

An opening date for the Museum will be determined by advice from the Scottish Government and approved by the Museum board, with the board's decision based on our ability to provide a safe work environment for our staff and visitors using guidelines to limit the spread of COVID-19.

The Museum will follow all appropriate guidelines issued for the use of public spaces and museums. Until a decision on reopening is made we will continue to implement the actions currently in place for the safety of our staff, collections and buildings. Some of these are defined in our emergency plan and others have been implemented by the Emergency Response Group (ERG) and management team.

These include:

- All staff not furloughed to work remotely where possible.
- Security and site inspections to be carried out at least once every two days by nominated staff (Currently Colin Carruthers at Irvine and Stewart McKinlay at Dumbarton). They must report to senior management when arriving on site and when they leave; this can be by phone, text or WhatsApp.
- The Administrator (Paula McKeating) will visit the Irvine site to collect mail and check the office on a weekly basis.
- All staff to wear gloves when visiting sites.
- After each visit by any staff visiting for any reason that staff member must sanitize all frequently contacted surfaces; desks and equipment, door handles, handrails, alarm panels, toilets (handles, sinks cubicle, door latches, soap dispenser). A good supply of soap, sanitizer, and paper towels to be kept stocked and the Administrator notified if stock runs low.

Senior management will continuously monitor and adjust financial impacts, adjusting forecasts if necessary, alerting the ERG and finance committee if there are any major changes.

This document is a live document and subject to change and being updated at any time and throughout the current crisis. It will be reviewed at least every two weeks by the Emergency Response Group or Senior Management Team

Requirements for reopening:

1. Ability to maintain 2 metres social distancing at all times.
2. Ability to keep the Museum clean and sanitised.
3. Ability to keep our staff and volunteers healthy.
4. Ability to give our visitors a sense of security.
5. Ability to keep our visitors healthy.
6. Adjust timetable of programs and events.
7. Government guideline on isolation and shielding to be followed by all staff and volunteers including staying at home and immediately notifying senior management if any symptoms are experienced.
8. Flexibility of all staff to work in different areas of the Museum outwith their normal role.

Responsibilities

- All staff are responsible for implementing and monitoring the adherence to the procedures, for cleaning and sanitising, social distancing and wearing of PPE (Personal Protective Equipment) throughout the Museum premises. Any breaches in this protocol should be reported in the first instance to your line manager and then the senior management team

- Any necessary corrective action required or changes to the action plan must be recorded and notified to senior management before implementation.
- The creation and maintaining of cleaning and sanitising record sheets in each area of the Museum and offices will be the responsibility of the Visitor Services Managers, and Admin Officer and be overseen by the Commercial Manager, who will also ensure that any necessary corrective action is taken.

Stage One:

General

- Carry out a Covid-19 risk assessment and put relevant PPE in place.
- Make the Risk Assessment easily understandable and accessible via our website, with staff and volunteers to be instructed in use and disposal of PPE.
- Conduct a safety review of all museum spaces and offices and implement recommended action items, such as the placement of hand sanitiser stations, floor markings, queuing systems, improved ventilation and contactless payments.
- Maintain 2 metres social distancing, and if not possible, eliminate transmission risk by use of screens barriers or enhanced PPE.
- Implement a sanitation, cleaning and ventilation programme to all museum spaces and offices.
- Survey museum staff and volunteers to ascertain what, in addition to the above, they would require to make them they feel safe at work, and implement the results where reasonable.

Museum

- Placement of signage ensuring proper hygiene, social distancing, identifying COVID-19 symptoms, and importance of wearing face masks.
- Removal of in-gallery seating and interactives.
- Office-based staff and volunteers to continue to work from home when possible and no more than three staff or volunteers to be in the main office at any given time.

Office

- Increased ventilation of main office area, sanitisation and cleaning to be the same as main museum spaces.

