
COVID-19

Advice card for workplaces (part A for managers)

Last updated: September 2021

Please follow this guidance to help reduce the risk of COVID-19 transmission in your workplace.

Part A is for managers and supervisors so they know what is expected of them. Links are provided to additional information.

Part B is for all workers and visitors and should be placed on notice boards or other prominent places. QR codes are provided with additional information.

Part C is sector specific advice for any museum, gallery or heritage attraction

Guidance for managers and supervisors on preventing the spread of COVID-19 in the workplace

See the [COVID-19 guidance for safer workplaces](#). This guidance should be followed at all times to reduce the risk of spreading COVID-19. It should be used to support, not replace, discussions about this with your local authority or NHS Board Health Protection Team.

Additional information

View the [Public Health Scotland COVID-19 guidance for non-healthcare settings](#).

See the [Health and Safety Executive guidance on working safely with coronavirus](#).

View information about [support for Businesses in Scotland](#).

See [Coronavirus \(COVID-19\) information for businesses](#).

If your workplace does not have union representation, union health and safety representatives will be available on request to support the development of workplace risk assessments. To use this service, please email: safety@stuc.org.uk

Actions to ensure your workplace is COVID-19 compliant

You should:

- Consult with employees, including trades unions on all health and safety matters, and in particular to ensure policies and procedures include COVID-19 risk assessment and control measures.
- Ensure COVID-19 policies and procedures enable managers to engage appropriately with workers on their health status, personal circumstances and support needs. Use the [COVID-19 occupational risk assessment guidance and tool](#) which helps managers and employees consider individual and occupational risk factors from COVID-19 (e.g. if they are in [the highest risk group](#) or if there are other health issues).
- Support employees to work from home, or do a mixture of home and office working if possible. View the [guidance](#) on working arrangements.
- Ensure everyone is aware of their personal responsibilities to control the spread of COVID-19 at work and has access to suitable learning opportunities for COVID-19 risk reduction measures. These include maintaining physical distancing, adequate ventilation, effective hand washing techniques, cough etiquette, face coverings and, where appropriate, COVID-19 personal protective equipment (PPE).
- Encourage employees to participate in twice weekly asymptomatic testing, enrol in the private workplace asymptomatic testing programme if you have 10 or more employees or encourage your staff to take advantage of the universal testing offers available. [Coronavirus \(COVID-19\): safer businesses and workplaces](#).
- Put in place training to ensure that workers understand the requirement to maintain physical distancing, and carry out checks to ensure everyone is complying
- Ensure everyone is aware that if they, or a colleague, develop COVID-19 symptoms while at work, they should be isolated and be supported to return home immediately and arrange an NHS PCR test as soon as possible via www.nhsinform.scot or by calling 0800 028 2816. A number of financial support measures are in place and no worker should be financially penalised for following medical advice.

What to do if you suspect an outbreak in your workplace

Immediate action

If you suspect that there may be an outbreak of COVID-19 in your workplace/institution the most important thing you can do is to contact your local NHS Board Health Protection Team (HPT) early.

Do not spend time trying to work out what you should do yourself. Your HPT will advise you on this. It is very important that the expert HPT is advised as early as possible of a possible problem so they can assess the situation and offer you advice.

Contact your local Health Protection Team for advice if:

- There are two or more test-confirmed cases of COVID-19 in the workplace within 14 days
- or
- There is an increase in the rate of absence due to suspected or confirmed cases of COVID-19
- or
- There is an increase in the rate of respiratory illness in your workplace as this could be due to COVID-19.

The HPT will carry out a public health risk assessment to determine whether there is an outbreak.

How do I contact the local HPT if I suspect an outbreak?

- Immediately inform your local NHS board HPT, using the [local contact details](#) on the Health Protection Scotland website
- Ensure the workplace has a nominated point of contact to liaise with the Health Protection Team

What interventions might be put in place to control the outbreak?

Your Health Protection Team and Incident Management Team will work with you to identify the appropriate measures. The first step is to review implementation of preventive measures and to ensure that they are in place and effective. The Health Protection Team or Incident Management Team will declare when the outbreak is over.

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Advice card for workplaces (part B for employees)

Last updated: September 2021

Scotland has moved beyond the Protection Levels system. The COVID-19 pandemic, however, is not over and we must continue to focus on suppressing the virus to a level consistent with alleviating its harms while we recover and rebuild for a better future.

Please follow this guidance to help reduce the risk of COVID-19 transmission in your workplace.

Your employer should continue to follow existing health and safety guidance. It is important that everyone continues to follow the latest guidance to keep you, your colleagues and visitors safe in your workplace.



The Protect Scotland app is a free, mobile phone app designed to help us protect each other and reduce the spread of coronavirus. Download the Protect Scotland App at protect.scot.

You should stay at home if:



you have symptoms of coronavirus (COVID-19) – a new persistent cough, fever, or a loss of sense of smell and/or taste. You should also follow the relevant guidance at nhsinform.scot.



you are living with someone who has coronavirus symptoms or has tested positive for COVID-19. You should [book a test](#) as soon as possible, and self-isolate while waiting for the result. You should also follow the relevant advice at nhsinform.scot.

