



MINIMUM OPERATING STANDARDS FOR PROPERTY MANAGEMENT AND VISITOR OPERATIONS

EXTERNAL VERSION 3.0 - JUNE 2020



HISTORIC
ENVIRONMENT
SCOTLAND

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I. INTRODUCTION

This policy and guidance aligns with a range of corporate policies, including our Health and Safety Policy, our Asset Management Plan, HR Policies and our Compliance Framework. This policy and guidance is based on a wide range of advice and guidance, including Scottish Government advice and best practice, as adopted or developed by HES. The document take effect in June 2020 to support planning for re-opening and will be rescinded when the Covid-19 pandemic emergency has ended.

This policy will be reviewed on an ongoing basis to reflect updates to guidance, legislation and best practice. It will also be updated as apt to take into account any issues identified in risk assessments and in practice.

1. Industry standards and guidance

The following HES Policy and guidance is based on a range of industry requirements and best practice guidance, including:

- CITB Site Operating Procedures/COVID-19 Site Safety Checklists and Forms: <https://www.citb.co.uk/urgent-messages/>

- Construction Scotland, Construction Re-Start Plan & Working on site during the COVID-19 pandemic – Construction Guidance: <https://www.cs-ic.org/constructionscotland/resources/>
- HSE Coronavirus (COVID-19): latest information and advice: <https://www.hse.gov.uk/news/coronavirus.htm>
- Scottish Government, Coronavirus in Scotland Information and Support: <https://www.gov.scot/coronavirus-Covid-19/>
- Safer Workplaces Statement: <https://www.gov.scot/publications/coronavirus-Covid-19-safer-work-places-statement/>
- Retail Sector Guidance: <https://www.gov.scot/publications/coronavirus-Covid-19-retail-sector-guidance/pages/overview/>
- Guidance for Customers: <https://www.gov.scot/publications/coronavirus-Covid-19-guidance-for-consumers/>
- Construction Sector Guidance: <https://www.gov.scot/publications/coronavirus-Covid-19-construction-sector-guidance/>
- Business and physical distancing guidance: <https://www.gov.scot/publications/coronavirus-Covid-19-phase-1-business-and-physical-distancing-guidance/>
- The Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020: <http://www.legislation.gov.uk/ssi/2020/103>
- The Institute of Conservation: Waking up collections: A post lock-down guide 2020 (<https://icon.org.uk/news/waking-up-collections-a-post-lockdown-guide>)
- Sector specific Scottish Government guidance can be found at <https://www.gov.scot/publications>

2. HES PROPERTY OPERATIONAL POLICY DURING COVID-19

BE SAFE - FEEL SAFE

Historic Environment Scotland's Policy in the management and operation of our properties during the COVID-19 episode is focused on protecting our staff from harm, whilst gradually enabling safe public access to visitor facing facilities and the delivery of HES functions in line with our Corporate Plan.

Our decision making is based on current legislation and advice and guidance from Government, as applied to our particular operations. We recognise that the COVID-19 situation is dynamic and may require rapid response, including the re-introduction of stricter control measures should they be required.

We have developed a six-stage response from emergency response only to full operation. Our operational status will dictate activity being undertaken at any particular site.

We will prioritise the reopening of Properties in Care (PIC) following a benefits realisation approach and what can be done with our available resources. Our Risk Assessment process will test whether we are able to effectively mitigate risks identified against the Minimum Operational Standards (MOS) set out in this document, which set out the threshold below which we will not open a property asset to staff or the public. A property will not be open, in whole or part, to the public or staff unless these MOS are met. We will operate a clear chain of command and decision - making at senior level.

We will be pro-active in managing third-party operators and contractors operating on our sites and will expect them to meet at least these Minimum Operating Standards.

It is clear that operating constraints will be in place for some time, and we will share our experience and learn from others where appropriate.

2.1. Framework

The Policy and the Minimum Operating Standards set out in this document define the standards and approach we will use to establish if a property is safe to be accessed and used.

Risk Assessments form the basis for the evaluation and mitigation of risks to a level where activity may proceed.

The delivery of this Policy and Minimum Operating Standards is set out in our Implementation Plans for each property. At each stage of our process set out below senior authorisation will be required prior to progress to the next stage.

2.2. Scope

This Policy and the standards set out in this document, relate to property assets in control of HES and the operational activities that are undertaken within them.

They are both places of work for our staff and places of leisure for our visitors.

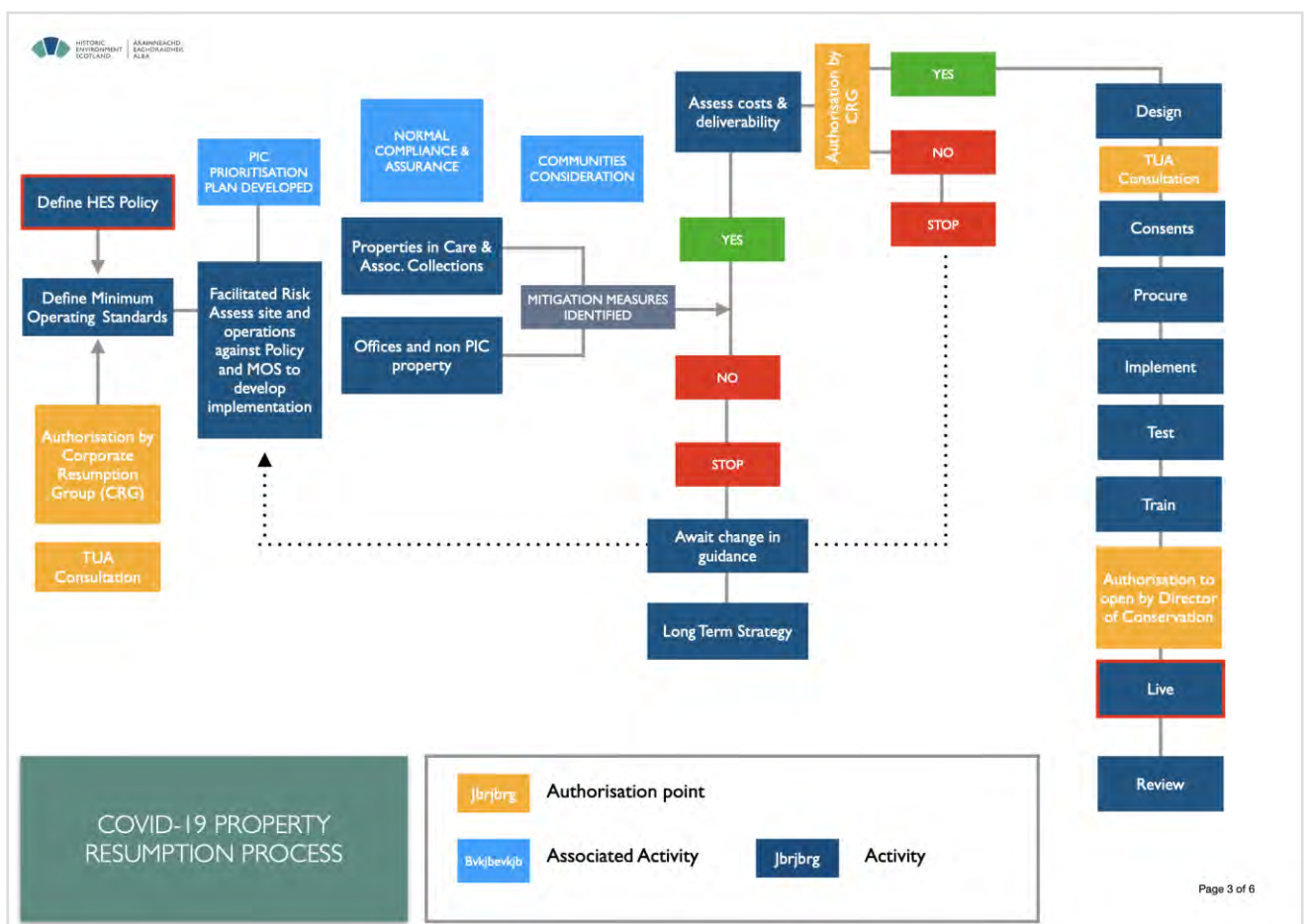
Some activity out with HES property is also considered here, for instance remote working as it is particularly relevant to the current operating environment.

2.3. Governance and responsibility

This HES Corporate Policy is delivered by the Property Resumption Group on behalf of the Chief Executive and Senior Management Team.

The Director of Conservation is the designated lead for this activity with support from the individual project leads set out below. Other Directors are leading activity which directly relates to and is informed by this Policy and guidance.

