

RAILWAY MUSEUM

COVID-19 RISK ASSESSMENT

The health, safety and wellbeing of everyone who enters our museum is a top priority. In line with the government's guidance on managing the risk of COVID-19 infection we have made some changes to the way we operate. We will review and update our risk assessments if any changes are made to the advice.

To help us put the safety of our visitors, colleagues and contractors first, we have introduced the following measures:

- Any colleague displaying symptoms of COVID-19 should not travel to work
- If any colleague becomes unwell with a new continuous cough, high temperature loss of smell or any other symptom of COVID-19 they will be sent home and advised to follow official guidance
- Any visitor displaying symptoms will be asked to stay at home and visit us another time
- All colleagues have received training in managing risks arising from COVID-19 and the impacted on our standard operating procedures
- Hand sanitiser stations are located around the building and are clearly signposted. Colleagues and visitors will be reminded to wash their hands or use hand sanitiser regularly by signage
- Perspex screens have been installed at all visitor facing desks
- A one-way route around the building has been introduced in areas where space is more restricted e.g. the underpass.
- We have removed some high touch-point features such as our under-5s play area
- Signage has been installed that reminds visitors and colleagues to maintain social distancing
- At certain locations within the building and at our entrance we have installed queuing systems to assist with social distancing measures
- Any colleague working in a public space will wear a face covering
- Colleagues carrying out specific tasks will be provided with additional PPE including disposable aprons, medical grade masks and disposable gloves
- Visitors are requested to wear face coverings
- The capacity of the building has been reduced in line with social distancing guidelines

- Visits are organised in time slots and should be booked in advance (walk-ups may be available). Bookings are free and can be made via our website or over the phone
- Tickets are scanned at the entrance by visitors using our contactless scanners
- Our cleaning regime has been enhanced. This includes carrying out more frequent cleaning of our toilets, indoor picnic area and other shared items such as benches and seating
- Colleagues will clean public facing desk spaces at the end of each shift
- The capacity of our toilets has been reduced to encourage social distancing
- Hand dryers in the toilets have been taken out of action. Paper towels have been provided for use in all our toilets
- The soap in our dispensers has been replaced with an anti-bacterial version
- Our café has a reduced offer focusing on pre-packaged items. Drinks will be served in disposable, compostable cups. Sugar and other condiments will be provided to each customer rather than offered on a help yourself basis
- The indoor capacity of the café has been reduced to help with social distancing and we have increased the number of seats available outside
- The number of items on the shop shelves has been reduced and we have introduced better signage around pricing to discourage handling of retail products
- The number of colleagues on site each day has been reduced and we are deploying fixed teams or bubbles where appropriate
- Hot-desking has been stopped and desk-booking procedures are in place to control the use of back of house spaces
- Government and NHS guidance signs and posters are displayed as appropriate throughout the museum
- Colleagues are being asked to work from home as far as possible to reduce the number of people on site