

TEST 2: HEAD OF INSTITUTION OCCUPANCY SAFETY RISK ASSESSMENT CHECKLIST

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| Building Ref: | C010, C015, C016, E016 and E017 |
| Building Name: | The Fitzwilliam Museum and office areas in Grove Lodge, Grove Lodge Cottage, Garage, 20 and 22 Trumpington Street |
| Department/School/Institution: | The Fitzwilliam Museum - whole Trumpington Street/Scroope Terrace Site |
| Date of Review: | 06/07/2020 - reviewed and updated 24/08/20 |
| Completed by: | Kate Carreno, Assistant Director, Operations and Engagement |
| Reviewed by: | Luke Syson, Director |

In determining whether the activities within a building can be undertaken safely Heads of Institution should adopt a risk assessment approach, taking into consideration the specific nature of each building, workspace and activity, and the risks they present for the spread of Covid-19. This checklist provides guidance on some of the key issues that should be considered in the risk assessment process. It is particularly important to recognise that each building and working environment will have its own unique set of characteristics that must be considered in the risk assessment. There is no single blueprint that can be applied on a blanket basis; rather a judgement will need to be made as to how, and to what extent, the inherent risks in a given environment can be mitigated. Further guidance on occupancy considerations for different building types and functions is contained within the Re-Occupancy of University Buildings and Facilities Protocol.

1: Prepare the Building

Pre-return safety inspections, HVAC and mechanical checks

| | Issue | Key Considerations | Actions Taken, Measures Adopted | Outstanding Actions & Concerns | Safe to Proceed |
|-----|---|--|---|--|-----------------|
| 1.1 | Implement TEST 1 'Safe to Occupy' checks & recommissioning activities | See TEST 1 Checklist and need for Estates Division (ED) sign-off. | Test 1 checks completed. | None | |
| 1.2 | Ensure all maintenance & remediation works identified in TEST 1 are completed before re-opening | Ensuring safety of water systems in buildings that have been unoccupied is particularly important. | Test 1 checks completed and results logged with ED. Water checks and system flushing have happened throughout lockdown. | None | |
| 1.3 | Ensure safe working environment for ED and FM contractor staff | Ensure risk assessments have been undertaken to ensure FM staff are able to work safely within the building. If FM staff are unable to work safely then the area/building should not be re-occupied. | No new RAs necessary for FM staff. FM staff have attended site throughout. | None | |
| 1.4 | Engage ED and/or vendors in back-to-work plan | Agree back-to-work plans with ED and/or 3rd party vendors. Ensure all planned maintenance activities are re-instated. Ensure cleaning and waste collection services are reinstated. Consider other support services such as IT, mail. Engage with University Catering Service to establish whether catering can be safely resumed. | Agreed back-to-work plans with ED. All planned, routine maintenance activities re-instated, and planned building maintenance projects have restarted (lighting and painting and CY entrance, emergency lighting in GL, replacement/upgrading of humidifiers, etc. Cleaning and waste collection services continued throughout, as required. ServiceMaster have cleaned throughout, onsite staff have cleaned all toilet in main building. Museum Cleaners will restart 8 July. IT and mail managed internally. Discussions underway with Tate Eats (catering) and FME (retail) regarding takeaway/front lawn service and shop from phase 2 (see reopening template for phases of reopening) | RTW protocol completed with technician, conservation, cleaning and Front of House staff, and relevant staff unfurloughed Catering and Retail offer confirmed with Tate Eats and FME. All Tate Eats and FME staff have been through Museum COVID and Fire Safety induction RTW protocol in place for all staff returning to site. RTW pilots developed for 3 teams of Back of House staff in late August/early September After pilots all staff will be invited to RTW for part of the time | |