- PIC Operations - Robin Johnston



- Compliance - Richard Aitken
- Resumption Planning PICs - Joann Russell
- Resumption Planning - Offices - Gary Love
- Visitor Services - Susan Loch
- PIC Strategy - Donella Steel

In the context of this Policy and Guidance, those identified have the **authority** to make decisions relevant to their role. **Responsibility** is an obligation to perform or complete the task and role assigned to them, and to **delegate** specific tasks and responsibilities to others whilst retaining overall responsibility and authority.

3. HES PROPERTY - PLACES OF WORK; CLASSIFICATION AND APPROACH TO MANAGEMENT

HES manages a wide range of properties, some designed with the purpose of providing specific specialist functions in mind. While many operating standards will be general and apply to the operation of all of our assets, there will also be bespoke requirements for certain facilities.

The following sections categorise and define the facilities that compose the HES Estate.

3.1. Properties in Care of Scottish Ministers and associated collections - all activities undertaken

Properties in Care and associated collections are defined by Schemes of Delegation from Scottish Ministers to Historic Environment Scotland as follows:

Property in Care means any heritable property which is of historical, archaeological, architectural or cultural significance or interest; and which is owned or occupied by, under the guardianship of, or otherwise under the management and control of the Scottish Ministers; and which is included by Ministers in the list of properties in care compiled and maintained under section 4 of the 2014 Act.

Associated collections mean collections of objects owned by, in the custody of, or otherwise under the management or control of the Scottish Ministers that are or have ordinarily been kept in a property in care.

For the purpose of this document, the definition of Properties in Care will be broadened to include the ancillary on-site assets, facilities and infrastructure that are required to operate PICs as visitor attractions – i.e. ticket points, visitor centres, shops, staff welfare facilities, car parks, toilets, interpretation, exhibitions, pathways, etc.

HES is responsible for adequately maintaining and operating PICs, while providing access to the public as a visitor attraction. All operational activity delivered at Properties in Care is, at present, the responsibility of the Director of Conservation. This includes Visitor Operations and the delivery of commercial activity in these environments. Those assigned with specific responsibilities are:

- Head of Visitor Operations - Susan Loch
- Head of Estates - Joann Russell
- Manager - Edinburgh Castle & Holyrood Park - Nick Finnigan
- Acting Lead on Conservation delivery - Robin Johnston
- Head of National Operations & Compliance - Richard Aitken
- Acting lead on Design and Implementation - Tom Gaze
- Head of Collections and Applied Conservation - Kathy Richmond
- Provision of PIC based signage - Kit Reid
- Provision of archaeological advice and mitigation – Richard Strachan

In the context of this Policy and Guidance, those identified have the **authority** to make decisions relevant to their role. **Responsibility** is an obligation to perform or complete the task and role assigned to them, and to **delegate** specific tasks and responsibilities to others whilst retaining overall responsibility and authority.

3.2. Headquarters buildings - Longmore House and John Sinclair House, Regional and PIC based office environments

HES Operations are supported at National Headquarters, Regional Offices, Education Centres and a series of Depot and PIC based offices.

National Headquarters include Longmore House and John Sinclair House in Edinburgh. These offices provide support to staff from multiple directorates, who support HES operations across Scotland. Regional Offices include Edinburgh Castle, Stirling Castle, Croft an Righ, Argyll's Lodgings, Fort George, Blackness Castle, Stanley Mills and Urquhart Castle. Office facilities can also be found at South Gyle Conservation Centre and the Engine Shed.

Office environments include typical office furniture (desks, chairs, etc.), IT equipment (desktops/laptops, printers, scanners, telephones, etc.) which may be shared by multiple members of staff, and welfare facilities providing messing, washing and bathroom facilities. Offices range in size and scale but will employ a number of M&E appliances to provide heat, electricity, safety and security. Policies and procedures for each office environment will vary, and may be bespoke for a site, such as fire action plans.

Education centres include: Holyrood Education Centres, Linlithgow Peel Office, South Gyle Conservation Centre and the Engine Shed.

Responsibility is assigned to Gary Love, Director of Corporate Services.

Within John Sinclair House there is a public search room providing access for staff and visitors to the HES Archive and library. Specific documents set out requirements for safe access to original historic archive material and books in the search room and for the delivery of public services. Specific responsibility for this is assigned to:

Responsibility is assigned to Lesley Ferguson, Head of Archives

3.3. Archives and collections stores

Responsibility is assigned to Lesley Ferguson, Head of Archives and Kathy Richmond, Head of Collections for their respective operations.

3.4. Specialist facilities - labs and studios (South Gyle, JSH, Engine Shed)

Responsibility is assigned to Kathy Richmond (South Gyle), Lesley Ferguson (JSH) and Colin Tennant (Engine Shed).

3.5. Educational Assets - The Engine Shed and Holyrood Park Education Centre, Forth Valley College and Elgin Training Centre

Responsibility is assigned to Martin Gray for Holyrood Education Centre, and Colin Tennant for the Engine Shed, Forth Valley College and Elgin Training Centre.

3.6. MCU depots, stores and supporting infrastructure, retail warehouse

Responsibility for MCU depots is assigned to Regional Works Managers; Natasha Troitino is responsible for all activity related to Retail Warehouse.

An MCU Depot is a permanent static base from which MCU operate, support and deliver estates conservation, routine maintenance and operational projects to maintain, conserve and protect HES Properties in Care and to meet and deliver our Scheme of Delegation commitments. A depot will provide a combination of workshops and facilities including office space, messing facilities, toilets, storage and various workshop facilities.

HES has 29 Depots, plus 7 sub-depots distributed across Scotland. Sub-depots include mobile units, storage, facilities that are not permanently manned and satellite depots that deliver the same functions as a standard depot but on a more limited scale.

3.7. Natural environment workplaces

Responsibility for working in the natural environment is assigned to Martin Gray, Head of the HES Ranger Service and Regional Works Managers.

3.8. Mobile working - temporary welfare and vehicle-based

Responsibility is assigned to Regional Works Managers for Estates, Susan Loch for Visitor Operations, Martin Gray for Ranger Service and to Barbara Cummins for mobile Heritage staff. All other staff not covered here are the responsibility of their relevant Director.

3.9. Remote working

Responsibility for managing remote working is assigned through Directors to Departmental Heads, supported by the Head of Corporate Services and the Director of People.

4. HES COVID-19 POLICY - OTHER AREAS (FOR INTERNAL HES USE ONLY)

The content of this chapter has been omitted as it is for internal use only.

5. MINIMUM OPERATIONAL STANDARDS

These Minimum Operating Standards (MOS) are how we deliver our COVID-19 Policy set out in Section 2. They are based upon current Scottish Government legislation, advice and best practice from other national bodies. They have been adapted by HES for our particular circumstances and form part of our HR and Health and Safety Policies until rescinded.

They will be updated over time as guidance changes and this will be communicated to all staff by Communications Team. Managers should ensure that their staff have ready access to this document in digital or paper form.

The minimum operational standards apply to all HES sites and facilities. Specific standards which apply to certain situations, facilities, operations or activities are outlined in later sections.

Normal compliance checks undertaken will continue. Because our properties have been closed for an extended period, a number of pre-opening checks will be required.

5.1. Looking after our people

5.1.1. Our approach to managing risk - systems and processes

Our approach to managing risk is based on our Compliance Assessment Framework, with particular focus for COVID-19 which includes this Policy and Minimum Operating Standards, Risk Assessment, Implementation Plans and ongoing review.



At the heart of this Policy is that we will place the welfare of our staff and visitors before anything else. We will follow current guidance, move quickly to adapt to changes, and adopt learning from others where appropriate. Any member of staff is empowered to flag issues so that they may be resolved, or assurance provided. This should be via the line management chain in the first instance but progress to Senior Managers or TUA if required.

If it is deemed to be unsafe to open a property or undertake specific activities outlined here, then the default position is to follow guidance and not to take risks.

Equality in the workplace

In applying this guidance, staff should be mindful of the particular needs of different groups of workers or individuals.

Equality requirements

The Equality Act 2010 and subsequent Scottish regulations of 2012 apply to employees and any services that HES offers to members of the public. We have seen very clearly the social and health inequalities which have been put into stark relief as a result of Covid-19. This makes it a high priority for HES in terms of being able to put in place the necessary safeguards to secure the confidence of employees and visitors to our properties in care (PIC's).