Actions Required

General

- Identify if the workplace can be feasibly remodelled.
- Create one-way walkways to ensure people are always 2 metres apart.
- Open more entrances and exits to avoid bottlenecks.
- If 2 metres distance can't be maintained, implement barriers in shared spaces.
- Stagger start and finish times to manage social distancing.
- Reinforce cleaning process.
- Acquire additional cleaning materials known to kill the COVID-19 virus for offices, toilets, staff rooms, kitchens, etc. These products should be recorded in a COSHH register.

- Ensure staff and volunteers clean equipment at the start and the end of the day, or after change of staff member/visitor use.
- Communal equipment (mugs, cutlery, crockery etc) to be taken out of use and staff and volunteers to use their own.
- Social distancing should be maintained during break and lunch breaks, if this can't be done then break times staggered.
- Staff and volunteers should not share transport where social distancing can't be managed.
- Fire risk assessments must be kept up to date and fire escapes kept viable.
- Fire extinguishers and alarms checked.
- Update staff and volunteers on proposed actions and gain input, suggestions and alterations if required.
- Order required supplies, including: facemasks for all staff and volunteers, hand sanitiser stations, disposable gloves and masks, cleaning supplies and door stops.

Museum

- Bins provided at exits for disposal of PPE which is to be treated as clinical waste
- Develop written policy, associated safety procedures, and risk assessments for all museum visitors, employees, and volunteers. These are to include
 - Cleaning schedules
 - Rotating gallery/ area closure plans during operating hours for sanitization
 - Capacity control
 - Social distancing
 - Defining the requirement of staff and visitors to wear masks
 - Propping open toilet doors
 - Keeping flat surfaces clear at reception and gift shop counters
 - Keeping staff rooms sanitised, requiring staff to bring their own hot and cold drinks and limiting use of communal equipment such as water fountains and vending machines
 - Communications plan should there be rolling closures
 - Requirements to communicate these action items to the public

Stage Two:

General

- Phased staff and volunteers return after receiving official guidance.
- Enforce social distancing and wearing of facemasks.
- Limit team meetings unless on Zoom.
- Stagger staff and volunteers hours, remote working can continue.

Office

- Reconfigure office spaces and other pinch points.

Museum

- Prepare buildings for public reopening.
- Continue offering digital experiences and content for those less likely to visit during this stage.
- Guidance and conditions on entry and numbers.

Stage Three:

General

- Continue enforcing social distancing and wearing of facemasks for staff, volunteers and visitors.

Museum

- Control visitor numbers by encouraging bookings by phone or online, and have tickets valid for specific time-windows.
- Limit our opening hours to accommodate extra cleaning.
- Publicise reopening, offering special hours for visitors with potential health vulnerabilities.
- Offer special hours for members.
- No tours to the Shipyard Worker's Flat or MV *Kyles*.
- No special events.
- Continue offering digital experiences and content for those less likely to visit during this stage.
- Implement visitor feedback.

Office

- Remote working can continue.
- Team meetings continued on Zoom.

Stage Four:

General

- Continue enforcing social distancing and wearing of facemasks for staff, volunteers and visitors.

Museum

- Ramp up opening hours based on capacity and official guidance.
- Continue offering special hours for visitors with potential health vulnerabilities.
- Continue offering social hours for members.
- Introduce school groups of up to 35 with sole use of building.
- Small group tours can resume (scale in phases).
- Small events and group activities can resume (scale in phases).
- Continue visitor feedback loop.

Office

- Lessen requirement for remote working, staff and volunteers may come into offices where appropriate, but may continue to work from home.
- Larger team meetings still to be held on Zoom.

Stage Five:

General

- Normal use of all building facilities resumes.

Museum

- Hours of operation return to normal based on official guidance.

- Group tours can resume.
- Events and activities can resume on a small scale.
- Gallery seating is made available.

Office

- Remote working can be reduced but still acceptable.
- Team meetings return to normal but can be joined via Zoom

Other actions required

- Risk assessment of all areas to be undertaken immediately after access to the sites is available.
- The Emergency and Business Continuity plan to be updated to include pandemic guidelines and effects.
- Strategy and KPIs to be agreed for the rest of the financial year.
- Forecast and financial information to be updated and include effect of 2021/22 financial year.