| 1.5 | Undertake deep clean activities | Deep clean all areas that have not been in regular use. Note that 'fogging' of buildings is unnecessary and creates unacceptable risks to building occupants and collections | Plans for deep collections clean to start w/c 13 July are being finalised. Museum cleaners will restart from 8 July to undertake clean of common areas, toilets, staff kitchens, lockers etc Specific guidance on procedures and materials for cleaning historic interiors (e.g. Founder's Entrance) are in preparation | Deep collections and gallery clean has been completed for front of house areas. Back of house areas clean underway. Collections and front of house cleaning and collections handling protocols have been developed and shared with relevant staff, supported by training | |
| 1.6 | Adjustments to building plant & equipment | Review ventilation and air conditioning settings, e.g. enhanced extract, fresh air cycles. Disconnect air dryers from toilets. Provide paper towels and closed lid bins. Remove drinking water dispensers. Provide bottled water. | ED have been asked to review ventilation and air conditioning to determine adaptations that ensure safety for people and collections. Doors to be kept open in most public spaces of building to increase air flow and ventilation and reduce touch points. Doors will only remain closed where it improves air flow to do so. Hand dryers have been disconnected, additional paper towels have been procured, all bins are closed lid with no manual contact required Drinking water dispensers have been disabled/removed Staff kitchens available for water, with strict social distancing and signage around cleaning after each use. | ED to complete review of ventilation and air conditioning systems. Face coverings now mandatory for visitors in all galleries, and required for staff where social distancing not possible. New advice available for air conditioned/AHU served spaces which suggests that these are safe for more than one person | |
| 1.7 | Consider any need for plexiglass barriers | E.g. at reception & security desks, catering cashiers, between adjacent workspaces. | Plexiglass barriers in place for Back Door Security desk, Courtyard Reception, Shop and Café desks. Audit of workspaces is being undertaken to identify if barriers required in offices | Install further screens where required | |
| 1.8 | Review fire safety plans | Ensure required numbers of fire wardens are present to ensure safe evacuation. Review fire evacuation routes in light of any changes in configuration and/or circulation routes (see Section 4 below). | Fire safety plans reviewed. No changes needed to fire evacuation routes. Adapt overall Museum Emergency Plan to accommodate new working practice requirements | Routes have been rechecked since routing systems have been put in place and no changes required. | |
| 1.9 | Review first aid provisions | Ensure appropriate numbers of trained first aiders are available. Implement safe first aid protocols including provision of PPE. | Rota patterns ensure minimum number of first aiders (1:per 50 staff) on site First aid training being revised to include use of PPE, which is available on site. | First aid protocol to be rewritten and being checked by first aiders. | |