Equality and our employees

As part of business resumption liaison will be important with the People Workstream who will be opening an Equality Impact Assessment (EqIA) to ensure that any people issue and concerns are addressed. This assessment will include the need to ensure relevant and appropriate reasonable adjustments are considered when required. This is particularly important for employees who fall into protected groups under the Equality Act and those groups of people where there is potentially a greater risk from exposure to Covid - 19.

This alongside any health and safety risk assessment process should be subject to regular monitoring to ensure that as new guidance and advice emerges from the Scottish Government or our Health Service that our assessments are appropriately reviewed to ensure compliance.

Equality and our services to the public

As part of our business resumption processes and opening our sites to the public it will be important to start an Equality Impact Assessment (EqIA) to ensure that in our planning we have considered and acted upon the available advice and guidance to safeguard members of the public.

Of importance will be our messaging of public safety information before members of the public visit our sites as they open. We recognise that opening our sites will be a gradual process and one where there will still be a number of people unable to enjoy a personal visit. This provides HES with opportunities to promote our virtual options.

5.1.2. Collective responsibility

The responsibility to provide a safe working environment and minimise harm to others sits with everyone. The Health and Safety at Work Act still applies and it promotes the message that both employers and employees have an important

role to play. Our obligations as an employer require everyone to play their part and take responsibility for their actions, and the actions of others. Managers have a particular responsibility for their teams, however, success will rely on us behaving responsibly and thinking of others.

Protecting those at highest risk

In planning our activity, we have a duty of care to those which may be particularly vulnerable to COVID-19 - these people have been identified as being 'clinically vulnerable' by health authorities. It is important that this is incorporated to risk assessments and operational management, and that suitable mitigation measures are put in place to protect them - this might include temporary revision of duties. Staff who feel they are in this position should make their manager aware.

Our policy is that in order to minimise risk those staff who can work remotely should continue to do so for the foreseeable future and those at particular risk must follow medical advice.

Staff in High Risk categories must follow the government guidance in place. Staff with family members at risk should discuss with their line managers.

5.1.3. Hygiene measures for staff and provision of hygiene materials

Good hygiene is fundamental to controlling the spread of COVID-19. All HES staff and visitors are expected to follow government guidance in relation to hand washing and cough etiquette. HES staff who do not follow this guidance will be in breach of our Health and Safety Policy which is considered as a serious issue.

As with all Health and Safety obligations there is a duty on both employers and employees to encourage good practice and we ask that any issues identified are brought to the attention of managers in the first instance and if required to HR - H&S Team or Union Officials. **Covid-19 cases due to occupational exposure, are reportable to HSE under RIDDOR¹.**

All staff should have ready access to hand washing facilities comprising hot water and soap, or alcohol gels with an alcohol content of above 60%. If these are not available a property may not be opened to either staff or public. Properties and operations should have at least five days' supply to hand at any time. Disposable paper towels should be used with a non-touch bin for disposal. Fabric towels and

¹ <https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>

hot air hand driers may not be used, and these should be electrically isolated to prevent use to prevent increased risk of exposure to COVID-19.

5.1.4. Physical distancing

HES is required by law to take all reasonable measures to ensure that a distance of at least 2m is maintained between all people at our properties, and everyone waiting to get into our properties.

The use of physical barriers to separate staff should be used where feasible and staff should not face each other in an office environment.

Signage reminding staff to observe social distancing should be used as identified in risk assessments, and appropriate physical marking used to reinforce this in areas of increased traffic or queuing for example.

At Longmore House entrance to the building should be via the main door and exit to the rear of the buildings. At John Sinclair House the rear door is designated for deliveries; the main door at the front for entrance and the other front door in cottage for exit. Similarly, one-way systems within buildings will be in place and should be followed.

Once at your place of work, if you are office based your movement around the building should be kept to a minimum. You are encouraged not have face to face meetings or congregate.

5.1.5. PPE

The use of individual and organisational risk assessments at a local level must be used to inform PPE requirements. Risk assessments should include droplet and contact infection risks. Following any risk assessment (individual or organisational), where the need for PPE has been identified it should be readily available and provided. At all times, properties should have sufficient PPE in place for a week of operation as a minimum.

Disposal arrangements for PPE should be clear and follow Waste Management Guidance as a minimum.

See specific guidance on PPE usage and waste management.

Face coverings

Scottish Government published guidance on 28 April 2020 on the use of textile face coverings by members of the public for situations where physical distancing is not possible.

The guidance relates to use of face coverings by members of the public in specific circumstances (for short periods of time in crowded public situations). This precautionary guidance for the public should not conflict with the PPE guidance for the workplace.

The face coverings advice is not intended as an infection prevention and control measure for the workplace where there are other health and safety considerations and measures in place such as physical distancing and hygiene controls, including hand washing with soap and water or using alcohol-based hand rub.

Physical distancing, hand washing and respiratory hygiene, remain scientifically proven to be the most important and effective measures to prevent the spread of coronavirus. A risk-based assessment of the need for PPE is required.

Staff who express a personal preference to wear face coverings at work not identified as being required through a risk assessment may do so. Whilst working at HES premises in a customer facing role, staff may only wear face coverings provided by HES which are of a designated standard and may not use personal equipment whilst on duty. The requirements of the Equality Act must be taken into account by managers in relation to face coverings and PPE generally. A range of masks types will be available, and advice on selection provided to those undertaking risks assessments.

5.1.6. Enhanced cleaning in HES workplaces

Enhanced cleaning regimes will be in place for individual properties. A copy of these arrangements must be attached to the implementation plan at each site for access by staff or enforcing authorities. Cleaning regimes must be kept under review and adjusted as required - if use increases for example.

See specific guidance on workplace cleaning

5.1.7. First aid responder guidance

HES First Responders play an important part in ensuring the safety and welfare of our staff and visitors. COVID-19 adds a new dimension to this activity which all

First Responders should be well versed in. Managers are required to ask first aid responders if they are content to continue this role at the present time.

New guidance suggests use of PPE such as gloves, masks and aprons where is not possible to maintain social distancing. It also advises to wash or sanitise hands before and after taking off PPE. First aid kits should be revised to ensure that adequate PPE is accessible to fist aiders.

Additional HES Guidance for First Responders is available.

5.1.8. Management of COVID-19 suspect / confirmed cases

HES staff

The affected person should leave work to self isolate straight away, if possible, wear a face covering on route and avoid public transport. Contact should be made with NHS to arrange a test at www.nhsinform.scot; if online access is not possible call 0800 028 2816. Affected person should stay home until test results have come back and they have been told that it is safe to return to work. If a note is required, these can be requested at NHS inform.

Up to date guidance in the management of Covid-19 suspected or confined cases can be found [here](#).

Visitors

If a visitor reports that they have a suspected or confirmed case of Covid-19 or that they have been identified through the track and trace system, HES will close the property that they visited to allow for enhanced cleaning. Enhanced cleaning should be carried out by external contractors. Staff who may have been in contact with that individual should self isolate in line with Government Guidance.

5.1.9. Cleaning Spaces following suspected / confirmed cases

Areas occupied by affected colleagues or visitors should be closed to access by others immediately for enhanced cleaning. Our cleaning contractors should be deployed to undertake this task and not HES staff. Follow current advice [here](#).

5.1.10. Dealing with members of the public - difficult situations

Once our properties in care are open to visitors, HES will welcome visitors to our properties in care but they must adhere to HES's requirements in relation to health & safety, including our Covid-19 related requirements.

It is our policy that visitors that decline to clean their hands on entry to staffed properties will be denied entry. Visitors who purposefully do not follow legislation, government guidance and/or HES guidance should be asked to leave the property. This should be communicated through our promotional and sales channels in advance as part of demonstrating our commitment to a safe environment.

Staff are asked to follow normal guidance and protocols in managing difficult situations and be aware of the social distancing legal requirements for COVID-19. Enforcement agencies will be called upon if a difficult situation escalates to the point that staff or other visitors are put at risk.

5.1.11. Close working and specialist activity

Staff must observe social distancing of 2 metres at all times – this is required by law. Where this distance cannot be maintained (i.e. working in confined spaces or lifting heavy objects), consideration must be given as to whether that task is essential. Planning for this work should consider whether there are any other ways to carry out the work avoiding close working.

If close working cannot be avoided and work is deemed essential, a specific risk assessment should be carried out and permission sought from the responsible senior manager for the particular area of activity (see 3.1 for list of senior managers and their area of responsibility).

