should be contacted. If they are not available, then the museum should be contacted by emailing grcwm@outlook.com

4.13 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Based on current HSE guidance, RIDDOR reporting is highly unlikely to be necessary for the GRCWM. However, the following information is included for completeness.

4.13.1 The Health and Safety Executive (HSE) advice that a RIDDOR report is necessary when one of the following circumstances applies:

- An accident or incident at work has, or could have, led to the release or escape of coronavirus (SARSCoV-2). This must be reported as dangerous occurrence.
- A person at work (a worker) has been diagnosed as having Covid-19 attributed to an occupational exposure to coronavirus. This must be reported as a case of disease.
- A worker dies as a result of occupational exposure to coronavirus. This must be reported as a work-related death due to an exposure to a biological agent.

4.13.2 The HSE provides the following guidance in deciding what is reportable.

Reportable

- A laboratory worker accidentally smashes a vial containing coronavirus on the floor (i.e. outside of a microbiological safety cabinet), leading to people being exposed.
- A sample from a COVID-19 patient breaks in transit leading to spillage.

Not Reportable

- worker, for example a police officer or prison officer, is deliberately coughed on or spat at by a person of unknown Covid-19 status.
- A health or social care worker is providing treatment or care to a patient or service user who is not known to be Covid-COVID-19 positive, but the patient or service user subsequently tests positive.
- Work with the general public, as opposed to work with persons known to be infected, is not considered sufficient evidence to indicate that a Covid-19 diagnosis is likely to be attributable to occupational exposure. Such cases do not require a report.

GENERAL REQUIREMENTS

5.0 Managing safety of members of the public

- 5.1 A site / exhibition space specific risk assessment is to be undertaken that considers the layout, access, nature of exhibits and numbers permitted to ensure compliance with social distancing requirements.
- 5.2 A maximum cap to the number of visitors allowed into the museum is to be in place, this is determined by venue size, layout and restrictions associated with employing social distancing measures. Appropriate monitoring arrangements are to be in place at building entrances and exits to ensure that maximum capacities are not exceeded. These will be monitored and controlled by Visitor Experience staff.
- 5.3 GRCWM will provide an adequate number of staff throughout the public areas to monitor visitor behaviour and ensure that social distancing measures are being maintained by visitors. Visitor Experience Managers are responsible for monitoring this.
- 5.4 Notifications / communications with members of the public of any context-related restrictions via GRCWM website and other appropriate channels. The Head of Public Relations and Communications is responsible for this.
- 5.5 GRCWM will provide clear guidance on social distancing and hygiene to visitors on arrival with the use of signage, visual aids. Communication and signage will ask visitors not to enter the building if they have symptoms. Head of Public Relations and Communications is responsible for this.

5.6 Building essential services including ventilation systems are regularly serviced and monitored to ensure effectiveness and operation at required levels. Head of Facilities Management is responsible for this

5.7 Housekeeping staff will maintain an enhanced cleaning/disinfection regime for visitor areas and strengthening health measures by:

- Installation of hand sanitiser dispensers in high risk areas (ie where touching surfaces cannot be avoided) and provision of advisory signs to encourage visitors to respect the health measures in place.
- Ensuring that visitors have easy access to toilets to allow washing of hands.
- Ensure that devices such as audio guides, headphones and other similar equipment that require handling are systematically disinfected after each use.
- Disability-assisted facilities and exposed devices with control buttons for educational purposes should be cleaned / disinfected frequently.
- Interior doors kept open where possible. Where this is not feasible then frequent cleaning of doors.

5.8 Movement around the building will be regulated by:

- Avoiding or managing queues at entrances and receptions with use of barriers and floor markings.
- Single direction entry and exit points into the building and into exhibition spaces and one-way systems on stairs, lifts and around the building where practicable.
- Use of signage to direct movement into lanes, if feasible, while maintaining social distancing in line with government guidance.
- Use of ground markings where appropriate and practicable to ensure social distancing measures. Examples of areas include lifts, toilets and queuing areas.
- Provision of suitable barriers at points of regular interaction as an additional element of protection.