2: Prepare Our People

Implement policy for deciding who returns and when, and ensure communications

| Issue | Key Considerations | Measures Adopted | Outstanding Actions & Concerns | Safe to Proceed |
|--|---|--|---|-----------------|
| 2.1 Identify who is to return to site | <p>Prepare a policy on who is permitted to return. Only permit access where it is necessary to facilitate practical research activities. If activities can be carried out at home, this should continue.</p> <p>Prepare risk assessments for any individuals in higher-risk groups or living with very high risk individuals. Consider in parallel with safe occupancy capacity (see Section 4 below).</p> <p>Seek input from the Staff Task Force.</p> | <p>Policy prepared. Front of House team and other staff members in FoH role will attend site on scheduled days. Management rota to ensure 1 member of senior team on site every day. One member of staff to cover enquiries/reception phone once open to public. Visitor number on site regulated by online ticketing with fixed visitor numbers at each phase.</p> <p>Staff in the "extremely vulnerable/shielded" category remained WFH or furloughed until 1 August. Conversations now underway with those staff to ensure they can either remain working from home if their job can be done from home, or to support their return to the workplace, using appropriate mitigation measures. Those already working from the workplace are:</p> <ul style="list-style-type: none"> Security and FM staff YS Team Leaders Senior Reopening Duty Managers and Duty Managers Cleaning staff Conservation, collections care and technical staff required for clean of collections areas and collections. Photography Team Front of House staff Digital and IT team <p>Pilots are underway to bring research scientist team and learning team back to site</p> <p>All other staff (curators, comms, development, documentation, finance, admin, reference library, UCM, research coordinators) will remain WFH unless on Duty.</p> <p><i>In next phase we will develop blended working for all staff who can</i></p> | <p>Individual conversations have taken place with all staff invited to RTWP to identify any staff requiring individual risk assessments where required/advised, individual Risk Assessments have been prepared.</p> <p>RTWP packs with details of general risk mitigation measures have been prepared, updated and circulated to all those returning to the workplace</p> | |
| 2.2 Communicate benefits of continued WFH | <p>Re-iterate government guidelines and basis for decisions on who can return.</p> <p>Reinforce the benefits of home working, e.g. reduced travel, caring roles, new ways of working without productivity loss.</p> | <p>All staff who can continue to WFH have been asked to do so, with discussion with their line manager about the benefits and about how to manage team working, isolation and mental health issues.</p> <p>Following changes to government and university guidance, we are now moving towards all staff returning to the workplace by October, for at least part of their working week, providing we can support equipment requirements of blended working.</p> | None | |
| 2.3 Mitigate staff concerns about return to site | <p>Develop a plan to mitigate staff concerns.</p> <p>Communicate the safeguarding measures being implemented in the building and workspace.</p> <p>Involve building users in the planning process.</p> <p>Encourage dialogue and feedback.</p> | <p>Staff RTW document includes details of safeguarding measures</p> <p>Meetings with different groups of staff have taken place to involve staff in this process</p> <p>UCM training to support staff well being on return to site has been commissioned and rolled out to all returning staff.</p> <p>Feedback solicited through UCM staff survey and Fitzmatters newsletter.</p> <p>University Director of Safety has given a presentation at All Staff meeting to reassure staff returning to work.</p> | None | |
| 2.4 Execute detailed plan on how to return to work | <p>Consider safe numbers of staff, working hours and patterns, implementation of shifts and/or alternate day working.</p> <p>Reinforce importance of isolating if unwell.</p> <p>Seek input from the Safe Space Team and the Staff Task Force.</p> | <p>Each manager has been asked to prepare safe working plans for their areas and activities undertaken, following best practice museum sector guidelines.</p> <p>Aim for back of house is 10% occupancy initially, with as many staff as possible WFH. This is now being increased, in line with University and Government guidance.</p> <p>Front of House team: all staff to return as necessary for role.</p> <p>Fitz FM team: will continue to work the same rota used during shutdown.</p> <p>Staff coffee and lunch breaks will be shorter but more frequent to reduce occupancy in welfare facilities, and rota-d to ensure teams do not overlap.</p> <p>Senior management team will adopt a rota of at least one member on site per day. As more staff return to the Museum part of the time, and continue to WFH part of the time, senior management have agreed that Wednesdays will be a core onsite day for senior management to facilitate communication and contact.</p> <p>Other staff who are able to work from home are being phased back in to working on site in accordance with timetable outlined above, but expected to remain WFH for some of the time.</p> <p>Staff will be reminded in writing and through signage in welfare facilities to isolate immediately if unwell and to discuss their contacts with their line manager.</p> | <p>RTW completed for all groups except those in pilot and last phase of RTW</p> <p>Equipment needs and costs for blended working being established</p> | |
| 2.5 Advise on alternative means of safe commuting | <p>Consider staggered start and finish times to avoid peak commute periods.</p> <p>Review car parking policies & provision.</p> | <p>Start and finish times to be adjusted to allow those reliant on public transport to travel out of peak times.</p> <p>Car parking provision under discussion with ED/UIS to provide more spaces for Museum staff</p> <p>Some staff are now using public transport, where there is no alternative.</p> | <p>Additional car parking has been identified and communicated to staff</p> | |
| 2.6 Display reminders of social distancing and hygiene protocols | <p>Display reminders in prominent locations and in high risk areas such as entrances, kitchens and toilets.</p> | <p>Signage now in place for staff and public areas across the Museum including floor markings</p> | <p>Additional signage is in place</p> | |