5.1.12. Training and access to advice

All HES staff must undertake COVID-19 Awareness Training before undertaking work or accessing an HES property, this will include a self-assessment prior to returning to work. On completion this should be recorded and retained. Staff with specific queries or concerns should consult their line manager in the first instance. Alternatively, they can contact the HES Health and Safety team via covid-19@hes.scot

Further HES guidance in relation to COVID-19 can be found on the Corporate Intranet. Those people designated at the start of this document who have specific areas of responsibility will provide specific support directly or via others. It is also the intention of HES to provide an advanced level of training to key members of staff on a geographical basis and across the organisation to provide a network of contacts.

Other useful sources of information include:

- The Health and Safety Executive:
<https://www.hse.gov.uk/news/coronavirus.htm>
- Scottish Government: <https://www.gov.scot/collections/coronavirus-Covid-19-guidance/>
- NHS Scotland : <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-Covid-19>
- STUC: <https://www.stuc.org.uk>
- Construction Leadership Council:
<https://www.constructionleadershipcouncil.co.uk>
- Construction Innovation Centre: <http://cicvforum.co.uk>
- HES staff with specific responsibilities are identified in Section 3.0 of this document.
- HES Health and Safety team can be contacted on:
healthandsafety@hes.scot

Note: HES Covid-19 hotline to be discussed with the Corporate Resumption Group

5.1.13. Meeting others

It is our Policy that HES staff meeting customers and colleagues should consider first if the meeting is absolutely necessary and should by default use online or telephone routes first. If this is not possible and the meeting is critical, a risk assessment must be approved by an individual's line manager and a copy retained.

HES staff should not place themselves or others at risk and should consider if any meeting can be held outside or in a large and well-ventilated space.

5.1.14. Staff access to the HES Archive and Library

Access to the HES Archive and Library will be by appointment only and staff should request in advance all material they wish to consult, including books. Access must be for critical work purposes only. The number of people in the search room will be carefully managed to ensure social distancing. Hand sanitiser will be available at the entrance to the search room and depending on the nature of the items being consulted, staff may be required to wear protective gloves. All books and archive consulted will be quarantined afterwards and will therefore be inaccessible for a period of time.

5.2. Use of HES property

5.2.1. Occupancy of buildings and spaces

Our policy, in line with government guidance, is that staff should continue to work from home wherever and whenever possible. Specific staff may be identified as requiring priority working access to buildings. Beyond this provision for priority staff, use of work spaces in HES premises must be booked in advance to ensure social distancing can be maintained. In addition, other measures include:

- Each office facility will have an implementation plan in place and a printed copy available at the point of entry.
- A hygiene station will be located at the entry point to the property with all staff and visitors required to wash or sanitise their hands.
- Occupancy levels and working systems will be assigned to each property and must be managed by the responsible person at each site.
- Where feasible, one-way systems will be in operation and should be followed.
- Doors and windows should be left open to encourage air circulation unless marked as a fire door - good ventilation should be prioritised over thermal comfort.
- Touch points in all properties should be cleaned according to use, and as a guide at least four times per day.
- Where possible staff should use their normal workstation, or one normally used by a colleague who will not be attending the office. For those without designated work spaces staff will be assigned a workplace on arrival. A work space may not be used unless it is recorded as being cleaned with green 'good to use' sign. On leaving the red 'requires cleaning' sign should be placed on the desk.
- Each room should have a maximum occupancy sign on display to indicate the maximum number of staff it can safely hold.
- The use of physical barriers to separate workstations should be used where feasible and staff should not face each other in an office environment.
- Where possible staff should not share equipment of any kind. If this cannot be avoided, sanitising cleaning materials should be available at the desk so that equipment can be sanitise prior to use.
- Signage reminding staff to observe social distancing should be used and appropriate physical marking used to reinforce this in areas of increased traffic or queuing for example.
- Maximum occupancy is determined at the Risk Assessment and Implementation Planning stage.

- Handling of library, records and archive material

Note: further information to come from Lesley Ferguson

5.2.2. Messing and welfare facilities

Measures to ensure safety of messing and welfare facilities include:

- In office environments staff are encouraged to bring food to work and eat at their working location using equipment from home. Staff should be encouraged to avoid using local shops.
- Where there are no practical alternatives, workplace canteens may remain open to with appropriate adjustments for social distancing and cleaning in place.
- The number or size of facilities available on site should be increased if required to achieve well ventilated spaces and physical distancing.
- The capacity of each canteen or rest area should be clearly identified at the entry to each facility and managed by the senior member of staff present.
- Break times should be staggered to reduce congestion and contact at all times.
- Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced
- Surfaces that are touched regularly, should be cleaned regularly using standard cleaning products e.g. kettles, refrigerators, microwaves
- Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area
- A distance of 2 metres should be maintained between users wherever possible. Seating and tables should be reconfigured to reduce face to face interactions
- All waste should be put straight in the bin and not left for someone else to clear up
- Tables should be cleaned between each use
- Crockery, eating utensils, cups etc. should not be used unless they are disposable or washed and dried between use

5.2.3. Toilets and showers

Toilet facilities pose a high risk if not managed properly. In toilet facilities which have normal occupancy of four or more people a maximum of two people may use the facilities at any one time. Implementation Plans will in most instances provide direction on use.

- Signage on good hygiene should be in place with cubicle reminders to close wc lids to prevent airborne dispersal of COVID-19. Electric hand driers should not be used and should be electrically isolated. Where external ventilation is possible it should be used - air circulation should take precedence over thermal comfort.
- Hands should be cleaned before and after using the facilities at the point of entry.
- Cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush are required.
- Suitable and sufficient disposal bins for hand towels should be in place with regular removal and disposal.

Use of showers within HES properties is suspended until further notice *unless* required for H&S reasons associated with a risk assessed activity. Airborne dispersal of COVID-19 is much increased through this activity. If the use of showers is required in the future, permission should be sought prior to use an enhanced cleaning regime with a risk assessment must be put in place. Special attention to adequate ventilation and control of moisture must be taken.

5.2.4. Moving around buildings

Staff entering Longmore House or John Sinclair House will be refused access unless they can confirm their identity with their staff pass which must be worn at all times. One way systems may be in use and should be followed.

5.2.5. Use of lifts

Staff use of lifts is suspended until further notice, with the exception of transport of materials or use by users with mobility issues. Single occupancy is required and the touch points on the lift must be cleaned before and after use.

5.2.6. Heating and ventilation systems

Natural ventilation is preferable to air conditioning or mechanical ventilation systems through ducts or desktop fans. Open windows and doors can help significantly, although fire doors should be kept closed.

Extraction systems for enclosed spaces, and toilets in particular, should be set to continuous where possible. Air re-circulation systems may not be used in HES buildings and should be isolated. This may make some work areas inoperable. The exception to this is the environmental controls used for our archives.

5.2.7. Adapting working patterns

HES Business operations need to be considered at this time. Managers will work with staff to ensure suitable working arrangements are in place, such as staggered working patterns and potential 'buddy-up' system to ensure consistency and reduce unnecessary exposure to others.

Site or property assessments will provide the limits and standards that should be delivered during this time and managers should then work with staff to ensure it is effectively managed.

5.2.8. Catering provision at Longmore House

Catering provision for staff at Longmore House and the Engine Shed is suspended until further notice.

5.2.9. Social and physical distancing measures

Physical distancing measures apply to all staff and visitors and are legal requirements. Staff must reduce social interaction in order to reduce the spread of coronavirus (COVID-19). Employers who have people in their offices or onsite must take all reasonable measures to ensure that employees are able to maintain a 2-metre distance from each other.

Roles which require frequent contact with visitors at point of sale or reception for example require to have a physical impermeable barrier in place made of acrylic or Perspex sheet or similar.

5.2.10. Managing potential pinch points

Reception areas, toilets and messing facilities are key pinch points for staff. These should be pro-actively managed by using behavioural tools - physical distancing markers and minimising touch points.

5.2.11. Public access to offices for meetings

At the present time there should be no public access to HES properties for working meetings unless approved at Director level. Additional risk assessment and cleaning measures will be required

5.2.12. Public access to non-PIC properties for events, conferences and courses

At the present time there will be no public access to HES property for events, conferences or courses.

5.2.13. Mail room

Risk assessments should be in place for handling mail with appropriate PPE in place. For the foreseeable future staff are asked not to have personal materials delivered to their workplace to reduce the need for handling by HES staff. Deliveries must not be accepted at reception and provision made for safe handling. This should be highlighted outside office entrances. The management of deliveries should be pro-active to prevent cross contamination from materials and delivery staff.

5.2.14. Staff who become unwell at work

Employees who have symptoms of the virus must follow the COVID-19 absence reporting procedures immediately, follow public health advice and stay at home. If the symptoms come on while at work, procedures ensure the individual goes home immediately.