5.9 Access to rooms and facilities that cannot be fully cleaned or disinfected will be restricted by:

- Closing installations that involve visitor interaction.
- Reserving lifts for persons with reduced mobility and ensuring that the social distance guidance is respected between each user.
- Where common areas do not allow the application of the rules of social distancing, then an adjustment of timetables and traffic is considered.

6.0 Cleaning and disinfection

- 6.1 Prior to the opening of any site or part of a site for resumption of normal activities, in-depth cleaning and disinfection to be carried out. Cleaning procedures updated in accordance with current government guidance. Hand sanitisers provided at appropriate locations.
- 6.2 Cleaning procedures reviewed taking into account the increased viral load on cleaning staff and equipment, the increased volumes of contaminated waste and the need for increased supply of cleaning materials. Cleaning checklists amended to ensure that all areas requiring frequent cleaning are actioned.
- 6.3 Enhanced cleaning of work areas, surfaces and equipment between uses. Frequent cleaning of objects and surfaces that are touched regularly, such as door handles, lift controls, printers etc during operational times.
- 6.4 Clearing workspaces and removing waste and belongings from the work area at the end of a shift.
- 6.5 Where cleaning and disinfection is necessary after a known or suspected case of COVID-19 then reference to be made to specific public health guidance and recommendations followed.

7.0 Hygiene – Hand washing, sanitation facilities and toilets

- 7.1 Information signage and posters provided to build awareness of good handwashing technique; the need to increase handwashing frequency and avoid touching your face, and the need to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- 7.2 Provision of regular reminders through various staff communication channels to maintain hygiene standards.
- 7.3 Provision of hand sanitiser in multiple locations in addition to washrooms.
- 7.4 Implementation of clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. Enhanced cleaning schedule for public toilets, common areas and other busy spaces. Provision of additional waste bins and more frequent rubbish collection. Where possible, provision of paper towels as an alternative to hand dryers in handwashing facilities will be provided.
- 7.5 Where shower and changing facilities are required, provision of clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.
- 7.6 Provision of cleaning procedures for the parts of shared equipment after each use such as vehicles, handling and lifting equipment. Provision of

increased handwashing facilities or hand sanitisers for workers handling goods and merchandise. Staff instructed to clean equipment and objects after use.

8.0 Personal Protective Equipment (including face coverings)

8.1 Where PPE is currently being used for a work activity to protect against non-COVID-19 risks then its use should continue.

8.2 GRCWM will follow the current government guidance which advises that the most effective steps in managing COVID-19 risks in the workplace include working from home where possible, social distancing and enhanced cleaning and hand washing. This guidance advises that when managing the risk of COVID-19, additional PPE beyond what is usually worn is not beneficial and that workplaces should not encourage the precautionary use of extra PPE except in clinical settings.

8.3 Where employees and volunteers choose to wear a face mask / covering of their own accord and own provision then the following good practice should be followed:

- Hands should be thoroughly washed with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you have touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
- Practice social distancing wherever possible.

9.0 Vehicle Use / Travelling around and between sites

9.1 To avoid unnecessary work travel and reduce risks when travelling between sites, the following measures should be taken:

- Deliveries and collections should be planned to minimise the number of journeys made.
- Minimising non-essential travel – considering remote / alternative methods as the preferred option.
- Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.
- Cleaning shared vehicles between shifts or on handover.

9.2 To minimise risks when delivering or collecting from site, the following measures should be taken:

- Putting in place procedures to minimise person-to-person contact during deliveries to other sites.
- Maintaining consistent pairing where two-person deliveries are required.
- Minimising contact during exchange of documentation by using electronic methods.