3: Control Access

Implement safety & health checks, building reception, receiving goods, lift and visitor policies

| | Issue | Key Considerations | Measures Adopted | Outstanding Actions & Concerns | Safe to Proceed |
|-----|--|--|---|---|-----------------|
| 3.1 | Control entry points | <p>Implement protocols to control entry, e.g. pre-registration.</p> <p>Establish procedures for the acceptance of deliveries.</p> <p>Avoid use of access barriers & turnstiles.</p> <p>Consult with UIS on electronic access and monitoring of occupancy.</p> <p>Consider need for enhanced security presence.</p> <p>Establish conventions regarding external visitors.</p> | <p>Staff entry and exit registration protocol in place</p> <p>Public admission to museum by pre-booked online ticket only, which will include data capture required for "Track and Trace"</p> <p>Procedure for acceptance of deliveries and contractor access in place</p> <p>No external visits to back of house areas</p> | <p>Ticketing system configuration and training completed</p> <p>Ticketing system hardware has been installed on site</p> <p>New procedures for staff entry and exit and for deliveries has been communicated to staff and contractors/suppliers</p> | |
| 3.2 | Configure communal areas for social distancing | <p>Assess whether social distancing is possible and close off high risk areas.</p> <p>Limit seating, e.g. one chair per table in communal areas.</p> <p>Implement one-way systems where feasible.</p> <p>Denote lifts as up only and down only.</p> <p>Disable touch screens.</p> | <p>Visitors: café is now back and running with a COVID-safe offer, with tables moved to increase distance between tables; gift shop layout has been reviewed to ensure social distancing; Only CY toilets to open (maximum ventilation and space) with queue system marked out;</p> <p>Staffroom: rota of staff breaks ensures safe occupancy level; outdoor tables and seating provided in GL Garden, allowing 1 member of staff per table; one way system implemented within staffroom.</p> <p>All other staff to use Grove Lodge staff kitchen in groups of 6 max, which is self-monitored.</p> <p>Wherever possible, doors to be kept open to allow visibility and ensure safe occupancy level can be maintained.</p> <p>Additional communal areas being provided in Grove Lodge</p> <p>Syndicate Suite</p> <p>All FoH and Tate Eats staff to be provided with individual lockers in Receiving Room</p> <p>FME staff using shop units as locker space</p> <p>Staff arrivals and departures have been staggered to enable social distancing in Locker area</p> <p>Back of house, mitigations are in place for use of stairs and good lifts for safe 2 way traffic.</p> <p>All touch screens and other 'handled' gallery resources removed.</p> <p>Case covers to be lifted only by FoH staff, who will wear gloves to lift</p> | <p>Additional communal spaces have been prepared and adapted for new purposes</p> | |
| 3.3 | Communicate distancing protocols | <p>Provide signage throughout the workplace.</p> <p>Provide floor markings to encourage distancing.</p> | <p>Signage and floor markings have been provided in public areas, and in high traffic staff areas</p> | <p>Signage in place</p> | |
| 3.4 | Ensure supply of hand gel, wipes, cleaning products and PPE as appropriate | <p>Locate hand gel at entrances and at high risk areas such as lobbies, kitchens and toilets.</p> <p>Implement clear policies on provision and use of PPE, driven by task-based risk assessments and government guidance.</p> | <p>Hand sanitiser to be provided at staff and visitor entrances, public and staff toilets and in kitchens and communal areas</p> <p>All staff to be provided with face coverings, clear visors and nitrile gloves.</p> <p>All staff involved in cleaning or moving artworks are working to COVID protocols, including wearing nitrile or other appropriate gloves. Where necessary, 72 hour quarantine to be put in place for objects after handling or treatments without gloves</p> <p>All FoH and Security staff to be required to wear clear visors or to use face coverings where social distancing not viable, or when required to lift case covers.</p> <p>FoH staff to be issued with small sanitisers, water bottles, anti-bac surface wipes in bag</p> <p>Cleaners to be required to wear face coverings when vacuuming and nitrile gloves when cleaning</p> | <p>Hand sanitiser stations and gel have been procured</p> <p>Visors, Face Coverings and gloves have been issued to staff</p> <p>Bags for FoH staff have been procured</p> <p>Anti-bac wipes are on order</p> | |