Where possible, an 'isolation room' should be designated if the employee cannot leave immediately – this must be cleaned thoroughly afterwards in line with public health advice and HES procedures. Known areas of potential exposure in the workplace must be closed and deep cleaned. Staff who have come into contact with the individual should also be informed and correct health advice followed.

The privacy of staff should be protected in this scenario and should be identified only where necessary.

5.3. Use of vehicles, plant and other equipment

Due to the sustained period of lockdown, all HES plant and equipment has not been used or checked. As such our annual statutory inspections, examination and visual inspections, servicing etc has been prevented from being undertaken / delivered. It is therefore critical that all HES site equipment undergoes the relevant statutory inspections, servicing associate with that piece of equipment prior to use / site, depot re-opening, all in accordance with:

- The Provision and Use of Work Equipment Regulations 1998 (PUWER),
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- The Control of Substances Hazardous to Health Regulations 2002 (COSHH)

The purpose of these examinations is to identify whether work equipment can be operated, adjusted and maintained safely – with any deterioration detected and remedied before it results in a health and safety risk. The need for examination, inspection and inspection frequencies is determined through risk assessment and by any relevant regulations.

In addition to inspections, the following guidance should be followed:

- All tools and equipment should be properly sanitised to prevent cross contamination.
- Arrangements should be made for one individual to use the same tool, equipment and plant as much as possible. Make available cleaning material for all.
- Tools to be wiped down with disinfectant between each user. Organise work practices to reduce, eliminate or reduce transmission points and coach site personnel on the same
- Touch points of site vehicles and plant to be thoroughly cleaned and a cleaning regime by plant operatives should be maintained daily thereafter.
- Consider provision of stickers for tools, equipment and mobile plant to encourage disinfection.

5.3.1. HES vehicles

Vehicles present a high risk of transmission for COVID-19 unless social distancing and hygiene measures are followed. Specific HES guidance on the use of vehicles must be followed at all times which includes:

- Cars and other vehicles are for single occupancy use only at this time with the exception of crew cab type vehicles which can carry a maximum of two and deploying maximum distancing and ensuring well ventilated spaces.
- Vehicles should be cleaned before and after use following the HES Guidance, paying particular attention to touch points.

5.3.2. Use of hire / personal vehicles

We plan to encourage staff who need to drive for work purposes to use their own personal vehicles instead of HES fleet cars or hire cars. This policy change from current and existing arrangements is for the year 20-21 only, where the current policy on personal vehicles is that they should only be used as a last resort. In doing so, staff should have permission from their Departmental Head that the piece of work that they require to do is essential and requires business travel.

The attached procedure and associated risk assessment provide details on the new arrangements for year 20-21. You should complete the attached risk assessment which should be approved at Departmental Head level and Countersigned at Director level.

It is also recognised that not all staff will have a personal vehicle for usage when travelling on business. Exceptionally, they will be permitted to hire car in these circumstances and they should complete the attached risk assessment which should be approved at Departmental Head level and Countersigned at Director level. Our preferred supplier for the provision of hire cars in the year 20-21 is Enterprise and we are in discussions with them about what our minimum operating standards should be on the provision of a car hire for a HES employee.

5.3.3. Use of plant and other equipment

Specific guidance is provided for the use of plant and equipment. These are safe to use where a cleaning regime is in place before and after use. This covers construction and maintenance plant, but also warehouse equipment, digitisation, scientific, testing, analytical and office equipment to name a few.

Where possible tools should not be shared between staff. If sharing of equipment cannot be avoided, cleaning protocols must be in place. Specific guidance for the use of airstream helmets and other respiratory equipment is provided.

5.3.4. Managing deliveries

Workplaces that deal with inbound and outbound of goods should update their risk assessment to ensure that risks related to Covid-19 are mitigated as much as possible. Steps to ensure a safe working environment include, but are not limited to:

- Staff should wash hands regularly with soapy water and observe coughing and sneezing etiquette.
- Maintain social distancing. This can be achieved by reducing the number of people working at the same time by having staggered shifts and breaks.
- Install hand washing and/or sanitising stations throughout the building to be used in hands and tools, thus avoiding surface transmission when dealing with deliveries or packaging good to be sent.
- Provide PPE as required, including masks and gloves.

- Plan deliveries as much as possible in order to reduce frequency of these. When loading and unloading, if safe, have single workers load and unload vehicles.
- Consider establishing a quarantine area for deliveries
- Limit contact with external suppliers. If possible, drivers should stay in their vehicle, although access to use toilet facilities if required.

5.3.5. Travel policy

Travel to work

Where you have to use public transport you should do so during quiet times – this may mean different working patterns to ensure not traveling in peak times and you should make arrangements with your line manager.

Travel for Work

Our Policy at this time is to suspend all travel unless it is business critical with a presumption to meeting remotely. At the current time all international travel is suspended. Travel using aircraft within the UK is suspended.

Critical travel should use vehicles identified in this guidance. Travel by car is preferable, although travelling by foot or cycle is actively encouraged. The use of public transport is permissible but only where distancing measures can take place, and sanitising materials and PPE are used. Line manager approval is required in advance.

Whilst this is contradictory to our normal travel policy in pursuing low carbon travel the health risks of COVID-19 will take precedence for a period.

Staff should not stay in overnight accommodation unless unavoidable and it must be business critical. If they must do so then they must ensure social distancing and be assured that the necessary hygiene measures are in place before travelling via our travel supplier. Approval from your manager must be secured in advance.

5.4. Conservation and maintenance activity

5.4.1. Statutory compliance checks

Key minimum levels of maintenance activity should ensure:

- Statutory compliance

- Property security
- Building fabric protection
- Business critical systems operation
- Adherence to any Insurance cover requirements

There has been no government relaxation on carrying out 'Statutory' Planned Maintenance tasks, as Statutory Tasks by their very nature are designed to ensure Health and Safety, if the current regime is operating to current Statutory guidelines and continues to do so, the property will be safe and compliant.

If low-use low-key maintenance is employed, a maintenance strategy will need to be implemented and followed. This will primarily look at maintaining statutory/insurance requirements and maintaining the security of the building.

Examples of requirements to be maintained in under-utilised buildings is as follows:

- Water system hygiene requirements under L8
- Fire detection system testing and maintenance. Fire risk assessments should be updated to ensure that they meet Covid-19 new regulations.
- Passive fire protection testing and maintenance including fire doors, fire stopping, fire dampers etc.
- Inspection and maintenance of active fire protection such as sprinkler and fire suppression systems, fire extinguishers etc.
- Electrical safety checks under EWR 1989 & BS7671 (18th edition electrical regulations)
- Gas safety inspections and maintenance
- Compliance as a legal requirement for air conditioning and refrigeration systems
- Security systems monitoring and maintenance
- Pressure System Safety Regulations for e.g. compressed air and pressurised steam systems
- Compliance under LOLER for passenger lifts and lifting equipment if they are still to be in service

5.4.2. Incident response

Emergency response to a major event such as fire or flood will pose particular challenges. Where feasible all normal guidance for COVID-19 and normal HES procedures should take place.

Those staff who are likely to be first responders in the event of a major incident for PICs, Archives or Collections should ensure they have the necessary equipment to hand at home to deal with normal emergency response situations and the added dimension that COVID-19 might bring. Post disaster recovery should be risk assessed as normal.

Designated leads during emergency response scenarios should be mindful of COVID-19 implications.

5.4.3. Collections and archives activity

All Collections and Archives activity should adhere to HES COVID-19 Policy.

Practical considerations on maintaining social distancing, for example in the handling and transportation of objects and materials should first consider if this is absolutely necessary at this time. If that's the case, augmented PPE measures should be used to mitigate risks.

It may not be possible to access some areas of the Archive Strong Rooms due to the height of racking and the need for close working by staff. In these instances access to archive material will not be possible and staff or the public will be appropriately advised. Quarantining of books and archives will be introduced for all material which has been consulted.

Detailed planning is required for all such activity and prior approval is required from the Head of Archives Lesley Ferguson and the Head of Collections and/or Applied Conservation Kathy Richmond.

Working access to archives and HES Library is suspended at present. Registry files should not be requested unless urgent and gloves must be worn during use and files only returned after 48hrs post use.

5.4.4. Site based working

Normal risk assessment and Health and Safety procedures remain in place for site-based working, but the guidance in this document should also be taken into account. Special consideration should be given to the provision of welfare facilities, travel to and from site, proximity of working arrangements on site and the adequate provision of cleaning materials and cleaning regimes.

