



THE BEATLES STORY

COVID-19 REOPENING ASSESSMENT REPORT

The Beatles Story has undertaken a full risk assessment of all areas of the attraction which includes the main exhibition, Fab4 Cafes, Fab4 Stores and the Discovery Zone in order to meet with UK Govt safety guidelines and to ensure the full safety and wellbeing of all our visitors and staff.

To verify that we have the necessary measures in place, The Beatles Story has been awarded Visit Britain's 'We're Good To Go' certification. The Industry Standard mark means that prior to reopening we have the relevant safety measures in place and a detailed process to maintain cleanliness and aid social distancing which include the following procedures for both visitors and staff:

Wearing of Personal Protective Equipment (PPE):

- All visitors will be advised of wearing face masks throughout the exhibition including the main attraction, the Discovery Zone and Fab4 Stores. This will be communicated via our digital and social channels and signage within the exhibition on TV screens, posters and banners. Staff will also communicate this on arrival to visitors.
- We will ensure our first aid protocols address how to manage guests or employees as a result of COVID-19.
- We will amend our working arrangements to remove risk and where this is not always reasonably practical, we will provide Personal Protective Equipment (PPE).
- Refillable sanitizer bottles with a belt clip and a lanyard pen will be issued to all staff.
- Visors will be issued to staff to wear in non-transactional screened areas. These include:
 - Admissions – Front Door
 - Audio Guide Return
 - General public queuing area and exhibition
 - Café – drinks hand off point and public area
 - Retail – general public shop floor area
- When dealing with a first aid incident, we will ensure:
 - Usage of protective masks and gloves stored in the Guest Service Management Office,
 - When dealing with an incident call for assistance we will ensure maintenance of social distancing in the area,
 - Ensure all incidents are reported using the correct forms and hands are washed/sanitised after any incidents.

Avoiding transfer of the virus:

- Contactless payment will be available in all areas of the business and visitors encouraged to pay by card where possible.
- Hygiene screens between guests and staff have been installed in all transactional areas.

- Promotional uniforms (Sgt Pepper suits) and props have been removed throughout the attraction.
- The option for visitors to leave luggage and personal belongings has been withdrawn.
- Pre-packaged food will be available in our Fab4 café areas. Signage has been installed to remind guests to only handle what they intend to purchase.
- In our Fab4 Stores, signage has been installed to remind guests to only touch what they intend to purchase. Guests will be encouraged to put their purchased items into shopping bags themselves so employees do not touch them and face masks must be worn in both our stores.
- The Chill Out Area and 'Beatles In India' exhibit will remain closed on a temporary basis and further notifications of reopening these areas will be communicated.
- The Fab4 Store at the Pier Head will remain closed on a temporary basis until further notice.
- The Pinball machine and Penny Press in the Fab4 Café at the Albert Dock will regularly be cleaned and sanitizer wipes to be placed next to them so customers can clean prior to use.

Staff Training Procedures:

The Beatles Story team will undertake a rigorous training plan prior to reopening which will cover the following safety measures:

- Where social distancing guidelines cannot be followed in all areas of the attraction, handwashing frequency will be increased, with activity as short as possible and staff encouraged to work/move around back to back.
- On arrival and departure from work, staff are instructed to arrive close to their start time and leave promptly, enter and leave alone, not linger for any reason at entrances where staff/visitors can be expected, not linger at timesheet checking in area, encouraged not to touch surfaces unnecessarily, use their own pen to sign in and out, regularly wash/sanitize hands, clocking in machine and alarm pads to be sanitised after each use, follow appropriate travel guidance, take ownership of timesheets and hand in at the end of the working week.
- Moving around the building staff must communicate their shift plans, agree times to limit contact with each other, pass back to back, if on a corridor, one should step aside or into an empty office to allow the other to pass or wait at the end of the corridor.
- At workplace stations staff will ensure items on counter are kept to a minimum and rubbish disposed of throughout the day, staff should not use customer pens, these should be cleaned after each use, continually monitor the state of cleanliness of public areas and if needed arrange additional cleaning/increase frequency depending on numbers, gather all resources at the start of your shift to prevent movement around the workplace, consider additional use of radios rather than face to face discussions
- Meetings will not be arranged unless necessary and virtual meetings via Zoom or Microsoft Teams will be encouraged to be the first option with face-to-face as the last resort option and social distancing continually adhered to. If visitors attend the site then they should be made aware of social distancing procedures at the location. No pens or paper will be shared.
- Common areas will be coordinated and communicated out by department managers and team leaders on how to observe social distancing in shared facilities, limits placed on how many people can use the staffroom, timeslots created when the facility is shared and refreshment periods will be staggered, these areas will be cleaned frequently, some seats will be removed, own cutlery/crockery is advised, immediately clean up dishes so none are left around, those on unpaid breaks should consider their lunch outside wherever possible, all equipment should be stored in lockers.