4: Social Distancing Plan

Decrease density, schedule shift patterns, implement building traffic patterns

| | Issue | Key Considerations | Measures Adopted | Outstanding Actions & Concerns | Safe to Proceed |
|-----|---|---|--|--|-----------------|
| 4.1 | Identify safe occupancy density for each area | Review floor plans and establish safe capacity based on 2 metre space restrictions and identify high risk areas. Assess density capacity of washrooms, breakout areas, tea points, kitchens and other shared spaces. Density should typically be reduced to approximately 30% of usual occupancy levels, however this must be reviewed for each area within a building and not used as a guide for the entire building. | Safe occupancy levels established for all museum spaces, washrooms, communal areas rising from 10% to 30% occupancy in Phase 1 | Safe occupancy levels for each space is being reviewed and new occupancy levels will be communicated to all staff | |
| 4.2 | Consider phasing of occupancy | Consider staggered work weeks, staggered arrival & departure times, phasing based on roles. Allow teams to negotiate their own attendance schedules. | Staggered arrival and departure times are being worked on by teams. All those who can work from home are currently continuing to work from home. Blended working patterns are being developed | Rotas are now finalised Blended working patterns are under development | |
| 4.3 | Designate and signpost direction of foot traffic in main circulation routes | Establish circulation paths, implement one-way flows where possible. Designate entry-only and exit-only routes. Identify high risk pinch-points and mitigate risks where possible. Use taped floor markings to establish circulation paths. Consider fire regulations in planning circulation routes. | Circulation paths and one-way flows - where needed - have been established for visitors and staff. Entry and Exit only routes have been designated for Visitors and Staff. High risk pinch points have been identified and mitigated by having staff monitors, or by restricting access. Floor markings are being used to establish circulation, with consideration for fire regulations | Completed | |
| 4.4 | Specify seating arrangements | Designate which workspaces can be used. Assign individual desks; avoid hot desking and sharing of workspaces and equipment wherever possible. Avoid use of workspaces directly opposite each other. Provide plexiglass screens where close working proximity cannot be avoided. | Each staff team returning to work onsite in later phases will be asked to plan workspaces to ensure physical distancing and identify where Perspex screens are needed Plan and risk assess or adapt existing risk assessments | Plans for use of workspace to be produced by staff teams | |
| 4.5 | Redesign space usage | Reconfigure workspaces to implement 2 metre spacing. Take a proportion of workspaces out of use. Repurpose small meeting rooms as single workspaces. Close off areas where social distancing cannot be implemented. | Each staff team to reconfigure workspaces to implement 2 m. spacing. Offices where staff are working from home to be redeployed for staff who have to work onsite | Workspaces to be reconfigured | |
| 4.6 | Monitor space usage | Monitor social distancing. Review arrangements on a regular basis and make changes to resolve problem areas. Prohibit use of personal fans that would accelerate expelled air towards other staff. | Social distancing monitored across site by FoH team and senior management. Weekly Reopening Task Force meeting to agree any changes necessary. Fans reinstated in spaces with good air flow, in line with CIBSE guidance; Assess where windows can be opened to provide additional ventilation safely in relation to collections care, and where necessary to protect collections, invest in removable insect screens. For later phases, each staff team to nominate a rep to monitor and report on arrangements to a review group | Staff champions to be nominated | |
| 4.7 | Enforce enhanced cleaning protocols for shared areas | Increased cleaning of shared areas and access points. Frequent cleaning of door handles, lift call buttons. See Section 5 below. | Cleaning regime reviewed and enhanced, and cleaning protocols updated to be COVID compliant Public toilets, staff toilets and staff kitchens to be cleaned at least once an hour. Specific requirements around surfaces implemented: toilet door handles to be cleaned hourly, FoH staff to clean entrance door handles and plates hourly; FoH team to clean reception surfaces at beginning and end of each shift. | More cleaners to be recruited through TES, subject to EAG/ARPOG approval. | |
| 4.8 | Reconfigure meeting rooms | Remove a proportion of chairs from larger meeting rooms. Convert smaller rooms to single occupancy. Ensure cleaning materials are available. Remove white board markers and other shared equipment. | Meeting rooms to be redeployed as staff rooms or office spaces where necessary Cleaning materials to be made available in every work space for staff teams to undertake their own local cleaning regime Meetings to continue virtually Designated areas to be identified and allocated for collections quarantining for crated material coming back from loan and for objects which may have become contaminated during normal Museum activities. | Shared equipment to be removed or individual material to be provided Additional cleaning materials to be procured and supplied for each work space Cleaning procedure/protocol for each workspace to be written/provided | |