Social distancing should be maintained in the workplace wherever possible. Where the social distancing guidelines cannot be followed in full in relation to a

particular activity, managers should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff. Mitigating actions include:

- Further increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

Detailed planning is required for all such activity and prior approval is required from the responsible senior manager, see section 3.1 for details on who the appointed senior managers are.

5.4.5. Archaeology and cultural resources

All Archaeology and Cultural Resources activity should adhere to HES COVID-19 Policy.

Where there are issues regarding damage to a PIC, including ground disturbances through human or animal activity (such as metal detecting or burrowing), or natural events (storm damage etc), these should be notified to Head of Cultural Resources and advice sought at the earliest opportunity to allow CRT to plan appropriate archaeological mitigation and any relevant consents pro notifications.

Our approach will be informed by HES Covid-19 operating guidance and on-site archaeological works are covered under 5.4.4 Site based working.

5.4.6. Management of waste

All potentially contaminated COVID-19 waste materials require specific risk assessments in place. Waste paper towels or other waste which could be a hazard must be double bagged and sealed for handling.

Access to waste facilities should be restricted to staff identified as being well versed in waste handling procedures. Facilities for maintaining good hygiene must be provided close to the point of waste handling or disposal. Those staff with particular waste management responsibilities or duties must undertake a risk assessment and have this approved.

5.5. Visitor safety management at PIC's and to Archives Search Room

Visitor safety is of paramount importance to HES, both on staffed and unstaffed sites. Corporate guidance should be available on the Historic Environment Scotland website so that visitors can plan ahead when visiting our properties.

5.5.1. Pre-booking and online provision

Visitor numbers to staffed properties will be managed by means of timed ticketing with capacity limits for all time slots.

All visitor access to sites must fall within these time slot capacities therefore, the messaging of this approach to our visitor base will be paramount, and pre-booking of tickets via the ticketing system should be the norm. Visitors will inevitably be disappointed not to gain access should they arrive at a site and staff and should receive good customer care. A card only service will be operated at our properties and no cash will be accepted for the foreseeable future.

5.5.2. Site occupancy levels

Occupancy levels for properties in care are set for individual sites in each site's the Covid-19 Implementation Plan and must be strictly adhered to. In addition staff must monitor visitor movement and prevent 'bunching' of visitors at particular locations.

Initial capacities will be set at no more than 30% of normal visitor levels or less pending site-specific requirements, whichever figure is lower. Capacity levels will be reviewed after the first two weeks of opening following monitoring of the occupancy levels, visitor behaviour and visitor flow arrangements within each site independently.

5.5.3. Access to PICs - parking and queuing arrangements

Visitors will require to pre-book to visit PICs and this should be highlighted with signage at the entrance to PIC's. Car parking arrangements should enable adequate physical distancing and staff should be to hand at busy locations to welcome and inform visitors of our protocols for their visit.

Key issues will have been identified in the risk assessment and implementation plan process but inevitably new issues will arise; these should be quickly

addressed. The implementation plan and supporting risk should be updated assessments updated, and staff informed of any changes.

Our staff are key to managing the welfare of both staff and visitors and are encouraged to be pro-active in accordance with this guidance.

5.5.4. Managing social and physical distancing

Key issues will have been identified in the risk assessment and implementation plan process but inevitably new issues will arise; these should be quickly addressed. The implementation plan and supporting risk should be updated assessments updated, and staff informed of any changes.

Our staff are key to managing the welfare of both staff and visitors and are encouraged to be pro-active in accordance with this guidance.

Signage to remind visitors about social distancing will be in place and potentially other physical measures. In an emergency evacuation situation, life safety should be the priority in exiting the property. Social distancing should be encouraged at assembly points.

5.5.5. Managing visitor behaviour

We want our staff and visitors to 'be safe - feel safe 'at all times. We wish to maintain our usual warm welcome and customer focus, but we will require to be more pro-active in managing our visitors.

Many visitors (and staff) will be nervous about visiting our properties and will seek guidance and clarification on our approach. It is therefore critically important that any HES on site are clear on our Policy and approach so they can speak to others with confidence and clarity. Guidance materials must be readily to hand for all staff as well as Implementation Plans and this must form part of regular staff briefings.

It is our intention that any member of staff should be confident and comfortable in speaking with enforcing authority colleagues from Local Authorities, emergency services or the Health and Safety Executive about the arrangements HES has in place.

As ever, how we communicate to visitors greatly affects the visitor experience so clear and friendly communication is required. Ensuring the health and safety of visitors and complying with COVID-19 regulations is however a statutory

obligation. Visitors who refuse to comply with our Policy should be asked to leave our property.

For additional support in this area please contact Doreen Waller, Visitor Operations.

Visitor safety management in the Search room at John Sinclair House

All visitors to the search room will be required to make an appointment in advance and to provide details of all the material they wish to consult, including books and 'open access' materials. The number of people in the search room at any one time will be strictly managed to ensure social distancing and visitors who 'drop in' will not be admitted. The numbers will be constantly reviewed based on experience, space and monitoring the movement of users. Due to limited space there will be no guided tours and educational, and the events programme is cancelled until 2021.

Appropriate signage will be in place in the search room to remind users about social distancing. Study desks and chairs will be carefully placed to aid this and surplus tables/chairs will be removed.

Hand sanitiser will be available at the entrance to the search room and depending on the nature of the items being consulted, visitors may be required to wear protective gloves to prevent damage to historic materials (research is underway to assess the damage caused by hand sanitisers to paper and photographic materials). All books and archive consulted will be quarantined afterwards and will therefore be inaccessible for a period of time.

Staff are focused on continuing to provide a welcome to our users and good communication in advance will be essential, on the HES websites and on Canmore. Guidance documents will be provided detailing the services we can provide, the safety measures in place and outlining any restrictions.

5.5.6. Managing security checks

There are currently no bag searches taking place on any HES property. Should this security check be required in the future, existing processes will be updated to ensure that they are effective and meet with Covid-19 regulations.

5.5.7. Counter terrorism awareness and response

Awareness of behaviour associated with hostile reconnaissance and emergency measures are ensured for HES staff via the Action Counters Terrorism training provision. This is captured within the HES online training system which ensures visibility of staff who have undertaken training and where staff who are required to do training as part of their role have not yet done so. In particular HES staff are actively encouraged to approach anyone onsite whose behaviour arouses suspicions and to report such incidents to management.

HES staff are vigilant to unattended items and aware of measures required to quickly react to suspicious packages. A security risk assessment is in place for key sites to ensure security measures are commensurate with risk levels and an emergency response plan is in place for each key site which clearly outlines actions to take in event of a threat and who is responsible for each action. This is tested periodically with a simulated incident in order to ensure its effectiveness and to ensure staff are familiar with what to do in the event of a genuine emergency.

The safety of visitors is of paramount importance to HES. A key consideration in the planning of queuing arrangements is the exposure to attack from hostile vehicles and wherever possible queues are segregated from vehicular access.

5.5.8. Retail

Retail warehouse and online shop distribution risk assessment to be reassessed on a regular basis.

Retail procedures to align with guidance for PICs. Counters, Shelves and products to have regular cleaning regime, paying particular attention to baskets, tills and card terminals which should be cleaned regularly. Customers should use hand sanitiser when entering shop, and entry to be managed on a 1 in, 1 out basis, with capacity capped, and queues managed by a member of retail customer service staff.

For the foreseeable future we will only accept card payments and not cash.

Deliveries to be quarantined on receipt and unpacked after 72 hours.

Replenishment to ideally occur out of hours, but if not possible, when restocking shelves, disposable gloves to be worn to provide assurances to customers and the member of staff should be barriered off from visitors to an appropriate distance.

Plans to re-locate some retail provision to more appropriate locations will be put in place.

5.5.9. Enclosed spaces

The Risk Assessment process will identify confined spaces which pose a challenge and the mitigation measures required (which may include closure) will be identified in the Implementation Plan. It is important that this is kept under review so it may be amended as required.

Staff should manage visitor flow to prevent 'bunching' of visitors in contained spaces which pose a higher risk. Enclosed or contained spaces pose a higher risk of exposure to COVID-19. Ventilation is key and this should be prioritised over thermal comfort.

5.5.10. Educational visits

At this time all educational visits to HES Properties are suspended.

For information: HES learning will conduct a review of our learning offer and provide guidance in the future.

5.5.11. Guided tours

We do not intend to offer guided tours by our staff at present. The position will be reviewed however should guidelines on social distancing be relaxed.