At your workplace:



COVID-19 risk assessments should be carried out in consultation with employees, employee representatives and/or trade unions - see hse.gov.uk.



Procedures should be in place to isolate and remove people from the workplace if they have coronavirus symptoms. Your employer and manager should follow the advice in relation to [Scotland's Test & Protect Strategy](#), and share this with you.



COVID-19

Advice for everyone at work – on your break

Last updated: September 2021

Please remember, COVID-19 doesn't take a break and the risks of infection remain even when you are travelling to work, having a break, or chatting with a colleague. A face covering must be worn at work unless you are at least one metre away from any other person, or are separated by a partition.

Catching-up with colleagues – If you are chatting with a work-mate, use an open space or a large room where you can stay well apart. No matter who you are talking to, or how well you know them, you should physically distance where possible. If it is not possible to keep a distance of at least one metre, or you are not separated by a partition, then a face covering must be worn (unless you are exempt).

On your break – Informal places such as staff rooms, canteens and changing rooms provide easy opportunities for the virus to spread, so don't let your guard down. Avoid the busy times if you can, remember to physically distance, wear your face covering as much as you can, and open windows or vents. Ensure good hand hygiene, especially if eating and drinking.

Ventilation – It is important to avoid gathering with colleagues in poorly ventilated rooms where the virus can linger. Opening the windows is the easiest way to keep the fresh air flowing.

Eating – Taking your face covering off to eat can provide an opportunity for the virus to spread, so think carefully about where you eat your lunch. The virus can also pass from surfaces and touchpoints so don't share food, cups or plates with colleagues.

Cleaning – Regular cleaning of surfaces and touch points like switches, handles, kettles and toilets will help to prevent the virus from spreading. You can do your bit by regularly using the cleaning and sanitising products provided by your employer/ institution and following the instructions.

If you suspect you have symptoms of COVID-19 book a test at <https://www.nhsinform.scot/testandprotect>

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COVID-19

Part C - Sector-specific advice for museum, galleries and heritage attractions

Last updated: September 2021

This section covers Listed Building and Scheduled Monument Consent considerations and the changing visitor experience

Caring for historic properties

Historic Environment Scotland has made available the [standards they are using for the resumption of operations at their Properties in Care](#) at this time. These will be updated with case studies and lessons learned as their operations resume.

Working with heritage collections, exhibitions and buildings

Caring for collections on behalf of the public in perpetuity, and making exhibitions for the benefit of the public is at the core of what museums and galleries do. As a result, it is expected that museums, galleries and heritage attractions will:

- continue collections care and management, working within existing rigorous collections care standards
- consider exhibition and loan schedules and content
- museums, galleries and heritage attractions should refer to up-to-date information on the [Government Indemnity Scheme](#)
- There is [National Museums of Scotland advice](#) on caring and conserving collections and how to wake them up.

In the case of historic buildings and structures, it is especially important that additional measures are appropriate for the site, for example:

- Installation of screens, signage and distance markers must be done in a sensitive way so as to not cause damage
- cleaning and disinfecting processes and regimes must be given additional consideration

Listed Building and Scheduled Monument Consent considerations

If works affect a scheduled monument or a listed building, [check whether the works require consent before beginning work](#). Where physical alterations are necessary that affect the character of a listed building listed building consent (LBC) is required. However, it is the government's view that temporary works that may be necessary in order to allow heritage sites to function safely in response to COVID-19, can be carried out in ways that will not affect the

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character of a listed building and therefore should not require consent. There are a number of ways in which physical interventions can be undertaken without damaging the historic fabric or special interest of listed buildings, and which do not affect what is important about a place.

Planning authorities can provide advice on the need for LBC.

More invasive, non-reversible, works would normally require LBC. In the case of works that would be likely to require LBC, contact should be made with the planning authority as soon as possible.

Temporary structures such as gazebos in the grounds of designated heritage attractions, or in Gardens and Designed Landscapes that are erected to provide shelter for queuing visitors may require planning permission in some circumstances.

For scheduled monuments, most works require scheduled monument consent (SMC). All of the works listed above are likely to require SMC. Historic Environment Scotland recognises the contribution many monuments make to the local and national economy, and the impact that COVID 19 will have had. They are on hand to provide advice on whether adaptations to allow visitor attractions to reopen safely require scheduled monument consent. If you need help or advice, please contact them on hmenquiries@hes.scot

Regardless of the need for LBC/SMC, planning permission may also be required for some works and, in relation to signage, advertisement consent may also be required. If an operator is in any doubt about whether consent or permission are required, they are strongly advised to discuss the situation with the local planning authority, or Historic Environment Scotland in relation to SMCs.

Making changes to the visitor experience

Museums, galleries and heritage attractions need to consider what changes should be made to the visitor experience and public facilities to protect the public and workforce while visitors are on site. It is vital steps are taken to ensure a safe environment for the public, and related public confidence. A visitor charter may be helpful, this would set out requirements for how everyone behaves on a site, including entering and leaving the site, clarifying responsibilities for all around maintaining good hygiene.