5: Reduce Touch Points & Increase Cleaning

Touchless ingress/egress, clean desk policy, food plan, cleaning common areas

| Issue | Key Considerations | Measures Adopted | Outstanding Actions & Concerns | Safe to Proceed |
|---|---|--|---|-----------------|
| 5.1 Implement enhanced cleaning practices | <p>Implement enhanced cleaning of high and medium risk areas such as entrances, circulation spaces, lifts, washrooms, tea points, welfare spaces.</p> <p>Implement enhanced cleaning of high risk touch-points such as door handles, key pads, shared equipment.</p> <p>Review cleaning shifts and allow sufficient time for cleans between occupancy shifts.</p> <p>Consider impact of additional 'visible' cleaning in addressing staff concerns and improving well being.</p> <p>Implement clear desk policy to facilitate effective cleaning.</p> | <p>Cleaning regime reviewed and enhanced as above, and additional cleaning of toilets and kitchens to be implemented.</p> <p>Consider engaging more cleaners to increase cleaning frequency and standards</p> <p>Cleaning regime to focus on high and medium risk areas and touch points</p> <p>Provide specific guidance for cleaning materials and procedures in areas where objects are handled</p> <p>Cleaning shifts to be reviewed</p> <p>Clear desk policy to be implemented and cleaning materials to be made available in every work space for staff teams to undertake their own local cleaning regimes</p> <p>No food consumption except in designated areas</p> <p>FoH staff given cleaning responsibility for reception desks, FoH office, door handles, gallery seating and other frequent touch points</p> <p>Radios allocated to specific staff members, no sharing.</p> | Additional cleaning services to be recruited/commissioned | |
| 5.2 Enable DIY cleaning through adequate supply of materials | Supply cleaning materials and DIY cleaning guidance. | Cleaning materials supplied for each office or workspace, guidance in "Return to Workplace" pack | Completed | |
| 5.3 Review catering provisions | <p>Review with catering team whether facilities are safe to re-open.</p> <p>Review alternative provision such as food vans, pre-prepared meals.</p> <p>Consider single service food items.</p> | Catering provision finalised with Tate Eats who are providing a COVID compliant catering offer to visitors | Completed | |
| 5.4 Limit 'in-person' meetings | Designate suitable areas for meetings to facilitate social distancing. | All meetings to continue by Teams/Zoom except daily briefings which will take place with social distancing in Armoury | None | |
| 5.5 Remove 'high touch' shared tools | E.g. whiteboard markers, remote controls. | <p>Shared tools removed where feasible, cleaning materials and hand sanitiser in place where not feasible, with warning not to use hand sanitiser if about to handle any collection items without gloves.</p> <p>Additional hand sanitiser stations/provision to be installed/provided</p> | Completed | |
| 5.6 Create secured, designated storage areas for personal items | Avoid shared storage areas to prevent cross-contamination. | Individual lockers to be provided where staff and regular contractors (Tate Eats and FME) do not have access to their own office/desk space | Completed | |
| 5.7 Designate a specific enclosed room to isolate any person identifying with symptoms prior to leaving for home | Ensure revised first-aid protocols are implemented and PPE is provided. | <p>Friends Room has been designated for visitors, old Director's Office for staff. First aid protocol being rewritten. PPE available on site.</p> <p>Follow PHE/sector advice for work and other spaces used by staff who have become unwell, and for those they have come into contact with</p> | Complete work on First Aid protocol | |