External guides who bring small groups to site must be able to meet all health & safety requirements set out in legislation and guidance, including the social distancing requirements and entry is at the discretion of the site manager in terms of what is an appropriate group size.

5.5.12. Evacuation equipment

EVAC equipment should be incorporated into daily cleaning regimes and should be cleaned before and after use.

5.5.13. Mobility vehicles

At this time, it is our policy that mobility vehicles may only be used where adequate social distancing can be maintained. Enclosed vehicles should have windows open during use, although physical barriers might be appropriate per risk assessment. Vehicles must be cleaned down according to our cleaning guidance for HES vehicles by HES staff before and after use. Staff managing this

service have discretion to manage situations that arise but should not put themselves at risk.

5.5.14. Interpretive infrastructure and services

The Risk Assessment process will identify elements of the interpretive infrastructure / offer which pose challenges, and the mitigation measures required (which may include removal / closure) will be identified in the Implementation Plan. It is important that this is kept under review so it may be amended as required.

5.6. Non-visitor based commercial activity at PICs

The following activity is deemed as requiring pre - approval by Director of Conservation notwithstanding the guidance below. HES has certain legal responsibilities towards anyone present on our properties, and those third parties have legal obligations too. Similar principles apply to management of commercial activity at HES sites during this time, as apply to third party occupants of PIC properties. Please refer to section 4.1 above.

5.6.1. Filming

At the current time no commercial filming may take place at HES properties unless approved by Director of Conservation. This will be reviewed on an ongoing basis. Requests for small media type filming or broadcast (i.e news filming) require pre- approval and pre-approved risk assessments by the Director of Communications.

5.6.2. Events and hires

At the current time no events or hires such as dinners, weddings and venue hires are permitted at HES properties. Any requests for military or government functions at properties require to be pre-approved by the Director of Conservation.

Events – Visitor facing

At the current time no events such as jousting, performance, etc. are permitted for property-based activity. Following the reopening of properties this will be reviewed on an ongoing basis in line with Scottish Government advice on events and gatherings.

5.6.3. Event lighting

Normal HES policy should be followed in regards for lighting requests via the Director of Commercial and Tourism. Pre-approved risk assessments are required in all cases and special consideration given to not encouraging the public to gather against government guidance.

5.6.4. Functions and weddings

At the current time no functions or weddings are permitted for property-based activity. Any requests for this type of activity at properties require to be pre-approved by the Director of Conservation

6. PRE-OPENING CHECKLIST FOR PROPERTIES

In advance of any re-opening of HES Property, Site, Depot, HQ & Regional Offices, Retail Storage, Collections & Archive Storage a number of statutory compliance inspections, checks will be required to be undertaken prior to re-opening. Full auditable records and finding of these inspections and checks must be accurately recorded and kept.

The aim of these inspections & check is to ensure that HES meets its statutory and regulatory compliance obligations and to ensure that our properties, building structures, collections and landscapes and our onsite operations are safe for staff, visitors and members of the public to return following lockdown.

Please be aware that when completing the following checklists and considering mitigating measures and adaptations that all previous regulations and standards continue to apply.

This guidance does not supersede any existing regulations or existing legal obligations.

In general, if there are any situations where activities cannot be undertaken whilst maintaining physical distancing then that activity must not go ahead, though some decisions on this may require to be made on a case by case basis and should be escalated to the responsible senior manager (see section 3.1 for detailed list) for guidance

The persons responsible for carrying out and delivering these pre-opening checks will vary based on the individual inspection, tests, checks requirement and will involve a combination of HES staff and external contractors to delivery these inspections.

These inspections will not only ensure and demonstrate that we meet or statutory obligations but will also identify areas where remedial works will be required. Any remedial works will be action by the person carry out the inspections, if resolution of the remedial works cannot be rectified in the immediate to short term, then mitigation measures such as HES site Access Restrictions will be put in place to protect staff and visitors until such times as the issue is rectified.

6.1. Statutory & planned maintenance inspections & checks

Ref	Criteria	Required
6.1.1	Site Activity Risk Assessment and Methods Statements put in place in consultation with staff to enable safe delivery of the following inspections & checks.	X
6.1.2	Annual electrical inspections including visual electrical checks and localized equipment testing (RCDs/breakers) by a qualified contractor.	X
6.1.3	Fire Alarm Systems / VESDA / Sprinkler Systems including visual inspections and testing by a qualified contractor.	X
6.1.4	Intruder Alarm & CCTV Systems including visual inspections and testing by a qualified contractor.	X
6.1.5	Emergency Lighting Testing including visual inspections and duration testing of system by a qualified contractor.	X
6.1.6	Water Quality Management including recommissioning flush, disinfection, temperature checks and sampling in accordance with ACOP L8 legionella control requirements by a qualified contractor.	X
6.1.7	Statutory Engineer Inspection Services – Service Inspections for Plant & Machinery (Pressure Systems / Lifting Equipment / Plant & Equipment) including thorough engineer inspection & examination service by a qualified contractor.	X
6.1.8	Passenger Lift Inspections including inspection and testing of the equipment by a qualified contractor.	X
6.1.9	Gas / Oil Appliances / Pressure Equipment & systems – including visual inspection, equipment inspection, testing and servicing by a qualified contractor.	X

6.1.10	Heating Systems including visual inspection, equipment inspection, testing and servicing by a qualified contractor.	X
6.1.11	Dehumidifier / Humidifiers – including visual inspection, equipment inspection, testing and servicing with filter changes by a qualified contractor.	X
6.1.12	Ventilation Systems – including inspection, cleaning, testing and servicing by a qualified contractor.	X
6.1.13	Local Exhaust Ventilation (LEV) – including visual inspection, equipment inspection, testing, servicing and filter changes by a qualified contractor.	X
6.1.14	Landlord Inspections – including visual inspection of tenanted accommodation and reporting of defects by a qualified contractor with conservation accreditation.	X
6.1.15	Hearing Loops – including inspection and testing by a qualified contractor.	X
6.1.16	Fire Extinguisher -Inspection of seals, pressure, damage and located the correct positions.	X
6.1.17	Biodiversity / Protected Species - assessment of site to identify any biodiversity or protected species that require special treatment or may impact on operations.	X
6.1.18	Invasive species – checks to identify any invasive species, and that correct measures are in place where required.	X
6.1.19	Visual High Level Inspections of the historic building / structure to establish safety of high level building fabric.	X
6.1.20	Visual Inspection of Rock Slopes to establish if there any signs of new rock falls.	X
6.1.21	Inspections of pedestrian bridges and raised platforms.	X
6.1.22	Inspection of protective handrails, guards, mesh panels that prevent falls from height.	X
6.1.23	Inspections of stairs, stairwells & steps. Ensure all are secure, safe and free from trip, slip hazards.	X
6.1.24	Boundary & perimeter walls safety checks.	X
6.1.25	Boundary & perimeter fencing (including gates) safety checks.	X
6.1.26	Boundary & perimeter railings safety checks.	X
6.1.27	Visual tree safety checks.	X
6.1.28	Check any on site temporary works are in place and secure.	X
6.1.29	Graveyards inspections / checks of memorial headstones.	X

6.1.30	Visual checks on access & egress routes and paths to and from site.	X
6.1.31	Visual checks of hard standing landscapes (e.g. cobbles & slabbed areas) ensure they are free from trip / slip hazards.	X
6.1.32	Property access / egress roads, inspect road surfaces for cracks, potholes etc.	X
6.1.33	Car parks (staff and visitors), inspect road surfaces for cracks, potholes etc.	X
6.1.34	Inspections of foul drainage to ensure manhole covers, drains, gratings, grills etc. are still in place and secure.	X
6.1.35	Inspection of storm drainage to ensure manhole covers, drains, gratings, grills etc. are still in place and secure.	X
6.1.36	Rainwater goods check that goods are secure & functional.	X
6.1.37	Inspection of small sewage treatment systems (e.g. septic tanks) to ensure manhole covers, vents grilles, etc are in place and secure.	X
6.1.38	Internal floor coverings are free of slip / trip hazards.	X
6.1.39	Doors, ensure doors are all operational and not sticking or binding in the frame.	X
6.1.40	Windows, ensure windows open safely sufficiently to provide adequate ventilation and close securely	X

6.2 Emergency response procedures and risk assessments

Ref	Criteria	Required
6.2.1	Fire Action Plan & Escape Procedures - Reviewed and updated to reflect property adaptation measures that have been put in place.	X
6.2.2	Fire Risk Assessments - updated to reflect any property adaptations.	X
6.2.3	Staff Training - Delivered / provided to site staff on any update fire action plans & escape procedures & measure.	X

6.3 Training and behavioural procedures

The following criteria relate to training required for staff, new behaviours that will be expected and new protocol that will need to be followed relating to PPE use, stock management and site cleaning.