- All visitors will be communicated of our safety procedures in advance where possible, and staff will also brief visitors on arrival.
- Track and Trace processes, in line with Government recommendations, have been put in place and staff will direct visitors to login to the 'Track and Trace' website via a QR code on arrival. For visitors unable to access this, key details will be manually logged by staff on arrival.
- Staff will timetable their arrival/departure via the Operational Calendar, visitors only to sign in/out if entering the building, use their own pen to sign with and arrival/departure times will be staggered.
- Only handle deliveries, post and merchandise if you have to, do not use the delivery driver's pen, if you handle deliveries etc. wash hands immediately afterwards, communicate with recipient to coordinate the time when it is safe/convenient to collect.
- Face covering are not required when located behind screens in transactional areas. Visitors will be issued to all staff for use in open areas, however wearing a visor is not mandatory and it will be down to the individual's personal choice. Hands should be washed or sanitised before putting visors on and after taking it off, touching eyes nose and mouth should be avoided at all times, steps will be taken times to observe the social distancing rules but where this is not possible the use of a face covering might provide assurance.

Hand Washing:

- Visitors will be encouraged to undertake appropriate handwashing standards whilst visiting the attraction.
- Hand sanitiser stations will be provided throughout the attraction for both visitors and staff.
- Appropriate public health posters and notices will be displayed around the workplace.
- Signage in restrooms will remind guests of appropriate handwashing standards which include:
 - Hands should be washed with soap and water for 20 seconds.
 - Hands should be thoroughly dried with disposable paper towels.
 - Mouths should be covered with a tissue - if someone coughs or sneezes the tissue should be disposed of immediately. If no tissue is to hand, cough into the crook of your arm NOT your hand, wash hands as soon as possible, Catch it, bin it, kill it and avoid touching face, eyes, nose, or mouth.

Cleaning:

- Rigorous checks will be carried out by The Beatles Story management to ensure that all the necessary procedures are being followed.
- Enhanced cleaning protocols will be undertaken in all areas of the attraction working with our contract cleaners to clean high traffic areas and touch point areas regularly.
- Pre-opening training and induction will be given to all staff to ensure they are confident managing the physical distancing and hygiene aspects of their role.
- Procedures regarding the operation and cleaning of the audio guides will be implemented; this will include instruction to visitors.
- Safe dial and handle will be cleaned after each use, all workstations to be cleaned when a new member of staff takes over (includes phones, screens, switches, keyboards, date stamp, radios, chairs etc), key areas will be cleaned more frequently and coordinated by Team Leaders/Managers.

Social Distancing:

- Capacity will be reduced/managed to allow for appropriate social distancing and visitor numbers will be reviewed on a regular basis.
- Guests will be advised to book online prior to their visit in timeslots with reduced capacity.
- The 'Rule of 6' will be advised to be adhered to throughout the booking process and customer journey.
- Seating positions in all areas of the attraction will be controlled in line with government guidelines or where possible removed.
- Emergency fire procedures will be fully reviewed, and the appropriate plan instructed. This includes appropriate muster points to allow for social distancing.
- Queue management signage and floor markings instructing social distance in all transactional areas.
- Signage throughout the attraction reminding guests of physical distancing requirements – including one-way floor signage and social distance reminders throughout the exhibition.
- Operating on core staffing on initial stages of opening with reduced shifts in all departments.
- Non-operational staff will work from home where possible, particularly in the early stages of reopening.
- Staff will maintain social distancing wherever possible and management will remind staff daily of the importance of social distancing both in the workplace and outside of it and carry out daily check to ensure this is being adhered to.

Symptoms of COVID-19:

- Visitors will be encouraged not to enter the attraction if they are showing any symptoms of COVID-19 and signage throughout the exhibition and online booking process will communicate this instruction.
- Staff will be instructed that if anyone becomes unwell with symptoms of COVID-19 they will be sent home and advised to follow the public health guidance.
- Department managers will maintain regular contact with staff members during this time.
- If advised that a member of staff or public has developed COVID-19 and were recently on our premises the senior management team will contact the Public Health Authority to take appropriate action.

These measures are continually reviewed to ensure that The Beatles Story is meeting up-to-date UK Govt safety guidelines and to ensure the full safety and wellbeing of all our visitors and staff.