6: Enhanced Communication

Recognise staff concerns about returning; communicate transparently, listen and survey regularly

| Issue | Key Considerations | Measures Adopted | Outstanding Actions & Concerns | Safe to Proceed |
|---|---|---|--|-----------------|
| 6.1 Ensure Leadership/Management alignment on re-entry | Ensure leadership is clear on importance of implementing social distancing and hygiene rules to ensure a safe working environment. Ensure no undue pressure is put on staff to return. | Director to communicate this in his All-staff monthly briefings and emails. Senior Leadership and Management team will be asked to reinforce these messages with their teams. All staff who can work from home will be encouraged to develop blended working plans. | All staff briefings and meetings to be prepared and scheduled, Briefings for leadership and management teams to be prepared and circulated | |
| 6.2 Establish and maintain two-way communication | Identify 'Change Champions' to interface with building users. Actively seek user engagement and feedback. | Each staff team will be asked to nominate a representative to interface with team members and seek user engagement and feedback | Reinstate Staff Forum meetings (Joint Staff Committee) | |
| 6.3 Ensure trusting and transparent culture | Encourage a collaborative approach to re-occupancy planning. Review on a regular basis and address feedback. Engender trust with robust and clearly communicated plans. Address non-compliant behaviours. | Reoccupancy plans to be shared with all staff and each staff team will be asked to review and monitor occupancy levels for their own workspace/area. Weekly Reopening Task Force (RTF) and SMT meetings will address feedback from staff. Front of house staff have been given training to help address non-compliant behaviours from visitors. Staff will also be given guidance on addressing this with colleagues. HR support will be sought for non-compliant behaviours. | Further training and support for staff and managers to deal with non-compliant behaviours Staff meeting dates and comms in staff newsletter | |
| 6.4 Set employee expectations with emphasis on making them feel secure | Implement clear and consistent policies on provision and use of PPE. Maintain a 'visible' cleaning presence to reassure occupants. | Policies on face coverings, face visors and gloves will be included in "Return to Workplace" pack, and face coverings will be provided to all staff. Reuse the above materials, where possible and safe to do so, to ensure that we are being sustainable as well as safe Additional professional cleaning plus in house cleaning rotas established. Appropriate PPE will be provided to first aiders Review our overall Emergency Plan in line with new precautions to include section on epidemics/pandemics Scheduled reviews of all measures to ensure these can be modified as required | Completed | |
| 6.5 Develop messaging tools | Repeat the key messages using a variety of channels such as email, intranet, newsletters, poster and leaflets. Deploy stay safe etiquette guides, hand washing and DIY cleaning guides. Provide guidelines for visitors and delivery drivers. | Signage and web information to help visitors understand processes. External communications and engagement strategy and plan to be developed with targeted communication and engagement plans for different stakeholder and audience groups, schools and community partners - this will include increase remote provisions for schools, community partners, researchers and students; Website will explain visitor etiquette and information will be reinforced in our social media, on our ticket booking site, tickets, floorplans, and in museum signage Staff email, intranet, newsletter, posters and floor markings will be used to communicate with staff; Stay safe etiquette for different areas of work will be developed Guidelines for contractors and delivery drivers will be developed | Completed for Phase 1/2. Further work to be done on comms with group and study visitors, and with volunteers | |

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| 7.00 | Other Observations/Comments | All sections should be read in conjunction with the Fitzwilliam Museum's reopening template, which provides detail of phased reopening stages. This plan is complemented by the following documents: - COVID-Security when working with collections (for all staff working with collections or in histori+B18c interiors, and for info of others) - Reopening Communications Plan (for all staff in Development, Comms, Public Engagement and Front of House and for info of others) - Learning Department re-opening protocols and risk assessment (for all staff in Learning and for info of others) |
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| Signed by Head of Institution | |
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| I confirm that a comprehensive risk assessment has been undertaken and that safe working practices have been put in place, tailored to the specific nature of the building, its occupancy and the work undertaken | |
| Signature: |  |
| Name: | Luke Syson |
| Position: | Director and Marlay Curator |
| Date: | 09/07/2020 - Updated 24 August 2020, by Kate Carreno, Assistant Director, Operations and Engagement |