10.0 Shops / Retail

To minimise contact resulting from our shop / retail offer, the following measures are in place:

- Maximum limits on numbers of customers based on social distancing guidelines within the shop, taking into account total floor space as well as likely pinch points and busy areas.
- Restrictions on customer services that cannot be undertaken without contravening social distancing guidelines. E.g. Use of fixed pairs of colleagues to lift heavy objects rather than a single colleague lifting with a customer.
- Customers encouraged to shop alone where possible, unless they need specific assistance.
- Provision of information signage reminding customers of social distancing and hygiene measures in place. Signage also to remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Customer handling of merchandise limited where practicable through different display methods, new signage or rotation of high-touch stock.
- Designated areas where practicable for picking-up and dropping-off collection points to minimise passing goods hand-to-hand.
- Contactless payment methods encouraged.
- A 'no contact' return procedure established. Contactless refunds encouraged. Keeping returns separate from displayed merchandise / stock to reduce the likelihood of transmission through touch.

11.0 Catering – takeaway offer

11.1 To maintain social distancing and reduce contact where possible in kitchens and other food preparation areas, the following measures are in place:

- Government guidance on managing food preparation and food service areas to be adhered to.
- Limited food and service offered. • Signage to inform customers that consumption of food within the building is not permitted.
- Access to kitchen restricted to the least number of staff as practicable.

- Interaction between kitchen staff and other workers including when on breaks minimised.
- Dedicated teams on shifts to restrict the number of workers interacting with each other.
- Workstations spaced in line with social distancing guidelines as much as possible. Where this is not practicable then suitable cleanable panels to separate workstations provided. Providing floor marking to signal social distancing requirements.
- Use of 'one way' traffic flows to minimise contact.
- Access to walk-in pantries, fridges and freezers, restricted. For example, with only one person being able to access these areas at one point in time.

11.2 To maintain social distancing and reduce contact where possible in food service areas, the following measures are in place:

- Contact between kitchen staff and front of house staff minimised.
- Use of front of house staff to serve customers purchasing food and drink, minimising the time they spend in the kitchen.
- Where possible physical barrier such as screens provided between front of house staff and customers.
- Contactless payments encouraged where possible.
- Access to buildings limiting to people waiting for or collecting takeaways.
- Clear demarcation in line with social distancing guidelines set out for customers queuing

12.0 Employee communications and training

12.1 Adequate information provided to employees about the hazards and risks involved with COVID-19, the precautions to take to reduce exposure and transmission, and action to take in case of symptoms.

12.2 Clear, consistent and regular communication is to be provided through existing communication routes to explain and agree any changes in working arrangements. Communication and training materials developed for workers prior to returning to site by the Human Resources Team, especially around new procedures for arrival at work.

12.3 To ensure employees are kept up to date with how safety measures are being implemented or updated, regular communications and briefings will be made through the internal communication channels. There will be ongoing engagement with workers, including through trades unions or employee representative groups to monitor and understand any unforeseen impacts of changes to working environments.

12.4 Special focus will be given to the importance of mental health and well-being issues following current government guidelines.

13.0 Review

This policy will be kept under review with anticipated changes in government guidance on COVID-19. The review will be carried out by the Head of Health and Safety in consultation with the Health and Safety Committee and Trade Union Safety Representatives where appropriate. Areas of guidance which have influenced this policy include but aren't limited to:

- Coronavirus (COVID-19): guidance – GOV.UK
- HSE News – Coronavirus Latest Information and Advice
- NMDC Good Practice Guidelines for Reopening of Museums
- Public Health England / Public Health Wales

14.0 Compliance Auditing

The responsibilities, arrangements and records set out in this policy will be audited to ensure compliance throughout the GRCWM estate. The Head of Health and Safety will ensure a planned audit regime is in place and audits are undertaken. A formal report is to be raised and circulated to relevant parties as a result of the audits, actions and observations from audits and subsequent reports are to be monitored and to completion. Where action to address a risk is not undertaken in a timely manner, this is to be escalated to the appropriate Head of Department, and subsequently to Board of Trustees

Where employees believe this policy is not being followed this should be raised with their line manager.