In addition to the baseline measures and [COVID-19 guidance for safer workplaces](#), we encourage museums, galleries and heritage attractions to continue with the good practice they have developed over the course of the Pandemic that has helped prevent viral spread. These include:

- maintaining good hand hygiene,
- practising respiratory hygiene and cough etiquette,

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- wearing face coverings where required. Consult the up to date [advice on wearing face coverings](#) as this may change with each review stage. The wearing of face coverings is mandatory in indoor visitor attractions, unless you are exempt for health, disability or other reasons
- ensuring there is maximum ventilation within indoor spaces
- enhanced cleaning
- table service in hospitality settings

As of 9 August 2021 there are no legal requirement for physical distancing and no limit on the numbers of people who can gather together to socialise. See [Coronavirus \(COVID-19\): staying safe and protecting others](#) guidance.

Although the law has changed, it's important people keep thinking about how the virus can be transmitted. Physical distancing has been one of the most effective methods to protect ourselves and others from getting COVID-19. Whilst physical distancing rules have been lifted, everyone should continue to keep a reasonable distance, especially in crowded places. We would encourage organisations to think about how best to use the space available. Where practical and appropriate, this could include the retention of certain measures such as:

- voluntary limits on maximum capacity where appropriate
- specific signage and invigilation to encourage safety measures
- manage visitor flow through use of one-way systems
- protective screens
- electronic ticketing
- queue management at pinch points to prevent overcrowding
- adapting, reducing or preventing use of interactives
- and continuing to engage with Test and Protect and self-isolation.
- where historic parks, gardens and archaeological sites are open to the public, it may be necessary to create new visitor routes and one-way systems. Ideally these should be temporary and fully reversible, such as creating new mown paths in grassland. Such routes should be placed carefully to avoid going over archaeological features or earthworks, or damaging garden planting or features. If temporary visitor seating is needed next to these new routes, then these should also be placed carefully in relation to archaeological features. New routes should be closely monitored and closed off and others created, if visitor erosion becomes a problem

Guidance for visitors

Whilst the majority of visitors will take due care and pay attention whilst visiting at this difficult time, there may be instances where guidance is not being followed. The Scottish Government wishes to re-enforce the message that visitors have a strong role to play in ensuring attractions are able to serve the public whilst also protecting their workforce.

Museums, galleries and heritage attractions will need to manage expectations by ensuring visitors are given sufficient advance information to any changes to the visitor experience.

Toilets

Guidance on the safe use of public and customer [toilet facilities](#) is available.

Fulfilling public purpose

Not all organisations will have a charitable or public purpose, but for those that do, as a minimum we expect organisations to be confident that they can provide the services in keeping with their charitable objectives and public purpose

A change in visiting and visitors

Museums, galleries and heritage attractions and sector bodies indicate that the current working assumptions are being used in planning processes:

- the cultural appetite of visitors and 'intent to visit' will be altered, some research shows that many visitors are likely to 'wait and see' how organisations handle reopening
- dwell times and visitor flow may need to be altered, providing a different experience of the site
- visitors may meet a visibly different experience of the site with measures such as more prominent invigilation, ropes, partitions and hand sanitising stations in place

Review whether the museum can meet its public purpose with new measures in place

Discussions between the organisation, the workforce and funders will be needed to identify how the organisation will deliver its objectives.

Organisations will want to consider how they continue to offer sanctuary to vulnerable people or groups, space for enjoyment and contemplation and education.

Organisations may choose to only open partially, or only open outdoor spaces, or may choose to have a staggered reopening of sites.

A different visitor experience

Organisations should consider the visitor experience and how this will be altered by adaptations to safeguard members of the workforce and the public. In consultation with the workforce and communities, the onus is on organisations to decide on appropriate measures to be able to continue engaging with the public:

- different opening hours may suit different organisations
- alternative offers to a sit-down café
- spaces in the museum where visitors can bring picnics
- alternatives to any predominantly guided and/or costumed elements

- alternatives to learning, events and activities. Digital activities may be adopted into delivery models, such as use of virtual events and tours
- when offering public access to stored collections for research purposes consideration will need to be given to how to provide this
- where organisations provide services such as function hire or weddings, the onus is on the organisation to ensure members of the workforce and the public are safeguarded
- where organisations provide access to a collection i.e. books, archives, manuscripts, maps etc. specific risk assessments should be carried out for this. Reference should be made to the guidance produced by [the International Federation of Library Associations \(IFLA\)](#)

A different audience

Museums, galleries and heritage attractions will need to consider potential audiences, review evidence where available, work with local stakeholders and consult audiences and communities. There may be opportunities to engage more diverse audiences or those who have not traditionally visited in the past. There should also be consideration that audiences at higher risk could be excluded. Some of these groups could include, but are not limited to, people who are: over-70, immunocompromised, BAME, unemployed, in poverty, with mental health issues.

Increased visits from the local community will be a focus. Museums, galleries and heritage attractions may want to work with partners to encourage inbound tourism and local audiences, as national travel and international tourism will be slower to return