Ref	Criteria	Required
6.3.1	HES staff have undertaken the appropriate COVID-19 Training prior to commencement of work.	X
6.3.2	HES Site Inductions for staff procedures updated to incorporate COVID-19 guidance and managers carry out staff returning to work workplace inductions.	X
6.3.3	Process in place for regular reviews of new procedures and working methods.	
6.3.4	Staff to be trained in appropriate cleaning regimes, requirements and methods, including understanding of specification for cleaning materials	X
6.3.5	Staff to be aware of PPE use for different activities based on revised Risk Assessment and Method Statements.	X
6.3.6	Reporting procedures – clear procedures in place and understood regarding any occurrence of COVID-19 like symptoms on site (staff or visitor). Isolation, evacuation, collection, decontamination and reporting.	X
6.3.7	Consideration given to hours of operation and shift patterns.	X
6.3.8	Review responsibilities for site opening and closing taking any shift patterns into account. Consider risks of shared keys or entry systems.	X
6.3.9	Hazardous Waste management. Staff should understand what waste should be treated as hazardous, and correct methods to quarantine and dispose of potentially infected waste.	X
6.3.10	Signage – notifications to remind staff of required habits/behaviours to be distributed at key impact areas	X
6.3.11	Staff to ensure that all required cleaning and hygiene materials to be of appropriate specification and maintained in sufficient stock including at points of use and stored supplies.	5 days stock
6.3.12	First Aiders to carry out an update to their training and reference additional HES Guidance to ensure that they are aware of new first aid protocols, including use of PPE and updated guidance on administering first aid in a Covid-19 safe manner.	X

6.4 Welfare, physical social distancing measures and hygiene

The following criteria are intended to help ensure social distancing and adequate hygiene standards can be maintained. Note that each heading may not apply to

all sites – e.g. Visitor Facing Facility measures will only be required at sites that invite visitors.

Many measures will apply in all situations. However, it must be remembered that the expectations we place on staff and visitors will differ. Additional considerations must also be given for visitors and staff who suffer any disability or impairment.

6.4.1 All areas

Ref	Criteria	Required
6.4.1.1	Offices & HQ Buildings - Review / assessment of occupancy capacity of all spaces to take into account 2m social distances requirements.	X
6.4.1.2	MCU Depots - Review / assessment of occupancy capacity of all spaces to take into account 2m social distances requirements.	X
6.4.1.3	Visitor Operations Site Facilities - Review / assessment of occupancy capacity of all spaces to take into account 2m social distances requirements.	X
6.4.1.4	Archive & Collections Storage - Review / assessment of occupancy capacity of all spaces to take into account 2m social distances.	X
6.4.1.5	All Other Specialist Facilities - Review / assessment of occupancy capacity of all spaces to take into account 2m social distances.	X
6.4.1.6	PICs – Internal Spaces - Review / assessment of occupancy capacity of all spaces to take into account 2m social distances requirements.	X
6.4.1.7	Key Access & Egress routes - Review of visitor flow to take into account social distancing requirements.	X
6.4.1.8	Movement of Vehicles on Site – Review / assessment of vehicles flow through site to keep visitors & staff at a safe distance and maintaining social distancing.	X
6.4.1.9	Access & Egress of Emergency Vehicles – Review existing plans, procedures in line with social distancing and any site adaptations.	X
6.4.1.10	Property Adaptation Measure – Procedure in place to regular check & monitored to ensure these measure are still in place, working and safe.	X
6.4.1.11	Visitor Safety Risk Assessments – Review / update to reflect any site adaptation measures put in place.	X

6.4.1.12	Equality Act Compliance – Review / assessment of the adaptation measure being put in place to take into account those with impaired movement, vision or other disabilities.	X
6.4.1.13	Assess the layout of furniture, particularly seating, and access/egress routes. Consider if any articles can be moved or restricted.	X
6.4.1.14	Ensure good ventilation by keeping windows open where possible and not closing doors for small rooms.	X
6.4.1.15	Review provision and location of hand washing facilities and other sanitary materials for staff, visitors and third parties.	X
6.4.1.16	Identify site ‘high touch’ areas. Consider how need to touch can be reduced, cleaning regimes and safe methods of use.	X

6.4.2 Kitchen

Ref	Criteria	Required
6.4.2.1	Adequate supply of hot and cold running water, hand soap and paper towels. Avoid shared hand towels.	X
6.4.2.2	Waste bins in place that can be operated hands free (e.g. pedal bin), with liner.	X
6.4.2.3	Procedure in place for emptying and disposing of waste daily into secure holding area for 72 hours before disposed of as (general) waste, EWC 20 03 01	X
6.4.2.4	Staff hand washing facilities available should enable them to wash and sanitise hands prior to preparing or consuming food and drink and be located as such to avoid the need to touch any surfaces in between.	X
6.4.2.5	All appliances (kettles, microwaves, toasters, hobs, etc) must be provided along with appropriate means of decontamination before and after each use.	X
6.4.2.6	Staff should be encouraged to bring their own cutlery and crockery each day and take it home for washing. Shared dish washing facilities and sponges to be avoided.	
6.4.2.7	An appropriate cleaning regime for the frequent cleaning, sanitising of taps, fridge door handles etc should be in place	X
6.4.2.8	Suspend use of shared supplies. Staff are advised to bring their own supplies.	X

6.4.3 Toilets

Ref	Criteria	Required
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6.4.3.1	Adequate supply of hot and cold running water , hand soap and paper towels. Avoid shared hand towels. Signed with poster promoting correct hand washing technique.	X
6.4.3.2	Waste bin that can be operated hands free (e.g. pedal bin), with liner. Emptied daily into secure holding area for 72 hours before disposed of as (general) waste	X
6.4.3.3	Hand dryers to be disabled and signed advising use of hand towels	X

6.4.4 Visitor facing facilities (ticket points, retail, etc)

Ref	Criteria	Required
6.4.4.1	Ticketing. Staff should not be handing any tickets or receipts to visitors.	X
6.4.4.2	Visitor queuing controls in place to ensure visitors maintain 2m distances.	X
6.4.4.3	Payment – at present we are only accepting card payments – no cash is to be taken for the moment.	X
6.4.4.4	Staff and visitors should be separated by a physical screen – acrylic, polycarbonate or similar. Normal arrangements should be modified to ensure staff are not working in shared or enclosed spaces.	X
6.4.4.5	Retail offering should only be operated where spaces are adequate , well ventilated, physical screening measures in place and occupant capacities established with measures to control access.	X
6.4.4.6	Stock handling – consider management, and re-stocking. Temporary closures may be required for periods to allow re-stocking	X
6.4.4.7	Retail procedures to be reviewed to reduce infection risk for staff and visitors	X

6.5 Operational plant & equipment

Ref	Operational Plant & Equipment	Required
6.5.1	Plant & Equipment - Register/log of all plant and equipment subject to statutory inspections to be reviewed and updated	X
6.5.2	Inspections - All plant and equipment should be inspected or serviced by an approved competent person prior to resumption of normal operations / use. Records kept and updated accordingly.	X

6.5.3	PUWER Risk Assessments – Plant & equipment risk assessment updated to reflect good hygiene practices to reduce cross contamination	X
6.5.4	Tools and Equipment- Procedure in place to properly sanitise equipment before and after use.	X
6.5.5	Staff Training – Toolbox talks conducted with staff to inform them of the new procedures.	X

6.6 Vehicles

Ref	Criteria	Required
6.6.1	Procedure put in place to minimise number of occupants in vehicles to prevent cross contamination per social distancing guidance.	X
6.6.2	Procedure in place for cleansing vehicle before and after use	X

6.7 Contractors and third parties (waste, deliveries, stock, constructions, catering)

Ref	Criteria	Required
6.7.1	Third parties are expected to maintain standards expected of HES staff. Appropriate Risk Assessments and Method Statements should be provided to HES managers in advance of carrying out any works.	X
6.7.2	Management and Control of Contractors policy to be updated to reflect COVID-19 and applied accordingly.	X
6.7.3	All interaction with tenants to be arranged through HES Factoring	X
6.7.4	Third parties who occupy or control all or parts of sites are provided with HES COVID-19 policies and guidance.	X
6.7.5	Receiving goods and deliveries. Procedure in place to ensure safe exchange and handling of goods received including quarantine where appropriate.	X

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